UNITY APPLICATION SUITE | RELEASE NOTES

Contents

Date of review 16/06/2025

Release 8.14.1

Beta release: 6th June 2025
Production Release: TBC

Application	Feature/Component	Description	Source
All	Teams Presence	There was a bug whereby if a user could not be included when creating a Teams subscription for presence info (because of Microsoft licensing) then an error message would be displayed to the end user. This has been changed so that the error response will be processed to identify and remove the disallowed user(s) after which Unity will attempt to create the presence subscription again.	Bug fix
All	Shared Mailbox	Shared voice mailbox details can now be modified rather than the mailbox having to be deleted and recreated in Unity Settings.	Feature request
All	Shared Mailbox	When voice messages are read and/or deleted from the voice portal, Unity will immediately update the shared voice mailbox to reflect this. Please note this will not happen until the call to the voice portal has ended.	Feature request
Unity Supervisor	Abandoned Calls Tab	There was a bug whereby the Abandoned Calls tab would not be displayed if the supervisor didn't have the Call Center Agent – Standard/Premium service assigned in BroadWorks. This has been changed so that this requirement is no longer present.	Bug fix
Unity Agent, Unity Supervisor, Unity Reception	Keep My Place in Queue	There was a small bug whereby the remote party number was sometimes shown multiple times in the active call list, if Unity was configured to display the remote party number. This has now been resolved.	Bug fix
Unity Agent, Unity Supervisor, Unity Reception	Keep My Place in Queue	There were issues when displaying KMPIQ callbacks in the Active Call Window, if configured in Unity Settings. This would sometimes result in the queue position not being displayed correctly (even though the queue position was correct in the internal list), and queue calls and callbacks not being displayed in order according to queue position. These issues have all been resolved.	Bug fix
Unity Agent, Unity Supervisor, Unity Reception	Keep My Place in Queue	There was a bug whereby KMPIQ statistics were not always updating correctly, this has been resolved. Also Unity clients will periodically update the internal list and statistics	Bug fix

		values from Kakapo cloud to ensure all internal lists are identical, for example if a real-time update was not sent/received/processed correctly.	
Unity Supervisor	Keep My Place in Queue	There were times when closing a KMPIQ callback would result in an error message being displayed as outlined below, this has now been resolved. 	Bug fix
Unity Agent, Unity Supervisor, Unity Reception	Keep My Place in Queue	The user is no longer allowed to set the same ACD Unavailable Reason code that is used when processing KMPIQ callbacks as the startup/shutdown/post-call/desktop/locked/desktop-unlocked ACD state in Unity Settings. Also this unavailable reason code cannot be manually selected by the end user or supervisor. This is to ensure that KMPIQ callback ACD state is only used when performing KMPIQ callbacks, otherwise it will result in unexpected behaviour.	Ad-hoc modification
All	Active Call Window	Users can now right click a call in the Active Call Window to perform common actions such as hold/retrieve, answer, release and conference. This means the user doesn't need to click the call control buttons to perform these actions.	Feature request
All	Directory Refresh	There was a bug whereby if Unity was configured to periodically refresh the Group/Enterprise directory then over time the list would grow smaller as directory entries were removed every time the list was refreshed. This has now been resolved.	Bug fix
All	Activity List	Unity now uses the user interface thread when updating the duration in the activity list, this is to ensure the visual component is updated in accordance with best practice/design.	Ad-hoc modification

Release 8.13.4

Beta release: 23rd January 2025
Production Release: TBC

Application	Feature/Component	Description	Source
Unity Supervisor	Contact Center	There was a bug whereby when a contact center conversation was closed, it was removed from the Agents Unity, but continued to show in the Supervisor's Unity, assuming it's configured to show reserved conversations. This has now been resolved.	Bug fix
Unity Agent, Unity Supervisor, Unity Reception	Shutdown	When Unity is closing it now used OCI-P to change the ACD State to Sign-Out (if configured) rather than CTI, to ensure the command is processed before the connection to BroadWorks is closed. This is because there were times when the CTI action didn't complete before the connection was closed.	Bug fix

Release 8.13.3

Beta release: 6th January 2025
Production Release: 15th January 2025

Application	Feature/Component	Description	Source
All	Shared Mailbox	This feature (that was introduced in release 8.13.2) has been enhanced so that voicemails for all shared mailboxes can now be viewed in a single list. Each shared mailbox can also be configured to allow or prevent the user from deleting voice messages.	Feature request
All	Voicemail	Unity now performs a CRM lookup on all voicemails in a mailbox as it is displayed in the Voicemail tab	Ad-hoc modification

Release 8.13.2

Beta release: 31st December 2024
Production Release: Skipped

Application	Feature/Component	Description	Source
Unity Reception	Previously Transferred to	Previously transferred information was previously saved locally on the user's PC by default. Although Unity could be configured to save the file to a network share, this wasn't always possible, which meant that if another receptionist wasn't logged into Unity they would not be aware of who the caller was previously transferred to. This information is now stored in the Kakapo cloud and downloaded to Unity Reception during startup, meaning all receptionists will know who callers were previously transferred to the last time they called. Please note this information is retained for one month, after which it is automatically removed.	Roadmap
All	Connectivity	There was an issue with support for SRV records which was introduced in Unity release 8.13. This issue was CTI and HTTP connections would try to use the same SRV record as OCI, which isn't always the case. This has been resolved so that separate SRV records can be used.	Bug fix
All	Shared Mailbox	Unity can now be configured to connect to voicemail boxes for the other users in the Group or Enterprise, including those for all centers and/or Hunt Groups. The user or group service does not need to be publicly available in the Group or Enterprise directory, their details can be hidden through the Privacy service.	Roadmap
All	Connectivity	Support for TLS 1.3 has been added for all BroadWorks protocols.	Roadmap
All	Preferred Device	Support for the "My Preferred Device" was added in Unity release 8.13, but when selecting a preferred device this resulted in an error if feature 103542 was not enabled in BroadWorks. Unity has been updated so that this feature is only available if there is a current preferred device, which indicates that the feature had been activated on the Application Server.	Feature request
Unity Supervisor	Contact Center Reporting	There was an issue whereby the maximum duration for contact center reports was five months, even though the error message displayed said six months was the maximum. This has been charged so that the maximum report duration is now six months.	Bug fix

Unity Supervisor	Supervised Agents	There was a bug whereby the Agent Activity list would appear empty when a queue was selected, and it looked like the supervisor wasn't supervising any agents, when in fact, they were. This bug was introduced in the last release when using a long OCI delay, because of the timing of the startup process. This has now been resolved so that even if a long OCI delay is used, all supervised agents will be processed correctly.	Bug fix
All	Browser Helper	An old manifest was being shipped with Unity installers that was no longer valid when importing into Firefox for click to dial within the browser. This has been updated but requires an install over the top of the existing Unity installation (if one is in place) to ensure the new manifest is used. Unity should not be uninstalled first as this will remove previously saved Unity settings, it should be installed over the top of the existing installation.	Bug fix
All	Preferred Device	This feature was included in a previous Unity release, but was dependant on BroadWorks feature 103542 being enabled. If this wasn't the case then an error would be displayed when the user tried to change their preferred device. This has now been modified so that the option to change the preferred device is only presented to the user if there is already a preferred device set in BroadWorks, meaning the feature has been enabled.	Bug fix

Release 8.13.0

Beta release: 28th November 2024
Production Release: 11th December 2024

Application	Feature/Component	Description	Source
All	BroadWorks Messaging	OCI-P messaging has been further modified so that the delay in between sending requests can be configured through the partner portal in the Branding tab at all levels. The default delay is 100 milliseconds (one tenth of a second) but can be changed to a value between ten and 250 milliseconds. Please note that increasing this value will result in a longer startup time in Unity clients.	Ad-hoc modification
Unity Supervisor	KMPIQ	Supervisors can now close both unassigned and assigned KMPIQ callback requests. If a KMPIQ callback is assigned to an agent and the callback is in progress then the Close menu option will be disabled.	Feature request
Unity Agent Unity Reception	KMPIQ	Unity can now be configured (in Settings) so that KMPIQ callbacks are automatically closed when the callback is released, even if the call wasn't answered.	Feature Request
All	Teams Integration	When performing click-to-dial, Unity will now ignore the preferred VoIP platform (Teams or BroadWorks) if the user is currently on a BroadWorks call. If this is the case then BroadWorks will automatically be used when performing click-to-dial, as the assumption is that the user is attempting to perform a warm transfer. The user can still right-click a contact to override this and dial through Teams.	Feature Request
Unity Desktop Unity Agent Unity Supervisor	Contact Center – Email	Unity can now be configured not to close an email conversation when the agent replies. In this case the email will be sent but the conversation will remain open and assigned to the agent, ensuring that replies are routed through the same conversation to the agent	Feature Request
Unity Desktop Unity Agent Unity Supervisor	Contact Center – Email	There was a bug in Unity whereby if the subject was changed by the agent when replying to the conversation this was not reflected in the email received by the recipient. This has now been resolved	Bug fix
All	Preferred Device	The BroadWorks preferred device can now be configured in Unity, both through the "my status" quick link as well as in Unity Settings. Please note this feature is only available in BroadWorks R25 and later	Roadmap

All	Connectivity	Unity now supports SRV records, which are a special DNS record used to achieve geo-redundancy across multiple datacenters. The SRV record must follow standard naming conventions, which means it must start with an underscore.	Feature request
Unity Agent Unity Reception Unity Supervisor	Personal Wallboard	There was a bug whereby Unity would at times not show call centers in the personal wallboard, although this was only reported by a single BroadWorks provider. The issue was found to be that the default call center password that was set in the partner portal was sometimes not applied in time, so Unity had already started attempting to login as the call centers before the password had been set. This has now been resolved.	Bug fix

Release 8.12.1

Beta release: 05 July 2024
Production Release: TBC
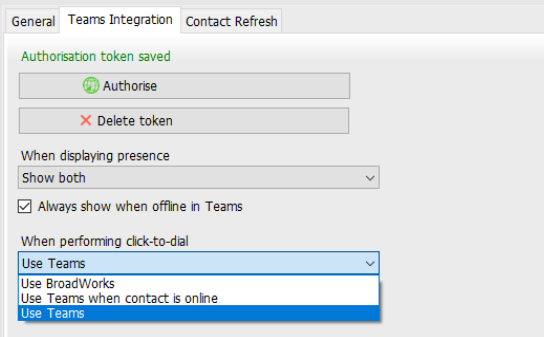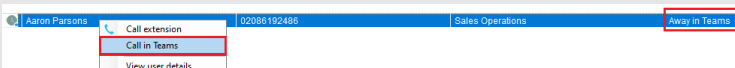
Application	Feature/Component	Description	Source
All	BroadWorks Messaging	OCI-P messaging has been further modified so that: • The current Unity version is now included in the OCI session ID. • There is a 200 millisecond delay between sending OCI-P requests to ensure no two OCI-P commands are sent in the same millisecond, which was sometimes the case.	Ad-hoc modification
All	CRM Connector	There was an issue when integrating with Salesforce Lightning whereby if the Salesforce tenant didn't support leads then integration would fail. This was because leads would still be included in the search query. This has now been resolved so that if "include leads" is unchecked in Unity Settings, then the search query will reflect this.	Bug Fix

Release 8.12.0

Beta release: 13 June 2024
Production Release: TBC

Application	Feature/Component	Description	Source
Unity Agent, Unity Supervisor, Unity Reception	BroadWorks Messaging	OCI-P messaging around call center statistics (that show in the Personal Wallboard) has been further modified so that: • Unity will only send the "GroupCallCenterGetInstanceQueueStatusRequest" OCI request if the Staffed Ratio statistic is showing in the Personal Wallboard (Unity Supervisor only). If this OCI request is sent then Unity will wait for one second before then sending the "GroupCallCenterGetInstanceStatisticsRequest14sp9" request to get call center statistics. • The "GroupCallCenterGetInstanceQueueStatusRequest" request is now only sent when the statistics are refreshed, either through the refresh timer or manually by the user. Unity will no longer attempt to update the staffed ratio when the agent is join/unjoined from a queue or their ACD state changed • If there is an error when sending either the "GroupCallCenterGetInstanceQueueStatusRequest" or "GroupCallCenterGetInstanceStatisticsRequest14sp9" requests, Unity will increment an additional delay of five seconds, which will apply when the refresh timer fires for that call center. For example if a queue is configured to refresh statistics every 60 seconds, but the last request resulted in an error response. In this case Unity will wait 65 seconds before refreshing the stats next. The next request also results in an error, so Unity will then wait 70 seconds before attempting to refresh the stats again. When the stats have been successfully received this additional delay counter will be set back to zero • The OCI Session ID has been modified so that a GUID is used at the front of the ID • There is an initial delay before sending the call center keep-alive, and each queue has it's own independent keep-alive timer. This means even if two (or more)	Bug fix

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		queues are batch processed at the same time they will not send keep-alives at the same time, the initial delay is recorded in the CallCenterLoginStatus.csv file	
All	User Templates	There was a bug whereby if a user's template assignment was "Parent" and the parent level template assignment was single-use then the same template would be applied (and the user alerted) every time Unity was started. This has now been resolved so that the previously used single-use template is stored with Unity settings so it will not be applied again if already processed, unless the version of the template has changed.	Bug fix
All	Teams Integration	It's now possible to perform click-to-dial through Teams rather than BroadWorks. Unity Settings can be used to determine which action to take when the user double-clicks or drags a contact into the Active Calls List, as shown below. The user can also right-click the contact to click to dial from Teams. Please note this option is only available if the Contact has an email address that exists in Teams, and Unity was able to get their presence status.	
All	Hotdesk Management	There was a bug whereby if the Hoteling Host or Flexible Seating Host has Privacy enabled in BroadWorks [so is therefore not included in the Group/Enterprise directory], then it would not always show as the assigned device in Unity Settings. This has been resolved so that if the name is not available then Unity will instead display the ID of the	Bug fix
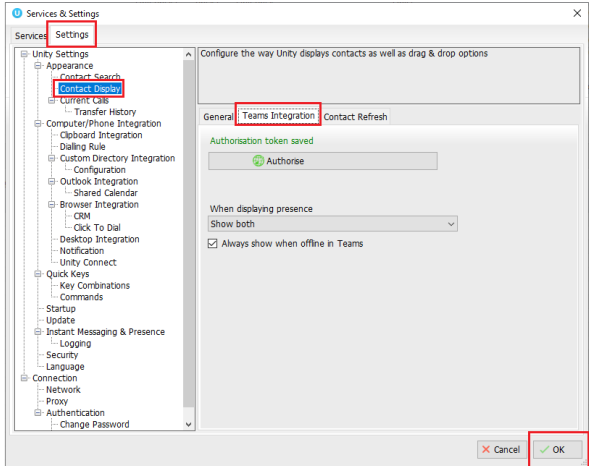
		host device. Also when Unity is closing and a hotdesk device is assigned, the prompt asking if the user wants to unassign the host device will now include the name [if available] rather than the device ID.	
Unity Desktop, Unity Agent, Unity Supervisor	CRM Pop	There was a bug whereby if a contact center conversation was reserved and Unity was configured to automatically pop the CRM contact, then this wouldn't always happen. This issue has now been resolved.	Bug fix
All	User Monitoring	The options for user monitoring [which are set in the Branding tab of each level in the partner portal hierarchy] have changed to the below:

None: The user list will not be automatically populated, but can be manually configured
HideTab: The user list will not be automatically populated and cannot be manually configured
Random: The user list will be randomly selected
Top: The first x number of users will be automatically selected | Feature request |

Release 8.11.0

Beta release: 08 May 2024
Production Release: 09 May 2024

Application	Feature/Component	Description	Source
Unity Agent, Unity Supervisor, Unity Reception	Connectivity	There was a bug in the previous Unity release (8.10.3) whereby all the OCI-P keep-alive messages for call centers were being sent at the same time, without a pause between sending. This was resulting in keep-alives being sent for many call centers at the same time, sometimes in the same millisecond, which was causing issues on the XSP/ADP cluster. This has been resolved so that each call center has an independent timer that sends keep-alives based on when that call center successfully logged into BroadWorks. We have also introduced an initial offset, whereby Unity will randomly select a duration (in seconds) between 30 and the keep-alive frequency set in the partner portal before sending the first keep-alive. Keep-alive frequency set in the partner portal before sending the first keep-alive. Keep-alives will then be sent according to the frequency set in the partner portal. This means that even if multiple call centers have successfully logged into BroadWorks in the same second, the initial offset will ensure that keep-alives are not sent at the same time.	Bug fix
All	Teams Integration	Unity now supports Teams call and presence status in the Contacts tab. This can be activated as shown below.	Roadmap

Authorising through OAuth will automatically start a Teams Integration Trial license, which will expire after the trial period set in the partner portal. After the trial license has expired a Teams Integration Standard license must be assigned to the end-user in the partner portal.

Please email tellmemore@kakaposystems.com for more information regarding this feature.

| Unity Desktop, Unity Agent, Unity Supervisor | Contact Center | The previous build of Unity added additional validation added when sending emails through the contact center, because many emails were not being sent because the email was incorrect, for example having too many dots. However there was a bug whereby hyphens were considered illegal. This has been resolved so that hyphens are now supported in email addresses when replying to email conversations. | Bug fix |
| Unity Reception | Contact Notes | In previous Unity releases all notes for contacts were sent to other online Unity Reception clients when created, modified or deleted, as well as being saved in a file that was either stored locally or on a network share. However if a Unity Reception client was offline, and if the file wasn't shared between Unity clients [on a network share], then the note would not be distributed to that client. This has been resolved so that all contact notes are stored in the Kakapo cloud, and are downloaded by Unity Reception clients during startup. | Roadmap |

| Unity Agent, Unity Supervisor, Unity Reception | KMPIQ | When Unity is about to perform a KMPIQ callback (either because the user has clicked Call in the KMPIQ callback prompt or Unity is configured to automatically perform a callback,) it will now wait for a random period of time which is between 250 milliseconds (quarter of a second) and 2.5 seconds. After this time has elapsed Unity will check the KMPIQ callback to make sure it hasn't been assigned to another agent, this check will be performed both through the IM&P backbone (which is how Unity clients send KMPIQ information to each other in real-time) and also in the Kakapo cloud. This means that if two agents attempt to perform a callback to the same number at the same time, their Unity clients will wait for different durations, so that by the time the slower Unity client checks assignment details the KMPIQ callback will have been assigned to the faster agent. | Bug fix |

Release 8.10.3

Beta release: 08 April 2024
Production Release: 16 April 2024

Application	Feature/Component	Description	Source
Unity Desktop, Unity Agent, Unity Supervisor	Language	Some language tags were missing regarding contact center callbacks, these have now been added.	Ad-hoc modification
Unity Desktop, Unity Agent, Unity Supervisor	Contact Center	Support for Direct Messages (DM's) within Twitter(X) Media Streams is no longer supported as this functionality was removed by Twitter(X) from their API.	Ad-hoc modification
Unity Desktop, Unity Agent, Unity Supervisor	Contact Center Codes	There was a bug whereby if a closure code was used when closing a conversation that isn't a web chat, then at times the code would be applied but the conversation not closed. This has now been resolved.	Bug fix
All	Connectivity	A bug was introduced in beta build 8.10.2 regarding closing the call center connection if it was no longer required. The Unity logs showed that the connection was closed but this wasn't always the case. Thid has been resolved so that the connection is always closed gracefully of not required.	Bug fix
All	Connectivity	The FQDN of the Kakapo cloud can now be set through a configuration file, which is then applied whenever Unity attempts to connect to the Kakapo cloud.	Roadmap
All	Connectivity	The FQDN of the attachment service core used by the contact center environment is now returned through the branding settings, thereby supporting environments whereby a System Provider wants to store a customer's attachments in their own cloud.	Roadmap

Release 8.10.2

Beta release: 18 March 2024
Production Release: TBC

Application	Feature/Component	Description	Source
Unity Agent Unity Supervisor Unity Reception	KMPIQ	When forcing a disposition code to be entered for KMPIQ call-backs, if the Wrap-up timer for the call center in BroadWorks was less than that stated in Unity, the KMPIQ callback would be removed from the activity list, but would not be closed in the Kakapo cloud. This has been resolved so that if disposition codes are being forced then the KMPIQ callback will not be removed from the activity list until a code has been assigned. When the popup disappears (once the timer has expired) the user must right-click the KMPIQ callback in the activity window and select a code to close it. This will not effect agent's ability to process other queue calls or KMPIQ callbacks.	Bug fix
All	Unity Settings	There was a bug whereby if the "Remember my Login ID" or "Remember my password" settings were set differently in the local profiler and user template, then the value would not be checked in Unity settings, even though the setting was active. This has been resolved, but also if either of these values is true in any location then it will be true when running Unity, regardless of if the same value is false in another location.	Bug fix
Unity Agent Unity Supervisor Unity Reception	Connectivity	Unity uses a separate TCP connection for call center logins, which is created at the same time as the TCP connection for the end-user login. However if call center login attempts failed then this connection would not be required, but was not disconnected. Because there were no logged-in call centers , keep-alive messages were not being sent which would result in the connection being severed, either by the customer firewall or BroadWorks. This has been resolved so that if the TCP connection is not required when all call centers have been processed, then it will be disconnected and disposed.	Bug fix
Unity Agent Unity Supervisor	Personal Wallboard	If a default ACD password has been entered either in Unity Settings or branding settings in the Unity portal, but the call center login has failed, then an error message would sometimes be displayed when the user right-clicked the call center in the personal wallboard (which is only the case if the call center is also a Unity contact center queue and Unity has joined the two queues together in the Personal Wallboard). This has now been resolved.	Bug fix

Release 8.10.1

Beta release: 27 Feb 2024
Production Release: Skipped

Application	Feature/Component	Description	Source
Unity Agent Unity Supervisor Unity Reception	KMPIQ	The KMPIQ design has been changed so that if Unity loses the connection to the IM&P platform, or if the IM registration is overridden, then Unity will disable the entire user interface and prompt the user to restart, and not attempt to reconnect automatically. This is to ensure that any KMPIQ messages are not missed, which can result in call-backs being made twice and/or statistics being incorrect.	Road map
All	User Templates	Previously when a "single-use" template was assigned, once it had been consumed the template assignment for the user would be set to "None". This has been changed so that the template is set to "Parent".	Ad-hoc modification
All	Authentication	The "Applies to all users" override setting that was added to the previous build can now be set through user templates – but it must be manually rather than being added through the client.	Feature request

Release 8.10.0

Beta release: 20 Feb 2024
Production Release: Skipped

Application	Feature/Component	Description	Source
All	Activity List	A new feature was introduced in version 8.9.0 whereby a call had to be selected when performing a call action, this could be toggled on/off through Unity Settings (settings tab > current calls > only perform call actions if a call is explicitly selected). This has been slightly modified so that if there is only one call in the activity list, then it will be selected automatically.	Bug fix
Unity Supervisor	Agent Activity List	There was a bug whereby if Unavailable Reason Codes were not forced, meaning the "None" reason code was used, then this wasn't displayed as an option in the context menu when the Supervisor right-clicked and agent in the Agent Activity list. This how now been resolved.	Bug fix
Unity Supervisor	KMPIQ	There was a bug whereby the Personal Wallboard wasn't always updated with KMPIQ statistics when returned from the Unity cloud. This has now been resolved.	Bug fix
Unity Desktop Unity Agent Unity Supervisor	Contact Center – Email Validation	There was a bug whereby Unity would periodically allow invalid email addresses to be used when replying to email conversations, if the To/CC/BCC fields had been changed. This has been resolved so that the user will be prompted to change any invalid addresses before sending the email.	Bug fix
All	Alternate Login ID	When using the alternate login ID Unity will now check this as well as the primary login ID of the user when considering if data (such as call center statistics) are for the logged-in user.	Feature request
All	Keep-Alive Messaging	Previously Unity would only send an OCI keep-alive if a message had not been sent in the last 60 seconds, however this has been removed as the keep-alive is so small it doesn't impact performance to send it even if the last message was sent recently.	Ad-hoc modification
All	BroadWorks Service Assignment	Previously all Unity clients would alert the user if the "Internal Calling Line ID Delivery" or "External Calling Line ID Delivery" service wasn't assigned in	Feature request

		BroadWorks. This has been removed because the service isn't mandatory in BroadWorks so the user shouldn't be prompted if not assigned.	
Unity Agent Unity Supervisor Unity Reception	Personal Wallboard	When a template is assigned to a user the "Show in personal wallboard" setting for call centers could not be changed, this has been resolved so that agents can decide which call centers to display in their Personal Wallboard when using a template.	Bug fix
Unity Agent Unity Supervisor Unity Reception	ACD States	There was a bug whereby the "Startup & Desktop Unlocked" ACD state was not being applied when the desktop was unlocked, only during startup. We have also added an additional setting so that the startup ACD state and desktop unlocked ACD state can be different ACD states.	Bug fix
Unity Supervisor	Reporting Button	There was a bug whereby if KMPIQ reports were the only reports available then the Reports button did nothing when clicked. This has now been resolved.	Bug fix
Unity Agent Unity Supervisor Unity Reception	KMPIQ	If a KMPIQ license is assigned to the user then Unity will connect to the IM&P backbone, even if instant messaging is not permitted.	Bug fix
Unity Agent, Unity Supervisor Unity Reception	KMPIQ	If the IM&P connection drops or is overridden then KMPIQ functionality is immediately stopped and a warning message is displayed. Unity must be restarted in order to regain KMPIQ functionality.	Roadmap
Unity Agent Unity Supervisor Unity Reception	Call Center Refresh Frequency	There was a bug whereby the first time Unity was loaded the call center refresh frequency range was not applied, this has been resolved.	Bug fix
Unity Agent Unity Supervisor Unity Reception	Call Center	If there are over 25 outbound DNIS numbers then Unity will present a search window from where the user can easily search and select the outbound DNIS to use.	Feature request
Unity Agent Unity Reception Unity Supervisor	Call Center	There was a bug whereby if Unity was configured to unjoin all queues when the desktop was locked then Unity would also try to leave call centers that don't permit agent join/leave. This has been resolved so that Unity only attempts to unjoin the agent from queues that allow it.	Bug fix
Unity Agent Unity Reception Unity Supervisor	KMPIQ	When the KMPIQ call-back prompt is displayed the Call button was the focused button, meaning if the user pressed enter or space the call-back would be made. This has been changed so that no buttons are focused by default.	Bug fix

All	CRM Connector	When Unity was integrated with Salesforce Lightning, there was a bug whereby only the "Phone" property of the contact/lead/account was used when performing a contact pop. This has been modified so that the mobile number is also used, but the "Home Phone" and "Other Phone" properties are not available through the API.	Bug fix
Unity Agent Unity Reception Unity Supervisor	User Templates	Previously when a template was in use the user would not be able to change the "Include in Personal Wallboard" setting when selecting a queue in Unity Settings. This has been changed so that it is enabled in all cases.	Bug fix
All	Logging	Unity no longer includes the remote party phone number or name in the Unity logs if the logged-in user is not permitted to view remote party details for any calls for a monitored user/contact(s).	Bug fix
Unity Agent Unity Reception	Call Center	There was a bug whereby when the agent performed an emergency escalation call to a selected supervisor, the call always went to the first available (as decided by BroadWorks) because Unity wasn't including the extension of the supervisor when making the request. This has now been resolved.	Bug fix
Unity Agent Unity Supervisor Unity Reception	KMPIQ	There was a bug whereby sometimes duplicate KMPIQ callbacks were recorded in the Kakapo core. This is because multiple Unity clients could be attempting to save the callback at exactly the same time, because all Unity clients are designed to record the call in the Kakapo cloud when it has escaped. This has been resolved by adding a UNIQUE constraint in the core meaning duplicate calls are not possible.	Bug fix
All	Authentication	Previously Unity would only allow the "Applies to all users" setting to be changed if Unity was being run as admin. A new setting has been added to the installation configuration file so that this can be bypassed if required, meaning the setting can be changed by non-admins.	Feature request

Release 8.9.3

Beta release: 01 July 2023
Production Release: 03 July 2023

Application	Feature/Component	Description	Source
Unity Agent Unity Supervisor Unity Reception	ACD State	There was a bug whereby if the ACD state was set to Unavailable with a reason code, then if the agent tried to change it to Unavailable without a reason code (if permitted) then this would sometimes fail. This has now been resolved.	Bug fix
Unity Agent Unity Supervisor Unity Reception	KMPIQ	There was an intermittent issue when loading KMPIQ callbacks into the Activity list which resulted in an error message being displayed, this has now been resolved.	Bug fix

Release 8.9.2

Beta release: 26 June 2023
Production Release: Skipped

Application	Feature/Component	Description	Source
Unity Agent Unity Supervisor Unity Reception	Contact Center	There was a bug whereby if the first or last name of the user (in the user profile in BroadWorks) included an ampersand then when the agent sent a message as part of a web chat conversation, the message would not be shown in the web chat widget. This has now been resolved	Bug fix
Unity Agent Unity Supervisor Unity Reception	KMPIQ Callback	There was an intermittent issue when loading KMPIQ callbacks whereby redirections were not processed correctly, this has now been resolved.	Bug fix

Release 8.9.1
Beta release 21 June 2023
Production Release: Skipped

Application	Feature/Component	Description	Source
Unity Agent Unity Supervisor Unity Reception	KMPIQ	When the user clicks the Available ACD button or when the wrap-up duration has elapsed, Unity will now look at the internal call list and only change the ACD state to Available if the next call to be processed is NOT a KMPIQ call-back, or if KMPIQ is not to be considered (for example because the agent is on DND or not joined to the queue etc). Otherwise, the ACD state will be changed to that set as the KMPIQ processing ACD state in Unity Settings.	Feature request
Unity Desktop Unity Agent Unity Supervisor	Email Conversations	There was a bug whereby Unity would sometimes crash when validating email addresses in the to/cc/bcc fields for a contact center email conversation. This has now been resolved.	Bug fix
Unity Desktop Unity Agent Unity Supervisor	Closure Codes	Closure codes were not applied when sending an email (which also closes the conversation). This has now been resolved so that a closure code must be selected when sending the email.	Bug fix

Release 8.9.0

Beta release: 15 June 2023
Production release: Skipped

Application	Feature/Component	Description	Source
Unity Desktop Unity Agent Unity Supervisor	Contact Center Closure Codes	Closure codes can be assigned to all conversation types, only one closure code can be assigned which is done when the conversation is being closed. If closure codes have been added in the Unity Portal, they are mandatory so must be assigned whenever a conversation is being closed.	Roadmap
Unity Agent	Conversation Log	Unity Agent now shows 50 conversations in the conversation log. A search facility is provided which will search the Unity cloud for the last 50 conversations that meet the search criteria, based on the remote party details of the conversation, and subject for email conversations. Only those conversations that the agent reserved will be searched.	Roadmap
All	Shared Calendar	The Shared Calendar feature that was previously only available in Unity Reception is now available in all Unity clients, assuming an Enterprise license is assigned. This allows Unity users to view the calendar of any users in the Contacts tab, assuming their email address exists in their user profile in BroadWorks and that they have shared their calendar with the logged-in Unity user. Please note only Office365 and Exchange Server are currently supported.	Roadmap
All	Shared Calendar	Shared calendar can now show the calendar up to the next seven days for any monitored users (in the Contacts tab) that have shared their calendar with the logged-in user.	Roadmap
Unity Agent Unity Supervisor Unity Reception	KMPIQ	When the user has completed a KMPIQ call-back, Unity will now change the ACD state of the user to that configured in Unity Settings as the post-call ACD state.	Bug fix
Unity Agent Unity Supervisor Unity Reception	KMPIQ	When the Wrap-Up duration has elapsed Unity will now look at the internal list and if the next call to be processed is a KMPIQ call-back Unity will change the ACD state to that configured in Unity Settings, rather than changing it to Available first. It is therefore strongly recommended that when using	Roadmap

		KMPIQ the Unity clients be configured with the post-call ACD state and Wrap-Up timer, rather than BroadWorks.	
All	BroadWorks R25	Support for BroadWorks R25 and later versions has been added, including working with the new BroadWorks release format which is based on the month and year of the release, for example 032023.	Roadmap
Unity Supervisor	Conversation Log	Unity Supervisor now shows 100 conversations in the conversation log. A search facility is provided which will search the Unity cloud for the last 100 conversations that meet the search criteria, based on the remote party details of the conversation, and subject for email conversations. All conversations for all queues that the supervisor is supervising will be searched.	Roadmap
Unity Agent Unity Supervisor	Conversation Log	The subject of conversations can now be shown in the activity list, this can be displayed or hidden through the context menu (right-click).	Roadmap
Unity Desktop Unity Agent Unity Supervisor	Contact Center Disposition Codes	Disposition codes can be assigned to all conversation types (including call-backs), multiple codes can be assigned to the same conversation, but a disposition code can only be assigned once. Disposition codes are optional and are managed through the Unity portal.	Roadmap
Unity Desktop Unity Agent Unity Supervisor	Call-back Codes	Call-back codes can be assigned to call-back conversations only. Multiple codes can be assigned to the same call-back, but a call-back code can only be assigned once. Call-back codes are optional and are managed through the Unity portal.	Roadmap
All	.NET Framework	Unity for Windows now runs on version 4.8 of the .NET Framework, in order to support the Federal Information Processing Standard (FIPS) security standard, as well as provide better levels of accessibility to vision-impaired users. The auto-update process will ensure this version of the framework is installed before auto-updating, as will all Unity installers.	Roadmap
All	CRM Dynamics Integration	There was a bug whereby Dynamics contacts/leads/accounts would not always be popped successfully based on the number of the remote party, or that the call log was not always added. Both issues have now been resolved.	Bug fix
Unity Agent Unity Supervisor Unity Reception	Basic Call Center	Unity will now show basic call centres in the Personal Wallboard, however real-time statistics are not supported.	Roadmap

All	Personal Contacts	Unity now limits the number of contacts that can be imported into the personal directory for the logged-in user. A maximum of 50 contacts can be imported, if the import file contains more than this number Unity will prompt the user to import the file through the BroadWorks portal.	Feature Request
All	Activity Lists	When the user presses the enter key when a call log is selected, Unity will now dial that number. If a contact center conversation is selected then the transcript for that conversation will be opened in the default browser.	Roadmap
All	Connectivity	Unity can now be configured to connect to a staging or lab environment rather than to the production Unity cloud. This is mostly for internal use or if a staging environment is available.	Roadmap
All	Contact Search	Unity can be configured (Unity Settings > Settings tab > Contact Search > Search each word separately) to perform a separate search on each word entered in to the Contacts search box, separated by a space. The search will include all name fields as well as location, title and any notes that have been added for the contact.	Feature request
All	Activity List	Unity will now select the last call to be added to the activity window, provided it isn't a queued call or KMPIQ call-back. This is to support a warm-transfer scenario whereby the user may want to disconnect the second call to the transferee. Unity can also be configured to only perform a call action if a call is explicitly selected (Unity Settings > Settings tab > Current Calls > Only perform call actions if a call is explicitly selected.	Feature request
Unity Agent Unity Supervisor Unity Reception	Activity List	Unity will now change the activity from "Call" to "KMPIQ Call-back" when a queued call is migrated into a KMPIQ call-back (once escaped).	Ad-hoc change
Unity Agent Unity Supervisor Unity Reception	Activity List	There was a bug whereby the scheduled time for call-backs was not highlighted (in red) once it had elapsed, this is now resolved so that it is.	Bug fix
Unity Desktop Unity Agent Unity Supervisor	Contact Center > Email Conversations	There was a bug that prevented the user from increasing or decreasing the size of the font in the email editor. This has now been resolved.	Bug fix
Unity Desktop Unity Agent Unity Supervisor	Contact Center > Email Conversations	The agent can now print the email directly from within the email conversation window.	Feature request

Release 8.8.1

Beta release: 24 January 2023
Production release: Skipped

Application	Feature/Component	Description	Source
Unity Agent Unity Supervisor Unity Reception	KMPIQ	There was a bug whereby sometimes when a KMPIQ callback was removed because the remote party called back into the queue, the callback was removed from the internal list in the client but not from the cloud. This has been resolved	Bug fix
Unity Supervisor	Agent Activity Tab	There was a bug whereby the Agent Activity tab would not update with status details if a queue was selected in the drop-down list, however if an agent was selected this would work as expected	Bug fix

Release 8.8.0

Beta release: 28 November 2022
Production release: Skipped

Application	Feature/Component	Description	Source
Unity Agent Unity Supervisor Unity Reception	KMPIQ	Unity will now record all Keep My Place in Queue (KMPIQ) call-back requests in the Unity cloud as soon as the call is escaped, rather than only when the call-back is assigned to the agent which was the case in previous releases. This means that even if only one Unity client is running when the call is escaped and it is closed before the call-back is reserved, then it will not be lost.	Feature request
All	Call Control	Unity can now be configured to show failed calls in the Activity Window, meaning it can be released through Unity. This feature is active by default but can be changed in Unity Settings.	Feature request
All	Outlook Contacts	When loading all Outlook contacts, Unity will not add a contact if the name and numbers are the same as an existing entry, even if the entry ID is different. This will remove the potential for replication in the list, which can occur when certain Outlook folders (for example Recipient Cache) are selected for inclusion.	Feature request
All	Call Control	The user can now right click an alerting inbound call in the Activity Window and select "Send call to voicemail" from the context menu.	Feature request
All	Unity Settings	Certain UI components (specifically lists) have been redesigned to ensure they resize correctly when the settings window is resized.	Bug fix
All	Voice Portal Extn	Unity can now be configured to dial a specific number when the user clicks the Voicemail button from the main Unity window, this number is set in the Unity portal under Branding > Configuration and applies only at the System Provider level – meaning it's a system-wide setting.

This is used if a third-party voicemail platform is used so a specific extn must be dialed to call the voice portal, rather than using FAC which is default behavior. | Feature request |
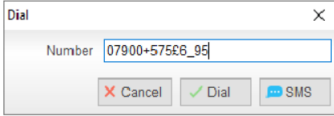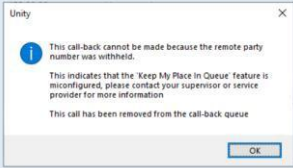
Unity Agent Unity Supervisor Unity Reception	Call Center Escalation	There was a bug whereby when an agent attempted to escalate an ACD call to the first agent (through the context menu) the call would not take place. This has now been resolved.	Bug fix
Unity Supervisor	Agent Activity	When updating call details in Agent Activity tab when an agent is selected (meaning each row in the list shows a different queue), Unity will now update the row for the specific call center with call details – to show they're on a call through that call center. If the agent is not on an ACD call the first row in the list will be updated.	Bug fix
Unity Agent Unity Supervisor Unity Desktop	Contact Center	There was a bug whereby if an alert for a conversation (that uses Circular or Longest-Idle routing) was received from the contact center platform, if there was already an unreserved conversation showing in the Activity list then the older conversation would not be displayed. This has been resolved so that the newer conversation will be removed from the list and the older conversation will replace it, meaning true "first-in first-out" performance is achieved. However, if the agent is currently viewing the queued conversation then it will not be removed as this would involve hiding the window that the agent is viewing, which would lead to confusion.	Roadmap
Unity Supervisor	Agent Activity (Contact Center)	There was a bug which resulted in an error message being displayed to the supervisor if using the context menu in the Agent Activity list, but only if the queue is a contact center queue and the "Agents can leave queue" setting is not checked. This has now been resolved.	Bug fix
Unity Desktop Unity Agent Unity Supervisor	Contact Center > Block Email	The Unity contact center platform now supports blocking remote party email addresses or domains either through the Unity portal or clients, for email media streams only. This depends on if the contact center queue allows supervisors and/or agents to block the remote party. A supervisor can block a remote party without first reserving the conversation, but an agent must first reserve it. Please note blocking the email address or domain will not automatically close conversations from that remote party.	Roadmap
All	Installation	Unity can now run in an environment where write permission is not granted to the installation folder. In this case all files will be written to the 'AppData' folder instead. Please note this is not default behavior; a separate installer must be used that doesn't provide write permission for the built-in "Users" group to the installation folder, so please contact Kakapo to request these	Roadmap
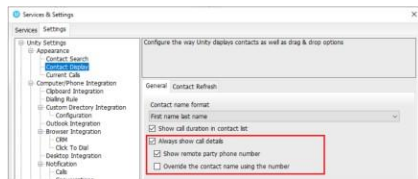
		installers. Auto-update is not available when Unity doesn't have write permission to the installation directory.	
All	Auto-Update	Unity can now be configured to auto-update by downloading the latest Unity.exe file (and any required files) which is the default model, or by downloading an installer, which must be used if auto-updates are required but Unity doesn't have write permission to the installation folder. This is set in the Unity portal under Branding > Updates.	Roadmap
Unity Desktop	Out of Office Assistant	There was a bug when loading existing Out of Office statuses which resulted in an error message being displayed. This has now been resolved.	Bug fix
Unity Desktop Unity Agent Unity Supervisor	Contact Center	Unity will now always automatically join a contact center agent to any queues they are associated with that have the "Agents can leave queue" setting OFF in the Unity portal. Even if the agent is already joined to the queue they will be joined again, to ensure they are also joined to any media streams that may have been created within that queue since the agent was last joined.	Roadmap
Unity Supervisor	Contact Center	When the supervisor selects multiple queued/unreserved conversations and right-clicks, they will see a menu option to "close selected conversations" – this menu option is only shown if all selected conversations can be closed, in that they are unassigned and not web chat conversations.	Feature request
All	Contact Lookup	When performing a contact pop using a remote party number, Unity first searches based on the last eight digits, to work-around the fact that the number may have been delivered to Unity from BroadWorks in E.164 format but the number isn't stored in this format in the directory or CRM. However, in rare cases this may result in multiple contacts sharing the last eight digits, in which case Unity would select the first contact. This has been changed so that if the initial search returned more than one contact Unity now performs a secondary comparison to choose the contact that most matches the remote party number (matches the most digits).	Bug fix

Release 8.7.2

Application	Feature/Component	Description	Source
Unity Agent Unity Supervisor Unity Reception	Call Centre	It is now possible to call or transfer a call into a specific inbound DNIS for a call centre, as well as the main number for that call centre. If there are over 10 DNIS available then a picker menu option is presented to the user, rather than listing all DNIS in the context menu.	Feature request
All	Salesforce Lightning	Unity now supports Salesforce Lightning (including SSO) through the CRM Connector. This includes all current functionality including contact pop and search, and call/conversation logging.	Roadmap
All	Outlook Contacts	When listing all Outlook contacts, the user can now right-click a contact to show either the Outlook contact, or the Outlook folder when the contact is located, from within Outlook. This provides more visibility about where the contact has been loaded from.	Feature request
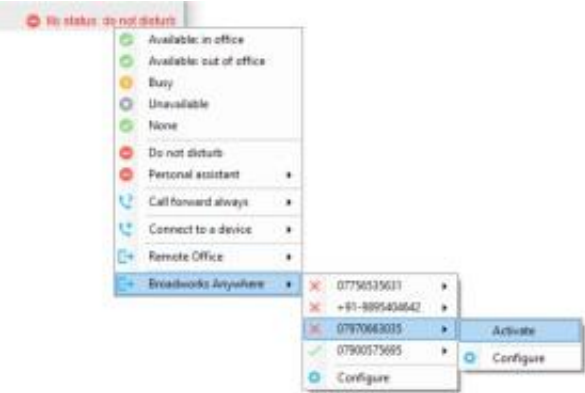
Release 8.7.0

Application	Feature/Component	Description	Source
Unity Desktop Unity Agent Unity Supervisor	Email Processing	There was a bug whereby when the user is typing an email and a new conversation alert is received, the cursor will relocate to the top of the editor. This has now been resolved.	Bug fix
Unity Desktop Unity Agent Unity Supervisor	Personal Wallboard	Previously when a template was in use the user wasn't able to hide or display call centre queues in the Personal Wallboard. This is now possible. It only applies if a default call centre password has been provided.	Feature request
All	CRM Number Pop	When a remote party phone number is stored in the American format (XXX XXX-XXXX) Unity would not always return the contact. This depends on the search capabilities of the CRM platform. A work-around has been provided in which Unity will search based on the number ending with XXX-XXXX rather than XXXXXXX.	Bug fix
All	Number Validation	There was a bug whereby numbers entered when dialling and transferring calls didn't remove illegal numbers, this issue has now been resolved. 	Bug fix
Unity Desktop Unity Agent Unity Supervisor	KMPIQ	If a KMPIQ call-back is added to the internal KMPIQ queue then when that call is next to be processed, Unity will display a prompt to the user as shown below. 	

			This happens when the KMPIQ environment isn't configured correctly, resulting in withheld numbers being able to escape the queue and request a call-back. If the KMPIQ environment is setup correctly then the Call Forward Selective service will divert all calls with a withheld number to another queue/DNIS that doesn't support KMPIQ call-back. It was decided to present a prompt to the user rather than ignore the call, because the call centre environment must be reconfigured to ensure withheld numbers are not provided a call-back option.	
All		Kakapo Cloud Integration	Timeouts have been increased when fetching data from Kakapo cloud services, for example for contact centre and KMPIQ. This is because the responses may take some time to return. For example if it contains many email conversations or KMPIQ requests.	Ad-hoc modification
All		BroadWorks Login	Unity can now be configured not to use the LoginRequest14sp4 OCI request, which is soon to be deprecated in BroadWorks. If configured in the Kakapo portal (under the Connectivity section in the Branding tab for the System Provider) Unity will use the LoginRequest22V5 OCI message when logging into BroadWorks.	Feature request
All		User Monitoring	Unity can now be configured to show the remote party number (as well as the name) in the Contacts and Agent Activity (Supervisor only) tabs, as shown below. The phone number can also be used to perform a contact pop, even if the name was provided by BroadWorks. This can sometimes be the case if the remote party name received is "Wireless Caller".	
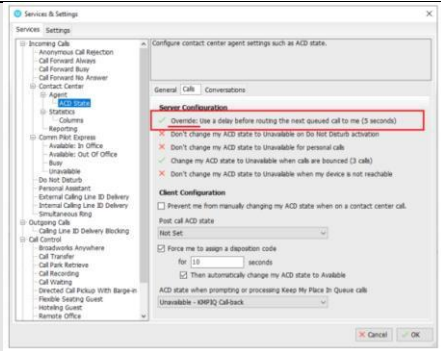
All	Third-Party Voicemail	Unity now supports Third-Party Voicemail, allowing the user to configure the service through Unity Settings, and to send inbound calls to voicemail through the Voicemail button or toast notification.	Feature request
Unity Agent Unity Supervisor Unity Reception	Call Centre Agent	There was a bug whereby if the ACD Unavailable Reason code contained an ampersand then Unity wouldn't update the display to show that unavailable reason. This has now been resolved.	Bug fix
All	Feature Access Codes	Unity previously ignored Feature Access Codes (FACs) so the agent couldn't see if a supervisor was monitoring them. However this stopped the user from being alerted when a call had been parked on their extension. This has been resolved so that only Silent Monitor FACs are ignored.	Bug fix
Unity Agent Unity Supervisor Unity Reception	Disposition Codes	There was a bug whereby disposition codes that existed in BroadWorks but were disabled were presented to the agent in Unity, which would result in an error if selected. This has been resolved so that only enabled disposition codes will be presented to the user.	Bug fix
Unity Supervisor	Agent Activity Statistics	There was a bug whereby when the Personal Wallboard statistics were updated then the Agent Activity stats wouldn't be automatically updated if that queue was currently being displayed. This has been resolved so that agent statistics will be automatically updated.	Bug fix
Unity Reception	User Interface	There was a bug whereby Unity Reception would not automatically hide after popping for a call (if configured in Unity Settings). This has been resolved so that Unity will now automatically hide once the call completes.	Bug fix
Unity Desktop Unity Agent Unity Supervisor	Contact Centre	Unity can now be configured to alert an agent as to why a conversation was not presented to them, for example if they're currently on DND, or because of an ACD state restriction, or because of a maximum conversation threshold.	Feature request

All	BroadWorks Anywhere	Unity now allows the user to easily activate/deactivate BroadWorks Anywhere locations through the My Status quick link, as shown below.	

Release 8.6.5

Application	Feature/Component	Description	Source
Unity Agent Unity Supervisor Unity Reception	Auto-Answer	There was a bug whereby when Unity was configured to automatically answer ACD calls when the agent was available this would not happen, but only when Unity was using the CTI protocol to communicate with BroadWorks. This has been resolved so that Unity will automatically answer the call assuming the queued call has been routed to the agent from BroadWorks, and that the agent's ACD state is available.	Bug fix
Unity Agent, Unity Supervisor, Unity Reception	Disposition Codes	There was a bug whereby if the disposition code contained an ampersand then BroadWorks would return an error response when it was assigned to a call through Unity. This was because of the way that the ampersand character was encoded in the XML document being sent to BroadWorks, it has now been resolved.	Bug fix
Unity Desktop, Unity Agent, Unity Supervisor	Email Conversations	Additional validation has been added when adding email addresses to the To/CC/BCC fields when sending a reply to an email conversation through the contact centre platform. Unity will now illustrate (by underlining) any email addresses that are valid and will prompt the user if any email addresses are invalid before sending.	Ad-hoc modification
Unity Desktop, Unity Agent, Unity Supervisor	Contact Centre Conversations	There was a bug which would sometimes result in a delay when closing a contact centre conversation window. This has now been resolved.	Bug fix
Unity Agent, Unity Supervisor, Unity Reception	Unity Settings > Call Centre Agent	Unity will now show if the guard timer setting for the call centre agent is based on the default profile or a user override, as shown below.	Feature request

All	Activity List Duration	The duration will now include days, meaning the hour count will be incremented by 24 hours for every day that the activity has been open/active.	Ad-hoc modification
Unity Desktop, Unity Agent Unity Supervisor	Contact Centre	When connection is lost to the contact centre platform the internal list of queued conversations was not always cleared, which could result in a conversation being offered to an agent when it had already been processed. This bug has been resolved so that all internal conversation lists are cleared when the connection to the contact centre server (or IM&P backbone) has been severed.	Bug fix
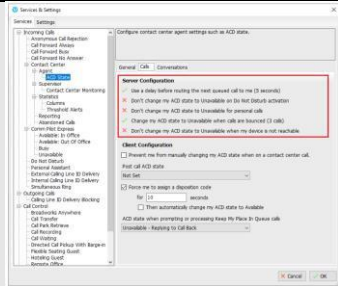
Release 8.6.4

Application	Feature/Component	Description	Source
All	Desktop Unlock	When the Windows desktop is unlocked Unity can be configured to change the ACD state and joined state for the agent, this was sometimes resulting in a race condition in BroadWorks whereby the ACD state would not be changed. We have therefore added a short delay of 1.5 seconds between changing the ACD state and setting the joined state for any call centres, which will remove the possibility of a race condition being created. When the desktop is unlocked Unity will check that the internet connection is available before attempting to re-establish the IM&P connection. This logic has been modified so that Unity will attempt to open the connection anyway, because the attempt itself will try multiple times before failing, so the connectivity check is implicitly part of the attempt.	Bug fix
All	CRM Dynamics	There was a bug when using OAuth with CRM Dynamics if the user is associated to multiple organizations, in that the list of organizations would be displayed but once the user had selected one the process would not complete. This issue has now been resolved.	Bug fix
All	Current Calls	The user can now right-click a call in the Active Call Window to copy the remote party number to the clipboard.	Feature request
All	User Monitoring	Unity will not show call details for monitored users where the remote party number starts with # or *, as these are special characters in BroadWorks that are reserved for FACs.	Feature request
All	KEMP Messaging	There was a bug in Unity whereby if a Unity Dashboard client was licensed by the MAC address rather than the login ID, then Unity clients were not able to sent KEMP messages to it through the IM&P backbone. These messages may be related to contact centre or KMPIQ functionality. This issue has now been resolved.	Bug fix

Release 8.6.3

Application	Feature/Component	Description	Source
Unity Supervisor	Silent Monitor	There was a bug whereby a supervisor was unable to barge into a silent monitor call. This was caused by an error in the CTI request to BroadWorks to unmute the call, which has now been resolved.	Bug fix
All	CRM Dynamics	Microsoft ended support for the organization discovery service that previous versions of Unity used to identify the organization of the user when integrating with CRM Dynamics. This has been replaced by a global discovery service that requires OAuth authorization, which is now supported by Unity. When selecting CRM Dynamics as the CRM platform, the user will either be prompted to enter their login credentials if connecting to an "on-prem" instance, or to perform OAuth authorization if integrating with Office 365 Dynamics.	Bug fix
Unity Reception	Callback Request	There was a bug whereby if a receptionist tried to send a callback request for a call after it had been released, the callback request would not be sent. This has now been resolved.	Bug fix
Unity Agent, Unity Supervisor, Unity Reception	KMPIQ	Various modifications and enhancements were made to this feature, including those below: If the next call in the virtual queue is an actual queuing ACD call then Unity will automatically change the ACD state to Available (if not already) so the queued call can be answered. If the agent activates DND then the KMPIQ Callback prompt will be hidden, if being displayed If the KMPIQ callback is not made through an outbound DNIS, then if a disposition code is assigned it will not be assigned in BroadWorks, but will be assigned to the KMPIQ callback in the Unity cloud.	Roadmap

		If the KMPIQ callback is not made through an outbound DNIS, then escalation to supervisors is not possible, the agent will instead be offered the ability to blind transfer	
		If disposition codes are forced then when a call is transferred Unity will prompt the agent to assign a disposition code, if one hasn't already been assigned – this is because Unity will automatically close a transferred KMPIQ callback.	
		When a queued call is updated, for example when the mandatory entrance message completes, there was a bug where the call would be removed from the virtual queue. This has now been resolved.	
		When a call is escaped the "Calls in queue" and "Longest wait duration" statistics in the Personal Wallboard will be updated, if showing. Roadmap	
		Supervisors can promote queued calls and unassigned KMPIQ Callback requests, which will lead to that call being recorded in the virtual queue for all agents and supervisors in the KMPIQ environment.	
		When a Unity client starts it will receive all unassigned KMPIQ Callbacks from other Unity clients, which will be used to populate the virtual queue. This provides a true "call in-call out" queue experience, whereby KMPIQ Callbacks that were created/escaped before the Unity client started will be considered in the virtual queue	
Unity Agent, Unity Supervisor Unity Reception	Call Centre Agent Profile	The call center agent profile will now be displayed in Unity Settings, as below. This is read- only but provides additional information when troubleshooting, for example it will help to explain why the ACD state is being automatically changed to Unavailable, or why a call is being routed to an agent when a post-call ACD state is set.	Roadmap

Unity Desktop, Unity Agent, Unity Supervisor	Online Contact Centre Staff	There was a bug whereby if the network connection was severed then reinstated immediately, Unity would not send contact centre messages to some Unity clients and Dashboard. This was because the client's internal list showed those clients or dashboards as offline, which wasn't the case. This issue only occurred when a network connection was severed then recovered immediately, it has now been resolved.	Bug fix
All	CRM Integration	Unity will now perform a number search for contacts even if the contact was found in Outlook. The assumption is that the user would prefer to pop the contact in the CRM platform rather than Outlook.	Ad-hoc modification
All	Settings	Previously if the "Can Update Network" branding setting was false then the user could not set proxy settings, this has been changed so that proxy settings can be managed.	Bug fix
All	Settings	Previously if the "Can Update Settings" branding setting was false then the user could not set Outlook settings, this has been changed so that the folders to include can be managed, because users may have access to different folders that need to be added or removed.	Feature request
All	Settings	The user is now able to click between tabs to see all Settings, even when branding security setting prevent changes from being made.	Feature request
Unity Agent, Unity Supervisor Unity Reception	Start-up/desktop unlocked ACD state	By default, Unity will set the agent ACD state to "Sign-In" if a startup ACD state has not be explicitly set, but it would show as "Not Set" in Unity Settings, which	Feature request

Date of review 16/06/2025

		could lead to confusion. Furthermore there was no option to not change the ACD state at all. This has been changed so that "Sign-In", "Sign-Out" and "Not Set" are all present in the drop-down for startup/unlocked ACD state, and "Not Set" will mean that Unity will not change the ACD state at all during startup/unlock. The default value is "Sign-In" but this setting can be set through a preconfigured installer, please raise a ticket in the partner portal if you require a preconfigured installer that includes this change.	
All	Unity Export	When exporting Unity settings for troubleshooting purposes, the CTI Application IDs will not be included in the export.	Ad-hoc modification
Unity Agent, Unity Supervisor Unity Reception	Appearance > ACD State	The preconfigured installer now includes the ability to hide the ACD State column in the Contacts tab by default, rather than it having to be explicitly removed by the user - the default is to show it in the list. Please raise a ticket in the partner portal if you require a preconfigured installer that includes this change.	Feature request
All	Appearance > Mobile	The preconfigured installer now includes the ability to show the mobile column in the Contacts tab by default, rather than it having to be explicitly added by the user - the default is not to show it in the list. Please raise a ticket in the partner portal if you require a preconfigured installer that includes this change.	Feature request
Unity Desktop, Unity Agent, Unity Supervisor	Email Conversations	Unity will now perform additional data validation when sending emails to ensure any added email addresses in the BC and BBC fields are valid.	Ad-hoc modification

Release 8.6.2

Application	Feature/Component	Description	Source
All	User Interface – Tabs	Unity will now ensure all tabs are shown in the same order, regardless of when the information that populates them was received. The order is Contacts > Call/Activity Logs > Voicemail > Abandoned Calls > Agent Activity Call logs will change to Activity logs if a Contact Centre license is assigned The Abandoned Calls tab is only shown in Unity Agent and Supervisor The Agent Activity tab is only shown in Unity Supervisor	Ad-hoc modification
Unity Agent Unity Supervisor Unity Reception	KMPIQ	There were several issues related to the new KMPIQ feature, as outlined below. These issues are all resolved. The post-call ACD state will now be taken from the generic post-call ACD state, rather than using a separate setting If there are any issues making the outbound KMPIQ callback then Unity will keep the callback open and assigned to the agent, it will not be closed When using forced disposition codes for KMPIQ callbacks, the agent will not be prompted to make the next call (or to take the next inbound ACD queued call) until the forced disposition code popup has closed If the KMPIQ callback is not made through an outbound DNIS then the call cannot be escalated to a supervisor, but blind transfer is available. If a disposition code is assigned to a KMPIQ callback that has been released, then if it was the last ACD call Unity will assign it in BroadWorks, otherwise it will only be associated to the call in the Unity cloud. When a KMPIQ callback is blind or warm transferred it will be immediately closed, as it is classed as processed When a call is escaped the "Calls in Queue" and "Longest Wait" statistics were not updated	Bug fix

			The KMPIQ Unassigned/Assigned/Closed statistics were not updating correctly When using an outbound DNIS to make the callback, Unity will immediately disable the outbound DNIS once the call is in progress, so that if the user then calls someone else (for example to perform a warm transfer) then that call will be from the agent rather than the outbound DNIS.	
Unity Supervisor	KMPIQ		KMPIQ Callbacks can now be promoted, this may result in the KMPIQ callback being changed.	Roadmap
Unity Agent, Unity Supervisor, Unity Reception	Personal Wallboard Columns		There was a bug in Unity settings whereby when clicking on a previously added Personal Wallboard column, Unity would show the type as the override column name, if provided. This has been resolved so that the actual statistic type is always shown.	Bug fix
Unity Agent, Unity Supervisor, Unity Reception	Personal Wallboard Columns		There was a bug whereby ACD State, ACD State duration and Status columns were not available to be added to the Agent Activity list. This has now been resolved.	Bug fix

Release 8.6.1

Application	Feature/Component	Description	Source
Unity Agent Unity Supervisor	Abandoned Call Log	There was a bug whereby Unity would try to modify the text shown in the Abandoned Call Log to include the number of new abandoned calls before the Abandoned Call Log tab had been added to the user interface. This has now been resolved.	Bug fix
All	Registry Export	Unity can now be configured to disable the feature that exports Unity Settings from the registry to the Kakapo cloud. This setting is included in the InstallationSettings.xml file that is shipped with the installer, it cannot be modified through branding settings in the Kakapo partner portal.	Feature request
Unity Agent Unity Reception Unity Supervisor	KMPIQ	When a CRM log entry is manually added for a KMPIQ call, the flag is updated in the Kakapo cloud meaning that user will not be prompted to add another CRM call log entry.	Bug fix
Unity Agent, Unity Reception Unity Supervisor	KMPIQ	A disposition code can now be assigned to a KMPIQ Callback Request even when the callback is not currently in progress. If the KMPIQ Callback Request was the last ACD call for the agent then Unity will assign the disposition code to that call in BroadWorks, otherwise it will be assigned in the Kakapo cloud only.	Bug fix
All	Unity IM&P Contact List	When the contact list is received there was a bug whereby if the user doesn't exist in the group or enterprise directory (most likely because of Privacy) then an error message would be displayed. This has now been resolved.	Bug fix

Release 8.6.0

Application	Feature/Component	Description	Source
All	Browse to URL	Two new delimiters have been added specifically for Jazzware Integration through the "Browse to Url" feature. These delimiters are [JazzwareLoginID] which will map to the Login ID of the remote caller and [JazzwareLocationID] which will map to the Group that user belongs to. These fields will be blank if the call is an external call.	Feature request
All	Contacts tab	The mobile number of any users in the group or enterprise is now available for display in the Contacts tab. This is configured by right-clicking in the Contacts list and activating the setting from the Appearance menu.	Feature request
All	CTI Event Processing	When a call event is received for the logged-in user or a monitored user or agent, if the InternalReleaseCause or CDRTerminationCause is any value then the call will be treated as released, regardless of the state of the call in the CTI event. This is to work-around a scenario whereby the CTI event states that the call is Active but a CDRTeminationCause is given, but an event to state that the call is Released is never received. This will ensure that such calls are removed from the Unity display.	Ad-hoc modification
Unity Agent, Unity Reception, Unity Supervisor	KMPIQ	Keep My Place in Queue (KMPIQ) functionality added. This feature allows ACD callers to be offered a call-back, which will be managed through a virtual queue in Unity.	Roadmap
Unity Agent, Unity Reception, Unity Supervisor	Reporting	Additional reporting entities were added to support filters such as call centre and supervised call centre agent. These filters are used in KMPIQ reporting and will be used in future reports.	Roadmap
Unity Desktop, Unity Agent, Unity Supervisor	CPaaS Integration	The Contact Centre Agent can now block the remote party number for SMS/MMS conversations. This feature must be activated in the Media Stream profile.	Roadmap
All	CPaaS Integration	The end user can now block the remote party number for SMS/MMS conversations. This feature	Roadmap

		must be activated for the CPaaS number that is assigned to the end-user.	
All	CPaaS Integration	MMS is now supported if the CPaaS platform is Twilio or Inteliquent and both numbers are American numbers. All MMS'S messages will be displayed in the CPaaS conversation and any uploads that are supported by MMS will be sent as an MMS message rather than a link. Sending MMS messages often incurs additional charges, so this feature must be activated in the CPaaS number that is assigned to the end user, or the Media Stream profile if the CPaaS number is assigned to a Media Stream	Roadmap
Unity Desktop Unity Agent, Unity Supervisor	Unity Settings	Unity will immediately update the Activity List when any contact centre setting that affect the display are changed in Unity Settings.	Ad-hoc modification
Unity Supervisor	Conversation Queue Position	There was an issue whereby if the Unity connection to BroadWorks was severed then reconnected, then the queue position for queued conversations would be incorrect. This has now been resolved.	Bug fix
Unity Supervisor	Conversation Transfer	If the supervisor is an agent only for a media stream, then if the conversation is transferred then it is closed immediately. Previously the user would first be alerted that they weren't able to view the conversation before being closed.	Bug fix
Unity Supervisor	Enhanced Call Logs	There was a bug whereby when using Enhanced Call Logs, the call logs would never be displayed. This has now been resolved.	Bug fix
All	Call Logs	There was a bug whereby when the user clicked on the Call/Activity Log tab, if there was one or more missed calls then the list would be populated, otherwise it would be empty until the user clicked the refresh button, selected another log (missed, dialled etc), or a new call was added to the list while Unity was running. This has been resolved so the list is displayed immediately, even if there were no missed calls when Unity wasn't running.	Bug fix
All	Auto-Answer	There was a bug whereby when performing a click-to-dial call and auto-answer is enabled, Unity wouldn't always perform the auto-answer. This is because it was waiting for the endpoint device ID to be returned in the	Bug fix

		call update, but the "allowAnswer" flag is also required. This resulted in Unity sometimes sending the "answer" request before the device was ready. This is now resolved so that Unity will wait until both the endpoint device ID and "allowAnswer" flags have been received before attempting to answer the click-to-dial call.	
All	Emergency Dialling (Ray Baum Act)	Unity can now be configured to prevent users from dialling emergency numbers through Unity. This is to ensure that the correct location information is passed to emergency services dispatch, which requires the emergency number to be dialled from the device itself rather than using click- to-dial. This is configured in the Kakapo partner portal at the System Provider level only, the numbers to include and prompt are set so that if the end-user attempts to dial any of the included numbers the prompt will be displayed, and the number will not be dialled. Due to the sensitive nature of this feature, it can only be managed by creating a ticket in the partner portal, the modification will then be done by Kakapo support once the use case [and potential risks] are accepted. However, it is read-only to all System Provider administrators.	Feature request
All	Desktop Integration	Unity can now be configured to run an application through the Desktop Integration feature, one or more arguments can be passed when calling the application by entering "Browse To URL" delimiters for remote party number etc. The ability to perform Desktop Integration tasks when the "toast" notification is clicked by the user is also now available.	Feature request
All	Desktop Unlock	There was a bug which resulted in intermittent issues when changing the ACD state or joined state for agents when unlocking their PC. This has now been resolved and extra logging added.	Bug fix
Unity Agent, Unity Supervisor	Abandoned Call Log	If the call center name isn't included in the abandoned call record retrieved from the Kakapo cloud, then Unity will find the call centre name locally using the call centre ID included in the call record.	Roadmap

Release 8.5.3

Application	Feature/Component	Description	Source
All	Zoho CRM	There was a bug whereby when Unity was configured to automatically pop the CRM contact when the call was answered, the URL would always be to zoho.com, even if the EU instance was configured in Unity Settings. This has been resolved so that the URL to pop will be comprised of the same URL used when authorizing the Zoho token.	Bug fix
Unity Desktop, Unity Agent Unity Supervisor	Conversation Processing	The timeout when fetching unreserved conversations from the contact centre cloud platform has been increased, because if there are hundreds of queued email conversations then they all need to be included in the response which can take longer than 30 seconds to serialize, depending on the size of the emails included in the queue. This won't impact Unity performance as this happens in the background.	Bug fix
Unity Agent Unity Supervisor Unity Reception	Personal Wallboard	There was a bug whereby when showing the summary information for percentages, Unity would show the total as a decimal (0.25) rather than a percentage (25%). This has now been resolved.	Bug fix

Release 8.5.2

Application	Feature/Component	Description	Source
Unity Reception	Personal Assistant	There was a bug whereby the Personal Assistant status for a monitored user would not be displayed, this has now been resolved.	Bug fix
Unity Desktop, Unity Agent, Unity Supervisor	Conversation Notification	There was a bug whereby if Unity was configured to play the "new conversation" audio alert in a loop it would only play once. This has been resolved.	Bug fix
Unity Desktop, Unity Agent, Unity Supervisor	Conversation Notification	A custom audio alert can now be set for contact centre conversations rather than using the same sound as the "new instant message" audio alert.	Ad-hoc modification
Unity Desktop, Unity Agent, Unity Supervisor	Contact Centre	If there is an issue when sending a message through the contact centre platform, the client will now show a prompt to the user indicating that the message could not be sent.	Roadmap
Unity Desktop Unity Agent Unity Supervisor	Email Conversations	There was a bug whereby if an attachment that includes an ampersand (&) character was sent with an email, then the email would not be sent through the contact centre platform. This issue has now been resolved so that all special characters are encoded before sending.	Bug fix
All	My Status	If no relevant services are assigned to the logged-in-user (for example DND, CFA, CPE etc) than the My Status image will not be displayed.	Bug fix
Unity Reception	Hold and wait	Unity now keeps the selected call highlights when the mouse is moved away from the active Call List, but this makes the Hold & Wait status difficult to see. Therefore, the status column will not be highlighted when the mouse is moved away, even though the other columns will be. This makes it easy for the user to see the currently selected call, as well as the Hold & Wait status (including colour changes).	Feature request
All	Personal Assistant	There was a bug whereby the exception list for the Personal Assistant service would not be shown,	Bug fix

		this is now resolved.	
Unity Supervisor	Queued Conversations	When showing queued conversations in the Activity List, Unity Supervisor can also indicate if the logged-in user is an agent of that stream, a supervisor of the queue, or both.	Feature request
Unity Desktop Unity Agent Unity Supervisor	Conversation Duration	Unity can now be configured not to reset the duration when the conversation is reserved but continue to show the duration since the conversation was received.	Feature request
All	Settings > Authentication	Unity will now only enable the "Applies to all users" checkbox if Unity is being run as administrator. This removes the possibility of it being checked unintentionally when setting authentication settings.	Feature request
Unity Desktop Unity Agent Unity Supervisor	Callback	Double-clicking a media stream of the type "Callback" will now open the web page that shows details of the callback, rather than dialling the remote party.	Bug fix
All	Connectivity	If Unity is connecting to BroadWorks R22 or later (where only CTI is supported) then the "Use CTI over CAP" branding doesn't need to be activated in order to consider the "Use CTI over TLS" setting, because CTI is the only option.	Bug fix
All	Unity Notification	Unity will be minimized if popped and there are no active/alerting calls for the logged-in user, queued calls and conversations will not be considered.	Feature request
All	CRM Integration	Any instance of "//" will be replaced with "/" before popping a CRM contact.	Bug fix
All	Connectivity	IPv6 addresses are now supported.	Roadmap
Unity Desktop Unity Agent Unity Supervisor	Contact Centre	There was a bug whereby email attachments received through the contact centre would not show the attachment if Encoded-Word was used when naming the attachment.	
All	CTI Event Processing	Unity no longer uses the subscription ID when processing CTI events, because there are cases when the subscription ID can be changed in BroadWorks, for reasons we can't establish. The event is now processed on the target ID of the event, which will be the logged-In user, a monitored user (in the Contacts tab or Agent Activity tab) or the call centre.	Roadmap

Unity Agent Unity Supervisor	Contact Centre	The Callback Average Answer Duration statistics is now available.	Feature request
All	Call Logs	If both Enhanced Call Logs and Basic Call Logs are assigned to the logged-in user, then Unity will first attempt to retrieve call logs using the Enhanced Call Log service. If this fails or the response doesn't include any calls, Unity will fetch call logs using the Basic Call log service.	Feature request
Unity Supervisor	Staffed Ratio Statistics	There was a bug whereby the Staffed Ratio would not always be available as a statistic in the Personal Wallboard, this has now been resolved.	Bug fix
All	Auto-Answer	Unity now waits for confirmation from BroadWorks that a device is available for auto-answer before attempting to auto-answer click-to-dial calls. The CTI event will include a <autoAnswer> parameter which confirms the primary device supports auto-answer.	Bug fix
Unity Desktop, Unity Agent Unity Supervisor	Contact Centre Conversation Processing	Multiple changes have been made both to Unity clients as well as to the contact centre cloud platform to ensure conversation are processed correctly. Reported issues include not seeing unreserved conversations, or not being able to reserve an unreserved conversation. These issues have now been resolved.	Bug fix
Unity Supervisor	Call Centre Processing	Unity now uses CTI (if available) rather than XSI when retrieving queue information for call centres that the logged-in user is supervising.	Feature request
Unity Agent Unity Supervisor Unity Reception	Personal Wallboard	There was a bug whereby decimal, or percentage values would not be sorted correctly, this has now been resolved.	Bug fix
Unity Agent, Unity Supervisor Unity Reception	Call Centre	If a call centre has privacy enabled then incoming queued calls will show the service ID of the call centre in the "to" column, as the call centre name won't be available. Previously a blank value would be shown.	Bug fix
Unity Desktop Unity Agent Unity Supervisor	Contact Centre Conversation Processing	If a web chat conversation is unreserved and a new message is received by the visitor, Unity will show the new message before the conversation is reserved, previously any new messages would only be shown when the conversation has been reserved.	Bug fix

Unity Supervisor	Activity Log	The Activity Logs will now show all reserved conversations for all agents in contact centre queues that the logged-in user is supervising. The user can double-click on these entries to see the transcript page in the default browser.	Feature request
All	Browse to URL	New delimiters are now available for the remote party login ID and group ID if provided in the CTI event, which only if the call is within the same enterprise.	Feature request
Unity Supervisor	Contact Centre Conversation Processing	There was a bug whereby if a queued conversation was missed by the logged-in user, who is also a supervisor of the queue and configured to show queued conversation, then the conversation would be removed from the activity list. This has been resolved so that the conversation will remain in the list but show as queued.	Bug fix
All	Instant Message	When the user right-clicks in an IM bubble they can now copy the entire contents of the message or browse directly to the URL if the message contains a valid URL. Otherwise, they can click the text in the message to copy part of it.	Feature request
All	Calling Number	Previously Unity would alert the user during start up if the Internal Calling Line ID Delivery of External Calling Line ID Delivery Service wasn't assigned to the logged-in user. However, Unity now considers the Calling Number Delivery service as well, meaning if this service is assigned then the user prompt will not be shown.	Feature request
Unity Desktop, Unity Agent, Unity Supervisor	Contact Centre Processing	Unity clients now send real-time events to online Dashboard clients as conversations are reserved and closed, which is used to populate real-time statistics in that client. If using Unity Dashboard to show contact centre statistics all agents and supervisors should be running this version of Unity or later, to ensure those events are sent to dashboard.	Roadmap
Unity Supervisor	Contact Centre Silent Monitor	When a supervisor is showing reserved conversations in the activity window, there was a bug whereby the "new message" count would be incremented when the message was outbound (from the agent). This has been resolved so that only inbound messages (from the website visitor) will be included in the "new message" count.	Bug fix

Unity Agent, Unity Supervisor,	ACD State Change	There was a bug whereby if the ACD state was configured to change when the user locked or unlocked their desktop, then Unity wouldn't always change the ACD state. This has now been resolved.	Bug fix
All	Contacts List	The way in which Contact tac is updated has changed so that Unity will now update the visible list first, before updating the in-memory list with the same users. The in-memory list is required in order to retain information and process events for a user even when they are not being shown in the list, for example when Unity is showing the results of a search that doesn't include the monitored user. By updating the visual list first, it resolves some issues whereby the wrong information is being shown in the list.	Bug fix
All	Voicemail Button	There was a bug whereby Unity would not always transfer the call to voicemail when a call was dragged over the Voicemail button. This has been resolved.	Bug fix
All	BroadWorks R25	Support for BroadWorks R25 has been added.	Roadmap

Release 8.3.0

Application	Feature/Component	Description	Source
Unity Agent Unity Supervisor Unity Reception	ACD State	There was a bug whereby Unity would not change the Agent's ACD state when the desktop was locked or unlocked. This has now been resolved.	Bug fix

Release 8.2.0

Application	Feature/Component	Description	Source
All	Unity Logs	The version of Windows that Unity is running on, and the current time-zone of that PC is now included in the logs.	Feature request
Unity Agent Unity Supervisor Unity Reception	Personal Wallboard	All total average and percentage statistics will now exclude any zero values.

Also, any percentage or average calculations that can be performed internally (assuming the raw figures are available) will be, certain fields like "Estimated Wait Time" will still come from BroadWorks as these statistics cannot be calculated accurate manually.

This also resolves the bug whereby an error would be displayed when calculating the "Number of Abandoned Calls %" statistics if there were zero values. | Feature request |
Unity Agent, Unity Supervisor, Unity Reception	Personal Wallboard	Staffed Ratio and Number of Staffed Agents [Available] counts now includes contact centre agents, when the call centre and contact centre queues are combined.	Bug fix
All	BroadWorks R24	Unity now supports BroadWorks R24 in all aspects.	Roadmap
Unity Desktop Unity Agent Unity Supervisor	Contact Centre	There was a bug whereby when unjoining from queue if there were open web chats for *any* queue then the agent would be prompted and would not be able to unjoin. This has been resolved so that only open web-chat conversations for that queue will be considered.	
All	My status	When using R23 and above, the "My Status" component would not always be updated when Do Not Disturb was activated, even though the title bar would. This has now been resolved.	Bug fix
Unity Agent Unity Supervisor Unity Reception	ACD State Change	Unity previously used OCI-P to change the agent ACD state, which causes issues when the BroadWorks DBS was locked in maintenance/patching. Therefore, Unity will now use OCI-P to change the ACD state for the first three minutes, then switch to CTI (if CTI is being used) from that point onwards. This is because when the DBS is	Feature request

		locked the ACD state cam still be changed through CTI. Unity will use OCI during start up as during this time Unity will be creating CTI subscriptions for monitored users and call centre etc, so using CTI to change the ACD state at this time can introduce a delay, as the BroadWorksCTI interface is processing the other CTI requests required to setup the subscriptions.	
Unity Supervisor	Activity List	The below settings are enabled by default when running Unity Contact Centre Supervisor	Feature request
Unity Reception	Minimize after call	Unity Reception would not automatically hide when a call had been released and Unity had been popped when the call was alerting. This has now been resolved.	Bug fix
All	Click To Dial	If Unity wasn't running when a user clicked a number in their browser, then it would be automatically started but the number would not be dialled. This has now been resolved.	Bug fix
Unity Desktop, Unity Agent Unity Supervisor	Callback	At times the call-back window would show the "reserved" note multiple times, especially when a call-back was reserved, and Unity was restarted. This has now been resolved so that the "reserved" entry will only show once, and all entries will be sorted in date/time order correctly.	Bug fix
All	Connectivity	When trying to establish a TCP/IP connection to BroadWorks or the Unity IM&P core, Unity will now timeout after three seconds per IP address returned from the DNS lookup. This is so that if the wrong address was entered it can quickly be rectified without having to wait for up to several minutes.	Ad-hoc modification
Unity Desktop, Unity Agent Unity Supervisor	IM&P Registration	When Unity is connected to the contact centre platform and the IM registration is overridden (because another Unity client logged-in with the same login ID) then Unity will now indicate that contact centre functionality has been lost.	Bug fix
All	XMPP	There was a bug whereby if Unity was configured to send instant messages to Unity and UC-One, then if a remote user was online in both clients the message would only be sent to Unity. This has been resolved so that all clients will receive the message, if online and if	Ad-hoc modification

All	CTI Subscription	the XMPP setting is set to "Use Both".	
All	CTI Subscription	A previous Unity release used a static Application ID etc, which was stored in the base Unity registry folder, this is now different per Unity client type (Agent, Desktop etc) so that multiple instances of Unity can be run concurrently, so long as they are different client types. This is so a salesperson can run Agent and Supervisor concurrently, as is often the case for demonstrations.	Feature Request
All	OCI-P	A bug was introduced in BroadWorks patch, patch 375720, whereby UTF-8 was always being used when encoding OCI-P messages, rather than the encoding associated to the language assigned to the user. For example, if the AS was configured to use ISO-8859-1 (as outlined below) then UTF-8 would still be used. AS_CLI/SubscriberMgmt/SupportedLanguages> get System Default Language = Dansk Language Locale Encoding ============================= English en_US ISO- 8859-1 DK_EN en ISO-8859-1 Dansk da_DK ISO- 8859- 1 3	Ad-hoc modification

		entries found. This caused a conflict in Unity which resulted in a login loop. BroadWorks patch 377515 as outlined here https://xchange.broadsoft.com/node/1055106 Unfortunately, this patch may not always be applied, so Unity has been redesigned not to enter a login loop but rather to continue to use the encoding specified by BroadWorks in OCI-P responses. We strongly recommend that this patch is applied, but Unity will continue to work as expected even if this is not the case.	
Unity Desktop Unity Agent Unity Supervisor	Contact Centre		Ad-hoc modification

Release 8.1.0

Application	Feature/Component	Description	Source
All	Warm Transfer (CTI only)	There was an issue that had arisen out of a change in the way Unity is notified about warm transfers. Previously Unity would receive a "redirection" event that would be processed to show that a call had been warm transferred, but this was changed in a BroadWorks patch, so the redirection message was no longer sent. This resulted in the below scenario: 1. Caller A calls User B, who answers then places the call on hold. 2. User B then calls User C who picks up, Users B and C are now talking 3. User C then warm transfers the calls together, so Caller A is now talking to User C However, any users monitoring User C will see they are still talking to User B, when in fact User B has released the call. This has been resolved by using the "released" call event from the transferer to update the remote party details for the transferee.	Bug fix
All	Unity Settings Export	Because the CTI Application ID and ChannelSet ID should be unique to a PC they are no longer included when exporting Unity settings, which is used for troubleshooting purposes.	Ad-hoc modification
All	User Interface	Unity now provides better support for font size over 100% on the PC.	Roadmap
All	Appearance	There was a bug when changing the setting to show/hide button text in Unity settings, whereby the user interface would not be updated until Unity had been restarted. This has now been resolved.	Bug fix
Unity Desktop	Contact Centre – Email Conversations	When sending emails Unity will now ensure all hyperlinks open in a new tab and that any in-line images are uploaded to the Kakapo cloud and the URL referenced	Roadmap

Unity Agent Unity Supervisor		in the email, so as to support web email platforms like Gmail that don't support in-line images.	
Unity Supervisor	Agent Activity tab	The supervisor is now prompted to confirm the action when joining all agents to or removing all agents from the call/contact centre queue.	Feature request
Unity Agent Unity Supervisor Unity Reception	Unity Settings	At times the wrong image would be shown for call centres in Unity Settings > Authentication. This has now been resolved.	Bug fix
All	Call Logs	There was a bug whereby the name would not be shown for received calls, even if it was present in the call logs in the BroadWorks portal. This issue is now resolved so that the name is always shown when present in BroadWorks.	Bug fix

Release 8.0.0

Application	Feature/Component	Description	Source
All	Feature Access Codes	There was a bug when Unity was using the CTI protocol whereby any functions that Call pickup and directed call pickup not working as FAC not being included correctly.	Bug fix
All	CTI Subscriptions	Previously when Unity deleted CTI Channels (on shutdown) BroadWorks would delete all subscriptions associated to that channel, however this was changed in patch AP.as.22.0. 1123.ap372757. This can result in many "stale" CTI subscriptions existing for past/finished Unity sessions. Patch AP.as.22.0. 1123.ap375041 provides the ability to automatically delete stale CTI subscriptions, but this must be enabled manually.

This version of Unity works around the potential of multiple "stale" CTI subscriptions by using the same CTI Application ID and ChannelSet ID every time Unity is run on the same PC. A GUID is created per user per PC (so virtual environments are supported) and it used for all Unity sessions. When creating a CTI subscription, BroadWorks will re-use an existing CTI subscription if it already exists, rather than creating a new one.

This will reduce the number of stale CTI subscriptions that can exist on the BroadWorks core. | Roadmap |
| Unity Reception | Shared Calendar | There was a bug whereby Unity would show the subject and location (if configured) of private meetings when connected to Exchange server. This has been resolved so that "Private meeting" will always be used. In addition, the user can now choose whether to show or hide private meetings when showing the calendar for a user. The default behaviour is to include private meetings, but without the subject or location. | Bug fix |
| All | User Interface | Unity will now keep a call highlighted when the mouse is moved away from the activity list, to avoid confusion when performing actions against a call when there are multiple activities in the list. | Feature request |

Unity Desktop Unity Agent Unity Supervisor	Toast Notification	There was a bug whereby the CRM contact would not be shown in the toast notification when a new SMS media stream conversation was received, this has been resolved.	Bug fix
Unity Agent Unity Supervisor Unity Reception	Queued Calls	There was a bug whereby if an ACD call was received through a DNIS with a higher priority that existing queued calls, then the existing calls would not drop down one to make way for the higher priority queued call. This has now been resolved.	Bug fix

Release 7.7.6

Application	Feature/Component	Description	Source
All	Instant Messaging	A maximum of 700 characters has been introduced.	Roadmap
Unity Desktop	Contact Centre	Unity Contact center functionality has been added, meaning users can reserve and manage all conversation types through the Unity Desktop environment. Contact centre functionality requires additional license assignment.	Roadmap
Unity Supervisor	Contact Centre	Unity Contact centre functionality has been added, meaning users can reserve and manage all conversation types through the Supervisor environment, as well as managing the contact centre queue and agents using the Agent Activity tab, as is possible with call centre queues/agents. Supervisor-level contact centre reporting has been added to Unity Supervisor.	Roadmap
Unity Agent	Contact Centre	Supervisor-level contact centre reporting functionality has been removed from Unity Agent.	Roadmap
Unity Desktop, Unity Agent, Unity Supervisor	Contact Centre	There was a bug whereby the duration of conversations in the activity tab was not being calculated correctly, this is now resolved.	Bug fix
Unity Desktop Unity Agent Unity Supervisor	Contact Centre	SMS Media Streams are now supported in Unity clients, provided they have been successfully provisioned in the Kakapo partner portal and correct licenses are assigned.	Roadmap
Unity Desktop Unity Agent Unity Supervisor	Contact Centre	When a contact centre agent reserves a callback, they will now be presented with a callback window which allows them to: o View the details of the remote party (including CRM contact information if applicable) o View any previous conversations for the remote party o Create and view notes (including attachments) for the callback request o Scehdule a callback data & time	Roadmap

Unity Supervisor	Agent Activity tab	There was a bug whereby the supervisor wasn't able to join or unjoin agents from queues in the Agent Activity tab. This was due to the "Logout Available" setting (which is set in the call centre profile) not being returned to Unity when logged into BroadWorks as a supervisor, Bug fix which resulted in Unity not allowing the joined state to be changed. This bug was introduced in release 7.6.5 and has now been resolved so that the supervisor can always change the joined state of the agent in the Agent Activity tab.	Bug fix
Unity Supervisor	Previously Abandoned	In previous releases Unity would show "previously abandoned" in the status column for queued calls if the remote party had previously called the call centre and abandoned the call, while Unity had been open. This functionality had been unintentionally removed but has now been reinstated.	Bug fix
Unity Agent Unity Supervisor Unity Reception	Current Calls List	Unity can show all previous redirections when showing ACD calls (booth queued and alerting) if configured in Unity Settings. This will show any previous call centres, hunt groups or auto attendants etc that the call routed through before entering this call centre queue.	Feature request
All	User Template	When creating user templates Unity will not include the VoIP server host or port, because this can create a conflict with the replacement server address from the branding settings in the Kakapo portal (if set) which can result in a restart loop on start-up.	Ad-hoc modification
Unity Desktop Unity Agent Unity Supervisor	Contact Centre	Conversation delivery has been changed so that rather than showing all unreserved conversations to the user, Unity will now only show the oldest unreserved conversation. As the agent continues to reserve conversations, Unity will continue to show the oldest unreserved conversation until all conversations are reserved or the number of concurrent reserved conversations has been reached. Also, when closing a conversation, the oldest unreserved conversation will also be shown	Roadmap

All	Warm Transfer	In release 7.6.5 the logic was changed so that the first call must be confirmed as held before Unity will make a call to the transferee. However, there was a bug when connecting to BroadWorks R23 that resulted in this event not being captured, so Unity would time out after waiting ten seconds, saying that the call wasn't held when in fact it was. This has been resolved, but also slightly modified so that Unity will wait for 4 seconds, then assume the call is held and dial the warm transferee.	Bug fix

Release 7.7.5

Application	Feature/Component	Description	Source
Unity Agent	Contact Centre Messaging	There was a bug which meant that if the contact center media steam identifier contained an ampersand (&) then the message would not be processed by the contact centre server. This was because the & character is not valid in XML documents, so needed to be XML encoded. This issue is now resolved.	Bug fix

Release 7.6.5

Application	Feature/Component	Description	Source
All	Salesforce Integration	There was a bug which meant that if there was a custom Salesforce URL in use then this wasn't used when automatically popping a contact, meaning the user would need to log into Salesforce to view the contact/lead/account. However manually popping the contact would work as expected. This issue has now been resolved.	Bug fix
Unity Agent	Webchat – Canned Replies	Unity will now display the name of the canned reply as well as the text, in the Web Chat conversation window. This will allow the agent to be able to more quickly identify the reply they would like to send.	Feature request
Unity Agent	Conversation Log	There was a bug whereby the activity datetime was shown in UTC rather than the time zone of the PC, when displaying the conversation log. This is now resolved.	Bug fix
Unity Agent	Web Chat – Conversation History	There was a bug whereby the date/time of previous conversations that was displayed in the History section of the webchat Conversation window was shown in UTC rather than the time zone of the PC. This has now been resolved.	Bug fix
Unity Supervisor	Prevent Agents From Joining Call Centres	There was a bug whereby if the "Prevent User From Joining Call Centres" branding setting was activated in the Kakapo partner portal, then supervisors would only be able to change the agent's joined state through the Agent Activity tab. This has been changed so that the supervisor will always be able to change the joined state of supervised agents through thenTools menus and Personal Wallboard context menus. If the call centre profile does not allow agents to join or leave then these options are disabled in Unity Supervisor (and hidden in Unity Agent).	Bug fix
Unity Agent Unity Supervisor	Abandoned Calls.	There was a bug which resulted in Unity not alerting the user if a queued call had been previously abandoned in the activity list. This only applied to BroadWorks 22 and above and has now been resolved.	Bug fix

Release 7.6.4.0
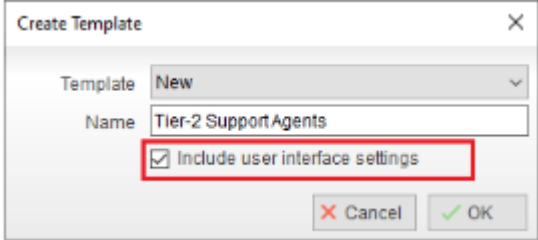
Application	Feature/Component	Description	Source
All	Branding	There was a bug whereby under certain conditions if the branding settings weren't retrieved from the Kakapo cloud, then locally cached branding settings would not be used. This was due to an HTTPS timeout not behaving as expected, which has now been resolved.	Bug fix
All	Contacts List	When the user right-clicks the Contacts search box to show all directories in a context menu, Unity will now list all groups and departments in alphabetical order.	Feature request
Unity Agent	Contact Centre	There was a bug whereby if the agent has an opened Web Chat in progress, then unchecked the "Always show reserved conversations in the activity list" in Unity Settings, then the Web Chat conversation would be removed from the Activity List in Unity. This would result in new incoming messages for that conversation not being displayed, although outbound messages could still be sent. This has now been resolved so that the Web Chat conversation is never removed from the Activity List while it is in progress.	Bug fix
Unity Agent	Contact Centre	ACD State Management/Restrictions have been modified as below, which will provide added flexibility and ease of use when setting ACD state restrictions for new conversations. • If the ACD state is set to Unavailable in the contact centre portal then it will not apply to all unavailable reason codes in the client – it will only apply if there is no unavailable reason code currently set in the client. • All restrictions that allow the client to present the conversation alert to the user will be considered before those that block/bounce the conversation. This means that is there is a restriction for the Available ACD state set twice in the same level, then the one that presents the conversation will be applied. ACD state restrictions will still be processed from the Media	Feature request

| | | Stream level up to the group or reseller level, so if an ACD state is set at the Media Stream level to not present a conversation, then the same ACD state is set at the group level to present it, then it won't be presented because the Media Stream level restriction will be considered first.

• We have introduced a wildcard which can be used for unavailable reason codes, which is *. If this is set as the unavailable reason code in the contact centre portal then it will apply to all unavailable reason codes in the client, as well as if there is no unavailable reason code.

Wildcards are considered after restrictions that don't include wildcards, so they can be used as "catch-all" baskets to either present or bounce the conversation alert in the client. | |

Release 7.6.3.0

Application	Feature/Component	Description	Source
All	Contacts List	As of the previous release Unity would allow the user to search on and display both the location, however there were times when the location and email address were not displayed when searching for contacts. This was caused by a bug which has now been resolved.	Bug fix
Unity Reception	Shared Calendar	There were several issues related to setting proxy details when connecting to Office365 or Exchange Server for shared calendar events. One issue was caused by an old version of the support file (DLL) that Unity uses to integrate with Office365. The other issue was because the code to set the proxy server when connecting to Exchange Server was omitted. Both issues have now been resolved.	Bug fix
All	Proxy Server Settings	Unity will now include proxy server settings when connecting to all CRM platforms.	Ad-hoc modification
All	User Templates	In previous Unity releases the VoIP server address and port would be included in the user template when created, however if a different FQDN had been set as the replacement server address (in the Kakapo partner portal) then a conflict would arise which would result in Unity constantly restarting as the replacement server address and user template FQDN replace each other. It has been determined that the VoIP server address and port doesn't need to be included in the user template so now it will not be included when creating a template and will be ignored if included in any older templates.	Roadmap

Release 7.6.2.0

Application	Feature/Component	Description	Source
All	User Profile (Location)	Unity can now be configured to show the location of any user in the Contacts tab. If the location is showing this this will be considered when performing a contact search.	Feature request
All	User Templates	The columns to show in the Contacts tab can now be included in the user template, for example whether to show the email address or location column. The user must specify whether to include user interface settings in the template when it is created or updated, as shown below If this setting is checked then any users using this template will not see the options to modify their Appearance settings when right-clicking in the Contacts tab.	Feature request
All	Contact Search	There was a bug whereby when the user was performing a contact search, if the mouse was away from the search box then it would lose focus and they wouldn't be able to enter more text. This was because of accessibility enhancements that were made in previous builds, where focus was diverted to the Contacts list column so that screen readers read the column name aloud. This has been modified so that focus will only be given to the list column (which triggers the screen reader) if the mouse is hovered over the column text.	Bug fix
Unity Agent	Contact Centre	There was a bug whereby if the agent isn't part of a contact centre queue then Unity doesn't log into the contact centre platform, in which case the "Not connected to contact centre server" message would be displayed. This has been resolved so that if the agent isn't part of a queue Unity will remove the prompt	Bug fix

			immediately.	
All	Duplicate Calls		The ability to identify duplicate calls was introduced in an earlier Unity release. This assumes that if a call is received within 5 seconds of the previous call with the same remote party name and called number, then it should be considered a duplicate call and ignored. However, in some reception environments this can occur even though the call isn't a duplicate. Therefore, a setting has been added to the Kakapo branding server to look for (and Bug fix ignore) duplicate calls, which will then be applied in the client. This feature should not be activated by default, only certain system providers require this feature to be enabled.	Bug fix
All	User Properties		Unity will now show the location and department in the User Properties window. It is also now possible to dial the phone number or mobile by clicking on that number in the User Properties dialog window.	Feature request
All	Contact Search		There was a bug whereby if a number was entered in the contact or voicemail search box then Unity would not perform a search, this has now been resolved.	Bug fix
All	User Templates		There was a bug when updating existing user templates in Unity, which resulted in a new template being created rather than the existing template being updated. This has now been resolved.	Bug fix

Release 7.6.1.0

Application	Feature/Component	Description	Source
All	Personal Contacts	There was a bug in release 7.5.5.0 whereby the user would only be able to edit or remove personal contacts if the entire personal contact list was being displayed. This has been resolved so that personal contacts can be edited or removed from search results.	Bug fix
All	Contact Search	In previous releases only alpha-numeric characters from A-Z would be included in a search, this has been changed to include any special characters such as those is accents etc.	Bug fix
All	Call Hold Confirmation	If the user is on an active call then attempts to make another call (for example in a warm transfer scenario) then Unity will now wait until BroadWorks has confirmed that the first call has been placed on hold (through the "Call Held" update for the call) before making another call. This is to ensure that the device doesn't perform a callback, where the user has to lift the handset to make the outbound call. (Please note this feature is only available when using the CTI protocol to connect to BroadWorks.)	Feature request
All	Call Hold Delay	A new setting has been introduced which will pause for a pre-defined period of time (minimum value is one second, maximum is 5 seconds) in between holding calls and making a new call. This is to ensure the call is/calls are held on the device before dialling a number, which will help to ensure that the device doesn't perform a callback (meaning the handset must be lifted) in order to make the outbound call. If using the CTI protocol to connect to BroadWorks then the timer will start after BroadWorks has confirmed that the first call is placed on hold (please see above note).	Feature request
All	Quick Keys	When the user attempts to dial a number using a quick key, if there is already a call in place to that number then the quick key action will be ignored. This is to remove the chance of duplicate calls if the user presses Enter twice for example.	Feature request

All	Click to Dial	There was a bug whereby if Unity was automatically started in order to perform a click-to-dial, and was using the CTI protocol instead of CAP, then the number would not be dialled. This has now been resolved.	Bug fix
All	Monitored Users	The logic used to update call state for monitored users in the Contacts tab has been modified, which we expect will resolve sporadic issues that have been reported with 7.5.5.0.	Bug fix
All	Browse to URL	Additional delimiters are available to be used in the URL when being popped by Unity. The full list of delimiters is available at https://www.kakaposystems.com/files/Unity-Browse-to-URL-Guide.pdf	Feature request
All	Browse to URL	Unity can now be configured to URL encode any delimiters values before sending to the browser to be popped. For example, the delimiter [ContactNumberWithCountryCode] will include a leading + character, which will be encoded to %2B in the URL string if this setting is enabled. (Please note only the delimiter values will be encoded, the rest of the URL will remain as it is in Unity Settings.)	Feature request
Unity Reception	Shared Calendar	There was a bug in the previous release of Unity which meant that Exchange integration for shared calendar would not always complete loading calendar events for all users. This has now been resolved. As part of this change Unity logging has been changed to provide more concise logs when troubleshooting.	Bug fix
Unity Reception	Shared Calendar	In previous releases, if Unity had successfully fetched calendar events for a user then if the same email address was used by another user then Unity would not attempt to fetch the calendar events again. This has been modified so that Unity will fetch calendar events for that user, even if that email address has been used to fetch calendar events for another user previously. However, if an error occurs when fetching calendar events then Unity will not attempt to process that email address again.	Ad-hoc modification
All	CTI Subscription Management	There was s bug whereby if a CTI subscription for a call centre or monitored user was terminated, Unity would not remove any calls related to that CTI subscription from the current calls list or monitored user, meaning the call would continue to be displayed until Unity was restarted. This has been resolved by ensuring that if a CTI subscription is unexpectedly terminated for a call centre or monitored user,	Bug fix

		then Unity will remove any calls related to that CTI subscription and will also attempt to recreate the subscription immediately. If the subscription is successfully recreated then any calls relating to that subscription will be shown in Unity again.	
Unity Agent Unity Supervisor Unity Reception	Queued Calls	If a call overflows from one call centre to another, and the below conditions are met: The second call centre has the "Reset caller statistics upon entry to queue" setting deactivated Unity is using CTI to connect to BroadWorks for call events (instead of CAP) Unity is configured to include redirections for queued calls Then Unity will show the preserved wait time/duration when the queued call is displayed in the current calls list. This means that if the call was queued in the first call centre for 10 seconds before overflowing, then when it is shown as a queued call in the overflow queue the call duration will start from 11 seconds. If redirections aren't being shown and a queued call starts from anything other than 11 seconds, then it would be confusion for the user which is why this is a condition.	Feature request
All	Contact Pop	If the call event from BroadWorks includes the call centre name in the remote party then Unity will automatically remove it. This has been extended so that if what's left in the "remote party name" field is actually a valid phone number, then Unity will attempt to perform a contact pop on it.	Ad-hoc modification
Unity Agent Unity Supervisor Unity Reception	Quick Keys	Quick keys can now be configured to change the ACD state to Sign-In or Sign-Out.	Feature request
Unity Agent Unity Supervisor Unity Reception	Queued Calls	Unity can now be configured to show previous redirections for queued calls, for example if a call overflowed from one call centre to another, or if it was routed through an Auto Attendant.	Feature request

Release 7.5.5.0

Application	Feature/Component	Description	Source
All	Docked IM Conversation	There was a bug whereby when a user pressed the space key in a docked IM conversation the space would not be added to the text. This also applied when adding notes to contacts or call (Unity Reception only) and has now been resolved.	Bug fix

Release 7.5.4.0

Application	Feature/Component	Description	Source
All	Accessibility	Steps have been taken to improve accessibility within Unity clients, including: • The quick key action to show the context menu when the space key is pressed is now included as a quick key by default. • The user can now use the up/down arrow keys to move between docked IM conversations, and use the left arrow key to move from the docked IM panel to the contacts/call logs etc list. Pressing the right arrow key from these lists will make the bottom docked IM conversation active, assuming there are docked IM conversations present. • Pressing the escape key from within any docked IM conversation will remove that conversation from the docked IM panel. • All lists now have accessibility properties set to ensure screen readers provide the name and description of each list. The user can now use arrow keys to move between items in the tree lists in Unity Settings	Roadmap
All	SMS	There was a bug whereby when right-clicking on the title of a docked SMS conversation panel and adding the number as a personal directory, the title in the docked IM conversation would not be updated. This has now been resolved. Users can now right-click in the title bar of the stand-alone SMS conversation window to add a number to the personal directory.	Bug fix
All	Browse to URL	There was a bug when calculating the new delimiters, whereby if the number wasn't considered valid then it wouldn't be processed. However, because the number has come from a BroadWorks call event we can assume it's valid, so the number without country code should always be processed.	Bug fix

All	SMS Confirmation Prompt	Previously when being prompted the confirm SMS enablement (also called opt-in) the user had to click Cancel to opt-out. This has been changed so that if the user clicks No they will opt-out, if they click Cancel they will be prompted when Unity is next restarted.	Ad-hoc modification

Release 7.5.3.0

Application	Feature/Component	Description	Source
All	Zoho CRM	Because Zoho requires the entire number when performing a number search, there is no need to search all user types (contact, lead, account) if the first search (based on contact) returns a match. This is to increase speed and reduce the number of search requests being made through the Zoho CRM API.	Ad-hoc modification
All	Zoho CRM	There was an issue when Unity attempted to use the Zoho CRM refresh token to get the access token to use when integrating with Zoho. This was due to the expiry time of the access token being compared to UTC time rather than the local time on the local PC when deciding if the token needed to be refreshed, it has now been resolved.	Bug fix
All	SMS Messaging	Unity will now download any images for SMS messages in the background during start up, meaning the user doesn't have to wait for these images to be downloaded when opening a conversation for display.	Ad-hoc modification
All	Default List	It is now possible to add a contact to the default list when listing an entire directory in Unity contacts tab, this was previously only possible when performing a search.	Feature request
Unity Reception	Contact Groups	It is now possible to add a contact to a contact group when listing an entire directory in Unity Contacts tab, this was previously only possible when performing a search.	Ad-hoc modification

Release 7.5.1.0

Application	Feature/Component	Description	Source
All	Quick Keys	Additional quick key actions have been added to show the MyStatus context menu, or the File/Messaging/Tools/Help menu, or to show the context menu in any list. This is in order to provide further support for accessibility.	Ad-hoc modification
All	Zoho CRM	Unity will now log the IP address of the Zoho platform that it is connecting to, for troubleshooting purposes.	Ad-hoc modification
All	CRM Integration	There was a bug whereby if Unity was configured to integrate with a CRM platform, that when searching call logs if the CRM integration wasn't complete then Unity would not search on that number, but would still mark the number as having been searched. Then when the CRM integration was completed and the call logs were searched again, then these numbers would not be searched as Unity thought they had already been searched. This has been resolved so that the number will only be flagged as having been searched when it has been.	Bug fix

Release 7.5.0.0

Application	Feature/Component	Description	Source
Unity Reception	Callback Requests	There was a bug whereby if the call was released before the callback request was sent, then when the user had entered a note and clicked OK the window would disappear, but the callback request email would not be received. This bug has been resolved.	Bug fix
Unity Reception	Callback Requests	There was a bug whereby if the remote caller number was withheld, then Unity would display an error when the callback request was sent. This has now been resolved, for this build and previous builds (as it was resolved in the Kakapo cloud).	Bug fix
Unity Reception	Callback Requests	Unity will now allow the user to modify the name and number of the remote party when adding a note to a callback request, which will be included in the email sent. Language support is also now available when sending the callback request email.	Feature request
All	Custom Directories	Unity will now check the state of the SQL connection each time and if it's in a "connecting" state for longer than 5 seconds then the connection will be reset. This was causing an issue whereby Unity would connect to the SQL server the first time it was needed, but not on subsequent times. This has now been resolved.	Bug fix
All	CPaaS Messaging	A "friendly name" can now be entered when adding a CPaaS number in the Kakapo portal, this friendly name is used in Unity client in toast notifications etc to easily identify the number. This is particularly useful when multiple CPaaS numbers are assigned.	Roadmap
All	Contact Search	Unity can now be configured not to include any contacts where the name begins with a character (for example "_" or "." Or a series of characters. Up to three characters can be specified, for example "old". These contacts can still be monitored and will still appear when showing an entire directory in Unity, but they will not be displayed when performing a contact search.	Feature request

Date of review 16/06/2025

| All | Zoho CRM Integration | There was a bug whereby Unity would allow OAuth details to be set even if a Unity CRM Connector trial license couldn't be assigned, this would result in CRM functionality not being available even though OAuth authorization has successfully completed.

Another bug was that Unity was performing a global search for contacts etc, rather than specifying the fields to search. This was resulting in too many results being returned, which in some cases would then lead to the request threshold being breached, as Unity requested each page of the results. This has been resolved so that Unity will only return the first 200 entries (the first page) when performing a search on a name or number. | Bug fix |
| --- | --- | --- | --- |
| All | Warm transfer | Previously Unity would use the number of the transferee and that which was dialled by Unity when setting up a warm transfer. However, based on the format that was used by BroadWorks to present the remote party number in the call event, this sometimes resulted in a match not being found, meaning warm transfer was not available. This has been resolved by capturing the Bug fix BroadWorks user ID of the transferee (assuming a warm transfer to an internal user is being performed) so that regardless of the format of the number being presented to Unity, it will be able to match the held call and the dialled call so that the calls can be transferred together if required. | Bug fix |
| All | Branding | There were several bugs in Unity when processing the replacement VoIP server address, which can be set in the Kakapo partner portal. These bugs have been resolved by implementing the below modifications:

Unity will always check the replacement server address when fetching branding details, if present it will be applied and Unity will automatically restart. Previously Unity wouldn't fetch the branding details if the login ID didn't have a domain, but the domain was added after Unity had first attempted to fetch the branding details. This has been changed so that the default domain will always be used when fetching the branding details. | Bug fix |

		Previously the replacement server address wasn't saved in the cached branding settings file, this is now the case meaning that even if Unity cannot connect to the Branding server core so must use the last cached branding details, they will include the replacement server address. This is especially relevant in a hot-desk environment.	
All	Attachment Upload	Authorization has been modified when uploading files for SMS messaging and contact centre conversations.	Roadmap
All	OAuth	Unity will now be prompted to automatically download and apply the Oath token when OAuth authorization completes through the Kakapo partner portal, without any user interaction required. This applies to any third-party platform that uses OAuth, which currently includes only Office365 and Zoho CRM.	Roadmap
All	CPaaS Messaging	When sending an SMS message, Unity will now indicate (using an image next to the message) if the message failed to be delivered or was successfully delivered.	Roadmap

All	Browse to URL	New delimiters have been added to the Browse To URL feature, as below. The old [ContactNumber], [RedirectNumber] and [DnisNumber] delimiters are still available for backward compatibility.
		
		[ContactNumberWithoutCountryCode]
		  [ContactNumberWithCountryCode]
		  [RedirectNumberWithoutCountryCode]
		  [RedirectNumberWithCountryCode]
		  [DnisNumberWithoutCountryCode]
		  [DnisNumberWithCountryCode]
		
		The user can also specify that delimiter values are encoded when adding to the URL that is used to pop the default browser tab
			Feature request

All	CPaaS Messaging	The "Allow messages to be sent to any number" setting has been modified. Previously when this setting was unchecked Unity would only present a menu option to send a message to a number that was included in a mobile property	Ad-hoc modification

		(either in the BroadWorks user profile, or an Outlook or CRM contact. Now Unity will check the number (using the region of the PC) and if it is a mobile or mobile/landline number then the message option will be presented. This means that contacts in the personal directory and group/enterprise common phone lists will now be available to message,nprovided the number is a mobile number.	

Release 7.4.1.0

Application	Feature/Component	Description	Source
Unity Reception	Shared Calendar	Unity can now be configured to show the subject of the meeting in the status column when displaying contacts that are currently in a meeting	Feature request
Unity Reception	Quick Key	When using a quick key to start a Hold & Link scenario, Unity would prompt the user that the action isn't possible because the contact is already in a Hold and Link scenario, when this wasn't the case. This only applied when using a quick key and has now been resolved.	Bug fix
Unity Agent, Unity Supervisor, Unity Reception	Personal Wallboard	A "Calls Received" statistic is now available in the personal wallboard, which includes all answered, abandoned and timed-out calls. This is different to the "Total Calls" statistic which also includes transferred and overflowed ACD calls.	Feature request
Unity Agent, Unity Supervisor, Unity Reception	Unity Settings	There was a bug whereby the placement of the add/remove/move up/move down buttons under the list of ACD statistics in the Settings window were moved so that they could not be displayed. This has been resolved.	Bug fix
All	SMS Toast Notification	There was a bug whereby if Unity was configured to pop the SMS conversation and to show a notification that would show the conversation when popped, then when the user clicked the notification the conversation window would not be popped in front of the main Unity screen. This has now been resolved.	Bug fix
Unity Reception	Callback request	There was a bug whereby if the user chose to send a callback request but then clicked Cancel in the Notes window, the callback request was sent anyway. This has now been resolved	Bug fix
All	CPaaS Messaging	When sending a file Unity will now show the file name of the uploaded file, rather than the randomly generated filename that was created when the file was uploaded.	Feature request

Unity Reception, Unity Agent	Staffed Ratio	Unity would allow the user to add Staff Ratio as a statistic in the Personal Wallboard, even though this statistic is only available for call centre supervisors, so only when running Unity Supervisor. Unity has been changed to only allow this statistic to be added if running Supervisor.	Bug fix
All	CPaaS Messaging	There was a bug whereby is an image was uploaded that was shorter than the text width required to show the datetime, then Unity would enter an infinite loop when rendering the image. This has now been resolved.	Bug fix

Release 7.4.0.0

Application	Feature/Component	Description	Source
All	Clipboard Integration	The previously copied number (taken from the clipboard) is now retained for 5 seconds before being cleared, thereby allowing a user to call the copied number when prompted by Unity. Before this modification Unity would not prompt the user to call the previously copied number, because it was assumed that the used had copied the number twice in error.	Feature request
All	Messaging	The user can now right-click in a speech bubble (used in IM and SMS conversations) to copy the text, or to call or save any identified phone numbers.	Roadmap
Unity Reception	Contact Groups View	Previously when the user clicked on a contact group, Unity would also show the contacts in detailed view, even if the default view was something else, for example Tile. This has been changed so that the contact group view matches the default list view.	Feature request
All	Browse to URL	A new delimiter [ContactNumberWithoutCountryCode] has been added to the "Browse To URL" feature, which will resolve to the remote party number without the country code in case it was included in the call event from BroadWorks. This includes Unity taking the default country code and national prefix from BroadWorks which is also used to set the default CPaaS settings, if required	Feature request
All	Directory Refresh	Unity can now be configured to periodically refresh all details (name, phone, title, email etc) for any internal users in the group or enterprise directory. This is designed for any dynamic environment where the details of internal users may change frequently, such as a in hotel where each internal user is a separate room.	Feature request
All	Zoho CRM	Unity now integrates with Zoho CRM for contact searches, call popping and activity log entry.	Roadmap
All	Sugar CRM	Unity now integrates with Sugar CRM for contact searches, call popping and activity log entry.	Roadmap
All	Salesforce Redirects	Unity now includes the redirect URL from Salesforce when popping contacts,	Bug fix

		meaning if there is an existing Salesforce session it can be used rather than forcing the user to login again.	
All	CPaaS & E.164	Not all CPaaS platforms required numbers to be in E.164 format when sending outbound messages, but Unity always forced all numbers to be E.164 compliant. This has been changed so that Unity will only validate for E.164 compliance if it is required by the CPaaS platform that Unity is integrating with. However, Unity will always show numbers in local format if the E.164 formatted number matches with the country code of the logged-in user (which is taken from BroadWorks).	Bug fix
All	Quick Keys	There was a bug whereby Unity would only create a potential warm-transfer scenario when the second call (to the transferee) was active. This meant that a user couldn't use quick keys to cancel the warm transfer and release the second call. This has been resolved so that Unity will attempt to create a link between calls when the second call is alerting. Because this link is in place the user can then cancel the warm transfer and release the second call.	Bug fix
Unity Reception	Auto hide on call end	In previous versions Unity Reception was configured to automatically hide on call completion, but this should not be the default behaviour in a receptionist environment. Therefore, this setting has been Feature request modified so that by default Unity will not automatically hide when a call ends, but it is still the default behaviour for other Unity clients. This can be modified in Unity Settings for all clients.	Feature request
Unity Reception	Contact Groups	There was a bug whereby is an unmonitored internal user (for example a call centre or hunt group) was added to a contact group, then when that group was listed the entry couldn't include the extension. This has now been resolved.	Bug fix
All	CPaaS Integration	Unity will now prompt the user to confirm if they want to SMS-enable a CPaaS number that has been	Roadmap

| | | assigned. The user can click Yes, No or Cancel, where Cancel will not enable the CPaaS number and not prompt the user again. Only confirmed numbers can be used to send SMS messages and incoming messages will only be displayed for confirmed numbers. This is to provide an "opt-in" feature where the timestamp of when the user accepted the prompt is recorded, thereby giving the VoIP system provider confirmation that the end-user is not receiving unwanted SMS messages. | |

Release 7.3.3.0

Application	Feature/Component	Description	Source
Unity Reception	Shared Calendar	There was a bug when integrating with shared calendars through Office365, whereby if the access token was refreshed the new refresh token would be saved to the Kakapo cloud, but the access token itself was not replaced with the new one, meaning that Unity would no longer be able to connect to Office365. This issue has now been resolved.	Bug fix

Release 7.3.2.0

Application	Feature/Component	Description	Source
Unity Reception	Contact Groups	The correct language phrase was not being shown when adding a contact group. If a non- English language was selected. This is now resolved.	Bug fix
Unity Reception	Shared Calendar	There was a bug whereby all calendar events were being shown today, even if they were tomorrow. This has now been resolved.	Bug fix

Release 7.3.0.0

Application	Feature/Component	Description	Source
All	Call Logs	There was a bug whereby dialling rules were not considered when Unity added a call log, resulting in the wrong phone number being displayed. This has now been resolved.	Bug fix
All	Visual Voicemail	When using CTI, Unity must subscribe to CTI events for the Voice Messaging User service for all monitored users, to ascertain if voicemail is assigned to that user. Only then will Unity allow the user to transfer calls to that contact's voicemail – there is a setting that will override this and allow the user to transfer calls to any user's voicemail and if it isn't assigned then the phone will return a "fast busy" tone. The issue was that this information was sometimes slow to be returned to Unity, meaning at times the user wasn't immediately able to transfer calls to voicemail. A work-around has been added so that Unity will only query for voicemail service assigned once for a monitored user, the response will be kept internally so that Unity doesn't need to query again, which in turn means Unity will immediately know if voicemail is assigned and allow the user to transfer calls if so.	Ad-hoc modification
All	CPaaS Integration	Unity will now integrate with various CPaaS platforms to provide SMS integration, allowing the user to send and receive SMS messages. The user can also upload files which will be sent to the remote party as a URL. Please look at our online documentation for more information.	Roadmap
All	Conversation Window	All conversation windows (when using Unity IM, XMPP with UC-One and CPaaS integration) now use speech bubbles to wrap text sent and received in the conversation, rather than display plain text.	Roadmap
Unity Supervisor	Agent Activity Columns	There was a bug whereby not all columns were available to show in the Agent Activity list, for example the Status column could be showing in the list, but when it was removed in Unity Settings then it would not be available in the drop-down to be added again. This issue has now been resolved.	Bug fix
All	Virtual On-Net Users	Unity now supports virtual on-net users, in that they can be searched on and processed/managed in the same way that common phone list or personal contacts are processed/managed. The only difference is that Unity will always use the extension when calling or transferring.	Ad-hoc modification

Unity Agent, Unity Supervisor	Abandoned Call List	All DateTime values are stored as UTC values in the Kakapo cloud, however there was an issue whereby Unity was not always able to convert the DateTime received to the local time-zone on the PC. This has now been resolved.	Bug fix
All	Quick Keys	Quick key processing has been modified so that Unity will always check quick-key actions when a key is pressed, even if no user interface components are active in the main Unity window.	Bug fix
All	Warm Transfer	There was a bug whereby when performing a warm transfer through a quick key, the transferee wasn't always identified. This was most often the case when the number of the transferee was different from that received in the BroadWorks call update, for example if a call is transferred to a user with the number 02078041256 but the call event showed the remote number as +442078041256 then Unity would not link the calls meaning warm transfer through quick keys would not be possible, instead Unity would perform a blind transfer to the transferee. This issue is now resolved.	Bug fix
All	SQL Server Custom Directory	There was a bug whereby Unity would connect to the SQL server once but would not connect again. This issue was down to how the SQL Server connection was managed by Unity, it is now resolved.	Bug fix
Unity Agent	Post-Conversation ACD state	There was a bug whereby if the remote party abandoned the webchat conversation, Unity would not always set the post-conversation ACD state. This has been resolved	Bug fix
Unity Agent	Web Chat Processing	Previously if the remote party in a web chat conversation became temporarily unavailable (perhaps because they have navigated to another web page) Unity would wait 5 seconds before closing the conversation, including change the post-conversation ACD state if set. Unity will now wait 10 seconds before treating the conversation as closed, to ensure that even if the remote party has a slow internet connection when navigating to another webpage (for example in a mobile environment) the web chat conversation will not be closed prematurely.	Ad-hoc modification

Release 7.2.6.1

Application	Feature/Component	Description	Source
All	Visual Voicemail	When a voicemail is played, Unity will automatically mark it as read in BroadWorks.	Feature request

Release 7.2.6.0

Application	Feature/Component	Description	Source
All	Language	There was a bug whereby the language tags wouldn't be processed correctly on Unity start-up, resulting in the default English (UK) phrases being used. This has now been resolved.	Bug fix

Release 7.2.5.0

Application	Feature/Component	Description	Source
Unity Agent	Email Conversations	There was a bug whereby the editor was not enabled when an email conversation was reserved, this has now been resolved. The default font has also been changed to Calibri to match the default font used by Outlook and other email clients	Bug fix
All	Default List	Unity Reception allows external contacts to be added to the default Contacts list, this functionality has now been extended to all Unity clients	Feature request
All	Common Phone List	There was a bug where if the user is part of an enterprise but doesn't have Unity configured to see the entire directory, then the group common phone list would not be available. This has now been resolved so that Unity will request the group common phone list from BroadWorks separately from the group directory.	Bug fix
Unity Supervisor	Agent Activity List	The Agent Activity list can now be configured to only show agents that are currently joined to the queue when a queue is selected in the dropdown list. Agents will automatically be added to and removed from the list as they join and leave the queue.	Feature request
Unity Supervisor	Agent Activity List	It is now possible to sort on the image column in the agent activity list, which shows joined state by default.	Feature request
Unity Agent Unity Supervisor Unity Reception	Quick Keys	The user can now assign quick keys to ACD states. If the ACD state is Unavailable and unavailable reason codes are available, Unity will display a context menu so the user can select the code to use. These quick keys are added by default when Unity is first loaded, or when quick keys are refreshed in Unity settings.	Roadmap
All	Accessibility	Unity now downloads all accessibility properties as part of the language prompts, which are then applied to visual components in Unity. The Accessible Name and Accessible Description properties can be set as part of the language, which are then made available to screen readers	
Unity Supervisor	Setting	There was a bug whereby the Statistics item would only be displayed in Unity Settings if a call centre agent standard/premium service was assigned to the user in BroadWorks. This issue has been resolved so that the Statistics tree item will be displayed if the personal wallboard is displayed.	

All	Contacts List	Unity can now be configured to show the title and email address for internal contacts in the contacts list. This is managed through Appearance in the context menu, when right-clicking in the Contacts list.	
Unity Agent Unity Supervisor Unity Reception	Personal Wallboard	The user can now right-click in the Personal Wallboard to both add and remove queues from the list. This means the user doesn't have to go into Settings to display a queue. This feature is only available if a default call centre password is used.	
All	Unity Pop	There was a bug whereby is Unity was popped when a call was made or received, then if the call was blind or warm transferred then Unity would not automatically hide itself. This has now been resolved. A modification has also been made so that if Unity is not minimized but is not the active window then it will be hidden at the end of the call, previously it would remain the active window	
Unity Agent, Unity Supervisor, Unity Reception	Forced Disposition Codes	There was a bug whereby if Unity was configured to force the call centre agent to assign a disposition code to all ACD calls, then if an ACD call was blind or warm transferred then the agent would not be forced to assign a disposition code. This has now been resolved. If the call is parked or camped then the agent will still be forced to assign a disposition code, even though the call may be returned (if not answered by the camped/parked extension)	
All	Visual Voicemail	Voicemails can now be marked as read or unread in Unity. The CTI interface is used for all Visual Voicemail actions if Unity is configured to used it instead of CAP. However, voicemails are still downloaded using XSI	
All	BroadWorks R23	Base code has been added to Unity but is not tested. This has been done in case a system provider upgrades their BroadWorks platform without notifying us so that we can perform interop testing first. While we except the new integration to work as expected, without full interop testing we cannot guarantee this to be the case.	
Unity Agent	Current Activity List	There was a bug whereby the duration for an email or Twitter conversation would not be correct when the conversation had been reopened, this issue has now been resolved.	
Unity Agent, Unity Supervisor	Abandoned Calls	The times shown for abandoned calls were always UTC, this has been resolved so that local date time values are used when displaying abandoned calls	
Unity Agent	Contact Centre	There was a bug whereby the post conversation ACD state would not be activated	

		if the conversation was transferred, this has now been resolved	
Unity Agent	Contact Centre	There was a bug whereby when a transfer request is received the Unity "toast" popup is displayed, but when the user clicks on the notification Unity is not popped. This has now been resolved	
Unity Agent	Contact Centre	There was a bug in the webchat window whereby the platform and IP address details would disappear if the department was not provided, and the conversation was reserved. This issue has now been resolved.	
Unity Agent	Contact Centre	The user can now use arrow keys to move from the search box to list in the Replies and Resources tabs, they can also press Enter on a reply or resource to automatically send it to the remote party	

Release 7.2.4.1

Application	Feature/Component	Description	Source
All	Group/Enterprise Directory	If there is any duplication between the mobile number, VoIP number or extension for the same user, any duplicate numbers will be removed	Feature request
Unity Reception	Contacts List	There was a bug whereby when a user was on a call, if they right-clicked a monitored user from the contacts tab the transfer options would only be shown in the context menu if the monitored user had an extension assigned. This has been resolved so that even if an extension isn't assigned the call can still be transferred to the VoIP number or mobile (if present)	Bug fix
All	Voicemail	If Unity is configured to allow the user to transfer calls to the voicemail of any internal user (without first checking that voicemail is assigned and active) then it will no longer create "Voice Messaging User" CTI subscriptions for monitored users, as they are not required.	Ad-hoc modification
All	User Interface	Unity now handles larger font sizes better, including moving and resizing components in the main window to provide additional space required to view the larger font	Ad-hoc modification
All	Quick Keys	Quick key combinations and commands can now be set back to the system defaults through Unity Settings, which can be used when updating to a newer version of Unity that may include additional quick keys based on new functionality.	Feature request

Release 7.2.4.0

Application	Feature/Component	Description	Source
All	R22 Directory	BroadWorks R22 imposes a hard limit of 2000 entries that can be returned in the directory response when requested by Unity, therefore Unity must now use paging to fetch the enterprise/group directory during start up. Please note this only applies when Unity is connected to a BroadWorks R22 platform.	Bug fix
Unity Reception	Shared Calendar	The user can now right-click on all internal users to display the shared calendar, even if that user isn't currently being monitored. This applies both when searching and when listing all users in the directory	Feature request
Unity Agent Unity Supervisor Unity Reception	Start up ACD State	Sign-Out can now be set as a start up ACD state, because if the user is in Sign-In state then the BroadWorks call centre will not use "stranded call" processing for ACD calls	Feature request
Unity Reception	Shared Calendar	By default, Unity will use colour to illustrate the availability state of a meeting when displaying the shared calendar of a user. The following colour key is used: Free = Green Tentative = Orange Busy = Red Away/Working Elsewhere = Grey Any other value (including no status) = Blue The status images (in the Contacts list) will also change to reflect the availability state if the contact is currently in a meeting	Feature Request
Unity Agent	Callback	The user can now right-click a reserved callback in the Activity List to copy a number, which may be required if the country code was not included but is required to dial the number	Feature request
All	Default Domain	There was a bug where the default domain wasn't being shown to the user when they first entered their login details, if a default domain was set in the Unity installer. The default domain would be shown when subsequently showing Unity Settings. This issue is now resolved.	Bug fix

Unity Agent Unity Supervisor Unity Reception	Sign-Out on Unity Close	By default, Unity is configured to change the ACD state to Sign-Out when closing, however this can now be configured in the Unity installer to be disabled by default (meaning Unity will not change the ACD state when closing). This can be overridden manually by the user in Unity Settings or through templates etc.	Feature request
All	Quick Keys	The "Start Warm Transfer" action will now dial the remote party if there is no call in the Activity Window.	Ad-hoc modification
All	Active Calls	Unity would previously activate the search box whenever a call became active, including when A held call was retrieved. This has been modified so that the search box will only be activated the first time the call is active (when it is answered).	Bug fix
All	Quick Keys	It is now possible to activate quick keys from the contact search box, only actions that do not require a selected contact will be processed.	Ad-hoc modification
All	Quick Keys	There was a bug which resulted in the same key combination being assigned to multiple actions, which isn't possible. This has now been resolved	Bug fix

Release 7.2.3.0

Application	Feature/Component	Description	Source
Unity Agent	Contact Centre	Unity contact centre now supports email media streams, which must first be configured in the Kakapo partner portal. The user can reserve and respond to email conversations, including viewing and adding attachments.	Roadmap
Unity Reception	Shared Calendar	Unity can now be configured to only show shared calendar events in the Status list for monitored users if the availability state for the event is not "free". This can be changed in Settings.	Feature request
All	Enterprise View Available	The "Enterprise View Available" setting restricts if the user is allowed to view the entire enterprise directory or only the users, call centres, hunt groups etc of the group that their user account belongs to. However, Unity would load the entire directory either way, then remove any objects for other groups if the setting was enabled. This has now been changed so that Unity will only request the group directory from BroadWorks if the setting is enabled, meaning that start-up times can be significantly reduced when a user is part of a large enterprise but only able to see objects in their group.	Feature request
All	Common Phone List	It is now possible not to include the Common Phone List from the Group or Enterprise level when loading Unity, this is configured at the System Provider level of the Kakapo Partner Portal and will impact all users.	Feature Request
All	Contacts Search	Unity will not now show the mobile number for a user in search results if it's the same as either the VoIP number or extension, this can sometimes be the case when integrating mobile devices through the Shared Call Appearance.	Feature request
All	Transfer	There was a bug whereby Unity would not correctly show the remote party in the Contacts list if a call was blind transferred or warm transferred to that monitored user. This issue has now been resolved.	Bug fix
All	Connection	Unity would previously treat empty network packets (with zero bytes) as a dropped network connection so drop the connection and attempt to reconnect. Although empty network packets can be a sign of issues; this isn't always the case. Therefore, Unity has been changed to ignore any packets with zero bytes and only attempt to reconnect if the connection has actually dropped	Bug fix

Release 7.2.0.0

Application	Feature/Component	Description	Source
All	Shared Calendar	There was a bug in Unity whereby if a shared calendar event was all day but ended at midnight yesterday then it would be shown in the calendar for today. This is because Unity would search for calendar events from midnight today so the results would include events that ended at midnight yesterday. This has been changed so that Unity searches from one second past midnight, so that any events that ended at midnight yesterday are excluded.	Bug fix
All	User Interface	Unity will now ignore when the user double-clicks a button in the main UI, which can lead to unexpected behaviour, for example answering then releasing a call.	Ad-hoc modification
All	User Interface	Unity will now listen for quick keys regardless of which UI component is active, previously quick keys were only available when an item in the current calls or Contacts list was displayed. The user interface has also been updated to make it easier to navigate using only arrow keys	Ad-hoc modification
Unity Agent	Conversation	The agent can now paste files directly into the conversation window (using CTRL + V) for both web chats and Twitter conversations to automatically add that file as an attachment	Feature request
All	Click to Dial	The Unity click-to-dial add-in was no longer trusted by Firefox because the digital signing rules had changed. We have modified the add-in to adhere to the new standards and it will be automatically download and configured as part of this build.	Roadmap
All	Branding (Logo)	Previously when Unity is started for the first time after a fresh install, the logo will not be shown unless it has been included with the installer. This has been changed so that the logo set in the branding settings in the Kakapo portal will always be downloaded and displayed regardless of the logo shipped with the installer	Ad-hoc modification
Unity Reception	Contact Search	There was a bug in Unity Reception whereby when searching on a user in the	Bug fix

		Contacts list, Unity would only show the call details or service configuration for that user if they were already in the monitored users list. This has been resolved so that if a user is in the monitored user list they will still be updated in the Contacts list	
Unity Reception	Shared Calendar	When testing shared calendar integration with Exchange server, Unity will now notify the user when the test succeeds.	Ad-hoc modification
Unity Reception	Shared Calendar	When testing Exchange details, Unity will now attempt to load the contacts for the user specified. If this test fails Unity will not allow the details to be saved. Previously the user was able to save the Exchange details even if the test failed.	Ad-hoc modification
Unity Reception	Shared Calendar	If there is an error when setting up shared calendar integration then the user will now be alerted and the shared calendar details will be displayed in the Settings window. Previously Unity would log that an error occurred, but the user wouldn't be alerted	Ad-hoc modification
Unity Agent	Call-back Conversations	Previously Unity would log that an error occurred, but the user wouldn't be alerted on their Agent's Unity if the agent both reserved the conversation and called the remote party immediately. This has now been resolved	Bug fix
Unity Agent	Post-Conversation ACD State	There was a bug whereby if the post conversation ACD state was set to "previous" then this would be ignored when the conversation was closed. This has now been resolved	Bug fix
Unity Agent Unity Supervisor Unity Reception	Current Calls List	There was a bug whereby if an outbound call was set when making calls, Unity would show the "from" column value as the name of the logged in user rather than the call centre. This has now been resolved	Bug fix
All	Contact Search	There was a bug whereby if Unity was performing a number search on Outlook contacts while the contacts were still being imported into Unity (during start-up) then an error would be logged, but the user would not be alerted. This has now been resolved so that the number search will work as expected	Bug fix
Unity Agent	Conversation	There was a bug whereby if the user clicked on the phone number then a click-to-dial wasn't performed, this has now been resolved. Also if the user right clicks the name, number or email field they will be able to copy to clipboard.	Bug fix

All	Transfer to Voicemail	There was a bug whereby if the "Allow transfer to voicemail for all internal users" setting was activated, then Unity would show the transfer menu option when the default list was shown, but not when searching for contacts. This has now been resolved	Bug fix
All	Contacts list	Unity has been modified so that rather than update the underlying list/collection in memory when updating the status for a monitored user, Unity will first look for the actual user item in the Contacts list, and if present this will be updated rather than the item in the list/collection in memory. This is to potentially work-around an issue where the status of monitored users isn't always updated.	Potential Bug fix
All	Current Calls List	There was an issue under a certain mobility scenario whereby a call would be presented to Unity twice by BroadWorks (with different call IDs), Unity would show both calls even though they are duplicates. A work-around has been introduced whereby if the "from" and "to" numbers are the same, the direction is the same and the state is the same as an existing call in the current calls list, then Unity will not add the second call to the call list.	Ad-hoc modification
All	Current Calls List	There was a bug whereby if Unity was started (or recovered from a dropped connection) then any calls that the user is on that are in Held state will not be shown in the active call list. This has been resolved so that if the held call doesn't exist in the list it will be added	Bug fix
All	Contacts List	There was a bug whereby Unity would show the correct remote party details for a monitored user when their phone was ringing, but once it was answered the remote party's name would only show the number. This has been resolved so that the correct remote party name will always be shown	Bug fix
Unity Reception	Call Park Retrieve	Unity will now use the feature access code rather than CTI or CAP to retrieve a parked call, this is because the CTI command didn't always retrieve the call. This is an issue in BroadWorks that has been worked around.	Ad-hoc modification

Release 7.1.0.5

Application	Feature/Component	Description	Source
All	Cached License	There was a bug in Unity whereby the cached license would only be used if no response was returned from the Kakapo licensing platform. This has been changed so that the cached license will be used if a response was received, but the "success" flag was false. The Help > About window will also show if a cached license is being used.	Bug fix
Unity Reception	Shared Calendar	There was an issue when converting time-zones for shared calendar events, which resulted in an error being raised and shared calendar events not being available for that Contact. This issue has now been resolved, as Unity will always receive calendar events in UTC so can easily convert to local time on the PC.	Bug fix
Unity Reception	Shared Calendar	Unity will now show "all day today" if the calendar event is for the entire day, rather than show the end time as tomorrow at 00:00	Ad-hoc modification
Unity Reception	Shared Calendar	When the user selects either Office365 or Exchange Server as the shared calendar platform in Settings, Unity will automatically check the "Show calendar events in the Status column" box to enable this feature by default. The user can disable this feature at any time	Ad-hoc modification
Unity Reception	Shared Calendar	There was a bug whereby Unity would show the monitored user image based on the "show as" state of the current calendar event, even if Unity is not configured to show calendar events in the Status column. This would result in the user image showing "away" or "unavailable" but not showing the reason for this state in the Status tab or tooltip. This has been resolved so that the image will only reflect the current calendar event if Unity is configured to show the event in the Status list, to avoid confusion.	Big fix
Unity Supervisor	Agent Activity Tab	There was a bug in Unity whereby an error would sometimes be displayed when updating the call details for a supervised agent in the Agent Activity list. This issue has now been resolved	Bug fix

Release 7.1.0.4

Application	Feature/Component	Description	Source
All	CTI	There was a bug whereby Unity would use a different Application ID when setting up a CTI channel and adding a subscription to that channel, this could result in unexpected behaviour whereby the subscription was terminated. This issue has now been resolved	Bug fix
Unity Agent	Twitter Conversations	There was a bug whereby the number of characters remaining wasn't always shown, this has now been resolved.	Bug fix
Unity Agent	Twitter Conversations	Previously when the user pressed the enter key Unity would perform a carriage return, this has been changed so that when the user presses enter the reply will be sent, the user must now press alt or control or shift with the enter key to add a carriage return	Feature request
All	Logging	Additional logging has been added when Unity is popped, including the dimensions and the reason the client was popped	Ad-hoc modification
Unity Agent	Contact Centre	There was a bug whereby conversations would be removed from the activity list if the list of open conversations returned from the Kakapo contact centre platform contained conversations from a different media stream than those being shown in the list. This was especially applicable when a Twitter conversation timed-out from the first queue and moved into the "Always on" secondary queue. This has now been resolved	Bug fix
Unity Reception	Shared Calendar	Unity now supports Multi-Factor Authentication (MFA) when integrating with Office 365	Roadmap
Unity Reception	Shared Calendar	Previously Unity would only attempt to interrogate only those shared calendars that had been explicitly shared with the user, now Unity will also interrogate shared calendars that may be available through the "My Organization" group provided by default in Office 365 environments	Roadmap
All	Contacts list	There was a bug that sometimes allowed the logged-in user to monitor their own account, this has been changed so that only other users in the group or enterprise	Bug fix

		can be monitored.	
Unity Agent	Cached Replies & Attachments	Unity will store the last 20 cached replies and attachments. Replies are saved in the registry so move between PCs with the user (in a roaming profile environment) but resources are specific to that PC so are saved in the configuration file locally.	Ad-hoc modification
All	Contacts List	There were several issues when displaying call details for monitored users within the Contacts tab< including: When a call was blind transferred the remote party name would not be updated in the Contacts tab When two users in the Contacts tab were talking to the logged-in user then they were warm transferred together, Unity would still show them as talking to each other When a call was blind transferred to the logged-in user, the "to" name would be incorrectWhen a call was released it was removed from the user in the Contact list, but the user interface wasn't updated meaning the call could still be showing for that monitored user These issues have all been resolved in this build.	Bug fix

Release 7.1.0.3

Application	Feature/Component	Description	Source
All	Start up	There was a bug whereby Unity attempted to use core Windows functionality to ensure the display is changed to suit the DPI settings of each monitor. However, the core Windows functionality relied on the Shcore.dll file, which is only available in Windows 8 and 10. This resulted in Windows 7 users not being able to run Unity. Unity has been modified so that if there is an error when using the core Windows functionality (as there would be in Windows 7 machines) then Unity will continue to load.	Bug fix

Release 7.1.0.2

Application	Feature/Component	Description	Source
Unity Agent	Contact Centre	Callback can be kept open between Unity sessions, in case the remote party needs to be called multiple times	Roadmap
Unity Agent	Contact Centre	Twitter Media Streams are now supported, including direct messaging. Reserved Twitter conversations will remain open between Unity session until explicitly closed by the agent. Closed conversations can be reopened if a new conversation is started by the same remote party within a timeframe specified through the media stream configuration	Roadmap
Unity Agent	Contact Centre	Unity now provides a local attachment cache allowing recently uploaded attachments to be quickly added again.	Roadmap
Unity Agent	Contact Centre	Unity now provides a local reply cache where the user can quickly add a reply to their local cache rather than adding the reply as a cached reply in the Kakapo portal. Locally cached replies can be searched on and viewed in the Canned Replies tab	Roadmap
All	CRM Integration	When searching for contacts based on number, Unity will now search based on the last 8 numbers, then search through the call results to ensure the closest number is used to select the contact. Previously Unity would search on the last numbers, but use the first record returned. Therefore if two contacts existed in the CRM platform with the same last 8 digits in their phone number, then the wrong contact details may be displayed. This modification will resolve that issue	Bug fix
All	Personal Assistant	Unity now supports the Personal Assistant BroadWorks user service. All users can set ad ad- hoc status (without an end date/time) through the "My Status" quick access link, otherwise the service can be fully configured (including specifying an end date/time) through Settings. Unity Reception will display the Personal Assistant status of any monitored users in the group or enterprise in the Status column and as a tooltip. Please note that the Personal Assistant status will only be displayed when Unity is using the CTI protocol to communicate with BroadWorks.	Roadmap

All	Cached License	Unity now saves an encrypted copy of the last successful license response from the Kakapo licensing platform locally. If the licensing platform is offline when Unity is requesting a license, it will use the locally cached license. This license can be used a maximum of eight times before it is considered invalid, which will cover 24 hours of continual use	Roadmap
Unity Reception	Callback Request	Unity Reception (Enterprise license only) will now allow the user to send a callback request email to a monitored user, provided their email address is specified in the BroadWorks user profile. The email is not sent through the local email client (for example Outlook) but through the Kakapo cloud, the "from" email address can be specified at all levels in the Kakapo portal.	Roadmap
All	Contact Search	Unity will now consider the location and title properties of the user profile in BroadWorks when performing a contact search. Any notes manually entered (through Unity Reception) for that internal or external contact will also be considered when performing a search.	Roadmap
All	Quick Keys	The Quick Keys feature has been significantly updated to add actions and remove complexity during configuration. The first time Unity is started it will load several default quick keys	Roadmap
Unity Reception	Search Activation	Unity can now be configured to automatically activate the search box when a call is answered	Feature Request

Unity Reception	Shared Calendar Integration	Unity can now be configured to connect directly with an Exchange or Office365 platform in order to display appointments/meetings (referred to as "Calendar events") for any users within the group or enterprise that have shared their calendar with the account that Unity is using to integrate with the calendar platform. The email address of the user must exist in the BroadWorks user profile for monitored users, as this is how Unity links the BroadWorks user and the shared calendar.
		
		There are four modes available:
		  Single account used to connect to Exchange server
		  Shared account (set in the Kakapo portal) used to connect to Exchange server
		  Single account used to connect to Office 365
		  Shared account (set in the Kakapo portal) used to connect to Office 365
			Roadmap

		The user can configure Unity to show the calendar event in the Status column of the Contacts tab, it will always be available when the user right-clicks the contact and selects "Show calendar" Online documentation is available to further outline this feature as well as discuss configuration and use.	
Unity Agent Unity Supervisor Unity Reception	Default Call Centre Password	A default call centre password can be set at the group, reseller or system provider level in the Kakapo portal. If set it will be used by Unity clients to connect to all call centres. The user will not be able to see/change this password through Unity client, and they will not be able to set a password for a specific call centre. This should only be used when all call centres share the same password	Feature request
Unity Agent	Contact Centre	Unity can be configured with a post-conversation ACD state, which will be used when a contact centre conversation is closed by the user. Options are available to only change the ACD state if there are no other reserved conversations for the user.	Roadmap
Unity Agent Unity Supervisor Unity Reception	Call Centre	There was a bug whereby when a "Call bounced" CTI event was received through Unity, the <redirect> property would not be considered. In fact if this property has a value it means the call has been redirected to another location, so should be removed from the ACD queue. This is now the case.	Bug fix
All	TLS	There was a queuing issue when sending encrypted data over a TLS-secured connection, which is because of a limitation in the .NET Framework whereby multiple threads cannot write to the network stream concurrently. This has been resolved so that a local queue is used when sending data over an encrypted connection	Bug fix
All	Splash screen	When opening Settings, the "splash" screen will be removed, to ensure it doesn't prevent the user from making changes to their settings.	Ad-hoc modification

Release 7.2.0.0

Application	Feature/Component	Description	Source
Unity Agent Unity Supervisor Unity Reception	Forced Disposition Code	When forcing the agent to assign a disposition code to an ACD call, Unity can now be configured to also change the ACD state to Available or not, as this may not always be the case. The default behaviour is to change the ACD state back to Available either when the disposition code has been assigned, or when the disposition code timer expires without a code being entered.	Feature request
All	CTI Subscriptions	When loading contacts in the Contacts tab or Agent Activity list (if applicable) then Unity would previously subscribe to all CTI events for one user, then move to the next user in the list. Because a delay must be used when subscribing to CTI events (so that BroadWorks doesn't refuse the request) this could result in contact information such as hook/phone status not being shown for users at the bottom of the list for some time, giving the appearance that Unity was slow. This has been changed so that Unity will first subscribe for the hook/phone state of all users in the list, then Do Not Disturb, then Call Forward Always etc. This means that the user will now see if people are on the phone much faster than before, but that it will take longer to see some other details (such as if Call Forward Always is activated)	Feature request

Release 7.1.0.0

Application	Feature/Component	Description	Source
All	Button Text	Unity will now show the button text by default, unless it has been explicitly turned off in Settings.	Ad-hoc modification

Release 7.0.2.0

Application	Feature/Component	Description	Source
All	Multi-threading	The way in which Unity processes messages from the BroadWorks server has been modified so that multi-threading isn't used, meaning messages will always be processed in the order received from the switch. It was found that because of internal prioritization of threads within Unity, some messages were being processed before other messages that had been received first. This is expected to resolve the intermittent issue whereby monitored users would not always shown the correct status, for example showing the monitored user on the phone when they were on-hook	Bug fix
Unity Agent	Contact Centre	Various work has been done to resolve small bugs and optimize code	Ad-hoc modification
All	Call Recording	There was a bug when Unity was connecting to the BroadWorks server using CTI, in that when the user tried to resume call recording for a call, the call would not be recorded. This was because Unity was sending the "record" request rather than the "resume" request. This has now been resolved	Bug fix
All	User Interface	The main user interface has been updated to reflect the Unity web client interface, this does not affect how users access features and functionality; it is a purely cosmetic change.	Road map

Release 6.9.9.1

Application	Feature/Component	Description	Source
Unity Agent Unity Supervisor Unity Reception	Disposition Code Popup	Unity will now log the reason for the disposition code popup not being displayed at the end of an ACD call, reasons can include The call is not an ACD call - for example if the call is xferred to another user then it may not be an ACD call any longer. There are no disposition codes assigned to the ACD that the call was routed through One or more disposition codes has already been assigned to the call before it was released Unity is not configured to force disposition codes to be assigned to ACD calls	Ad-hoc addition

Release 6.9.9.0

Application	Feature/Component	Description	Source
All	BroadWorks R22	There was a bug which resulted in Unity not showing a monitored user on the phone if their call was held when Unity was started. This has now been resolved.	Bug fix
Unity Agent Unity Supervisor Unity Reception	Disposition Code Popup	When disposition codes are configured to be forced then when the popup appears at the end of the ACD call, Unity will force the ACD state to be changed to Wrap-Up, even if this is already the case. This is to ensure that the agent is in the correct ACD state so the disposition code can be assigned to the previous call.	Bug fix
Unity Agent Unity Supervisor Unity Reception	Disposition Code Popup	Unity will now log the reason for the disposition code popup not being displayed at the end of an ACD call, reasons can include

The call is not an ACD call - for example if the call is xferred to another user then it may not be an ACD call any longer.
There are no disposition codes assigned to the ACD that the call was routed through
One or more disposition codes has already been assigned to the call before it was released Unity is not configured to force disposition codes to be assigned to ACD calls | Ad-hoc addition |

Release 6.9.8.0

Application	Feature/Component	Description	Source
All	Department	Unity will now capture the department from the user profile and save it with license details for that user in the Kakapo cloud, this can be used to provide department level contact centre reporting.	Road map
Unity Supervisor	Contacts Tab	There was a bug whereby monitored users would periodically appear as on the phone when the call had ended. This issue has now been resolved.	Bug fix
All	BroadWorks R22	Depending on the level of patching performed on the R22 platform, BroadWorks may respond to an authentication request from Unity with one of two responses, only one of which was expected by Unity. Both response types are now supported	Bug fix
Unity Agent Unity Supervisor Unity Reception	Queued ACD Calls	When displaying queued ACD calls in the activity list (if configured) Unity would show the duration based on the entry time specified in the BroadWorks call update. This could be incorrect if the PC was not set to the correct time. Therefore Unity has been modified so that: If there is a queued call in the ACD when Unity is starting then the start time from the BroadWorks call update will be used, meaning calls that have been in queue for a period of time will not start at zero seconds. If the start time included in the call update is ahead of the local PC time (because the PC isn't set to the correct time) then the current PC time will be used, to ensure the duration is not a negative value. If a call is added to the queue while Unity is running, then the duration will start at zero seconds	Bug fix
All	Contact Centre Notification	There was a bug whereby is a callback was reserved by another agent then the notification for the logged-in user would not be removed until the user clicked on it. This has now been resolved.	Bug fix
All	Contact Centre Statistics	There was a bug whereby if a web chat transfer request was reserved by the logged-in agent then the "WebChats Received" overall contact centre queue statistic would be incremented. This has now been resolved.	Bug fix

Unity Agent	Personal Wallboard Columns	If the user is not an agent of a BroadWorks call centre but is an agent of a contact centre queue, then the personal wallboard would not include any contact centre columns by default. This has been resolved so that if the agent is a member of a contact centre queue but no personal wallboard columns are selected, then several webchat statistics will be automatically included.	Bug fix
Unity Agent	Contact Centre Conversation	Unity will now remember the contact centre conversation window dimensions between Unity sessions	Feature request
All	start up Client Override	A command-line argument can now be included with a Unity shortcut which will override the registry settings to load a specific Unity client. Starting "Unity.exe desktop" will start Desktop, "Unity.exe agent" will start Unity Agent, Unity.exe supervisor" will start Supervisor and "Unity.exe reception" will start Reception. This is to remove the need to constantly change the start up application in Settings if the user needs to use two different Unity clients concurrently, for example Agent and Supervisor	Feature request
All	Reconnection	There was a bug whereby if the CTI connection to BroadWorks was severed then Unity would not always attempt to reconnect, this issue has now been resolved.	Bug fix

Release 6.9.7.0

Application	Feature/Component	Description	Source
All	CTI	When using the CTI protocol, queued calls would not always be removed from Unity when the call had been answered by an agent. This issue has now been resolved.	Bug fix
All	Contact Centre Notification	There was a bug whereby when the user clicked on a contact centre notification, if Unity was configured to pop the conversation this would not occur. This has now been resolved	Bug fix

Release 6.9.6.0

Application	Feature/Component	Description	Source
All	CTI	Assorted issues relating to integrating with BroadSoft through the CTI protocol were identified and resolved.	Bug fix

Release 6.9.2.0

Application	Feature/Component	Description	Source
All	Contacts List	There was a bug whereby if a call was parked on the extension of a monitored user, when that call was retrieved by the monitored user it would not be reflected in the call status for that user in the Contacts list. This issue has now been resolved.	Bug fix
All	CTI	Assorted issues relating to integrating with BroadSoft through the CTI protocol were identified and resolved.	Bug fix
Contact Centre	Automatic Join	There was a bug which resulted in the agent being repeatedly joined to call centres if currently un-joined, assuming Unity is configured to do so. This was a result of an issue with handling the updated IM&P status list when other users started or closed-down Unity, which has now been resolved.	Bug fix

Release 6.9.1.0

Application	Feature/Component	Description	Source
All	Connectivity	There was a bug in the previous build whereby if the BroadWorks encoding was different to the default then it would sometimes result in an error being displayed to the user. This has now been resolved	Bug fix
Unity Reception	Default List	There was a bug whereby if a non-monitored contact (such as a hunt group or contact centre) didn't have a phone number assigned then it could not be added to the default Contacts list. This has now been resolved.	Bug fix
All	Settings	If the connection has been severed and Unity is attempting to reconnect then if the user clicks into Settings, only the basic connectivity and authentication settings will be shown	Ad-hoc addition
All	BroadWorks R22	When Unity is connecting to R22 then the "Use CTI" setting will be automatically set to true and correctly displayed in Settings, regardless of the "Use CTI" setting in the branding portal	Bug fix

Release 6.9.0.0

Application	Feature/Component	Description	Source
Unity Agent	Contact Centre	Contact centre reporting is now available through the Reports window. Currently agents can generate reports for all agents in the contact centre queue, but this will be removed when the Unity Supervisor client is available.	Road map
All	Unity Skin	The skin can now be locked-down through the default installation settings, which will prevent the user from changing it.	Feature request
All	BroadWorks R22	Unity now fully supports BroadWorks R22, including moving from the CAP protocol to CTI for call control. This document outlines the differences in protocols and the impact it will have on the customer.	Road map
All	TLS Support	Unity now fully supports both OCI/CAP and CTI over TLS, this must be configured in the Unity portal as outlined here.	Road map
Unity Agent	Contact Centre	There was a bug whereby if the user right-clicked a resource in the conversation window, then the wrong URL would be sent to the webchat client. This has now been resolved.	Bug fix
All	XML encoding	Unity will dynamically change the encoding used when communicating with the BroadWorks platform when performing the initial login to fetch the version, rather than when performing the secondary login once the version is known. This is to ensure the encrypted password is not affected by different encoding being used.	Road map

Release 6.8.0.5

Application	Feature/Component	Description	Source
Unity Agent	Contact Centre	There was a bug when merging contact centres with BroadWorks call centres that resulted in an agent being joined to a contact centre incorrectly, and not showing that they are joined in the personal wallboard. This issue has now been resolved	Bug fix
Unity Agent	Contact Centre	There was a bug whereby if the remote party had been found in the CRM it would be displayed in the conversation, but when the conversation was reserved by the agent the CRM contact name would be removed and the name entered in the webchat client would be used. This has now been resolved.	Bug fix
Unity Agent	Contact Centre	The agent can now click on the contact name to open the contact in the CRM platform, assuming the remote party was found in the CRM platform	Ad-hoc addition
Unity Agent	Contact Centre	There was a bug that resulted in the remote party details not being displayed in Unity after being found in the CRM platform, this was specific to searching on the email address. This issue has now been resolved.	Bug fix
Unity Agent	Conversation Log	Unity will now use the CRM platform to search for contact details when loading the conversation log in the Activity Logs tab	Feature request
Unity Agent	Contact Centre	The "Agents can leave queue" setting at the contact centre queue level in the Kakapo portal has changed. Previously it meant that the agent could not be joined or unjoin to/from the queue by a supervisor, but that the agent was effectively always joined – so that so long as the ACD state allowed conversations they would always receive conversation alerts while Unity was running. This has now been changed to mirror BroadWorks behaviour, in that if the setting is activated then the agent can be joined to or unjoined from the queue by a supervisor or business administrator, but they are not always available. This includes a change so that an agent can still be joined to a queue when not logged into Unity, which was not previously the case. The user will not be considered when routing the conversation because they are not online.	Road map

Release 6.8.0.4

Application	Feature/Component	Description	Source
Unity Agent	Personal Wallboard	The personal wallboard now includes the average rating for both personal and overall webchats. This column can be added in Settings > Contact Centre Columns	Road map
All	Secure Connection	Unity now supports both OCI and CTI over TLS. This uses settings that must be set in the Branding tab of the Unity portal, which specifies the port number and security protocol to use when connecting and securing the connection. These settings should only be modified/set by an experienced VoIP engineer, and a ticket must be raised to set the settings at the system provider level. Please speak to Kakapo Systems for more information regarding this feature.	Road map
All	CTI	There was an error message displayed to the user if the Flexible Seating Guest service is assigned but the user is not associated to a host device, and Unity is using CTI instead of CAP. This has now been resolved.	Bug fix
Unity Agent	Contact Centre Conversation	There was a bug that allowed a conversation to be escalated or transferred in the client, when this was not permitted in the media stream profile. This has now been resolved	Bug fix
All	Contact Pop	There was a bug when performing a contact pop based on the remote party number, that could sometimes result in the incorrect remote party name being displayed. This has now been resolved.	Bug fix
Unity Agent	Contact Centre	There was a bug whereby the Unity window would change to normal if maximized, when a new contact centre conversation alert was received. This has now been resolved	Bug fix
All	Contact Pop	There was a bug when using an LDAP custom directory that resulted in the contact not being popped based on the phone number. This has now been resolved.	Bug fix
Unity Reception	Contact Notes	There was a bug whereby if the Contacts list wasn't displaying in Detail view then when a note was added it would override the contact name, then when cleared the contact name would disappear. This has now been resolved	Bug fix
Unity Agent	Personal Wallboard	There was a bug that resulted in a contact centre sometimes appearing multiple	Bug fix

		times in the personal wallboard, this has now been resolved	
All	Default Call Centre Password	When the default call centre password is deleted, Unity will now save that password to all existing call centres so that it doesn't need to be manually entered by the user. Any new call centres will need to be manually configured	Feature request
All	Threading	There was a bug that was introduced in build 6.8.0.3 whereby if code was started in a separate thread that resulted in an error, the error could result in unexpected behaviour in Unity, including an application crash. This has now been resolved	Bug fix
Unity Agent	Contact Centre	Conversations can now be transferred to another agent that is associated with the same media stream and currently joined to the queue. Unity will alert the transferee of the transfer request assuming DND is not activated – ACD state is not considered when transferring a conversation. The transferor will be alerted when the transfer request has been accepted by the transferee, until then conversation will remain assigned to the transferor.	Road map
Unity Agent	Contact Center Conversation	If the user double-clicks a canned response or right-clicks, Unity will send that response immediately. If the user left clicks once then they will be able to edit the message before sending.	Feature request

Release 6.8.0.3

Application	Feature/Component	Description	Source
All	CTI	Support for CTI has been added into Unity. If using BroadWorks R21 then this can be controlled through branding settings at all levels in the Kakapo partner portal. When Unity is connecting to any BroadWorks platforms under R21 then this setting will be ignored because only CAP is available. When Unity is connecting to any BroadWorks platforms over R21 then this setting will be ignored because only CTI is available. It is important that this is only activated if the CTI server is available and the customer firewall allows outbound connections on the CTI port, which is 8011 by default.	Road map
All	Pop browser on toast click	There was a bug whereby the setting to pop the "Browse to URL" feature when the user clicked the toast popup notification was not always saved between Unity sessions. This has now been resolved.	Bug fix
All	Host Association	There was a bug when associating the user account to a Hoteling Host or Flexible Seating Host, if Privacy whereby if the host had Privacy assigned and configured not to show in the group or enterprise directory, then the host association would not be shown. This has been resolved so that if the host isn't included in the group/enterprise directory then the host ID will be shown rather than the name.	Bug fix
Unity Agent Unity Supervisor Unity Reception	Outbound DNIS	When an outbound DNIS number is selected and an outbound call centre call is made, Unity will now show the call as coming from the outbound DNIS rather than the logged-in user	Feature request
Unity Agent Unity Supervisor Unity Reception	Reporting	When Unity downloads a generated report from BroadWorks, it was saved with the same file name, which was based on the type of report. If a file with this name already exists and is open, then Unity would not save the new report. This has been resolved so that if the file exists Unity will append (1), (2) etc to the end of the filename until the file can be saved. Unity will delete all existing saved report files when starting.	Feature request
Unity Agent	Contact Centre	Previously Unity would only sync the joined state between the BroadWorks call centre and Unity contact centre through the personal wallboard, meaning if a call	Bug fix

		centre was not configured to show in the personal wallboard Unity would not sync the joined states. This has been redesigned so that the queues are sync regardless of whether they are showing in the personal wallboard or not, either because the call centre password has not been specified or the user has explicitly removed the queue from the personal wallboard	
Unity Agent	Contact Centre/Personal Wallboard	There was a bug whereby contact centre queues would sometimes appear multiple times in the personal wallboard, this has now been resolved.	Bug fix
Unity Agent	Contact Centre Settings	The Settings > Services tab > Contact Centre > Agent panel now includes the following settings: Show the duration since the last unanswered message was received, including indicating if the duration has breached a threshold Prompt the user to confirm when closing the conversation Alert me when the remote party closes all tabs (web chat only) Alert me when the remote party explicitly closes the conversation (web chat only)	Road map
Unity Agent	Contact Centre Notifications	The Settings > Settings > Notification > Conversations panel now allows the user to specify if a toast notification and/or audio alert is triggered when a new message for an existing conversation is received.	Road map
All	Clipboard Integration	Unity used to include any copied text in the Unity logs, while determining if the copied test is a callable number. This has been changed so that the text that has been copied is no longer included in the event log.	Feature request
Unity Supervisor	Personal Wallboard	There was a bug whereby the call centre statistics refresh frequency would sometimes move to the default range of 60-900 seconds. This was due to the order in which Unity received the call centre details from BroadWorks and the Unity license details from the Kakapo servers, so was completely random. This has now been resolved	Bug fix
Unity Agent	Contact Centre	Unity can now notify the user when a web chat visitor becomes unavailable (for example when they close all browser tabs that contain the web chat client) or when they explicitly close the conversation using the Close button.	Road map
Unity Agent	Contact Centre	The previous 30 conversations are now included in the call log (renamed to "Activity Log") from where the user can double click on the conversation to see	Road map

		the transcript (for web chat) or dial the number (for call-back). As reserved conversations are closed they are automatically added to the conversation log.	
Unity Agent	Contact Centre	There was an issue in formatting the web chat message which sometimes resulted in empty speech bubbles being sent to (and displayed in) the web chat client, this issue has now been resolved so that all unnecessary formatting is removed.	Bug fix

Release 6.8.0.2

Application	Feature/Component	Description	Source
All	Contact List	There was an issue when sorting the Contacts list which could result in items in the list not appearing. We have resolved the issue by ensuring the list is always scrolled to the top before resizing.	Bug fix
Unity Agent Unity Supervisor Unity Reception	Browse To URL	The delimiter [DnisNumber] can now be added to the URL when configuring the Browse To URL feature	Feature request
All	CTI	There was a bug which resulted in Unity sometimes attempting to use the new CTI interface, which is not yet ready for deployment. This has now been resolved.	Bug fix
All	Announced Transfer	There was a bug which resulted in Unity prompting the user that conferenced calls could not be transferred together, which is in fact allowed. This has now been resolved.	Bug fix
All	CRM Connector	There was a bug whereby the CRM configuration panel was not loaded when showing the Settings window after prompting the user of an issue with CRM integration, which was added in release 6.8.0.1. This has now been resolved so that the CRM panel is displayed	Bug fix
Unity Agent	Contact Centre	There was a bug whereby an error message would sometimes be shown to the user when they were a supervisor of a contact center queue, this is now resolved.	Bug fix

Release 6.8.0.1

Application	Feature/Component	Description	Source
All	CRM Connector	When performing a contact search based on the phone number, Unity will now search for the last six digits of the number. This means that a contact can be found regardless of the number format used.	Roadmap
All	CRM Connector	Unity will now search the CRM platform before searching the user's personal directory, the group/enterprise common phone list, or any Outlook contacts. This is so that even if the contact exists elsewhere, Unity will allow the CRM contact to be popped and will record the call log in the CRM platform if configured. The group/enterprise directory will still be searched before the CRM platform.	Roadmap
All	CRM Connector	Unity will now search the CRM platform when displaying abandoned ACD calls (Unity Agent or Supervisor only) or calls for monitored users in the Contacts tab	Feature request
All	Contact List	There was an issue when sorting the Contacts list which could result in items in the list not appearing. We have resolved the issue by modifying the way that this list is updated.	Bug fix
Unity Agent	Contact Centre	There was a bug whereby the "toast" notification for a new contact centre conversation would show webchat when the alert was actually for a call-back, this has now been resolved.	Bug fix
Unity Agent	Contact Centre	There was a bug whereby Unity would sometimes show a negative value for the call-back duration, this has now been resolved.	Bug fix
All	License Request	In previous versions of Unity the phone number of the logged-in user would be included with the license request, which was then stored on the Kakapo license server and displayed in the partner portal. This information is not required by Kakapo Systems so has been removed from the servers, and Unity will no longer include the phone number in the license request.	Roadmap
All	Microsoft Dynamics	When Unity adds a call log to Microsoft Dynamics, Unity would set the direction from the contacts point of view. For example, if a call was received by the CRM contact then it would show as an outbound call in the call log. This has been changed so that the direction of the call in Unity will be used in the call log.	Feature request

All	CRM Connector	When CRM authentication fails the user will be alerted, then Unity will automatically open the Settings window and show the CRM panel so that the user can easily change the password etc.	Feature request
Unity Agent	Contact Centre	There was a bug whereby if Unity was configured to play an audio notification when a new conversation was received, the audio alert would not stop when a call-back conversation had been reserved. This has now been resolved.	Bug fix
Unity Agent	Contact Centre	There was a bug whereby Unity was changing the ACD state to that set for web chat conversation, when the user reserved a call-back conversation. This has now been resolved.	Bug fix

Release 6.7.9.5

Application	Feature/Component	Description	Source
Unity Agent	Contact Centre Resources	There was a bug that resulted in a blank/empty speech bubble being shown in the web chat client when a canned resource was clicked on in Unity, this has now been resolved	Bug fix
All	Diversion Inhibitor	Unity now allows the diversion inhibitor to be pre-pended to any numbers dialled or calls transferred, this is set through Settings > Dialling Rules	Feature request
Unity Agent	Contact Centre	If the call centre and contact centre queues are linked [through the service ID] then Unity will now only change the join state of the contact centre queue when it receives an update from BroadWorks regarding the joined state of the call centre queue. This is in case the joined state is changed through another interface, such as the phone or a supervisor. It ensures the joined state in both queues is linked	Ad-hoc modification
Unity Supervisor	Agent Activity Tab	There was an issue that sometimes resulted in an error being raised when the "Unavailable Reason" column was added to the Agent Activity tab. This issue has now been resolved.	Bug fix
Unity Agent	Contact Centre	There was a bug whereby Unity would not connect to the Kakapo IM&P platform if instant messaging was turned off in portal branding settings. This resulted in contact centre functionality not being available. This issue has been resolved so that if a contact centre license is assigned then Unity will always attempt to connect to the IM&P server, but will not allow instant messaging functionality if not permitted in the branding settings.	Bug fix

Release 6.7.9.4

Application	Feature/Component	Description	Source
All	Applies To All Users	When updating from the old "red" client to the newer "blue" client, the "Applies to all users" setting was automatically set to true. This was a bug that has been resolved in this build.	Bug fix
Unity Agent	Contact Centre	Unity will now display the toast popup when a new conversation alert is received	Road map
Unity Agent	Contact Centre	Unity can be configured to play an audio alert when a new conversation alert is received	Road map
Unity Agent	Contact Centre	Unity was not automatically scrolling to the bottom of the message window, this has now been Resolved	Bug fix
Unity Agent	Contact Centre	There was a bug that resulted in Unity attempting to perform a contact pop using the email address, even when an email address hadn't been entered but a number had been. This has now been resolved.	Bug fix
All	start up	A setting has been added to the installation configuration file that ships with custom installers, that allows Unity not to be automatically configured to start up on login.	Feature request
Unity Agent	Contact Centre	Unity can be configured to automatically join all contact centres that the logged-in user is associated with. If a contact centre and call centre are joined through the service ID, then Unity will ensure that the joined state for the agent is always the same in both queues. For example if Unity is not configured to automatically join a contact centre queue, but the agent is joined to a call centre queue with the same service ID when Unity is started, then it will automatically join the agent to the contact centre queue to ensure the joined state matches.	Road map
Unity Agent	Contact Centre	Unity will not allow an agent to perform a callback when they are already on a call	Road map
Unity Agent	Contact Centre	The user is no longer permitted to close Unity when there is one or more reserved and open contact centre conversations in place. These conversations must be closed or transferred/escalated before Unity can be closed	Road map
Unity Agent	Contact Centre	Unity can now be configured to automatically pop the remote contact in the CRM platform in use, once the conversation has been reserved.	Road map
Unity Agent	Contact Centre	There was a bug that resulted in resources and replies not being loaded when a	Bug fix

		conversation window was closed then reopened, this has been resolved	
All	CRM Connector	There was a bug whereby the login ID wasn't always saved to the registry when connecting to Microsoft Dynamics, which would mean Unity didn't reconnect when restarted. This issue has now been resolved.	Bug fix
Unity Supervisor	Agent Activity Tab	A new column "Unavailability Reason Duration" has been added, which allows the supervisor to see how long the agent has been in their current state. For example if the reason the agent is unavailable is because of an ACD state then the ACD state duration will be shown, if it's because the agent is on a call then the call duration will be shown. If the reason is because of service configuration (for example DND) or if the agent isn't joined then the duration will start from 0:00 because BroadWorks doesn't provide a start date/time in these scenarios.	Feature request

Release 6.7.9.3

Application	Feature/Component	Description	Source
All	Zendesk CRM	Unity now provides integration with the Zendesk CRM platform for contact popping, searching and displaying tickets.	Roadmap
Unity Agent	Contact Centre	Users can now transfer contact centre conversations to other online agents in the same CC media stream, or escalate to an online supervisor. When viewing supervisors (either through the Tools menu or right-clicking the queue in the personal wallboard) Unity will show supervisors in the call centre and the Unity contact centre, if joined through the Identifier	Roadmap
Unity Supervisor	Agent Activity List	Both the Agent and Queue dropdown lists are now sorted alphabetically	Bug fix

Release 6.7.9.2

Application	Feature/Component	Description	Source
Unity Agent	Contact Centre	Unity contact centre functionality that is publicly available has been added. This includes the ability to receive and manage web chats and callbacks through the client and display real-time statistics in the personal wallboard. This functionality requires license assignment and contact centre configuration through the Kakapo portal, please contact Kakapo Systems to receive evaluation licenses and training on portal configuration	Roadmap

Release 6.7.9.1

Application	Feature/Component	Description	Source
Unity Agent Unity Supervisor Unity Reception	ACD State	There was a bug whereby Unity would not highlight the application ACD state button to show the current state of the user. This has now been resolved	Bug fix
All	XMPP	In some cases, the "busy" and "away" XMPP presence of users would not be shown in Unity. This was only found to be when using certain implementations of UC-One, for example the "I- Am" client, which uses a different schema in XMPP messaging. Unity will now process XMPP messages in either schema	Feature request

Release 6.7.9.0

Application	Feature/Component	Description	Source
All	Contacts List	There was a bug whereby Unity would show the details of previous calls when the monitored user list was changed through Manage Users. This has been resolved so that old call details will no longer be displayed	Bug fix
All	Contacts List	There are times during peak load when call update messages from BroadWorks are not received in the right order, specifically that a message for a monitored user will state that a call has ended before the message to say that the monitored user's phone was ringing. This is especially the case in a busy call centre that uses simultaneous call routing. This would result in monitored users showing as ringing when in fact their phone wasn't. This issue has been resolved so that if Unity receives a message to say a call has started AFTER the message to state that it has ended, then the message will be ignored.	Bug fix
All	Click To Dial	There are times when BroadWorks sends duplicate messages to Unity in order to initiate a click to dial, this could result in Unity attempting click to dial twice, which could then result in unexpected messaging between Unity and BroadWorks. This issue has been resolved so that Unity will only attempt to perform a click to dial for a call once, any subsequent messaging from BroadWorks will be ignored.	Bug fix
All	Call Transfer	It is now possible for an alerting call to be blind transferred to another number, either by dragging the call over a contact or using the context menu when right-clicking	Feature request
Unity Agent Unity Supervisor Unity Reception	Forced Disposition Codes	Unity will now perform post ACD call behaviour for outbound calls made through DNIS, this will be the same behaviour as inbound ACD call behaviour. This includes the ability to disabled the Unity user interface to force the agent to enter a disposition code for the call.	Feature request
All	CRM Connector	Unity now forces TLS 1.2 when connecting to Salesforce, and makes TLS 1.2 available for all CRM platforms	Bug fix
All	CRM Connector	There were intermittent connectivity issues when connecting to Microsoft CRM Dynamics, which was related to SSL and digital certificates. These issues have now	Bug fix

		been resolved	
All	Apply To All Users	The "Apply to all users" setting which was introduced in release 6.7.8.2 had an issue when moving from the old "red" client to the new interface, this was related to additional settings be used in the Unity properties file which were not saved in the old client. This issue has now been resolved.	Bug fix

Release 6.7.8.4

Application	Feature/Component	Description	Source
All	Microsoft Dynamics	Support has been added for Microsoft Dynamics, either in a cloud or on-premise environment. This includes functionality to perform contact lookups, click to dial and phone entry creation.	Road map

Release 6.7.8.2

Application	Feature/Component	Description	Source
All	Remember Login	There was a bug whereby Unity would check the boxes to remember the user's login details, even if it was unchecked in the last session. That has been resolved so the previously saved settings will be retained	Bug fix
All	Use same login for all users	Unity now allows the same login details to be used for all users that log into the PC that Unity is running on, even if they use a separate Windows profile. This functionality was available was available in the old "red" client but had not been migrated.	Feature request
All	Contacts List	There was a bug whereby when returning the results of a contacts search in Salesforce, the list would sometimes be shown in tile format with missing users. This has been resolved so that search results are always displayed in detail list view, regardless of the location of the contacts	Bug fix
Unity Agent, Supervisor, Reception	Calls In Queue	There was a bug that resulted in the number of calls in queue never moving past one in the personal wallboard. This has now been resolved.	Bug fix
Unity Supervisor	Agent Activity List	There was a bug when showing all call centres for a specific agent, whereby only the top/first image in the list would be accurate. This has been resolved so that the image accurately represents the state of the agent per call centre	Bug fix
All	Licensing	Unity will periodically poll the Unity licensing platform to ensure a license is still assigned. There was a bug whereby if the internet connection had been severed (for example because the PC is sleeping) then an error would be displayed. This has been resolved so that Unity will not attempt to check the license if there is no internet connection	Bug fix
Unity Supervisor	Silent Monitor	When a supervisor is silently monitoring an agent, there were times when if the supervisor chose to stop monitoring then one (or both) of the calls would remain in the Active Call List. This has now been resolved.	Bug fix
All	Browse To URL	There is a new delimiter available called [CallCenterNumber] which will always map to the phone number for the call centre, or the extension number if a phone number isn't assigned. This delimiter can be used in place of the [RedirectNumber] which can change depending on if the call routed through an Auto Attendant	Feature request

Date of review 16/06/2025

All	Transfer With Announce	There was a bug in Unity that meant that when two conferenced calls were transferred together (in order for the logged-in user to leave the conference but allow the other parties to continue the call) then one or both calls would remain in the Active Call List. This has been resolved so that both calls are removed when transferred together.	Bug fix
All	start up	There was a bug whereby if the user was on a conference call when starting Unity, then although the calls would be displayed in the Active Call List, then wouldn't show as in conference. This has now been resolved.	Bug fix
All	start up	There was a bug whereby if the user was on a call when Unity started, then the recording state would not be shown. This has now been resolved.	Bug fix

Release 6.7.8.1

Application	Feature/Component	Description	Source
Unity Agent Unity Supervisor Unity Reception	User Interface	Unity would sometimes flicker while updating the title bar with the ACD duration, this has now been resolved	Bug fix
Unity Agent Unity Supervisor Unity Reception	Queued Calls	There was a bug whereby queued calls would not always be removed from the current call list when it had been answered by an agent. This was because there were times when the event to remove the queued call was received by Unity before the event to add the queued call, this issue is now resolved.	Bug fix
All	Unity Licensing	Unity now refreshes the license every 12 hours in case the trial license has expired since Unity was last restarted.	Ad-hoc modification
Unity Agent Unity Reception Unity Supervisor	Disposition Code Assignment	When assigning a disposition code to the previous call centre call (not through the forced disposition code popup) Unity will now wait until the ACD state has changed to Wrap-Up before assigning the disposition code, as is the case with forced disposition code assignment as described in version 6.7.8.0	Bug fix
All	Logging	More logging has been added to Unity so that when receiving subsequent updates from BroadWorks (for example an ACD state change) the new state and unavailable reason code is recorded in the event log	Ad-hoc modification
Unity Agent Unity Reception Unity Supervisor	Logging	Unity will now save disposition codes to a local CSV file as they are assigned to the current or previous call centre call, this is so that the file created by Unity can be compared to the BroadSoft report	Ad-hoc modification

All	Clipboard Dialling	When copying a number, if there was empty space or tabs before or after the number the user would not be prompted to call. This has been resolved so that spaces and tabs are removed before the number is validated.	Bug fix
All	Call Centre Statistics	A decimal place is represented by a comma in some countries, there was a bug in Unity whereby this would result in an error when processing call centre information from BroadWorks where a period (.) is always used to represent a decimal place. This has now been resolved.	Bug fix
Unity Supervisor	Agent Activity List	There was an issue in the Agent Activity list when displaying activity for a specific agent. In this case the call centre joined state would only be displayed for the first call centre, this has been resolved so that the joined state for all call centres in the list is now displayed	Bug fix
All	Dialling Rule	Unity can now be configured with international dialling rule options, which are particularly useful when using click to dial from a webpage or clipboard dialling, where the number may include optional numbers [usually within brackets] when not called from abroad. Unity can be configured to ignore any numbers in brackets, or to replace any text before the brackets from text within the brackets. Please note this rule will only be used when the number starts with + and contains brackets. This can be changed in Settings > Settings tab > Dial Rule.	Feature request
All	Instant Messaging	There was a bug so that when an instant message was received from UC-One, then the same remote user sent an IM from Unity, then the local Unity would show both messages in different IM&P conversations. This has been resolved so that the new message will be added to the existing conversation, and Unity will ensure that any future messages are sent to both UC-One and Unity – assuming both remain online.

This also applies if the first IM is from Unity then a later message is from the same user but through UC-One, in this case all future messages will also be sent to UC-One. | Bug fix |

All	Monitored User List	There was a bug that at times prevented the remaining numbers of users available to monitor to be updated, this has been resolved so that an accurate count is always displayed.	Bug fix
All	Salesforce	There was a bug whereby the call logs were not always processed through Salesforce integration, this was because if Salesforce took too long to login then the call logs may have already finished processing. This has now been resolved and applied when integrating with all CRM platforms.	Bug fix
All	Language Support	Unity now auto-resizes all buttons to ensure the entire phase is displayed, including wrapping text where required	Feature request
Unity Reception	Character Search	When using the character buttons to search, Unity can now be configured to search based on the first or name last of all internal users in the group/enterprise directory. When searching based on last name, Unity will display the contact in the format last name, first name. This can be configured through Settings.	Feature request
Unity Supervisor	Call Centre Thresholds	There was a bug whereby if a threshold has been set for an ACD state in the Agent Activity list, then when the agent changed their ACD state the background colour would not always be cleared, this has now been resolved.	Bug fix
Unity Supervisor	Silent Monitor	Unity will now display if a conference was started because of silent monitor or is a normal n-way conference	Ad-hoc modification

All	User Account Migration	In Unity build 6.7.7.0 an addition was added so that if the user account migrated from one BroadWorks AS server to another then the user would be prompted to restart. This is because once the user migrates to another AS, some call control and attendant console (BLF)	Feature request
Unity Supervisor	Silent Monitor	The ability to barge into a silently monitored call had been accidentally removed from Unity, it has now been added again	Ad-hoc modification
Unity Supervisor	Silent Monitor	Two new options have been added when a supervisor wishes to leave a call that they are currently silently monitoring. They can either drag one call on top of the other in the current call list, or click the Release button when either one of the calls is selected. Either option will perform a transfer with announce on the two parties in the silent monitor conference, which will remove the supervisor from the call while keeping the other parties connected	Ad-hoc modification
All	Auto-Answer	There was an issue where Unity would not always perform auto-answer for click to dial calls, especially when the user was already on a call. This has now been resolved but we have noticed issues when testing with older phones/images, therefore if this issue persists please ensure a recent phone image is being used as the primary device functionality is lost. This has been changed so that rather than prompt the user to restart, Unity will now refresh the connection to the server, which will restore functionality.	Bug fix
All	Announced Transfer	When there are two calls in the active call window that can be transferred together, Unity will now present this option in the context menu that is displayed when the Transfer button is clicked	Feature request
All	XMPP Integration	There was an issue when loading the presence details for very large XMPP buddy lists, which would sometimes cause Unity to become unresponsive for up to ten seconds. This issue has now been resolved.	Bug fix

Release 6.7.8.0

Application	Feature/Component	Description	Source
Unity Agent Unity Supervisor Unity Reception	Disposition Code Logging	Unity will now add a log entry whenever a disposition code is assigned to a call, so that it can be compared to BroadWorks reports.	Ad-hoc addition
Unity Agent Unity Supervisor Unity Reception	Call Control Buttons	When there is a queued call in the current call list, then another call comes in directly to the agent, Unity will show the Release button rather than the Answer button. This has now been resolved so that the correct call control button is displayed	Bug fix
Unity Agent Unity Supervisor Unity Reception	Auto-Answer	There was a bug that prevented Unity from automatically answering call centre calls when configured in Settings. This has now been resolved	Bug fix
Unity Agent Unity Supervisor Unity Reception	Unity Status	Because Unity IM&P presence statuses aren't available in Unity clients other that Desktop, a change was made to clear the IM&P status if it was changed. However this has affected the Unity Mobile client in that if the status is set in the Unity Mobile client while the desktop client is running, the desktop client will automatically clear the presence again. This has been resolved by the desktop client accepting the Unity presence status if a Unity Mobile license is currently assigned to the logged-in user.	Bug fix
All	Unity IM&P Registration	When the operating system enters sleep mode Unity keeps all network connections open, however the operating system ignores any inbound messages. This results in IMs not being received, but neither the sender or receiver is aware. To work around this issue Unity will now close the network connection as soon as the operation system goes to sleep, therefore removed any ambiguity as to the current state of that user. Please note this does not apply when the desktop is locked, because in this case the operating system will keep all network connections open.	Ad-hoc change

Unity Supervisor	Running When Agent-Only	Unity Supervisor will now run exactly like Unity Agent if the logged-in user is not a supervisor of any call centres, including not showing supervisor properties in Settings and not showing "Agent only" in the personal wallboard. This is to be used when call centre agents require the ability to show call centre threshold alerts, which are not available in Unity Agent.	Feature request
All	Contact List	There was an issue when sorting the Contacts list which could result in items in the list not appearing. We have resolved the issue by modifying the way that sorting is performed in this list.	Bug fix
Unity Agent Unity Reception Unity Supervisor	Forced Disposition Code Assignment	There was a bug whereby when forcing the disposition code to be assigned to the previous call centre call, there were random times when the disposition code was not assigned. This was found to be because Unity was changing the ACD state to Wrap-Up [which is required] but then assigning the disposition code immediately afterwards. If the first command to change the ACD state to Wrap-Up had not completed then the second command to assign the code would not work. This has been resolved so that Unity will change the ACD state to Wrap- Up and only assign the disposition code once BroadWorks has confirmed that the ACD state has been successfully changed.	Bug fix
Unity Agent Unity Reception Unity Supervisor	Call Centre Reporting	There are cases where the URL for enhanced call centre reporting will be different to standard XSI functionality, for example to fetch the voicemail list etc. The Unity portal can now be configured to connect to one URL for standard XSI integration and a different one for call centre reports. These changes will then be applied the Unity client when next restarted	Feature request
All	Monitored Users	Unity will now show an alert if a user cannot be monitored because the Privacy service is assigned and enabled. This was causing confusion because the call details of the monitored user would not be displayed. An alert will only be shown once per monitored user, this can be turned off in Settings.	Feature request
All	Monitored Users	There was a bug whereby Unity was allowing Collaboration Bridges to be monitored, which would return an error from BroadWorks because this is not permitted. This has now been resolved so that Collaboration Bridges cannot be selected to be monitored	Ad-hoc addition
All	Instant Message	There was a bug that allowed non-user accounts in BroadWorks (such as call centre, hunt group etc) to be instant messaged. This has now been resolved.	Bug fix
All	Meet-Me Conference	The ability to right-click the Conference button to access Meet-Me Conference information	Big fix

		was not added when connecting to BroadWorks R20. This is now available but is not available with earlier versions of BroadWorks	
All	Click To Dial	Click to dial tool can now prompt the user to confirm if they want to click to dial, this can be changed in Settings	Feature request
All	Click To Dial	The logged in user can now simply setup click to dial from the browser simply by going into Settings > Settings tab > Click To Dial and clicking the Configure button	Road map
All	Clipboard Dialling	When a number is copied to the clipboard, Unity can now show a prompt to the user which appears over all applications, rather than show a toast notification. This can be configured through Settings.	Feature request
All	Transfer to Voicemail	There was a bug whereby the user could not transfer a call to a monitored user's voicemail if that user was on the phone. This has now been resolved	Bug fix
All	Network Connection	When the network connection drops unexpectedly, Unity will now attempt to read from the network stream 5 times before starting the network connection dropped procedure. This is to help Unity recover from network jitter.	Road map
All	BroadWorks Session	When Unity reconnects, it now uses the same OCI and CAP session IDs as those used before the network connection dropped. This is because BroadWorks doesn't actually tear down the session automatically when the network connection is dropped, so it is more beneficial to use the same session ID rather than create a new one.	Ad-hoc modification
Unity Agent Unity Reception Unity Supervisor	Forced Disposition Code Assignment	There was a bug when using forced disposition codes, whereby if another call was answered while the disposition code popup was displayed, the Unity UI would freeze and the user would need to close through Task Manager. This has now been resolved	Bug fix
Unity Agent Unity Reception Unity Supervisor	Personal Wallboard	There was a bug whereby if the license details were returned from the Kakapo server BEFORE call centre information was returned from BroadWorks, then Unity would not login as call centres meaning statistics would not be loaded in the personal wallboard. This has now been resolved	Bug fix
All	Visual Voicemail	Unity will now group any new voicemails separately and show the number of new voicemails in the tab header, as is the case with missed calls. Unity will also automatically reload the voicemail list when a new voicemail has been received.	Feature request

All	XMPP	There was a bug whereby Unity would attempt to change the XMPP password for a user, even if XMPP wasn't assigned. This is because the Kakapo licensing details were being received before the list of assigned services in BroadWorks, which pointed to a timing issue during start up. This has now been resolved.	Bug fix
All	Unity Shutdown	Previously when Unity was shutting down it would wait for one second after sending any shutdown messages to BroadWorks, before closing the connection. In most cases this will suffice, but if the network is particularly slow 1 second may not be long enough to receive and process all messages. Therefore, Unity has been modified so that once all shutdown messages are sent, Unity will send a special keep-alive message. When the response to this message is received Unity can be sure that all previous messages have been processed so the connection to BroadWorks can be closed.	Ad-hoc modification

Release 6.7.7.1

Application	Feature/Component	Description	Source
All	Instant Message	If Unity was minimized and configured to sit in the system tray, then when a new IM was received Unity would use a new Conversation window to display it, even if the conversation already existed. This has now been resolved.	Bug fix
All	Instant Message	When the Unity IM&P registration was overridden Unity would still allow the user to send instant messages to other users in the Conversation window, even though they would not be sent. This has been changed so that when the IM&P registration is overridden Unity will disable all Conversation windows.	Bug fix
All	Flexible Seating Guest	When Unity is closing the user was not prompted to deactivate Flexible Seating Guest, if associated to a device.	Bug fix
All	LDAP Integration	When integrating with Active Directory for CLI lookup and contact search, Unity would sometimes crash when starting and loading the call log. This was caused by an unexpected error from the .NET Framework, which has now been resolved.	Bug fix

Release 6.7.7.0

Application	Feature/Component	Description	Source
All	Contacts List	There was a bug whereby Unity would not update the contact order if sorting on the ACD state, this has now been resolved.	Bug fix
All	Contacts List	There was a bug whereby if a contact from the internal directory that is not being monitored was right-clicked, the "Call" menu option was not displayed. Similarly if the call was dragged over the contact the menu options would be displayed but when clicked would not do anything. Lastly when the contact was dropped into the Active Call Window then a call would not be initiated. All issues have now been resolved.	Bug fix
All	Settings	When the user attempted to save settings while the connection was severed, Unity would display an error and not save settings, this has now been resolved	Bug fix
All	Reconnect	When Unity is attempting to recover from a dropped network, certain actions (such as refreshing the visual voicemail list) could result in error messages being displayed. Unity will now not attempt to perform these actions while the network connection is down.	Bug fix
All	Clipboard Dialling	There was a bug whereby if copied text contained a carriage return it would result in an error being displayed in Unity, this has now been resolved so that carriage returns are automatically removed.	Bug fix
Unity Desktop	Call Centre Login	There was a bug whereby the call centre list was not shown in the Tools menu, this has been resolved so the user can join or leave any call centres that allow it. This also applies to automatically joining or unjoining the agent when Unity is started or closed, or when the desktop is locked or unlocked	Bug fix
All	Call Logs	The call log radio buttons were not dynamically spaced based on the language prompt used to show missed, dialled and received calls	Feature request
All	Salesforce Integration	If the user is not using a version of Salesforce that supports API integration, Unity will now show a more informative error message to the user, rather than the standard error message	Ad-hoc addition
All	Third-Party Directory Integration	There was a bug that meant that Unity would never find a match when performing a CLI lookup for an incoming or outgoing call. This has now been resolved.	Bug fix

All	Flexible Seating Guest	The Flexible Seating Guest service can now be configured through Settings. Please note that the service cannot be enabled unless the device and line type have been configured in BroadWorks, if this is not the case the Enabled checkbox will be disabled.	Feature request
Unity Agent Unity Reception Unity Supervisor	Forced Disposition Codes	There was an issue whereby at times when the forced disposition code popup was displayed, Unity would lock up and not show the popup window but also disabled the main UI, meaning the user would need to restart Unity. This has now been resolved.	Bug fix
All	Unity Reception	There was a bug whereby if a monitored user had sim ring configured, then when the user was on the phone and a second call came in for them then the first call not disappear. This has now been resolved.	Bug fix
All	Monitored Users	Unity will now remove a call for a monitored user if it has been detached as well as released. A call can be detached from a user in some call scenarios such as when transferring a call, this is expected BroadWorks behaviour.	Bug fix
All	Call Control Buttons	Unity didn't always show the correct context call control buttons (for example showing the release button rather than the Answer button when an inbound call was ringing (unanswered). This has been resolved.	Bug fix
All	Toast Notification	When the remote party name is returned from a CLI search on a CRM platform or third-party directory, Unity will now update the toast notification [if showing] as well as the current call list	Ad-hoc modification
All	Drag & Drop	When dragging a call over an internal contact in the Contacts list, if there is a mobile number assigned to that user then Unity will allow the call to be warm transferred to the mobile number	Feature request
All	Warm Transfer	Unity can now be configured to allow the user to transfer calls to the voicemail of any internal users, even if Unity isn't sure that voicemail is assigned to that user. This is a property of the Call Transfer service.	Feature request
All	User Templates	There was an issue whereby if a template setting was saved in the wrong case it would not be loaded, for example the "StartUpAcdState" setting would sometimes be saved as "StartupAcdState", which means if Unity was searching for "StartUpAcdState" it would not be found. Unity now checks the casing of the setting in the template file before attempting	Bug fix

		the read it, ensuring that the setting will always be read.	
All	Start up	There was a bug whereby if Unity was configured to start minimized, then when activated the window size would automatically be changed to the minimum size rather than the size from the last Unity session. This has now been resolved	Bug fix

Release 6.7.6.3

Application	Feature/Component	Description	Source
All	Current Calls	There was a bug whereby the remote party would not be shown in some cases when the call was routed through a hunt group, this has been resolved.	Bug fix
All	Current Calls	When a call is "transferred with announce", there was a bug whereby the remote party would not change to the name/number of the transferee. This has now been resolved	Bug fix
All	Salesforce Integration	If the search was invalid because of illegal characters, Unity would close the CRM connector meaning all CRM integration was removed, this has been changed so that the error will be logged but Unity will keep the CRM Connector connection open.	Bug fix
All	File Download	As part of start up Unity will download any required files that are missing. Now if the ClickToDial.exe file exists but is an old version, then it will be updated	Ad-hoc modification
All	SSL Connectivity	Whenever Unity communicates with the Kakapo back-end portals, the security protocol will no longer be pre-set to TLS 1.2, because this may not be supported on the local PC. Unity will not set the security protocol at all, instead leaving .NET to configure this as part of hand- shaking. All communication with the XSI server will still use the security protocol set in the brand settings.	Ad-hoc modification

Release 6.7.6.2

Application	Feature/Component	Description	Source
Unity Agent Unity Reception Unity Supervisor	Call Centre Thresholds	There was a bug in Unity whereby if the call centre had privacy activated then it should not be shown in the call centre list when setting call centre thresholds, this has been resolved so that if the call centre name cannot be found then the service ID will be displayed instead, as is the case in the Personal Wallboard.	Bug fix
Unity Desktop Unity Agent Unity Supervisor	Contacts List	Unity would sometimes not display all contacts in the contact list, but when the user clicked on certain rows the user details would appear – giving the impression of "ghost" entries. This issue has now been resolved	Bug fix
All	Personal Directory Entries	Multiple personal directory entries can now be deleted at once, by selecting the users to delete then right-clicking and selecting "Remove selected entries" from the context menu	Feature request
Unity Agent Unity Reception Unity Supervisor	Forced Disposition Code	When Unity forced the disposition code to be entered post call centre call, the user was able to change the ACD state through the system tray icon. This has been changed so that the menu item is not displayed in the system tray context menu while the disposition code popup is being displayed	Bug fix
All	Instant Message Popup	Unity can be configured to always display the toast notification when a new IM is received, however this is not required if Unity is the current application so it will now be closed if this is the case.	Ad-hoc modification
All	Settings	There was a small bug whereby if the child settings were activated for automatic CRM contact popping or browser URL popping, the parent settings would not also be checked which was causing confusion. This has now been resolved.	Bug fix
All	Meet-Me Conferencing	The user can now right-click the Conference button to make a call to their own "reservation less" conference bridge in order to initial an ad-hoc conference. This includes sending the moderator ID	Ad-hoc addition
All	XMPP Integration	Unity would display "Available for chat" in the status column for monitored users, this is unnecessary so has been removed	Bug fix
All	XMPP Integration	There was a bug whereby an error message would be displayed to the user if they had an	Bug fix

		XMPP ID in BroadWorks but the "XMPP Auto-Generate Password" branding setting was unchecked. This has now been resolved, a work-around is to activate the "XMPP Auto-Generate Password" setting in the branding portal.	
All	Settings	When the authentication details were changed in Unity settings, then when the settings were saved Unity would attempt to refresh the visual voicemail list, which would fail because the request was sent with the new login details. This has been changed so that Unity will not attempt to refresh the voicemail list if Unity needs to be restarted (for example after the connection or login details are changed).	Bug fix
All	Logging	All Unity logging is now performed at all times, the setting to activate or deactivate logging is no longer displayed in Settings. This is to aid faster resolutions of identified issues.	Ad-hoc modification
All	Meet-Me Conferencing	Unity now allows the user to right-click the Conference button to view or copy details of their "reservation less" conference bridge(s), or to call a bridge as a moderator	Road map
All	Flexible Seating Guest	Unity now supports the Flexible Seating Guest service, so that a user can associate themselves to a Flexible Seating Host device through the My Status quick access menu	Feature request
All	Logging	The user is no longer prompted to automatically zip the Log folder when clicking on the installation folder in the "About Unity" window, as this is no longer used.	Ad-hoc modification
Unity Agent Unity Supervisor Unity Reception	Out of Office Assistant	If the Unity Out of office Assistant (Presence) is set in Unity Desktop, then the user changes to Unity Agent, Supervisor or Reception, the presence setting is now automatically cleared to avoid confusion.	Ad-hoc modification
All	Warm Transfer	When there are two calls in the Active Call Window that are linked through the Warm Transfer feature in Unity, then the Warm Transfer button will be shown rather than the Transfer button.	Feature request
All	Logging	All log entries now include the current date and time	Ad-hoc modification

Release 6.7.6.1

Application	Feature/Component	Description	Source
All	Monitored User List	There was a bug in Unity whereby if the monitored user list was changed then Unity would sometimes show incorrect call details for users in the new list, this was only the case under certain conditions. This has been resolved so that Unity will delete all call information for any monitored users, which will then be resent by BroadWorks when the list is refreshed.	Bug fix
All	Monitored User List Agent Activity List (Supervisor only)	Unity has been changed so that when it receives a message from BroadWorks to state that a monitored user is now on-hook, it will automatically clear all call details for that user rather than waiting for other updates from BroadWorks to state that a call has been released. If a monitored user is on-hook we can assume that all calls have been released.	Ad-hoc modification

Release 6.7.6.0

Application	Feature/Component	Description	Source
Unity Agent Unity Supervisor Unity Reception	Wrap-Up Duration	There was a bug in Unity whereby if the wrap-up timer was set to an illegal value it would be accepted but would result in an error. This has now been resolved so that illegal values will not be accepted	Bug fix
Unity Agent Unity Supervisor Unity Reception	Call Control	There was a bug in Unity whereby when there were queued and non-queued calls in the current call list, the user would need to select the non-queued call before clicking a call control button. This has been resolved so that when a call control button is clicked, Unity will automatically ignore any queued calls. The only exception to this is the Answer button which can be used to transfer queued calls to that user, so if a queued call is selected then this will be the action taken.	Bug fix
All	Browse to URL	It was confusing for the user when configuring Browser Integration, in that checking or unchecking a parent box didn't also apply to any child boxes. This has been changed to match behaviour with other applications, and also apples to automatic CRM contact pop configuration.	Feature request
Unity Agent Unity Reception Unity Supervisor	Disposition Codes	Unity can be configured to force the call centre agent to enter a disposition code for the previous call, which may or may not also automatically set the post-call ACD state until the code was entered, at which point it would automatically be changed to Available. Now when Unity is configured to force the agent to assign a disposition code through a popup window which is automatically displayed to the user when the call is released. The Unity UI will be disabled and the popup window will appear over all applications on the user's desktop. A timer can be specified which will display a count-down to the user, and will automatically close once the timer duration has elapsed. This feature will act as a reminder to the user to assign a disposition code to the previous call centre call, if one hasn't already been assigned while the call was in progress (by right-clicking the call and selecting from the context menu). Unity offers two scenarios based on	Feature request

		whether there is a post-call ACD state set in the call centre profile, however this information is not accessible to Unity so it must be pre-configured through Settings. The two scenarios are outline below. If the post-call ACD state has been set: Unity will automatically change the ACD state to the post-call state while popping the window to enter a disposition code If a code is selected, or if the timer duration elapses, Unity will automatically hide the popup window and change the ACD state to Available If the ACD state is changed to Available by a third party, or the user answers a call (ACD or non- -ACD) then Unity will automatically close the popup If the post call ACD state is NOT set: Unity will not change the ACD state of the user, but will pop the window to enter a disposition code If a code is selected, or if the timer duration elapses, Unity will hide the popup window but will not change the ACD state If the ACD state is changed to Available by a third party, or the user answers a call (ACD or non-ACD) then Unity will automatically close the popup. If the post-call ACD state and/or the wrap-up timer is set in the call centre profile, then the post-call ACD state should not be set in Unity as well as this will cause unexpected results.	
All	Personal Directory Integration	When right-clicking on the search text box to list the personal directory, the user could not right-click an entry to add, edit or remove. This functionality has now been added into all clients.	Feature request
All	Click to Dial	There was a bug fix in release 6.7.5.3 so that the "+" character was sent to BroadWorks when clicking to dial, but this was not the case in all scenarios. This has been resolved so that the number passed to BroadWorks is always in an acceptable format	Bug fix

Unity Desktop, Unity Agent, Unity Supervisor	Monitored Users	When monitoring users, it was possible for individual users to be added or removed to/from the list of monitored users. Although this was never replicated, we could see that the code would allow it. This has been removed so that the only time the monitored user list is changed is when the user selects "Manage user list" from the context menu, then saves the new list.	Ad-hoc modification
Unity Supervisor	Agent Activity List	In order to reduce the amount of unnecessary messaging between Unity and BroadWorks, when the user clicks the Agent or Queue radio button, the dropdown list will default to "Select". The user must then select the agent or queue to load in the agent activity list. Previously Unity would automatically select the first call centre or agent in the dropdown list, meaning user monitoring would be setup for possibly dozens of agents when the supervisor didn't want to view that call centre.	Ad-hoc modification
Unity Supervisor	Agent Activity List	There was a bug in Unity whereby if a call centre with one agent was displayed then the totals row would be hidden [as designed] but then when another queue with multiple agents was displayed Unity would not display the totals row again. This has been resolved but is only applicable if Unity has been configured to display a totals row when multiple rows are shown in the list	Bug fix

Release 6.7.5.5

Application	Feature/Component	Description	Source
All	XMPP Integration	There was a bug in Unity so that if a monitored user was on the phone in UC-One, then when the call is released the user will appear as offline. This has now been resolved	Bug fix
All	XMPP Integration	When multiple Unity clients are registered on the XMPP server with the same login ID, a conflict condition would be created because all Unity clients used the same resource name, this would result in an error being displayed to the user. This has now been changed so that each Unity instance will use a different resource name, meaning XMPP conflicts will be avoided.	Bug fix
All	Salesforce Integration	Unity would use wildcards when searching for contacts using the remote party number, however this was resulting in Salesforce not returning the contact so has been changed so that the number must match exactly, therefore it uses the same search rules as in the Salesforce portal.	Bug fix
All	Forced BroadWorks Logout	When the user is migrated from the primary to secondary AS server, BroadWorks will send a "force logout" message to the Unity user. This was being ignored by Unity but is now processed to prompt the user to restart, which is necessary because call control functionality will have been lost. When a user is migrated from the primary to the secondary AS it points to an issue in the BroadWorks platform that needs to be addressed, but Unity will now alert the user that there is a problem.	Feature request
All	Visual Voicemail	There was a bug whereby the Visual Voicemail list would not be reloaded after Unity recovered from a severed connection, this has now been resolved.	Bug fix
All	CRM Integration	If the session to the CRM platform times out, Unity will now attempt to reconnect without alerting the user, as was previously the case.	Ad-hoc change

Release 6.7.5.4

Application	Feature/Component	Description	Source
Unity Desktop	Unity Presence	The Out of Office Assistant menu option wasn't being displayed when the user clicked on the My Status quick access link, this is now available.	Bug fix
Unity Supervisor	Abandoned Calls	There was a bug that prevented the user from assigning multiple abandoned calls to an agent simultaneously, this has been resolved	Bug fix
All	Drag & Drop	If Unity is configured to present multiple options when a call is dragged over a monitored user, however only one option is available because of the service assignment/user profile for the monitored user, the Unity will not show a single option in the context menu but will instead perform the action immediately	Bug fix
Unity Supervisor	Drag & Drop	Unity now allows calls to be dropped into an agent in the Agent Activity list. If the call is queued it will be transferred directly to that agent, otherwise normal drag & drop behavior will be applied.	Feature request

Release 6.7.5.3

Application	Feature/Component	Description	Source
All	Contact Search	When Unity is configured to include the business name with Outlook contacts, this will apply both when searching and when displaying the entire Outlook directory	Feature request
Unity Supervisor	Queued Call Position	There was a bug in Unity whereby once the entrance message had finished playing, Unity would receive an update message that resulted in the queue position showing as 1 for multiple queued calls for the same call centre, this has now been resolved.	Bug fix
All	Network Reconnection	When network drops Unity was sometimes raising an error which resulted in the network reconnection attempt failing, this has been resolved	Bug fix
All	Auto-Update	A Unity upgrade can now be configured to include required files which must be downloaded first before the Unity.exe application is downloaded	Roadmap
All	Auto-Update	There was a bug that occurred when checking the currently installed version of the .NET Framework, which could result in an update not being applied. This has been resolved and didn't occur every time Unity checked for updates, meaning Unity was still able to automatically update	Bug fix
All	Instant Messaging	Unity will now always show the date/time that the last inbound message was received, this was not always the case	Bug fix
All	Instant Messaging	Unity can now be configured to continue to show the IM toast popup notification until clicked or closed, in order to ensure the user is always aware when an IM is received, even when away from their desk	Feature request
All	Instant Messaging	When a remote user was using both Unity and UC-One, then when clicking on the call button a menu would be displayed that showed the same user twice, this has now been resolved so that Unity will immediately call that user rather than display a menu	Bug fix
All	Instant Message	There was a bug where not all internal [non-monitored] users could be selected for instant messaging, even when online. This applied both when right-clicking the user and also when dragging the user into the docked IM panel. This has now been resolved so that even users that are not being monitored in the Contacts tab can be instant messaged	Bug fix

All	XMPP	When Unity is configured to automatically set the XMPP password before connecting, if there is an issue registering on the XMPP platform then Unity will automatically attempt to reset the XMPP password in BroadWorks before attempting to register a second time. If the XMPP registration fails a second time then Unity will prompt the user and not attempt to register again. This is to work around the scenario whereby the XMPP password is changed in between Unity sessions,	Feature request
All	CRM Integration	When entering/changing CRM details the user must test the new connection before Settings can be saved. Unity will automatically add a trial license for the Unity CRM Connector license in the Kakapo licensing portal if required/permitted and not previously assigned.	Road map
All	Outlook Integration	There was an issue whereby if an error occurred when loading an Outlook folder, instead of Unity moving to the next folder it would stop processing Outlook contacts completely. This has been resolved so that if there is an error Unity will move to the next folder in the MAPI account.	Bug fix
All	Remote Party Details	There was a bug whereby when a call came into a Hunt Group Unity would not show the "to" field, this has been resolved	Bug fix
All	Click to Dial	When dialling, Unity would automatically turn all instances of "+" into "00", which is an issue when dialling international American numbers within America, where "+1" needs to be changed to "01" rather than "001", otherwise calling this number in America would not work. This has be200en changed so that the "+" character is now sent to BroadWorks, where it will be mapped to "00" or "0" based on the dial plan used in BroadWorks	Bug fix
All	Call Centre Authentication	When a call centre password was entered or modified through Settings, Unity would not immediately attempt to log into that call centre when Settings where saved. This has now been resolved.	Bug fix
Unity Supervisor	Agent Activity	There was a bug whereby the Agent Activity list sort order was not stored between Unity sessions, this has now been resolved.	Bug fix

Unity Supervisor	Personal Wallboard	There is an issue whereby Unity will show the supervisor is "Agent Only" when in fact they aren't. This is because a times the supervisor list is returned after the call centre has been loaded into the personal wallboard. This has been worked around so that once all call centres have completed loading, Unity will refresh the name for each call centre in the list to show if it is "Agent Only" or not, however if the call centres never complete loading [because of a delay in call centre statistics being returned from BroadWorks] or there is a delay when returning the list of supervisors for a call centre, then Unity may continue to display incorrect information.	Feature request/bug fix
All	XMPP	There was a bug when integrating with UC-One that meant that when a user went offline in UC-One, then came online again, Unity would not update the UI to show the user as online again. This has now been resolved	Bug fix
Unity Agent Unity Supervisor Unity Reception	Call Centre Statistics	When requesting call centre statistics, Unity would not use the GMT offset meaning the call centre statistics returned could possibly be incorrect, this has now been resolved	Bug fix

Release 6.7.5.0

Application	Feature/Component	Description	Source
All	CRM Integration	Unity now integrates with Salesforce for contact pop and search, and adding call log entries. This functionality is available automatically with Trial and Beta licenses, then a Unity CRM Integration license must be assigned to the user in addition to the Unity client license.	Road map
All	Remote Party Details	Unity would always pop remote caller details when handling a call update, including when the call was released. This design has been modified so that the contact details are only updated if required, which will reduce the number of queries being sent to the CRM platform to perform contact lookups	Road map
Unity Agent Unity Supervisor Unity Reception	Agent Unjoin	There was a bug whereby Unity would send the command to BroadWorks to set the joined state for every call centre that the user is an agent for, even if not configured to change the joined state on close. This has been resolved so that if Unity isn't configured to join all call centres on open and unjoin on close, and the user doesn't manually join/unjoin a call centre then this command will never be sent to BroadWorks.	Bug fix
Unity Agent Unity Supervisor Unity Reception	Disposition Codes	There is an existing feature to prevent the ACD state from being changed to Available until a disposition code has been assigned to the previous call centre call. This feature has changed so that rather than force the agent to select a disposition code as part of changing their ACD state, Unity will now automatically popup a window in which the user must select a disposition code. This means that Unity does not passively require the disposition code to be entered, it forces the agent to assign one immediately. This means there is no chance that the agent goes into Wrap-Up ACD state and stays there without knowing it.	Feature request
All	UC-One Integration	There was a bug whereby Unity presence statuses were not exactly mapped to UC-One statuses, meaning for example if a user changed their status to "Away" in UC-One it would be displayed as "Unavailable" in Unity. This has been resolved so that UC-One presence statuses are shown in Unity as they are in UC-One.	Bug fix
All	Instant Messaging	The user can now hover the mouse over the docked IM panel to see the last received message time	Feature request
Unity Agent Unity Desktop Unity Supervisor	Automatically Answer Call Centre Calls	Unity was attempting to Answer an incoming call centre call immediately, rather than waiting for the call control information to be received from BroadWorks – BroadWorks does not allow auto-answer until this message has been sent. Unity now waits for this message to be received before attempting to answer the incoming call.	Bug fix

| All | Monitored User Status | Unity will now display all information relating to a monitored user, such as if they currently have a service enabled [such as DND] that will affect call routing, as well as call details if the monitored user is on the phone.

Unity can be configured through Settings > Settings tab > Contact Display > "Always show call details" to always display call details for a monitored user, as well as service configuration and XMPP presence. This is the default behaviour but can be changed so that if a user is on Do Not Disturb for example then only this will be displayed in the Contacts list.

When a user running UC-One is on the phone, UC-One automatically sends a presence update to set the user's XMPP presence to "busy" – this is now ignored by Unity as call details will be displayed instead for monitored users. | Feature request |
|-----|-----|-----|-----|
| All | Call Logs | When adding call logs while running, Unity will now add the start time of the call rather than the end time, which matches the call logs stored in BroadWorks | Feature request |
| All | Logging | Unity will now log when the user clicks a call control button, to ensure that call control messaging sent to the BroadWorks platform is the result of an explicit action by the user | Ad-hoc change |
| All | User Templates | There was a bug when Unity tried to save a call centre password in the template which resulted
in the template containing invalid XML. This issue has now been resolved. | Bug fix |
| All | CRM Integration | CRM contacts can now be "popped" from the call log and visual voicemail lists by right-clicking an entry and selecting from the contact menu, this is only available if the contact details were taken from the CRM platform. | Ad-hoc addition |
| All | Service Prompts | Unity will prompt the user when services such as Call Transfer, Three-Way Calling and Internal/External Calling Line ID are not assigned to the user, as this will impact Unity functionality. However these messages will only be displayed once meaning that if Unity reconnects after a dropped connection the user will not be alerted again | Feature request |

All	Survey	Unity can now be configured to show a Survey button that will bind transfer a call to a pre-defined extension [in order for the remote caller to complete a survey] when the button is clicked or a call is dragged over the button	Feature request
All	Copy Number to Clipboard	The remote number can now be copied from call logs and the visual voicemail list. Any number assigned to a monitored user in the Contacts list can also be copied to the clipboard by right- clicking that user and selecting the number to copy.	Feature request

Release 6.7.4.7

Application	Feature/Component	Description	Source
All	start up Application	The user can now be prevented from changing the start up application so that only the Unity client configured in the installer can be used.	Feature request
Unity Supervisor	Call Centre Threshold Alerts	There was a bug whereby an error would occur if a threshold alert was set for a call centre column, but no value had been entered for the red threshold. This has now been resolved	Bug fix
Unity Agent Unity Supervisor	Call Centre Menu	There was a bug whereby if the user hovered the mouse of different call centres in the Tools menu then the child menu would include entries from the old menu(s) as well as the new call centre. This has now been resolved.	Bug fix

Release 6.7.4.6

Application	Feature/Component	Description	Source
Unity Supervisor	Threshold Audio Alert	When the user clicks any button from within the popup or toast notification, any audio alerts for that threshold will be stopped.	Feature request
Unity Supervisor	Silent Monitoring	There was a bug whereby the supervisor was not able to silent monitor the current call for an agent, this has now been resolved.	Bug fix
Unity Supervisor	Threshold Audio Alert	Unity has been changed so that an audio alert will only be played if a visual threshold alert is displayed, otherwise there is no way for the supervisor to stop the audio alert.	Ad-hoc change

Release 6.7.4.5

Application	Feature/Component	Description	Source
All	XMPP	At times the XMPP protocol doesn't include a conversation ID when sending a message, this is especially the case when the message is sent by a BroadWorks thin client. In these cases Unity would display an error as it always assumed an ID would be present, this has now been resolved so that if an ID is not received then Unity will automatically generate one.	Ad-hoc change
Unity Supervisor	Queued Calls	There was a bug that prevented the supervisor from right-clicking a queued call in the current call list to transfer that call to an agent or another call centre. This has now been resolved. The supervisor can now drag the queued call over a call centre in the personal wallboard or an agent in the Agent Activity list to transfer. When dragging over the Agent Activity list the agent list for the relevant call centre will automatically be loaded.	Bug fix
All	Toast Notifications	There was a bug whereby popup "toast" notifications were taking focus from the main Unity window, this has been resolved.	Bug fix
Unity Agent Unity Reception Unity Supervisor	Call Centre Columns	There was a bug whereby the threshold list was not loaded when a new column was selected to be added to the personal wallboard, meaning the column had to be added, then updated to include thresholds. This has been resolved.	Bug fix
All	Manage Users	There was a bug whereby if there were no users available to message then clicking Messaging > Start Conversation would result in an error. This has now been resolved	Bug fix
Unity Reception	Clear Kakapo Presence	There was a bug whereby a receptionist was able to set the Kakapo presence status for a monitored, but not able to clear it. This was because of a bug in the IM&P server which must be resolved, so this functionality has been removed from Unity Reception and will be re-introduced in a later build.	Bug fix
All	Replacement Client Name	There was a bug whereby the replacement client name wasn't being used if the user was loading Unity for the first time, this has now been resolved	Bug fix

Unity Supervisor	Supervised Agent List	There was a bug whereby when Unity was set to automatically add all agents to the supervised agent list, Unity would only add currently unsupervised agents, which was resulting in an infinite loop. This was resulting in an infinite loop between Unity and BroadWorks, it has now been resolved	Bug fix
Unity Supervisor	Agent Activity	The call duration was always starting at 00:00 when an agent was on a call when Unity was started, this has been changed to that the correct call duration is shown	Bug fix
Unity Supervisor	Supervised Agent List	The "Add all agents to the supervised agent list" setting default value has been changed to false, meaning the user must go into Settings to explicitly active this feature if required.	Feature request
Unity Agent Unity Reception Unity Supervisor	Call Centre Columns	There was a bug that meant that new call centre columns wouldn't be added to the personal wallboard if there were thresholds set, the user would have to move the column up or down in the list in order to see it in the wallboard. This has now been resolved.	Bug fix

Release 6.7.4.4

Application	Feature/Component	Description	Source
Unity Agent Unity Supervisor Unity Reception	Personal Wallboard	If there was an error in BroadWorks when fetching call centre reports, Unity will now wait for 2 seconds then retry, this often works so helps to ensure that call centre statistics are displayed in the personal wallboard, even if there is an issue on the BroadWorks side.	Ad-hoc change
All	Login	If the user attempts to log into BroadWorks using anything other than an end-user account, Unity will display an error, delete the login details from the registry and close. Only end-user accounts can be used to log into Unity, with the sole exception of a group or enterprise admin account when using Unity Reception for service configuration of other users within the group or enterprise	Ad-hoc change
Unity Desktop Unity Agent	Out of Office Assistant	There was a bug that resulted in Desktop and Agent users being able to change the Unity presence information for other users in the group or enterprise, this functionality has now been removed.	Bug fix
All	Call Extension When Free	There was a bug whereby the Call Extension When Free menu option was not displayed when right-clicking a monitored user in the Contacts tab, this menu option is now displayed when applicable.	Bug fix
All	Connection Logging	Unity will no longer reset the Connection Logging setting when restarted, it will remain active until deactivated by the user. Unity will continue to delete files over 7 days old.	Feature request
Unity Reception	Out of Office Assistant	Even if the receptionist isn't able to IM, they should be able to change the Out of Office status for monitored users in the group or enterprise. This functionality has been added.	Bug fix
All	Instant Message	If the user isn't permitted to send instant messages they should still be able to receive them and reply. This is now the case. Unity will ensure that users don't appear online if the user isn't allowed to IM, even though they are connected to the IM&P platform.	Feature request
Unity Agent Unity	Call Centre Statistics	There was a bug whereby when requesting call centre statistics for the Personal Wallboard, Unity would always Zulu (UTC) Time when setting the start time as midnight today. This	Bug fix

Supervisor Unity Reception		wasn't an issue if the call centre was in night service, but if the call centre was operational overnight then the incorrect statistics would be displayed. This has now been resolved so that the start time is always set to midnight in the time-zone of the computer that Unity is running on.	
Unity Agent Unity Supervisor Unity Reception	Connection Restart	There was a bug whereby if the connection used to transport call centre messages was severed [because of a network drop] then Unity would not attempt to re-connect. This has been resolved.	Bug fix
Unity Supervisor	Supervised Agent List	There was a bug whereby if Unity was configured to automatically add all agents to the supervised agent list was set, Unity would try to add all agents even if they were already being supervised. This has been resolved so that only agents that aren't currently supervised are added to the list.	Bug fix
Unity Agent Unity Reception Unity Supervisor	Show Queued Calls	There was a bug whereby the "Show queued calls in current call list"" was not being saved between Unity sessions, this has now been resolved.	Bug fix
Unity Agent Unity Reception Unity Supervisor	Tools Menu	The Tools menu is now dynamically loaded so that each call centre menu is loaded only when hovered over. This is because when a large number of call centres were being shown it could result in Unity taking a long time to create the menu structure before displaying.	Ad-hoc change

Release 6.7.4.3

Application	Feature/Component	Description	Source
All	Clipboard Integration	Unity now clears the clipboard once popping the phone number that has been copied, in order to prevent the user from being prompted to call the same number repeatedly	Bug fix
All	About	Unity will now indicate whether it is running as a 32 or 64-bit process, as well as whether the operating system is 32 or 64 bit. Unity can only load Outlook contacts if both applications are using the same bit size.	Ad-hoc change
All	Account Codes	There was a bug whereby when assigning an account code to a call Unity would not automatically answer the call to the FAC, this has now been resolved but still relies on the ability of the phone to automatically go off-hook. It also relies on the ability for the user to make concurrent calls	Bug fix
All	Outlook Contacts	There was a bug whereby the phone number would not be displayed for Outlook contacts. This has been resolved so that multiple numbers (personal, business, car, pager etc) can be displayed per Outlook contact	Bug fix
All	Directory Lists	Directory list entries can now be used in drag & drop operations. Right-click the search box in the Contacts tab to load different directories.	Feature request
All	Agile CRM	Unity now integrates with Agile CRM for contact popping and search. This functionality is available automatically with Trial and Beta licenses, then a UnityCrmIntegration license must be assigned to the user in addition to the Unity client license.	Road map
All	Third Party Directory	Unity now performs contact searches uses a separate processing thread to increase performance.	Ad-hoc change

Release 6.7.4.2

Application	Feature/Component	Description	Source
Unity Agent Unity Reception Unity Supervisor	Personal Wallboard	When using the default call centre password Unity will by default display all call centres that match that password, the user can now right-click a password to "hide" that queue, in which case it is removed from the personal wallboard. The call centre can be added back in the personal wallboard by checking the "Show in personal wallboard" flag in Settings > Authentication > Call Centres	Feature request
All	Directory List	There was a bug whereby if there are no speed dials assigned to the business, then when the user right-clicked in the search box [to show a directory] an error would be displayed, this has not been resolved.	Bug fix
All	Settings	There was a bug whereby threshold alert controls were displayed even when the Unity client running was not Supervisor, this has now been resolved so that these controls are only shown when Supervisor is in use.	Bug fix

Release 6.7.4.1

Application	Feature/Component	Description	Source
Unity Desktop Unity Agent Unity Supervisor	System Tray Menu	The user can now change their ACD state when right-clicking the Unity icon in the system tray.	Feature request
All	Account Codes	There was a bug whereby Unity didn't assign an account code to a call when selected from the active call window, this has now been resolved.	Bug fix
Unity Agent Unity Reception Unity Supervisor	Personal Wallboard	The user can now click on a column header in the personal wallboard to sort on that column.	Feature request
Unity Supervisor	Agent Activity List	There was a bug whereby the agents in the Agent Activity list weren't monitored if the list was loaded before Unity had successfully logged in through CAP.	Bug fix

Release 6.7.4.0

Application	Feature/Component	Description	Source
All	Reconnection	There was a bug when attempting to reconnect which resulted in the reconnect process stopping. This has now been resolved	Bug fix
Reception	Current Call List	Unity can now display the "hold & link" duration in additional to the overall call duration, and a threshold can be configured so that Unity indicates when a call that is linked to a monitored user has been holding for longer than the threshold	Feature Request
All	XMPP	Unity can be configured to automatically generate a new XMPP password, rather than the user having to manually enter it. This depends on a setting in the partner portal and is only done if the XMPP password isn't set in the registry XMPP integration can also be disabled from the partner portal	Feature Request
Unity Supervisor		Unity Supervisor client has been added	Road map
All	Personal Wallboard Thresholds	Override thresholds can now be set per call centre, as well as default values for all call centres. Thresholds can be displayed through a popup window or toast notification, this can be set per value for each threshold.	Road map
All	XSI Integration	The XSI Application ID can now be set in the partner portal is which used by Unity when integrating with the XSI server for call centre report generation, call recording management and visual voicemail. This is because some system providers change the XSI Application ID from the default "com.broadsoft.xsi-actions" and "com.broadsoft.xsi-events"	Feature request
All	User Templates	User templates can now be set as "single use" which means the settings are applied in Unity but can be overridden by the user. This is to setup an initial configuration.	Road map
All	Monitored User Alerts	There is a bug that prevents Unity from playing a pre-configured audio file when a monitored user's phone is ringing. This has been resolved	Bug fix

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All	Contacts List	The user can now right-click the Search box in the Contacts tab to select a directory to display	Feature request
All	Contact List	There was a bug whereby monitored users were not showing first when configured in Settings, this has now been resolved	Bug fix
All	Contacts List	There was a bug when searching contacts whereby the same contact would be shown as an internal and external contact (resulting in multiple rows in the list), this has now been resolved	Bug fix
Unity Agent Unity Desktop	Prompt to Change start up Application	The feature that prompts the user to start their start up application based on if a Call Centre Agent service is assigned to the user was not migrated from the old client to the new, this feature is now available again.	Bug fix
Unity Supervisor	Agent Activity List	The image per agent/row can now be based on the hook state, joined state or ACD state of the Agent Thresholds can also be set for agent statistics the same was that they can be set for Personal Wallboard thresholds	Road map
All	Call Notification	When a call is placed or received, Unity can be configured to paste the remote party number to the clipboard or to a file, where it can be imported into a third party application for contact popping. If writing a file, Unity will check that it has write permission to the select folder before saving settings.	Feature request
Unity Agent Unity Reception	Call Centre Login	Unity would previously attempt to login as any queues where a password was entered and the previous login failed. This has been changed so that Unity will only attempt to login as these call centres if queue authentication details have been modified and the start up application has not been changed.	Ad-hoc change
All	User Templates	The user can select an existing user template to replace rather than having to ensure the name is exactly the same when saving.	Ad-hoc change
All	Manage Users	When selecting users to monitor in the Contact tab, if multiple users are selected when the arrow is clicked only the top user is moved between lists. This issue only occurred when the user was a part of an enterprise, it has now been resolved.	Big fix

Release 6.7.4.20

Application	Feature/Component	Description	Source
Unity Agent Unity Reception	Logging	There was a bug where messages sent over the call centre TCP connection were being logged to the wrong file, this has been resolved	Bug fix
All	Call Park Notification	When a call is parked on the logged in user's extension, Unity will display a toast notification as well as a "Pickup" button in the main window. When the park is removed the button is removed. This feature can be turned off in Settings	Road map

Release 6.7.3.19

Application	Feature/Component	Description	Source
Unity Desktop		Unity Desktop client added	Road map
Unity Agent		Unity Agent client added	Road map
Unity Agent Unity Reception	TCP Connection	Unity now uses a separate TCP connection for call centre messaging, so that if there is a delay in returning call centre statistics it doesn't affect agent ACD actions.	Feature request
All	User Interface	Unity can now be resized to use much less real estate on the screen. The buttons in the main window are now closer together as well	Feature request
All	Service Configuration	There was a bug whereby if the "number of rings before forwarding" setting was none in the Call Forward No Answer service then Unity would throw an error and settings could not be saved, this has been resolved.	Bug fix
Unity Agent Unity Reception	Personal Wallboard	The total of the Average Talk Time in the agent part of the personal wallboard was showing a total rather than an average. This has been resolved	Bug fix
Unity Agent Unity Reception	ACD State	The ACD state can now be automatically set to Sign-Out when the desktop is locked	Feature request
Unity Agent Unity Reception	ACD State	When the desktop is unlocked, if the desktop unlocked ACD state was "Not-Set" then Unity wouldn't change the ACD state, whereas it should be changed to Sign-In as this is the behaviour used when Unity starts normally. This is now the case.	Feature request
Unity Agent Unity Reception	Contacts List	The Contacts list wasn't sorting properly on ACD state or Status, meaning that the list wouldn't be re-ordered when a monitored user's ACD state or status changed. This has now been resolved.	Bug fix
All	Location Code	If there is a location code used for a group in the enterprise it is included in the extension when calling and transferring	Bug fix

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All	Current Calls list	There was a bug when resizing the current calls list to fit calls, this wasn't causing an error for the user but was being logged. It has now been resolved	Bug fix
All	Contacts list	There was a bug whereby non-monitored users were sometimes showing call details, this has been resolved	Bug fix

Release 6.6.2.5

Application	Feature/Component	Description	Source
Unity Reception	Personal Wallboard	The personal wallboard was sometimes slow to be displayed on start up, which could result in the screen resizing slowly. This has been resolved.	Bug fix
Unity Reception	Administrator Login	If the group administrator account was used to perform service configuration of internal users, Unity displayed an error when trying to change the service configuration of a user in another group [within an enterprise]. This has been resolved so that if the user belongs to another group the menu option is disabled. Also the current login state of the administrator is now displayed in Settings, along with the level at which the admin account exists.	Bug fix
Unity Reception	ACD State Change	If Unity is configured so that the agent cannot change their state to Available until a disposition code has been assigned to the last call centre call, then if there is no post-call ACD state set Unity will automatically change the ACD state to Wrap-Up once the call is released. This is so that the agent cannot take another call centre call until the disposition code has been assigned.	Ad-hoc change
Unity Reception	Current Call List	The feature introduced in build 6.6.2.3 could not be deactivated, this has now been resolved.	Bug fix
Unity Reception	Custom Directories	Unity now support custom directories, similar to the older Unity clients. Custom directories are created through the wizard and displayed in the Contacts tab. Custom directories are also used to pop contact details for calls.	Road map

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Release 6.6.2.4

Application	Feature/Component	Description	Source
Unity Reception	Personal Wallboard	The personal wallboard was not always being updated with call centre statistics. This has been resolved	Bug fix
Unity Reception	Personal Wallboard	Threshold values can now be set in ascending or descending order. An example of descending order is number of available agents, the lower the value the higher the threshold.	Road map
Unity Reception	ACD State Change	Unity can now be configured so that if the agent hasn't entered a disposition code for the previous call centre call, they cannot change their state to Available until this has been set. This only applies if there are disposition codes available for the call centre that the call was routed through	Feature request
Unity Reception	Browse To URL	The DNIS name and call centre ID can now be passed in the URL using delimiters	Feature request
Unity Reception	Browse To URL	Unity can now be configured to send a URL directly to a server without using the default browser. This is required in some desktop-based CRM systems where a server will received the details and perform an internal pop on the agent's screen.	Feature request
Unity Reception	Administrator Login	If the group administrator account was used to perform service configuration of internal users, Unity displayed an error when trying to change the service configuration of a user in another group [within an enterprise]. This has been resolved so that if the user belongs to another group the menu option is disabled. Also, the current login state of the administrator is now displayed in Settings, along with the level at which the admin account exists.	Bug fix

Date of review 16/06/2025

Release 6.6.2.3

Application	Feature/Component	Description	Source
Unity Reception	Personal Wallboard	Reduced flicker when updating real-time statistics	Bug fix
Unity Reception	Call Park	When a call was parked and kept in the current call list, when the call was un-parked it remained in the current call list. This has been resolved	Bug fix
Unity Reception	Current Call List	Calls can now be grouped together into groups. Available groups are Queued, Current and Waiting. Calls are automatically moved between call groups as the call state changes	Feature request
Unity Reception	XMPP	The XMPP password can now be deleted in which case Unity will no longer attempt to connect to the XMPP server. If there is an existing connection it will be closed	Feature request
Unity Reception	Personal Wallboard	If an agent has not joined a call centre there will not be statistics returned from BroadWorks, in this case Unity will show zero values rather than dashes	Ad-hoc change