

UNITY WEB CLIENT – RELEASE NOTES

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Release 1.0.29

Application	Feature/Component	Description	Source
Unity Agent & Unity Desktop	Login page	The CTI Port field has been removed from the Login Page.	Enhancement
Unity Agent & Unity Desktop	Settings	Users can now choose how the search results are displayed and found when searching for contacts in the search box in Settings>Contact Search.	FR
Unity Agent & Unity Desktop	Settings	Unity Web is now available for both OCI and XSI, the Network Settings Page in now has two configuration tabs to reflect this.	FR
Unity Agent & Unity Desktop	Contact Table	Users now have the option to display the location of monitored users in the Contacts Tab.	FR
Unity Agent & Unity Desktop	Contact Table	Users can now search for other contacts based on Location and Department. E.g. Searching for "New York" when a user wants to find a colleague who works in the New York office.	FR
Unity Agent & Unity Desktop	Hoteling Guest	The Hoteling Guest functionality is now available for XSI.	Enhancement
Unity Agent & Unity Desktop	Flexible Seating	The Flexible Seating functionality is now available for XSI.	Enhancement
Unity Agent & Unity Desktop	Meet Me Conferencing	The Meet Me Conferencing functionality is now available for XSI.	Enhancement
Unity Agent & Unity Desktop	CTI/ XSI	Unity Web can now be accessed using XSI and CTI or both which is set up in the connectivity settings in the Kakapo portal.	FR

Release 1.0.28

Application	Feature/Component	Description	Source
Unity Agent & Unity Desktop	Connectivity Settings	The connectivity settings specified in the Branding tab in the Kakapo portal are now applied the same way across all desktop and web clients. For example, the XSI Application ID can be set in the portal if different from the default BroadWorks value. Another example is that the security protocol to use when connecting to the XSI interface can be preconfigured.	FR
Unity Agent & Unity Desktop	Server Address Redirection	There was a bug in the OCI redirection, this has now been fixed.	Bug Fix
Unity Agent & Unity Desktop	Call Center Login	There was a bug when Unity Web would get the call center password from Redis, this has now been fixed.	Bug Fix
Unity Agent & Unity Desktop	Alerts	Prompts will now be displayed on start-up if Internal Calling Line ID Delivery, External Calling Line ID Delivery, Basic and Enhanced Call Logs services are not available to the logged in user.	FR
Unity Agent & Unity Desktop	View User Details Page	Users can now view their colleague's Location and Department (as set in BroadWorks) when viewing the user's details.	FR
Unity Agent & Unity Desktop	Personal Wallboard	There was a bug in the statistic "Average Talk Time", this has now been fixed.	Bug Fix

Release 1.0.27

Application	Feature/Component	Description	Source
Unity Agent & Unity Desktop	Server Address	New changes have been added when selecting XSI, OCI and CTI server addresses from the branding response.	Bug Fix
Unity Agent & Unity Desktop	Server Address Redirection	When Unity receives an HTTP redirection when connecting to the XSI or OCI over SOAP interfaces, the redirection will now be followed rather than the connection failing.	Bug Fix

Release 1.0.26

Application	Feature/Component	Description	Source
Unity Agent & Unity Desktop	Error message	A series of application error messages have been added	Bug Fix

Release 1.0.25

Application	Feature/Component	Description	Source
Unity Agent & Unity Desktop	Outlook	Unity was saving the improper Outlook's shared calendar token in the portal. This has now been fixed.	Bug Fix
Unity Agent & Unity Desktop	Voicemail	There was a bug when playing Voicemail messages, this has now been fixed.	Bug Fix
Unity Agent	ACD Buttons	There was a bug when showing the current ACD State button, this has now been fixed.	Bug Fix

Release 1.0.24

Application	Feature/Component	Description	Source
Unity Agent & Unity Desktop	IM Messaging	The Keep Alive message coming from the Unity portal to the IM server will now be sent every 3 minutes, this can also be set and changed in the Branding tab in the portal.	Bug Fix
Unity Agent & Unity Desktop	IM Messaging	There was an issue where the scroll bar on Instant Messages was not appearing, this has now been fixed.	Bug Fix

Release 1.0.23

Application	Feature/Component	Description	Source
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Unity Agent & Unity Desktop	Barge into call	Unity Web now allows users to barge into a monitored user's call and make an immediate three-way conference call with the monitored user and the third party the monitored user was talking to.	Feature Request
Unity Agent & Unity Desktop	Call Pick-up	The Call Pick-up feature allows users to pull a ringing user's call. When monitored users are ringing their icon in Contacts becomes orange 🟡, Unity Web now allows users to perform Call Pick-up and answer the call by right clicking the ringing user and selecting from the options.	Feature Request
Unity Agent & Unity Desktop	Warm Transfer	Users can now warm transfer a call by right clicking the user they want to transfer the call to and selecting "warm transfer" from the context menu. This will then put the original caller on hold and dial the selected number. When ready, click the transfer button in the call control options panel and the two calls will be transferred, automatically disappearing from the active call window.	Feature Request
Unity Agent & Unity Desktop	Call Transfer in Service page	Users can configure the behaviour of the busy camp on and call transfer functionality in the Unity Web services page.	Feature Request
Unity Agent & Unity Desktop	Call Park	The Call Park feature has now been added. Users can now park a call on a monitored user's extension for them to retrieve when they become available. Unity will alert users if a call has been parked on their own extension allowing them to pick up the parked call. These settings can be configured in the Unity Web services page.	Feature Request
Unity Agent & Unity Desktop	Browser Integration	More delimiters have been added for the Browser Integration feature, view the full list here .	Feature Request
Unity Agent & Unity Desktop	Authentication	There has been an advancement made to the encryption and decryption of the user's login password.	Bug Fix

Unity Agent & Unity Desktop	Directed Call Pickup With Barge In	Users can configure the Directed Call Pickup with Barge In functionality in the Unity Web services page.	Feature Request
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Release 1.0.22

Application	Feature/Component	Description	Source
Unity Agent & Unity Desktop	Deleting Subscriptions	The bug relating to Unity deleting all user subscriptions when closing has been fixed.	Bug Fix

Release 1.0.21

Application	Feature/Component	Description	Source
Unity Agent & Unity Desktop	Office 365 integration	Unity Web Client now integrates with Office 365 and will fetch Office 365 contacts when the user searches for a contact.	Feature Request
Unity Agent & Unity Desktop	"Title" and "Email" columns in contact table	Users can now choose to show the 'Title' and 'Email' column in the Contacts tab.	Feature Request
Unity Agent & Unity Desktop	Browser Integration	The Browse to URL feature is now available in Unity Web Client. Users can configure Unity to browse to a URL in the default browser. See the Browse to URL document for the list of available delimiters: view here .	Feature Request

Release 1.0.20

Application	Feature/Component	Description	Source
Unity Agent & Unity Desktop	User Subscriptions	The Unity Web Client will only send up to 5 subscription requests (<i>subscription/update subscription/delete event</i>) to BroadWorks per second.	Bug Fix
Unity Agent & Unity Desktop	User Subscriptions	All event subscriptions will only be updated after 80% of the channel expiry time has elapsed.	Bug Fix

Release 1.0.19

Application	Feature/Component	Description	Source
Unity Agent & Unity Desktop	Instant Message	There was an issue where Unity was not showing User's Instant Message online status because the wrong group ID was being sent to the IM server. This has now been fixed.	Bug Fix

Release 1.0.18

Application	Feature/Component	Description	Source
Unity Agent & Unity Desktop	Call Transfer	When performing a blind or warm transfer the connection to the WebSocket server would drop and force the user to restart Unity. This has now been fixed.	Bug Fix

Release 1.0.17

Application	Feature/Component	Description	Source
Unity Agent & Unity Desktop	Monitored Users	There was a duplication of Monitored User Entries in the Redis Server, this has now been resolved.	Bug Fix

Release 1.0.16

Application	Feature/Component	Description	Source
Unity Agent & Unity Desktop	Call Recording	The call recording behaviour will now correspond with what has been set in the Branding settings in the Kakapo portal.	Enhancement
Unity Agent & Unity Desktop	Context menu	There was a small alignment issue with the Tick mark in the context menu, this has now been realigned.	Bug Fix
Unity Agent & Unity Desktop	Meet-Me Conferencing	There was an issue when dialling into the Conference Bridge as a moderator, where the Participant ID would be used instead of the Moderator ID. This has now been fixed.	Bug Fix

Release 1.0.15

Application	Feature/Component	Description	Source
Unity Agent & Unity Desktop	XML Parsing	There was an error where Icelandic letters were being shown in a bad format while listing Contacts, call logs, Personal Wallboard etc. This has now been fixed.	Bug Fix
Unity Agent & Unity Desktop	Privacy enabled alert	Unity will now show an alert when a user in the monitored list has their privacy settings enabled.	Enhancement

Unity Agent & Unity Desktop	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.	Feature Request
Unity Agent	Call Center login	If the user has entered a default password in settings then the Call Centers will automatically login.	Enhancement

Release 1.0.14

Application	Feature/Component	Description	Source
Unity Agent	Personal Wallboard	There was a bug where the values in the Personal Wallboard were showing null on restart. This has now been fixed.	Bug Fix

Release 1.0.13

Application	Feature/Component	Description	Source
Unity Agent	Call Centers	There was a bug where the call center default password box would be disabled even though there was no default password set in the Kakapo portal. This has now been fixed.	Bug Fix

Release 1.0.12

Application	Feature/Component	Description	Source
Unity Agent	ACD state	The user was unable to set their ACD state to ‘Unavailable - None’. This has now been fixed.	Bug Fix

Release 1.0.11

Application	Feature/Component	Description	Source
Unity Agent & Unity Desktop	Service	The service used to connect to Flexible Seating Guest and Hoteling Guest has changed from XSI to OCI.	Enhancement

Release 1.0.10

Application	Feature/Component	Description	Source
Unity Agent & Unity Desktop	Login	There was a bug in the login page where if a user entered a space, the space would be read as a character. This has now been fixed and the space will be ignored.	Bug Fix

Unity Agent	Personal Wallboard, Supervisor list, Call center authentication	If there is a missing domain for a user ID in the Supervisor, Call Center or Agent list then Unity will use the logged in user's domain name.	Enhancement
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Release 1.0.9

Application	Feature/Component	Description	Source
Unity Agent	Personal Wallboard	Unity Agent Web now shows a wide range of Agent and Call Center statistics in the Personal Wallboard.	Feature Request
Unity Agent & Unity Desktop	Redis Integration	New Redis integration where user details and environment settings are now cached centrally.	Enhancement
Unity Agent	Call Center authentication	Unity Agent Web now features a Call Center authentication page allowing users to view and change Call Center settings.	Feature Request
Unity Agent	Statistics and columns	Unity Agent Web now features a Columns page in settings, allowing users to add and remove statistics and thresholds in the Personal Wallboard.	Feature Request
Unity Agent	ACD State	Unity can now be set to show the Unavailable button without any unavailable codes.	Feature Request
Unity Agent & Unity Desktop	Migration to angular 7	Migration from the project to angular 7 and an Update to primeNG to 7.	Enhancement

Release 1.0.8

Application	Feature/Component	Description	Source
Unity Agent	Services	Unity can now be configured to include Call Center calls in the call logs tab.	Bug Fix
Unity Agent	Services	Unity can now be configured to show only the supervisors that are currently supervising the particular user, in the Personal Wallboard.	Bug Fix

Release 1.0.7

Application	Feature/Component	Description	Source
Unity Agent	Tools	There was a bug that meant that the Supervisor list in queues were not loading properly. This has now been fixed.	Bug Fix

Release 1.0.6

Application	Feature/Component	Description	Source
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Unity Agent	Disposition Codes	All incoming and outgoing call center calls can be marked with one or more disposition codes.	Feature Request
Unity Agent	DNIS	Agents can now change their outbound DNIS when making outbound calls. The "From" section of the Active Call Window will display the name of the Call Center DNIS.	Feature Request
Unity Agent	Supervisors	When right clicking a Call Center call in the ACW the list of supervisors will only include the supervisors for the queue that the call came into.	Feature Request
Unity Agent	Services	Unity can now be configured to join all Call Center queues on startup.	Feature Request
Unity Agent	Services	Unity can now be configured to leave all Call Center queues on sign-out.	Feature Request
Unity Agent	Services	Unity can now be configured to automatically answer Call Center calls when the user is available.	Feature Request
Unity Agent	Services	Unity can now be configured to include Call Center calls in call logs.	Feature Request
Unity Agent	Services	Unity can now be configured to display queued Call Center calls in the activity list.	Feature Request
Unity Agent	Services	Unity can now be configured to show all supervisors in the Call Center queue.	Feature Request
Unity Agent	Services	Unity can now be configured to show only those supervisors that are currently supervising the user.	Feature Request
Unity Agent	Services	Unity can now be configured to set a particular ACD state on start-up.	Feature Request
Unity Agent	Services	Unity can now be configured to set a particular ACD state post call.	Feature Request
Unity Agent	Services	Unity can now be configured with a Wrap-Up timer which will change the ACD state to Available after a pre-configured length of time. E.g. Wrap-Up for 'X' seconds.	Feature Request
Unity Agent	Services	Unity can now be configured to force a disposition code.	Feature Request
Unity Agent	Services	Unity can now be configured to prevent a logged in user from manually changing their ACD state when on a Call Center call.	Feature Request

Unity Agent	Services	Unity can now be configured to show only the current ACD state icon.	Feature Request
Unity Agent	Services	Unity can now be configured to show the start time and duration of the current ACD status on the top title bar.	Feature Request
Unity Agent	Contacts Tab	Unity can now show the ACD state of other users in the Contacts list.	Feature Request
Unity Agent	Tools	Unity Agent Web now allows access to the Tools where users can configure a whole range of settings for Queues, Supervisors, Instant Messaging and many more.	Feature Request
Unity Agent	Active Call Window	Unity now allows Agents to escalate, instant conference or emergency escalate a call to the first supervisor by right-clicking the call and selecting from the context menu list.	Feature Request

Release 1.0.5

Application	Feature/Component	Description	Source
Unity Agent & Unity Desktop	Settings	There was a bug whereby the language setting was not working and was being set to the wrong value. This has now been fixed.	Bug Fix

Release 1.0.4

Application	Feature/Component	Description	Source
Unity Agent	Show ACD states in title	Unity will now show the ACD state of the logged-in user in the top title bar.	Feature Request
Unity Agent	Show ACD buttons	Unity will now show ACD state buttons such as Unavailable, Available, Wrap-up.	Feature Request
Unity Agent	Join/Leave queue through Tools menu	Users can join and leave Call Center queues by clicking on the Tools menu and selecting from the list.	Feature Request
Unity Agent	Active Call Window	Unity will show the name of the Call Center in the active call window for outgoing and incoming calls.	Feature Request
Unity Agent & Unity Desktop	Pop Unity on notification click	Users can configure Unity to pop when clicking the notification of an instant message or a call.	Feature Request

Release 1.0.3

Application	Feature/Component	Description	Source
Unity Desktop	Change icons for Unity Web client Desktop	The call control icons have all been updated to match the icons on Unity Desktop Windows.	Enhancement
Unity Desktop	Change product name	The product name has been changed from Unity Web Client to Unity Desktop Web in the About page and on the Title bar.	Enhancement
Unity Agent & Unity Desktop	Connection dropped message	A comma was added to the connection dropped error message.	Enhancement
Unity Agent & Unity Desktop	Notification alert text	The space is in the wrong place, should be To: 079764...	Bug Fix
Unity Agent & Unity Desktop	Authentication	The remember password option will remain if not set.	Bug Fix
Unity Agent & Unity Desktop	Logs	Unity now saves the connection drop in the logs.	Enhancement

Release 1.0.2

Application	Feature/Component	Description	Source
Unity Agent & Unity Desktop	Comm-pilot Express	Users can now set their Comm pilot express Status to Available in office.	Feature Request
Unity Agent & Unity Desktop	Comm-pilot Express	Users can now set their Comm pilot express Status to Available out of office.	Feature Request
Unity Agent & Unity Desktop	Comm-pilot Express	Users can now set their Comm pilot express Status to Busy.	Feature Request
Unity Agent & Unity Desktop	Comm-pilot Express	Users can now set their Comm pilot express Status to Unavailable.	Feature Request
Unity Agent & Unity Desktop	Flexible seating guest	Users can now associate their service profile with a host user and use the host user's device as their primary device.	Feature Request
Unity Agent & Unity Desktop	Call logs	Unity will use the user's call logs settings on application restart.	Feature Request

Unity Agent & Unity Desktop	Contact table	Unity will load the contacts panel with the user's configuration on application restart.	Feature Request
Unity Agent & Unity Desktop	Voice Mail	Users can now view their voicemail entries in the voicemail tab and configure their personal voice messaging settings.	Feature Request

Release 1.0.1

Application	Feature/Component	Description	Source
Unity Agent & Unity Desktop	Call Recording Service	Users can now configure how calls are recorded and if notifications are played when changing the recording state for a call.	Feature Request
Unity Agent & Unity Desktop	Directory Filtering	Users can now filter contacts according to directory type, group and department.	Feature Request
Unity Agent & Unity Desktop	Drag And Drop to call logs	Users can drag an Active call to the call logs tab to transfer the call to a specific number or contact.	Feature Request
Unity Agent & Unity Desktop	Drag and drop to contact table	Users can drag an Active call to the Contacts panel to transfer the call to a specific contact.	Feature Request
Unity Agent & Unity Desktop	Hoteling Guest	Users can now associate their account with a host device and use the host device as their primary device.	Feature Request
Unity Agent & Unity Desktop	Login	Users will be presented with a separate Login Page the first time they navigate to Unity Web.	Feature Request
Unity Agent & Unity Desktop	Manage call recording state	Users can now manage the recording state of a call by using the settings and call recording icon.	Feature Request

Release 1.0.0

Application	Feature/Component	Description	Source
Unity Agent & Unity Desktop	Conference: Three-way call service	When a user has two live calls up they can click the Conference button, both calls will be placed together into a conference.	Feature Request
Unity Agent & Unity Desktop	Conference: N-way call service	When a user has two or more live calls up they can click the Conference button all calls will be placed together into an N-Way Call conference.	Feature Request

Unity Agent & Unity Desktop	Dial	The implementation of the dial pad and icon allowing users to make a call using the Dial window.	Feature Request
Unity Agent & Unity Desktop	Hold/Retrieve	The implementation of the Hold and Retrieve functionality which allows users to put a call on hold and the retrieve it by clicking the icon.	Feature Request
Unity Agent & Unity Desktop	Release/Answer	The implementation of the Release and Answer functionality which allows users to answer and release a call by clicking the icon.	Feature Request
Unity Agent & Unity Desktop	Transfer	The implementation of the Transfer functionality used to transfer calls to other numbers or contacts.	Feature Request
Unity Agent & Unity Desktop	Voicemail	The implementation of the Voicemail functionality.	Feature Request
Unity Agent & Unity Desktop	Instant message	The implementation of the Instant Messaging functionality.	Feature Request
Unity Agent & Unity Desktop	Manage Call logs	The implementation of the Call logs tab, featuring Missed, Received and Dialed calls.	Feature Request
Unity Agent & Unity Desktop	Manage Directory	The implementation of the Contacts tab which displays monitored users and searched contacts.	Feature Request
Unity Agent & Unity Desktop	Manage personal directory	The implementation/loading of the Personal directory. Users can add, delete and edit contacts in the personal directory.	Feature Request
Unity Agent & Unity Desktop	Manage Monitored User List	Users are now able to add and remove colleagues from the monitored user list.	Feature Request
Unity Agent & Unity Desktop	Manage Services-Call control-BroadWorks Anywhere	The implementation of the BroadWorks Anywhere feature which allows users to add, edit and delete locations/numbers.	Feature Request

Unity Agent & Unity Desktop	Manage Services-Call control-Call Waiting	The user can now configure the call waiting service.	Feature Request
Unity Agent & Unity Desktop	Manage Services-Call control-Remote Office	The user can now configure the remote office service.	Feature Request
Unity Agent & Unity Desktop	Manage Services- Incoming calls- Anonymous Call Rejection	The user can now configure the anonymous call rejection service.	Feature Request
Unity Agent & Unity Desktop	Manage Services- Incoming calls- Call Forward Always	Users can now automatically forward all incoming calls to a different phone number.	Feature Request
Unity Agent & Unity Desktop	Manage Services- Incoming calls- Call Forward Busy	Users can now automatically forward calls to a different phone number when their phone is busy.	Feature Request
Unity Agent & Unity Desktop	Manage Services- Incoming calls- Call Forward No Answer	Users can now automatically forward calls to a different phone number when they do not answer their phone after a certain number of rings.	Feature Request
Unity Agent & Unity Desktop	Manage Services- Incoming calls- Do Not Disturb	Users can now automatically forward calls to their voice messaging service if configured.	Feature Request
Unity Agent & Unity Desktop	Manage Services- Incoming calls- External Calling Line ID Delivery	Users can now set the External Calling Line ID Delivery service.	Feature Request
Unity Agent & Unity Desktop	Manage Services- Incoming calls- Internal Calling Line ID Delivery	Users can now set the Internal Calling Line ID Delivery service.	Feature Request
Unity Agent & Unity Desktop	Manage Services- Incoming calls- Simultaneous Ring	Users can now set the Simultaneous Ring service.	Feature Request

Unity Agent & Unity Desktop	Manage Services- Outgoing calls- Calling Line ID Delivery Blocking	Users can now set the Calling Line ID Delivery Blocking service.	Feature Request
Unity Agent & Unity Desktop	Manage Services-Voicemail-	The user can configure the Voicemail service.	Feature Request
Unity Agent & Unity Desktop	Manage Settings- Connection- Authentication	Users can specify authentication details for the VoIP platform. The login id and password are case sensitive and the login id must include the domain.	Feature Request
Unity Agent & Unity Desktop	Manage Settings- Connection- Network	Users can specify connection properties for different services.	Feature Request
Unity Agent & Unity Desktop	Manage Settings- Unity Settings- Appearance	Users can specify how Unity is displayed on the desktop and how Unity performs and displays contact searches, and how current calls are displayed.	Feature Request
Unity Agent & Unity Desktop	Manage Settings- Unity Settings- Call notification	The implementation of Unity's call notifications and settings.	Feature Request
Unity Agent & Unity Desktop	Manage Settings- Unity Settings- Dialing rule	Specify custom dialing rules when using click to dial and contact popping for incoming calls. This is particularly useful when dialing a number sequence for international calls.	Feature Request
Unity Agent & Unity Desktop	Manage Settings- Unity Settings-Language	Users can now set their preferred language in Settings.	Feature Request
Unity Agent & Unity Desktop	Manage Settings- Unity Settings-Startup	Users can configure Unity to automatically start when the operating system does.	Feature Request
Unity Agent & Unity Desktop	Manage Adhoc Status	User can now manage their Adhoc Status by using the My Status context menu.	Feature Request

Unity Agent & Unity Desktop	Manage Comm-Pilot Status	Users are now able to set, edit and remove their Comm-pilot Status using the My Status context menu.	Feature Request
Unity Agent & Unity Desktop	Manage Scheduled Status	User can now manage their scheduled status.	Feature Request
Unity Agent & Unity Desktop	File	Restart and close options have been added.	Feature Request
Unity Agent & Unity Desktop	Help-About	Users can view information about Unity by clicking About Unity.	Feature Request
Unity Agent & Unity Desktop	Help- Get remote assistant	Users can now Get remote assistant.	Feature Request
Unity Agent & Unity Desktop	Messaging	The Messaging menu now shows Start conversation and out of office assistant. Messaging menu will be displayed only when Unity is connected to the IM server.	Feature Request
Unity Agent & Unity Desktop	Tools	Users can now navigate to Service and Settings dialog box.	Feature Request