UNITY DASHBOARD|RELEASE NOTES

Contents

Date of review 16/10/2023

Release 3.5.0.0

Production release: 16th October 2023

Feature/Component	Description
Feature request	Unity Dashboard 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 Dashboard will use the LoginRequest22V3 OCI message when logging into BroadWorks.
Bug fix	Center aligned "ACD State" and "ACD And Hook State" stats rather than left aligned in Dashboard view.

Release 3.4.0.0

Production release: 16th February 2023

Feature/Component	Description
Bug fix	Updated OCI session ID format as UnityDashboard+ "_" + the login ID + "_" + the current date/time in ticks + "_" + a random number that's always 4 digits long.
Bug fix	Updated OCI logout request reason as "Client Logout".
Bug fix	There was an en dash symbol in "collaborate-audio" text, which is present in monitored users exclusion list. The en dash is replaced with a hyphen, now this issue has been resolved.
Bug fix	There was a bug where if the user is part of an enterprise Unity Dashboard would send loginGroup as GroupId. This has now been resolved so that if the user is part of an enterprise Unity Dashboard will send login Group as ServiceProviderId while sending "RegisterDashboard" command to Unity IM&P core.
Ad-hoc modification	Unity Dashboard now fetches Enterprise directory if the user is part of an enterprise.
Feature request	Updated colour pattern of "ACD State"," Hook State", "Joined State" and "ACD And Hook State" columns in Unity Dashboard. Available=Green, unavailable = Red, Wrap-Up=Orange, Sign-In& Sign-out =Gray.

Release 3.3.2.0

Feature/Component	Description
Bug fix	There was a bug where Unity Dashboard would localize the Windows time zone name when getting contact center stats. This has now been fixed.

Release 3.3.1.0

Feature/Component	Description
Bug fix	There was a bug where Unity Dashboard would not persist local language customization. The problem is that "Rom, normaltid" is not a valid Windows timezone name. This has now been fixed.

Release 3.3.0.0

Feature/Component	Description
Bug fix	If the Unity Dashboard licensed against the MAC address in a virtual server environment, the Dashboard license is now uniquely identified by a combination of MAC Address and WindowsUserID of the user, thereby ensuring uniqueness per virtual session.

Release 3.2.0.0

Feature/Component	Description
Feature request	Updated the Tabular Dashboard layouts with the new theme.
Ad-hoc modification	Unity Dashboard will show online Icon for agents in the Tabular Dashboard layouts.
Bug fix	Unity Dashboard will process all the OCI Error Responses.
Bug fix	Log4net dependency is removed from Unity Dashboard, due to the CVE-2018-1285 vulnerability.

Release 3.1.0.0

Feature/Component	Description
Bug fix	Issue with displaying contact centre statistics when user license mapped against system MAC address has been resolved.
Ad-hoc modification	Added Default background colour for "Joined State" stat.

Release 3.0.0.0

Feature/Component	Description
Ad-hoc modification	Reused the same XSI application id and Channel set id.
Ad-hoc modification	Ignore "auto attendant - basic" and "auto attendant - standard" Contacts from Monitored User List.
Feature request	Dashboard Contact Centre Integration – The following statistics have been added: Queue Statistics 1. Web Chats Queued 2. Web Chats Longest Wait 3. Web Chat Live Now 4. Web Chats Received 5. Web Chats Answered 6. Web Chat Average Answer 7. Web Chats Missed 8. Web Chat Average Missed 9. Web Chats Unstaffed 10. Callbacks Queued 11. Callback Longest Wait 12. Callbacks Live Now 13. Callbacks Received 14. Callbacks Answered 15. Callback Average Answer 16. Callback Unanswered 17. Callback Closed By Supervisor 18. Emails Queued 19. Emails Routing 20. Emails Live Now 21. Emails Longest Wait 22. Emails Received 23. Emails Answered

	24. Emails Average Answer
	25. Emails Unanswered
	26. Emails Closed By Supervisor
	27. Tweets Queued
	28. Tweets Routing
	29. Tweets Live Now
	30. Twitter Longest Wait
	31. Tweets Received
	32. Tweets Answered
	33. Twitter Average Answer
	34. Tweets Unanswered
	35. Tweets Closed By Supervisor
	36. SMS Queued
	37. SMS Routing
	38. SMS Live Now
	39. SMS Longest Wait
	40. SMS Received
	41. SMS Answered
	42. SMS Average Answered
	43. SMS Unanswered
	44. SMS Closed By Supervisor
	45. Total Conversations Queued
	Agent Statistics
	1. Web Chats Answered
	2. Web Chat Average Answer
	3. Callbacks Answered
	4. Callback Average Answer
	5. Emails Answered
	6. Email Average Answer
	7. Tweets Answered
	8. Twitter Average Answer

	9. SMS Answered 10. SMS Average Answer
Ad-hoc modification	Customized dashboard display, now the Current Time and View Name displayed in a single panel
Feature request	Integrated new layouts for contact center stats. Contact Centre – Top Performing Media Streams (Layout 16) Contact Centre – Top Performing Agents (Layout 17) Contact Centre – Contacts by Media (Layout 18,19) Contact Centre – Contacts by Time (Layout 20)
Bug fix	Dashboard supports IPv6 addresses.
Bug fix	Dashboard will not delete the call centre subscriptions in the time of mid night purge if the Call Center does not present in the BroadWorks directory.
Bug fix	Removed the auto-update functionality.
Ad-hoc modification	Now, dashboard is using separate Web service for getting Language Phrases.
Ad-hoc modification	Integrated "Joined State" stat in agent level. It's also included in the Default templates.

Release 2.2.0.5

Feature/Component	Description
Bug fix	Updated License failure cases flow while start-up and running.
Ad-hoc modification	The replacementVoipServer address form branding compared with current VoIP server address being used, if it's different then the FQDN from the branding settings should be saved and Unity should automatically restart without prompting the user.

Release 2.1.0.7

Feature/Component	Description
Feature request	In the Citrix environment the user settings folders and "LoginDetails.txt" file will be moved to the Roaming folder for the current logged in user and any modification to user specific files will be saved to the same location.
Ad-hoc modification	Unity Dashboard will now display both the installation folder and the settings folder in the About panel. Both of which can be clicked to open that folder in Windows Explorer.
Ad-hoc modification	In a virtual server environment, the Dashboard license is now uniquely identified by a combination PC/Windows property (such as CPU ID) and the login ID of the user, thereby ensuring uniqueness per virtual session.
Ad-hoc modification	The logs folder for each logged in user will now have separate sub folders sorted into days.
Bug fix	There was an issue when calculating the following statistics: Total Average Abandoned Time, Total Inbound Average Call Duration, Total Outbound Average Call Duration, Total Average Call Duration and Total AverageWait Time. This has now been fixed.

Release 2.0.19.1

Feature/Component	Description
Bug fix	Graphical view tile component AWT does not match the Tabular view AWT. AverageWaitTime = Total wait time till the calls are offered to an agent for all selected Queues (FIRST passed to an agent, bounced calls are not considered) / Total No of answered calls for all selected Queues.
Bug fix	The Change the calculation of AWT in the historical components by adding up the AWT of all selected Queues / Total no of selected Queues.

Release 2.0.18.4

Feature/Component	Description
Bug fix	The dashboard will now decrypted the proxy server password while sending "getavailablelanguage" web service.

Release 2.0.18.3

Feature/Component	Description
Ad-hoc modification	There is now a setting to show an alert for users who have their privacy policy enabled.
Ad-hoc modification	The Dashboard now uses an updated interface to the Kakapo cloud when polling for updates, to ensure any required background files are also downloaded with the update.
Bug fix	There was a bug when determining if the MAC address or the PC or the login ID of the user should be used when updating, this has now been resolved.
Bug fix	There was an issue where Dashboard would lose connection during the midnight purge and Agent statistics would not update, this has now been fixed.
Bug fix	Unity Dashboard will now update Call Centre and Agent data during the midnight purge.
Bug fix	Dashboard will now use the <voipServerPort> xml element from the branding response when connecting to the OCI-P server when <ocilsSecure> xml element is false.
Bug fix	If CTI over TLS is active then the client will connect to the "CTI Server Address" not "CTI Over TLS Certificate Host", this is used only when performing the TLS handshake. If the "CTI over TLS Certificate Host" field is empty then the "CTI Server Address" FDQN will be used when performing the TLS handshake.
Ad-hoc	If OCI over TLS is active the client will always connect to the OCI server address specified by the user on startup. It will then use the OCI over TLS Certificate Host value to secure the connection, or the OCI-P server address if the branding response doesn't include this value.

Release 2.0.17.0

Feature/Component	Description
Bug fix	If a call is detached before releasing, Unity Dashboard will now calculate the call duration by using the detached time for the call rather than the released time.

Release 2.0.16.0

Feature/Component	Description
Bug fix	There was a bug where Unity Dashboard would try to purge the data at midday instead of midnight. This has now been fixed.
Bug fix	There was a bug where Unity Dashboard would sort the Call Centre table and the Agent table instead of just the Agent table. This has now been fixed.

Release 2.0.15.2

Feature/Component	Description
Ad-hoc modification	Unity Dashboard can now be licensed against the User ID instead of the MAC address. If you are using the User ID for licensing, then the license can be assigned before Unity Dashboard is installed. Unity Dashboard creates a UUID (Universally Unique Identifier) based on the hardware of the machine. Unity Dashboard will then send the UUID (combination of system CpuId, BiosId, ProductId) which is saved in Kakapo cloud.
Ad-hoc modification	In previous releases Unity would renew CTI subscriptions every 5 minutes, which added unnecessary load to the CTI server. This has been changed so that Unity will now wait until 80% of the expiry duration has elapsed (this is one hour by default), and update the CTI subscription at that time – thereby reducing the messaging and server load required to manage CTI subscriptions.

Release 2.0.14.0

Feature/Component	Description
Tabular Template	Reordering of call centre in view if "Custom" is selected in Display template.
Statistics	Two statistics have been added for both Queues and Agent templates: Outbound internal call duration and Outbound external call duration.
Ad-hoc modification	Unity Dashboard will now use the MAC address in Update and Branding Requests.
Ad-hoc modification	If the "Purge data at midnight" box is ticked in settings, Unity Dashboard will now fetch Call Centre and Agent details from BroadWorks during the purge.
Connectivity	The logic for the TCP connection when using TLS has been updated.
Security	The settings file for Unity Dashboard is now encrypted.
Bug fix	The logic for getting the user's MAC address has changed.
Bug fix	There was an error with the OCI server address when using OCI over TLS, whereby if the branding setting was empty then Dashboard would not use the server address entered by the user. This how now been fixed.
Bug fix	At times when Service Level is being processed there was a bug where if a call was made at that exact time the call would be counted as answered, but would not be added to total calls, this resulted in the Service Level percentage going beyond 100. This has now been fixed.
Bug fix	When Unity Dashboard experienced a drop in connection it would display the "Connection Dropped Message", however the message was not disappearing. This has now been fixed.
Bug fix	There was a bug when calculating the Staffed Ratio statistic, an exception would occur and the corresponding call centre would disappear from the Dashboard. This has now been fixed.
Bug fix	There was an error whereby the Service Level was not updating properly in the tile component in the Graphical View. This has now been fixed.

Release 2.0.13.0

Feature/Component	Description
Ad-hoc modification	There was no space between the words in the Graphical section in Settings. This has now been corrected.
Bug fix	There was an issue where Dashboard couldn't connect when connecting to OCI over TLS, this issue has now been fixed.
Bug fix	Unity Dashboard will now be prevented from overwriting the OCI server address set in settings with the OCI server address that has been populated in the Kakapo portal.

Release 2.0.12.0

Feature/Component	Description
Ad-hoc modification	There is now the option to change the size of the headings in the tabular views, this is done by selecting from a dropdown list when creating the View.
Visual Template	Users can now create and save Views but choose not to show them in the current View cycle. E.g. if they don't want to show that View or if they want to save it and edit it later. This is down by checking a tick box when creating the View.
Ad-hoc modification	Previously, if users wanted to maximize the dashboard it had to be in full screen mode only. Now, users can resize the maximized Dashboard which will hide the side menu.
Tabular Template	By hovering the mouse at the top of the tabular columns users can now resize the columns, making it easier to view certain headers and statistics.
Bug fix	There was a bug with the Service Level figure of 113%, this has now been fixed.
Statistics	Previously, when creating a template the user would add another statistic and the "queue based on" option would revert back to the default. This has now been fixed and will stay with what was originally selected.
Ad-hoc modifications	There is now a tick box option to exclude Agents with ACD State Sign-Out or Sign-In in the Dashboard templates.
Statistics	There was a bug in the Graphical Template whereby the calculation for Average Abandoned Time was actually the Total Abandoned Time, this has now been fixed and is calculating the Average Abandoned Time.
Bug fix	There was a bug when the Dashboard was maximized on a second screen after setting "project" as second screen only. This has now been fixed.
Start up	During start-up Unity Dashboard will now delete the saved logs after 5 days.
Start up	Default templates will be added to the installation folder if not existing. This is because when updating from older version the default templates will not be available. Also, it will help in adding new default template in future.

Release 2.0.11.0

Feature/Component	Description
Start up	Unity Dashboard will make a default user group (containing all users) along with a default tabular template with non-ACD statistics for trial, Graphical100+ and Tabular100+ licenses.
Start up	When Unity Dashboard is first started, it will already be loaded with preconfigured views featuring key statistics. The default duration on views before scrolling to the next view is set at 20 seconds.

Release 2.0.10.0

Feature/Component	Description
Visual Template	A new graphical layout has been created called "layout15", featuring a range of elements and is available in the list of graphical templates.
Start-up	The last successful branding response is now encrypted and saved onto a file so that if the next branding fetch fails, the saved branding details will be used.
Ad-hoc modification	Language tags for local language customization have now been added to Unity Dashboard.
Visual Template	Users can now set larger font sizes for the tile components, which will override the default setting. E.g. All graphical element font sizes are set to 16 and the tile component font size is set to 20.

Release 2.0.9.1

Feature/Component	Description
Font Size	Users can set larger font sizes and can now be set per tabular view, which will override the default setting.
Security	Unity Dashboard now uses TLS 1.2 for connecting to the Kakapo licensing and branding servers.
New Statistic	There is a new statistic for both tabular and graphical view, Abandoned Calls %. This will display the number of callers that hung up while in the queue as a percentage.
Graphical Elements	The "Abandoned Calls" statistic is now available to be displayed using the Half Gauge graphical element, this shows how many missed calls were abandoned calls.
About	In "About" Unity Dashboard will now show the number of Agents currently being monitored. Therefore, after a customer has finished a trial of Dashboard the user can see how many Agents are being monitored and therefore which licence needs to be assigned.
Display	The View can now be configured to load full screen on start-up instead of the user having to click the "Maximize" button. E.g. If the user clicks on the close button while in full screen mode, then Dashboard will save this in settings and on next start it will be in the full screen state.
Start Up	Support for BroadWorks versions R21, R22 and R23.

Release 2.0.2.7

Feature/Component	Description
Manage Display Template/View	Users with "Trial" and "Graphical" licenses can only see graphical templates. Otherwise, they will be hidden.
Ad-hoc modification	The new statistic "Agent Awaiting Call" is now available in both tabular and graphical views.
Start Up	Unity Dashboard can now support up to 50 call centers.
Display template	The default state when configuring the graphical template is now in a maximized/full screen state.
Ad-hoc modification	The components inside a band will stay filled.
Ad-hoc modification	The multi-level bar chart graphical element is now limited to display percentage statistics only.
Settings	A new tree node "Graphical" is added as a sub node in "Dashboard" where the sampling intervals are set.
Ad-hoc modification	The configured Graphical templates will be preserved instead of deleting when the license type is changed to standard or any license type which does not support Graphical.
Display template	There is now a new option (checked combo box) for the default data source in the Graphical template form.
Display template	14 preconfigured graphical templates that display a variety of element combinations have been added. These preconfigured graphical templates are fully configurable as users can add and delete elements are desired.
Display template	All Graphical components will use the default data source unless configured otherwise.
Display template	There was an issue where multiple duplicate metrics were displayed in the tabular display template. This has now been resolved.

Release 1.1.10.8

Feature/Component	Description
Ad-hoc modification	Include "Current Time:" in Dashboard according to the settings in display "Show current time".
Ad-hoc modification	Upgrade Dev Express dlls used in Graphical to latest version – V17.1
Ad-hoc modification	Incorrect Hook state issue - Unity Dashboard will hide "Hook state", "Hook State Duration" and "ACD/Hook State" if the BW server version is R19 and below. For R20 and above, these three stats are shown and will be based on the Hook State event.
Ad-hoc modification	Incorrect hook State duration upon start up and on internet reconnection. When Dashboard is starting up or recovering from a dropped connection, we need to get the initial state for hook state and call details, so we know whether to start incrementing the idle timers or not, and also to get the initial "on-call" statistic. CTI initial event upon resubscription will be used for this.
Start Up	When we rename the field name as part of a modification in release, if such a field was set as "agent based on" in sorting of display template as below earlier before an update, the sorting will not work. This is true for queues as well.
Ad-hoc modification	Some expired subscriptions are not removed from the SubscriptionID list kept internally and the application tries to re-subscribe them along with valid subscriptions.

Release 1.1.10.4

Feature/Component	Description
Settings	Remove the checkbox to enable/disable Connection logs in Network Settings. Connection logs to be kept for the past 5 days.
Ad-hoc modification	Service Level – Adding average for SL2 and SL3 intervals. Renames "Service Level" statistic to "Service level 1 Average" and add new stats for "Service level 2 Average" and "Service level 3 Average". These will calculate the same way and be averages of the Service Level x %. If there are no calls for 10 mins [or whatever the refresh interval is set to] then this drops to 1. The user can see overall for the day how many calls are answered between 16 – 30 seconds, or whatever SL2 is configured as.
Ad-hoc modification	Total Call Duration to be renamed back to Inbound Call Duration. Rename "Inbound and outbound call duration" to "Total Call Duration" for both Queue and Agent statistics.
Ad-hoc modification	Dashboard should always start in the same window state that it was in when last closed, the same as the other Unity clients. The application could be opened in full screen mode at all times. Add close button next to full screen button.
Ad-hoc modification	Added new stat Inbound ACD Average Call Duration, Outbound ACD Calls, Total ACD Calls, Total ACD Call Duration and Total ACD Average Call Duration.
Start Up	Download Dashboard Graphical - dlls from remote folder.
Ad-hoc modification	Corrected calculation of inbound average call duration, Outbound Average Call Duration and Total Average Call Duration.
CTI	Resubscription of users with subscription terminated event.
Ad-hoc modification	Rename Inbound and Outbound Total Calls to Total Calls in both User/Agent & Queue Stats.
Ad-hoc modification	Rename Inbound and Outbound Average Call Duration to Total Average Call Duration in both User/Agent & Queue Stats.
Ad-hoc modification	Exclude all zero values while calculating Total of columns showing average values.

Release 1.1.10.3

Feature/Component	Description
Settings	Remove the checkbox to enable/disable Connection logs in Network Settings. Connection logs to be kept for the past 5 days.
Ad-hoc modification	Service Level – Adding average for SL2 and SL3 intervals. Renames "Service Level" statistic to "Service level 1 Average" and add new stats for "Service level 2 Average" and "Service level 3 Average". These will calculate the same way and be averages of the Service Level x %. If there are no calls for 10 mins [or whatever the refresh interval is set to] then this drops to 1. The user can see overall for the day how many calls are answered between 16 – 30 seconds, or whatever SL2 is configured as.
Ad-hoc modification	Total Call Duration to be renamed back to Inbound Call Duration. Rename "Inbound and outbound call duration" to "Total Call Duration" for both Queue and Agent statistics.
Ad-hoc modification	Dashboard should always start in the same window state that it was in when last closed, the same as the other Unity clients. The application could be opened in full screen mode at all times. Add close button next to full screen button.
Ad-hoc modification	Added new stat Inbound ACD Average Call Duration, Outbound ACD Calls, Total ACD Calls, Total ACD Call Duration and Total ACD Average Call Duration.
Start Up	Download Dashboard Graphical - dlls from remote folder.
Ad-hoc modification	Corrected calculation of inbound average call duration, Outbound Average Call Duration and Total Average Call Duration.
CTI	Resubscription of users with subscription terminated event.
Ad-hoc modification	Rename Inbound and Outbound Total Calls to Total Calls in both User/Agent & Queue Stats.
Ad-hoc modification	Rename Inbound and Outbound Average Call Duration to Total Average Call Duration in both User/Agent & Queue Stats.

Release 1.1.9.3

Feature/Component	Description
Ad-hoc modification	Change the statistic text from "Average Handle Time" to "Current Handle Time" in the column header and display template. Change the statistic text from "Average Speed of Answer" to "Current Speed of Answer" in the column header and display template"
Ad-hoc modification	Setting to ignore zeros, which will only apply to the Current Handle Time and Current Speed of Answer statistics.
Ad-hoc modification	In the calculation to work out the Average Call Duration, divide by Answered Calls rather than Inbound Calls for Call Centres and for Agents.

Release 1.1.8.5

Feature/Component	Description
Start Up	Change "Load settings" to "Loading settings" when starting up.
Display template	Hiding grid when thresholds cannot be set for a statistic and there are no default background colours used.
Display template	Available columns are excluded from saving in the XML.
Home page	Restart button prompt changed to "Are you sure you want to restart Unity?"
Ad-hoc modification	Add stat Average Wait Time In Queue statistics.
Ad-hoc modification	Add stat HookState, HookStartDuration, AcdAndHookState and Inbound Idle in Agent/User statistics.
Ad-hoc modification	Setting whether default background colour is displayed or not, only if thresholds cannot be set and only if we do show default background colours.
Ad-hoc modification	Dashboard will only start populating values once the subscriptions get populated otherwise dashboard will show agent name with blank cells.
Ad-hoc modification	Counters won't be incremented until all the subscriptions are received for that Agent.

Release 1.1.7.3

Feature/Component	Description
Start Up	Display an error message if there is an issue connecting and also if a CTI response is not received from the server, even if we can connect.
Start Up	Remove the check if "Client call control" service is not enabled for the user and also remove the user notification.
Ad-hoc modification	Rename Average Wait Time to "Average Handle Time". Add stat Average Speed of Answer
Ad-hoc modification	List stats so that the count and % are next to each other in the DT. i.e. Missed Calls, Missed Calls Percentage etc.
Ad-hoc modification	Inaccurate or no data when there are many agents. We now use a queue for CTI subscription requests, so that rather than sending to the CRTI server the different threads will just add them to the queue. Then we will have a separate thread (on a timer) that will fire every second and send only the number of CTI subscription requests that is set in Settings.
Settings	Add a setting in network to specify the "Number of subscriptions per second" with default value as 10, maximum value as 10 and minimum value as 1. Only whole number allowed.

Release 1.1.6.5

Feature/Component	Description
Settings	Adde proxy in settings.
Ad-hoc modification	All web requests must use proxy.
Ad-hoc modification	Show enterprise level unavailable code in dashboard.

Release 1.1.5.4

Feature/Component	Description
CTI	Use "XSI Application ID" from branding in every CTI requests.
Ad-hoc modification	Longest Wait Time is updated every second on Dashboard.
Ad-hoc modification	Bounced calls are excluded from Missed calls calculations.
Display template	"Transferred Calls" and "Transferred Calls Percentage" at the queue level are renamed to "Supervisor Transferred" and "Supervisor Transferred Percentage" respectively.
Ad-hoc modification	Totals for Longest Wait Time, Average Wait Time, Staffed Ratio, Agents Available, Service Level and Idle are removed.
Ad-hoc modification	Totals for all percentage values are changed to the total percentage of the corresponding fields.
View	Dashboard will show the Call Centre login ID Instead of Name if the Call Centre is not found in the business directory.

Release 1.1.4.5

Feature/Component	Description
Settings	Redesigned Service Level page.
Display template	First row of all time-based thresholds should have a grey colour placeholder as "HH:MM:SS" for start and end value.
Ad-hoc modification	The following Statistics has been added in Agent/User statistics. 1. Outbound Call Duration Percentage 2. Inbound Call Duration Percentage 3. Answered Calls Percentage 4. Bounced Calls Percentage The following Statistics has been added in Queue statistics 1. Service Level 2. Outbound Total Calls 3. Bounced Calls Percentage 4. Transferred Calls Percentage 5. Escaped Calls Percentage 6. Overflowed Calls Percentage 7. Answered Calls Percentage 8. Missed Calls Percentage 9. Inbound Calls Percentage 10. Outbound Calls Percentage
Display template	Display template labels in ACD Queue Statistics and Agent/User Statistics as • Available Columns ☐ Available Statistics • Included Columns ☐ Included Statistics • Column Properties ☐ Statistic Properties
Ad-hoc modification	Time duration interval from "Service Level" column header is removed.
Ad-hoc modification	The default sort order of Agents based on ACD state must be such that Agents in Available are listed first, then Wrap-Up, Unavailable, then Sign-In, then Sign-Out. When the user clicks on the column header, the reverse sort order should apply
Ad-hoc modification	When a number is halfway between two others, it is rounded toward the highest number.

Ad-hoc modification	Clear Overflowed Calls –Wait Time and Overflowed Calls –Queue Size count on purge.
Ad-hoc modification	Corrected the sorting of ACD State Start Time.
Home page	Change text of Wallboard button to Dashboard.

Release 1.1.3.2

Feature/Component	Description
About	Right click on Mac address in About page to show context menu to copy to clipboard.
About	Label change to "Licensed MAC address".
Display template	Threshold cannot be set against "Agents Available" in queue stats.
Start Up	Dashboard do not function properly if call-centre Login IDs do not have domain name appended to the end.
Ad-hoc modification	Outbound Average Call Duration.

Release 1.1.2.2

Feature/Component	Description
Start Up	Append domain in BroadWorks directory.
Settings	Updating Service level configuration values in every second after purge.
View	Refresh User group settings based on display template.

Release 1.1.1.1

Feature/Component	Description
Installation settings	Added installation settings file.
Start Up	Show alert message when application encounters a corrupt user .config file

Release 1.1.0.5

Feature/Component	Description
Settings	Added an option to configure service level.
Ad-hoc modification	The following statistics has been added in Agent/User statistics. 1. Outbound Internal Calls 2. Outbound External Calls 3. Transferred Calls 4. Idle The following statistics has been added in Queue statistics 1. Stranded Calls 2. Agents Available 3. Average Abandoned Time 4. Call centre Status 5. Service level 1 6. % Within Service Level 1 7. Service level 2 8. % Within Service Level 2 9. Service level 3 10. % Within Service Level 3 11. Service level 4 12. % Within Service Level 4 13. Service level 5 14. % Within Service Level 5
License	The wallboard checks the license every 3 hours.
License	Pass the MAC address of the PC rather than the login ID of the user and Computer name instead of user name.
Application	Added restart button.
Application	Added confirmation popup on closing application.
Ad-hoc modification	Added minimize button in wallboard.
Ad-hoc modification	Separate external and internal calls for Outbound calls.
Ad-hoc modification	Missed Calls at Agent level - We are changed this to Bounced Calls - and the Bounced Calls at the call centre level will be the sum of all the Bounced Calls at the Agent level.

Ad-hoc modification	Removed Wallboard (Real-time) text from wallboard.
Ad-hoc modification	Added colour for ACD States. Available=Green, unavailable = Black, Wrap-Up=Orange, Sign-In=Dark Green, Sign-out=Red.
Start Up	Show user, an alert (The user could not be found in the business directory. Please check that directory privacy is not enabled.) If user is not present in directory.
Start Up	Show user, an alert (The queue could not be found in the business directory. Please check that directory privacy is not enabled.) If call centre is not present in directory.
About	Display mac address in About page.
Start Up	Application stuck in the loading progress frame saying "Loading Settings".
Ad-hoc modification	Wallboard sorting not persistent.

Release 1.0.4.4

Feature/Component	Description
Ad-hoc modification	Show 'x' number of queues in wallboard and sorted based on selected included column in display template.
Display template	Added fields in display Template to show 'x' number of queues (E.g.: based on, top 5 queues, etc.)
User group	Ability to search departments in user-group
License	The license has been changed to "UnityDashboard".
Ad-hoc modification	The following statistics has been added. Staffed ratio ACD Call Transferred ACD Call Bounced ACD Call Escaped ACD Overflowed calls ACD Overflowed calls – Wait time ACD Overflowed calls – Queue size
Settings	Change text "Specify the authentication details for the VoIP platform" to "Please enter the user credentials for the Dashboard user. For call-centre statistics this user must be assigned as a Supervisor of the call-centres" and compare the text in each GUI with Unity Desktop products and Make proper GUI alignment in all forms.
Update	Auto Update.
Auto Update	After an update the restart functionality must work according to the following settings: 1. Alert me after update 2. Automatically restart after update 3. Automatically restart when statistics are next purged
Purge	Purge stats at midnight.
Start Up	Dashboard will check for "Client call control service" on start-up. If not, Dashboard will only allow user to access settings and About page.
Start Up	The dashboard will alert user on start-up if the user is not assigned as a supervisor of any of the call-centre. Unity Dashboard will not restrict any functionality if it is not assigned. It is just an information pop up.
Installer	Write logs to the installation folder instead of "AppData" folder.
Installer	Full Control to the "users" built-in Windows group, which then applied to everyone using Unity.

Date of review 16/10/2023

Installer	Run with the "SYSTEM" built-in user, which ensures the installer has sufficient rights.
Installer	Ensure that Windows doesn't use virtualization to put Unity in the app data folder.
Installer	Unity installer as per Kakapo standards.
Ad-hoc modification	"Network unavailable. Attempting reconnection." Will be displayed in the wallboard when internet connectivity is not available.
Ad-hoc modification	Changed the logic of inbound Total calls as follows, Inbound Total calls = Answered calls + Missed Calls
Ad-hoc modification	The default name of the statistics has been changed as follows. ACD Queue Statistics Inbound Calls Answered Calls Calls In Queue Longest Wait Time Average Wait Time Abandoned Calls Missed Calls Bounced Calls Escaped Calls Transferred Calls Agent Statistics Inbound Calls Answered Calls Missed Calls ACD State

	ACD State Start Time
	ACD State Duration
	Total Call Duration
	Average Call Duration
	Outbound Calls
	Outbound Call Duration
	Overflowed Calls - Wait Time
	Overflowed Calls - Queue Size
	Staffed Ratio
	Inbound Call Duration
	Inbound Average Call Duration
	Outbound Calls
	Outbound Call Duration
	Outbound Average Call Duration
	Inbound and Outbound Total Calls
	Inbound and Outbound Total Call Duration
	Inbound and Outbound Average Call Duration
	Outbound Average Call Duration
	Inbound and Outbound Total Calls
	Inbound and Outbound Total Call
	Duration
	Inbound and Outbound Average Call Duration

Release 1.0.3.1

Feature/Component	Description
Settings	Added an option to change the font size in wallboard.
User group	Added department search in user group.
Ad-hoc modification	ACD State Start Time lags by 1 hour.

Release 1.0.2.3

Feature/Component	Description
Manage view	Change OCI UserCallCenterGetSupervisorCallCenterListRequest to GroupCallCenterGetAgentListRequset.
Display template	Resize issue.

Release 1.0.1.0

Feature/Component	Description
Display template	Add ACDState, ACDStateStartTime and ACDStateDuration in agent/user statistics.
Ad-hoc modification	Display ACDState, ACDStateStartTime and ACDStateDuration.

Release 1.0.0.0

Feature/Component	Description
Ad-hoc modification	Make font style and size uniform in Wallboard grid.
View	Include "Show total in bold" checkbox in View page.
View	Show "Include non-Callcenter calls" and "Include Callcenter calls" checkbox in "View" page.
Ad-hoc modification	Change the Unity icon to blue.
Ad-hoc modification	Hide the top header panel in wallboard when the user clicks on the full screen button.
Settings	Include "Use same server address for OCI-P" checkbox just under the "Server address" field to enter the CTI server address Network page under Settings.