



UNITY WEB APPLICATIONS | RELEASE NOTES

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Release 2.0.49

Beta release: 8th April 2025

Production release: 10th April 2025

Application	Feature/Component	Description	Source
Unity Reception Web	Contact Group	Fixed a bug wherein if a contact group has been created and a user only has a mobile phone, then the user would be presented twice with the same number.	Bug fix

Date of review 10/04/2025

Release 2.0.48

Beta release: 1st April 2025

Production release: 6th April 2025

Application	Feature/Component	Description	Source
All	XSI	Removed the HTTP status phrase checks in the web client code. Only the status code from the HTTP response is checked.	Feature request
All	CCS	Automatically close email conversations when replying. Closing conversations are based on the setting “Automatically close email conversation when replying” , a. If not checked, the window will be closed but not the conversation. b. If checked, the window will be closed with the closure code selected by the user, if closure codes are in use.	Feature request
All	Manage User List	The below alert is now shown in the manage user list window; “Only first 100 contacts from the directory will be displayed. Please search to include other contacts.”	Feature request
Unity Reception Web	Contact Groups	Focused the textbox in the “Add Contact Group” popup.	Bug fix
All	Contact Table	The “Common Phone List” context menu item can be removed based on portal branding settings. If the value of <commonPhoneListAvailable> is false, or if the common phone list is empty, then it will be not shown in the drop down menu.	Enhancement
All	CCS	Enabled the reopening of contact center conversations when an IM event for reopen is received. This is applicable to email, twitter and SMS conversations.	Feature request
Unity Reception Web	Hold and Link	Added sending and receiving WaitAndSee custom message as IM event when performing hold and link in Unity Reception.	Enhancement

Unity Reception Web	Contacts Table	Added transfer to number option in context menu and previously transferred in personal directory.	Enhancement
All	IM and CCS	<p>The following changes have been made to processing IM events:</p> <ul style="list-style-type: none"> a. Internalservererror: shows alerts based on the received IM event. b. Contectcenterremotepartystate: A web chat widget will send events through IM when the remote party refreshes (goes offline and then online within a particular time. <ul style="list-style-type: none"> i. If received in the unavailable state then the conversation needs to be shown as paused. ii. If an available state is not received for a particular time period, then the conversation window will be closed and the conversation will be removed from the agent activity window. iii. If the state is received as available, the conversation will be reopened. 	Feature request
All	CCS	An alert box is now shown when the user closes the email conversation in the contact center without replying to it.	Enhancement
All	Logs	Changes to logging for the web clients when the browser tab becomes active and inactive.	Enhancement
All	Teams	Casing between email in BroadWorks user profiles and Teams email is ignored so that teams events are displayed correctly.	Bug fix
All	Title	Removed “Web” from browser title tab, the title is now shown as “Unity Agent”, “Unity Desktop” etc.	Enhancement
All	Notification	Added system notification for when the server is disconnected.	Feature request

Release 2.0.47

Beta release: 4th February 2025

Production release: 9th February 2025

Application	Feature/Component	Description	Source
Unity Reception Web	Contact list maximum raised to 50 from 30	When performing a click to dial, if the user is already on a BroadWorks will be used for that click-to-dial, regardless of what the Unity setting is.	Feature request
Unity Reception Web	Contact Groups	<p>In addition to the default contacts list, we support up to 12 contact groups – each contact group can be up to 50 BroadWorks users and unlimited external contacts (from personal directory etc).</p> <p>When the user clicks on the contact group name it will show those users and immediately start monitoring them in BroadWorks/Teams etc. – If it's a BroadWorks user.</p> <p>Users can select and add 'multiple' users to contact groups in the contacts list and add them to a contact group (or create a new contact group with those users).</p> <p>Users can also right-click the contact group name to rename or delete the group.</p>	Feature request
Unity Reception Web	Dynamic BLF	Whenever a search is performed in the contacts tab, once Unity has loaded all contacts, it will go through the list and anyone that is a BroadWorks user will be monitored immediately.	Feature request
Unity Reception Web	Add Contact Note	<p>Users can add notes for BroadWorks users.</p> <p>Notes can be added to a call / CCS entry, once the call is active / CCS conversation is reserved.</p> <p>Users can add/edit/delete the notes if required.</p>	Feature request
Unity Reception Web	Hold & Link	Hold & Link is a call control feature whereby if a monitored user is on a call and the reception takes a call from someone who wants to talk to them, they can Hold & Link the call, which means hold it in BroadWorks and associate it to that monitored user's state.	Feature request

		<p>This menu option is only available if the reception user is on a call and if the monitored contact is on call.</p> <p>Unity will then show the monitored contacts state in red to show they're on a call.</p> <p>It can also show a second duration timer which is the amount of time they have been holding for, because there may be a policy to go back to the caller who is waiting every 2 minutes.</p> <p>Once the monitored contact releases the call, the status changes so that the reception can transfer the call.</p> <p>User can perform Blind Transfer and Warm Transfer from the context menu.</p> <p>At any time, user can right-click a call that is in Hold & Link mode and remove the link using the context menu.</p>	
Unity Reception Web	Previously Transferred	When a call is transferred, Unity now records the remote party number, the number the call was last transferred to, along with userID and name if available.	Feature request
All	Common phone list	<p>The Unity Webclients request directories in batches of 2,000 if the XML at any point contains a common phone list (where the user ID is empty), we can assume that all Group or Enterprise directories have been loaded and that only the common phone list remains.</p> <p>The Unity clients can then decide whether to continue requesting directories based on the Branding settings.</p> <p>If the 'Show Common Phone List' branding setting is set to false, Unity can stop processing the common phone list and avoid requesting the remaining contacts.</p>	Enhancement

Release 2.0.46

Beta release: 22nd November 2024

Production release: 25th November 2024

Application	Feature/Component	Description	Source
All	Click to Dial	When performing a click to dial, if the user is already on a BroadWorks call then Broadworks will be used for that click-to-dial, regardless of what the Unity setting is.	Enhancement

Release 2.0.45

Beta release: 20th November 2024

Production release: 21st November 2024

Application	Feature/Component	Description	Source
All	Keep Alive	A configuration file has been added to customize the keep alive timeout, allowing the socket server and client keep alive timeouts to be configured as per requirements.	Enhancement

Release 2.0.44

Beta release: 18th November 2024

Production release: 20th November 2024

Application	Feature/Component	Description	Source
All	Keep Alive	Modified the keep alive request so that each time a keep alive is sent from the client to the server, and from the server to the IM, the connection is maintained, ensuring that all requests are sent, and responses are received successfully.	Enhancement

Release 2.0.43

Beta release: 6th November 2024

Production release: 7th November 2024

Application	Feature/Component	Description	Source
All	Contact List	Fixed a bug wherein right clicking on a user on the contact list presents the options to transfer or park a call, but if the user tries to search for a user and right click on that user, then the options are not there.	Bug fix
All	Contact List	Fixed a bug wherein multiple contacts are selected and the user switches tabs and then returns back to the same tab, the selection will no longer be removed.	Bug fix

Release 2.0.42

Beta release: 30th October 2024

Production release: 3rd November 2024

Application	Feature/Component	Description	Source
All	Teams Presence Monitoring	Microsoft Teams allows users to monitor the presence of others in the organization and alerts when a user's status changes which will be shown in our Webclients.	Enhancement

Release 2.0.41

Beta release: 15th October 2024

Production release: 17th October 2024

Application	Feature/Component	Description	Source
All	Teams Mobile	Added the Teams JavaScript Library to the web applications as required by Microsoft. This only applies when running the web applications from the Teams environment.	Enhancement
All	ACD Codes	Fixed an issue where ACD unavailable codes were not always showing properly.	Bug Fix

Release 2.0.40

Beta release: 4th October 2024

Production release: 6th October 2024

Application	Feature/Component	Description	Source
All	Teams Mobile	A Contact Us link has been added to the login page for Teams, which redirects to the Internal Teams Contact Us page.	Enhancement
All	CCS	There was an issue where after closing a conversation, the conversation list was not updating with the conversation. This has been fixed.	Bug Fix
All	Call logs	The data format has been changed to the international date format YYYY-MM-DD 24hrs in the call logs.	Enhancement
All	Call logs	There was an issue where table sorting was not working in the conversation tab in the call logs. This has now been fixed.	Bug Fix
All	Call Center	There was an issue when an inbound call is made to the call center and answered with a right click. There would be two separators shown in the context menu. This is now removed.	Enhancement
All	Call Center	There was an issue when a call is made using the outbound DNIS of the same call center, the context menu does not show any call center options, as the webclient does not consider it as a call center call. This has been fixed.	Enhancement
All	Disposition Code and Closure Code	There was an issue when an outbound call is made using outbound DNIS. The user could not assign a disposition code to the current call as the webclient did not consider it as a call center call. This has been fixed.	Enhancement
All	Instant Messaging	IM options should be shown to a contact only if it is in the BW directory.	Enhancement

All	Instant Messaging	The tooltip for the button at the top shows “Open chat” when it is supposed to show “Close Chat” when the IM messaging is open.	Bug Fix
All	Personal wallboard/Tools menu	Not only the supervisors monitoring the user, but all supervisors on the list should now be available for an instant or emergency conference for the user.	Enhancement
All	Agent Activity List	Contacts which are not in Broadworks entry are now removed from the Agent activity list.	Enhancement
All	Manage User List	There was an issue when showing the Manage Users window. If the user turned off the “Show Hierarchy” checkbox then the group and department names would still be shown in the list. This has now been fixed.	Bug Fix
All	Contact List	The blank menu option when right-clicking on contact is now fixed.	Bug Fix
All	Contact List	There is now a “Show Mobile” option under the appearance menu, when a user right-clicks on the contact in the contact list.	Enhancement
All	User Interface	The button text should be placed under each main button in the main window and the CCS windows. Text should now be the same as in the tooltip and should be off by default. This can be turned on by users in the settings.	Enhancement
All	Settings and Services	<p>Security settings are added based on the Portal settings to enable and disable the following;</p> <ul style="list-style-type: none"> - Settings tab - Network tab - Authentication tab - Call center tab <p>In settings and services.</p>	Enhancement

Release 2.0.39

Beta release: 13th September 2024

Production release: 18th September 2024

Application	Feature/Component	Description	Source
All	Disposition code and Closure codes.	A user can now add a disposition code to a conversation, this applies if the code is provided from the portal for each media stream. Additionally, users can close a conversation with a closure code.	Enhancement
All	IM	The interval for sending IM keepalive has been reduced to half of the timeout value received from the portal to maintain the connection.	Enhancement
All	Socket Server	A warning should be shown when the web socket connection is closed, this is to alert the user.	Enhancement
All	XSI	The XSI request should be sent with a delay of 20ms for each user to avoid overloading the server during start-up.	Enhancement
All	Conferencing	If 3-Way Conferencing or N-Way Conferencing isn't assigned then the web applications will not show an error message on start-up. Instead, the Conference button is just not shown, and conferencing is not allowed.	Enhancement
All	Call Recording	<p>There was an issue wherein if Call recording is set to Always, then the Status did not say Active/Recording. This is now fixed.</p> <p>There was an issue where if Call recording was set to Always, then the left click did not seem to be working to Pause or Resume. This has been fixed.</p>	Bug Fix

Release 2.0.38

Production release: 29th August 2024

Application	Feature/Component	Description	Source
All	Teams Mobile	Teams mobile view integration displayed the login page and the dialer when accessing the web applications through the Teams mobile app.	Enhancement

Date of review 10/04/2025

Release 2.0.37

Production release: 18th August 2024

Application	Feature/Component	Description	Source
All	Alternate email ID	<ol style="list-style-type: none"><u>The primary user ID received from profile request is used for communications with Broadworks platform.</u> The Primary user ID is received from the Broadworks profile request and is saved in the socket server. Since Broadworks supports both logins, we are using primary user id for all communications with Broadworks platform.<u>The primary user ID is used for IM communications.</u> For IM communications such as IM Register, IM status, etc we are using primary login id.<u>Login id for communications with Kakako portal requests.</u> Socket server uses login id for all portal requests such as license, branding, etcLogin id is used for license request and the userGuid received from license will be different for alternate id and primary user id. So, when we use the userGuid associated with alternate id, some features like Outlook, Salesforce and Contact Center integration won't work properly in alternate login.<u>Session override will work using both logins.</u> When user's login with either a primary id or alternate id, both are considered to be a valid session for a single user. When a second session starts first session will be overridden. Therefore, user will have only one valid session at a time	Enhancement

All	Scheduled Time	There was a change in the XML format for fetching Scheduled Time, this has been updated.	Enhancement
All	Socket Server	Settings in the tree menu will disappear while clicking the call center menu in the settings.	Bug Fix

Release 2.0.36

Application	Feature/Component	Description	Source
All	Socket Server	The web clients will now use the reporting URL received in the branding response when creating XSI connections.	Enhancement
All	Socket Server	SSLv3 support added for TCP connections created for XSI Events.	Enhancement
All	Socket Server	The replacement VoIP server received in the branding response is no longer used in the web clients.	Enhancement
All	Socket Server	Unity web clients will always use the VoIP server address entered by the user in the login screen for creating OCI connections.	Enhancement
All	Startup	Details received from 'GetServerHostDetailsFromURL' will be stored in local storage and will be used from local storage only if the webservice does not return any value from the next application load.	Bug Fix
All	Startup	CTI connection port defaults to 8011 if value from branding is empty.	Enhancement

Release 2.0.35

Application	Feature/Component	Description	Source
All	Tiny-MCE	Tiny-MCE library versions have been updated to the latest (7.0.2)	Update
All	Socket Server	Exceptions occurring due to CRM token format mismatch, are managed when the CRM token is received from the portal. The web clients currently only support Salesforce CRM. Tokens from other CRM's will currently be ignored.	Bug Fix

Release 2.0.34

Application	Feature/Component	Description	Source
All	Salesforce Integration – Settings - Authorisation	<p>The CRM will be available when the CRM Integration License is assigned.</p> <p>Salesforce Integration in Settings Tab:</p> <ul style="list-style-type: none"> • CRM Authorization option added for login into Salesforce. (None option available to logout from CRM). • Authorization is done through navigating to Salesforce Lightning login page. • Include Contacts, Include Leads, Include Accounts options are provided to get the Salesforce contact details. • “Automatically Call Log Entry” option allows for a task to be added automatically when closing a webchat without manually adding the task. <p>Automatic Contact Pop-up</p> <ul style="list-style-type: none"> • Salesforce contact will pop-up According to the check box selected, when we reserve a conversation. And will also pop-up when the call is answered in case of calls. 	Feature request
All	Salesforce Integration – Active Call Window	<ul style="list-style-type: none"> • If the conversation or calls shown in the active call window is a CRM contact, then the remote party name will be replaced with the CRM contact name along with the type of contact in the bracket. • While right clicking the Salesforce contact call, “Show CRM contact and Add CRM log entry” will be shown in the context menu, • CRM Contact will pop-up when we select the “Show CRM contact” option from context menu in a conversation or call. 	Feature request
All	Salesforce Integration – Contact Table	<p>Salesforce integration in Contact Table:</p> <ul style="list-style-type: none"> • Salesforce contacts can be searched in the search option of the contact table. 	Feature request

		<ul style="list-style-type: none"> • When right clicking on a Salesforce contact, CRM contact will pop-up after selecting the “Show CRM contact” option from the context menu. • The Salesforce contact can be identified by showing the Salesforce contact type. 	
All	Active Call Window	Remote name is now shown correctly when calling to a call center from a mobile, and if the call center name is present in the remote name field, then it will be removed.	Bug fix

Release 2.0.33

Application	Feature/Component	Description	Source
All	Startup	The IM&P server, attach server and portal server FQDNs are now loaded from the branding response rather than from cached details, they are refreshed whenever Unity web is restarted.	Feature request

Release 2.0.32

Application	Feature/Component	Description	Source
All	Socket Server	The portal server address is now provided in a config file for the socket server.	Feature request
All	BroadWorks Anywhere	In the BroadWorks anywhere service, if alert all locations is checked, then the perform auto answer function is disabled.	Feature request

Release 2.0.31

Application	Feature/Component	Description	Source
All	Language	Added language tags for missing text.	Bug Fix
All	Socket Server	Web Clients now show Favicon based on the portal settings.	Feature request

Release 2.0.30

Application	Feature/Component	Description	Source
All	Language	Added language tags for all text.	Bug Fix
All	Socket Server	Bug fix in OCI to support multiple XML encoding charsets. Decoding is either UTF-8 or ISO-8859-1, based on the encoding in incoming XML.	Bug Fix
All	Call	Unity will now select the closest match to the searched number if multiple contact are returned during contact lookup.	Bug Fix

Release 2.0.29

Application	Feature/Component	Description	Source
All	Contact Table	Fixed a bug that would occur when showing Outlook contacts in the contact table.	Bug Fix
All	Manage User List	Fixed a bug that would occurring while showing contacts in the Manage User List search.	Bug Fix

Release 2.0.28

Application	Feature/Component	Description	Source
All	Active Call Window	Fixed a bug that would occur when updating call recording status in the Active call window.	Bug Fix
All	Active Call Window	Fixed a bug that would occur when answering, retrieving and holding a call by double clicking the call in the active call window.	Bug Fix
All	Manage User List	Improved the loading speed of the manage user list window while showing large numbers of directory contacts. Initially only the first 100 contacts will be shown in the manage user list, and the rest will appear in the search.	Enhancement

Release 2.0.27

Application	Feature/Component	Description	Source
All	Socket Server	Added Health Checker for Socket Servers in AWS.	Requirement
All	Socket Server	Updated Log4j configuration to create file size with 100MB and the number of maximum files created updated to 100 per day.	Enhancement
All	Contact Center Server	Fixed the bug in transferring a Callback, SMS, Email.	Bug Fix
All	Socket Server	Fixed the bug in showing joined state for call centers.	Bug Fix

Release 2.0.26

Application	Feature/Component	Description	Source
All	Directories	Fixed the bug in loading directories.	Bug Fix

Release 2.0.25

Application	Feature/Component	Description	Source
All	Settings	Setting “Auto answer on click-to-dial calls” to true by default. If “BroadWorks Anywhere > Alert all appearances on click to dial” is true then this setting will be turned off and disabled in Unity Settings. Otherwise it can be turn on/off in Settings.	Enhancement
All	Login page, Home page	Showing footer in login page and main page. Showing default domain, logo in Login page.	Requirement
All	Login page	Show an alert if OCIOverSoap is enabled but not supported by BroadWorks, and on an OK press, redirects to the login page itself so the web client no longer gets stuck in an infinite loop.	Bug Fix

Release 2.0.24

Application	Feature/Component	Description	Source
All	Instant Message	Show Instant Messaging functionalities based on the portal settings. Show “Not connected to contact center server” if web client not connected to CCS.	Enhancement

Release 2.0.23

Production Release 27th October 2023

Application	Feature/Component	Description	Source
All	Login Page	Fixed the bug in logging in while the remember password check box is unchecked.	Bug Fix
All	Active Call Window	Bug fix in showing Queued calls.	Bug Fix

Date of review 10/04/2025

Release 2.0.22
Production Release: 27th October

Application	Feature/Component	Description	Source
All	Agent Activity Tab	Fix the bug in showing ACD Duration.	Bug Fix

Release 2.0.21

Production Release: 27th October 2023

Application	Feature/Component	Description	Source
All	Instant Messaging	Block Instant Message functionalities based on the portal settings.	Feature request
Unity Supervisor Web, Unity Agent Web, Unity Desktop Web	Team App	Bug fix in Restart and Sign-out options in Web client integration for Microsoft Teams	Bug Fix

Date of review 10/04/2025

Release 2.0.20

Production Release: 27th October 2023

Application	Feature/Component	Description	Source
All	Contact Center	Contact Center Server integration which includes Twitter, Email, Callback, SMS and Web Chat.	Feature request
All	Socket Server	The Docker container in AWS servers will be added with Tiny MCE.	Feature request
All	Login Page	Fix the bug whereby if the user waits too long in the Login page, the connection to the socket server is closed.	Bug Fix
All	Teams App	Web Client integration for Microsoft Teams	Feature request
All	Socket Server	OCI LoginRequest22V3 added for Broadworks above version 21.	Enhancement

Date of review 10/04/2025

Release 2.0.19

Production release: 29th August 2023

Application	Feature/Component	Description	Source
Unity Supervisor Web, Unity Agent Web	Call Center	Requests to get disposition codes and DNIS for Premium Call Center only.	Bug Fix

Date of review 10/04/2025

Release 2.0.18

Production Release: 29th August 2023

Application	Feature/Component	Description	Source
All	Settings	Load server address from the configuration file.	Enhancement
All	Dial	Show alert when the user called Emergency numbers returning from the portal.	Enhancement

Date of review 10/04/2025

Release 2.0.17

Production release: 11th January 2023

Application	Feature/Component	Description	Source
All	BroadWorks Directory Integration	Unity now supports very large directories by using paged directory requests, where each request will return up to 2000 contacts. Unity will not request the next page until the current page (containing 2000 contacts) has been returned, thereby reducing the amount of concurrent processing required on the XSP.	Enhancement
All	Authentication	There was an issue whereby the Unity client would perform OCI authentication every time an OCI request was made. This design has been changed so that OCI authentication is performed once per queue, then the session is reused for all further OCI requests [for that queue].	Bug-fix
All	OCI Messaging	The OCI session ID now includes the name of the currently running Unity web client, making it easier to identify Unity messaging in the XSP logs.	Ad-hoc modification
Unity Supervisor Unity Agent	Call Center Agent State	When the browser is closed or connectivity to the Unity cloud is lost, the agent ACD state will be set to Sign-Out, if configured in Unity Settings.	Ad-hoc modification
Unity Supervisor Unity Agent	Unity Settings: Call Center Agent	The default setting has been modified so that when the browser is closed the agent ACD state will be changed to Sign-Out. This setting can be changed by the user but will be checked by default.	Enhancement
Unity Supervisor Unity Agent	Startup	“Sign-In” and “Sign-Out” have been added as potential startup ACD states, which can be changed in Settings. The default value is “Not Set” meaning the ACD state will be changed during startup.	Enhancement
Unity Supervisor Unity Agent	Startup	The startup sequence has been slightly modified so that agent ACD and joined states are shown faster.	Enhancement
All	Client Sign-Out	When the user clicks Sign-Out they will now be redirected directly to the login screen. If configured, Unity will set the ACD state to Sign-Out.	Enhancement

All	Call Park	When a call is parked against a user the Call Park retrieve button should blink.	Enhancement
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Release 2.0.16

Application	Feature/Component	Description	Source
All	Settings	Call Notification pop-up maximum time changes to 60 seconds	Enhancement
All	Contact Table	Fixed the bug in showing previously saved monitored users.	Bug Fix
Unity Supervisor Web	Agent Activity Tab	Agent Activity Tab will show only if we receive a call center statistics response from the Broadworks.	Enhancement

Release 2.0.15

Application	Feature/Component	Description	Source
All	Voicemail	Added Third-party voicemail integration	Feature request
Unity Supervisor Web	Active call window	Added "Transfer to Voicemail" option while right clicking an ringing call in active call window	Enhancement
Unity Supervisor Web, Unity Agent Web	Notification	Removal of call notification when the call is answered or released	Enhancement
All	Voicemail	Dial a preconfigured voice portal extension when the user clicks the Voicemail button	Enhancement

Release 2.0.14

Application	Feature/Component	Description	Source
Unity Supervisor Web, Unity Agent Web	Active call window	Fixed the bug in Answering Queued call.	Bug fix
Unity Supervisor Web	Active call window	Fixed the bug in Promoting Queued calls.	Bug fix
Unity Supervisor Web, Unity Agent Web	Home Page	Allow * and # if it's the first character in the string while dialling.	Enhancement
All	Call Logs	Forbidden Calls will not be inserted in call logs.	Enhancement

Release 2.0.13

Application	Feature/Component	Description	Source
Unity Supervisor Web, Unity Agent Web	Service/Settings	When performing phone number validation (for any phone number) then * and # characters are permitted, so long as they are first character in the number	Bug fix

Release 2.0.12

Application	Feature/Component	Description	Source
Unity Supervisor Web, Unity Agent Web	Login Page	Fixed the bug in showing the blue loading screen for long time.	Bug fix
Unity Supervisor Web, Unity Agent Web	Contact Table	Fixed the bug in showing monitored users list.	Bug fix
Unity Supervisor Web, Unity Agent Web	Settings	If the VoIP server address was pre-populated, then the OCI server address should be read-only in Unity Settings.	Bug fix

Release 2.0.11

Application	Feature/Component	Description	Source
Unity Supervisor Web, Unity Agent Web	OCI	Timeout for OCI GroupCallCenterGetInstanceStatisticsrequest is set to 180 seconds and 30 seconds for all other OCI requests. Also retry GroupCallCenterGetInstanceStatistics request if Timeout error happens.	Enhancement
Unity Supervisor Web, Unity Agent Web	Home Page	Language Tag changed for the alert which shows if the call logs service is not assigned.	Enhancement
Unity Supervisor Web, Unity Agent Web	Agent Activity Tab	Fixed the bug in showing the ACD duration and Unavailability Reason stats of Agent activity tab.	Bug fix

Release 2.0.10

Application	Feature/Component	Description	Source
Unity Supervisor Web, Unity Agent Web	Home Page	If a call center login is failed during startup, then Unity web Application will not attempt to login to that call center in case of a reconnection.	Bug fix

Release 2.0.9

Application	Feature/Component	Description	Source
Unity Supervisor Web, Unity Agent Web	Home Page	Showing Personal wallboard, Agent activity tab in XSI application.	Enhancement

Release 2.0.8

Application	Feature/Component	Description	Source
Unity Supervisor Web, Unity Agent Web	Call control button	Showing outbound DNIS only for call centres in which the user is an agent.	Bug fix
All	Login page	Prepopulate server address in login page based on the URL.	Enhancement
All	Network Page	Using separate server address for XSI actions and XSI events.	Enhancement

Release 2.0.7

Application	Feature/Component	Description	Source
All	Home Page	Changed the logic in showing alert for error responses	Enhancement
All	Active call window	Fixed the bug in adding disposition code.	Bug fix

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Release 2.0.6

Application	Feature/Component	Description	Source
All	Home Page	Added alert for error response from BroadWorks server.	Enhancement

Release 2.0.5

Application	Feature/Component	Description	Source
All	Contact Table, Agent Activity Table	Changed the order of sending monitored agents/ users subscription requests since it takes long time for the ACD state to appear.	Enhancement

Release 2.0.4

Application	Feature/Component	Description	Source
All	Contact Table	Fixed the bug in showing monitored users in the contact table for enterprise users.	Bug fix

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Release 2.0.3

Application	Feature/Component	Description	Source
All	Contact Table	“Transfer to Voicemail” option will be shown for monitored users if voicemail service assigned to them.	Bug fix
Unity Supervisor Web, Unity Agent Web, Unity Desktop Web	Contact Table	“Warm Transfer to Mobile” option will show for users which have mobile number.	Bug fix
Unity Supervisor Web, Unity Agent Web, Unity Desktop Web	Contact Table	Showing user call/ status details on hovering monitored users in contact table.	Enhancement

Release 2.0.2

Application	Feature/Component	Description	Source
Unity Supervisor Web, Unity Agent Web	Call Centre Join/Leave	Join/Leave option for supervisors and agents based on "preventAgentFromCallCenterLogin" settings from branding.	Enhancement

Release 2.0.1

Application	Feature/Component	Description	Source
All	All	Angular version updated to 11.2.14 and Primeng version updated to 9.0.0.	Enhancement

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Release 2.0.0

Application	Feature/Component	Description	Source
Unity Supervisor Web	Remotely Changing Agent State	The supervisor can change the agent's availability to the call center either from the Personal Wallboard, Tools menu or Agent Activity tab. The actions that are available are forcing the agent to Join or Leave specific queues and changing their ACD state, including the unavailable reason code if applicable. The supervisor can also specify an Unavailable code when selecting this state and Call or Instant Message the Agent from the drop list.	Feature request
Unity Supervisor Web	Services	All statistics in the Agent Activity tab are configurable and allow thresholds to be set against them. To add and remove statistics in the Agent Activity tab go to Settings>Statistics>Columns>Agent Activity. To set thresholds against a statistic, double click it and set the values	Feature request
Unity Supervisor Web	Services	The Agent's icon in the Agent Activity tab can be based on a range of states, for example, JoinedState which displays either red or green to represent whether the Agent is joined to the Call Centre or not. This is configured in Settings>Supervisor>Agent activity image based on.	Feature request
Unity Supervisor Web	Silent Monitoring	Allows the supervisor to silently monitor the next call or calls taken by a specified agent.	Feature request
Unity Supervisor Web	Promote call	User can reorder and change the priority of a queued call centre call.	Feature request
Unity Supervisor Web	Services	Added Call Centre Monitoring service page.	Feature request
Unity Supervisor Web	Services	The supervisor can optionally configure the "Staffed Ratio" statistic so that it only shows agents that are being supervised. In Settings [button] > Settings [tab] > Supervisor – check "Only included my supervised agents in the staffed ratio".	Feature request
Unity Supervisor Web	Services	To monitor all agents, go to Settings [button] > Settings [tab] > Supervisor and uncheck "Automatically add all agents to my supervised agent list".	Feature request
Unity Supervisor Web	Modify supervised agent list	Supervisor can modify the agent list and add the agents they want to supervise from Tools menu and Personal wallboard.	Feature request
Unity Supervisor Web	Forced Forwarding	User can activate/ deactivate forced forwarding for a premium call centre from Tools menu and personal wallboard.	Feature request

Unity Supervisor Web and Unity Agent Web	Personal Wallboard	Added Staffed Ratio and Total Received calls columns for Call Centre statistics.	Feature request
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Release 1.0.43

Application	Feature/Component	Description	Source
Unity Agent, Unity Desktop	Directory	Group common list directory will show for an enterprise user.	Bug fix
Unity Agent, Unity Desktop	Voicemail Tab	For sip contacts, the phone number in voicemail tab is showing as "sip:+14242XXXXX@199.168.XXX.XXX" is now replaced only with the number (eg: +14242XXXXX) as like in Unity windows client.	Bug fix
Unity Agent, Unity Desktop	Service	Fixed the bug in url encoding of GroupServiceAssigned request.	Bug fix

Release 1.0.42

Application	Feature/Component	Description	Source
Unity Agent, Unity Desktop	Voicemail	Fixed the bug in creating call from voicemail context menu	Bug fix

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Release 1.0.41

Application	Feature/Component	Description	Source
Unity Agent, Unity Desktop	Call	Added " tel: " in dial and transfer requests.	Bug fix

Release 1.0.40

Application	Feature/Component	Description	Source
Unity Agent, Unity Desktop	Network	Automatically reconnect when internet comes back	Feature request

Release 1.0.39

Application	Feature/Component	Description	Source
Unity Agent, Unity Desktop	Server	10 Seconds timeout added for every web request.	Bug fix

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Release 1.0.38

Application	Feature/Component	Description	Source
Unity Agent, Unity Desktop	Language	Default language phrase for “Prompt.License.CouldNotContactServer” has changed.	Enhancement
Unity Agent, Unity Desktop	OCI Connection	The replacementVoipServer address should be compared with what is currently being used, if it's different then the FQDN from the branding settings should be saved and the newly saved FQDN from the saved branding file will be used.	Enhancement
Unity Agent, Unity Desktop	Server	Exceptions occurred in server are fixed.	Bug fix

Release 1.0.37

Application	Feature/Component	Description	Source
Unity Agent, Unity Desktop	OCI Connections	InstantMessageDomain from the branding will be used as the system default domain.	Bug fix
Unity Agent, Unity Desktop	Personal Wallboard	The Overall Queue Statistics starts at Zero when logging in or after restart.	Bug fix
Unity Agent, Unity Desktop	Server	Exceptions occurred in server are fixed.	Bug fix

Release 1.0.36

Application	Feature/Component	Description	Source
Unity Agent, Unity Desktop	Services	To remove a blank message which is shown after a service not assigned alert is shown.	Bug fix

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Release 1.0.35

Application	Feature/Component	Description	Source
Unity Agent, Unity Desktop	Services	If the “External Calling Line ID Delivery” or “Internal Calling Line ID Delivery” service isn’t assigned to the user then Unity will show prompts only when “Calling Number Delivery” service also not assigned.	Feature request
Unity Agent, Unity Desktop	Authentication	When logging in, removed any instances of Error! Hyperlink reference not valid. , Error! Hyperlink reference not valid. and “/” from the start and end of the VoIP server address.	Feature request
Unity Agent, Unity Desktop	Server	Encoding special characters in url.	Bug fix
Unity Agent, Unity Desktop	Server	Over memory usage issues in server caused by running threads.	Bug fix
Unity Agent, Unity Desktop	Services	An empty alert message which is showing after when a service not assigned is removed.	Bug fix
Unity Agent, Unity Desktop	OCI Connection	Web client should check the status code of the response and if it’s 404 then it means the OCI over SOAP interface couldn’t be reached, so it should show an error stating this.	Bug fix

Release 1.0.34

Application	Feature/Component	Description	Source
Unity Agent, Unity Desktop	Settings	Changed call centre login status error alert in call centre login page	Bug fix
Unity Agent, Unity Desktop	Settings	Added “Use OCI-P over SOAP” settings in Network page	Feature request

Release 1.0.33

Application	Feature/Component	Description	Source
Unity Agent, Unity Desktop	Personal Directory	Added validation for unsupported characters in adding/ editing personal directory contacts name.	Bug fix
Unity Agent, Unity Desktop	OCI Connection	Unity Web client will create TCP channel for OCI connection based on the portal settings.	Bug fix

Release 1.0.32

Application	Feature/Component	Description	Source
Unity Agent, Unity Desktop	Home page	Added alert for error response from OCI server.	Bug fix
Unity Agent, Unity Desktop	User subscription	Unity Web client will use user and product specific ChannelID and ApplicationID (both same) while sending CTI request. If a user logged in to same product from another browser/tab, the existing session would get overridden and the user will be prompted with an overridden message.	Bug fix

Release 1.0.31

Application	Feature/Component	Description	Source
Unity Agent, Unity Desktop	Contact Table	Added option to select 'Starts with' or 'Contains' in contact search page in settings, which will be applicable while searching in contacts tab.	Feature request
Unity Agent, Unity Desktop	Authentication	Passwords are trimmed to avoid spaces	Bug fix
Unity Agent, Unity Desktop	Contact Table	<p>Unity Web client will not display contacts which has the following first names: 'BroadWorks anywhere', 'instant conferencing', 'instant group call', 'trunk group', 'voice portal'.</p> <p>For contacts containing which has the following first name 'auto attendant', 'call center', 'collaborate - audio', 'flexible seating guest', 'group paging', 'hunt group', 'hunt gruppe', 'meet-me conferencing', 'voicexml', 'auto attendant - basic', 'auto attendant - standard' only the last name will be displayed in contacts table.</p> <p>Contacts containing the first name as 'voice messaging group' will be displayed only if the contact is of the same group as the logged-in user.</p>	Bug fix

Release 1.0.30

Application	Feature/Component	Description	Source
Unity Agent, Unity Desktop	Contact Table	Fixed the issue in showing context menu while dropping an active call to contact table.	Bug fix

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Release 1.0.29

Application	Feature/Component	Description	Source
Unity Agent, Unity Desktop	Login page	Removing CTI Port field From Login Page	Enhancement
Unity Agent, Unity Desktop	Settings	Adding Contact Search page in Settings.	Feature request
Unity Agent, Unity Desktop	Settings	Adding new tabs 'OCI' and 'XSI' in Network Settings Page.	Feature request
Unity Agent, Unity Desktop	Contact Table	Adding 'location' column in Contact Table.	Feature request
Unity Agent, Unity Desktop	Contact Table	Adding Contacts Table Search based on Location and Department.	Feature request
Unity Agent, Unity Desktop	Hoteling Guest	Changing OCI GetHotelingHosts request to XSI.	Enhancement
Unity Agent, Unity Desktop	Flexible Seating Guest	Changing OCI GetFlexibleSeatingHosts request to XSI.	Enhancement
Unity Agent, Unity Desktop	MeetMeConferencing	Changing OCI UserMeetMeConferencingGetConferencerequest20 request to XSI.	Enhancement
Unity Agent, Unity Desktop	User subscriptions	Using XSI event channel instead of CTI based on the portal settings.	Feature request

Release 1.0.28

Application	Feature/Component	Description	Source
Unity Agent, Unity Desktop	Http request for XSI	Based on the XSI security protocol from portal server use http request for XSI.	Feature request
Unity Agent, Unity Desktop	Server Address Redirection	Fixed bug in OCI and XSI redirection.	Bug fix
Unity Agent, Unity Desktop	Call Centre Login	Fixed bug in getting call centre password from redis.	Bug fix
Unity Agent, Unity Desktop	Alerts	Prompts are shown in start-up if Internal Calling Line ID Delivery, External Calling Line ID Delivery, Basic and Enhanced Call Logs services are not available.	Feature request
Unity Agent, Unity Desktop	View User Details Page	Location and Department of the user is added in View user page.	Feature request
Unity Agent, Unity Desktop	Use xsiEventsApplicationId	In the urls where the URL path starts with "com.broadsoft.xsi-events" the string "com.broadsoft" must be replaced with <xsiEventsApplicationId> if available in the branding response.	Feature request
Unity Agent, Unity Desktop	Personal Wallboard	Bug fix in Average Talk Time.	Bug fix

Release 1.0.27

Application	Feature/Component	Description	Source
Unity Agent, Unity Desktop	Server Address	Changes in selecting xsi, oci and cti server address from the branding response.	Bug fix
Unity Agent, Unity Desktop	Server Address Redirection	Redirections when received from BroadWorks, that applies to both OCI over SOAP and XSI	Bug fix

Release 1.0.26

Application	Feature/Component	Description	Source
Unity Agent, Unity Desktop	Error message	Error messages added.	Bug fix

Release 1.0.25

Application	Feature/Component	Description	Source
Unity Agent, Unity Desktop	Outlook	Fixed saving of improper shared calendar token in portal.	Bug fix
Unity Agent, Unity Desktop	Voicemail	Fixed bug in Voicemail playing.	Bug fix
Unity Agent, Unity Desktop	ACD Buttons	Fixed bug in showing current ACD button.	Bug fix

Release 1.0.24

Application	Feature/Component	Description	Source
Unity Agent, Unity Desktop	IM Messaging	The keepAlive value coming from Unity portal will be used for updating IM channel.	Bug fix
Unity Agent, Unity Desktop	IM Messaging	Fixed the IM chat scroll issue.	Bug fix

Release 1.0.23

Application	Feature/Component	Description	Source
Unity Agent, Unity Desktop	Answer this call (Call Pick-up)	This will perform call pick-up and will pull the call to the ringing user.	Feature request
Unity Agent, Unity Desktop	Barge into call	Makes an immediate three-way conference call with the Desktop user, the monitored user and the third party the monitored user is talking to. All parties will be able to talk and hear each other	Feature request
Unity Agent, Unity Desktop	Warm Transfer	Unity Web client allows you to warm transfer a call by right clicking the user you 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 your active call window	Feature request
Unity Agent, Unity Desktop	Park Call On Extension	Will park the call on the monitored user’s extension park slot.	Feature request
Unity Agent, Unity Desktop	Call Transfer in Service page	Configure call transfer recall and busy camp on features	Feature request
Unity Agent, Unity Desktop	Call Park Retrieve in Service	Configure Unity to alert you when a call has been parked against your extension	Feature request
Unity Agent, Unity Desktop	Browser Integration	Added more delimiters	Feature request
Unity Agent, Unity Desktop	Authentication	Changes in encrypting and decrypting login password	Bug fix
Unity Agent, Unity Desktop	Directed Call Pickup with Barge In	Configure Directed Call Pickup with Barge In service	Feature request

Release 1.0.22

Application	Feature/Component	Description	Source
Unity Agent, Unity Desktop	Deleting Subscriptions	Deleting all user subscriptions when closing Unity Web client.	Bug fix

Release 1.0.21

Application	Feature/Component	Description	Source
Unity Agent, Unity Desktop	Office 365 integration	Fetching contacts from office 365 account.	Feature request
Unity Agent, Unity Desktop	"Title" and "Email" columns in contact table	Shown 'Title' and 'Email' column in contact table.	Feature request
Unity Agent, Unity Desktop	Browser Integration	Configure Unity to browse to a URL in the default browser. Use the [ContactNumber], [Direction], [LocalCallID] and [LoginID] placeholders which Unity will replace with the call details.	Feature request

Release 1.0.20

Application	Feature/Component	Description	Source
Unity Agent, Unity Desktop	User Subscriptions	Only 5 subscription request will send to BroadWorks per second.	Bug fix
Unity Agent, Unity Desktop	User Subscriptions	All subscriptions will be updates after completing 80% of channel expires time.	Bug fix

Release 1.0.19

Application	Feature/Component	Description	Source
Unity Agent, Unity Desktop	Instant Message	Not showing Instant Message online for users as Unity Web client is sending wrong group id to IM server.	Bug fix

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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

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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 dialing 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 to initial an ad-hoc conference. This includes sending the moderator ID.	Feature request
Unity Agent	Call Centre 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 Centres	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

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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 Centre or Agent list then Unity will use the logged in user's domain name.	Enhancement

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 Centre 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 Centre authentication	Unity Agent Web now features a Call Centre authentication page allowing users to view and change Call Centre 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 Centre 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
Unity Agent	Disposition Codes	All incoming and outgoing call centre 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 Centre DNIS.	Feature request
Unity Agent	Supervisors	When right clicking a Call Centre 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 Centre queues on start up.	Feature request
Unity Agent	Services	Unity can now be configured to leave all Call Centre 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 Centre calls in call logs.	Feature request
Unity Agent	Services	Unity can now be configured to display queued Call Centre calls in the activity list.	Feature request
Unity Agent	Services	Unity can now be configured to show all supervisors in the Call Centre 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 Centre 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
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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

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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 Centre 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 Centre 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-	Users can now set the External Calling Line ID Delivery service.	Feature request

	External Calling Line ID Delivery		
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- Dialling rule	Specify custom dialing rules when using click to dial and contact popping for incoming calls. This is particularly useful when dialling 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-Start up	Users can configure Unity to automatically start when the operating system does.	Feature request
Unity Agent, Unity Desktop	Manage Ad hoc Status	User can now manage their Ad hoc 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
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Date of review 10/04/2025