



VISION360 | RELEASE NOTES

Please note: Following a new release to Vision360, a **'hard reload'** in the browser may be required, in order to ensure the JavaScript used in the new Vision release is downloaded. This is outlined in this knowledgebase article: <https://portal.unityclient.com/KbArticlePublicView.aspx?publickey=tPvRf/swWtY=>

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Release 4.0.0

Beta release: 9th February 2026

Production release: 15th February 2026

Feature/Component	Description	Source
User Interface	Replaced the existing JavaScript-based application with a fully developed Angular implementation to enhance performance, scalability, and long-term maintainability.	Enhancement
User Interface	Implemented real-time language switching functionality, that allows users to change the applications language instantly. This does not require a page reload and ensures immediate content updates across the entire application.	Enhancement
User Interface	A sticky footer has been implemented on the Auto Attendant Options Summary page. The ' Abandoned ' row now remains fixed at the bottom of the table.	Feature Request
User Interface	Resolved an issue where Overflowed and Stranded calls were not reflected in the Call Center Summary and Details pages, also corrected the Result column values in the Details page to ensure accurate reporting.	Bug Fix
User Interface	Resolved an issue where duplicate month values were displayed in the interval column when the sampling option was set to Month.	Bug Fix
User Interface	Resolved an issue causing discrepancies in the Average Handle Time values between the Call Center Dashboard and the Individual Agent Dashboard.	Bug Fix
User Interface	A new password policy has been introduced to enforce stronger security standards. This includes requirements for minimum password length, complexity rules, and validation during both password creation and reset processes.	Feature Request

Release 3.3.1

Beta release: 30th September 2025

Production release: 05th October 2025

Feature/Component	Description	Source
User Interface	Modified the dashboard timer logic so that requests are sent sequentially and, after receiving all responses, the system now waits for the defined polling interval before starting the next request cycle.	Bug Fix
User Interface	Added a Select All / Unselect All option by clicking on the enterprise name, allowing users to easily manage all groups in enterprise environments from the left-side menu.	Feature Request
User Interface	The logo now loads only after it's fully ready, preventing flashing or incorrect visuals during startup.	Bug Fix
User Interface	Buttons and menu options on Portal User and Portal User Add pages are now shown or hidden based on user permissions.	Bug Fix

Release 3.3.0

Beta release: 15th August 2025

Production release: 23rd August 2025

Feature/Component	Description	Source
API	Resolved an issue in the Redis PubSub component that caused unstable connections and infinite reconnect loops.	Bug Fix
User Interface	Resolved a vulnerability caused by an outdated Chart.js library by updating to version 3.0.0.	Security Patch
User Interface	Resolved a vulnerability caused by an outdated Select2 library by updating to version 4.1.0.	Security Patch

Release 3.2.0

Beta release: 21st July 2025

Production release: 2nd August 2025

Feature/Component	Description	Source
User Interface	Platform Owner users can now view Service Providers with the same name but belonging to different groups under different platforms. These will be displayed separately in the left-side menu, allowing users to manage and switch between multiple groups under the same ServiceProviderID.	Bug Fix
User Interface	Login IDs are now case-insensitive during the login process. Users can log in using any combination of uppercase or lowercase letters, and the system will correctly validate their credentials. Regardless of how the email is entered, authentication will work as expected.	Feature Request
User Interface	SLA input data is now properly validated across all sections. If any input is invalid, users will receive clear and immediate error messages to guide them in correcting the data.	Feature Request
Scheduled Reports	Users are now alerted when attempting to schedule a report with custom date ranges, which are not allowed. This validation is enforced across all relevant pages.	Feature Request
Scheduled Reports	Custom day selection is now enabled for scheduled reports, allowing users to choose specific weekdays for report delivery.	Feature Request
User Interface	For reports with sampling and custom date ranges, the system now calculates sample count based on the selected type and range. If the total exceeds 100, an alert is shown and the report is not generated to maintain performance.	Bug Fix
User Interface	Updated the Sign-In/Sign-Out report logic to display the "Interval Text" column for all duration types except "Yesterday".	Feature Request
Email	If an account is locked due to repeated login failures, the system sends an email with an Unlock button, allowing the user to unlock the account and reset their password. However, if the account	Feature Request

	is locked by an administrator, the system sends a notification email without the Unlock button, informing the user that the account has been locked.	
User Interface	Implemented user login history to display the last 50 login attempts, including failure reasons, along with the most recent successful and unsuccessful logins.	Feature Request
User Interface	Resolved an issue where the AM/PM time format was not working correctly in the Call Center Detail report. The report now accurately displays time values in the AM/PM format as expected.	Bug Fix
User Interface	All API calls for generating reports have been changed from HTTP GET to HTTP POST to avoid issues with URL length limitations that previously caused some requests to be blocked.	Bug Fix
User Interface	Resolved a vulnerability caused by an outdated Bootstrap library by updating to Bootstrap v5.3.7.	Feature Request
User Interface	Improved menu responsiveness by implementing a functional hamburger menu for top navigation on small screens.	Bug Fix
API	Resolved an issue where CSV-type scheduled reports were not generated via the API, which previously caused server unresponsiveness. Scheduled CSV reports now function as expected without having to impact server stability.	Bug Fix

Release 3.1.1

Beta release: 28th March 2025

Production release: 5th April 2025

Feature/Component	Description	Source
User Interface	Fixed the issue wherein report templates did not preserve column visibility. Users can now create report templates by selecting only the columns they want to view, ensuring that only the chosen columns are displayed when running a saved template for a consistent and personalized experience.	Bug Fix
User Interface	Fixed the issue where the Service Provider ID was displayed instead of the name in the Portal User Settings and Add User pages. The Portal User settings column now correctly displays the Service Provider Name. Updated both pages to ensure the Service Provider Name is shown instead of the ID.	Bug Fix
User Interface	Fixed the issue where the Report Type dropdown in Scheduled Reports and Report Templates displayed all summary pages regardless of user permission. The dropdown now correctly shows only the summary pages that the user has permission to access.	Bug Fix
User Interface	Fixed the issue where the Dashboard Call Center displayed and incorrect agent count in the "Agents Joined" column of the Top Performing Queue table. The agent count now displays correctly in the "Agents Joined" column.	Bug Fix
User Interface	Fixed the issue on the Heat Map page where call counts included unlicensed users. The system now filters out calls made by unlicensed users, ensuring that only call counts from licensed users are displayed.	Bug Fix
User Interface	Fixed the issue in the Call Center Dashboard context menu for the Top Performing Queues and Agents table. The context menu is now restricted based on user permissions, ensuring that only authorized users can view and access the "Details" option.	Bug Fix
User Interface	Fixed the issue where the Unavailable Duration on the Agent Activity Summary page was displaying a longer time than the actual duration. The duration now reflects the correct time.	Bug Fix

User Interface		

Release 3.1.0

Beta release: 1st February 2025

Production release: 15th February 2025

Feature/Component	Description	Source
User Interface	Multi-language support added which is based on the language of the browser and/or user profile.	Roadmap
Reporting	Call Center summary bar charts can now be exported.	Roadmap
Scheduled Reports	Email validation has been added when specifying recipients for scheduled reports.	Roadmap
Scheduled Reports	Scheduled Reports now include a summary row when showing samples.	Feature Request
User Interface	Dashboard settings applied to call center or user/department dashboards are now persisted between logins, this includes the interval and start/end times etc.	Feature Request
User Interface	Multiple login attempts are now not possible because the login button has been changed to not allow double-click.	Bug Fix
User Interface	If a logo has not been set in the branding profile then the Kakapo logo will no longer be displayed.	Bug Fix
Email	The Kakapo log will no longer be shown in any email notifications, specifically the ' Verify Email ' and ' Change Password ' emails.	Bug Fix

User Interface	When displaying a dashboard report and when the interval is set to ' Today ' (meaning the page is refreshed every 5 seconds), different sections of the dashboard will be updated sequentially whereby the page will wait for one component to be updated before attempting to update the next one. This decreases load on the platform while offering no perceived reduction in responsiveness for the user.	Ad-hoc modification
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