



## **Release Notes**

**Swyx VisualGroups 1.10.3166.0**

**Status: “General Availability”**

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## 1 Document History

Version	Date	Remarks	Editor
1.0	17.07.2023	Product release VisualGroups 1.10.3166.0 as General Availability	Product Management

## 2 Swyx VisualGroups Version History

Version	Date	Remarks	Editor
VG 1.10.3166.0	17.07.2023	Separate Release Version 1.10.3166.0	Product Management
VG 1.9.3059.0	24.04.2023	Separate Release Version 1.9.3059.0	Product Management
VG 1.8.2240.0	06.10.2022	Separate Release Version 1.8.2240.0	Product Management
VG 1.7.2012.0	12.01.2022	Separate Release Version 1.7.2012.0	Product Management
VG 1.7.1330.0	30.11.2021	Separate Release Version 1.7.1330.0	Product Management
VG 1.6.1264.0	21.09.2021	Separate Release Version 1.6.1089.0	Product Management
VG 1.6.1089.0	21.05.2021	Separate Release Version 1.6.1089.0	Product Management
VG 1.6.1041.0	26.02.2021	Separate Release Version 1.6.1041.0	Product Management
VG 1.5.6.0	30.11.2020	Separate Release Version 1.5.6.0	Product Management
VG 1.5.2.0	03.04.2020	Separate Release Version 1.5.2.0	Product Management
VG 1.5.1.0	03.04.2020	Separate Release Version 1.5.1.0	Product Management
VG 1.5.0.0	26.03.2020	Separate Release Version 1.5.0.0	Product Management
VG 1.4.1.0	19.12.2019	Separate Release Version 1.4.1.0	Product Management
VG 1.4.0.0	12.12.2019	Separate Release Version 1.4.0.0	Product Management
VG 1.3.1.0	04.09.2019	Separate Release Version 1.3.1.0	Product Management
VG 1.3.0.0	12.08.2019	Separate Release Version 1.3.0.0	Product Management
VG 1.2.0.0	23.05.2019	Separate Release Version 1.2.0.0	Product Management
VG 1.1.2.0	27.02.2019	Separate Release Version 1.1.2.0	M. Pack
VG 1.1.1.0	26.07.2018	Separate Release Version 1.1.1.0	M. Pack
VG 1.1	12.06.2018	Separate Release Version 1.1	M. Pack
VG 1.0	26.09.2017	Released in SwyxWare Version 11.00.0.0	Product Owner
	06.11.2017	Released in SwyxWare Version 11.00.1.0	Product Owner
	19.12.2017	Released in SwyxWare Version 11.10.1.0	Product Owner
	01.03.2018	Released in SwyxWare Version 11.10.2.0	Product Owner
	24.05.2018	Released in SwyxWare Version 11.20.0.0	Product Owner

### 3 Content of Product Release

#### 3.1 *Swyx VisualGroups*

Component	Filename / Description	Version/Build
VisualGroups Installer	SwyxVisualGroupsInstaller.exe	1.10.3166.0
Client OCX for Clients	IpPbx.VisualGroups.WebExtension.ocx	1.8.2240.0
Manuals	Manual (PDF) in German and English	1.10.3166.0
Release Notes	Release Notes VisualGroups 1.10.3166.pdf	1.10.3166.0

#### 3.2 *Required Base Product*

**NOTE:**

- For VisualGroups 1.10.3166.0 the SwyxWare minimum required version is 12.41.
- The availability of this release on SwyxON will be announced separately.

Component	Version/Build
SwyxWare	12.41 or higher
SwyxWare Compact for DataCenter	12.41 or higher
SwyxON	12.41 or higher

## 4 Changes

### 4.1 New Features

#### 4.1.1 New Features Swyx VisualGroups 1.10.3166.0

None

#### 4.1.2 New Features Swyx VisualGroups 1.9.3059.0

Feature	Summary
Client useage	Swyx Users can now use any connected endpoint device such as desk phones, DECT and or Mobile App in VisualGroups separately and independent from SwyxIt!.

#### 4.1.3 New Features Swyx VisualGroups 1.8.2240.0

Feature	Summary
VG Extension calling	<p>If you install the new ocx 1.8.2224.0 and Visual Groups 1.8.2224.0, the ECR script will not do a call to an user based on the name, but based on the default extension (if not disabled). This means that an external device must be connected to the default extension, if the user wants to use it for Visual Groups.</p> <p>Example: User with default ext 100 - This user is a VG agent (hence reachable within VG on ext 100 only)</p> <ul style="list-style-type: none"><li>▪ number 100 is assigned with SwyxIt! =&gt; This will ring on VG queue calls</li><li>▪ number 101 is assigned to this users desk phone =&gt; will not ring</li></ul> <p>Important:</p> <p>If the queue number is set as default extension, then the agent will never receive a call. Because all calls to the agent are rerouted to the queue again.</p>
Trunk Recording	Trunk Recording of VG queues is now supported
LDAP	It is now possible to enable TLS on the LDAP connection

#### 4.1.4 New Features Swyx VisualGroups 1.7.2012.0

- none

#### 4.1.5 New Features Swyx VisualGroups 1.7.1330.0

Feature	Summary
Call distribution	Queued calls can be distributed to users who have their Swyx Presence status set to "Away" now. This option can be activated on queue level.
Statistics	The option that calls connected for less than a configurable time on queue level are not covered in the statistics is now available
Auto Log Off	Automatically remove of agents from call distribution on missed calls can be activated optionally on queue level now.
Skill Management	An overview of assigned users when editing a specific skill is now available.
Call back	The minimum interval at which a voice announcement should be played can now be defined individually.  Optionally a caller can be also forwarded to an internal specified number on callback request. Also an individual voiceprompt can be selected if you have previously specified an internal call number.
Call Category	If a user's wrap-up time expires without them categorizing the call, the call can be automatically assigned to a default category.

#### 4.1.6 New Features Swyx VisualGroups 1.6.1264.0

- none

#### 4.1.7 New Features Swyx VisualGroups 1.6.1089.0

Feature	Summary
Hardware	Full VisualGroups support of Yealink T4 and T5 phone in CTI (uaCSTA) mode with SwyxIt!  For the use of T5 phones a SwyxWare 12.40 or newer version is mandatory

#### 4.1.8 New Features Swyx VisualGroups 1.6.1041.0

Feature	Summary
Call Routing	Simultaneous Call to all active and available agents available now
Administration	It is now possible easily manage the office hours of each queue in the VG admin portal. It is also possible to define, where to connect the caller if the queue is "closed".
Call Routing	Skill Based Routing Read carefully the manual for more details
Administration	It is now possible to define a maximum number of waiting callers / queue before to go in overflow.

#### 4.1.9 New Features Swyx VisualGroups 1.5.6.0

- The possibility to uninstall VisualGroups by adding <c:Parameter Name="VGUninstall">true</c:Parameter> to the xml file. The system is first checking for this uninstall option and if true uninstalls and exits
- The picture in the admin screen with SwyxPlus VisualGroups is replaced by a text fragment with Swyx VisualGroups.

#### 4.1.10 New Features Swyx VisualGroups 1.5.2.0

- None

#### 4.1.11 New Features Swyx VisualGroups 1.5.1.0

- None

#### 4.1.12 New Features Swyx VisualGroups 1.5.0.0

Feature	Summary
Wallboard	New agent wallboard displays the presence status of your favorite and all agents of your queues on one wallboard
Client	New Web Extension for SwyxIt! allows individual adjustments in SwyxIt!: size and number of lines of waiting/lost calls as well as sorting options
CallBack	Waiting callers can simply request a call back. The request is highlighted to the agents in the missed call view.
Call Distribution	Deactivation of automatic call distribution is now possible. Calls are displayed to each agent and can be accepted by anyone
Call categorization	Manual assignment of keywords by the agent for each call to analyze call behavior

#### 4.1.13 New Features Swyx VisualGroups 1.4.1.0

- None

#### 4.1.14 New Features Swyx VisualGroups 1.4.0.0

Feature	Summary
Client	<b>Rework Time</b> Beside the default rework time – a queue-based setting – it is possible now to show and extend the rework time directly in the SwyxIT! Client after the end of a call and during active rework time.  This feature can be individually activated for each user/agent and is not queue dependent.
Configuration	<b>New role for configuration portal added</b> A new role has been added for use with the configuration portal of Visual Groups. The role management will be handled using SwyxWare Administration Profiles. Refer to the manual for further details.



Queue	<b>Last called agent routing:</b> Calls to the queue are delivered selectively/preferably to the agent which the caller already had during his last call. The mechanism will only take effect if the last call took place within a queue based configurable time.
Reports	<b>More Reports:</b> API Connector to Swyx Analytics by aurenz. The simultaneous released aurenz version will contain pre-configured templates for Visual Groups dashboards in order to deeper analyse call queuing. A standard Swyx Analytics by aurenz (SwyxPlus aurenz edition) is necessary.

#### 4.1.15 New Features Swyx VisualGroups 1.3.1.0

- none

#### 4.1.16 New Features SwyxPLUS VisualGroups 1.3.0.0

Feature	Summary
Wallboard	Manage your resources in real-time via Wallboard New Wallboard design, enjoy it! New Wallboard: List overview of queues Added authentication mode to access wallboards Supports Chrome, Firefox, Safari
LDAP	Additional configuration item to configure different LDAP nodes.
Queue Management	Two new additional call distribution strategies.
Licensing	SwyxFlex support (SwyxWare V11.50 or newer necessary)
Installer	Unattended installer is now available
SwyxWare Compact	SwyxWare Compact is now supported
Secure Connection	SSL supported connection from VG Web extension in SwyxIt! Client, admin interface and wallboard to VG server now possible

#### 4.1.17 New Features SwyxPLUS VisualGroups 1.2.0.0

Feature	Summary
Wallboard	Manage your resources in real-time via Wallboard Supports Chrome, Firefox, Safari
LDAP	Additional name resolution support by connecting VisualGroups via LDAP to ESTOS MetaDirectory
Queue Management	Manage your individual waiting music per Queue directly in VisualGroups admin interface.
Administration	Sorting of tables in admin interfaces by click on header

Reports	Historical reports can now be generated in admin interface easily with just one click
Reports	User statistics can optionally be turned on and off per report
Reports	Individual selection of call queues per report

#### 4.1.18 New Features SwyxPLUS VisualGroups 1.1.2.0

Feature	Summary
Report Statistics	Added an additional reporting category for 'calls picked up outside of queue group'.

#### 4.1.19 New Features SwyxPLUS VisualGroups 1.1.1.0

Feature	Summary
none	

#### 4.1.20 New Features SwyxPLUS VisualGroups 1.1

Feature	Summary
Queue Statistics	The queue statistics section in PDF reports will now show the number of queue calls that were routed to an optional configured overflow number including the reason (no user available or timeout criterion)
User Statistics	The user statistics section in PDF reports can now be switched off for VisualGroups reports.
Enhanced Queue Call distribution settings	<ul style="list-style-type: none"> <li>- users can select to temporarily exclude themselves from automated queue call distribution (active call pick still possible) <ul style="list-style-type: none"> <li>a) with not being counted as queue user (not active)</li> <li>b) with being counted as queue user (passive mode)</li> </ul> </li> <li>- users can select to receive calls at first or at last within queue team members</li> </ul>
Call distribution settings	The default setting per criteria menu is now indicated in the UI.
More VisualGroups skins UI languages	The UI is now available in 5 languages, DE, EN, NL, FR and IT.

#### 4.1.21 New Features SwyxPLUS VisualGroups 1.0

New product	Summary
SwyxPLUS VisualGroups	Introduces an intelligent, visual queuing functionality for SwyxWare.

## 4.2 Technical Improvements

### 4.2.1 Technical Improvements Swyx VisualGroups 1.10.3166.0

The following bugs have been solved:

Topic	Summary
LDAP(S)	Timeout of LDAP requests can lead to wrong call routing behaviour, which subsequent in a loss of the call
SwyxON	Inconsistency in license management on SwyxON
ECR	Typo's in trace output

### 4.2.2 Technical Improvements Swyx VisualGroups 1.9.3059.0

- none

### 4.2.3 Technical Improvements Swyx VisualGroups 1.8.2240.0

The following bugs have been solved:

Topic	Summary
LDAP	Calls are not forwarded if LDAP query takes to long
Reporting	VG status reports seem to contain users which are no longer VG agents
Call distribution	If you have more than one queue configured for parallel call distribution , then maintenance via the user entry has errors in synchronisation with the swyx group members.
Configuration	Forwarding fields in configuration do not accept '+' characters even though it is a valid phone number format
Reporting	In the weekly report, forwarded calls are considered negatively in the service level, which should not.
Reporting	Accepted call count deviation in reports
Updates	Manually configured audio prompts overwritten, when an update of VG is executed
Call distribution	Away and busy states synced by MS Teams are not covered in VG call distribution algorithm Note: For this fix the new OCX must be installed in SwyxIt!

### 4.2.4 Technical Improvements Swyx VisualGroups 1.7.2012.0

Topic	Summary
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ECR scripts	ECR signing issue resolved which prevented the SwyxWare call routing manager to open the VisualGroups script file delivered in version 1.7.1330.0
OCX update	VisualGroups component deallocation behaviour on SwyxIt! closure and OCX logging improved. New OCX version is 1.7.1348.0

#### 4.2.5 Technical Improvements Swyx VisualGroups 1.7.1330.0

Topic	Summary
Call Routing	Activated last user routing is causing under certain conditions call routing problems, no routing. This issue has been solved now
Wrap-Up time	The issue that a call has been routed to an agent, which just finished a call and is in wrap-up mode now has been corrected.
Skill Based Routing	Editing a (different) user assigned skill will 'reset' the assigned skill based routing queues is now solved. The issue had the impact that users were not be correctly assigned to the right queue anymore and did not receive calls even though the appropriate skills are assigned
Wallboard	Blue marker in agent wallboard is not shown correctly, when Skill based routing is active
Administration	Available users are now properly filtered when selecting a SwyxWare group in VG portal

#### 4.2.6 Technical Improvements Swyx VisualGroups 1.6.1264.0

Topic	Summary
Call Routing	In some cases category selection did not appear after the end of a call, which leads to an additional automatic logoff of the corresponding agent
Call Routing	Execution timeout in web.config set to 1800 to prevent ECR update errors at customers with > 30 queues, which solves automatic logoff of agents

#### 4.2.7 Technical Improvements Swyx VisualGroups 1.6.1089.0

Topic	Summary
Statistical Reporting	We do have moved sampling of user-based reporting data from the client towards the server, which will solve several issues regarding user reporting statistics. This enhancement has been achieved by a change in the corresponding ECR scripts. After installation of 1.6.1089.0 make sure to login one time into the VisualGroups portal with a sysadmin account to complete this installation.

#### 4.2.8 Technical Improvements Swyx VisualGroups 1.6.1041.0

Topic	Summary
Rework time	<p>The rework time will now remain active when saving a call categorization while the rework timeout is not reached.</p> <p>Also the rework time will be extended if the timeout is reached while the user has not yet saved a categorization.</p> <p>In addition at the rework time bar below the cat. list a note is added, if the rework time needs be extended, because agent did not select cat. within rework time (static bar)</p>
Portal login on SwyxON	In swyxON scenario only login with the full UPN username (username@tenant-domain) is allowed
Missed Calls	All missed calls of a caller are ticked off, if this caller calls again and is then accepted by a user of the queue
SwyxON Redeploy	The need for manual portal login after upgrade scenario or redeploy scenario is not necessary anymore to reactivate VG after redeploy in SwyxON scenarios.
CTI+ Pickup	<p>The error not to pick call in CTI+ scenarios is fixed now.</p> <p>It is necessary to update the SwyxIt! Clients with new OCX version (1.6.1042.0)</p>
Last Agent Call Routing	If the agent rejects a call within the last agent routing scenario than the call will be moved back to the call queue and managed in a usual way.
Time Criterium	<p>Two additional time criteria options have been added:</p> <p>120 seconds</p> <p>180 seconds</p>
Performance	Further optimizations in order to reduce the load on the server

#### 4.2.9 Technical Improvements Swyx VisualGroups 1.5.6.0

Topic	Summary
Wallboard	Change in wallboard login to support domain-based login
Wallboard	<p>SQL Server performance improvement for the List View wallboard</p> <p>Two aggregate tables (svg_ta_queuedaysummaries and svg_ta_usercalldaysummaries) have been added to get a better performance. To facilitate this the table svg_ta_usercalls was changed, wallboard/user statictical information, usercall/queue stored procedures were adapted.</p>
User Interface	Translation of the categorize call pop-up is now translated correctly.

#### 4.2.10 Technical Improvements Swyx VisualGroups 1.5.2.0

Topic	Summary
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API	Syntax error in JSON response on Call Attempt API function fixed.
API	To improve the first time synchronization between VG and Swyx Analytics an API function which will return the 'installation date' to Analytics has been added. This date is determined by the oldest data in the system.
User Interface	Translation of the categorize call pop-up is now translated correctly.

#### 4.2.11 Technical Improvements Swyx VisualGroups 1.5.1.0

Topic	Summary
Licensing	Fixed a bug where the user licenses were not recognized in a SwyxFlex Environment
Configuration	Fixed ECR signing so that queues with a 'deactivated' profile or no ECR feature will work again.
Installation	Fixed an installation bug where login related Stored Procedure was not properly configured.

#### 4.2.12 Technical Improvements Swyx VisualGroups 1.5.0.0

Topic	Summary
Compatibility	Updated SwyxWare SDK in VisualGroups in order to support .net framework 4.7 and newer and TLS 1.2 and newer
Announcement	Possibility to switch the position announcement on and off in the administration of the queues
Announcement	Updated announcements, if more than 10 callers are waiting.
Client	Configure the sorting of the incoming waiting calls by waiting time and queue name
Client	Automatic marking of all missed calls from the same number as checked when calling back one time
Client / Server	Performance Improvement Low performance on refreshing of windows client solved by updates on the IIS webserver VisualGroups services

#### 4.2.13 Technical Improvements Swyx VisualGroups 1.4.1.0

Topic	Summary
Bugfix	Updated SwyxWare SDK in VisualGroups in order to support .net framework 4.7 and newer and TLS 1.2 and newer

#### 4.2.14 Technical Improvements Swyx VisualGroups 1.4.0.0

Topic	Summary
Client	Visualization adapted to new and modern SwyxIt! V12 screen design.

#### 4.2.15 Technical Improvements Swyx VisualGroups 1.3.1.0

Topic	Summary
License Management	<p>Fixed a bug on the SwyxFlex licensing model where the added users were still counting towards the license count even when removed from the VisualGroups User list.</p> <p>Additional info:</p> <p>If a user is removed from VisualGroups he will still remain in the VisualGroups usertable with an inactive flag. This info is kept for the duration of the data retention settings. If a previously deactivated user is added before the data retention period expires this user will keep his original priority of last in/first out. resulting in another user being unlicensed.</p>
Wall-board	Fixed a bug where the summary speaking time statistic was not reporting the correct information
Server/Client	Added a registry value option: Computer\HKEY_LOCAL_MACHINE\SOFTWARE\WOW6432Node\Swyx\VisualGroups\userinterval (32BIT DWORD Decimal) which makes the client side refresh time configurable in Miliseconds. Example set the value to 10000 to set the refresh time to 10 seconds. (the default value is 3000)
Call flow	Fix to cover conditions, where the default rework time remains at 7 seconds.

#### 4.2.16 Technical Improvements SwyxPLUS VisualGroups 1.3.0.0

Topic	Summary
License Management	Wallboard is now only available if enhanced license is booked
Queue Management	When selecting text in an input field the marking color now optimized.
Administration	When clicking the (x) to remove the current search query from a search filter the list is not automatically updated again is fixed now.
Update	Installer allows now re-installation of same version (repair installation) with keeping existing configuration

#### 4.2.17 Technical Improvements SwyxPLUS VisualGroups 1.2.0.0

Topic	Summary
Queue Management	Fix for no announcement to caller, when all agents are busy for a new call in the queue
Queue Management	Obsolete configuration criteria „at least 1 waiting” removed
Display	Changing the display order of waiting criteria in selection dialog
Queue Management	Fix for “call pickup during rework time was not possible”
Queue Management	Fix for “loosing” active agents in queue under certain conditions

#### 4.2.18 Technical Improvements SwyxPLUS VisualGroups 1.1.2.0

Topic	Summary
Install / Uninstall	Optimized error notifications during installation.
OCX	SwyxIt! with a VisualGroups skin loaded does not end the Client line manager process within the usual ~10sec when SwyxIt! is closed. This is fixed now.
CTI	Errors in statistical reports due to accepted calls by CTI paired phones corrected. This is fixed now when using the SwyxIt! 11.38 Client in combination with SwyxPhone L62, L64 and L66 phones.
Configuration	Input verification added within the queue configuration ring time configuration (value range is 5 to 180 sec).
Configuration	Stepping backwards in configuration wizard is now improved.
Skin	Default values in Skin internal setting dialogues are indicated by text now.

#### 4.2.19 Technical Improvements SwyxPLUS VisualGroups 1.1.1.0

Topic	Summary
Installation	The VisualGroups Installation is now possible using the SwyxWare Administrator Login – this is a prerequisite to install or upgrade VisualGroups with future SwyxWare releases.
Web Extension in Client	The known issue in version 1.1. where some few softphone clients experienced in seldom cases message box popups with “Error 101 Co Create Instance not succeeded” and “Error 104 No Interface” has been solved.
Reporting	The known issue in version 1.1. where in some scenarios the PDF report shows a discrepancy between “answered queue calls” in the queue summary section and the “answered calls” sum from the optional user statistics section part has been solved.  The syntax error “doubled minus sign within the user statistics section” (last table column) inside reports has been corrected as well.
OCX	Client-side logging of OCX version number within trace files (if enabled) has been corrected.

#### 4.2.20 Technical Improvements SwyxPLUS VisualGroups 1.1

Topic	Summary
Install / Uninstall	Registry keys are now deleted after uninstalling VisualGroups
Install / Uninstall	After uninstalling and installing Visual Groups again, the warning message that Visual Groups is already installed no longer appears
Configuration	Several improvements in the ConfigWizard when no license is available
Reporting	“Accepted call” statistics value after a manual picked call scenario has been corrected.



Call distribution	Experienced delays when picking up queue calls by picking it from the waiting call list are solved when using SwyxWare 11.20 (or higher) clients or upgrading former clients with the latest OCX file as referenced in section 0.
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## 5 Installation Requirements

For the minimum installation requirements refer to section 3.2 (Required Base Product).

### Important notice:

**After installation of 1.10.3166.0 make sure to login one time into the VisualGroups portal with a sysadmin account to complete this installation.**

### 5.1 Update of OCX file in SwyxIt!

Please follow these steps:

- 1.) Close SwyxIt! and ClientLineManger process.
- 2.) Replace file IpPbx.VisualGroups.WebExtension.ocx in folder "C:\Program Files (x86)\SwyxIt!" with the released new OCX file version referenced in this document. You'll find this version in the VisualGroups download package (.zip file).
- 3.) Start SwyxIt!

### 5.2 Recommendation for SwyxWare Clients when using CTI+ call scenarios

If VisualGroups 1.10.3166.0 is used in combination with SwyxWare Clients using CTI+ call scenarios, it is highly recommended to update the VisualGroups OCX file in the SwyxIt! installation folder. Please refer to the update steps outlined in the previous section.

## 6 Supported Devices

Type	Product	Preferred Version
SwyxWare Clients	SwyxIt!	<p>Recommended version: recent SwyxIt! version</p> <p>Minimum version: SwyxIt! 12.41.0.0</p> <p>It is highly recommended to update the VisualGroups client OCX file.</p> <p>Use VisualGroups skins with the Client.</p>

## 7 Known Issues

Topic	Title
Call Detail Records	Within CDRs, the Called Number field shows a name not a number.
Client	Sometimes (1 in 50 tries) when using the enhanced features in the Datacenter licensing scenario the statistics screen in the client will show a license error even when the user is correctly licensed. the workaround is to refresh the statistics web extension.

## 8 Restrictions

VisualGroups supports on SwyxExpress X20 up to ten configured VisualGroups users for SwyxExpress hardware revision IIIb or earlier. With newer SwyxExpress hardware revisions there is no restriction.

## 9 Support

The support for SwyxWare is handled through the regular Swyx Support process.