



samwin Web Agent 2.4.7

Release Notes

Document Version 1.0

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Tested Browser Versions

This version has been tested with: **Google Chrome** 122.0.6261.95
Microsoft Edge 122.0.2365.66

Feature		The performance of the Directory Brick has been improved, including when using multiple Directory Bricks in parallel or in a Tabs Brick.
Major	#5023258	Fixed an issue where the WebRTC Gateway Service would fail to start due to an incompatible logging configuration.
Minor	#3322102	Fixed an issue where the Domain Service would leak memory in certain scenarios.

Changes in version 2.4.6

Major	#5203830	Fixed an issue where the default email template was taken from the previous call's Skill even after the call had ended.
Minor	#4320346	Fixed an issue where forwarding emails would fail if the subject contained special characters.

Changes in version 2.4.5

Major	#1229908	Fixed an issue where tags used in Skill event URLs were not resolved recursively.
Major	#2292975	Fixed an issue where using a double click to dial an entry in a Directory Brick could lead to the wrong entry being dialed in certain scenarios.
Minor		Fixed an issue where the Skill Browser's "Log on/off from all Skills" checkbox would never complete its operation.
Minor		Fixed an issue where SCCS1 related logs would contain raw byte data.
Minor		Fixed an issue where the Rocket.Chat configuration failed to load when using older samwin versions.

Changes in version 2.4.4

Major	#1203577	Fixed an issue where the Call & Chat History Browser Brick would include entries for Accessible Queues.
Minor		Fixed an issue where sending emails could fail when keeping the default connection string in hot standby setups.
Minor	#2032160	NOTE: if you experience issues with database errors please check the Cluster System configuration in samwin Manager to see if your connection strings for the samwin Data Store include the <i>MultipleActiveResultSets=True</i> parameter - remove that parameter if present.

Changes in version 2.4.3

Major		Fixed issues with Skill management where users were not automatically logged on to their Active Skills after login and where hot standby systems switching between primary and backup Core Services caused users to be logged off from all Skills.
Minor	#9228482	Fixed an issue with the Single Tag Editor Brick not storing and refreshing tag values correctly.
Minor		Fixed several display issues in the Agent Details Brick.
Minor		Fixed an issue where the Directory Brick's automatic column-based search feature would not trigger in certain scenarios.
Minor		Fixed an issue where toolbar components, like the one used by Stage Bricks, would misalign icons in Icon Only mode.

	Fixed an issue where Console Logging was activated by default which unnecessarily used system resources.
	Fixed an issue where the Agent List would not recover from a temporary loss of database connection and would not display any entries until the cluster was restarted.

Changes in version 2.4.2

Major	<u>#8922690</u>	Fixed an issue where Agent List Bricks would not display any entries in certain scenarios.
		Fixed an issue where database timeouts were incorrectly set too low.
Minor		Fixed an issue where SCCS1 messages were not escaped correctly which resulted in symbols or other special characters in tags to be processed incorrectly.

Changes in version 2.4.1

Feature		Added support for email recipient auto-completion which considers entries with email addresses from the agent list and the directory.
Minor	<u>#6229481</u>	Fixed an issue where the Dynamic Link Action was no longer functional without an active call. Fixed issues with the Single Tag Editor Brick where it would not allow editing while in automated After Call Work or might no longer display values after editing in automated After Call Work.

Changes in version 2.4.0

	<u>#2821494</u>	The call history displayed in Agent Details Bricks will now keep updating without manually switching between agents.
	<u>#5222136</u>	Column-based search is now supported in the Directory Brick, which uses the value of the selected entry to search for other entries containing the same value in the same column. To trigger a column-based search use one of the following methods: <ul style="list-style-type: none"> Click on the search icon in a column header Right-click into a grid cell Click on the field's icon in the Contact Details Brick
		The User State Brick now supports use within the Pilot Panel.
		The Toolbar Brick now offers a vertical layout mode.
Feature		Added support for displaying the call recording status. <i>Please note that this feature will only become available with samwin version 10.1.2.0 and newer.</i>
	<u>#5232377</u>	Added a new auto-search feature to the Directory Brick where it can be configured to automatically start a column-based search if the selected directory entry in another Directory Brick changes. The changed entry's value for the matching column will be used as the search input. Note that only selection changes from Directory Bricks that are NOT configured to auto-search themselves will be considered.
		The time since a directory entry's last presence change will now be displayed for presence integrations where the required data is available.
		Installations without an explicitly configured Firebase API System Link will now use a samwin-provided default Firebase API System Link.
		The Web Viewer Brick now informs the user if a non-secure (i.e. HTTP instead of HTTPS) URL is configured and hence can not be displayed.
Change	<u>#6223487</u>	The Single Tag Editor Brick's settings dialog has been redesigned to improve the configuration experience. Improved some cluster-internal retry and interval handling to increase system stability under load.

Major	#1522364	Fixed an issue where no user status was automatically selected when logging in while the primary Core Service was unreachable.
	#1622758	Fixed an issue where the Skill Browser would display an incorrect maximum waiting time.
	#7722328	Fixed an issue where long Active Directory response times could prevent user login.
Minor		Fixed an issue where Rocket.Chat chats were not ended in samwin after the chat widget had been closed.
		Fixed an issue where certain call related variables (e.g. %ID%) were not working in After Call Work state.
		Fixed an issue that would unnecessarily bind system resources for non-active users on cluster start.
	#4252474	Fixed an issue where waiting times would be displayed incorrectly if the Web API Service was running on a host with a different operating system time zone than the other services.
		Fixed an issue where calls could unintentionally be initiated while making configuration changes within the Web Agent.
	#4522528	Fixed an issue where a user's ACD Extension remained blocked when the system switched to the backup server after the primary Core Service ceased operation, thus preventing login.
		Fixed an issue where no park icons were displayed in email search results.
		Fixed an issue where an exception related to call tags handling would be logged in certain scenarios.
		Fixed an issue where some string data received from the Core Service was sometimes incorrectly decoded.
		Fixed an issue where Rocket.Chat chats were not ended after having been closed by the agent.
		Fixed an issue where timers shown inside the Stage Brick were misaligned.
		Fixed an issue where handling of Call History data would incur high CPU load on the SQL Server.
		Fixed an issue where reachability warnings were shown even if they had been disabled in the configuration.
		Fixed an issue where the system would experience high CPU load after startup and during Agent List processing in certain environments.
		Fixed an issue where some Bricks would not load their settings after login.
	Fixed an issue where database query timeouts were not enforced.	
	Fixed an issue where the Stage Brick's peer name font size would grow too large.	
	Fixed an issue where the User Status Brick might display its dropdown control while in collapsed mode on the Pilot Panel.	
	Fixed an issue where actions could no longer be added to Toolbar components (e.g. in Toolbar and Stage Bricks) after an update in rare scenarios.	
	Fixed an issue where Agent List and Agent Details Bricks would behave slowly when updating their content.	

Changes in version 2.3.0

Feature		Added support for Firebase API configurations to support push notifications on the Mobile Agent.
		NEW: The MS Teams integration now supports multi-tenancy.
		Salut! The Web Agent now offers a French translation.
	#7921316	The duration until the next automated status change will now be shown for any status type, not only for ACW.
		NEW: Added the new Contact Details Brick which shows detailed information about the most recently selected directory entry.
	#2281131	Added support for displaying external presence in the Agent List Brick.
		A default brickwall layout is now automatically deployed.
		The Requeue Call Action can now be configured with a target instead of always prompting the user to choose one.



	The Stage Brick now displays the next dial target.
	The interval used to push appointment data to the frontend can now be configured.
	Ciao! The Web Agent is now available in Italian.
	The Pilot Panel support of the User Status Brick has been improved.
	The integrated WebRTC component was updated to M110.
Change	The internal handling of Skill configurations and real time data has been improved to increase system performance.
	Several fixes and quality of life improvements have been implemented for the Stage and Contact Details Bricks.
	Removed the browser log cache and download functionality as it could cause a delay when answering calls on slower client PCs.
	Rocket.Chat tokens are now acquired more efficiently.
Major	Fixed an issue where the Plantronics headset integration was non-functional.
	#2222059 Fixed an issue where Dynamic Link actions would be non-functional in certain scenarios.
Minor	#5221083 Fixed an issue where parked calls were not visible to other Agents after certain transfer scenarios.
	#1821098 Fixed an issue where the HTML Notification feature was not working for shared Skills.
	Fixed an issue where the user could close the browser tab without warning even though they still had active chats.
	Fixed an issue where the Directory Brick would ignore the Default Dial Column configuration when using the ENTER key to dial the selected entry.
	Fixed an issue where a Web API setting was named incorrectly.
	#5222356 Fixed an issue where directory editing was not functional if no explicit directory org unit had been configured.
	#2812526 Fixed an issue where Skill-event driven Web Viewer Brick updates would not be processed in certain scenarios.
	#4222718 Fixed an issue where restrictions on sending emails were incorrectly applied in some scenarios.
	Fixed an issue where the RocketChatConnectorService would consume an increasing amount of resources when continuously failing to sync certain data.
	Fixed an issue where the MS Teams samwin app would not update its UI language if the user's locale changed at runtime.
	#6232333 Fixed an issue where calls were transferred to an unexpected target in consult call scenarios.
	Fixed an issue where chats could not be found in the Call & Chat History Brick when searching by email address.
	Fixed several small issues with the Light theme.
	Fixed an issue where the HTML Notification feature would not work reliably if the well known NOTIFICATION_HTML tag was not set through a Skill configuration.
	Fixed an issue where the Rocket.Chat Service would leak memory in certain scenarios.
	Fixed an issue where the system would infinitely retry to forward an already closed chat in certain scenarios.
	Fixed an issue where some Bricks with increased minimum height requirements in version 2.2.0 would break existing layouts after update if they had been previously configured using a height smaller than the new minimum height requirement.
	Fixed several call handling issues where using headset call control buttons might hang up a call unexpectedly or calls would not start ringing while a parked call or chat was already present.
Fixed an issue where making a consult call would result in that call instantly being disconnected again in some scenarios.	
Fixed an issue where placing a Stage Brick inside a Tabs Brick would prevent the user from switching tabs.	
Fixed an issue where Skill real time data would include private and unrelated Skills.	

Fixed an issue where headsets would remain in the wrong state after a call ringing in a Shared Skill was removed. Furthermore, fixed an issue where calls would incorrectly start ringing in Shared Skills even though the user's skill level was not high enough.

Fixed an issue where using the "Only Active Skills" filter in the Call & Chat History Browser Brick would cause it to keep refreshing too frequently.

Changes in version 2.2.0

	NEW: The Stage Brick has been re-designed from the ground up and offers a new user experience.
	NEW: The Directory Brick now allows adding, editing and removing entries.
	NEW: The Directory Brick now offers the alternative search mode "Phonetic Search" which aims to search for phonetically similar entries.
	NEW: Added the new Contact Details Brick which shows detailed information about the most recently selected directory entry.
	NEW: Added support for self-service password changing via the settings menu.
	NEW: The client configuration, including the Web Agent's Brick Wall layout, can now be exported and imported between samwin installations.
	Services will now automatically restart if their cluster nodes have been quarantined.
	A session lifetime can now be configured for long-term sessions, like those created by samwin Mobile Agent logins.
	#2512826 The Mark Malicious Call action will now trigger sending an e-mail if the feature is configured as such in samwin Manager.
	BREAKING CHANGE To harden against potential errors in the third-party WebRTC component, that component has been moved into a new WebRTC Gateway Service which is designed to be installed alongside the Web API Service. Please mind the breaking configuration change as WebRTC related configuration has moved from the Web API Service to the new WebRTC Gateway Service.
Feature	#7251035 Added a new configuration option that allows to restrict the IP addresses used when negotiating WebRTC connections.
	#7521112 The "New E-Mail" action can now also be triggered through a configurable keyboard shortcut (default ALT+E).
	The third-party WebRTC component has been updated to Milestone 100.
	#6512321 Extending the ACW time is now possible if configured accordingly.
	Salut! The Web Agent now offers a French translation.
	Browser logs can now be downloaded directly from within the UI, accessible by clicking the samwin logo in the top left corner.
	#4126386 The delay to show a directory entry's corresponding appointment has been reduced.
	#8127044 The icons depicting the state of the Checkbox type in the Single Tag Editor Brick have been altered to avoid confusion.
	Added support for the Brick Scaling setting to the Grafana Dashboard Viewer Brick.
	Change User State actions on Toolbar Bricks will now be shown as active if they match the current status.
	The Grafana Dashboard Viewer Brick will now open dashboards in the language matching the user's selected language if that language is supported by Grafana dashboards.
	Added support for Firebase API configuration to support push notifications on the Mobile Agent.
	Grafana Dashboards can now be displayed using the Browser's time zone.
	Multiple separate Web Agent installations may now be configured to connect to the same samwin installation.
The MS Teams integration now supports multi-tenancy.	



Change	BREAKING CHANGE
	<u>#7251475</u> Mobile phone status will now be matched by tbl_org00.fld_mobile instead of tbl_org00.fld_sms; please ensure the numbers in tbl_org00.fld_mobile exactly match the corresponding numbers in tbl_mobilephone_states.fld_mobile.
	The internal handling of Skill configurations and real time data has been improved to increase system performance.
	Hardened the handling of ICE candidates provided by Browsers in cases where invalid candidates were given.
Major	<u>#8312268</u> Fixed an issue where users were logged out if the Browser was kept in the background in certain environments.
	Fixed an issue where the Call History Brick could cause high CPU load on the SQL Server in certain scenarios.
	<u>#4721198</u> Fixed an issue where calls might be unexpectedly dropped and re-established in certain transfer scenarios.
	<u>#8127802</u> Fixed an issue where users could log in even though they had been locked.
	<u>#6129909</u> Fixed an issue where the Web Agent would unintentionally provoke Core Service switches.
	Fixed an issue where Bricks might sometimes incorrectly show as being permission locked.
	Fixed several issues where the Dynamic Actions Brick would not be working as intended.
	Fixed an issue where Agents could still attempt to log on or off from Skills while in a Logged Off (grey) state.
	Fixed issues with sorting in grids where sorting was case sensitive or the UI would not clearly mark non-sortable columns as such.
	Fixed an issue where users could not log in by using Windows Authentication / Single-Sign-On (SSO).
	Fixed an issue where the current appointment was shown regardless of the configured Agent Package.
	Fixed an issue where the Teams Connector Service would continuously use more and more memory in certain scenarios.
	Fixed several minor issues that would produce error messages in the Browser's console log.
	Fixed an issue where services could cease operation after (re-)starting due to a configuration processing threading issue.
	<u>#7241234</u> Fixed an issue where sorting in Directory Bricks would always sort by name.
	<u>#5421014</u> Fixed an issue where the audio devices configuration failed to persist.
	Fixed an issue where large organisational structure configurations could not be processed.
Minor	Fixed an issue where Inner Wall Bricks placed within Tabs Bricks would not resize automatically.
	<u>#2521354</u> Fixed an issue where appointment subjects were shown even if the Feature "Do show Exchange appointment subjects" had not been granted.
	Fixed an issue where using tags in URLs would not URL-encode the tags' values.
	Fixed an issue where scrolling in Directory Bricks might cause high CPU load.
	Fixed an issue where RTP Target Update messages were not processed, preventing the use of the Web Agent in environments with external Media Gateways.
	Fixed an issue where call tag updates might not be processed properly.
	Fixed several occurrences of unhandled dead letters causing log noise.
	Fixed an issue where tags might not be replaced properly if being used repeatedly.
	Fixed an issue where the Agent Details Brick would incorrectly show Skills as compound Skills in certain scenarios.
	Fixed an issue where new e-mails could not be created when no default template was configured even if there were other templates to choose from.
	Fixed an issue where Route Tables of the wrong type were offered during Re-Queue. Furthermore, IVR-Flows can now be selected during Message Re-Queue.
	<u>#3261034</u> Fixed an issue where presence status would not be loaded for presence ids with upper case characters.



<u>#8521815</u>	Fixed an issue where Site & Fallback settings were not respected in transfer and outbound call scenarios.
	Fixed an issue where an unnecessary high amount of call history entries was loaded during login.
	Fixed an issue where the Agent Details Brick would fail to show any Skills.
	Fixed an issue where the Single Tag Editor Brick would keep leading and trailing spaces for pre-configured values of the Select type.
<u>#5721154</u>	Fixed an issue where no ringtone was played for calls in Shared Skills.
	Fixed an issue where the samwin Domain Service would cause high CPU load when restarting while having lost its connection to the samwin Core Service.
	Fixed an issue where the system could enter a state where it would endlessly check for configuration changes causing higher CPU use and log file spam.
	Fixed an issue where removing a hotkey configuration would leave it still functional.
	Fixed an issue where searching for e-mails would not return matching results where the search term was found in multiple fields.
	Fixed several UI issues with the Re-Queue dialog.
	Fixed an issue where the Call Control Brick would render incorrectly in certain height to width ratio configurations.
	Fixed an issue where triggering the Make Call Action through a keyboard shortcut would not respect Outbound Skills configurations.
	Fixed UI inconsistencies where the A and B lines were referred to as S and D.
	Fixed an issue where some key combinations were recognised incorrectly when attempting to configure them as a keyboard shortcut.
	Fixed several display and behaviour issues with the Skill Browser Brick.
	Fixed an issue with long loading times after login if one or more Tabs Bricks with many tabs had been configured.
<u>#3821890</u>	Fixed an issue where the wrong email recipient was chosen in certain scenarios.
<u>#9127440</u>	Fixed an issue where the Memo field was sometimes empty in the Call Wait List Brick.
	Fixed an issue where Agent List Bricks with many entries could prevent login or cause a client-side error.
	Fixed an issue where the Web Agent may become unresponsive in installations with a large number of users.
	Fixed an issue where saving Audio Settings would not work and Jabra headsets would not function when using the "All" Headset Controller setting.
	Fixed multiple issues and performance bottle necks with grid-based Bricks.
<u>#6921811</u>	Fixed an issue where grid-based Bricks would not show newly enabled columns in certain scenarios.
	Fixed an issue where the Grafana Brick failed to display dashboards due to an internal redirect issue in certain network environments.
	Fixed several smaller frontend and display issues.
	Fixed an issue where Brick Scaling was calculated incorrectly.
	Fixed an issue where appointments stopped updating after a database connection loss.
	Fixed an issue where searching for emails would also match HTML tags.
	Fixed several issues that could cause high CPU use on SQL Server.
	Fixed an issue where WebRTC streams would always use an SSRC of 0.
	Fixed an issue where the Skill Browser Brick would not display the number of waiting calls and waiting times for calls in Private Skills.