



samwin Web Agent 2.8.0

Release Notes

Document Version **1.0**

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Mobile Agent Compatibility:

Mobile Agent version 1.3.2 and below are NOT compatible with this Web Agent version.
Please check for an upcoming Mobile Agent version that will enable compatibility.

Tested Browser Versions

This version has been tested with: **Google Chrome** 141.0.7390.108
Microsoft Edge 141.0.3537.85

Feature		Introducing samwin Advanced Call Recording, allowing direct access to recordings through the new Call Recording Browser Brick. Recordings can be played from the Brick, downloaded and marked for deletion. User and Group based permissions allow to define in detail which recordings can be accessed by each user and which operations each user is allowed to perform.
	#4932226	Introducing the new WebSocket API allowing client monitoring and remote control for advanced integrations.
	#9723855	The Call & Chat History Browser Brick now allows to download ICS files containing information for the selected call or chat.
	#8328601	Directory Bricks now support moving between organisational association levels via a new popover dialog when hovering over the "Filter by organization association" button and through a configurable keyboard shortcut.
	#2420509	The Contact Details Brick now offers formatting options to allow customized highlighting of content.
	#2423506	The global Keyboard Shortcuts setting now allows for an additional hotkey to be configured for each shortcut.
Change		Users can now be configured to be automatically logged on according to a chosen Time Scheme.
		The Web Agent's capability to handle higher system load has been improved.
	#5214476	The State Brick will now display more call information for redirected calls.
	#6244275	Clarified the installer's messages in case of unmet .NET runtime version requirements.
		Adapted several log levels to improve authentication log analysis.
	#1426240	The responsiveness of Contact Details Bricks has been improved.
		Improved database query performance for the Agent List.
Major		The underlying Akka.Net dependencies have been updated to the most recent version.
		Improved the user feedback in the Keyboard Shortcuts UI for certain scenarios.
		The included WebRTC library has been updated to M140.
Minor	#5442329	Fixed an issue where the "Automatically change the status when a waiting call is not answered after" User setting was not disabled correctly in some scenarios.
	#8624998	Fixed an issue where DTMF functionality was no longer working.
	#2232728	Fixed an issue where trying to dial a number that yields no search results in Directory Bricks was not working.
		Fixed several issues with search behavior and the minimal length search criteria in the Directory Brick.
		Fixed an issue with newly added Tabs Bricks where the per-tab settings pop-up would only be displayed for the first tab until the brick layout was saved.
		Fixed an issue where the Call & Chat Wait List would show Skills without a name in certain configuration scenarios.
	#2224651	Fixed an issue where the Call & Chat History would show Skills without a name after performing certain configuration changes.
	#1214674	Fixed an issue where a dialog for Windows Authentication could still be displayed even if "Automatic Windows Authentication" had not been enabled in Cluster System settings.
	#1224475	Fixed an issue where the automatic search in Directory Bricks was not working in certain scenarios.
		Fixed an issue where selecting entries in grid-based Bricks via the arrow keys was non-functional.

<u>#7234737</u>	Fixed an issue where changes to the "Show field names" setting of Contact Details Bricks were not persisted.
<u>#5224277</u>	Fixed an issue where the Directory Brick's Memo column would be invisible after an update.
	Fixed an issue where calls were not marked as malicious if no email recipient was configured.
	Fixed an issue where changes to absence notes would not be stored.
	Fixed several issues where logging in to the Web Agent took a long time on low powered client devices.
	Fixed an issue where Single Tag Editor Bricks would visually retain their state even after a call had ended.
<u>#6424286</u>	Fixed an issue where the Satellite companion application would not restore the correct pre-lock state when unlocking the workstation.
	Fixed an issue where search columns passed to the Directory.search Lua function were not handled correctly.
<u>#3442121</u>	Fixed an issue where the column configuration of Directory Bricks was incorrectly restored in certain scenarios.
	Fixed an issue where the agenda view for absence notes rendered incorrectly in non-English languages.
	Fixed an issue where pressing the End key in grid-based Bricks that dynamically load content would not trigger loading of additional content.
	Fixed an issue where Danish translations for recently added features were missing.
<u>#7524416</u>	Fixed an issue where opening the dropdown of a Single Tag Editor configured for the "Select" type during a call would see the dropdown remaining open if the call ended.
	Fixed an issue where the Agent List Brick's Support column would show an incorrect status in some scenarios.
<u>#8524812</u>	Fixed an issue where the Supervisor "barge in" features were not working when targeting users that had been newly created since the last Domain Service start.
	Fixed an issue where Home and End keys were not working correctly in Callback List Bricks.
	Fixed an issue where the effect of the "Automatically change the status when a waiting call is not answered after" User setting was incorrectly triggered in certain scenarios.
	Fixed an issue where cluster messages could be sent to "null" targets in certain scenarios.
	Fixed an issue where grid-based Bricks would handle button presses redundantly.
	Fixed an issue where Tab Bricks could suffer a memory leak when entering and exiting Brick Layout mode.
<u>#8642129</u>	Fixed an issue where Appointment columns in Directory Bricks would not retain their position when moving such a column and then logging out and back in again.
	Fixed an issue where the samwin Busy and ACW states were no longer synchronized to MS Teams.
<u>#5524955</u>	Fixed an issue where tel: links containing spaces were not correctly processed by the Satellite companion application.
	Fixed an issue where moving a column in a freshly added grid-based Brick would unintentionally set all other columns to be hidden.
	Fixed an issue where Mobile Agent VOIP push notifications for Apple devices were not working unless the account executing the Domain Service had write permissions to the Domain Service's installation path.
	Fixed an issue where the internal "last active tab connection" state could be incorrectly set to a former realtime connection in some scenarios.
	Fixed an issue where applying changes to an ACD Extension of a currently logged on user could lead to that user being logged off from all Skills.
	Fixed an issue where changes made through the Directory Editing functionality were not reflected in the UI after saving.

Changes in version 2.7.0

Feature		Callback calls can now be created and managed from within the Web Agent through a new Action and Brick.
		The new Request Supervisor Assistance Brick allows users to notify supervisors about their need for support.
		An icon in the Directory Brick's footer will now show that its auto-search functionality is currently active; furthermore, triggering auto-search with an empty value will now only return results that have an empty value as well, instead of returning all entries.
		Added support for AnswerCall and MakeCall REST Service commands.
	#5325747	Absence Notes are now supported and have been integrated into the appointment popup that can be opened from Directory Bricks.
	#3523758	The Web Agent now supports setting and breaking through call forwards on CTI devices.
	#2523495	The Grafana Viewer Brick is now optimized to display Grafana's Stats Panel while placed on the Pilot Panel in collapsed mode.
	#9327701	Values in the memo column in Call & Chat History Bricks can now be edited.
		In environments with multiple network interfaces the interface automatically chosen for WebRTC will now be based on the target network's IP as well.
		Directory Bricks now offer a setting to automatically set focus into their search textbox on call acceptance.
Change		The Satellite companion application has been fully redesigned and now supports the "Executable to run when ..." Skill configuration options.
		Added support for MongoDB to be used instead of SQL Server for cluster persistence.
		User-specific settings like brick wall layouts are now stored in the samwin database instead of the Web Agent's dedicated database.
		Existing data will be automatically migrated for each user upon their first login.
		Re-assign actions that have no effect (e.g. because no other agent is currently available) will now inform the user through a notification.
		The "Subscriber Picture Settings" configuration on Directories in samwin Manager is now supported.
		Note: when selecting an entry from a Call & Chat History Browser Brick, the avatar that is displayed on a Stage brick might not match the agent/subscriber that originally related to the call.
		This is due to a technical limitation where the original subscriber info is not related to history entries.
		Users trying to pick a chat from further down the wait list while not having been given permission to do so will now receive an informative notification.
		Additional boot logs can now help diagnose issues during service startup.
		The memory use for database operations of all services has been reduced.
		The installer will now perform additional .NET runtime requirement checks.
		With support for the samwin 11 license the Multimedia Agent gains the Directory Editing feature.
Critical	#1204873	Fixed an issue where the Domain Service could encounter a continuous increase in memory use.
		Fixed an issue where the system tried to send emails without recipients.
Minor		Fixed an issue with unintended behavior when dragging windows by clicking one of the window management icons (minimize, maximize, close).
	#2132664	The scrolling response in Call & Chat History Browser Bricks has been improved.
		Fixed an issue where the "Allow to set default Agent configuration" Feature was non-functional.
		Fixed an issue where agents were not automatically logged on again after applying changes to their ACD extension in samwin Manager caused a log off.

	<u>#7253934</u>	Fixed an issue where an unresponsive Plantronics Hub could also cause unresponsiveness in the frontend.
		Fixed an issue where the CQRS Broker's log could be polluted while the RocketChatConnector Service is down.
	<u>#7823711</u>	Fixed an issue where keyboard shortcuts for accepting calls on wait list positions greater than 1 would not work correctly.
		Fixed several issues surfacing during different system failure scenarios.
		Fixed an issue where an ArgumentNullException was logged during Domain Service startup.
		Fixed an issue where receiving multiple chats in parallel could cause the frontend to become unresponsive if a Chat & Call History Brick with enabled setting "Automatically filter call & chat history upon incoming call or chat" was present.
		Fixed an issue where typing in the email editor's body area would trigger updates to the internal state on every keypress, resulting in poor performance in some environments.
		Fixed an issue where service shutdown in response to errors would not complete.
		Fixed an issue where log archives were unintentionally deleted instead of respecting retention settings.
	<u>#1732866</u>	Fixed an issue where only one-way audio would be present for the first call after browser start.
		Fixed an issue where no reporting data was generated for email handling time tracking.
		The cluster-internal communication has been improved to further reduce system load.
		Fixed an issue where the start of the RocketChatConnector Service would place unintended load on the system.
		Fixed an issue where the system load would increase significantly with higher amounts of configured agent greetings.
		Fixed several issues where the system-internal handling in case of database errors did not work reliably.
	<u>#9242321</u>	Fixed an issue where grid-based Bricks like the Directory Brick might not show all of the columns configured to be visible after login or reload.
	<u>#6234034</u>	Fixed an issue where WebRTC connections could not be established if the browser provided ICE candidates before SDP information.
		Fixed several issues related to cluster sharding and state persistence.
		Fixed an issue where the addition of the Directory and Contact Details' Bricks "Show Add & Show Edit Button" setting removed the buttons for existing users.
		Fixed an issue where selecting entries in grid-based Bricks via the arrow keys was non-functional.

Changes in version 2.6.0

Feature		Added a new Call Pickup feature where an authorised agent can accept a call ringing at another agent.
		The Process State column UI in the Call & Chat History Browser has been redesigned to improve usability.
	<u>#3323080</u>	Added support for the "Change Directory Column Configurations (Web Agent Only)" User/Group Feature.
		The Call Control Brick now offers "Clear Input Field on Incoming Call" and "Show Backspace Button" options.
		Added support for Email Skill Categories, allowing to configure Skill-level categories which Agents can use to categorize Inbox Emails in the email window.
	<u>#6922656</u>	The sizes of scrollbars can now be configured using one of three options.
		Made improvements to the integrated health checks which are visible in samwin Manager.
Change	<u>#4327503</u>	Tabs Bricks will now retain the currently selected tab across logins. The Web Viewer Brick now supports URLs containing variables related to selected subscriber entries.
		Opening the Web Agent from within the MS Teams client will no longer try to perform Windows Authentication.

	Sending an email while neither the User nor the current ACD's default Skill have an email connector configured will now use the system's default email connector as a fallback.
	All Web Agent services are now based on .NET 8. NOTE: due to Microsoft's changes to .NET's SqlClient, database connections are now encrypted by default. The Web Agent's default connection strings were adapted to not require encryption, but this is a breaking change for custom connection strings. Add Encrypt=False to disable encryption.
	<u>#5323091</u> Users who have been granted the "Change Display Settings" Feature can now modify Brick scaling and Brick margin settings even if they have not been granted the "Change Brick and Brick Wall Settings" Feature.
	<u>#5223959</u> Improved the Edit Contact dialog for better legibility.
	The underlying Angular SPA framework has been updated to version 17.
	The installer is now based on 64bit.
	Added more details to WebRTC related logs to aid with troubleshooting.
	Added tooltips to clarify the behavior of clear / reset buttons in Directory Brick settings.
	Clusters will now form by using their hostname instead of "localhost".
	Unified some button placements among Bricks with similar configuration flows.
	The included Visual C runtime has been updated to 14.40.33807.
	Any MultipleActiveResultSets connection string parameters are now automatically removed at runtime.
Major	<u>#2823513</u> Fixed an issue where newly imported users would not show any Skills in the Skill Browser Brick.
	<u>#1223937</u> Fixed an issue where the in-browser calling notification would offer an accept button even when using non-controlled ACD extensions.
	<u>#7253176</u> Fixed an issue where searching in Directory Bricks would perform slowly in certain scenarios.
	Fixed an issue where the cluster would fail to form after it could not properly persist its state during the previous run.
	<u>#2243177</u> Fixed an issue where certain email attachments were corrupted while sending emails.
Minor	Fixed an issue where the Web Agent would react slowly when many logging entries were written in the background.
	Fixed an issue where the auto-search feature of Directory Bricks would cease operation.
	Fixed an issue where dragging a Tabs Brick within the Brick Wall would create a temporary duplicate.
	Fixed several issues with brick layouting that occurred while resizing a brick.
	Fixed an issue where tooltips in Agent Details Bricks would not be dismissed correctly.
	Fixed an issue where unassigned Skills were shown in Agent Details Bricks if they were configured as Accessible Queues.
	Fixed several issues with the Image and File Upload features in the email editor.
	Fixed an issue where the copy function in Rocket.Chat chats was not working.
	Fixed an issue where the chat window icon in the Homebar would not be removed correctly.
	Fixed an issue where directory fields marked as private information would not show that they are marked as such.
	Fixed an issue where the window's bottom loading indicator would keep animating after completing a chat.
	Fixed an issue where the Edit Contact button was incorrectly displayed in certain scenarios.
	Fixed an issue where the Agent Details Brick would offer to change another agent's status to an incompatible status while that agent was busy.
	Fixed an issue where the Rocket.Chat Connector kept trying to process deleted users.
	<u>#7323200</u> Fixed an issue where some Ok and Cancel buttons were arranged in the wrong order.
	Fixed an issue where withheld caller information remained visible in the Call & Chat Wait List Brick.
	Fixed an issue where the text for Skill components was not aligned properly.
	Fixed an issue where the Agent Details Brick would keep showing Skills that had been unassigned.
	Fixed an issue where the Stage Brick would not properly respect edit mode.

	Fixed an issue where notifications would remain even after logging out.
<u>#7323617</u>	Fixed an issue where the Call Control Brick's clear button would become unusable when setting brick scaling to 125% or more.
	Fixed an issue where the Call & Chat History Brick's "Automatically filter call & chat history upon incoming call or chat" option would not discard the filter after declining a call or chat.
	Fixed an issue where the presence status column in Directory Bricks would display redundant tooltips in certain scenarios.
<u>#9233035</u>	Fixed an issue where an edited Memo field in the Call Wait List would not be updated for other agents on calls that are Skill parked.
<u>#9323848</u>	Fixed an issue where the setting "Active Call or Chat" in the Single Tag Editor Brick would not be retained.
	Fixed several alignment and scroll bar issues with Tabs Bricks.
	Fixed several layout issues occurring while resizing bricks in an Inner Wall Brick.
	Fixed an issue where the Grafana Brick would fail to authenticate in certain environments.
	Fixed alignment issues of the phonetic search slider.
	Fixed some naming discrepancies with Call & Chat History Brick filters.
<u>#7128384</u>	Fixed an issue where scrollbars in Grafana dashboards could be rendered with an unintended style in certain scenarios.
	Fixed an issue where assigned chats did not play a ringtone.
	Fixed an issue where chats could be picked freely from the wait list even if the required Feature had not been granted.
	Fixed several issues with the Workstation Lock State feature.
	Fixed an issue where triggering an outbound call through a Make Call action would prompt the user for Skill selection even if only one Skill is available.
	Fixed several issues related to the Call & Chat History Brick, processing of user configuration and overall system stability.
	Fixed an issue where agents were not automatically logged on again after applying changes to their ACD extension in samwin Manager caused a log off.
	Fixed an issue where the Brick margin could be set to unsupported values.
	Fixed an issue where the Skill color for grouped Skills was not chosen deterministically.
	Fixed an issue where redundant scrollbars were displayed in settings forms of Tabs Bricks in certain scenarios.
<u>#9253835</u>	Fixed an issue where searches in Call & Chat History Bricks could re-run indefinitely in certain scenarios.
	Fixed an issue where the User State Brick would not render correctly on collapsed Pilot Panels.
	Fixed an issue where one-click dial-able numbers in bricks like Agent List and Directory would not be rendered as such.
	Fixed an issue where searching for "Unknown Callers" in Call & Chat History Bricks would not yield matching results.
	Fixed an issue where the call and chat history area of Agent Details Bricks would not sort its entries from newest to oldest.
	Fixed an issue where home bar popups (e.g. list of open email windows) would close when trying to move the mouse pointer onto them.
	Fixed an issue where no ringtone would be played for emails in Skills with setting "Automatically transfer a message to an agent" turned off.
	Fixed an issue where the Danish translation was missing for some newer features.
<u>#3723394</u>	Fixed an issue where users without the "Allow to see foreign call & chat history" Feature would see missed call entries that were in progress by other users.
	Fixed an issue where Mobile Agent push notifications failed to be sent reliably in certain scenarios.
	Fixed an issue where the number of logged on Agents used to check against a "Required Agents" configuration was incorrect in certain scenarios.
	Fixed an issue where logging could stop working in certain scenarios.

	Fixed an issue where some functionality could cease operation after cluster-shard reallocation.
	Fixed an issue where Rocket.Chat chats would remain active after completion if the agent user had been duplicated and renamed.
	Fixed an issue where database related resources were not properly cleaned up if connection issues occurred during actor startup.
	Fixed an issue where services would fail to start within the 30s time frame imposed by Windows if the primary samwin database was unreachable.
	Fixed an issue where the Domain Service would encounter exceptions on systems where the Authentication Method was never changed.

Changes in version 2.5.0

Feature		Added support for Microsoft Entra Id authentication.
		Added support for the Workstation Lock/Unlock State Settings option on User Profiles. This feature requires the Satellite companion application to be set up on the client PC.
	<u>#6242134</u>	Please note that the following related configuration option is currently not supported: "When the user is currently in one of these states, change to configured lock state".
	<u>#5422727</u>	Added support for email recipient auto-completion which considers entries with email addresses from the agent list and the directory.
		The drag and drop UI in Tabs and Toolbar Bricks has been re-designed.
		The Close Agent feature of the samwin Manager is now supported.
		Data of old Rocket.Chat chats is now removed and related data is cleaned up in samwin.
	<u>#4226143</u>	The use of placeholders like %tbl_org00.fld_orgfld00% in email templates is now supported. Special Danish characters are now supported for Rocket.Chat usernames.
		Added support for upload and configuration of "Agent Greetings" which allows users to automatically play an audio file after accepting a call.
	<u>#222510</u>	The Greetings configuration interface is available in the global settings menu, accessible from the bottom left corner.
		Added an in-browser notification for outbound calls triggered by an external system.
	<u>#3228646</u>	Added support for the "Inform on new waiting item" Skill feature.
		The speed of directory searches has been improved while eliminating per-search CPU load on the SQL Server.
		Note: this is achieved by storing directory data in-memory, which increases memory demand of Domain Service processes by about 150MB per 100.000 entries (this is an estimate as actual memory demand depends on the individual directory data).
Major		The performance of the phonetic search has been improved.
		Improved the display of "empty grid" and "no search results" hints.
		Changes to the logging configuration are now applied at runtime without the need for service restarts.
		Added a new Microsoft Teams theme to better integrate into the MS Teams client.
		The performance of the Directory Brick has been improved, including when using multiple Directory Bricks in parallel or in a Tabs Brick.
	<u>#6822129</u>	Fixed an issue where the Dynamic Link Action was no longer functional without an active call.
		Fixed an issue where database timeouts were incorrectly set too low.
	<u>#8922690</u>	Fixed an issue where Agent List Bricks would not display any entries in certain scenarios.
		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.
	<u>#1229908</u>	Fixed an issue where tags used in Skill event URLs were not resolved recursively.
	<u>#1203577</u>	Fixed an issue where the Call & Chat History Browser Brick would include entries for Accessible Queues.
	<u>#2292975</u>	Fixed an issue where using a double click to dial an entry in a Directory Brick could lead to the wrong entry being dialled in certain scenarios.
	<u>#5203830</u>	Fixed an issue where the default email template was taken from the previous call's Skill even after the call had ended.

	<u>#5023258</u>	Fixed an issue where the WebRTC Gateway Service would fail to start due to an incompatible logging configuration.
	<u>#4023313</u>	Fixed an issue where ending a call through a Plantronics headset would also end a follow-up call. Fixed an issue where the Skill setting "Automatically change the status when a waiting call is not answered after <u>s</u> " was not working for Shared Skills.
	<u>#4224442</u>	Fixed an issue where the active call time would be reset to 0 when navigating away from and returning back to the Web Agent while integrated in the MS Teams client. Fixed an issue where Rocket.Chat chats closed on the widget side during Rocket.Chat service downtime were not cleaned up. Fixed several minor text alignment issues. Fixed an issue where double clicking a header in a Directory Brick would initiate a call. Fixed an issue where User Status Bricks placed on the Pilot Panel would briefly display a grey status after opening or closing the Pilot Panel. Fixed an issue where the Agent Details' Skill status representation was missing. Fixed an issue where an agent was able to sign out during an active call.
	<u>#9722559</u>	Fixed an issue where forwarding emails with embedded images would remove these images. Fixed an issue where hovering over call history entries in Agent Details Bricks would cause these entries to keep toggling between displaying absolute and relative time in certain scenarios. Fixed an issue where the hangup button in the Call Control Brick would be displayed incorrectly if the brick was placed on the Pilot Panel and the Pilot Panel was collapsed. Fixed an issue where cancelling an email window's file attachment flow would close the email window.
	<u>#6229481</u>	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. Fixed an issue where the same email recipient could be added multiple times and deleting one of these redundant entries would remove all matching entries at once.
	<u>#9228482</u>	Fixed an issue where login would seemingly be successful for users without a proper client license. Fixed an issue with the Single Tag Editor Brick not storing and refreshing tag values correctly. Fixed several display issues in the Agent Details Brick. Fixed an issue where the Stage Brick would misplace the dial icon and display target numbers out of bounds in certain scenarios.
Minor		Fixed an issue where the Directory Brick's automatic column-based search feature would not trigger in certain scenarios. Fixed an issue where disabled Toolbar Actions were not clearly recognisable as such. Fixed an issue where re-queuing a call would briefly cause the ringtone to be played. Fixed an issue where SCCS1 messages were not escaped correctly which resulted in symbols or other special characters in tags to be processed incorrectly. Fixed an issue where Console Logging was activated by default which unnecessarily used system resources.
	<u>#8292238</u>	Fixed several issue with the Dynamic Actions Brick in regards to control state. Fixed an issue where the Pilot Panel would not expand to its full width in certain scenarios. 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. Fixed an issue where the Skill Browser's "Log on/off from all Skills" checkbox would never complete its operation. Fixed an issue where the Agent Details Brick would show incorrect tooltips during an active call. Fixed an issue where SCCS1 related logs would contain raw byte data. Fixed an issue where the Accept and Hangup buttons in a Call Control Brick placed on the Pilot Panel would not be of equal height in certain scenarios.
	<u>#3922162</u>	Fixed an issue where the Agent Details Brick would show calls from all agents instead of the selected agent. Fixed an issue where Rocket.Chat chats would offer incorrect re-queue targets. Fixed an issue where the number of active filters would be misaligned in several bricks. Fixed an issue where Required Agents notifications would behave differently on Classic and Web Agent.
	<u>#6320247</u>	Fixed an issue where the Web Agent did not include additional columns marked as email columns when offering recipient addresses.
	<u>#2032160</u>	Fixed an issue where sending emails could fail when keeping the default connection string in hot standby setups.

	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 <code>MultipleActiveResultSets=True</code> parameter - remove that parameter if present.
	Fixed an issue where variable replacements in email templates would not work if HTML tags were intertwined.
	Fixed an issue where bricks placed on a collapsed Pilot Panel would not switch to their small view mode in certain scenarios.
	Fixed an issue where the Agent Detail's Avatar would incorrectly remain hidden in certain scenarios.
	Fixed an issue where placeholder texts in the Edit Contact dialog were misaligned.
	Fixed an issue where the mouse cursor would incorrectly be shown as text selection cursor when positioned on dialog titles.
	Fixed an issue where bricks would not always be shown on top while rearranging them through drag and drop.
	Fixed an issue where the tooltip information shown in the Call Control Brick while being monitored was incorrect.
	Fixed an issue where the Rocket.Chat configuration failed to load when using older samwin versions.
	Fixed an issue where Active Skills were not logged on to correctly in rare scenarios.
	Fixed an issue where the Tabs Brick would display a tab's title outside the tab's bounds in certain scenarios.
	Fixed an issue where the Toolbar's "Vertical view" setting could not be activated.
#4320346	Fixed an issue where forwarding emails would fail if the subject contained special characters.
	Fixed an issue where the home bar's settings and buttons would be displayed incorrectly during a Brick Layout save operation.
	Fixed an issue where the agent was able to switch their own status to an incompatible status while being busy with a chat.
	Fixed an issue where the Agent Details Brick would incorrectly show the Skill Logon/Logoff loading indicator in certain scenarios.
#3322102	Fixed an issue where the Domain Service would leak memory in certain scenarios.
	Fixed an issue where some settings of Toolbar Actions were not shown.
	Fixed an issue where Directory Bricks would cause high CPU load and Call & Chat Wait List Bricks would delay updates of wait list data.
	Fixed an issue where login might fail in rare scenarios.
	Fixed several sources of high logging load.
	Fixed an issue where email templates would not be shown in full in email windows in some scenarios.

Changes in version 2.4.0

	#2821494	The call history displayed in Agent Details Bricks will now keep updating without manually switching between agents.
		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.
	#5222136	To trigger a column-based search use one of the following methods: - 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
Feature		The User State Brick now supports use within the Pilot Panel.
		The Toolbar Brick now offers a vertical layout mode.
		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>
	#5232377	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	<u>#1522364</u>	Fixed an issue where no user status was automatically selected when logging in while the primary Core Service was unreachable.
	<u>#1622758</u>	Fixed an issue where the Skill Browser would display an incorrect maximum waiting time.
	<u>#7722328</u>	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.
	<u>#4252474</u>	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.
	<u>#4522528</u>	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.
Change		The integrated WebRTC component was updated to M110.
		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.
Major		Rocket.Chat tokens are now acquired more efficiently.
		Fixed an issue where the Plantronics headset integration was non-functional.
Minor	#2222059	Fixed an issue where Dynamic Link actions would be non-functional in certain scenarios.
	#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

Feature		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.
	#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	#7251475	BREAKING CHANGE 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	#8312268	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.
	#4721198	Fixed an issue where calls might be unexpectedly dropped and re-established in certain transfer scenarios.
	#8127802	Fixed an issue where users could log in even though they had been locked.
Minor	#6129909	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.
	#7241234	Fixed an issue where sorting in Directory Bricks would always sort by name.
	#5421014	Fixed an issue where the audio devices configuration failed to persist.
		Fixed an issue where large organisational structure configurations could not be processed.
		Fixed an issue where Inner Wall Bricks placed within Tabs Bricks would not resize automatically.
	#2521354	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.



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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.