

## Release Notes for 1221 for NetSapiens Portals (/portal)

Items in no particular order or priority

- Support for audio monitoring from Office manager role, previously just Call center capable.
- Better handling of null or empty contact fields
- Better and more configurable random password support
- Support for Screen Pops configurable per user or domain
- Added international support for non 3 digit area codes
- Configurations added for customizations to the call history index page and visible columns
- Bug fixes for the live data of active and queued calls in call center manager portal
- Combined all JS files and CSS files for more efficient download to the browser.
- Better timezone support for parsing difference vs. current time.
- SIP trunk support for the reseller view. Add, Modify, Delete.
- Added ability to download audio in several places in addition to html5 playback
- Ability to view and set agent priority in a call queue
- Javascript modifications to better handle modal popups
- User import support with a preview ability
- Cleanup of the AA manager with a few minor bugs
- Ability to turn recording on and off for a phone/user device
- Hot desking support in the portal utilizing new responder app for confirmation
- Better handling of timestamps on cached assets to improve speed.
- Ability to filter call center queues and agents via UI config for agent and supervisor
- Cleanup of install script and better permissions for temp directory
- Ability to select dial permissions and dial translations for the reseller
- Changes to auto complete to allow assistance without starting to type
- Show "my contacts" in popout and dock panel
- Ability to "release phone" as part of hot desk support
- New user will add Default/\* rule by default, more like admin portal
- add a warning on a anserrule when the timeframe is missing
- Added support for a Super auto complete with all possible resources
- Autocomplete in anserrules page, will add a matching dial plan to support it
- Cleaner viewing of anserrules features
- better handling of internal graph errors
- Ability to customize link on top right to configurable url
- Ability to add in your own PHP or JS include files for custom features
- Add support to limit the max phones per user
- Ability to add a user when adding a call queue or AA, saving a provisioning step
- Click to dial using the "dial pad"
- Early support for user to user messaging, default off and not ready for production
- Support for selecting the origination leg of a click to call

- Support for auto answer on click to call from dial pad
- Reseller support in inventory for phone hardware management
- Support for offnet "remote" agents in a call queue
- "caller" filter in call history
- Better tracing support to remove load
- Initial support to test with APC opcode caching installed
- Support for tier ring support in call queues.
- added configurations to hide graphs and stats for call center
- Beta "super user" support in portals
- ability to manage button color by server name used.
- Suppress popup on initial leg of click to call.
- Modified animations in modal popups
- Handle screen resolution differences better in regards to modal popups
- Use of sliders in timeframes instead of dropdowns
- Icon changes for minimize and maximize
- Tooltip modifications on sliders
- early Group chat support, disabled by default and not ready for production
- Call center stat export options, pdf off by default
- Use of sliders in call queue manage portal
- Hide validationEngine popups when modal resizes
- remove use of .live() in JS functions
- updated jquery and jquery-ui libraries
- call control in "popout" module
- speed improvements in several areas
- Move the default location of status message to the dock and popout modul
- Support for multiple ranges per day in timeframes.
- dial pad to initiate a call to a number not in contacts
- Added variables for use in JS functions in portal and 3rd party use.
- Maximize screen space in agents modal by calculating available modal height
- Give the agent fields a wee bit more space than the agents table.
- Better handling of long Text overflow in home agents/users phone panel.
- support for mid call recordings

**New UI config settings. Please refer to Documentation for further details and defaults.**

- PORTAL\_ENABLE\_SUPER\_USER
- PORTAL\_USERS\_ALLOW\_IMPORT
- PORTAL\_USERS\_AREA\_CODE\_LENGTH\_MIN
- PORTAL\_USERS\_AREA\_CODE\_LENGTH\_MAX
- PORTAL\_USERS\_ALLOW\_ENABLE\_VOICEMAIL
- PORTAL\_USERS\_ALLOW\_VOICEMAIL\_EMAIL
- PORTAL\_USERS\_EXTENSION\_MAX\_LENGTH
- PORTAL\_USERS\_SHOW\_DIAL\_PLAN

- PORTAL\_USERS\_SHOW\_DIAL\_PERMISSION
- PORTAL\_USERS\_CREATE\_DEFAULT\_FEATURE
- PORTAL\_MENU\_SHOW\_SIP\_TRUNKS
- PORTAL\_LOGIN\_HOME\_PAGE
- PORTAL\_CALL\_HISTORY\_SHOW\_DISP\_ON\_INDEX
- PORTAL\_CALL\_HISTORY\_SHOW\_REASON\_ON\_INDEX
- PORTAL\_CALL\_HISTORY\_EXPORT\_DISP\_REASON\_NOTES
- PORTAL\_ATTENDANT\_ADD\_USER\_IF\_NEEDED
- PORTAL\_CALL\_QUEUE\_ADD\_USER\_IF\_NEEDED
- PORTAL\_CALL\_QUEUE\_ALLOW\_TIERED\_RING
- PORTAL\_CALL\_QUEUE\_AGENT\_MY\_STATS
- PORTAL\_CALL\_QUEUE\_AGENT\_MY\_STATS\_GRAPHS
- PORTAL\_CALL\_QUEUE\_MANAGER\_STATS
- PORTAL\_CALL\_QUEUE\_MANAGER\_STATS\_GRAPHS
- PORTAL\_CALL\_QUEUE\_MANAGER\_VIEW\_LIST
- PORTAL\_CALL\_QUEUE\_MANAGER\_AGENT\_GROUPS
- PORTAL\_CALL\_QUEUE\_MANAGER\_STAT\_EXPORT\_PDF
- PORTAL\_CALL\_QUEUE\_MANAGER\_STAT\_EXPORT\_CSV
- PORTAL\_AGENT\_SCREEN\_POP\_URL
- PORTAL\_TIMEFRAME\_ALLOW\_MULTIPLE\_RANGES
- PORTAL\_TIMEFRAME\_FULL\_SET
- PORTAL\_POPOUT\_SHOW\_MESSAGE
- PORTAL\_POPOUT\_CALL\_CONTROL
- PORTAL\_DEVICE\_ALLOW\_RECORDING
- PORTAL\_PHONES\_ALLOW\_HOTDESK
- PORTAL\_DEVICE\_MAX\_PER\_USER
- PORTAL\_DEVICE\_NDP\_SERVER
- PORTAL\_DEVICE\_NDP\_SERVER\_<RESELLER>
- PORTAL\_DEVICE\_REDUNDANCY
- PORTAL\_DEVICE\_REDUNDANCY\_<RESELLER>
- PORTAL\_ALLOW\_AUDIO\_MONITOR
- PORTAL\_ALLOW\_WHISPER\_BARGE
- PORTAL\_ALLOW\_WHISPER\_BARGE\_ON\_QUEUES
- PORTAL\_DIAL\_PLAN\_ALLOW\_STAR
- PORTAL\_HELP\_LINK
- PORTAL\_HELP\_NAME
- PORTAL\_CSS\_PRIMARY\_1\_<SERVER\_NAME>
- PORTAL\_CSS\_PRIMARY\_2\_<SERVER\_NAME>
- PORTAL\_JS\_COMBINE
- PORTAL\_EXTRA\_JS
- PORTAL\_PHP\_HEAD\_INCLUDE\_PHP
- PORTAL\_PHP\_FOOT\_INCLUDE\_PHP

