

Wave Desktop Application Release Notes

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WAVE DESKTOP VERSION 1.29.13

PRODUCT NAME

Wave Desktop Application

DATE

09/25/2025

IMPORTANT NOTE

- Wave Desktop is available for Windows and macOS. Users can download the latest version from here: <https://fw.gdms.cloud/wave/download/>

CHANGES SINCE VERSION 1.29.11

ENHANCEMENTS

- **[General]** Improved a display issue with unread message and missed call notifications will place red dots on the icon in the left sidebar.

BUG FIXES

- **[General]**
 - Fixed an issue with Wave MacOS app still displays original time zone after modifying the time zone on the Mac.
 - Fixed an issue with the microphone authorization pop-up window disappears when signing in to the account for the first time.
 - Fixed an issue with it does not unmute itself when the audio test is ended automatically.
 - Fixed an issue with there is an ellipsis at the end of some texts of audio test in some certain languages.
 - Fixed an issue with the chat button text in the sidebar display incomplete in French.
- **[Call]**
 - Fixed an issue with the Wave Desktop call connection establishes too slow after restarting the PC and answering an incoming call.
 - Fixed an issue with the call logs interface displays "load error" on Wave Desktop application if the account is a call queue member that does not have the contacts permission.
- **[Meeting]**
 - Fixed an issue with the Wave call window in equal division model displays incorrectly when sharing the screen on the Wave Desktop client.

- Fixed an issue with the Wave Desktop application displays incorrect interface when clicking the meeting URL to wake up Wave Desktop application and join the meeting via before the meeting starts.
- Fixed an issue with the “Join” meeting button missing issue when the meeting is about to start if the user clicks the meeting URL to wake up Wave Desktop application and enters the participant’s name.
- Fixed an issue with the browser memory usage rate keeps growing after clicking the meeting URL received by another participant on the browser to join the meeting before the meeting starts.
- Fixed an issue with other participants will see the specific participant’s name as a number if the specific participant is invited and joined the meeting by the meeting URL.
- Fixed an issue with the meeting link received by the extension email cannot be accessed by the browser to select to wake up the Wave Desktop application.
- Fixed an issue with the experience of accessing the meeting link in advance for attending members needs to be optimized when the meeting starts.
- Fixed an issue with the invitee joins to the meeting preparation page repeatedly without starting the meeting if the invitee clicks the meeting URL in the email.
- Fixed an issue with the participant and invitee tabs in some languages display incomplete.
- Fixed an issue with the size of the end meeting pop-up window in the meeting list is incorrect.
- Fixed an issue with the participant’s name cannot be displayed when using the meeting URL in the email to join the meeting across the domain.
- **[Chat]**
 - Fixed an issue with “&” mark displays incorrectly when editing or copying rich text content to the enter dialog.
 - Fixed an issue with the right click menu of Live Chat session displays incorrectly when collecting user information is closed.

WAVE DESKTOP VERSION 1.29.11

PRODUCT NAME

Wave Desktop Application

DATE

08/21/2025

IMPORTANT NOTE

- Wave Desktop is available for Windows and macOS. Users can download the latest version from here: <https://fw.gdms.cloud/wave/download/>

CHANGES SINCE VERSION 1.27.11

ENHANCEMENTS

- **[Management Portal]** Added a new tab “Chatbot” in Wave Management Portal. [CHATBOT]
- **[Management Portal]** Added to allow configuring Live Chat in Wave Management Portal. [LIVE CHAT CONFIGURATIONS]
- **[Management Portal]** Added to allow adding visitors from Live Chat or WhatsApp to Personal Contact. [ADD VISITORS TO PERSONAL CONTACT]
- **[Management Portal]** Added to allow configuring WhatsApp for multiple extension users in Wave Management Portal. [WHATSAPP CONFIGURATIONS]
- **[General]** Added to support multi-factor authentication for login. [SUPPORTED MFA]
- **[General]** Added the dark theme in the Wave app.
- **[Meeting]** Added some improvements in the meeting room. [MEETING ROOM IMPROVEMENTS]
- **[General]** Added some new options on the Settings page. [NEW OPTIONS IN SETTINGS]
- **[Chat]** Added to support personal chat link feature and allow users to customize related configurations. [PERSONAL CHAT LINK]
- **[Chat]** Added some improvements in the chat window. [CHAT IMPROVEMENTS]
- **[General]** Some other improvements in the Wave Desktop application. [OTHER IMPROVEMENTS]

BUG FIXES

- **[General]**
 - Fixed an issue with the close/minimize/full screen buttons on the window disappear after not focusing on Wave.
 - Fixed an issue with the status of the extension in the busy light detection is incorrect after disconnecting and reconnecting to the server.

- Fixed an issue with the login process displays a blank interface before logging in to the Wave app.
- Fixed an issue with it displays a blank window when hovering the mouse over the Wave icon.
- Fixed an issue with the display of “Average First Response Time” in statistics is not visually appealing after switching to a specific language.
- Fixed an issue with some filtering items in the chat history did not display corresponding translations after switching languages.
- Fixed an issue with the display name (optional) prompt in the VPK input field in some specific languages is incomplete.
- Fixed an issue with there are some issues with the setting field for displaying the number of items per page.
- Fixed an issue with other popup windows shaking issue after clicking the “Remind Later” button.
- Fixed an issue with Wave Desktop automatic login results in a Captcha verification.
- **[Call]**
 - Fixed an issue with the sharing ending prompt cannot be displayed when sharing the audio and closing the shared window.
 - Fixed an issue with it still can hear the ringing tone after the popup window for the incoming call disappears in some case.
 - Fixed an issue with call notification prompt is out of the screen frame and there is no option to answer the call.
- **[Meeting]**
 - Fixed an issue with the style of sharing toolbar is incorrect when switching to N-way conference during sharing screen.
 - Fixed an issue with the meeting link transmitted by the system command is not a UCMRC link.
 - Fixed an issue with sharing will be restarted after splitting the presentation screen, but the new sharing is not displayed in the presentation stream window.
 - Fixed an issue with the shared audio prompt is incorrect when the microphone or speaker is not connected during the meeting.
 - Fixed an issue with joining the meeting via trunk failed after calling to a meeting number.
 - Fixed an issue with the system still in the sleep mode after joining the cross-domain meeting with the Wave Desktop client.
 - Fixed an issue with the contact details prompt displays incorrectly when the first time viewing the details of an unauthorized contact during a meeting.
- **[CTI]**
 - Fixed an issue with CRM should not automatically create contacts when joining in to a meeting in CTI mode.

- Fixed an issue with there are some issues when joining meetings without a microphone in CTI mode.
- Fixed an issue with CTI shortcut entrance disappearing issue when binding a phone in a specific MacOS system.
- Fixed an issue with the call is canceled before the call is fully established and a call window is displayed after the call window disappears when the CTI account answers the call.
- Fixed an issue with two host roles are displayed after starting an instant meeting in CTI mode.
- Fixed an issue with the line bar is not expanded after clicking the multi-line bar to return to the call window if the user is already in a call and then joining a meeting in CTI mode.
- Fixed an issue with the call device popup window still can be displayed after closing the bound phone's popup window in CTI mode.
- Fixed an issue with there is no waiting tone when receiving a new call during a CTI call.
- Fixed an issue with the hang up button is displayed for the current line in the multi-line window in CTI mode.
- Fixed an issue with the phone is disconnected while the PC cannot detect it during a CTI call.
- Fixed an issue with the interface is abnormal when answering the call under abnormal network environment in CTI mode.
- Fixed an issue with it displays the call interface when reconnecting the phone after rejecting the call in CTI mode.
- Fixed an issue with the second call is transferred to a multi-party conference and the Wave conference interface is not displayed in the case of multi-line call in CTI mode.
- Fixed an issue with the PC does not display disconnection window directly after receiving an incoming call when the CTI mode of the phone is off.
- Fixed an issue with the Wave icon flashes when the phone answers an incoming call in CTI mode.
- Fixed an issue with there is no prompt when receiving an incoming call when the PC loses connection with the phone in CTI mode.
- **[Chat]**
 - Fixed an issue with the entrance is still displayed even if E2EE permission has been disabled and the chat can proceed normally, after logging in to the Wave account.
 - Fixed an issue with displaying a blank screen firstly before displaying the image after flipping to a larger image in a chat.
 - Fixed an issue with the option "Delete All Chats" should be displayed after right clicking on the conversation at the bottom of the chat list.
- **[3rd Party Application]**
 - Fixed an issue with Telegram should be able to transfer sessions when WhatsApp cannot transfer sessions.

- **[CloudIM]**
 - Fixed an issue with the total number of newly added sessions has not been counted.

NEW FEATURES OVERVIEW

This section describes the major new features/changes introduced in the update and provides instructions for usage.

CHATBOT

On the management platform, a new "Chatbot" function has been added, allowing for the configuration of the automatic reply flow. A Chatbot can be configured for multiple channels, such as a certain Live Chat or WhatsApp, so that multiple channels can simultaneously use the automatic reply flow of a Chatbot.

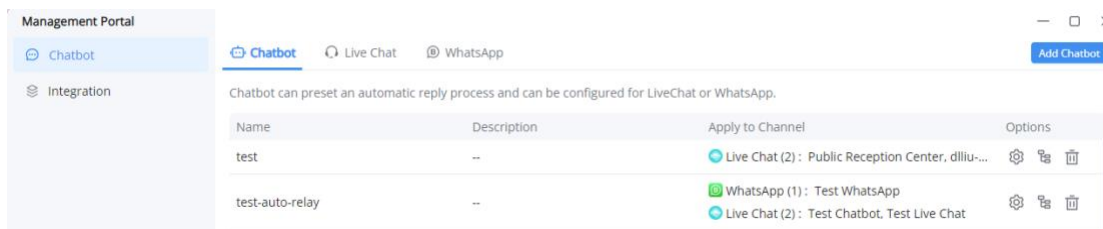


Figure 1: Chatbot Interface

Add Chatbot:

1. Enter the name, description, and channel of the Chatbot (select the Live Chat or WhatsApp created by this UCM).

Management Portal

< Add Chatbot

1 Basic Settings 2 Configure Reply Flow

*Name

Description

Apply to Channel [?](#)

Select

Save and Continue

Figure 2: Add Chatbot

2. Configure the default reply flow of this Chatbot:

Management Portal

< Add Chatbot

1 Basic Settings 2 Configure Reply Flow

Added successfully

Please configure the default reply process

Default Reply Flow

Automatically send this content to visitors upon entering the session

Robot

Hello! How can I help you?

Edit Reply Process

Back to List

Figure 3: Configure Default Reply Flow - I

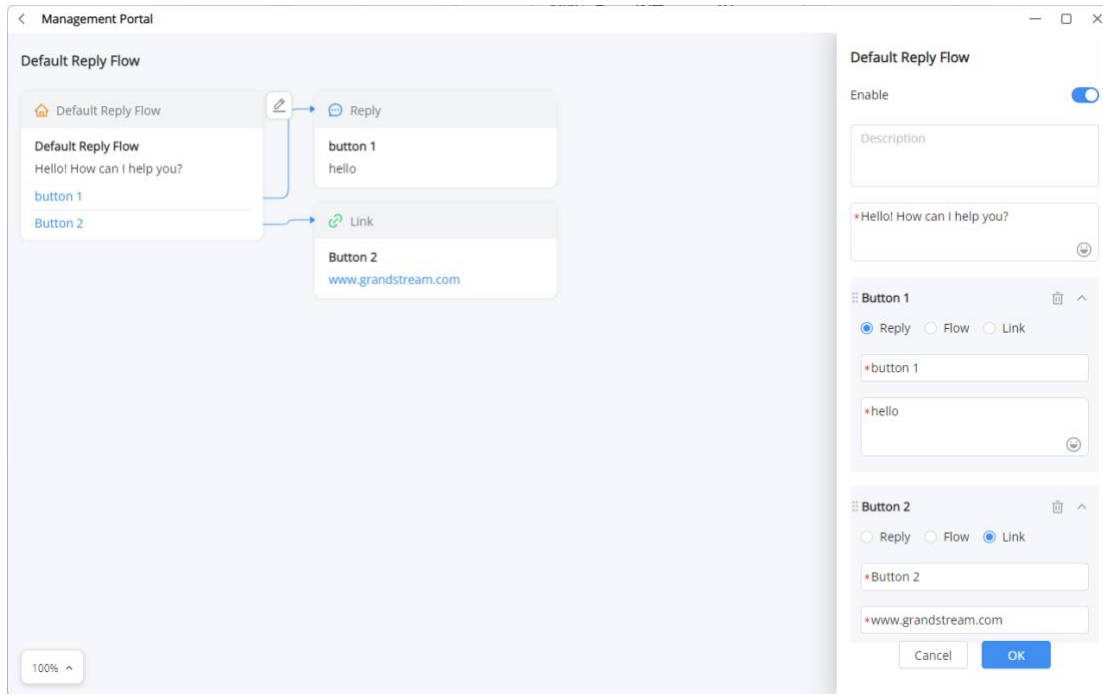


Figure 4: Configure Default Reply Flow - II

To edit the basic information of the Chatbot: Click  to enter the editing page.

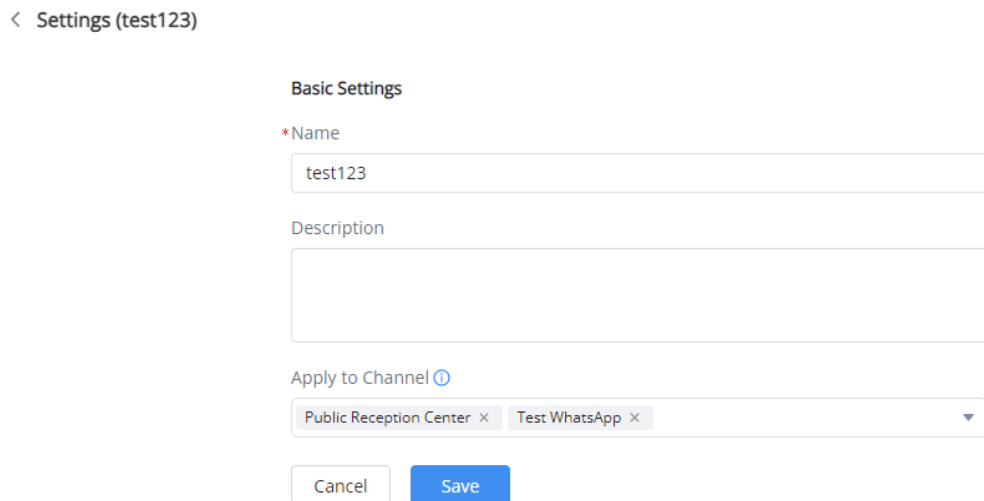


Figure 5: Configure Default Reply Flow - III

Edit the reply flow of the Chatbot: Click  to enter the reply flow list (the function is consistent with the descriptions in the user manual).

< Configure Reply Flow (Test CallFlow)

Add Flow
Test

Name	Description	Keyword	Status	Update Time	Options
Default Reply Flow	Thank you for calling XYZ Hotel. Please state your request.	--	Enable	2025/01/02 16:23	
[Process Cancellation Request]	--	[Process Cancellation Request]	Enable	2025/07/23 19:43	
[Process Inquiry Request]	--	[Process Inquiry Request]	Disable	2025/01/02 16:16	
[Process Booking Request]	--	[Process Booking Request]	Disable	2025/01/02 16:16	
[Transfer to Customer Service]	--	[Transfer to Customer Service]	Disable	2025/01/02 16:13	

Figure 6: Configure Default Reply Flow - IV

LIVE CHAT CONFIGURATIONS

Display all Live Chats created on the UCM:

Management Portal

Chatbot
Integration

Chatbot
Live Chat
WhatsApp

Enable
Public Reception Center
Settings

Chat Link
https://c...
/liveChat?liveChatAccess=Nl84NzjJNGRIMWFjOTY0OTJmODlyNzNiOWQwYjFIZjU3ZF9jMDC0Y...

Destination Number
1000,1001,1002,1003,1004,1005,1006,1007,1008,1010,1011,1012,1013,1014,1015,1016,1017,1018,1019,1020,1021,1022,102...

Chatbot
test123

Enable
Settings

Chat Link
https://...
/liveChat?liveChatAccess=MjlfNGRlYzhZmlyNjNINDQzYTlkMzVhY2JkOTc2OWlxYzNfYzA3NGF...

Destination Number
1502

Chatbot
Disable

Enable
Test Live Chat
Settings

Chat Link
https://dlli...
liveChat?liveChatAccess=MjlfZDUyNTYwNWZGMxNDkxZTlhZjhkNGQ4YTU1MjE2MDdfYzA...

Destination Number
1001

Chatbot
test-auto-relay

Enable
2104-call
Settings

Chat Link
https://dl...
liveChat?liveChatAccess=MjlfYWE2OWYwMmFkMDdhNDU1YWESYTIIMjdHODIyZjA2YWRFYzA...

Destination Number
1036,2103,2104,2105

Chatbot
Disable

Enable
bzhouCQ
Settings

Chat Link
https://dlli...
/liveChat?liveChatAccess=Nl9hNWE3NjFkNWQ0MDU0YzBkYjZjZGQ5MzljZTlxYWVjMjE2MDdfYzA...

Destination Number
1103,1105

Chatbot
bzhou-1102

Figure 7: Display All Live Chats

Click Settings to configure the Live Chat info:

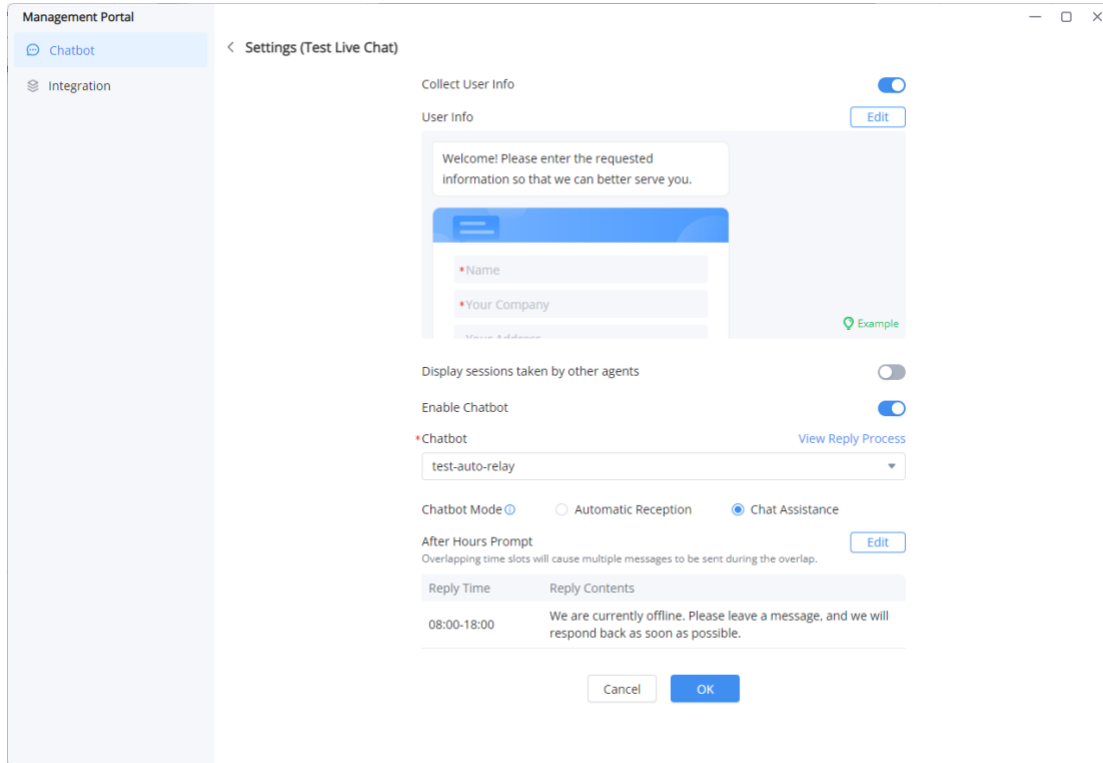
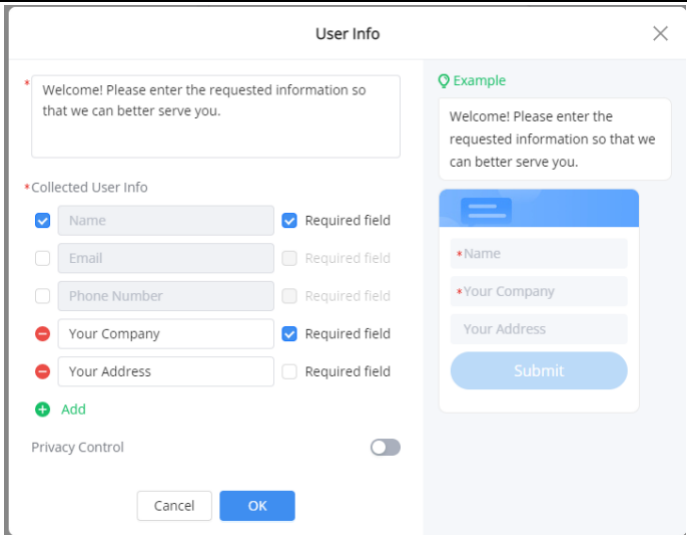
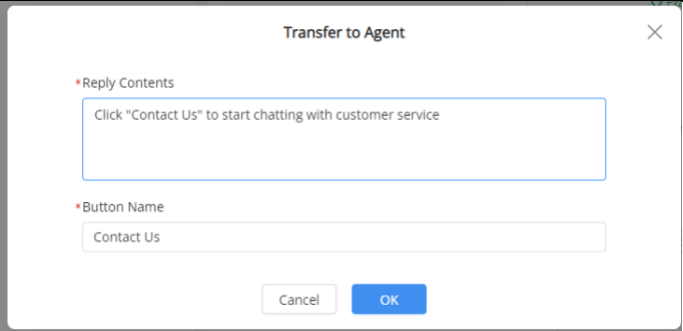


Figure 8: Configure Live Chats

Table 1: Configure Live Chats

Parameters	Descriptions
Collect User Info	Once selected, when a visitor initiates a Live Chat, they will need to fill in the information.
User Info	- Edit the prompt for asking visitors about their information - The fields that visitors need to fill in are name/email/phone number by default, and you can also select whether the select fields are required. - Select whether to need to agree to the privacy control and you can edit the content of the privacy control.

	
Display Sessions Taken by Other Agents	Once enabled, the Wave interface of the agent does not display Live Chats taken by others, but only shows the sessions to be taken and those have been taken by self. Note: Wave administrators can view all sessions without being affected by this setting.
Enable Chatbot	Once enabled, the automatic reply function will be activated.
Chatbot	Once enabled the Chatbot, you can select the existing Chatbot.
Chatbot Mode	After enabling the Chatbot, you can configure the following: 1) Automatic Reception: Live Chat sessions are fully taken by the robot (Chatbot) by default, and no message notifications are sent to Wave extension users. The Wave extension user (Agent) will not be notified until the visitor clicks "Transfer to Agent". 2) Chat Assistance: Live Chat sessions are automatically replied to by the Chatbot, and messages are simultaneously notified to Wave extension users (Agents). Extension users (Agents) can receive message reminders in time and take them.
Transfer to Agent	This configuration is required only when Chatbot is enabled and "Automatic Reception" is selected. That is, when a visitor sends a message and Chatbot fails to reply automatically, it will automatically reply with the following configured message. When the user clicks "Transfer to Agent", a message notification will be sent to the Wave extension user (Agent):

							
Welcome Message	When the Chatbot is disabled, this configuration is required to set the message content displayed when visitors enter the chat interface of Live Chat.						
Reply to First Message	This configuration is only required when the Chatbot is disabled. By default, it automatically replies to the first message sent by a visitor. Note: If the After Hours Prompt option is set, the corresponding message will be replied at the current time first; otherwise, this default message will be replied.						
After Hours Prompt	Supported setting different automatic reply messages for multiple time periods. Set the time period (start time - end time): The content of the messages replied within this time period. - When the option Enable Chatbot has been checked, this message will only be automatically replied to when a visitor "Transfer to Agent" or sends a message (if the Chatbot can automatically reply to the message, it will not reply with this configured message either). - When the Chatbot is disabled, it will automatically reply to the first message sent by the visitor with this configured message. After Hours Prompt Overlapping time slots will cause multiple messages to be sent during the overlap. <table border="1"> <thead> <tr> <th>Reply Time</th><th>Reply Contents</th></tr> </thead> <tbody> <tr> <td>18:00-08:00</td><td>We are currently offline. Please leave a message, and we will respond back as soon as possible.</td></tr> <tr> <td>08:00-18:00</td><td>Hello, I'm here.</td></tr> </tbody> </table>	Reply Time	Reply Contents	18:00-08:00	We are currently offline. Please leave a message, and we will respond back as soon as possible.	08:00-18:00	Hello, I'm here.
Reply Time	Reply Contents						
18:00-08:00	We are currently offline. Please leave a message, and we will respond back as soon as possible.						
08:00-18:00	Hello, I'm here.						

ADD VISITORS TO PERSONAL CONTACT

Extension Users (Agents): For visitors from Live Chat or WhatsApp, "Add to Personal Contact" is supported.

Note: Only users with this permission in the corresponding UCMRC plans are supported.

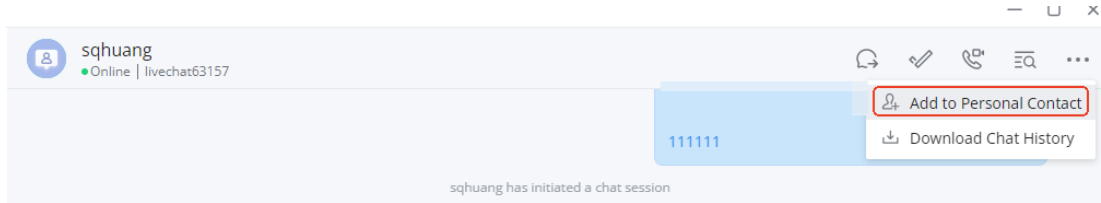


Figure 9: Add to Personal Contact

WHATSAPP CONFIGURATIONS

Wave administrators can configure WhatsApp for multiple extension users.

Note: Once the administrator configures it in this way, other extension users cannot edit this configuration on the WhatsApp add-in of the Wave client. They can only view it.

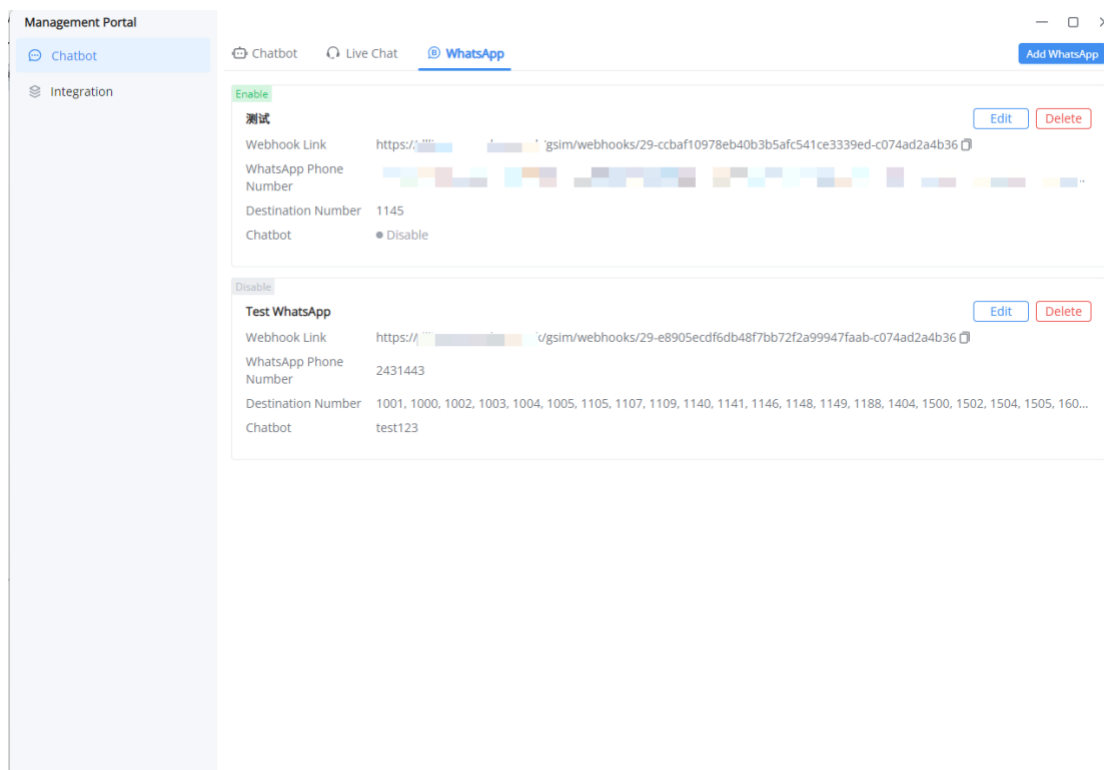
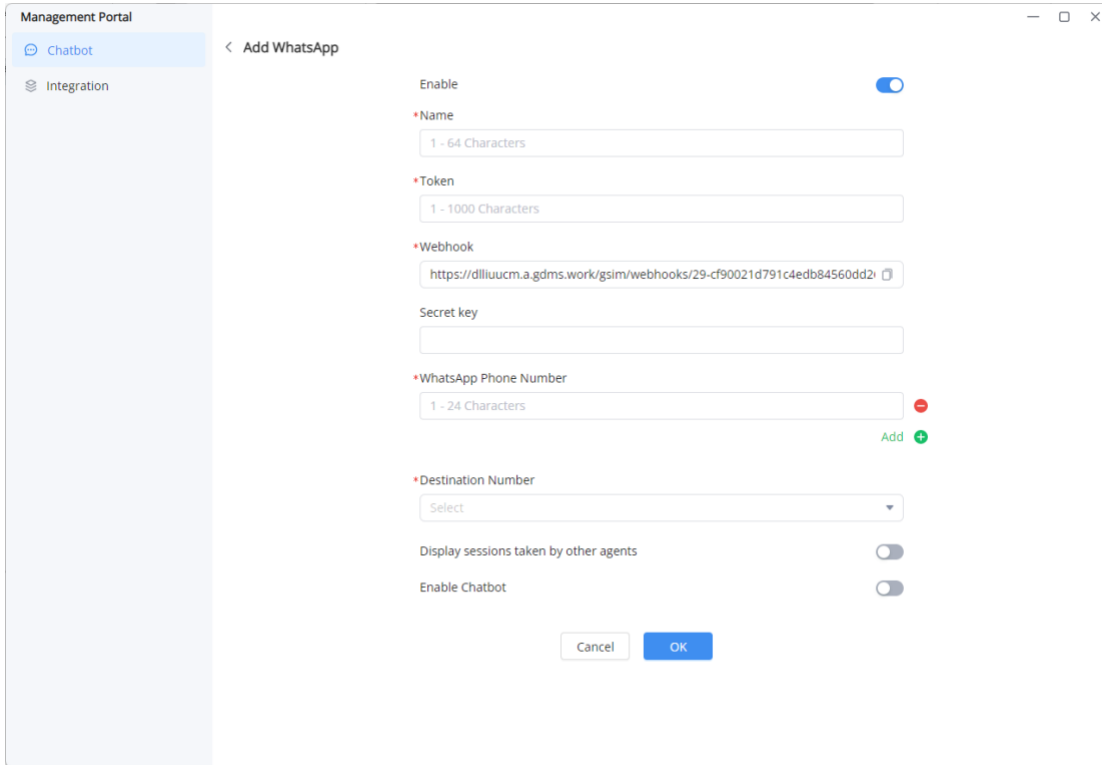


Figure 10: WhatsApp Configurations

Add WhatsApp:



Management Portal

Chatbot

Integration

< Add WhatsApp

Enable ☒

*Name
1 - 64 Characters

*Token
1 - 1000 Characters

*Webhook
<https://dilluucm.a.gdms.work/gsim/webhooks/29-cf90021d791c4edb84560dd2>

Secret key

*WhatsApp Phone Number
1 - 24 Characters Add +

*Destination Number
Select

Display sessions taken by other agents ☐

Enable Chatbot ☐

Cancel OK

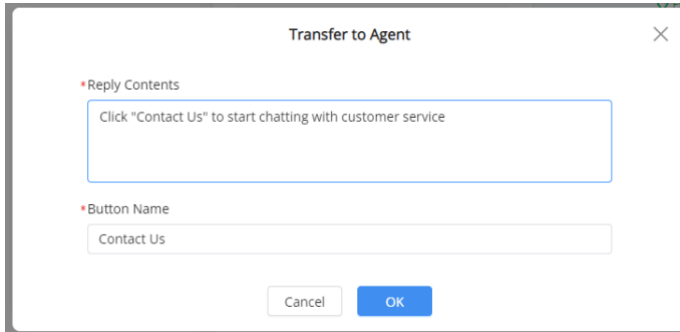
Figure 11: Add WhatsApp

- **Enable:** Once enabled, you can receive messages from this configured WhatsApp account.
- **Name:** The name of the WhatsApp business account.
- **Access Token:** Enter the access token that the user obtains in Step NO.4.
- **Webhook URL:** This URL needs to be configured to the WhatsApp administration page, please click the button to copy it.
- **Client Secret (Optional):** Enter the “App secret” the user obtains in Step NO.1.
- **WhatsApp Phone Number ID:** Enter the “Phone number ID” which the user obtains in Step NO.1. The user can click the button to add the phone number ID. If the user configures multiple phone numbers, when those numbers receive WhatsApp messages, they will notify the Wave client.
- **Destination Number:** Select the extension users who will receive this WhatsApp message. Multiple selections are allowed.
- **Display Sessions Taken by Other Agents:** Once enabled, the Wave interface of the agent does not display WhatsApp taken by others, but only shows the sessions to be taken and those have been taken by self.

Note: Wave administrators can view all sessions without being affected by this setting.

- **Enable Chatbot:** Once enabled, the automatic reply function will be activated.

Table 2: WhatsApp Configurations

Chatbot	Once enabled the Chatbot, you can select the existing Chatbot.
Chatbot Mode	After enabling the Chatbot, you can configure the following: • Automatic Reception: WhatsApp sessions are fully taken by the robot (Chatbot) by default, and no message notifications are sent to Wave extension users. The Wave extension user (Agent) will not be notified until the visitor clicks "Transfer to Agent". • Chat Assistance: WhatsApp sessions are automatically replied to by the Chatbot, and messages are simultaneously notified to Wave extension users (Agents). Extension users (Agents) can receive message reminders in time and take them.
Transfer to Agent	This configuration is required only when Chatbot is enabled and "Automatic Reception" is selected. That is, when a visitor sends a message and Chatbot fails to reply automatically, it will automatically reply with the following configured message. When the user clicks "Transfer to Agent", a message notification will be sent to the Wave extension user (Agent): 
After Hours Prompt	After enabling the Chatbot, you can set different automatic reply messages for multiple time periods. Set the time period (start time - end time): The content of the messages replied within this time period. Note: When the option Enable Chatbot has been checked, this message will only be automatically replied to when a visitor "Transfer to Agent" or sends a message (if the Chatbot can automatically reply to the message, it will not reply with this configured message either).

	After Hours Prompt Overlapping time slots will cause multiple messages to be sent during the overlap. Edit <table> <tr> <th>Reply Time</th><th>Reply Contents</th></tr> <tr> <td>18:00-08:00</td><td>We are currently offline. Please leave a message, and we will respond back as soon as possible.</td></tr> <tr> <td>08:00-18:00</td><td>Hello, I'm here.</td></tr> </table>	Reply Time	Reply Contents	18:00-08:00	We are currently offline. Please leave a message, and we will respond back as soon as possible.	08:00-18:00	Hello, I'm here.
Reply Time	Reply Contents						
18:00-08:00	We are currently offline. Please leave a message, and we will respond back as soon as possible.						
08:00-18:00	Hello, I'm here.						

After configuring the Chatbot automatic reply flow, the WhatsApp visitor client can display the corresponding button and process. Please check the screenshots as follows:

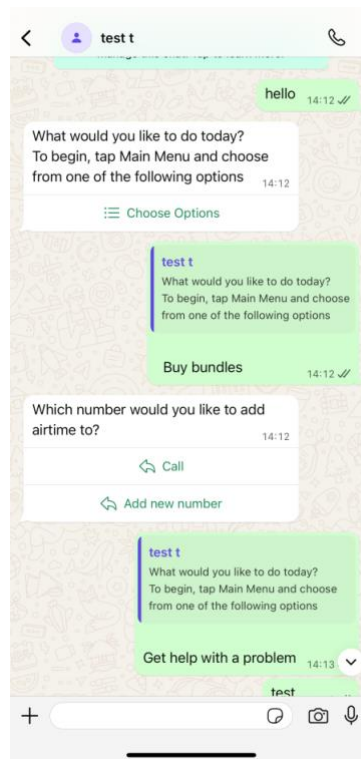


Figure 12: Chatbot Automatic Reply Flow - I

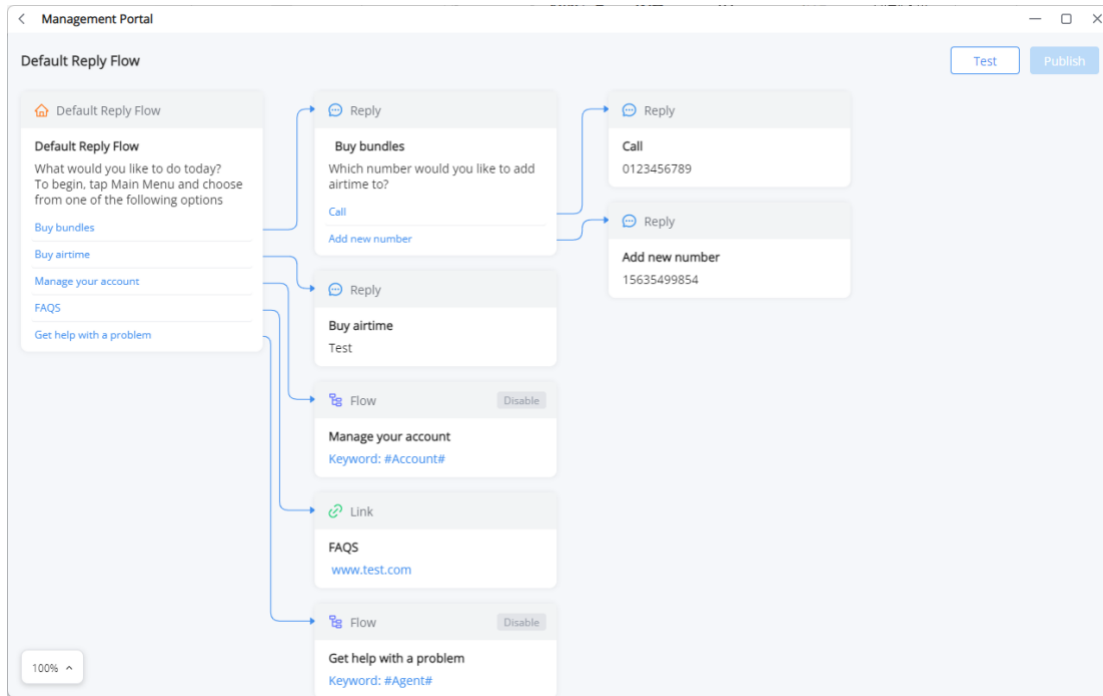


Figure 13: Chatbot Automatic Reply Flow – II

SUPPORTED MFA

On the UCM admin portal, you can view the status of multi-factor authentication by the extension and turn it on or off.

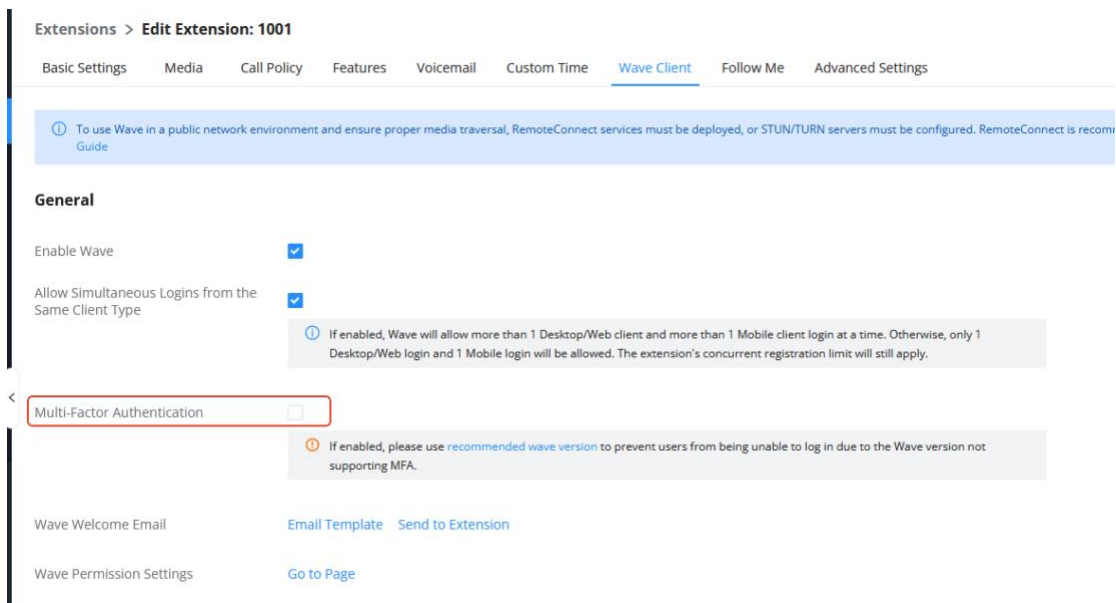


Figure 14: Enable MFA

Once enabled, when signing in to the Wave client, you will be reminded to bind the MFA device and enter

the multi-factor authentication code. After successful verification, you can sign in to the Wave client.

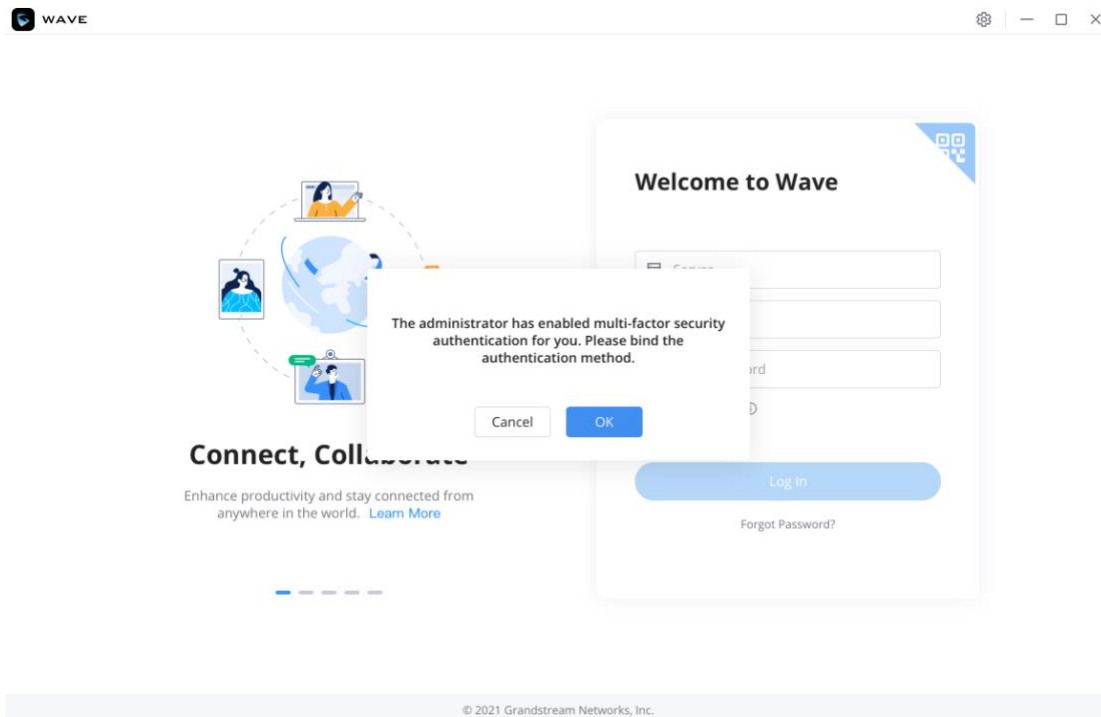


Figure 15: Bind Authentication Method

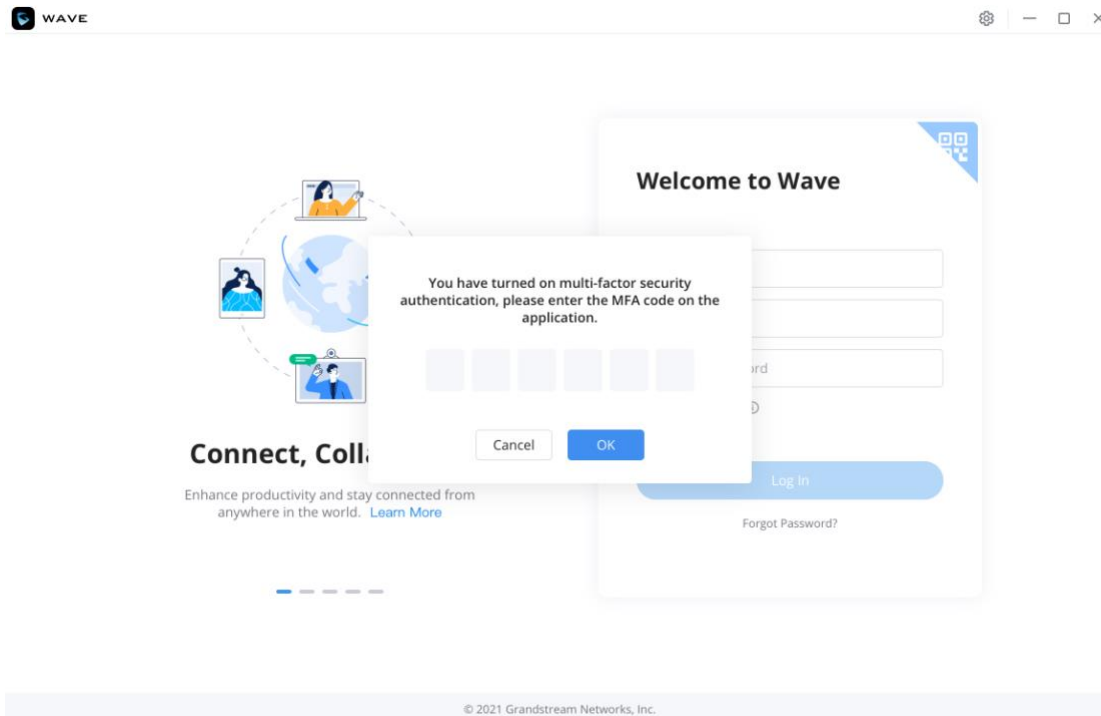


Figure 16: Enter MFA Code

Supported “Log in with Microsoft Account”

UCM administrators can configure associated Microsoft accounts for all or some extensions.

After configuration, this extension owner can click "Log in with Microsoft Account" to sign in to Wave through the Microsoft account.

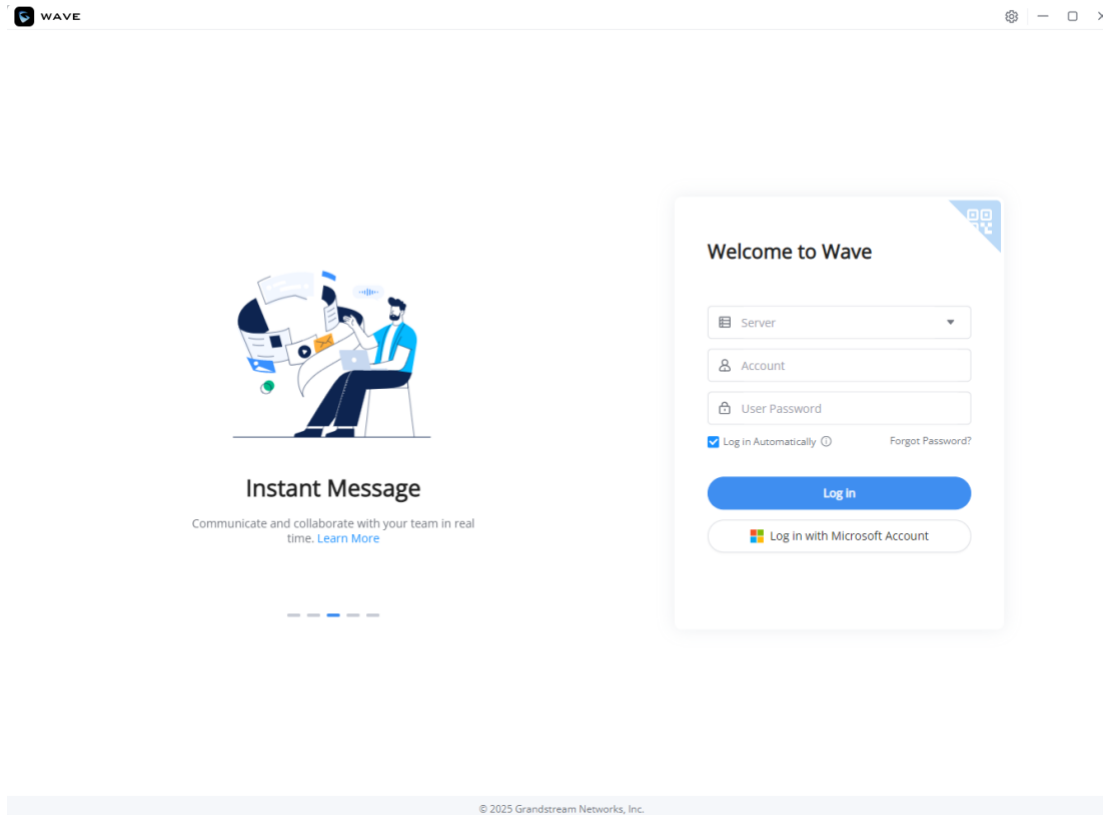


Figure 17: Log in with Microsoft Account

Note: For Wave Desktop users, they need to enter the server address first:

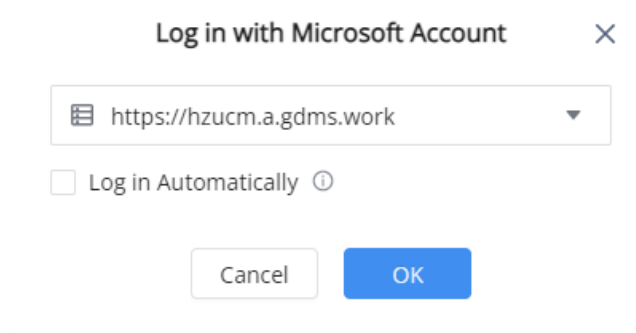
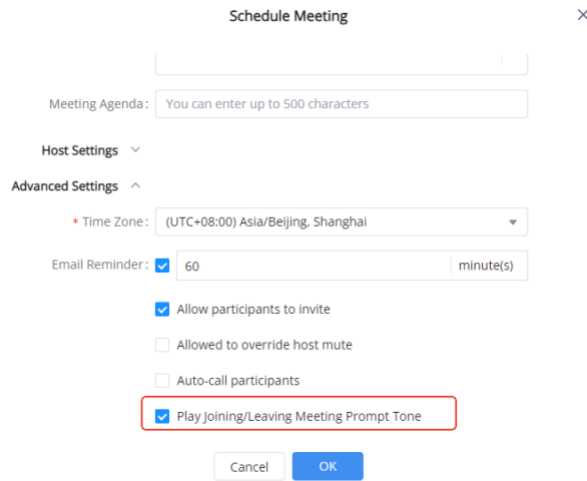


Figure 18: Enter Server Address

MEETING ROOM IMPROVEMENTS

1. During the meeting and for scheduled meetings, it is supported to set the option "Play Joining/Leaving

Meeting Prompt Tone".



Schedule Meeting [X]

Meeting Agenda: You can enter up to 500 characters

Host Settings ▾

Advanced Settings ▴

* Time Zone: (UTC+08:00) Asia/Beijing, Shanghai ▾

Email Reminder: ☒ 60 minute(s)

☒ Allow participants to invite

☐ Allowed to override host mute

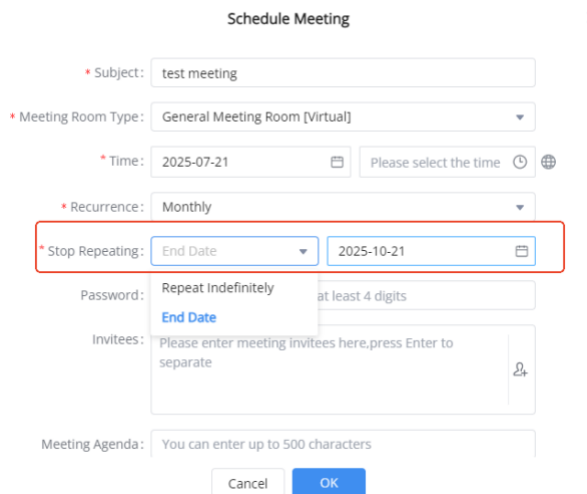
☐ Auto-call participants

☒ Play Joining/Leaving Meeting Prompt Tone

Cancel OK

Figure 19: Play Joining/Leaving Meeting Prompt Tone

2. While scheduling a repeated meeting, you can set the start and end time ranges.



Schedule Meeting [X]

* Subject: test meeting

* Meeting Room Type: General Meeting Room [Virtual] ▾

* Time: 2025-07-21 [Calendar Icon] Please select the time [Clock Icon] [Globe Icon]

* Recurrence: Monthly ▾

* Stop Repeating: End Date ▾ 2025-10-21 [Calendar Icon]

Password: Repeat Indefinitely [Password Field] at least 4 digits

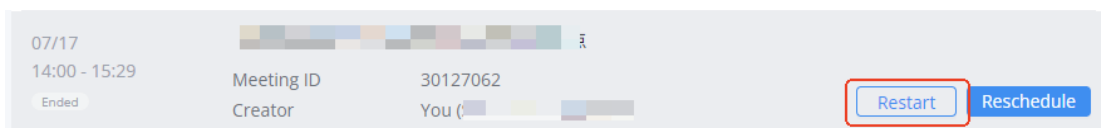
Invites: Please enter meeting invitees here, press Enter to separate [Text Area]

Meeting Agenda: You can enter up to 500 characters

Cancel OK

Figure 20: Set Start/End Time Ranges

3. The creator of the historical meeting can immediately restart the meeting. After restarting the meeting, the participants of this meeting will be automatically invited and the creator enters the interface for creating an instant meeting, where the topic and invited participants can be modified.



07/17 14:00 - 15:29 Ended

Meeting ID: 30127062

Creator: You (Avatar)

Restart Reschedule

Figure 21: Restart Historical Meeting

4. The host of the meeting can download recordings and view/download chat records.

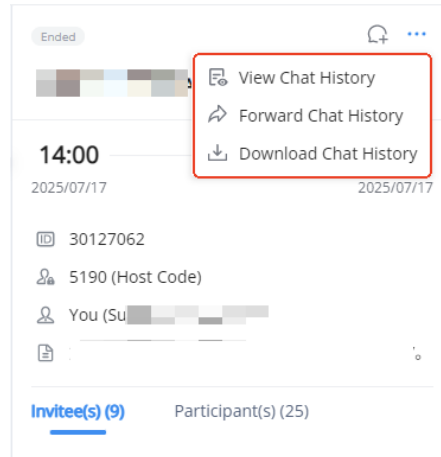


Figure 22: Download Recordings/Chat Records

- During the meeting, it supports popping out the presentation window and allows for zooming in and out of the sharing content.

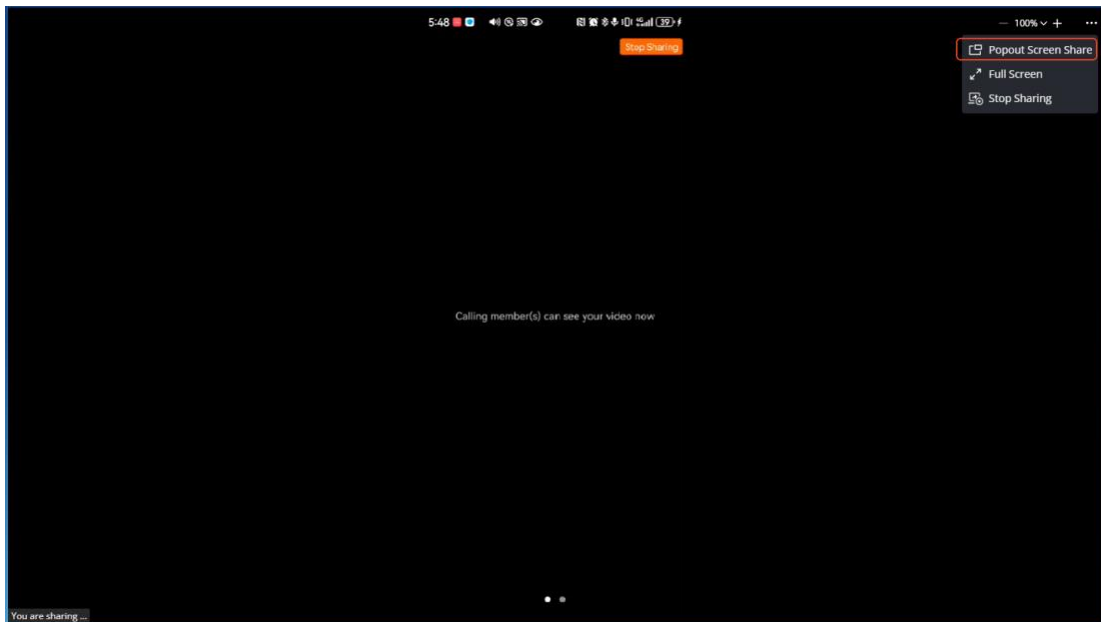


Figure 23: Popout Share Screen

NEW OPTIONS IN SETTINGS

The Settings interface has added the following options:

Table 3: New Options in Settings

Options	Parameters	Descriptions
General	Simultaneous Login with Same Client Type	If checked, this extension is allowed to sign in to multiple Wave Desktop and Web clients simultaneously, or multiple Wave mobile app clients. Prerequisite: This entry is only available when the

		UCM administrator assigns the permission for this function.
	Minimize Call Window by Default	After checking this option, the call window will be automatically minimized when there is a call.
	Theme	The themes of the main interface and the call interface can be controlled separately: Main Interface: Including Use System Settings, Light, and Dark. Call Interface: Including Use Wave Settings, Light, and Dark.
	Open Chat To	When opening a chat session, it refers to where the default location is. The options are as follows: The first new message (the first message in this session window), the last new message (at the bottom of the session window)
	File Save Location	The default save location for chat files can be selected. If you have configured the option “Ask about the save location of each file before downloading”, each time a file is saved, it will ask about the default location of the last save.
	Auto-upgrade Add-in	After checking this option, the downloaded third-party applications will be automatically upgraded.
Notification	Notification Volume	The volume of the notification ringtone can be controlled.
Audio	Microphone	Added a new test method for microphone: Recording and playing voice through the microphone.
	Noise Suppression Level	Added a new AI noise reduction option: Automatic Noise Reduction (AI)
Calls	Auto Answer	Once enabled, you can select to Auto Share PC Audio or not.
Meetings	Join Meeting with Camera On	Once enabled, the camera will be automatically turned on after joining the meeting.

PERSONAL CHAT LINK

Users can enable the Personal Chat Link feature and customize the related configurations:

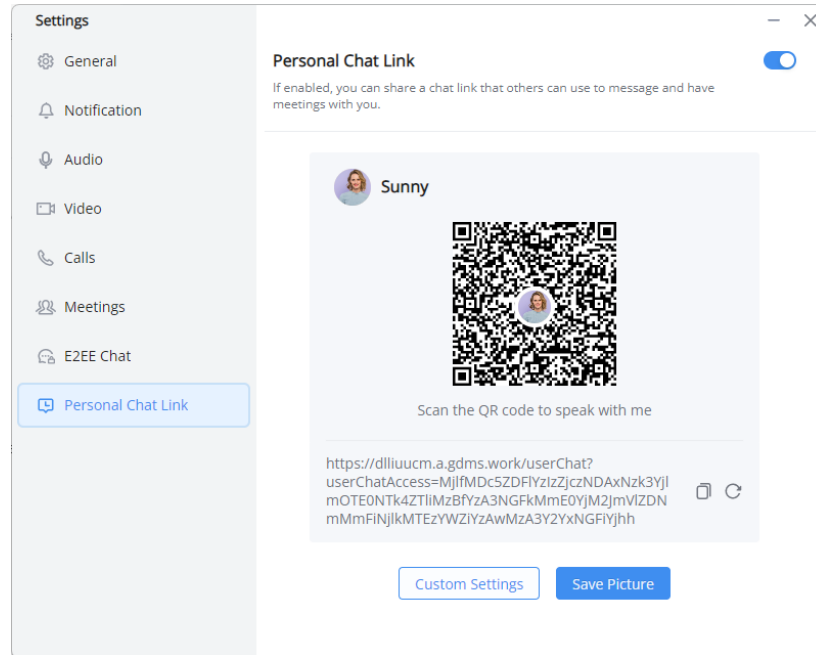


Figure 24: Enable Personal Chat Link

Custom Settings: You can customize the fields that visitors need to fill in.

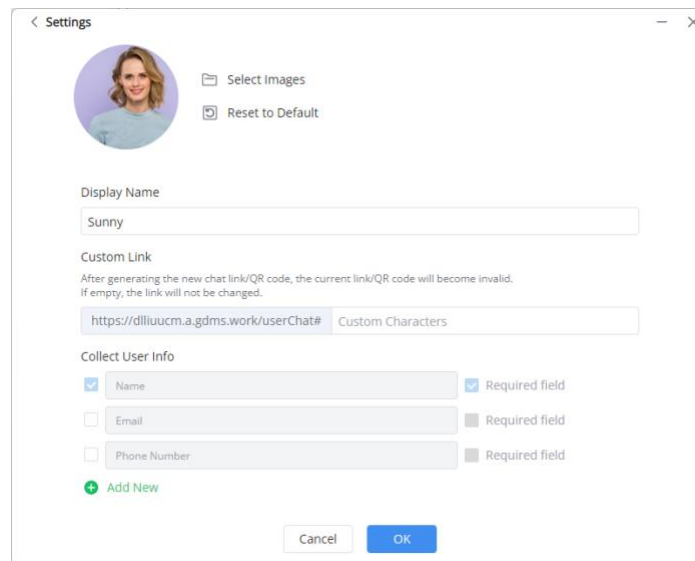


Figure 25: Custom Settings

Independent Chat Modules:

Users will see the independent chat modules as “Personal Chat” on the chat list:

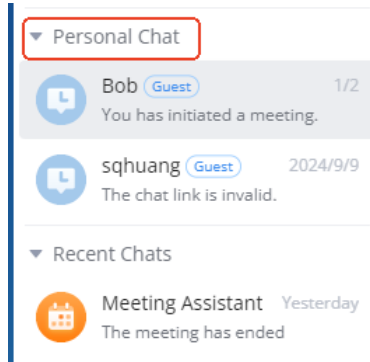


Figure 26: Independent Chat Module

CHAT IMPROVEMENTS

1. **Rich Text:** Supported code blocks.

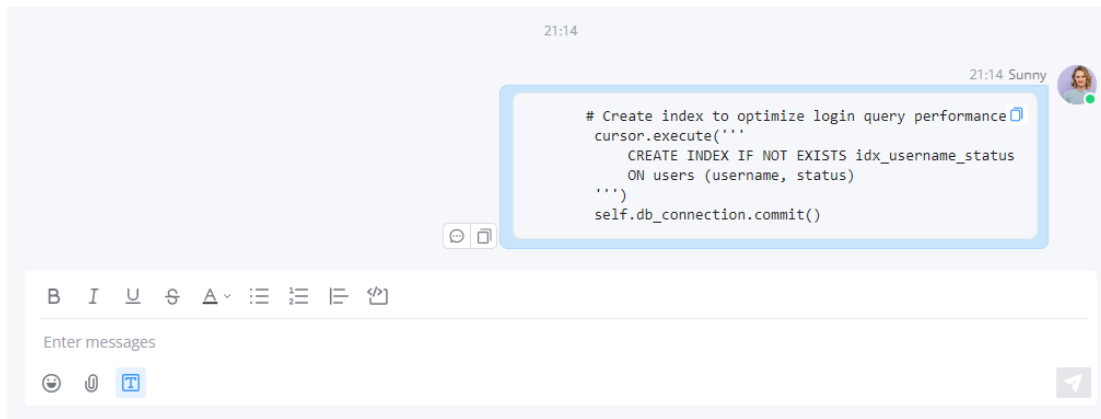


Figure 27: Rich Text

2. The original message of the quoted reply can be clicked to jump to the position of the original message.
3. **Emoji Reply:** Supported the display of the responder's name.

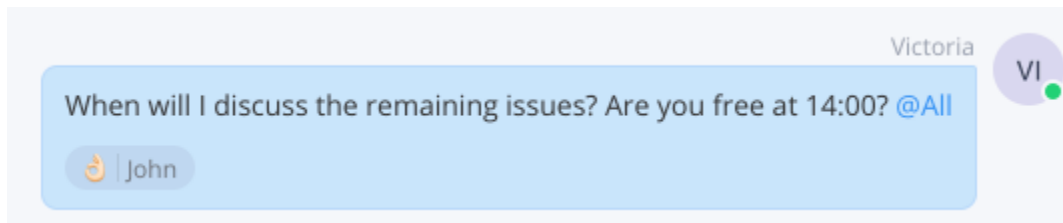


Figure 28: Emoji Reply

4. When multiple messages are selected, you can check the option "Select the following information" to select all following messages.

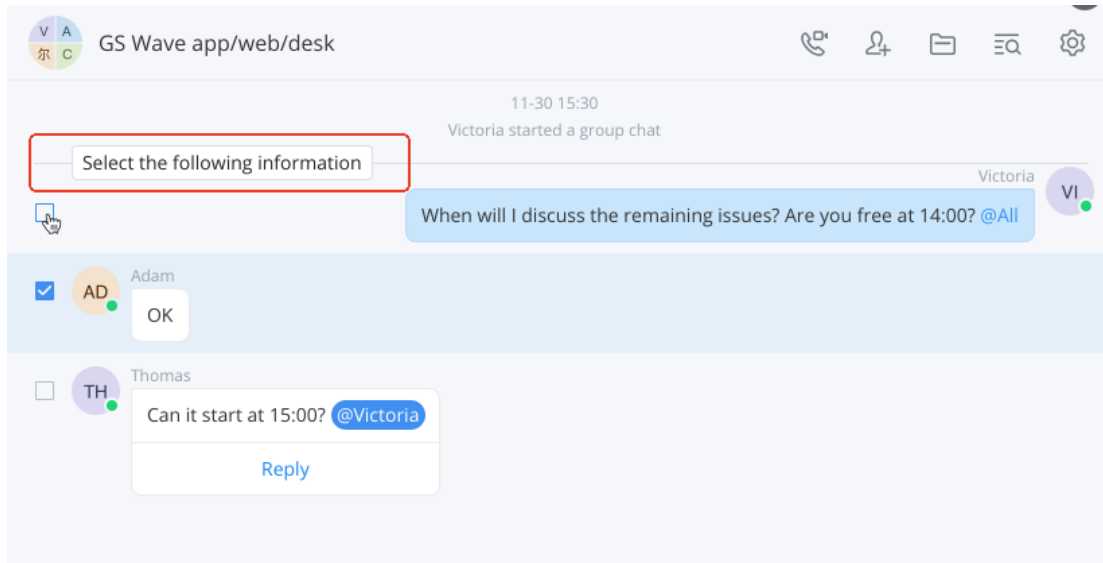


Figure 29: Select Following Information

5. **Optimization:** Link recognition rules/The group names should not include their own names.

OTHER IMPROVEMENTS

- Added new permission control functions: delete message and multi-terminal login Settings.
- **Call History:** In CQ/RG scenarios, the name and number of the person who answers the call (answered by others) will be displayed.
- On the left-side bar, there is a quick entry for applications. Clicking on it  allows you to select an existing Application under "Application", which will always be displayed in the left navigation for easy access at any time.

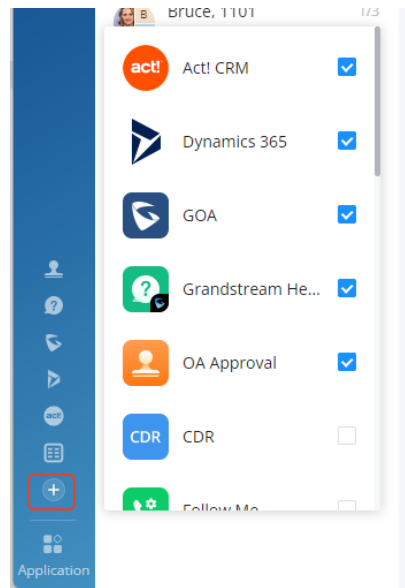


Figure 30: Add Application Shortcut