

# Wave Desktop Application Release Notes

## Table of Content

<b>WAVE DESKTOP VERSION 1.27.11.....</b>	<b>3</b>
PRODUCT NAME .....	3
DATE .....	3
IMPORTANT NOTE.....	3
CHANGES SINCE VERSION 1.27.10 .....	3
ENHANCEMENTS .....	3
BUG FIXES .....	3
<b>WAVE DESKTOP VERSION 1.27.10 .....</b>	<b>4</b>
PRODUCT NAME .....	4
DATE .....	4
IMPORTANT NOTE.....	4
CHANGES SINCE VERSION 1.27.8 .....	4
ENHANCEMENTS .....	4
BUG FIXES .....	4
<b>WAVE DESKTOP VERSION 1.27.8 .....</b>	<b>6</b>
PRODUCT NAME .....	6
DATE .....	6
IMPORTANT NOTE.....	6
CHANGES SINCE VERSION 1.27.7 .....	6
BUG FIXES .....	6
<b>WAVE DESKTOP VERSION 1.27.7 .....</b>	<b>7</b>
PRODUCT NAME .....	7
DATE .....	7
IMPORTANT NOTE.....	7
CHANGES SINCE VERSION 1.25.6 .....	7
ENHANCEMENTS .....	7
BUG FIXES .....	8
NEW FEATURES OVERVIEW.....	8
<i>VIRTUAL PROGRAMMABLE KEYS (VPK) .....</i>	<i>9</i>
<i>FEATURE SHORTCUTS ADDED TO INCOMING CALL BANNER .....</i>	<i>9</i>
<i>AUTO-RUN FEATURE SHORTCUTS .....</i>	<i>10</i>

<i>VARIABLE SUPPORT FOR FEATURE SHORTCUTS.....</i>	<i>10</i>
<i>MULTI-PARTY MONITORING.....</i>	<i>11</i>
<i>3<sup>RD</sup> PARTY SYSTEM NOTIFICATION SUPPORT.....</i>	<i>12</i>
<i>REMOTE LOGIN MANAGEMENT.....</i>	<i>12</i>
<i>LIVE CHAT CHATBOT &amp; REPLY FLOW.....</i>	<i>13</i>
<i>PERSONAL CHAT LINK .....</i>	<i>14</i>

## WAVE DESKTOP VERSION 1.27.11

### PRODUCT NAME

Wave Desktop Application

### DATE

05/13/2025

### 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 1.27.10

#### ENHANCEMENTS

- [General] Fixed some known bugs.

#### BUG FIXES

- [General]
  - Fixed an issue that after replacing the auto-login method to token login, and if the token has an expiration time, the user will see that error message when it arrives at the expiration time.
  - Fixed an issue that automatic login failed after restarting the Wave Desktop application.
- [Call]
  - Fixed an issue that incoming calls failure due to codec negotiation issues (G.729).

## WAVE DESKTOP VERSION 1.27.10

### PRODUCT NAME

Wave Desktop Application

### DATE

04/01/2025

### 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 1.27.8

#### ENHANCEMENTS

- [General] Support Multi-Factor Authentication for Wave login.
- [General] Fixed some known bugs.

#### BUG FIXES

- **[General]**
  - Fixed an issue that Wave Desktop client should display correct prompt when the token expires and automatic login fails.
- **[Call]**
  - Fixed an issue that the presentation screen flashes black in some specific scenes.
  - Fixed an issue that an unauthorized tab displays unexpectedly after joining the cross-domain meeting.
  - Fixed an issue that unplugging/plugging headphones causes webhid to malfunction issue during the Wave call.
- **[CTI]**
  - Fixed an issue that adding support to have the attended transfer option when the Wave Desktop application has the CTI binding enabled.
  - Fixed an issue that even if the callee hangs up the attended transfer call after answering, the designated transfer UI still appears on the call's client.
  - Fixed an issue that after the caller clicks to transfer the attended transfer call immediately, there is no response on the caller's client.
  - Fixed an issue that the call was specified transfer to conference room failed in the CTI mode.

- Fixed an issue that the UI displays incorrectly when the call was specified transfer to a non-exist number in the CTI mode.

## WAVE DESKTOP VERSION 1.27.8

### PRODUCT NAME

Wave Desktop Application

### DATE

11/15/2024

### 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 1.27.7

### BUG FIXES

- Fixed several LiveChat issues.
- Fixed several Remind Later issues.

## WAVE DESKTOP VERSION 1.27.7

### PRODUCT NAME

Wave Desktop Application

### DATE

09/30/2024

### 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 1.25.6

#### ENHANCEMENTS

- **[General]** Added Virtual Programmable Keys (VPK) feature. [VIRTUAL PROGRAMMABLE KEYS (VPK)]
- **[General]** Added ability to check the video feeds of multiple monitoring devices at once. [MULTI-PARTY MONITORING]
- **[General]** Added *Management Portal* page where users can configure the Chatbot and 3<sup>rd</sup> party integrations.
- **[General]** Added 3<sup>rd</sup> party notification integration support. [3<sup>RD</sup> PARTY SYSTEM NOTIFICATION SUPPORT]
- **[General]** Improved support for HA environments.
- **[General]** Added support for concurrent logins from the same client types (Desktop/Web, Android/iOS).
- **[General]** Added ability to remotely log out of existing Wave sessions on other devices. [REMOTE LOGIN MANAGEMENT]
- **[General]** Added *Account Security Center* settings page where users can manage their password and remote device logins.
- **[Add-in]** Added ability to automatically create new tickets in Zendesk for inbound and outbound calls.
- **[Add-in]** Added ability automatically create deals in Bitrix24.
- **[Add-in]** Added OfficeRnD Hybrid Work add-in.
- **[Call]** Call feature shortcuts can now be selected in the incoming call banner. [FEATURE SHORTCUTS ADDED TO INCOMING CALL BANNER]
- **[Call]** Call feature shortcuts can now be set to automatically trigger for specific call scenarios. [AUTO-RUN FEATURE SHORTCUTS]

- **[Call]** Variables are now supported when creating operation commands for feature shortcuts.  
[VARIABLE SUPPORT FOR FEATURE SHORTCUTS]
- **[Chat]** Users can now customize the avatar of group chats.
- **[Chat]** Added the ability to download chat history. Note: Uploaded files are not included.
- **[Chat]** Added the ability to set reminders for selected messages.
- **[Chat]** Added ability to upload and send multiple files.
- **[Chat]** Added Rich Text formatting options for chat messages.
- **[Chat]** Added Chatbot feature under the new *Management Portal* page. [LIVE CHAT CHATBOT & REPLY FLOW]
- **[Chat]** Added personal chat link that users can share to external parties for initiating chat sessions.  
[PERSONAL CHAT LINK]
- **[Chat]** Added ability to jump to specific messages in a chat from the chat history search.
- **[Meetings]** Added ability to schedule recurring meetings for every X days or weeks.
- **[Voicemail]** Voicemail group names will now be displayed.

## BUG FIXES

- **[General]**
  - Fixed several memory issues.
  - Fixed several UI issues.
  - Fixed an issue where call feature names (e.g., call queue names, ring group names, etc.) would not be displayed even when *Replace Display Name* is enabled for the queue.
  - [macOS only] Fixed an issue with freezing after screen sharing.
- **[Call]**
  - Fixed several CTI issues.
  - Fixed an issue where an inbound caller's contact name does not appear when the call is ringing.
  - Fixed an issue where auto-answer does not work properly.
  - Fixed an issue where keyboard input could not be read as DTMF entry in a call.
- **[Meeting]**
  - Fixed an issue with not being able to end meetings in certain cases.

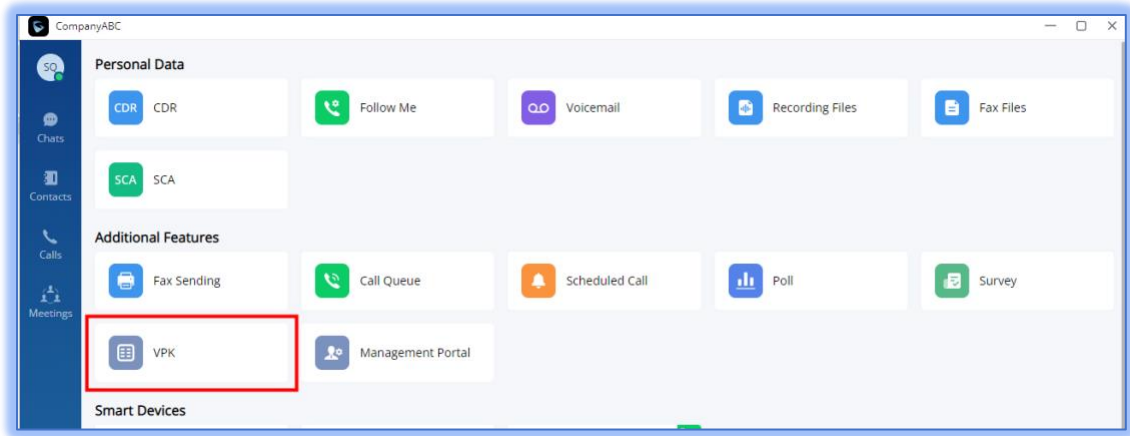
## NEW FEATURES OVERVIEW

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

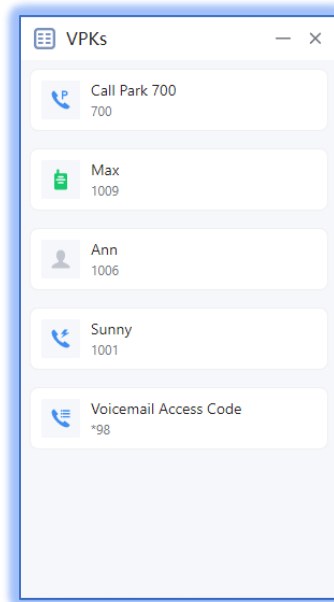


## VIRTUAL PROGRAMMABLE KEYS (VPK)

Desktop users can now set up and use VPKs for various features like Busy Lamp Fields (BLF), Event Lists, Speed Dials, Intercoms, Feature Code toggles, and more. The VPK feature is available under Application→Additional Features.



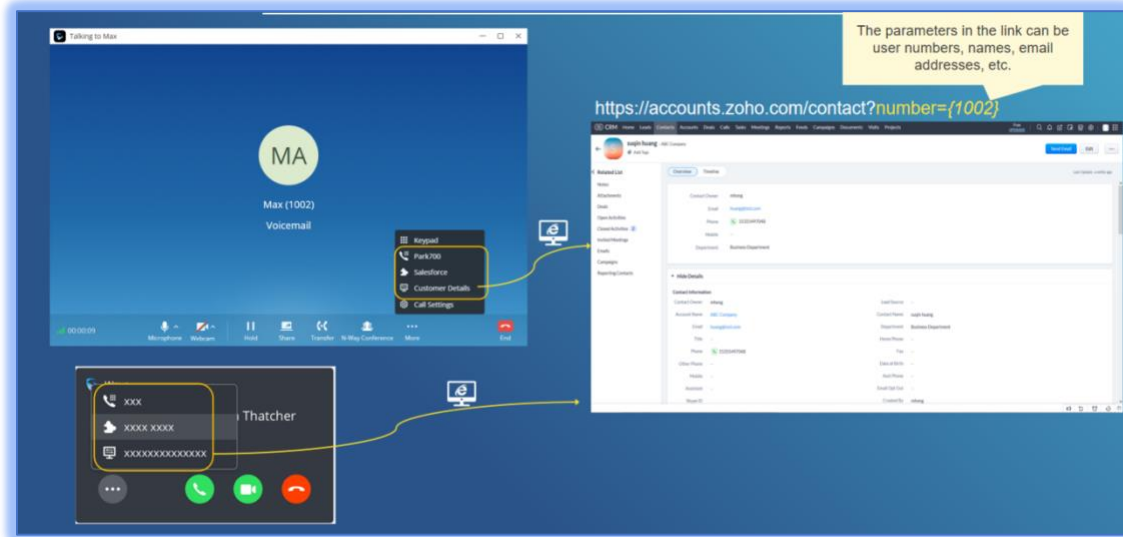
**Figure 1 - VPK Setting**



**Figure 2 - VPK Example**

## FEATURE SHORTCUTS ADDED TO INCOMING CALL BANNER

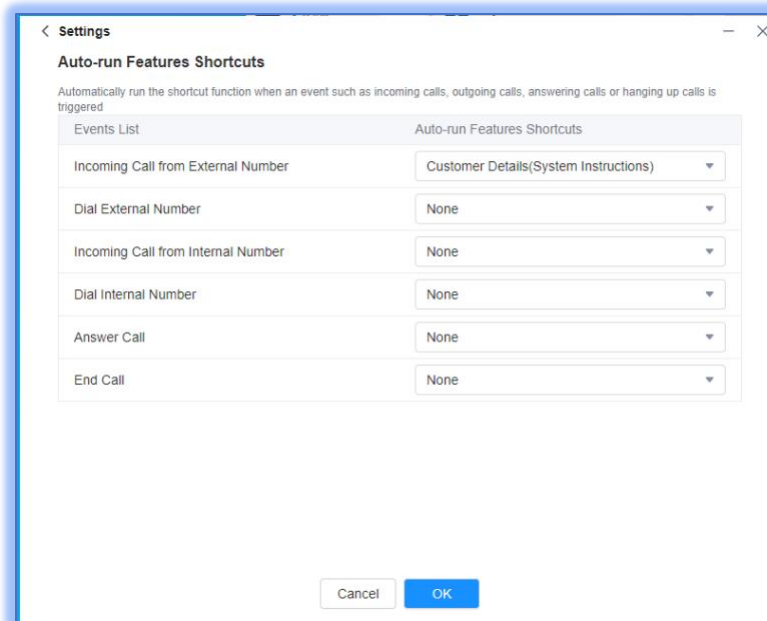
Users can now select feature shortcuts to use for incoming calls right from the call notification banner.



**Figure 3 - Feature Shortcuts for Incoming Calls**

## AUTO-RUN FEATURE SHORTCUTS

Users can now set feature shortcuts to be triggered automatically in specific call scenarios.



**Figure 4 - Auto-Run Feature Shortcuts**

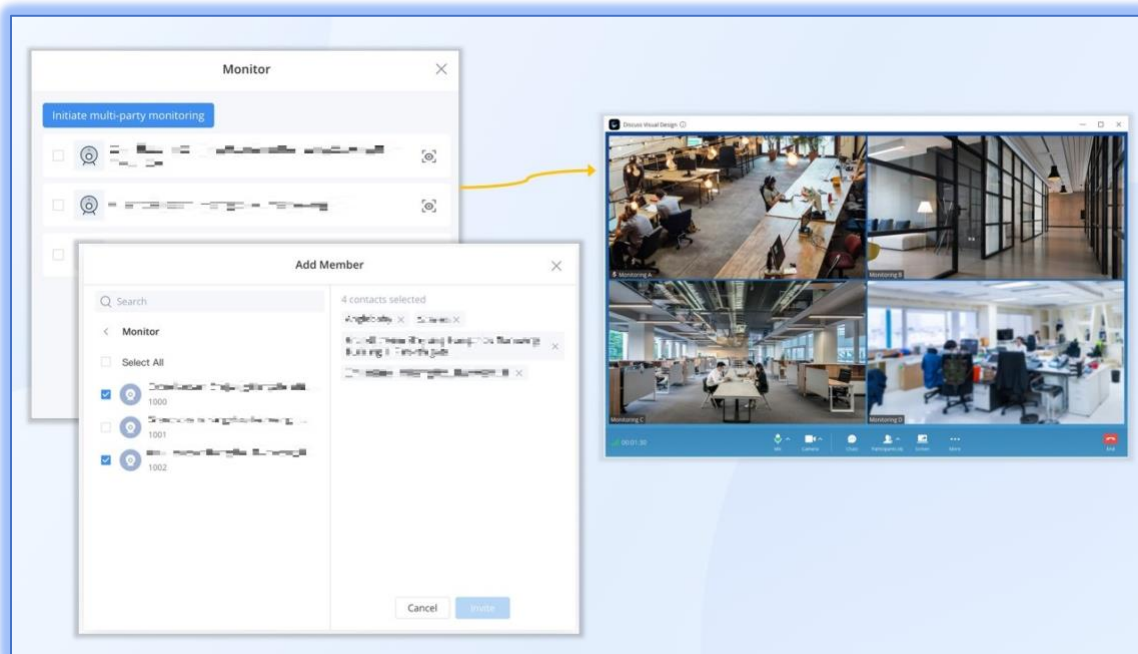
## VARIABLE SUPPORT FOR FEATURE SHORTCUTS

Variables are now supported when creating operation commands, allowing for flexible command shortcuts. For example, a URL address can be set as: start [https://XXX?phone\\_number={YPN}](https://XXX?phone_number={YPN}) where {YPN} would be replaced by your own phone number, whatever it may be, when the command is executed.

**Figure 5 - Feature Shortcut Variables**

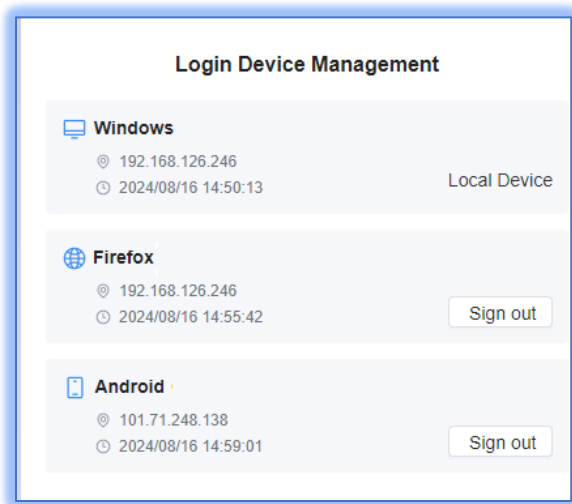
## MULTI-PARTY MONITORING

Users can now monitor video feeds from multiple devices at the same time. Note: The max number of devices that one can monitor is based on the UCM's *Max Number of Video Feeds* configuration.



**Figure 6 - Multi-Device Monitoring**

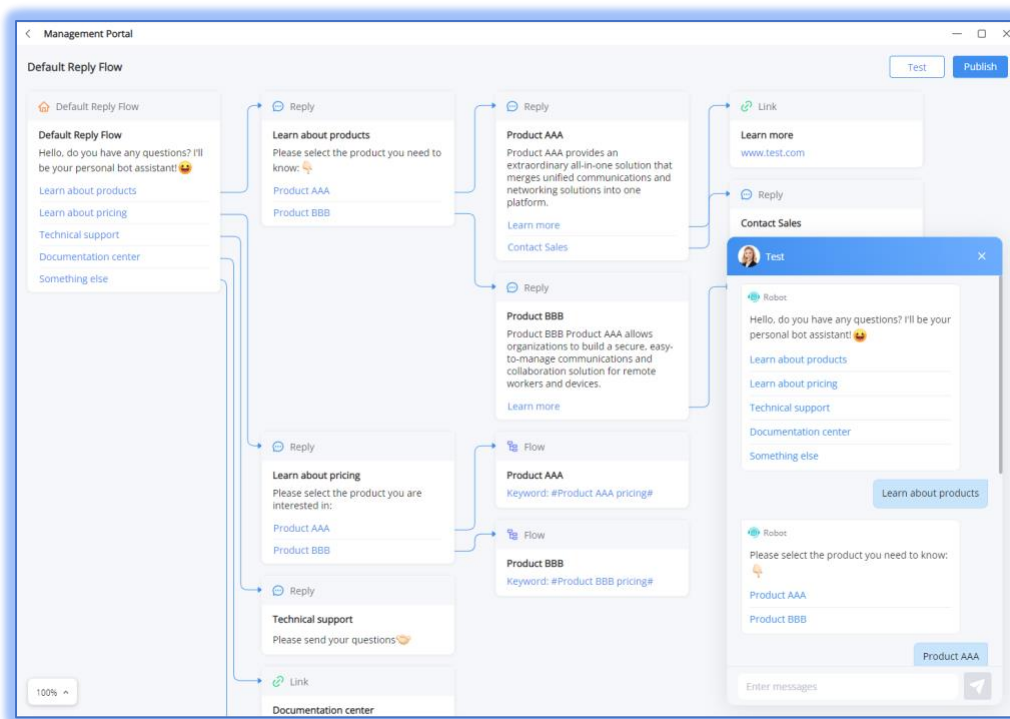




### Figure 9 - Remote Login Management

## LIVE CHAT CHATBOT & REPLY FLOW

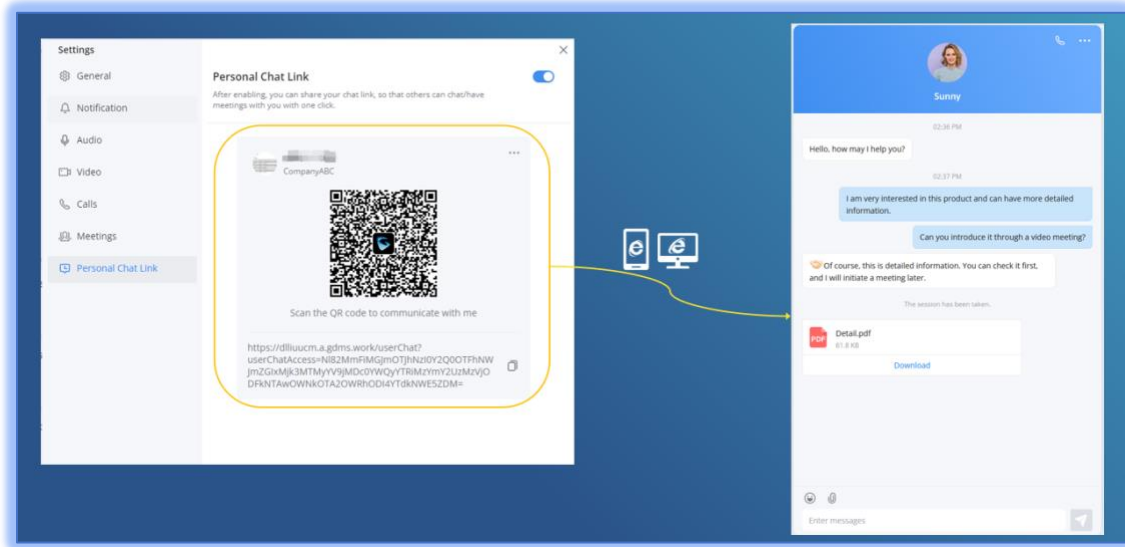
Wave administrators can configure a chatbot and auto-reply flows for Live Chat via *Application → Management Portal → Chatbot*. Chatbot will automatically reply to visitors according to preset reply flows to improve agent quality and efficiency and enhance customer experience.



**Figure 10 - Chatbot Reply Flow**

## PERSONAL CHAT LINK

Wave users can share their personal chat links via email or other platforms to external parties, which will allow them to directly message the Wave users from their PC or mobile browsers.



**Figure 11 - Personal Chat Link**