Wave Desktop Application Release Notes

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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 3rd party integrations.

- **[General]** Added 3rd party notification integration support. [3RD 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.
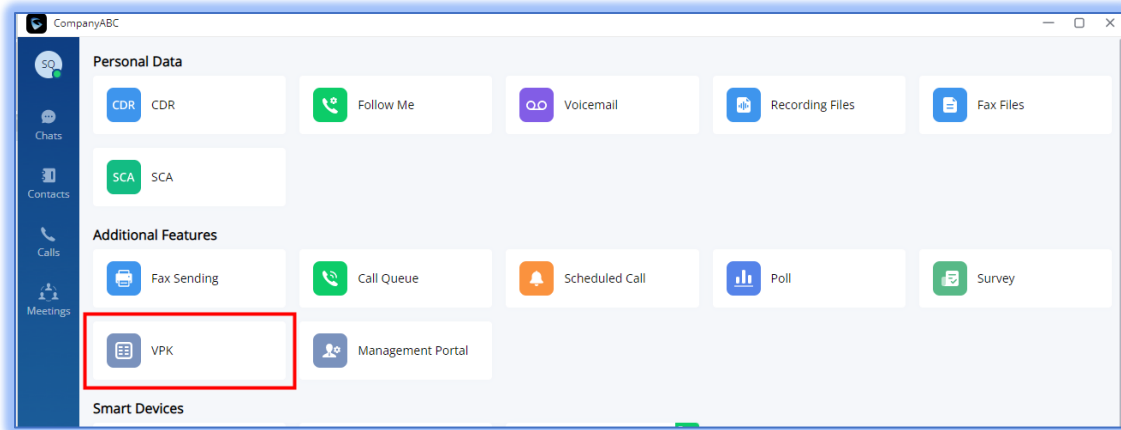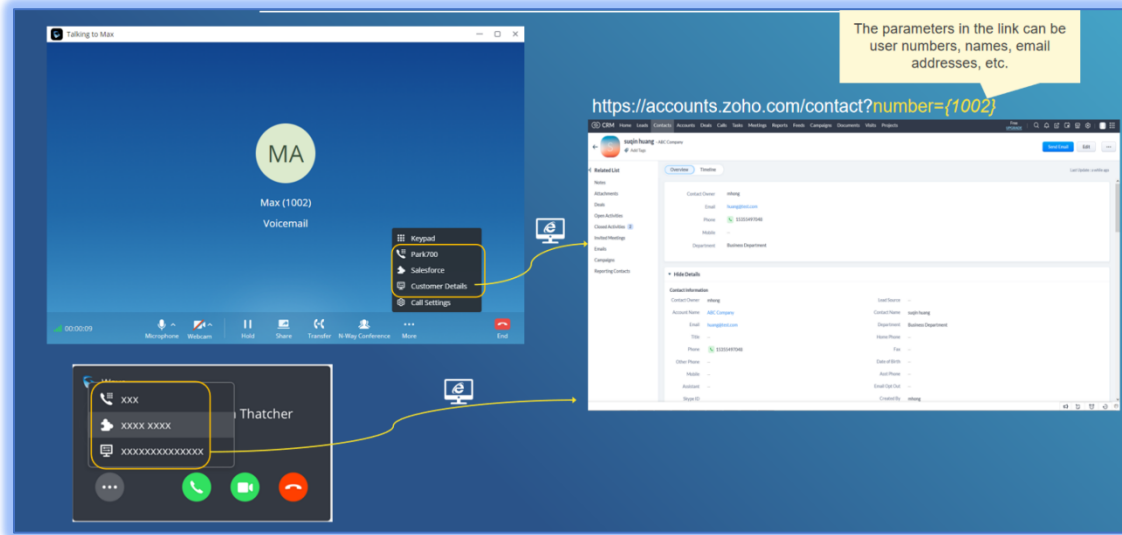

Figure 1 - VPK Setting
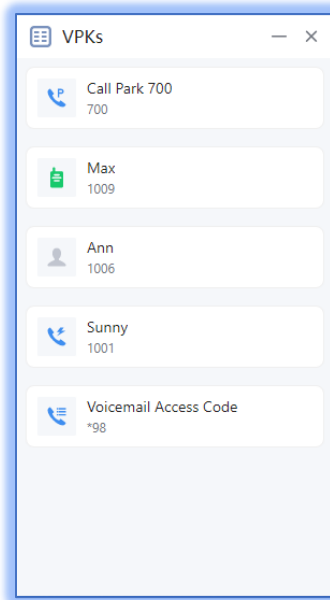
Figure 2 - VPK Example

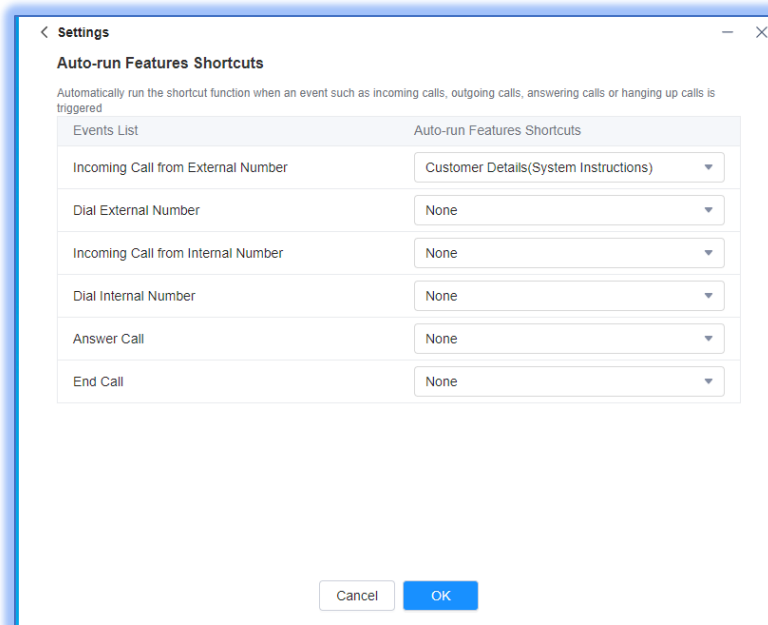## FEATURE SHORTCUTS ADDED TO INCOMING CALL BANNER

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

Figure 3 - Feature Shortcuts for Incoming Calls
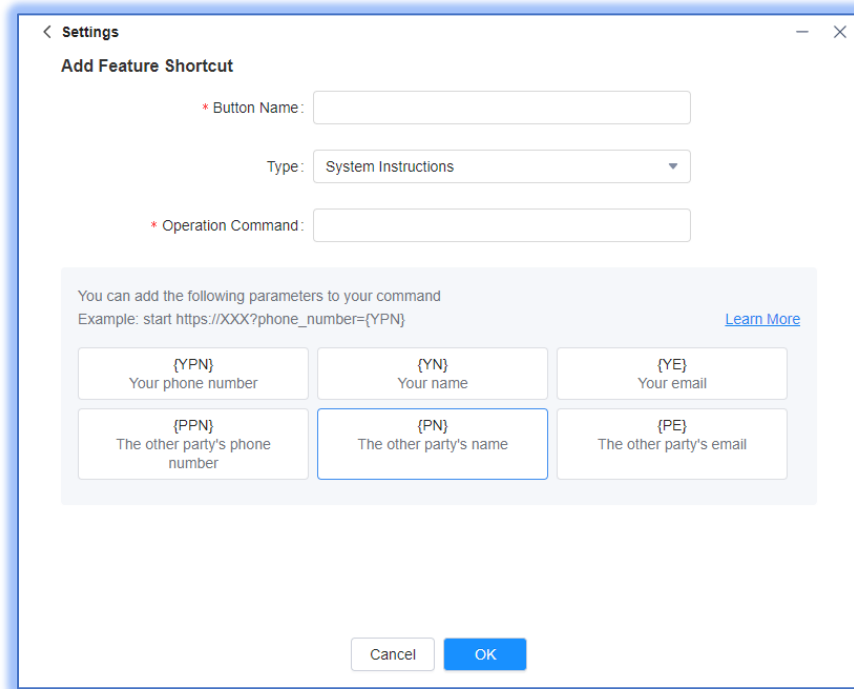
AUTO-RUN FEATURE SHORTCUTS

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} 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.
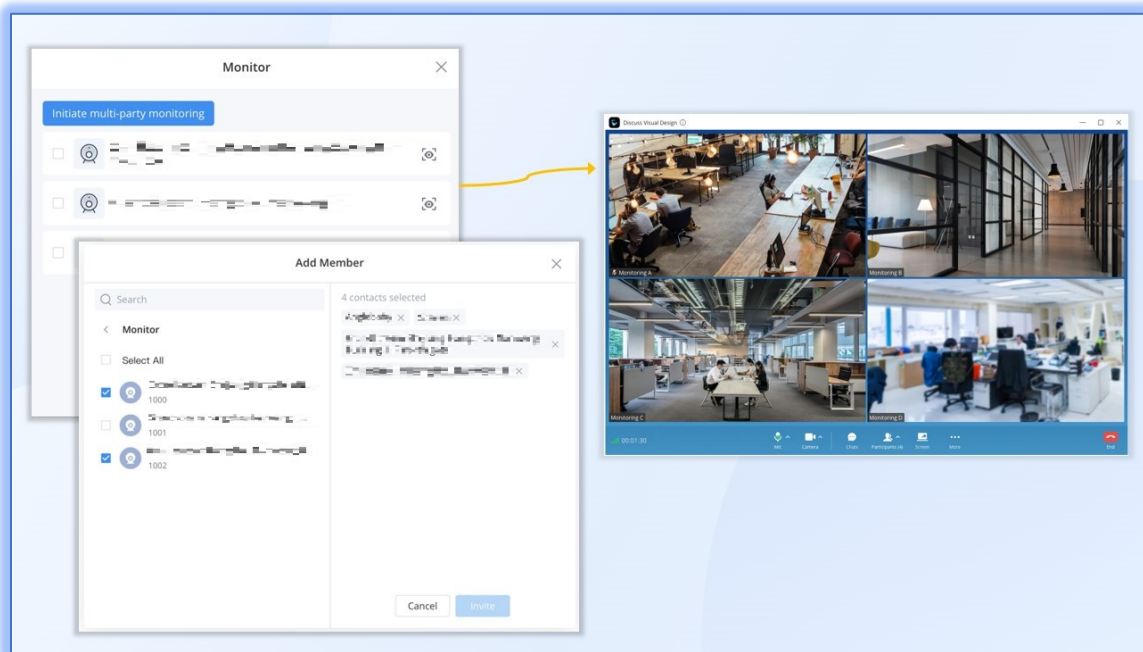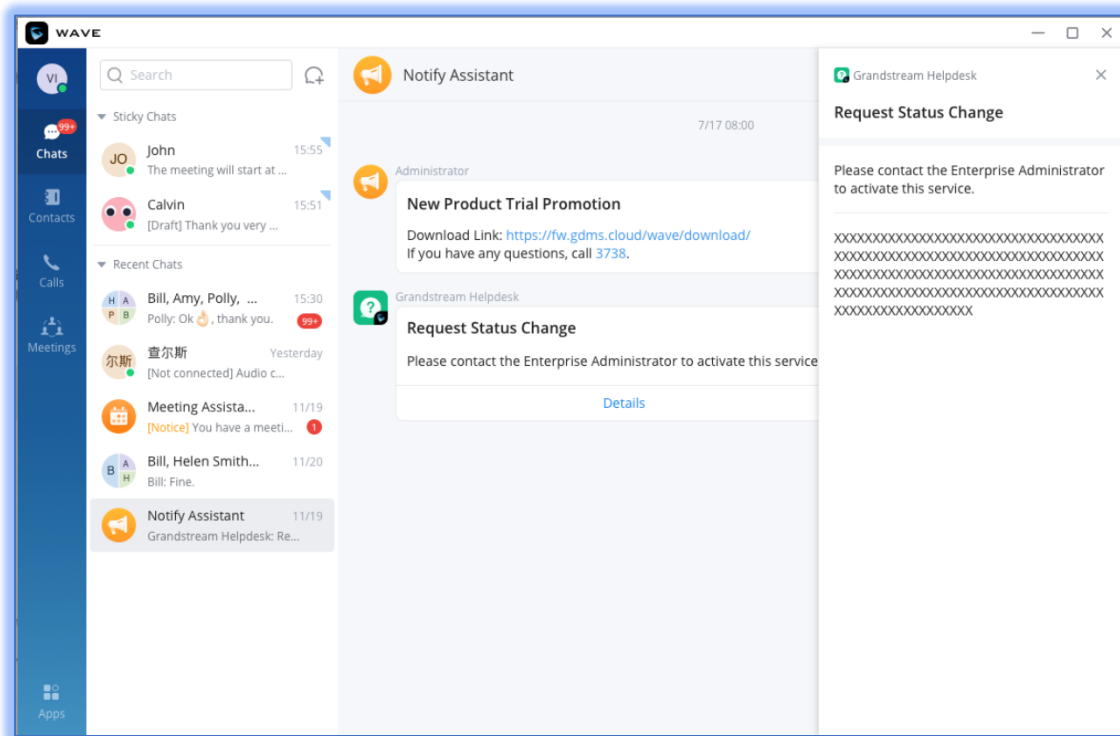

Figure 6 - Multi-Device Monitoring

3ʳᵈ PARTY SYSTEM NOTIFICATION SUPPORT

Wave can now integrate with 3rd party systems to receive messages through Wave's Notify Assistant.
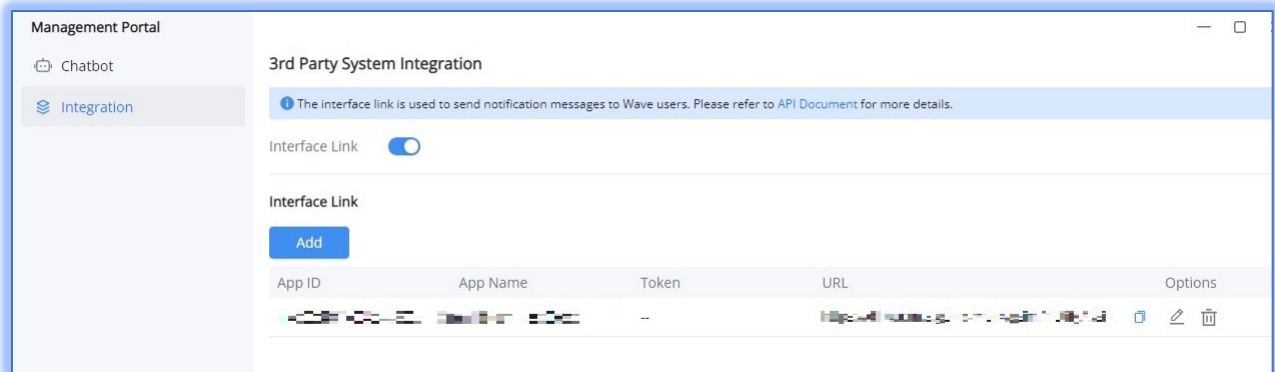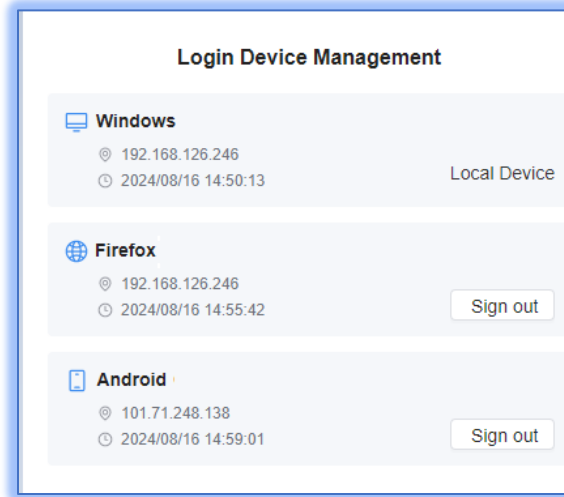

Figure 7 - 3rd Party System Integration Page

**Figure 8 - 3rd Party Notification**

REMOTE LOGIN MANAGEMENT

Users can now use one device remotely log out of Wave on their other devices from the *Settings→Account Security Center* page.

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.
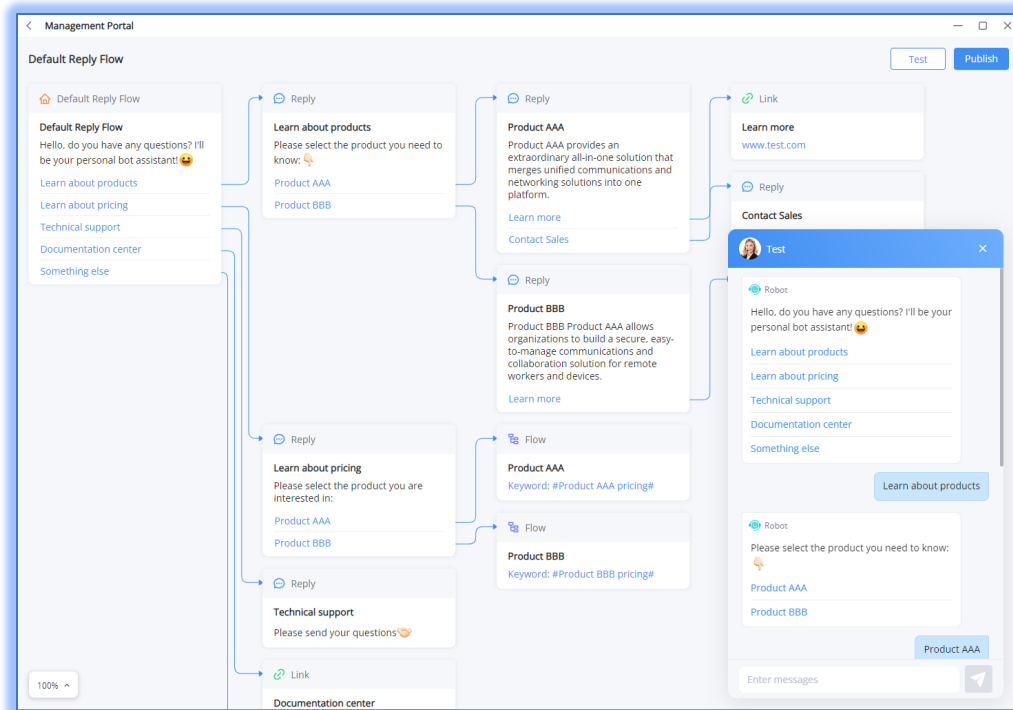
Figure 10 - Chatbot Reply Flow

PERSONAL CHAT LINK

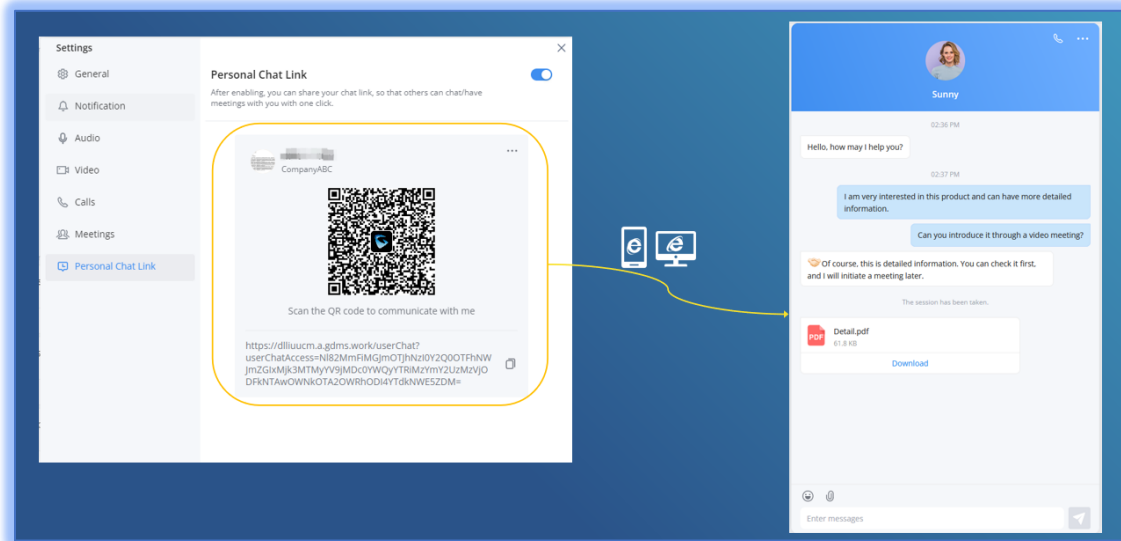Wave users can share their personal chat links via email or other platforms to external parties, which will allow them to directly message the Wave users from their PC or mobile browsers.

Figure 11 - Personal Chat Link