

# Wave Web Release Notes

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# WAVE WEB VERSION 1.0.27.7

## PRODUCT NAME

Wave Web Client

## DATE

09/30/2024

## CHANGES SINCE VERSION 1.0.25.9

### ENHANCEMENTS

- **[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]** Users can now customize the avatar of group chats.
- **[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, remote device logins, and biometric login settings.
- **[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 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.
  - [Firefox] Fixed an issue with abnormally high mic volume in certain cases.
- **[Call]**
  - 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.
  - [Firefox] Fixed an issue with being unable to make calls after a long call.
  - [Firefox] Fixed an issue with audio/video after disconnecting and reconnecting related devices.

## NEW FEATURES OVERVIEW

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

### 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.

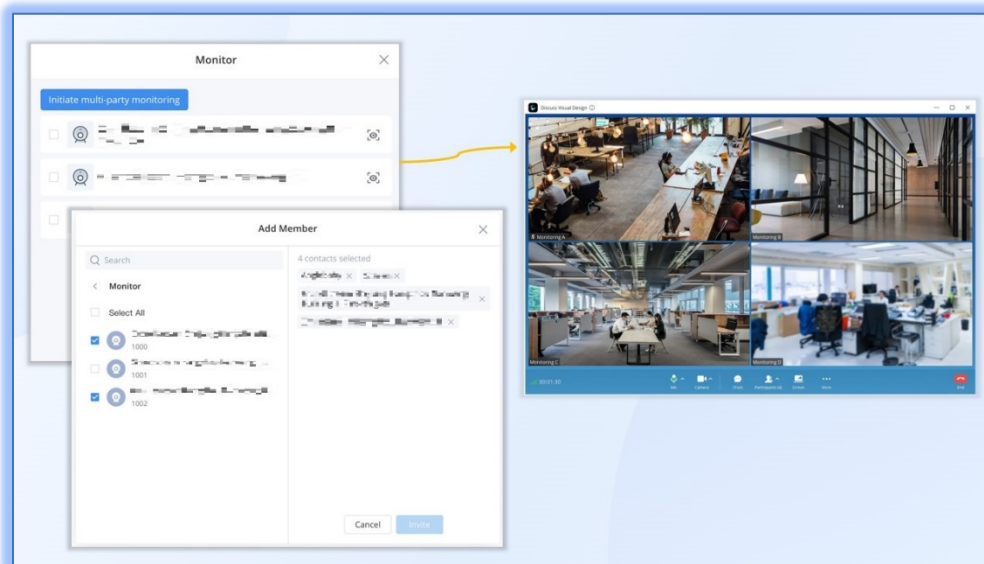
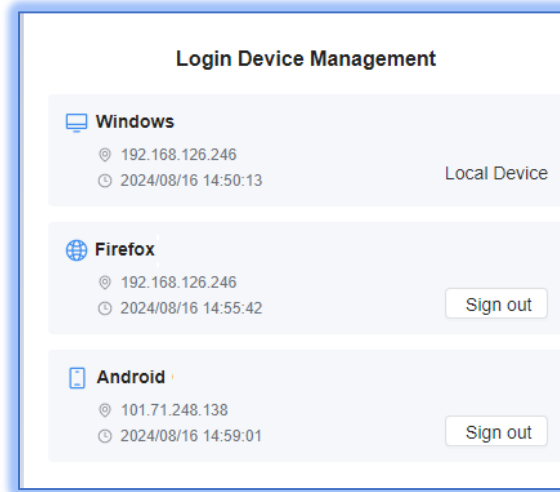


Figure 1 - Multi-Device Monitoring

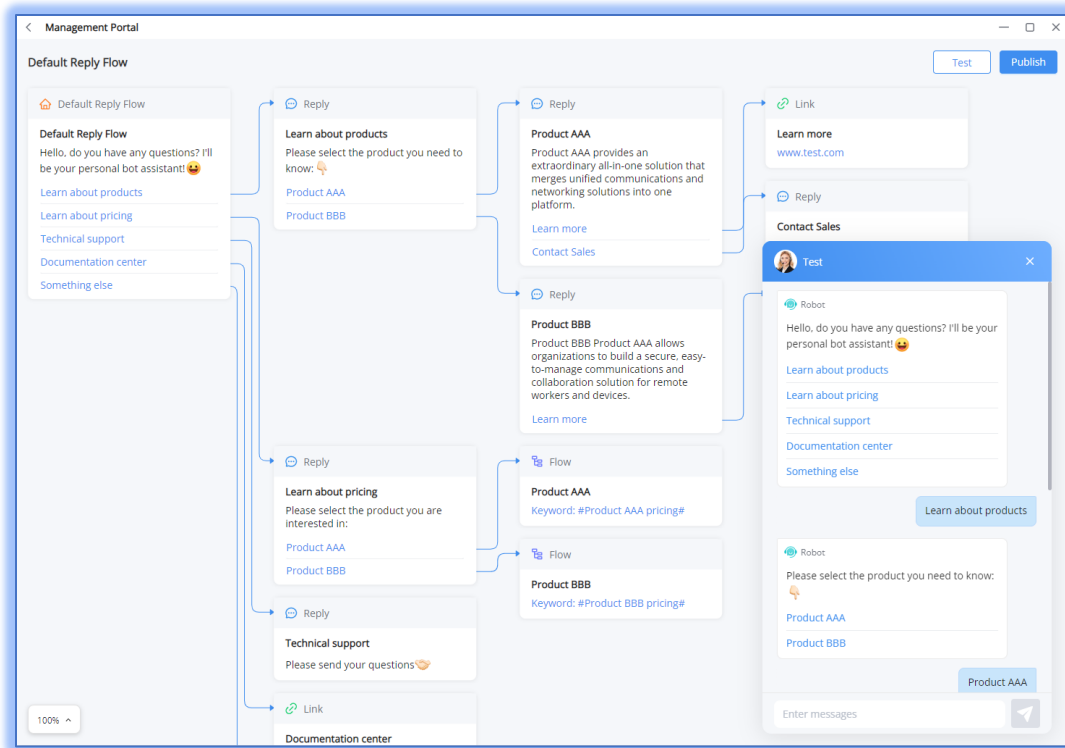




**Figure 5 - Remote Login Management**

**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 6 - 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.

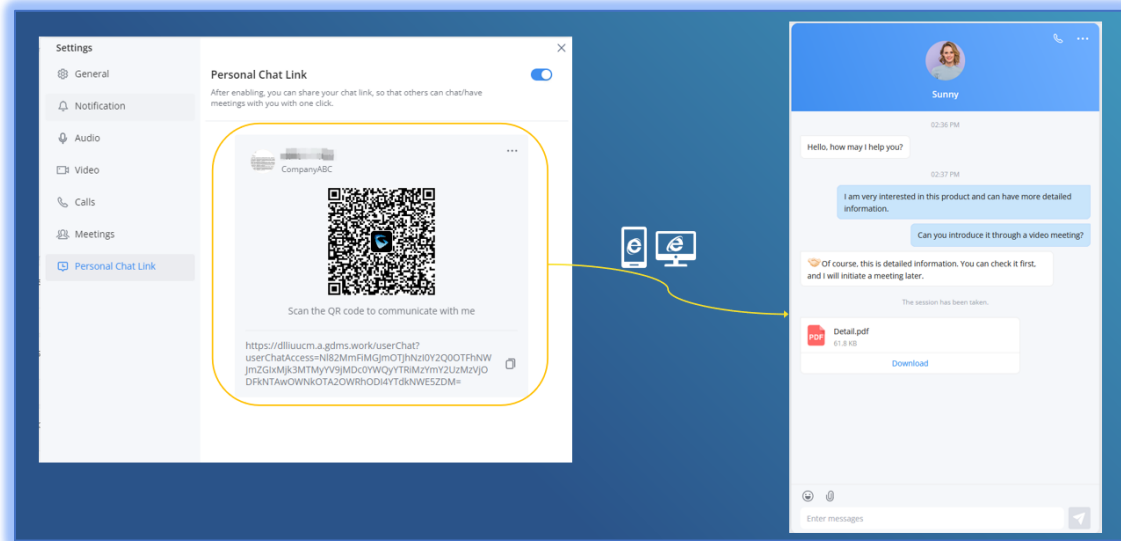


Figure 7 - Personal Chat Link