RELEASE NOTES
PBXware 7.2.0

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SYSTEMS

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Table of Contents

Features

ARI Applications

In PBXware 7.2, we have added the ability to register external ARI applications to PBXware to allow call manipulation in a way PBXware otherwise would not support.

To add an ARI Application, in the PBXware interface, navigate to the Settings → Admin Settings → ARI ->Applications page which allows you to create and modify your applications.
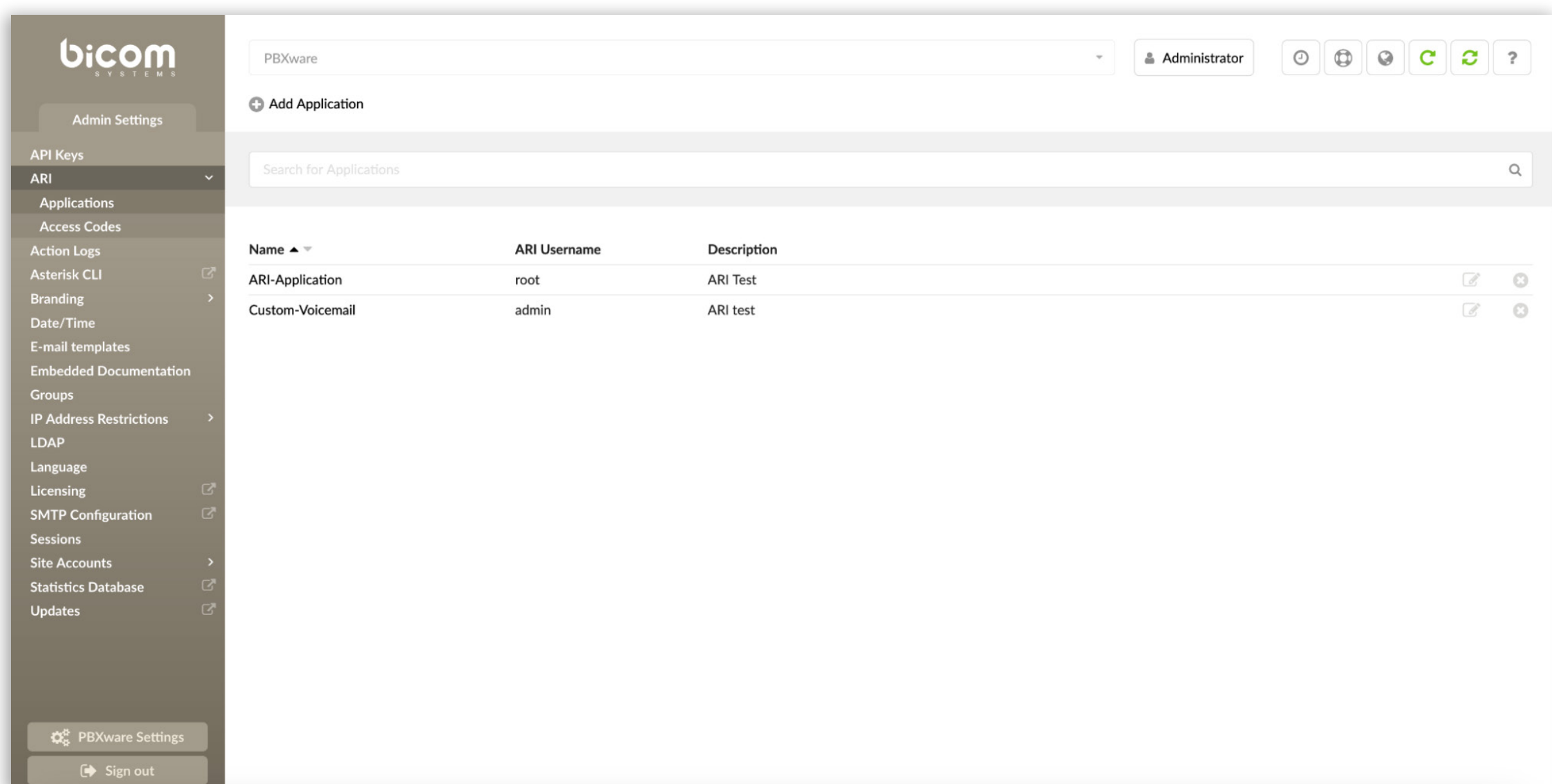
To allow PBXware to connect to a remote ARI application, you must configure your ARI Username and ARI Password, which will be used by the application to connect to your PBXware.

To improve the security of this feature, we have implemented an IP authentication to only allow ARI connections from the IP address associated with ARI Applications.

Once configured, ARI applications can be used as a destination in IVRs, DIDs and Special routes.

When an ARI application is selected as a destination, the Value field will become a drop-down selection list, which will allow you to select the preferred application you would like to route the calls to.

SMS Connector

One of the significant additions in this version is the introduction of the SMS Connector API. An SMS connector provides a flexible and standardized interface used for sending and receiving SMS and MMS messages using custom SMS Trunks.

This feature allows the development of middleware applications linking PBXware's SMS Service with SMS Providers currently not supported on PBXware.

Once you have your middleware application fully operational, further PBXware configuration is straightforward:

In the PBXware GUI you will navigate to SMS → Trunks and add a new SMS Trunk while selecting the "Custom" option for a Provider.

You will need to set the Trunk name, populate the Auth Token field, which will be used for authorization, and enter the webhook URL where SMS and MMS messages will be sent to. Once the changes are saved, PBXware configuration is finished! Assuming your middleware application is working as intended, you will be able to send and receive SMS and MMS messages using a trunk provider of your choice, even if it is not natively supported on PBXware.

Archiving: OneDrive

To meet our customers' popular demands in PBXware 7.2, we are adding Microsoft OneDrive to the expanding list of supported archiving storage providers.
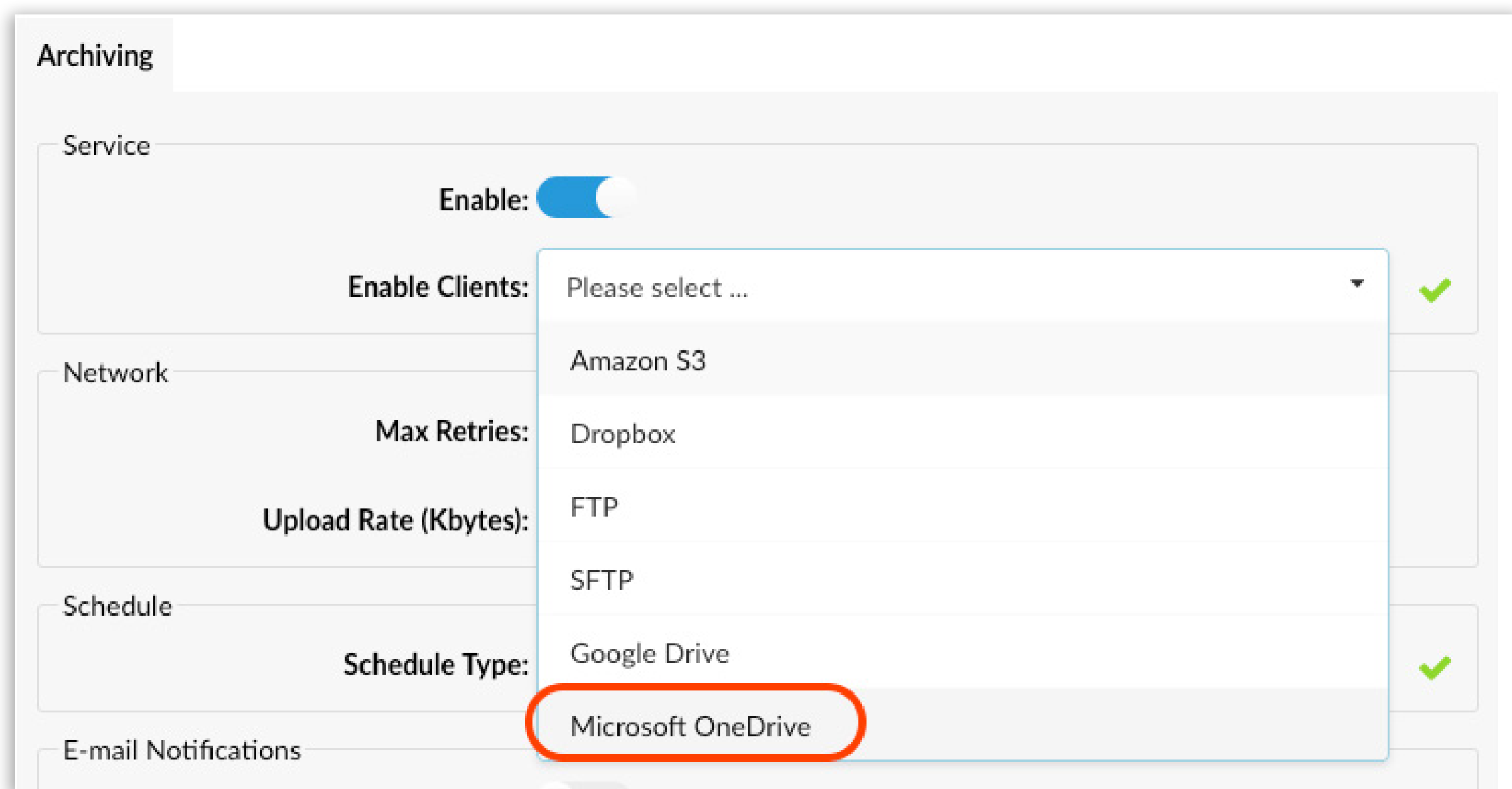
On a Multi-tenant system, with OneDrive selected on the Master Tenant, select the preferred tenant and navigate to System → Archiving and enable the service. From the Client Type drop-down menu, select Microsoft OneDrive.

When the Get Code option is pressed, a popup window will appear, prompting you to enter your Microsoft OneDrive account details. Once you have successfully logged in, the authentication code will be displayed. Copy the code and paste it into the Code field.

With the Code field populated, press the Get Token button, and a new Token for your Microsoft account will be generated, completing the OneDrive configuration.

To complete the setup, select the Resources you want to offload to OneDrive and click the Save button. With the configuration saved, click the Test button to verify if the connection to OneDrive was successfully established.

Pause/Resume call recording on Multi-tenant systems

One of the features requested by our customers was the ability to pause and resume call recording on Multi-tenant systems when using deskphones only. Although this feature was available through gloCOM desktop and mobile applications, users who operated using deskphones alone could not pause call recording while on an active call to avoid storing customer's sensitive information. To make sure our customers get this feature, we implemented access codes that allow users to pause (*90) and unpause (*91) call recording while on an active call, using deskphone keys.

New Endpoints

Fanvil X4U-V2

Fanvil X5U-V2

Fanvil X6U-V2

Fanvil Linkvil W610W

Mitel 6930

Mitel 6940


Yealink T44U

Yealink T44W

CONTACT CENTER MODULE

Facebook Integration

Facebook has been added as a new communication channel to our Omnichannel application, allowing users to connect with agents through Facebook Messenger. This addition complements our existing array of channels, providing users with more ways to seek support and information.

The integration, managed through our COMMSware Messaging Platform (CMP), ensures smooth and efficient communication between Meta's Facebook Messenger and PBXware.

Users have the flexibility to direct Facebook Messenger inquiries either to specific queues or to a chatbot, streamlining messages for optimal response and engagement. Configuration of the CMP is straightforward and can be completed within PBXware under MESSAGING → Settings, facilitating easy adoption and setup.
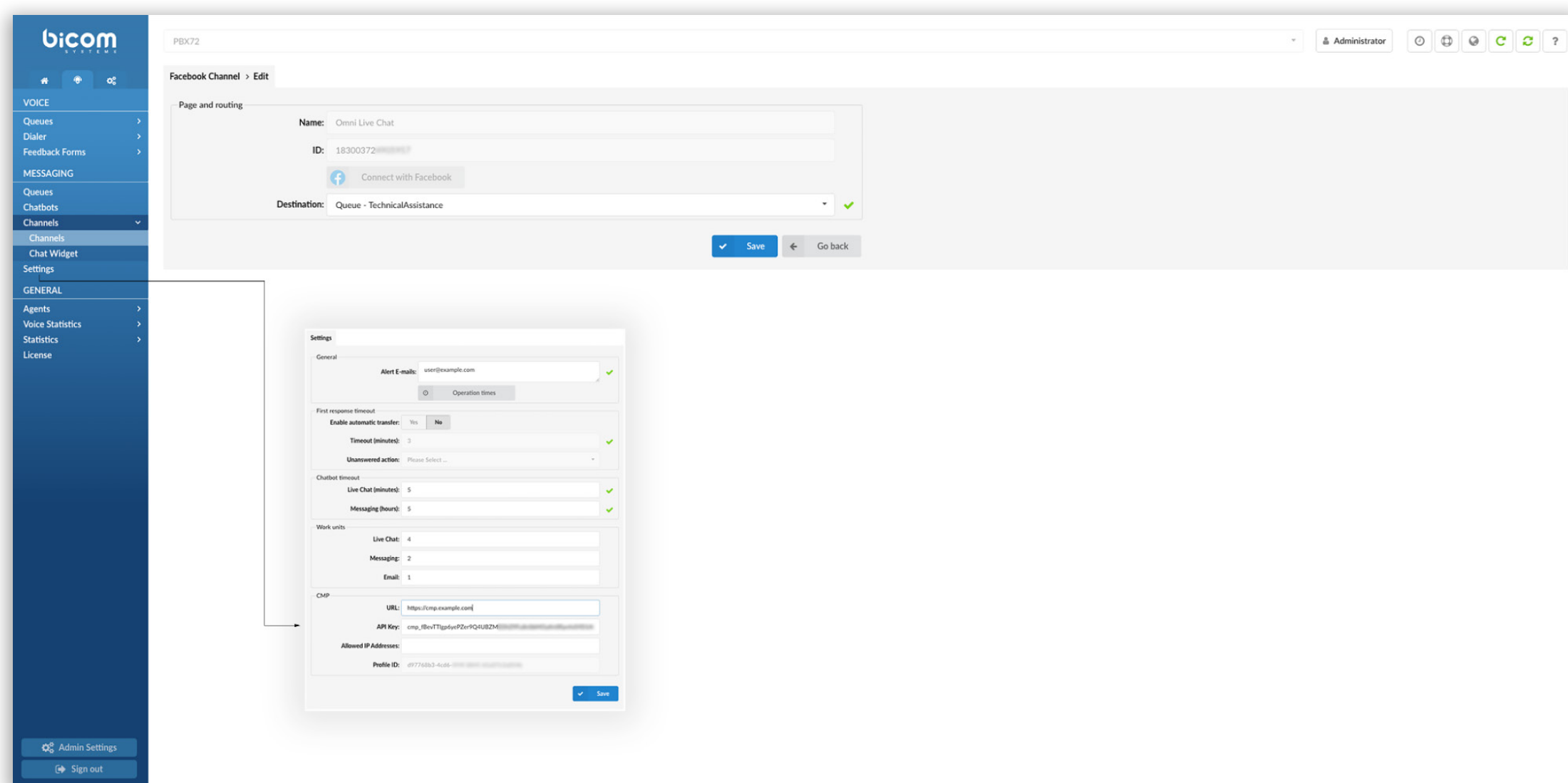
WhatsApp Integration

WhatsApp has been integrated as a new communication channel within our Omnichannel application, allowing users to engage directly with agents via WhatsApp. This service enhancement is made possible through our COMMSware Messaging Platform (CMP), ensuring efficient and secure communication flows.

Onboarding and managing WhatsApp numbers, as well as the creation and deployment of WhatsApp message templates, are streamlined through our partnership with 360Dialog. This collaboration facilitates direct communication with Meta, leveraging 360Dialog's capabilities to enhance our messaging solutions.

Users can route WhatsApp inquiries to specific queues or a chatbot, optimizing the handling and response to messages. The setup and management of these features are facilitated by the CMP, accessible within PBXware under MESSAGING → Settings, enabling a seamless integration process and immediate application.
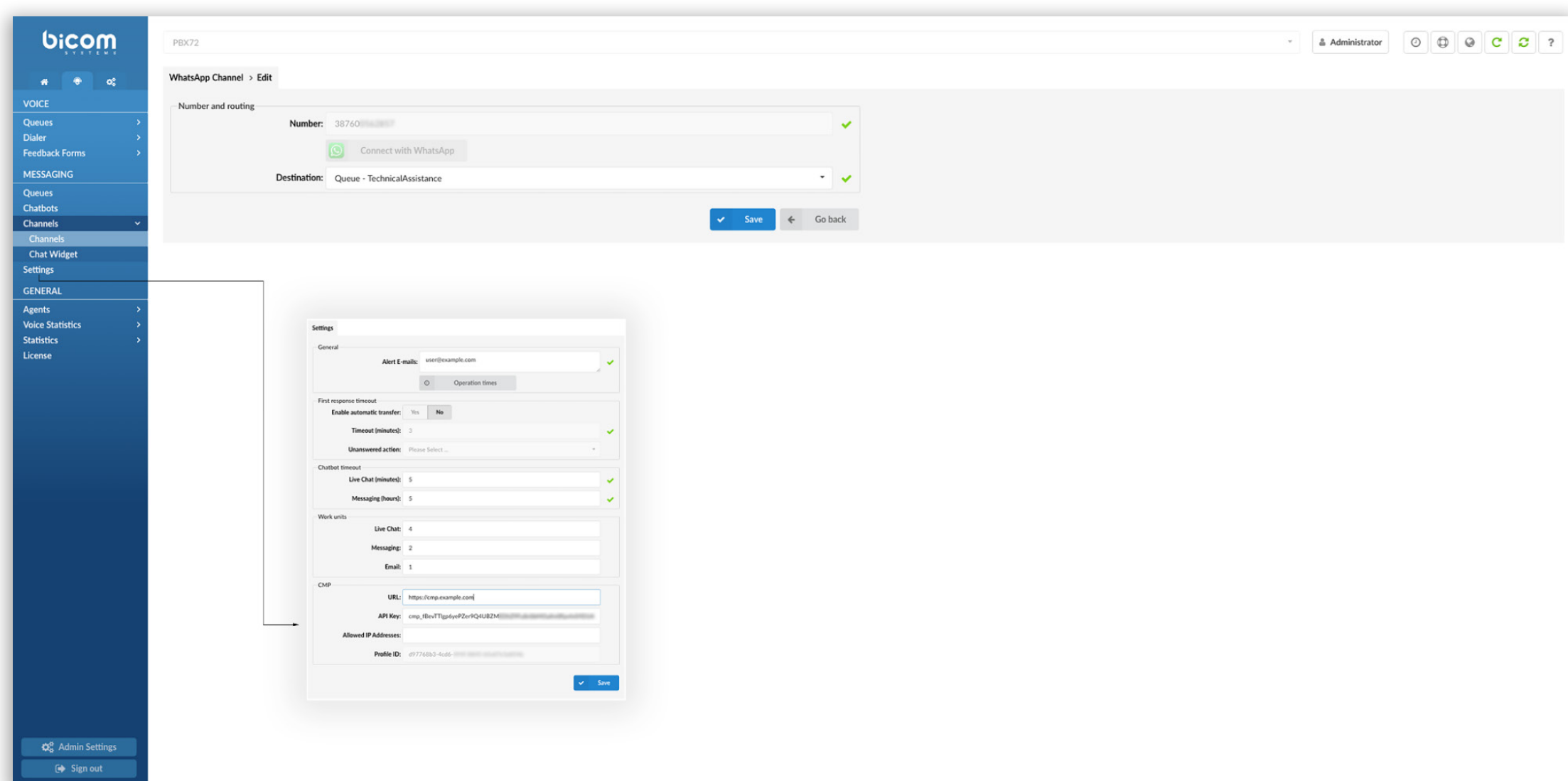
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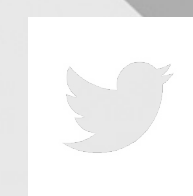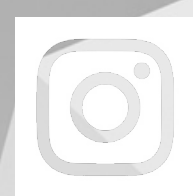Italy

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