



Release Notes

Swyx VisualGroups 2.1.6225.0
Status: “General Availability”

Enreach GmbH
Emil-Figge-Str. 86
44227 Dortmund

Contents

1 Document History	5
2 Swyx VisualGroups Version History	5
3 Content of Product Release	7
3.1 Swyx VisualGroups.....	7
3.2 Required Base Product.....	7
4 Changes.....	8
4.1 New Features	8
4.1.1 New Features Swyx VisualGroups 2.1.6211	8
4.1.2 New Features Swyx VisualGroups 2.0.6131	8
4.1.3 New Features Swyx VisualGroups 1.16.5178.....	8
4.1.4 New Features Swyx VisualGroups 1.15.5072.....	9
4.1.5 New Features Swyx VisualGroups 1.14.4197.0.....	9
4.1.6 New Features Swyx VisualGroups 1.14.4138.0.....	9
4.1.7 New Features Swyx VisualGroups 1.14.4119.0.....	9
4.1.8 New Features Swyx VisualGroups 1.12.4073.0.....	9
4.1.9 New Features Swyx VisualGroups 1.11.3236.0.....	9
4.1.10 New Features Swyx VisualGroups 1.10.3166.0.....	9
4.1.11 New Features Swyx VisualGroups 1.9.3059.0.....	9
4.1.12 New Features Swyx VisualGroups 1.8.2240.0.....	10
4.1.13 New Features Swyx VisualGroups 1.7.2012.0.....	10
4.1.14 New Features Swyx VisualGroups 1.7.1330.0.....	10
4.1.15 New Features Swyx VisualGroups 1.6.1264.0.....	11
4.1.16 New Features Swyx VisualGroups 1.6.1089.0.....	11
4.1.17 New Features Swyx VisualGroups 1.6.1041.0.....	12
4.1.18 New Features Swyx VisualGroups 1.5.6.0	12
4.1.19 New Features Swyx VisualGroups 1.5.2.0	12
4.1.20 New Features Swyx VisualGroups 1.5.1.0	12
4.1.21 New Features Swyx VisualGroups 1.5.0.0	12
4.1.22 New Features Swyx VisualGroups 1.4.1.0	13
4.1.23 New Features Swyx VisualGroups 1.4.0.0	13
4.1.24 New Features Swyx VisualGroups 1.3.1.0	13
4.1.25 New Features SwyxPLUS VisualGroups 1.3.0.0	14
4.1.26 New Features SwyxPLUS VisualGroups 1.2.0.0	14
4.1.27 New Features SwyxPLUS VisualGroups 1.1.2.0	14
4.1.28 New Features SwyxPLUS VisualGroups 1.1.1.0	14

4.1.29	New Features SwyxPLUS VisualGroups 1.1	15
4.1.30	New Features SwyxPLUS VisualGroups 1.0	15
4.2	Technical Improvements.....	16
4.2.1	Technical Improvements Swyx VisualGroups 2.1.6211.0	16
4.2.2	Technical Improvements Swyx VisualGroups 2.0.6131.0	16
4.2.3	Technical Improvements Swyx VisualGroups 1.15.5072.0	17
4.2.4	Technical Improvements Swyx VisualGroups 1.15.5072.0	17
4.2.5	18	
4.2.6	Technical Improvements Swyx VisualGroups 1.14.4197.0	18
4.2.7	19	
4.2.8	Technical Improvements Swyx VisualGroups 1.14.4138.0	19
4.2.9	Technical Improvements Swyx VisualGroups 1.14.4119.0	19
4.2.10	Technical Improvements Swyx VisualGroups 1.12.4073.0	19
4.2.11	Technical Improvements Swyx VisualGroups 1.11.3236.0	19
4.2.12	Technical Improvements Swyx VisualGroups 1.10.3166.0	20
4.2.13	Technical Improvements Swyx VisualGroups 1.9.3059.0	20
4.2.14	Technical Improvements Swyx VisualGroups 1.8.2240.0	20
4.2.15	Technical Improvements Swyx VisualGroups 1.7.2012.0	21
4.2.16	Technical Improvements Swyx VisualGroups 1.7.1330.0	21
4.2.17	Technical Improvements Swyx VisualGroups 1.6.1264.0	21
4.2.18	Technical Improvements Swyx VisualGroups 1.6.1089.0	21
4.2.19	Technical Improvements Swyx VisualGroups 1.6.1041.0	22
4.2.20	Technical Improvements Swyx VisualGroups 1.5.6.0	22
4.2.21	Technical Improvements Swyx VisualGroups 1.5.2.0	23
4.2.22	Technical Improvements Swyx VisualGroups 1.5.1.0	23
4.2.23	Technical Improvements Swyx VisualGroups 1.5.0.0	23
4.2.24	Technical Improvements Swyx VisualGroups 1.4.1.0	24
4.2.25	Technical Improvements Swyx VisualGroups 1.4.0.0	24
4.2.26	Technical Improvements Swyx VisualGroups 1.3.1.0	24
4.2.27	Technical Improvements SwyxPLUS VisualGroups 1.3.0.0.....	24
4.2.28	Technical Improvements SwyxPLUS VisualGroups 1.2.0.0.....	25
4.2.29	Technical Improvements SwyxPLUS VisualGroups 1.1.2.0.....	25
4.2.30	Technical Improvements SwyxPLUS VisualGroups 1.1.1.0.....	25
4.2.31	Technical Improvements SwyxPLUS VisualGroups 1.1	26
5	Installation Requirements	26
5.1	Update of OCX file in SwyxIt!	26

5.2 Recommendation for SwyxWare Clients when using CTI+ call scenarios	26
6 Supported Devices.....	27
7 Known Issues.....	27
8 Restrictions	27
9 Support.....	27

1 Document History

Version	Date	Remarks	Editor
1.0	27.08.2026	Product release VisualGroups 2.1.6225.0 as General Availability	Product Management

2 Swyx VisualGroups Version History

Version	Date	Remarks	Editor
VG 2.1.6225.0	27.08.2026	Separate Release Version 2.1.6225.0	Product Management
VG 2.1.6211.0	04.08.2026	Separate Release Version 2.1.6211.0	Product Management
VG 2.0.6131.0	12.05.2026	Separate Release Version 2.0.6131.0	Product Management
VG 1.16.5178.0	08.07.2025	Separate Release Version 1.16.5178.0	Product Management
VG 1.15.5072.0	17.03.2025	Separate Release Version 1.15.5072.0	Product Management
VG 1.14.4197.0	30.7.2024	Separate Release Version 1.14.4197.0	Product Management
VG 1.14.4138.0	17.6.2024	Separate Release Version 1.14.4138.0	Product Management
VG 1.14.4119.0	16.5.2024	Separate Release Version 1.14.4119.0	Product Management
VG 1.12.4073.0	19.03.2024	Separate Release Version 1.12.4073.0	Product Management
VG 1.11.3236.0	29.08.2023	Separate Release Version 1.11.3236.0	Product Management
VG 1.10.3166.0	17.07.2023	Separate Release Version 1.10.3166.0	Product Management
VG 1.9.3059.0	24.04.2023	Separate Release Version 1.9.3059.0	Product Management
VG 1.8.2240.0	06.10.2022	Separate Release Version 1.8.2240.0	Product Management
VG 1.7.2012.0	12.01.2022	Separate Release Version 1.7.2012.0	Product Management
VG 1.7.1330.0	30.11.2021	Separate Release Version 1.7.1330.0	Product Management
VG 1.6.1264.0	21.09.2021	Separate Release Version 1.6.1089.0	Product Management
VG 1.6.1089.0	21.05.2021	Separate Release Version 1.6.1089.0	Product Management
VG 1.6.1041.0	26.02.2021	Separate Release Version 1.6.1041.0	Product Management
VG 1.5.6.0	30.11.2020	Separate Release Version 1.5.6.0	Product Management
VG 1.5.2.0	03.04.2020	Separate Release Version 1.5.2.0	Product Management
VG 1.5.1.0	03.04.2020	Separate Release Version 1.5.1.0	Product Management
VG 1.5.0.0	26.03.2020	Separate Release Version 1.5.0.0	Product Management
VG 1.4.1.0	19.12.2019	Separate Release Version 1.4.1.0	Product Management
VG 1.4.0.0	12.12.2019	Separate Release Version 1.4.0.0	Product Management
VG 1.3.1.0	04.09.2019	Separate Release Version 1.3.1.0	Product Management
VG 1.3.0.0	12.08.2019	Separate Release Version 1.3.0.0	Product Management
VG 1.2.0.0	23.05.2019	Separate Release Version 1.2.0.0	Product Management
VG 1.1.2.0	27.02.2019	Separate Release Version 1.1.2.0	M. Pack
VG 1.1.1.0	26.07.2018	Separate Release Version 1.1.1.0	M. Pack
VG 1.1	12.06.2018	Separate Release Version 1.1	M. Pack

VG 1.0	26.09.2017	Released in SwyxWare Version 11.00.0.0	Product Owner
	06.11.2017	Released in SwyxWare Version 11.00.1.0	Product Owner
	19.12.2017	Released in SwyxWare Version 11.10.1.0	Product Owner
	01.03.2018	Released in SwyxWare Version 11.10.2.0	Product Owner
	24.05.2018	Released in SwyxWare Version 11.20.0.0	Product Owner

3 Content of Product Release

3.1 Swyx VisualGroups

Component	Filename / Description	Version/Build
VisualGroups Installer	SwyxVisualGroupsInstaller.exe	2.1.62285.0
Client OCX for Clients	IpPbx.VisualGroups.WebExtension.ocx	1.16.5161.0
SQL Backup Tool	SQLServer_backup.exe	1.15.5072
Manuals	Online available help.swyx.com	2.0.6131
Release Notes	Release Notes VisualGroups 2.1.6225.pdf	2.1.6225.0

3.2 Required Base Product

NOTE:

- For VisualGroups 1.14.4197.0 the SwyxWare minimum required version is 13.28.
- The availability of this release on SwyxON will be announced separately.
- It is also possible to use VG 2.0.6131 with all Swyx 14.x version, but in this case no new features or improvements of VG 2.1.6225.0 are available.

Component	Version/Build
SwyxWare	14.26 or higher
SwyxWare Compact for DataCenter	14.26 or higher (Supervisor feature not available)
SwyxON	14.26 or higher

4 Changes

4.1 New Features

4.1.1 New Features Swyx VisualGroups 2.1.6225

- None

4.1.2 New Features Swyx VisualGroups 2.1.6211

- None

4.1.3 New Features Swyx VisualGroups 2.0.6131

Feature	Summary
LUA support	The ECR scripts for all VisualGroups queues are now based on LUA. As a result, any custom ECR scripts or Rule Wizard scripts assigned to VisualGroups User queues must be recreated after installing Swyx VisualGroups 2.0. LUA is only enabled for VisualGroups queue users; all other users remain unaffected by this change.
Supervisor	Supervisor functionality for Swyx VisualGroups Enhanced provides a real-time dashboard for monitoring and managing agents and queues, including live KPIs, alerts, and interactive controls. Supports up to 200 agents and 20 queues with responsive updates every three seconds. Available exclusively with Swyx VisualGroups Enhanced and licensed per named supervisor.
Queue	Administrators can now upload audio files in Control Center for playback to callers waiting in queue, alternating with waiting position announcements. Requires corresponding ECR script update.
Privacy	Added the option to disable the display of accepted call counts per agent on the agent wallboard for improved data protection compliance.
User Management	Users deleted in Swyx are now automatically deactivated in Visual Groups when the admin opens the user management area. Inactive users are permanently removed after two months to preserve reporting data.

4.1.4 New Features Swyx VisualGroups 1.16.5178

Feature	Summary
Queue configuration	Calls can now be automatically forwarded to a defined target number – based on the number of waiting callers or the ratio of waiting callers to active agents.

4.1.5 New Features Swyx VisualGroups 1.15.5072

None

4.1.6 New Features Swyx VisualGroups 1.14.4197.0

None

4.1.7 New Features Swyx VisualGroups 1.14.4138.0

None

4.1.8 New Features Swyx VisualGroups 1.14.4119.0

Feature	Summary
Web Extension	Design update for the new SwyxIT! Classic skins.

4.1.9 New Features Swyx VisualGroups 1.12.4073.0

Feature	Summary
Administration	Different welcome announcement can now be played depending of opening times of the queue.
Agent Wallboard	The number of accepted calls are now displayed for each agent sorted by queues in the wallboard
Agent Wallboard	We added new icons for the agents in the wallboard which displays if the agent is in a queue call or another call outside of the queue.
Agent Wallboard	We also added an icon if the user is available in Swyx.
VG database backup Tool	We have added a separate tool to backup the VisualGroups database.
Web Extension	It is now possible to list all missed calls, which have not been called back from that last, last 2 or 7 days in SwyxIT! VG web extension.

4.1.10 New Features Swyx VisualGroups 1.11.3236.0

None

4.1.11 New Features Swyx VisualGroups 1.10.3166.0

None

4.1.12 New Features Swyx VisualGroups 1.9.3059.0

Feature	Summary
---------	---------

Client useage	Swyx Users can now use any connected endpoint device such as desk phones, DECT and or Mobile App in VisualGroups separately and independent from SwyxIt!.
---------------	---

4.1.13 New Features Swyx VisualGroups 1.8.2240.0

Feature	Summary
VG Extension calling	If you install the new ocx 1.8.2224.0 and Visual Groups 1.8.2224.0, the ECR script will not do a call to an user based on the name, but based on the default extension (if not disabled). This means that an external device must be connected to the default extension, if the user wants to use it for Visual Groups. Example: User with default ext 100 - This user is a VG agent (hence reachable within VG on ext 100 only) - number 100 is assigned with SwyxIt! => This will ring on VG queue calls - number 101 is assigned to this users desk phone => will not ring Important: If the queue number is set as default extension, then the agent will never receive a call. Because all calls to the agent are rerouted to the queue again.
Trunk Recording	Trunk Recording of VG queues is now supported
LDAP	It is now possible to enable TLS on the LDAP connection

4.1.14 New Features Swyx VisualGroups 1.7.2012.0

- none

4.1.15 New Features Swyx VisualGroups 1.7.1330.0

Feature	Summary
Call distribution	Queued calls ca be distributed to users who have their Swyx Presence status set to "Away" now. This option can be activated on queue level.
Statistics	The option that calls connected for less than a configurable time on queue level are not covered in the statistics is now available
Auto Log Off	Automatically remove of agents from call distribution on missed calls can be activated optionally on queue level now.

Skill Management	An overview of assigned users when editing a specific skill is now available.
Call back	The minimum interval at which a voice announcement should be played can now be defined individually. Optionally a caller can be also forwarded to in internal specified number on callback request. Also an individual voiceprompt can be selected If you have previously specified an internal call number.
Call Category	If a user's wrap-up time expires without them categorizing the call, the call can be automatically assigned to a default category.

4.1.16 New Features Swyx VisualGroups 1.6.1264.0

- none

4.1.17 New Features Swyx VisualGroups 1.6.1089.0

Feature	Summary
Hardware	Full VisualGroups support of Yealink T4 and T5 phone in CTI (uaCSTA) mode with SwyxIt! For the use of T5 phones a SwyxWare 12.40 or newer version is mandatory

4.1.18 New Features Swyx VisualGroups 1.6.1041.0

Feature	Summary
Call Routing	Simultaneous Call to all active and available agents available now
Administration	It is now possible easily manage the office hours of each queue in the VG admin portal. It is also possible to define, where to connect the caller if the queue is "closed".
Call Routing	Skill Based Routing Read carefully the manual for more details
Administration	It is now possible to define a maximum number of waiting callers / queue before to go in overflow.

4.1.19 New Features Swyx VisualGroups 1.5.6.0

- The possibility to uninstall VisualGroups by adding <c:Parameter Name="VGUninstall">true</c:Parameter> to the xml file. The system is first checking for this uninstall option and if true uninstalls and exits
- The picture in the admin screen with SwyxPlus VisualGroups is replaced by a text fragment with Swyx VisualGroups.

4.1.20 New Features Swyx VisualGroups 1.5.2.0

- None

4.1.21 New Features Swyx VisualGroups 1.5.1.0

- None

4.1.22 New Features Swyx VisualGroups 1.5.0.0

Feature	Summary
Wallboard	New agent wallboard displays the presence status of your favorite and all agents of your queues on one wallboard
Client	New Web Extension for SwyxIt! allows individual adjustments in SwyxIt!: size and number of lines of waiting/lost calls as well as sorting options
CallBack	Waiting callers can simply request a call back. The request is highlighted to the agents in the missed call view.
Call Distribution	Deactivation of automatic call distribution is now possible. Calls are displayed to each agent and can be accepted by anyone
Call categorization	Manual assignment of keywords by the agent for each call to analyze call behavior

4.1.23 New Features Swyx VisualGroups 1.4.1.0

- None

4.1.24 New Features Swyx VisualGroups 1.4.0.0

Feature	Summary
Client	Rework Time Beside the default rework time – a queue-based setting – it is possible now to show and extend the rework time directly in the SwyxIT! Client after the end of a call and during active rework time. This feature can be individually activated for each user/agent and is not queue dependent.
Configuration	New role for configuration portal added A new role has been added for use with the configuration portal of Visual Groups. The role management will be handled using SwyxWare Administration Profiles. Refer to the manual for further details.
Queue	Last called agent routing: Calls to the queue are delivered selectively/preferably to the agent which the caller already had during his last call. The mechanism will only take effect if the last call took place within a queue based configurable time.
Reports	More Reports: API Connector to Swyx Analytics by aurenz. The simultaneous released aurenz version will contain pre-configured templates for Visual Groups dashboards in order to deeper analyse call queuing. A standard Swyx Analytics by aurenz (SwyxPlus aurenz edition) is necessary.

4.1.25 New Features Swyx VisualGroups 1.3.1.0

- None

4.1.26 New Features SwyxPLUS VisualGroups 1.3.0.0

Feature	Summary
Wallboard	Manage your resources in real-time via Wallboard New Wallboard design, enjoy it! New Wallboard: List overview of queues Added authentication mode to access wallboards Supports Chrome, Firefox, Safari
LDAP	Additional configuration item to configure different LDAP nodes.
Queue Management	Two new additional call distribution strategies.
Licensing	SwyxFlex support (SwyxWare V11.50 or newer necessary)
Installer	Unattended installer is now available
SwyxWare Compact	SwyxWare Compact is now supported
Secure Connection	SSL supported connection from VG Web extension in SwyxIt! Client, admin interface and wallboard to VG server now possible

4.1.27 New Features SwyxPLUS VisualGroups 1.2.0.0

Feature	Summary
Wallboard	Manage your resources in real-time via Wallboard Supports Chrome, Firefox, Safari
LDAP	Additional name resolution support by connecting VisualGroups via LDAP to ESTOS MetaDirectory
Queue Management	Manage your individual waiting music per Queue directly in VisualGroups admin interface.
Administration	Sorting of tables in admin interfaces by click on header
Reports	Historical reports can now be generated in admin interface easily with just one click
Reports	User statistics can optionally be turned on and off per report
Reports	Individual selection of call queues per report

4.1.28 New Features SwyxPLUS VisualGroups 1.1.2.0

Feature	Summary
Report Statistics	Added an additional reporting category for 'calls picked up outside of queue group'.

4.1.29 New Features SwyxPLUS VisualGroups 1.1.1.0

Feature	Summary
---------	---------

none	
------	--

4.1.30 New Features SwyxPLUS VisualGroups 1.1

Feature	Summary
Queue Statistics	The queue statistics section in PDF reports will now show the number of queue calls that were routed to an optional configured overflow number including the reason (no user available or timeout criterion)
User Statistics	The user statistics section in PDF reports can now be switched off for VisualGroups reports.
Enhanced Queue Call distribution settings	- users can select to temporarily exclude themselves from automated queue call distribution (active call pick still possible) a) with not being counted as queue user (not active) b) with being counted as queue user (passive mode) - users can select to receive calls at first or at last within queue team members
Call distribution settings	The default setting per criteria menu is now indicated in the UI.
More VisualGroups skins UI languages	The UI is now available in 5 languages, DE, EN, NL, FR and IT.

4.1.31 New Features SwyxPLUS VisualGroups 1.0

New product	Summary
SwyxPLUS VisualGroups	Introduces an intelligent, visual queuing functionality for SwyxWare.

4.2 Technical Improvements

4.2.1 Technical Improvements Swyx VisualGroups 2.1.6225.0

- **Call Distribution**

Fixed an issue where the VG Reporting Service could lose its connection to CDS due to failed inter-service authentication. This resulted in agent status updates no longer being processed correctly, which could disrupt call distribution.

4.2.2 Technical Improvements Swyx VisualGroups 2.1.6211.0

- **Waiting Time Criteria Display**

Fixed a UI issue where the configured waiting time values of **120 seconds** and **180 seconds** were displayed incorrectly. Additionally, the label for the **120 seconds** option incorrectly showed "**Not Active**". This was a display-only issue and did not affect system functionality.

Assignment	Queue	Call	Loop
Fixed an issue where, under specific circumstances, calls assigned through an assignment queue could enter a call connection loop. The solution prevents calls from being routed to users who are already in an alerting state from another queue. This issue affected only specific customer configurations and did not impact parallel groups.			

- **Aurenz**

Integration

Resolved a database-related issue affecting the Aurenz integration by updating the required stored procedures.

- **Opening and Closing Times**

Fixed an issue where calls were not correctly routed to the configured destination during closed business hours.

- **Call Categorization**

Included a fix for a customer-specific issue where call categorization was not functioning correctly on certain systems. Although the issue could not be reproduced in-house, the corrective changes are part of this release.

- **Queue Handling After "Not Reachable"**

Fixed a queue handling issue where calls remained stuck in the queue after an agent was reported as **not reachable**. The problem was caused by incorrect handling of an ECR ConnectTo result, preventing the call from being offered to other available agents.

- **Intersite compatibility for user presence identification**

Under certain circumstances the call was not forwarded to a user if intersite presence synchronization is activated

4.2.3 Technical Improvements Swyx VisualGroups 2.0.6131.0

- **Resolved Stale Queue Entries After Call Acceptance**

Fixed an issue where answered and completed calls remained visible in the queue window, causing incorrect statistics and confusing agents.

- **Fixed Call Delivery in Away/DND Status**

Resolved an issue where agents continued to receive incoming queue calls while set to Away or Do Not Disturb.

- **Corrected Queue Forwarding Logic**
Fixed incorrect call forwarding behavior where calls were routed to the overflow destination instead of the “no agents logged in” destination when no agents were available in the queue.
- **Fixed Sporadic Parallel Queue Membership Issue**
Resolved a sporadic issue where users were unintentionally added to all “Visual Groups parallel” queue groups, resulting in incorrect queue memberships and unexpected call distribution behavior.

4.2.4 Technical Improvements Swyx VisualGroups 1.15.5072.0

- Non-active users no longer receive calls under specific conditions.
- Callers no longer remain in the queue if no agent is available and a forwarding number is configured.
- Last-Agent-Routing no longer routes calls to inactive agents.
- Permanent logging no longer occurs when VisualGroups is installed on SwyxON, but not configured.
- Resolved error messages in the VisualGroups AddOn trace for SwyxON installations.
- OCX tracing now works correctly in special cases.
- Wallboard links now use the correct port based on the user's Remote Connector configuration in SwyxON environments.
- Display issue resolved for user pictures/avatars with identical filenames in the agent wallboard.
- “Umlaut” characters are now displayed correctly in the report configuration.
- Agent wallboard no longer incorrectly marks the previous agent as next (blue dot) after handling a call.

4.2.5 Technical Improvements Swyx VisualGroups 1.15.5072.0

Topic	Summary
Licensing	Floating based licensing, allowing dynamic sharing among Swyx user, is now working under all conditions: Note: Previously, licenses were fixed to specific users. In older versions, users could log in and out of VG using specific suffixes (11 to log in, 10 to log out). With floating licenses, automatic logout from VG upon logging out of Swyx is necessary to prevent login conflicts esp. For users who do not login via SwyxIt! into VG. Customers using fixed VG users can continue as before without enabling automatic logout in the admin settings.
Administration	The preferred language in queues and report creation is now set automatically to the configured language of VisualGroups.

Administration	The text or reference when deleting a 'Skill' has been corrected.
Administration	Fixed the following bug: Some Input fields did not allow the character sequence "<!". This prevented users from setting SMTP passwords containing these characters, with no confirmation or error message shown in the web interface. Instead, a security warning appeared in the browser's debugging tools. The issue affected multiple browsers and input fields.
Tracing	TCOM: Visual Group traces are always written in Swyx file directory
Wallboard	The port of the Wallboard for SwyxON tenants has been corrected.
Call Categories	Fixed the following bug: If there are more than 12 categories, there are problems to save the choice in the web extension.
WebExtension	Scrollbars in the webextension are now working as designed. in 14 HD skins.
Wallboard	Agents are now displayed in Queue section, when they are not logged in but the corresponding config parameter is set.
Misc.	Italian and French email texts html encoded.
Call Routing	Fixed the following bug: Calls are increasingly failing to be delivered to the assigned and configured agents. To restore call delivery, the client must be deactivated and reactivated in the administration interface.

4.2.6

4.2.7 Technical Improvements Swyx VisualGroups 1.14.4197.0

Topic	Summary
Startup behaviour	On systems with SwyxWare 14.00 and newer, there are currently occasional problems with queues using the 'Parallel' delivery method. The error manifests itself in such a way that incoming calls are only delivered to some or possibly even to none of the agents, although all of them are activated for call distribution and all users can be seen in the corresponding group in SwyxWare Administration. The cause is an inconsistency in the internal VisualGroups administration. This is due to the fact that the Visual Groups services start immediately, but the SwyxWare services are started with a delay (since V14.00), and changes made afterwards are not stored correctly in all components of the overall system because the communication between the services has not been established correctly.

	The start sequence of the services is now adjusted correctly.
--	---

4.2.8

4.2.9 Technical Improvements Swyx VisualGroups 1.14.4138.0

Topic	Summary
Web Extension	We have fixed a bug where the display of the VG extension in the SwyxIt! Classic was not displayed in the new design and incorrectly with various Windows 11 display scaling factors.

4.2.10 Technical Improvements Swyx VisualGroups 1.14.4119.0

- none

4.2.11 Technical Improvements Swyx VisualGroups 1.12.4073.0

Topic	Summary
Reporting	We have deleted the "Relative percentage of total talk time " column from user reporting.
Parallel Call Strategy	A call is not forwarded to an agent anymore, if the agent Swyx presence status is logged-off, DND or Away (if configured in queue) in parallel call strategy.
Parallel Call Strategy	We solved an issue with a new global setting parameter (callParallelOnlyFirst) for the following scenario: The first call in a queue might be not accepted by the agents because they are busy and not capable to accept call in time. If the max. ring time exceed and call is put back to queue, this first call in queue is put to tail of the queue and some new incoming call are prioritized. The new parameter does not change the order of waiting callers.
Call Categorization	We have fixed the issue that call categorization dialog didn't show up at the end of a call, when calls are forwarded from one queue to another.

4.2.12 Technical Improvements Swyx VisualGroups 1.11.3236.0

Topic	Summary
SwyxWare	In order to support the new User self password reset mechanism in Swyx Version 13.28, we need to update the VisualGroups addon accordingly.

	Important: Swyx VisualGroups version earlier than 1.11.3236 still work, but it is for those versions running with Swyx Version lower than 13.28 not possible anymore to login into the Swyx VisualGroups Admin and configuration portal.
--	---

4.2.13 Technical Improvements Swyx VisualGroups 1.10.3166.0

The following bugs have been solved:

Topic	Summary
LDAP(S)	Timeout of LDAP requests can lead to wrong call routing behaviour, which subsequent in a loss of the call
SwyxON	Inconsistency in license management on SwyxON
ECR	Typo's in trace output

4.2.14 Technical Improvements Swyx VisualGroups 1.9.3059.0

- none

4.2.15 Technical Improvements Swyx VisualGroups 1.8.2240.0

The following bugs have been solved:

Topic	Summary
LDAP	Calls are not forwarded if LDAP query takes to long
Reporting	VG status reports seem to contain users which are no longer VG agents
Call distribution	If you have more than one queue configured for parallel call distribution , then maintenance via the user entry has errors in synchronisation with the swyx group members.
Configuration	Forwarding fields in configuration do not accept '+' characters even though is is a valid phone number format
Reporting	In the weekly report, forwarded calls are considered negatively in the service level, which should not.
Reporting	Accepted call count deviation in reports
Updates	Manually configured audio prompts overwritten, when an update of VG is executed

Call distribution	Away and busy states synced by MS Teams are not covered in VG call distribution algorithm Note: For this fix the new OCX must be installed in SwyxIt!
-------------------	--

4.2.16 Technical Improvements Swyx VisualGroups 1.7.2012.0

Topic	Summary
ECR scripts	ECR signing issue resolved which prevented the SwyxWare call routing manager to open the VisualGroups script file delivered in version 1.7.1330.0
OCX update	VisualGroups component deallocation behaviour on SwyxIt! closure and OCX logging improved. New OCX version is 1.7.1348.0

4.2.17 Technical Improvements Swyx VisualGroups 1.7.1330.0

Topic	Summary
Call Routing	Activated last user routing is causing under certain conditions call routing problems, no routing. This issue has been solved now
Wrap-Up time	The issue that a call has been routed to an agent, which just finished a call and is in wrap-up mode now has been corrected.
Skill Based Routing	Editing a (different) user assigned skill will 'reset' the assigned skill based routing queues is now solved. The issue had the impact that users were not be correctly assigned to the right queue anymore and did not receive calls even though the appropriate skills are assigned
Wallboard	Blue marker in agent wallboard is not shown correctly, when Skill based routing is active
Administration	Available users are now properly filtered when selecting a SwyxWare group in VG portal

4.2.18 Technical Improvements Swyx VisualGroups 1.6.1264.0

Topic	Summary
Call Routing	In some cases category selection did not appear after the end of a call, which leads to an additional automatic logoff of the corresponding agent
Call Routing	Execution timeout in web.config set to 1800 to prevent ECR update errors at customers with > 30 queues, which solves automatic logoff of agents

4.2.19 Technical Improvements Swyx VisualGroups 1.6.1089.0

Topic	Summary
-------	---------

Statistical Reporting	We do have moved sampling of user-based reporting data from the client towards the server, which will solve several issues regarding user reporting statistics. This enhancement has been achieved by a change in the corresponding ECR scripts. After installation of 1.6.1089.0 make sure to login one time into the VisualGroups portal with a sysadmin account to complete this installation.
-----------------------	--

4.2.20 Technical Improvements Swyx VisualGroups 1.6.1041.0

Topic	Summary
Rework time	The rework time will now remain active when saving a call categorization while the rework timeout is not reached. Also the rework time will be extended if the timeout is reached while the user has not yet saved a categorization. In addition at the rework time bar below the cat. list a note is added, if the rework time needs be extended, because agent did not select cat. within rework time (static bar)
Portal login on SwyxON	In swyxON scenario only login with the full UPN username (username@tenant-domain) is allowed
Missed Calls	All missed calls of a caller are ticked off, if this caller calls again and is then accepted by a user of the queue
SwyxON Redeploy	The need for manual portal login after upgrade scenario or redeploy scenario is not necessary anymore to reactivate VG after redeploy in SwyxON scenarios.
CTI+ Pickup	The error not to pick call in CTI+ scenarios is fixed now. It is necessary to update the SwyxIt! Clients with new OCX version (1.6.1042.0)
Last Agent Call Routing	If the agent rejects a call within the last agent routing scenario than the call will be moved back to the call queue and managed in a usual way.
Time Criterium	Two additional time criteria options have been added: 120 seconds 180 seconds
Performance	Further optimizations in order to reduce the load on the server

4.2.21 Technical Improvements Swyx VisualGroups 1.5.6.0

Topic	Summary
Wallboard	Change in wallboard login to support domain-based login
Wallboard	SQL Server performance improvement for the List View wallboard Two aggregate tables (svg_ta_queuedaysummaries and svg_ta_usercalldaysummaries) have been added to get a better

	performance. To facilitate this the table svg_ta_usercalls was changed, wallboard/user statictical information, usercall/queue stored procedures were adapted.
User Interface	Translation of the categorize call pop-up is now translated correctly.

4.2.22 Technical Improvements Swyx VisualGroups 1.5.2.0

Topic	Summary
API	Syntax error in JSON response on Call Attempt API function fixed.
API	To improve the first time synchronization between VG and Swyx Analytics an API function which will return the 'installation date' to Analytics has been added. This date is determined by the oldest data in the system.
User Interface	Translation of the categorize call pop-up is now translated correctly.

4.2.23 Technical Improvements Swyx VisualGroups 1.5.1.0

Topic	Summary
Licensing	Fixed a bug where the user licenses were not recognized in a SwyxFlex Environment
Configuration	Fixed ECR signing so that queues with a 'deactivated' profile or no ECR feature will work again.
Installation	Fixed an installation bug where login related Stored Procedure was not properly configured.

4.2.24 Technical Improvements Swyx VisualGroups 1.5.0.0

Topic	Summary
Compatibility	Updated SwyxWare SDK in VisualGroups in order to support .net framework 4.7 and newer and TLS 1.2 and newer
Announcement	Possibility to switch the position announcement on and off in the administration of the queues
Announcement	Updated announcements, if more than 10 callers are waiting.
Client	Configure the sorting of the incoming waiting calls by waiting time and queue name
Client	Automatic marking of all missed calls from the same number as checked when calling back one time
Client / Server	Performance Improvement Low performance on refreshing of windows client solved by updates on the IIS webserver VisualGroups services

4.2.25 Technical Improvements Swyx VisualGroups 1.4.1.0

Topic	Summary
Bugfix	Updated SwyxWare SDK in VisualGroups in order to support .net framework 4.7 and newer and TLS 1.2 and newer

4.2.26 Technical Improvements Swyx VisualGroups 1.4.0.0

Topic	Summary
Client	Visualization adapted to new and modern SwyxIt! V12 screen design.

4.2.27 Technical Improvements Swyx VisualGroups 1.3.1.0

Topic	Summary
License Management	Fixed a bug on the SwyxFlex licensing model where the added users were still counting towards the license count even when removed from the VisualGroups User list. Additional info: If a user is removed from VisualGroups he will still remain in the VisualGroups usertable with an inactive flag. This info is kept for the duration of the data retention settings. If a previously deactivated user is added before the data retention period expires this user will keep his original priority of last in/first out. resulting in another user being unlicensed.
Wall-board	Fixed a bug where the summary speaking time statistic was not reporting the correct information
Server/Client	Added a registry value option: Computer\HKEY_LOCAL_MACHINE\SOFTWARE\WOW6432Node\Swyx\VisualGroups\userinterval (32BIT DWORD Decimal) which makes the client side refresh time configurable in Miliseconds. Example set the value to 10000 to set the refresh time to 10 seconds. (the default value is 3000)
Call flow	Fix to cover conditions, where the default rework time remains at 7 seconds.

4.2.28 Technical Improvements SwyxPLUS VisualGroups 1.3.0.0

Topic	Summary
License Management	Wallboard is now only available if enhanced license is booked
Queue Management	When selecting text in an input field the marking color now optimized.
Administration	When clicking the (x) to remove the current search query from a search filter the list is not automatically updated again is fixed now.
Update	Installer allows now re-installation of same version (repair installation) with keeping existing configuration

4.2.29 Technical Improvements SwyxPLUS VisualGroups 1.2.0.0

Topic	Summary
Queue Management	Fix for no announcement to caller, when all agents are busy for a new call in the queue
Queue Management	Obsolete configuration criteria „at least 1 waiting” removed
Display	Changing the display order of waiting criteria in selection dialog
Queue Management	Fix for “call pickup during rework time was not possible”
Queue Management	Fix for “loosing” active agents in queue under certain conditions

4.2.30 Technical Improvements SwyxPLUS VisualGroups 1.1.2.0

Topic	Summary
Install / Uninstall	Optimized error notifications during installation.
OCX	SwyxIt! with a VisualGroups skin loaded does not end the Client line manager process within the usual ~10sec when SwyxIt! is closed. This is fixed now.
CTI	Errors in statistical reports due to accepted calls by CTI paired phones corrected. This is fixed now when using the SwyxIt! 11.38 Client in combination with SwyxPhone L62, L64 and L66 phones.
Configuration	Input verification added within the queue configuration ring time configuration (value range is 5 to 180 sec).
Configuration	Stepping backwards in configuration wizard is now improved.
Skin	Default values in Skin internal setting dialogues are indicated by text now.

4.2.31 Technical Improvements SwyxPLUS VisualGroups 1.1.1.0

Topic	Summary
Installation	The VisualGroups Installation is now possible using the SwyxWare Administrator Login – this is a prerequisite to install or upgrade VisualGroups with future SwyxWare releases.
Web Extension in Client	The known issue in version 1.1. where some few softphone clients experienced in seldom cases message box popups with “Error 101 Co Create Instance not succeeded” and “Error 104 No Interface” has been solved.
Reporting	The known issue in version 1.1. where in some scenarios the PDF report shows a discrepancy between “answered queue calls” in the queue summary section and the “answered calls” sum from the optional user statistics section part has been solved. The syntax error “doubled minus sign within the user statistics section” (last table column) inside reports has been corrected as well.
OCX	Client-side logging of OCX version number within trace files (if enabled) has been corrected.

4.2.32 Technical Improvements SwyxPLUS VisualGroups 1.1

Topic	Summary
Install / Uninstall	Registry keys are now deleted after uninstalling VisualGroups
Install / Uninstall	After uninstalling and installing Visual Groups again, the warning message that Visual Groups is already installed no longer appears
Configuration	Several improvements in the ConfigWizard when no license is available
Reporting	“Accepted call” statistics value after a manual picked call scenario has been corrected.
Call distribution	Experienced delays when picking up queue calls by picking it from the waiting call list are solved when using SwyxWare 11.20 (or higher) clients or upgrading former clients with the latest OCX file as referenced in section 0.

5 Installation Requirements

For the minimum installation requirements refer to section 3.2 (Required Base Product).

bac

Important notice:

After installation of 1.11.3236.0 or newer make sure to login one time into the VisualGroups portal with a sysadmin account to complete this installation and open the setting of every queue and save the settings.

5.1 Update of OCX file in SwyxIt!

Please follow these steps:

- 1.) Close SwyxIt! and ClientLineManger process.
- 2.) Replace file IpPbx.VisualGroups.WebExtension.ocx in folder “C:\Program Files (x86)\SwyxIt!” with the released new OCX file version referenced in this document. You’ll find this version in the VisualGroups download package (.zip file).
- 3.) Start SwyxIt!

5.2 Recommendation for SwyxWare Clients when using CTI+ call scenarios

If VisualGroups 1.16.5178.0 is used in combination with SwyxWare Clients using CTI+ call scenarios, it is highly recommended to update the VisualGroups OCX file in the SwyxIt! installation folder. Please refer to the update steps outlined in the previous section.

6 Supported Devices

Type	Product	Preferred Version
SwyxWare Clients	SwyxIt!	Recommended version: recent SwyxIt! version Minimum version: SwyxIt! 14.x.0.0 It is highly recommended to update the VisualGroups client OCX file. Use VisualGroups skins with the Client.

7 Known Issues

Topic	Title
Wallboard	Wallboard (ultra-wide screen) aspect ratio issue for vertical screens observed.

8 Restrictions

VisualGroups supports on SwyxExpress X20 up to ten configured VisualGroups users for SwyxExpress hardware revision IIIb or earlier. With newer SwyxExpress hardware revisions there is no restriction.

9 Support

The support for SwyxWare is handled through the regular Swyx Support process.