

Release of Desktop 5.7.0

[Release Notes](#)

[Version: 5.7.0](#)

[Build number: 8516](#)

[Release date: 2022-04-11](#)



About this document

This RN (Release Note) is intended for Customer Service and Installation Personnel involved in the installation and maintenance of Destiny for Service Providers solutions.

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5.7.0.8516
2022-04-11

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Table of Contents

Deliverables.....	4
Test Environment	4
Upgrade Paths.....	4
New or modified functionality	5
Resolved issues	6
Updated User Interface (examples)	7
Agent/Queue Statistics Refresh.....	8

Deliverables

- Desktop-5.7.0-8516-<branding>.bin
- <branding>_5.7.0_8516_osx_release.dmg
- <branding>_5.7.0_8516_windows_release.exe
- <branding>_5.7.0_8516_x64_noadmin.msi
- <branding>_5.7.0_8516_x64_admin.msi
- <branding>_5.7.0_8516_x86_noadmin.msi
- <branding>_5.7.0_8516_x86_admin.msi

Please note:

64-bit msi installer includes a 64-bit outlook plugin, but the Desktop application is still 32-bit

Test Environment

This release is verified in Destiny for Service Providers Quality Assurance (QA) lab as well in live environment during Internal Field Trial (IFT).

Upgrade Paths

This topic lists the verified upgrade paths to 5.7.0 build 8516. Destiny for Service Providers always recommends validating your upgrade path in a staging environment prior to upgrading a production system.

- From version 5.6.n

New or modified functionality

Summary

Desktop Application UI Refresh (TK-236363)

In version 5.7, we have made some updates in the user interface. The intention is to give a more light-weighted impression, where we have updated iconography and made some views less compact. Here are some additional examples:

- Removed the zebra-stripping in Contact's, Call Log and Voicemail views
- Improved contrast for better usability
- Updated the layout of tabs + adding a selected tab indicator
- Updated icons
- Updated search field
- Replaced underlines with chevrons in contact details + header and footer of the application
- In Standard view, ACD and Attendant groups will now (when configured) be shown at the bottom of the window, instead of at the top
- Updated the call window with improved visualisation for answering and declining incoming calls

See chapter further down for example images.

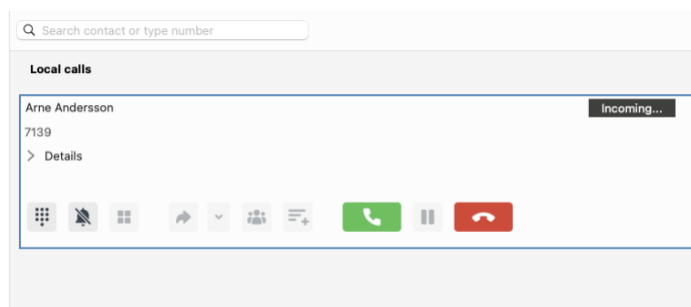
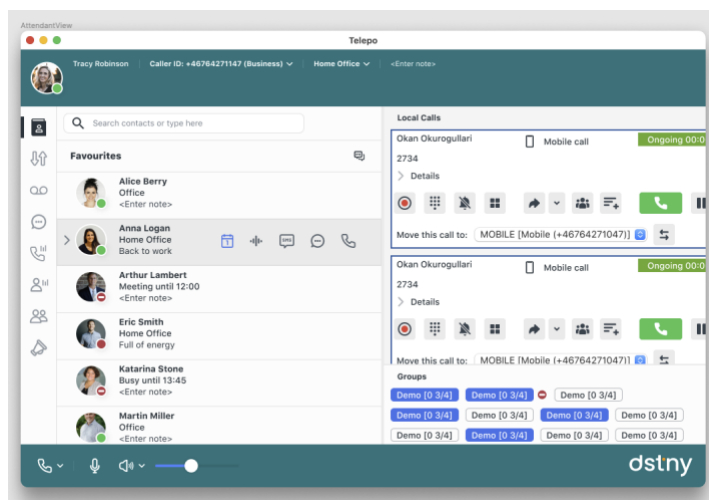
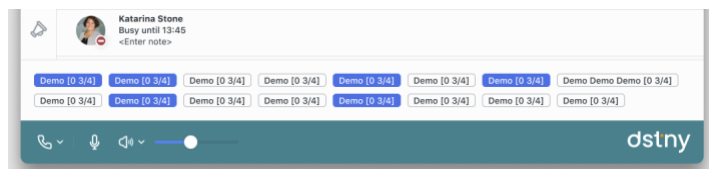
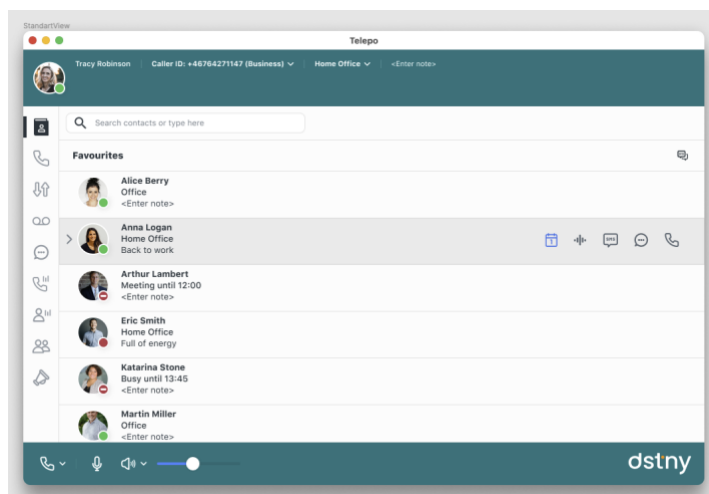
Updated documentation:

/ Desktop Application / User interface overview

Resolved issues

Reference (Priority)	Description
Missing digital signature (TK-236255)	
MTCS-26375 (Low)	<p>When using Kaspersky antivirus, you must manually add the Desktop application as trusted since it says it's not properly signed. This makes Kaspersky block microphone access for the application. This can, of course, also happen with other antivirus programs. The problem is applicable for Windows, only.</p> <p><u>Destiny for Service Providers note:</u></p> <p>The installed executable SoftPhone.exe, is now properly signed. At a fresh install, there are a few other files (.exe and .dll) in the install directory that also are signed. Some of these, are however not modified by any other means, and therefore not being replaced during an upgrade. We have not seen or had any reports that this should cause any problems. As SoftPhone.exe always is modified with a new version, it will also always be replaced.</p>
CTI call stuck in monitored calls panel (TK-235746)	
MTCS-25648 (Medium)	<p>Randomly, it has been observed that using the CTI API to initiate a call from Desktop application could end up with a call being (visually) stuck in the monitored calls panel. This has mainly been seen when making a CTI call to a busy destination.</p> <p><u>Destiny for Service Providers note:</u></p> <p>(Expert details)</p> <p>We were calling a function, which connects signals, asynchronously. Sometimes after sending 202 response for REFER, BYE for the initial INVITE was received before the signals were connected and the termination signal was then not able to call its handler, which cleared original session and hence call was hanging until user disconnected the call.</p>
Language mix in Premium Attendant (TK-236247)	
MTCS-26377 (Low)	<p>In the Premium Attendant view, menu "Premium Attendant", the text strings "Call with bypass of diversion rules" & "Transfer with bypass of diversion rules" are not localised in Swedish.</p>

Updated User Interface (examples)

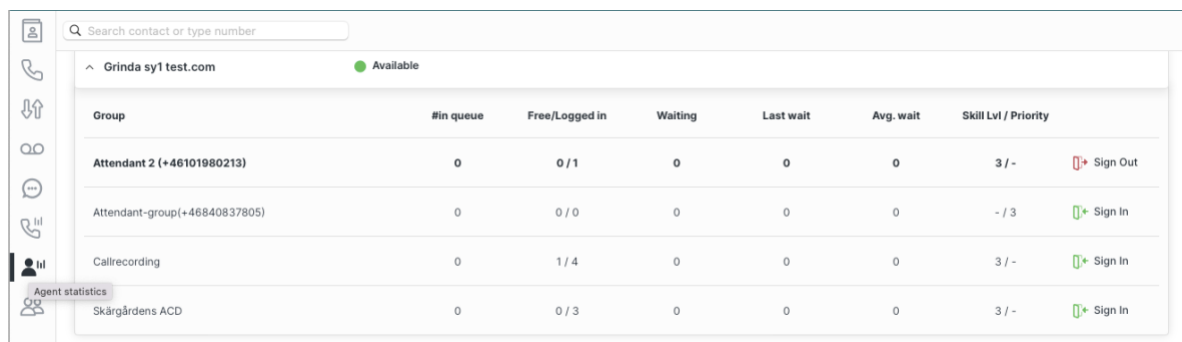


Agent/Queue Statistics Refresh

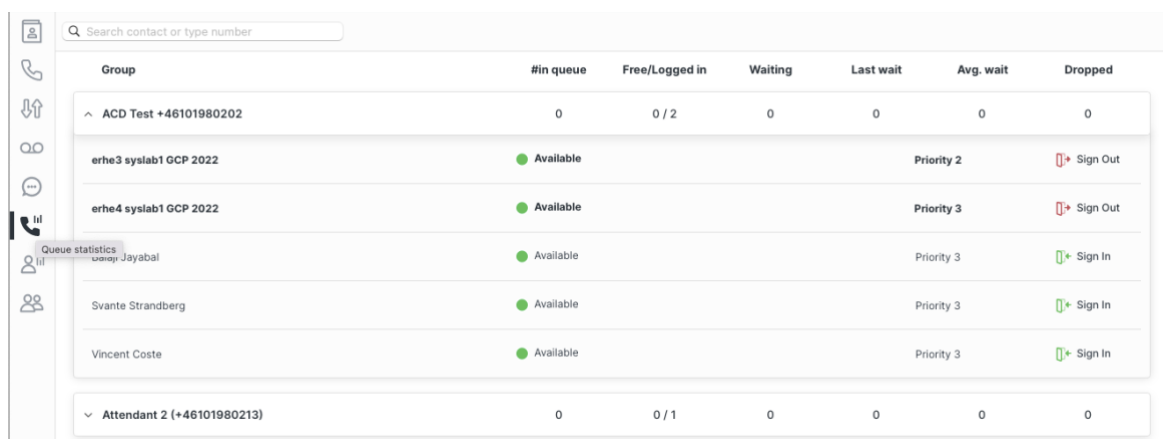
With this version, we have also introduced support for an upcoming refresh of the Agent and Queue statistics views. As these are entirely 'produced' on Backend and rendered as web views in Desktop application, they won't be visible until Backend is upgraded. This is preliminary planned for 5.2, patch 10 and 5.3, patch 2.

Until these Backend updates are applied, the agent statistics will look as before. The same applies if running an older Desktop version (than this one) towards an updated Backend.

Below you can see a couple of preliminary examples that should give a hint of what can be expected.



Group	#in queue	Free/Logged in	Waiting	Last wait	Avg. wait	Skill Lvl / Priority
Attendant 2 (+46101980213)	0	0 / 1	0	0	0	3 / - Sign Out
Attendant-group(+46840837805)	0	0 / 0	0	0	0	- / 3 Sign In
Callrecording	0	1 / 4	0	0	0	3 / - Sign In
Skärgårdens ACD	0	0 / 3	0	0	0	3 / - Sign In



Group	#in queue	Free/Logged in	Waiting	Last wait	Avg. wait	Dropped
ACD Test +46101980202	0	0 / 2	0	0	0	0
erhe3 syslab1 GCP 2022	Available				Priority 2	Sign Out
erhe4 syslab1 GCP 2022	Available				Priority 3	Sign Out
Queue statistics Jayabal	Available				Priority 3	Sign In
Svante Strandberg	Available				Priority 3	Sign In
Vincent Coste	Available				Priority 3	Sign In
Attendant 2 (+46101980213)	0	0 / 1	0	0	0	0