friendlyway®

Version 5.41 & Version 5.42 – March 2025

friendlyway Cloud Platform Release Notes

Content

Here's a recap of the new features and improvements we delivered in March 2025

friendlyway is dedicated to keeping you updated. Discover exciting new features, performance enhancements, resolved issues, and crucial bug fixes implemented on our Platform.

Important note for customers using the Platform on-premises:
A locally installed software doesn't update automatically like our cloud version. Please upgrade it manually to enjoy the latest features, fixes, and security updates.

New Features and Enhancements

Visitor Management

Teams Notifications About Checked-in Visitors

Relevant for:

Customers of the Visitor Management solution who also use Microsoft Teams.

The value-add:

You can now send automatic notifications upon a visitor's check-in into a Teams chat for the host or other employees so they can quickly take care of the visitor if needed. A message is displayed immediately on the PC and smartphone and can always be traced in the chat.

With friendlyway Visitor Management, you have a flexible choice of check-in notification types: Teams message, Teams call, audio/video call, email, or a combination of these options. Chat notifications are less likely to be overlooked than email, but unlike calls, they are less intrusive and do not disrupt the workflow.
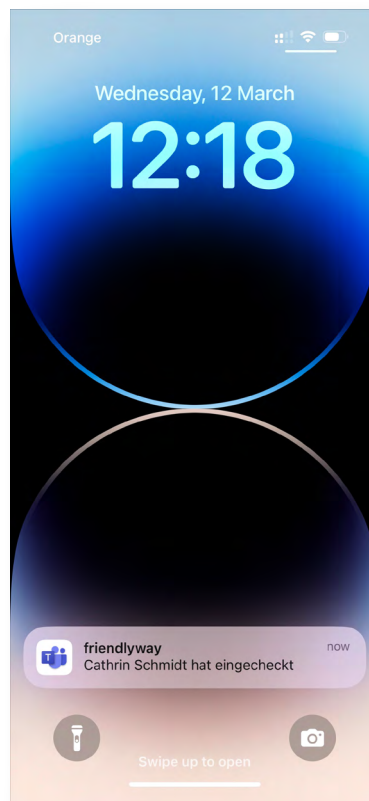
How it works:

For the feature to work, you should create a notification template and add it to a workflow.

First, go to **Check-in → Settings → Notifications** and expand the Visitor registration onsite type. Two buttons can be used to add new templates: Email and **MS Teams**. Click on the latter. Enter the notification's name and choose "Use standard template" (English and German versions are available) or create your JSON template using specified placeholders. Click Save.
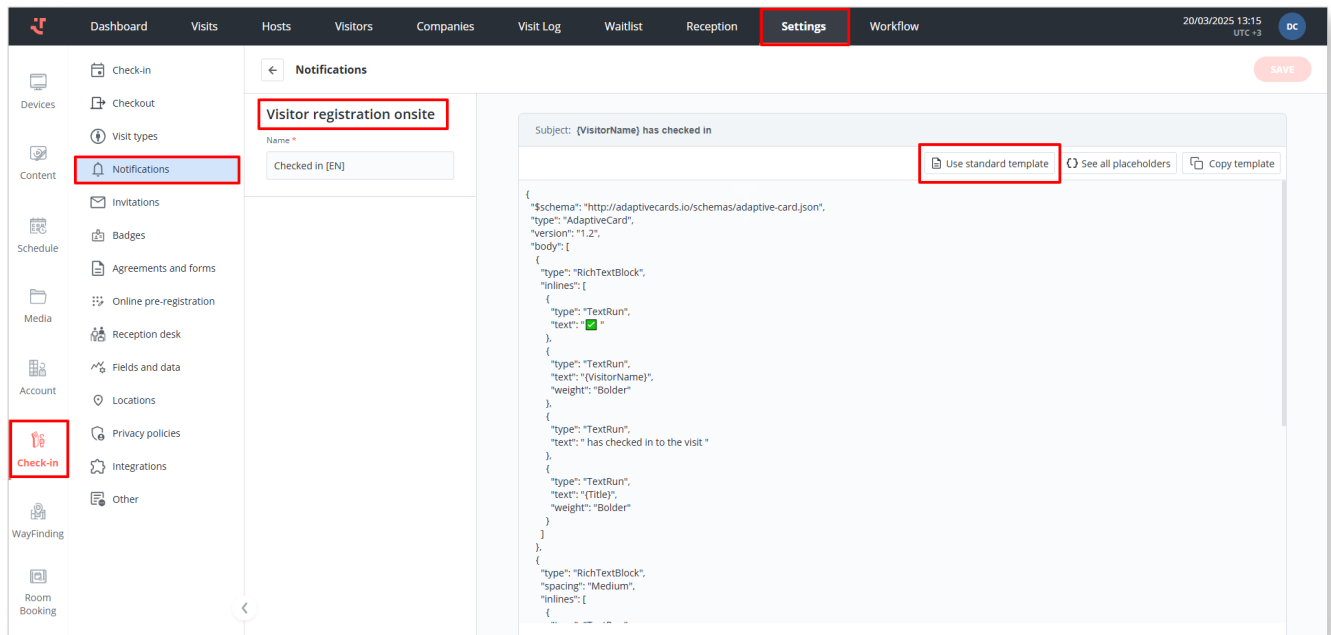
Once the template is ready, go to **Check-in → Workflow** and navigate to the relevant workflow tab. Select the **Check-in Result** screen on the flowchart. In the screen's settings, find **Notifications (Organizers)** and use a toggle button to enable **TEAMS**. Select your template from a drop-down list and specify recipients (organizer, deputy organizer, and/or reception).
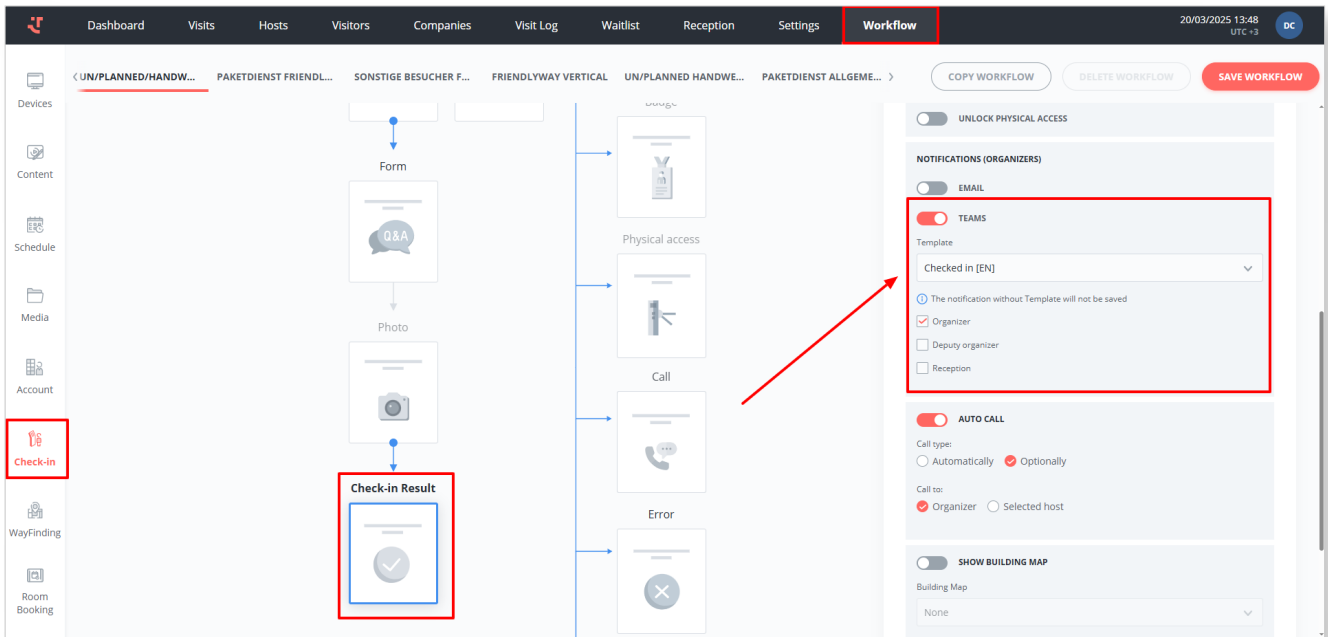
WLAN Voucher Generation for Visitors

Relevant for:

Customers of the Visitor Management solution who provide Wi-Fi connectivity to their guests.

The value-add:

You can now automatically generate personal Wi-Fi access codes and include them on printed visitor "badges" upon successful check-in. This eliminates the need for the reception desk to issue vouchers manually.
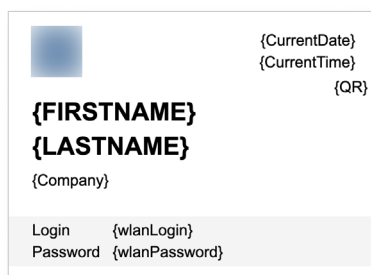
How it works:

To activate the feature, go to **Check-in → Workflow** and navigate to the relevant workflow tab. Select the **Check-in Result** screen on the flowchart. In the screen's settings' **Confirmation** section, use a toggle button to enable **WLAN voucher generation**. Select Voucher provider: Cisco ISE. You can also specify the text on the screen during voucher generation.
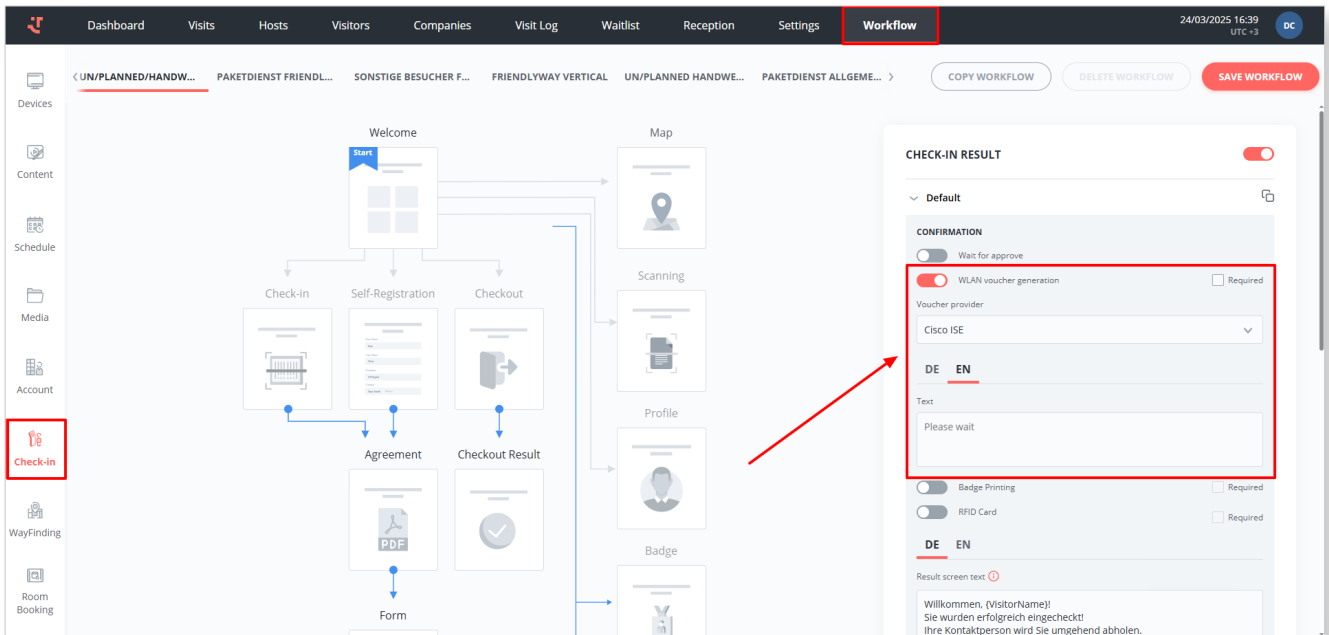
For the WLAN access details to be printed on badges, you also need to make sure the selected badge template contains the respective placeholders ({wlanLogin}, {wlanPassword}).

Door Opening on Successful Visitor Check-In

Relevant for:

Customers of the Visitor Management solution who are interested in physical access control.

The value-add:

You can now unlock an access point, such as an entrance door, for visitors to access your premises upon successful check-in at a kiosk. Our system activates a dry contact relay connected to the kiosk avoiding complex integration with third-party physical access systems.
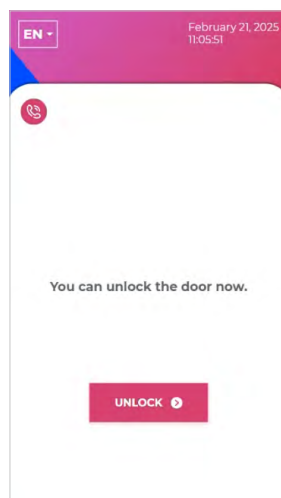
How it works:

The new feature requires connecting the hardware periphery and configuring the associated visitor management workflow.

First, go to **Devices**, open the relevant kiosk's device details, and navigate to the **Periphery** tab. Click "Create" and select/enter the following data for the new periphery item before saving it:

- Periphery Type: Input/output module
- Manufacturer / Model: Shelly / Generic
- Periphery Name: enter the name
- Configuration: optional field

Next, go to **Check-in → Workflow** and navigate to the relevant workflow tab. A new screen, "Physical access", is now available in the workflow for configuration.

Here, you can enable/disable identity verification methods, enter the text for error messages and the result screen in multiple languages, name the unlocking button, and define operation timeout in seconds.
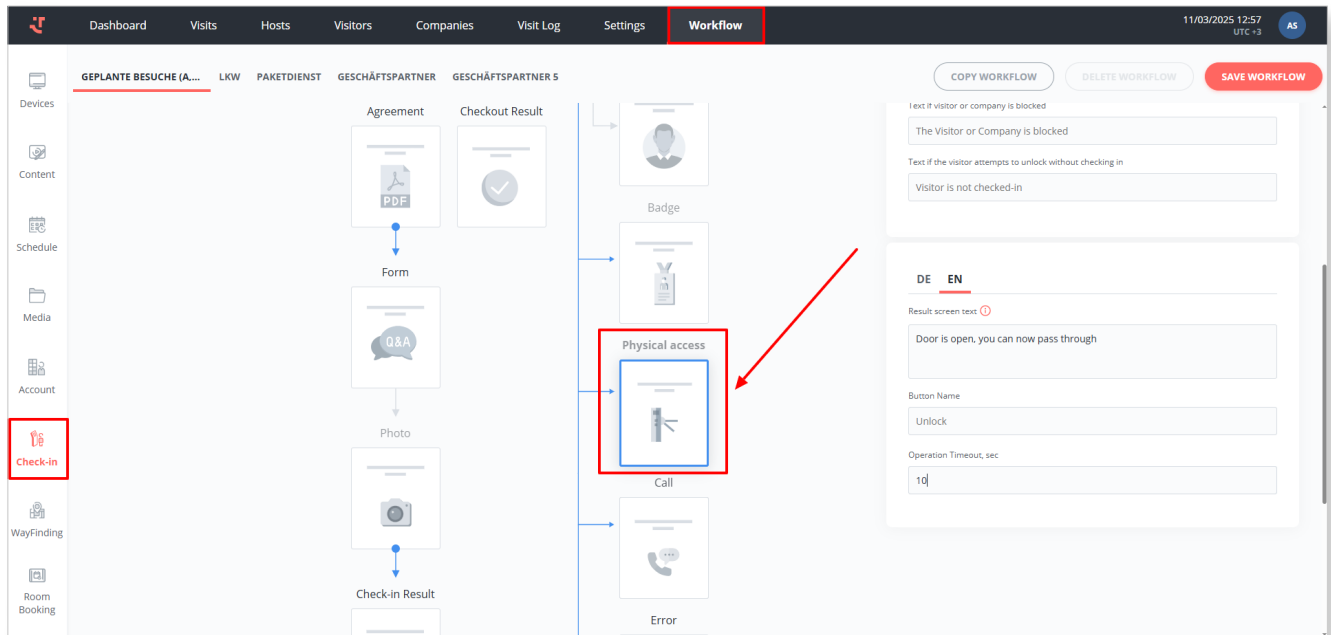
Rewritable RFID Cards as Badges for Visitors

Relevant for:

Customers of the Visitor Management solution who use the badging functionality.

The value-add:

Using the Evolis printer integrated into the kiosk, you can now issue (at check-in) and collect back (at check-out) RFID cards of different types. The personal visitor's information will be printed on the RFID card, erased afterward, and rewritten for visitors on a future visit.

Rewritable plastic (PVC) cards are more cost-effective and environment-friendly than single-use paper badges. They can be reprinted up to 200-300 times under thermal processing.

How it works:

RFID card printing is currently possible on a kiosk with the following built-in printer model (containing a 200-card feeder): Evolis KC Prime Duplex 200C Bezel. Integration with other printers is planned for future releases.

For kiosk orders and more information about our hardware, please contact your friendlyway representative.

Outlook Add-In Improved and Goes Live, Plugin Retired

Relevant for:

Customers of the Visitor Management solution who also use Microsoft Outlook.

The value-add:

The friendlyway Outlook Add-In, introduced for beta testing in previous releases, has been updated with further functionality and deployed to production.

How it works:

The following improvements have been made to the Outlook Add-In in the current release.

- Two separate tabs were added: **Visit** (for event details and notes) and **Visitors** (for the list of invited visitors). You can access these after selecting the Visit Type in the initial step.
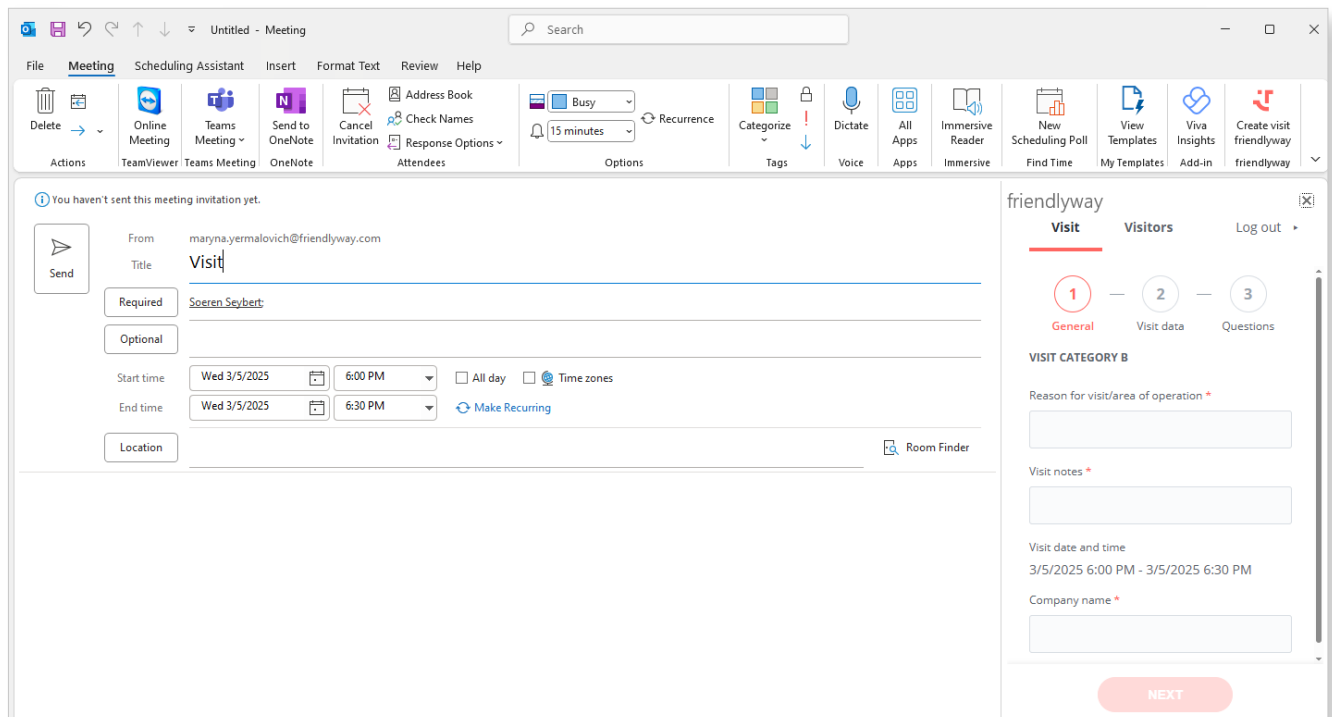
- Added support for custom **visit forms** — useful when you need to change the standard data fields for entering information about the visit/meeting or include additional fields.
- On the Visitors tab, added an option to **edit visitor names** (first and last name) and select which visitors should receive **email invitations**.
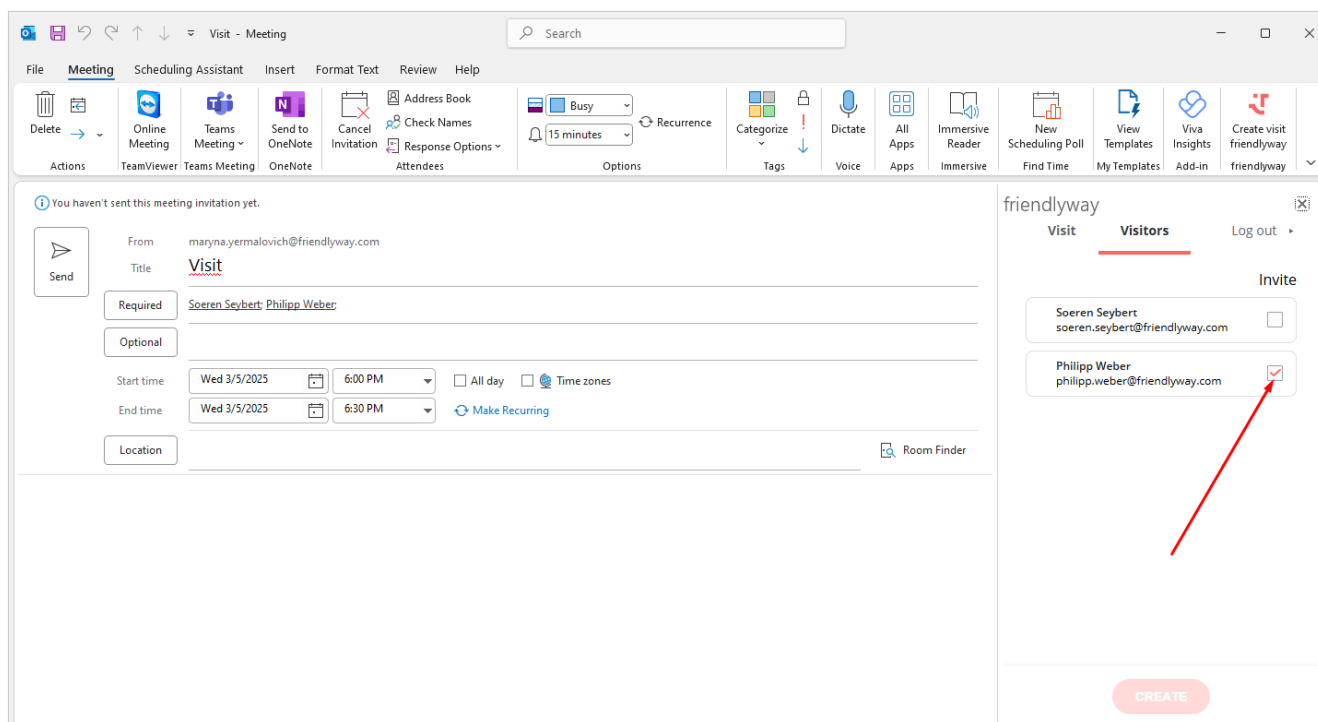
- Added an option in Settings → Integrations to **exclude all visitors with a certain email domain** from the recipient list of invitation emails — useful when you want to avoid sending emails to hosts or employees included as "visitors" just for reference purposes.
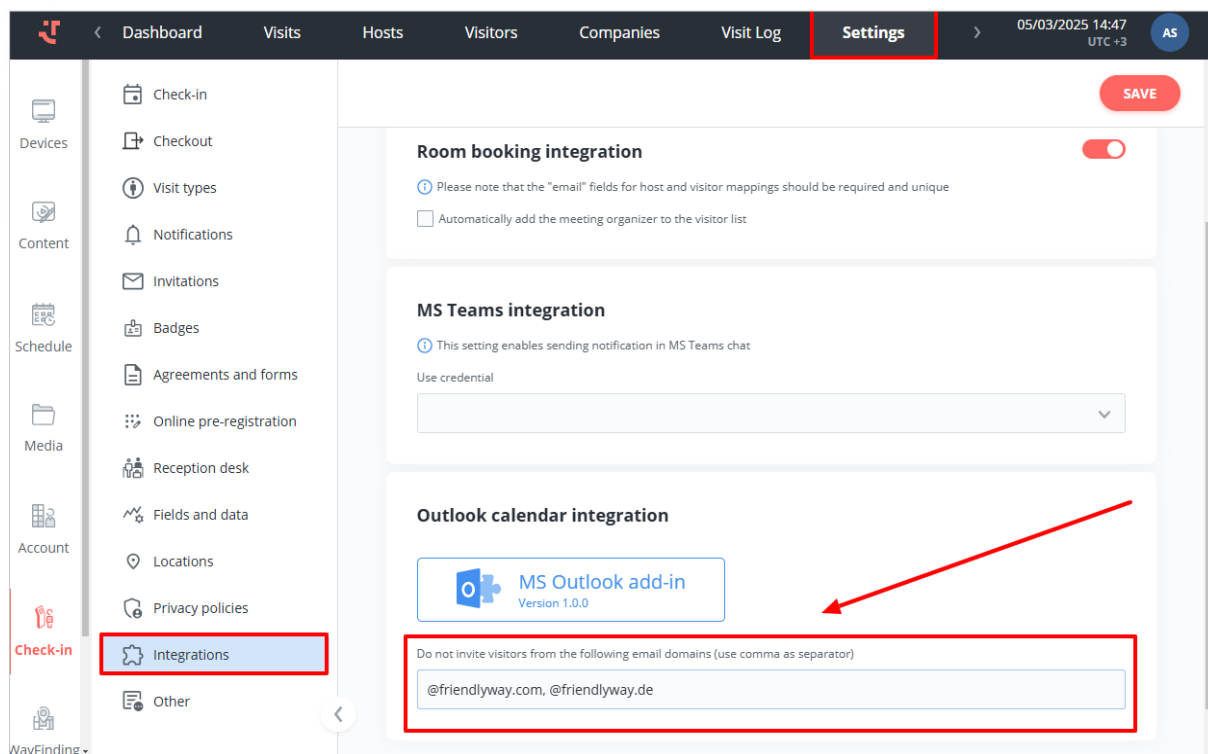
Important note: We no longer support the friendlyway Plugin for Outlook, previously available for downloading under **Settings → Integrations**, as it has reached end-of-life. Current users of the Plugin should deploy the Add-In instead or choose a custom integration with Microsoft 365. For assistance and more information, kindly contact friendlyway support or your sales representative.

Sending Emails from Custom Domains

Relevant for:

Customers of the Visitor Management solution who also use Microsoft Outlook.

The value-add:

You can now use a Microsoft 365 account to send automatic invitation and notification emails from your company or other custom domain. This ensures that emails appear as if they are sent directly from your organization rather than a third-party service.

How it works:

First, create a new credential (type: MS Graph API, category: Send mail) under **Account → Settings → Credentials**, and connect it with a Microsoft account.
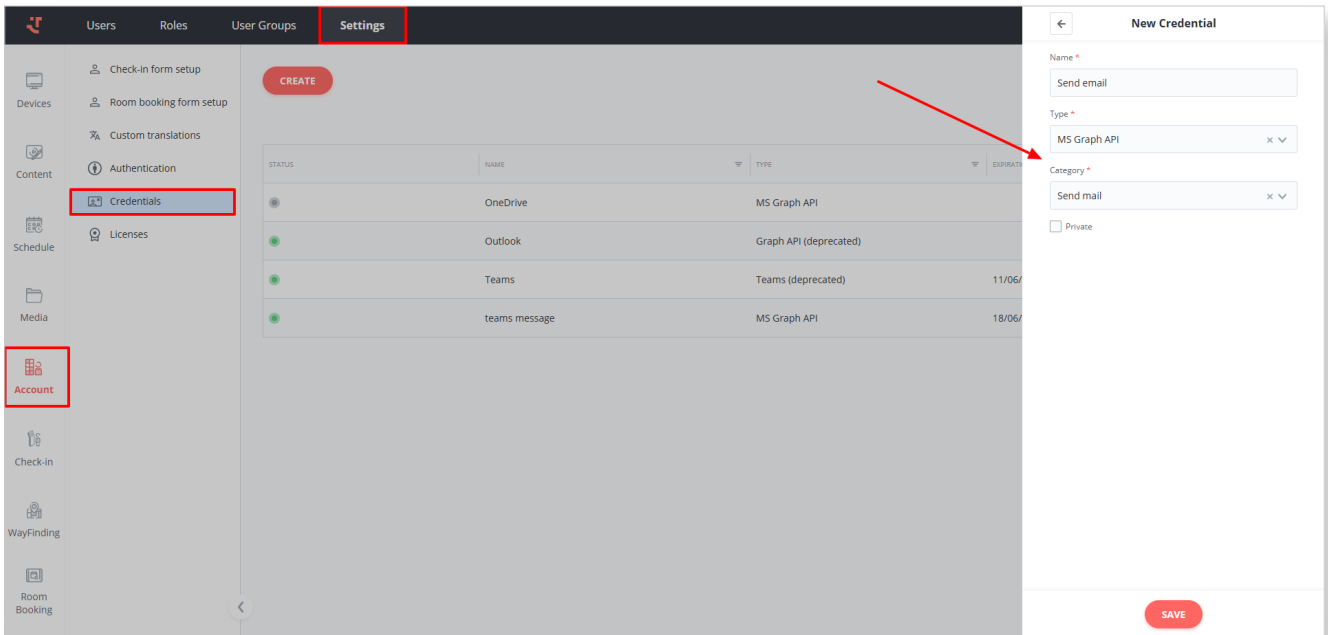
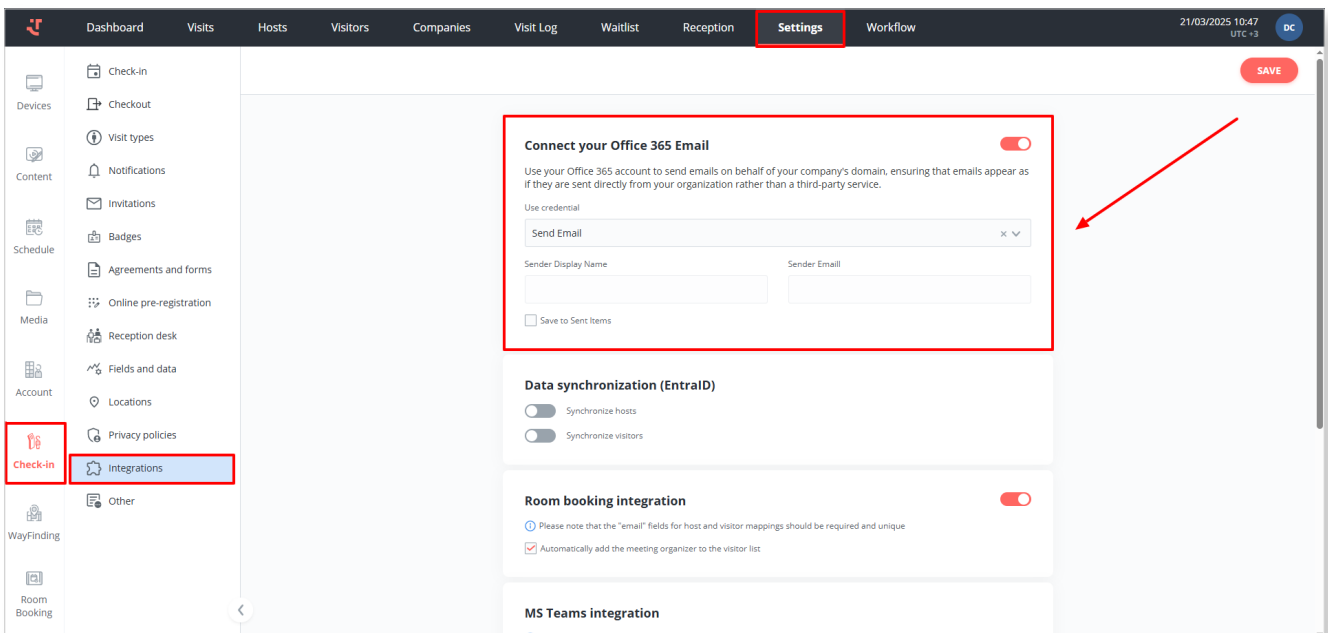Now, enable the feature in **Check-in → Settings → Integrations** by switching the toggle button **Connect your Office 365 Email**. Select the created credential from the drop-down list and enter your desired "sender" display name and email. Check the box below if you want the emails to be saved to your Sent Items.

Digital Signage

Notifications of Changes to Video Content in Playlists

Relevant for:

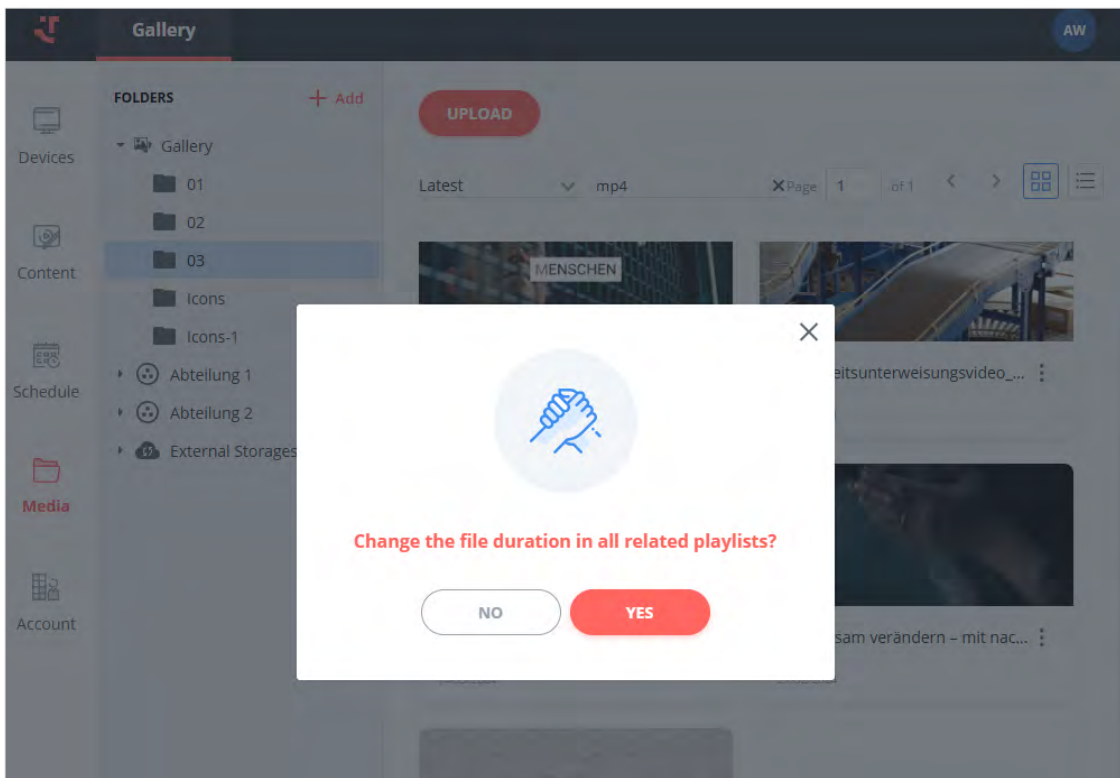Customers of the Digital Signage solution who use the Playlist content structure.

The value-add:

Users are now notified when a replacement of video files in the Media Gallery triggers a change in their Playlist content to help prevent unintended changes.

How it works:

When replacing a video file in the Media Gallery, you will now be asked to apply the new video's duration to all Playlists where that file is currently in use. If such Playlists exist in any status, a confirmation window will appear.

Clicking the 'Yes' button replaces the file and auto-updates the file duration. All published Playlists are then republished automatically. Choosing 'No' replaces the file but keeps the duration of the "old" file.

# Rolling Back to the Previously Published Schedule

Relevant for:

Customers of the Digital Signage solution who schedule content playback on their own.

The value-add:

If you make a mistake when rescheduling content, you can easily roll back to the previously published schedule without recreating it.

How it works:

In the Schedule module, edit any existing schedule and save it. A button appears in the top-right corner of the calendar view: "Roll back to Published". Click it and confirm your intention to restore the previously published schedule by clicking OK in the pop-up window.
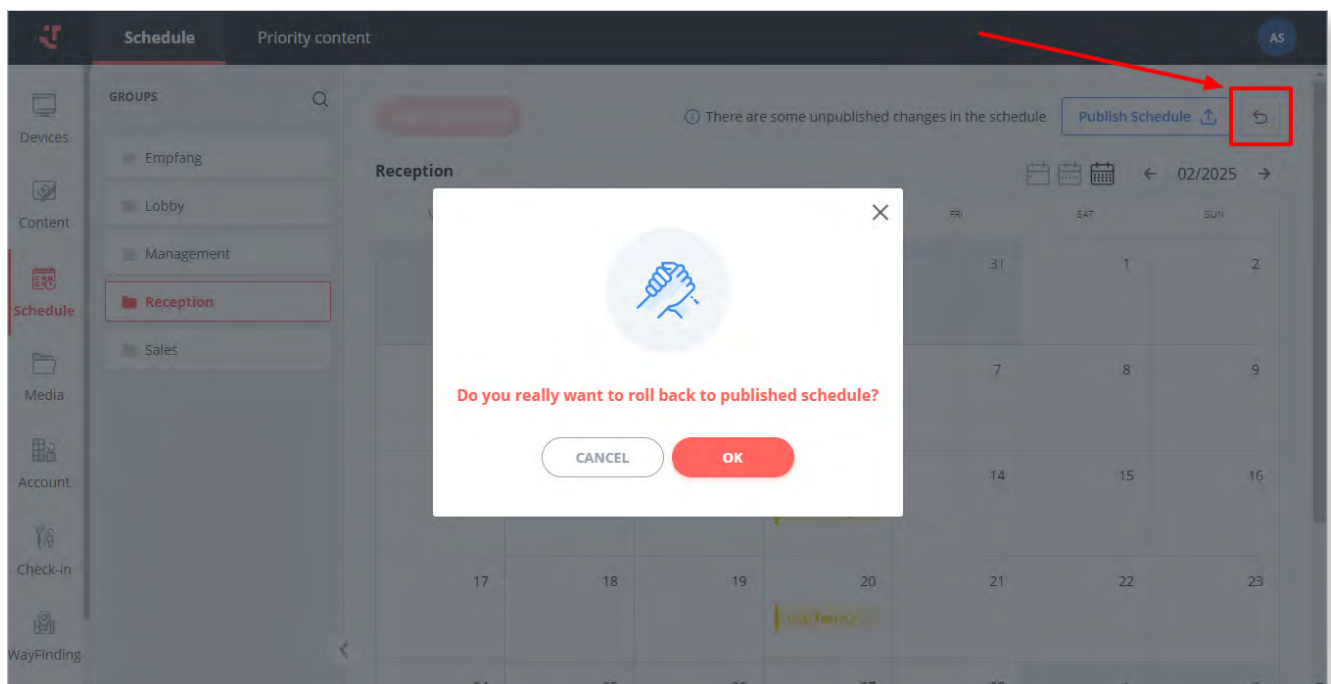
Third-Party File Storage Integration: Microsoft SharePoint

Relevant for:

Customers of the Digital Signage solution who also use the Microsoft SharePoint service.

The value-add:

Following the integration with OneDrive in the latest release, we implemented similar data syncing between the Platform and SharePoint for clients preferring the latter product's storage system and features like SharePoint Sites.

The integration allows you to open your synced SharePoint folders within the Media Gallery and use your existing files for content creation without uploading them.
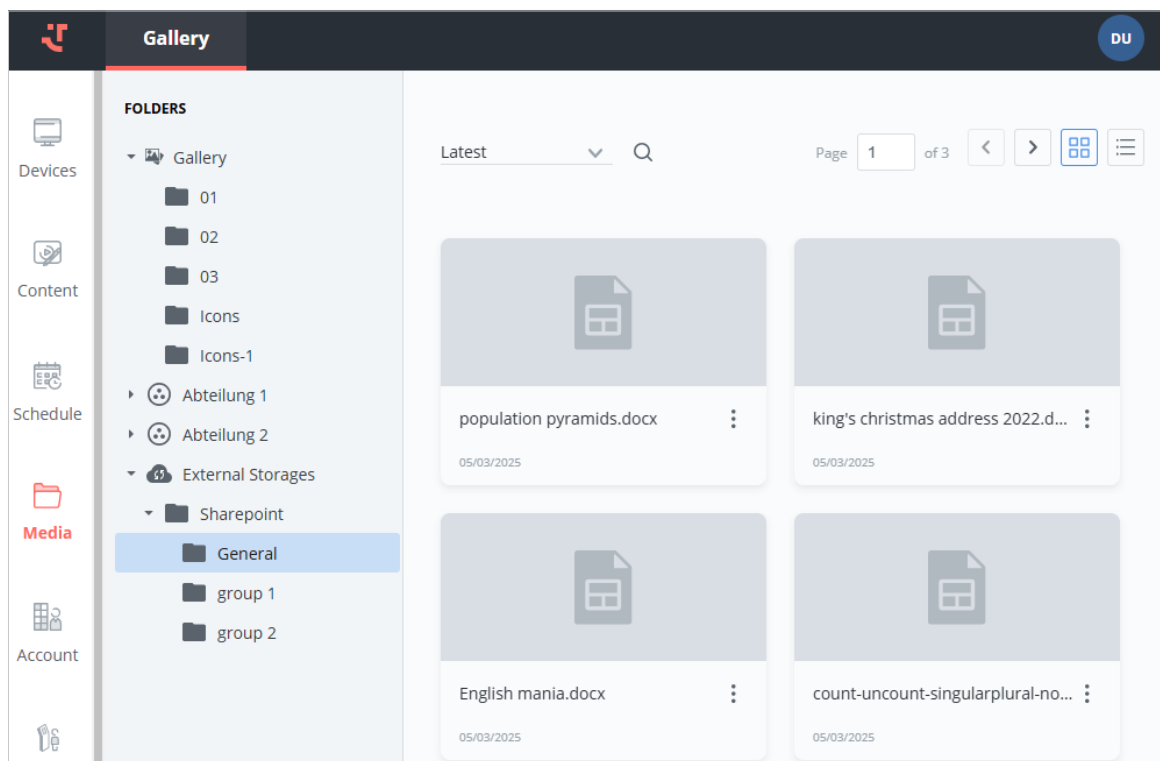
How it works:

As with OneDrive, the setting configuration to enable syncing with external storage on a company level is performed by friendlyway's support team on customer request.

In addition, a user with the "Company Admin" role should create a new credential (type: MS Graph API, category: Sharepoint) under **Account → Settings → Credentials**, and connect it with a Microsoft account.

In the **Media → Gallery** menu, you will find a new root folder called "External Storages". You can only sync your SharePoint folder with the root (top-level) folder. Click "Add" and select or fill in the required details:

- **External storage provider:** SharePoint
- **Credentials:** Your previously created credential
- **Name** of this storage
- **AutoSync Frequency:** The available options for automated sync are 10 minutes, 30 minutes, hourly, daily, or never (other frequencies are possible on request).
- **Folder:** Choose your SharePoint folder from the list.
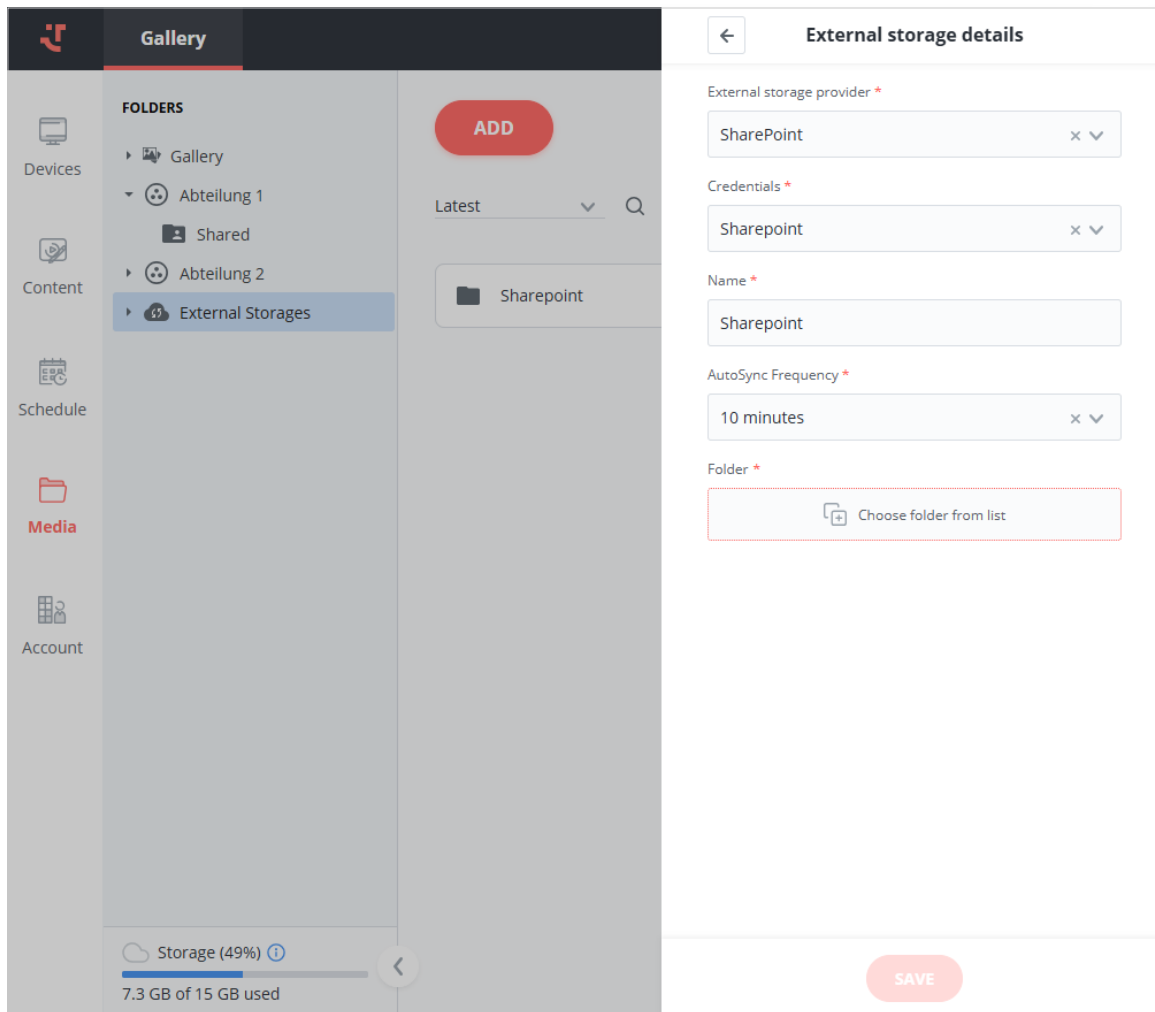
You can always manually sync any folder in External Storages by selecting "Sync" in the three-dot action menu for that folder. Other options include editing and deleting a folder.
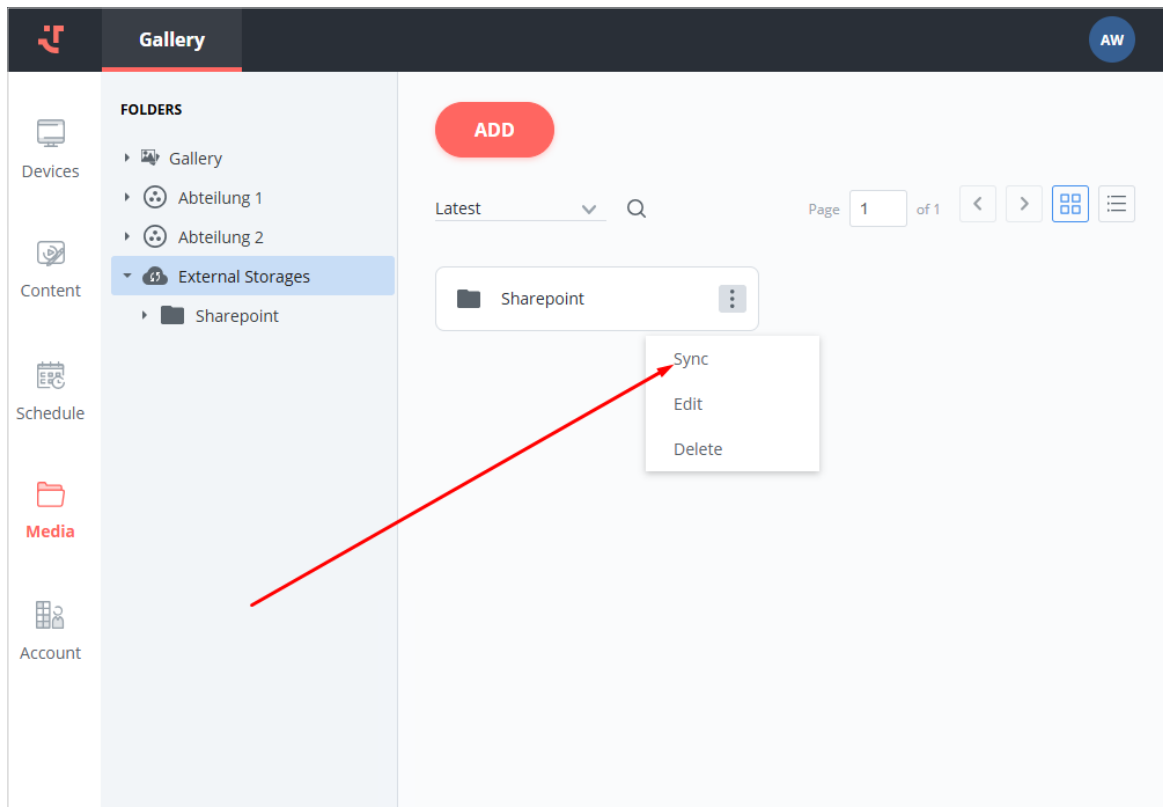
Notes:

- There is typically a total storage limit of 15 GB for all company files per account.
- The syncing is one-directional (SharePoint → friendlyway), meaning you cannot add content from your other Gallery folders to the External Storages folder for syncing backward.

Security Enhancements

Following recent pen test results, we further improved security measures, including HTML encoding certain user input and handling device authorization.

Penetration tests are a crucial part of friendlyway's cybersecurity strategy. Their primary purpose is identifying system, network, or application vulnerabilities, helping determine how malicious attackers could gain unauthorized access or cause harm.

As a proactive measure to uncover and address security weaknesses, regular pen tests ensure that friendlyway safeguards clients' assets and meets compliance requirements.

Resolved Issues, Performance Improvements, and Bug Fixes

Check-in Module:

- Added the {VisitTypeName} placeholder for badge templates to allow dynamic entering of different visit/visitor types on printable badges.

- Visit creation/updating through the Outlook Add-In previously triggered an automatic sending of a personal invitation twice. This is fixed now so the invitation is sent to the visitors selected in the Add-In only once.

- We updated restrictions for multiple check-ins so that overall settings **(Check-in → Settings → Check-in → Multiple check-ins)** override individual workflow settings **(Check-in → Workflow→ Restrict Check-in without Checkout)** and added a hint.

- Before initiating a call with a host in WebRTC telephony, imported host phone numbers are now automatically transformed into a standard format (sanitized).

- Fixed handling of winter/summer time zone changes to eliminate issues with visit time display.

Content Module:

- With an AI Assistant included in a ScreenFlow, if there is no user interaction with the avatar, a screensaver video will now be shown, ensuring efficient use of the plugin. Parameters and video files are configurable on the Platform.

- When deleting a ScreenFlow, Playlist, ShowBoard, or any file from a Media Gallery, the standard pop-up confirmation window now contains the file name, ensuring the user is confident they are deleting the intended file.

- For the Web Object element in ScreenFlows, which displays a webpage on the screen in iFrame, we added "zoom level" for a more flexible page visibility setup.

Across the Platform:

- Overall bug fixing and improvements, refactoring of page styles.

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