

Version 5.35 – August 2024

friendlyway Cloud Platform Release Notes

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Stay informed about the latest updates and improvements

friendlyway provides up-to-date release notes for friendlyway Cloud Platform (the Platform). Here, you can find information about changes introduced to the Platform, including new and enhanced features, updates to existing functionality, resolved issues, and bug fixes completed in the given release.

For clients with a local installation of friendlyway Content Player, we strongly recommend upgrading it to the latest available version to take advantage of feature improvements, fixes, and security updates.

New Features and Enhancements

Integration Features

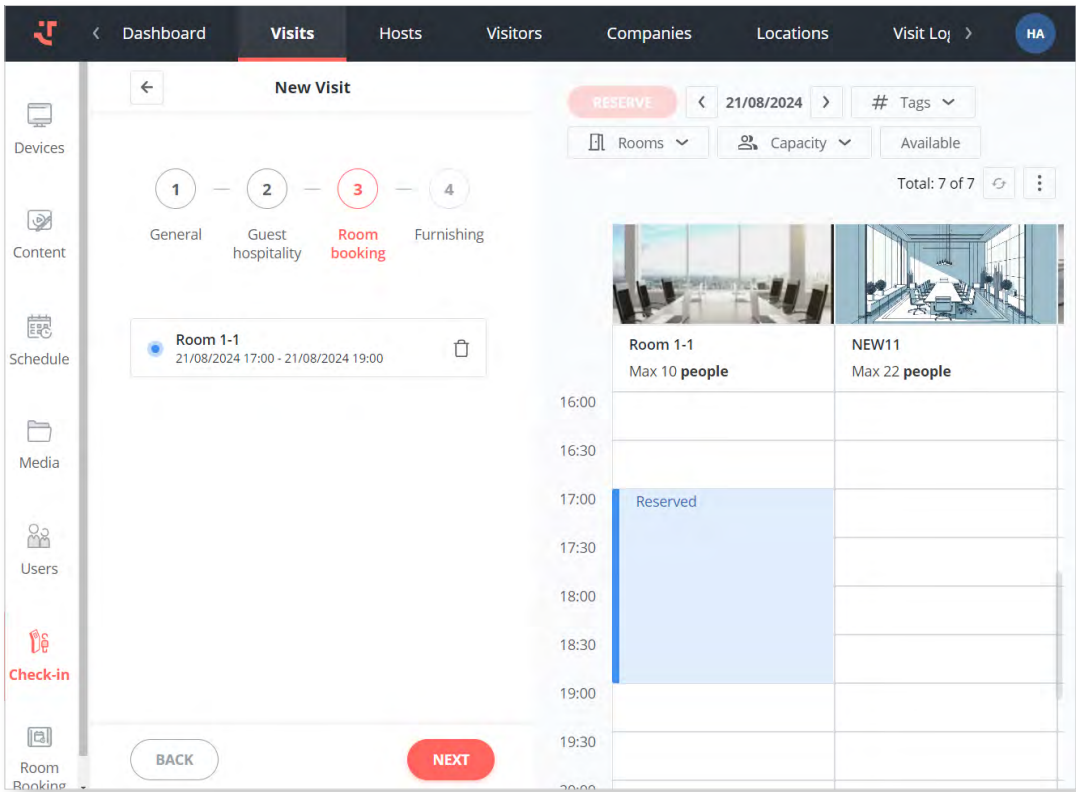
Online Room Booking Service Launched

Users can now book a room for an event and have it assigned to the corresponding Outlook Meeting.

As a standard feature of the Platform, the integration with Office 365 ensured that events created on the Platform automatically generate Meetings in Outlook Calendar. The new feature enables users to reserve specific locations from the list of available properties.

The room booking service, part of the Check-In module, also allows ordering furnishing options, including equipment (e.g., chairs and microphones) and related services, seating arrangement, and guest catering menu.

NOTE: The room booking feature is available only in the custom Visit form.



Office 365 Integration Updates

friendlyway stabilized the Office 365 integration through refactoring and made the following improvements related to data synchronization:

- Fixed duplicate meetings in Outlook Calendar due to the tentative meeting status.
- Fixed duplicate users by making email addresses case-insensitive.
- Added prefilled start/end dates for all new events created in the Visit form.

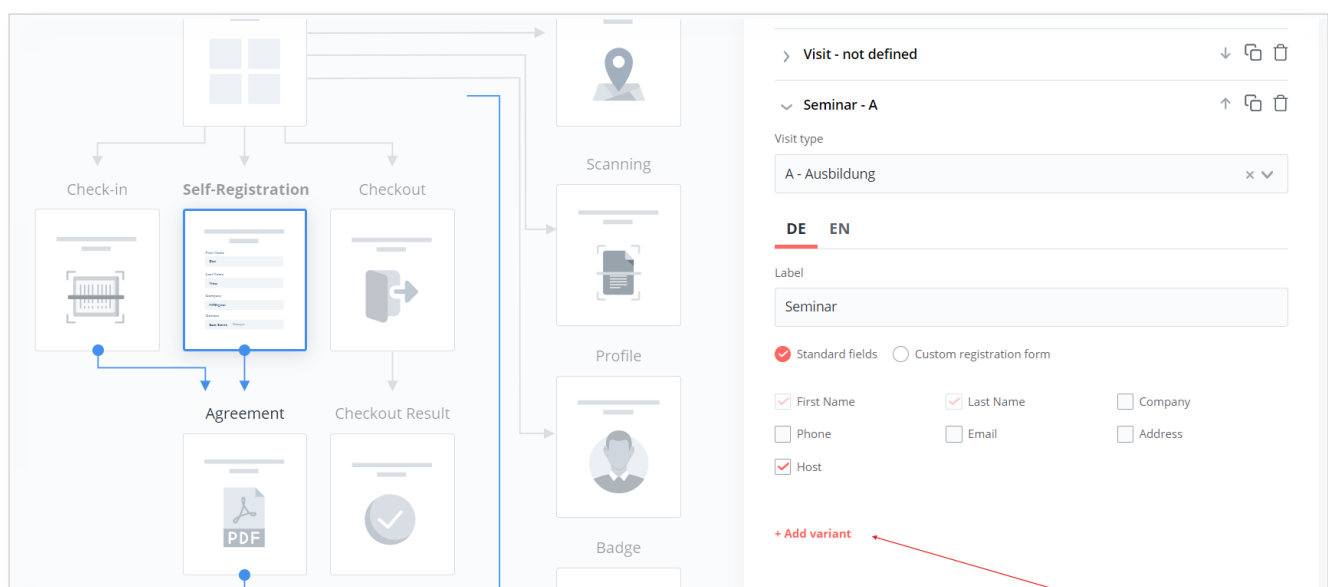
General Features

Check-In Workflow Configuration per Visit Type

The Platform allows workflow configuration depending on the event, type of visitor, and business needs. For instance, different procedures may be followed for the self-registration of delivery personnel and cleaning staff.

Previously, each new visit type required setting up a new workflow. Now, users can specify **multiple visit types within a single workflow**. When Self-Registration is selected, a new form appears, allowing users to choose the visit type. Once chosen, the system creates a visit with the corresponding type.

As a result, a single standard check-in procedure can be used with different visit types, avoiding extra customization and significantly simplifying workflow management.



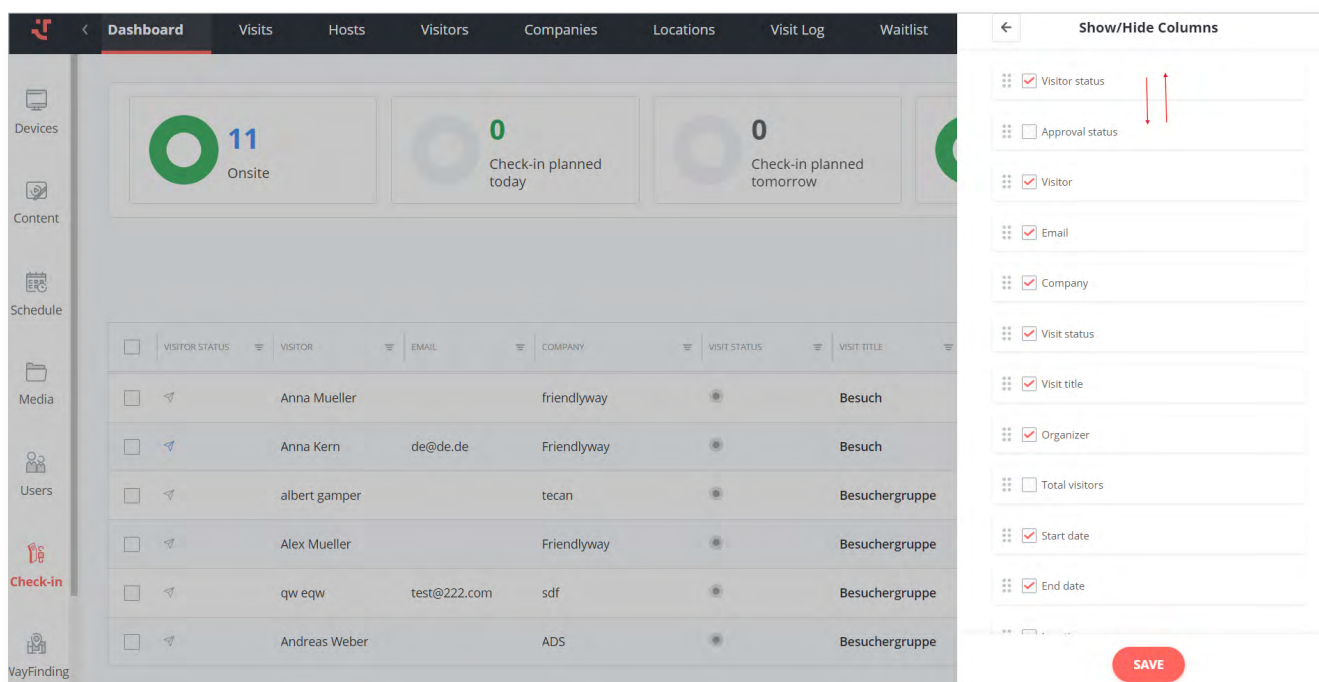
Support for Multiple Groups of Visitors and Group-Specific Invitations

Previously, each event created in the system contained visitors listed in one group. Now, when different groups, each with their responsible group leader, attend the same event, the host can filter the total visitor list by the group (leader) and other attributes.

The primary benefit of this feature is the ability to target specific groups of visitors with **personalized email invitations**. The group leaders may handle all invitations containing their group members' QR codes for onsite check-in, and the new filter will allow them to select relevant recipients in one click.

Column Reordering in the Check-In Module

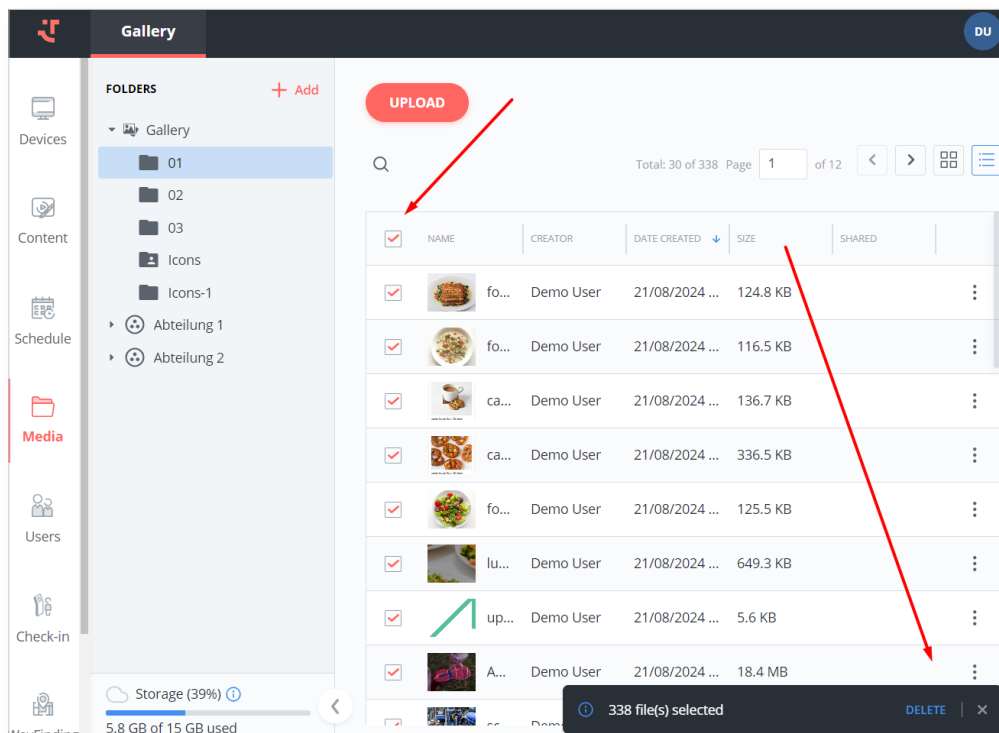
Considering the large number of data columns in the check-in dashboards of friendlyway's clients (up to 50 columns in some cases), a highly beneficial feature is the ability to move them around in preferred order. Now, individual users can reorder columns through the page settings by simple drag-and-drop, allowing for better customization and display of data.



Multi-Selection Deletion of Content

Based on valuable customer feedback, friendlyway has made changes to enhance the user experience when working with content items and the media gallery. Users can now conveniently delete multiple selected items in bulk from the following sections:

- Media \ Gallery
- Content \ ScreenFlows
- Content \ Playlists
- Content \ ShowBoards



Device Issue Notifications with Device Name in the Subject Line

For a better overview of automated alerts by system administrators, the notification email's subject line now includes the name/ID of a specific device/kiosk affected by the issue (e.g., **friendlyway: <Notification template name>. Device: <Device name>**).

Users can set up instant notifications about device errors, warnings (overloaded CPU, low RAM resource, full disk space, etc.), or other critical information, such as expiring device licenses. An alternative to individual emails is an aggregated "email report" automatically issued over specified periods.

Security Enhancements

friendlyway improved device authentication permissions based on recent pen test results.

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

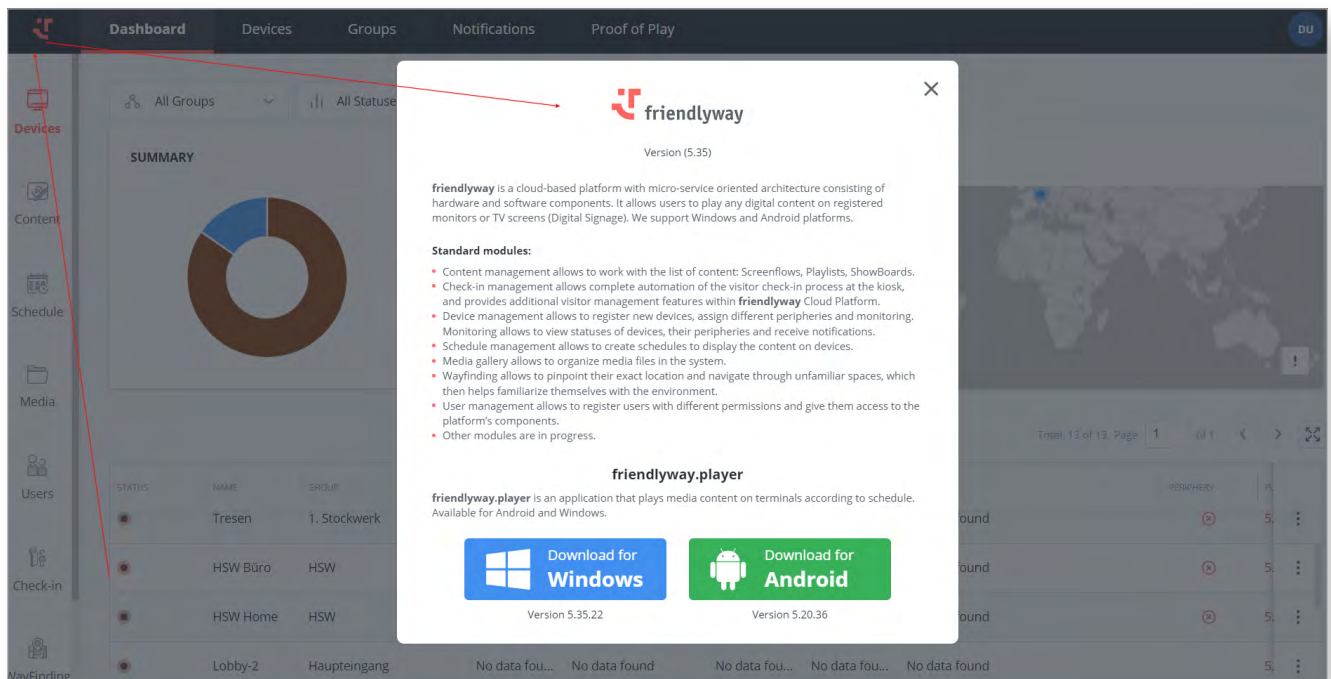
As a proactive measure to uncover and address security weaknesses, regular pen tests ensure that friendlyway safeguards clients' assets and meets compliance requirements for security.

Resolved Issues and Bug Fixes

- **RSS Feed:** Centered titles.
- **Check-In Notification:** Fixed page view.
- **Check-In:** Improved localization; added a Visit Type column in Visit, Visit list, Visit log, and Dashboard (unless a client has a custom configuration).
- **Playlist:** Improved tooltips with video length; fixed problems with file replacement in playlist items.
- **Agreements:** Added SaveTo(asset) option for the first agreement.
- **Device Overview:** Set the "Terminal time" field to display real device time.
- **User Invitation:** Added support for longer links.
- **Teams Credentials:** Users can now reconnect it at any time.

Branding Updates

In connection with the rebranding of the Platform, friendlyway replaced the "NEXT" logo and branding with the new logo and branding containing "friendlyway Cloud Platform" and "friendlyway."





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