

Version 5.36 – September 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, performance updates, resolved issues, and bug fixes completed in the given release.

For clients with a local installation of friendlyway 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

General Platform Features

AI Assistant Plugin Added in Proof of Concept (POC) Mode

Relevant for:

All customers who would be interested in providing feedback on POC.

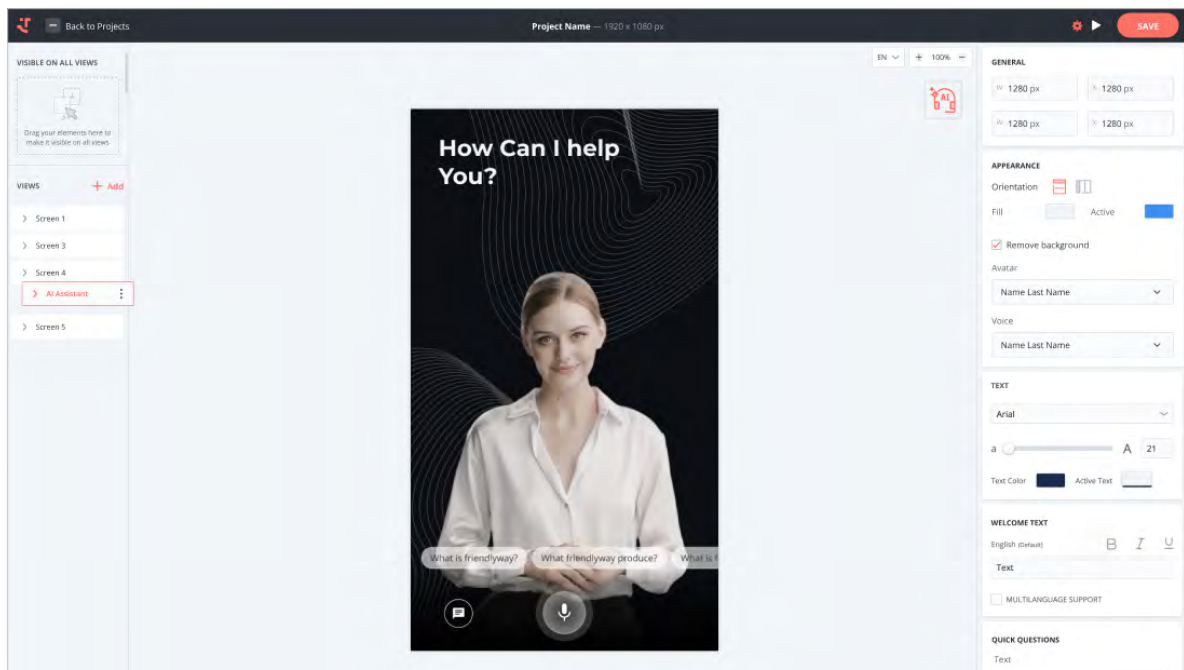
The value-add:

The new conversational AI-powered virtual assistant can offer live multilingual guidance and support 24/7 from any screen connected to the Platform. It can serve as an interactive consultant, customer service desk, product expert, or virtual coach, to name a few use cases.

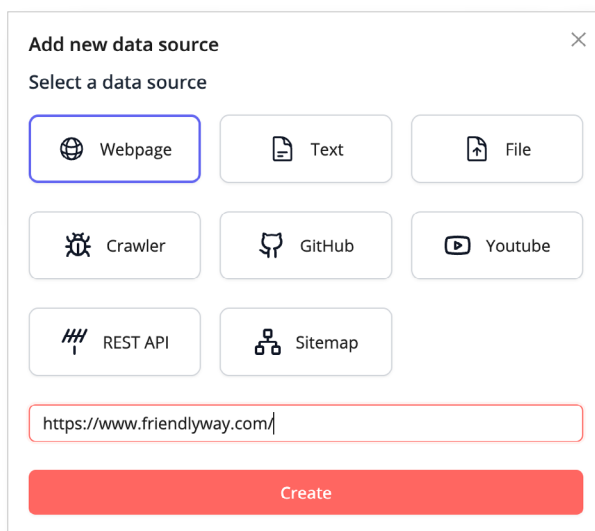
Using your organization's knowledge base and large language models (LLMs), the AI Assistant can answer your visitors' questions accurately and instantly. It can do so by voice and in text, in up to 175 languages, far beyond the common multilingual capabilities of digital signage.

How it works:

With a respective license, the new AI component will appear under Plugins in your ScreenFlow editor (**Content -> ScreenFlows -> Select a ScreenFlow**). The AI avatar is easily customizable, with different voices and backgrounds available. You can specify a welcome message and quick question hints while fully controlling how the text appears on the screen.



The feature utilizes interactive AI avatar/video generator technology allowing you to choose from 20 different avatars for video visualization. Besides having access to multiple popular LLMs, including ChatGPT and Gemini, it can connect to any data source of choice and work with complex or messy data, including text, video/audio content, and program code.



While friendlyway AI Assistant is currently a limited-scope feature not ready for the production environment, interested clients can test it by requesting access. **For assistance and more information, kindly reach out to your sales representative.**

Visitor Management Features

Photo Preview in Visitor Details

Relevant for:

Customers of the standard Visitor Management solution; especially, customers using the visitor photo-capturing feature.

The value-add:

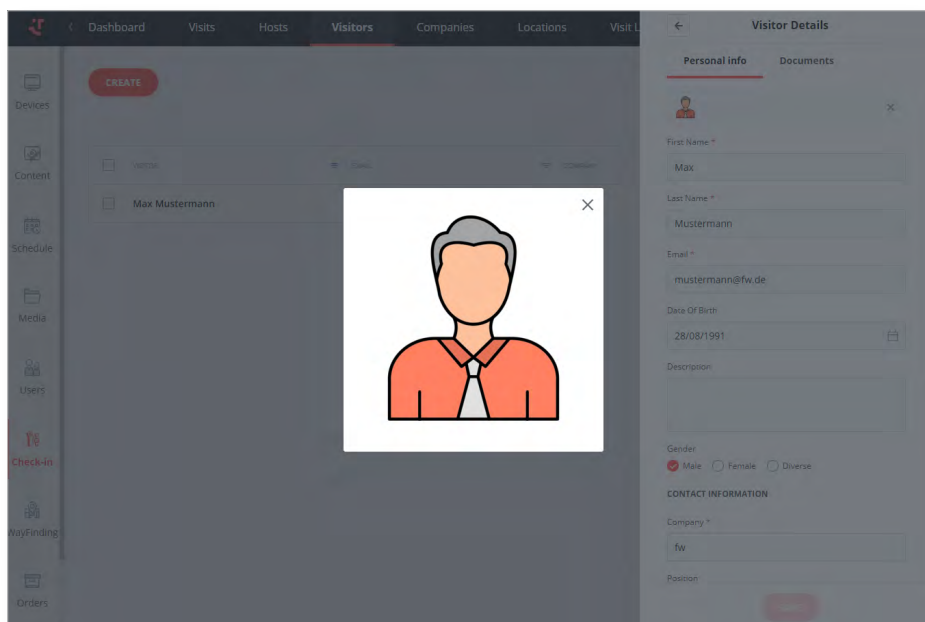
The new feature allows you to expand the uploaded or captured visitor's photo, previously displayed as a reduced-size thumbnail in the visitor form. One benefit of such a preview is that you can easily inspect the photo's quality and decide to replace/re-take it if needed.

How it works:

Go to **Check-in -> Visitors** and select a visitor to view their details. In the "Personal info" section in Visitor Details, you can upload the visitor's photo or capture it with a (kiosk's) camera at visitor registration.

Now, you can open a large-size image in a separate window by clicking on the photo thumbnail at the top of the visitor form. To close the preview window, click on X or the areas outside it.

As an additional fix, we removed photo captions containing automatically generated IDs in the file name when captured through the kiosk's camera, as these were irrelevant to the image content.



Downloadable Template for Visitor Import

Relevant for:

Customers of the standard Visitor Management solution; especially, customers with visitor lists saved in different formats.

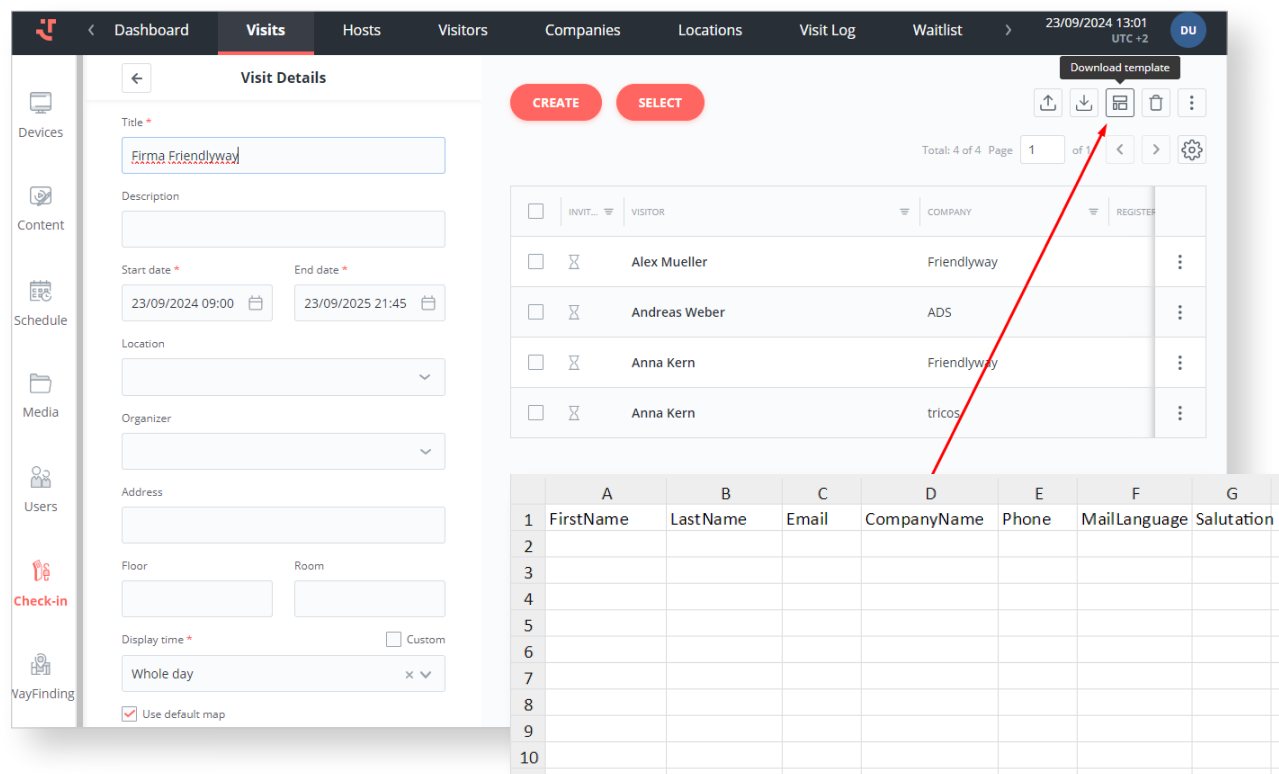
The value-add:

The new template removes ambiguity around the optimal format of visitor lists for importing to the Platform. Using the provided template ensures information completeness and consistency.

How it works:

Go to **Check-in -> Visits** and select an event/visit. You can now find a button labeled "Download template" in the upper-right corner of the Visit Details form.

Clicking on the button downloads the visitor template on your device where you can view it and fill it in by copy-pasting your visitor data into the template. Once you upload the file to the Platform, the visitor list will be displayed under Visit Details.



Reminder to Save Visit When Leaving the Page

Relevant for:

All customers of the Visitor Management solution.

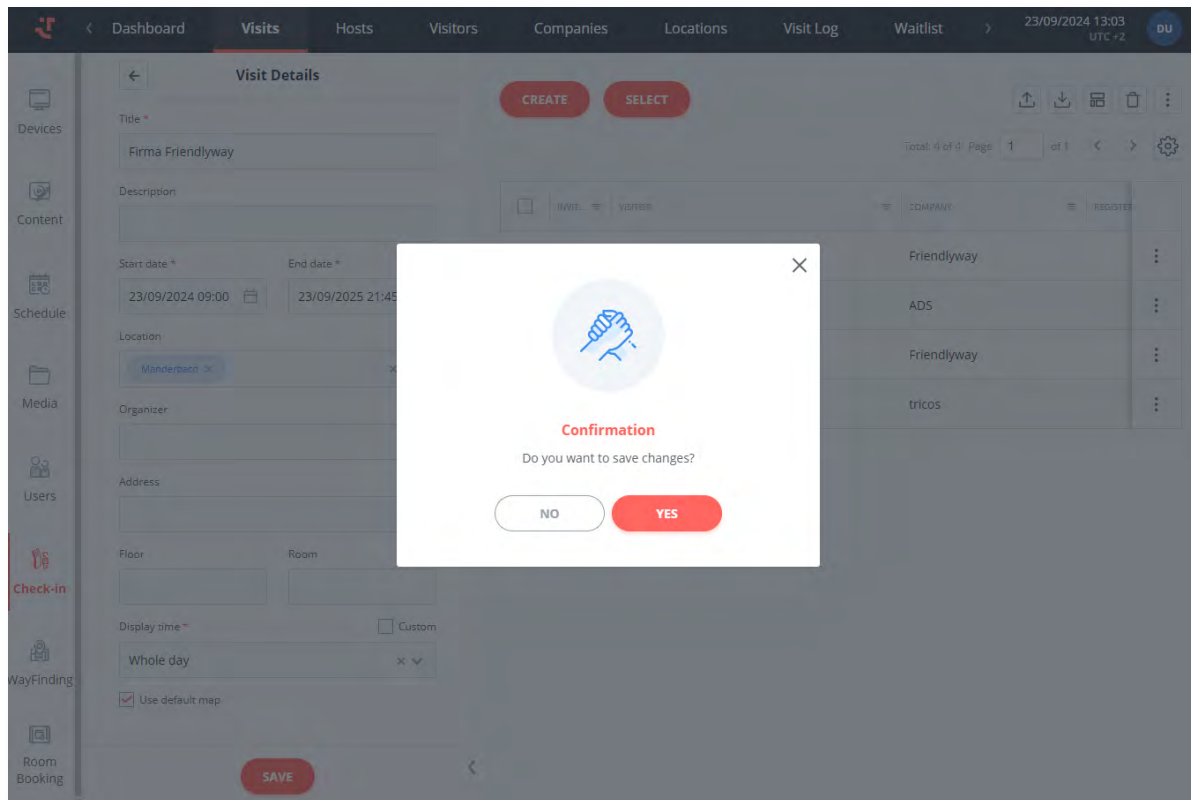
The value-add:

The new feature prevents data loss due to unsaved visit details. It has become increasingly useful as the number of steps and configurations required to create an event has grown.

How it works:

If a user, while creating a new event/visit (under **Check-in -> Visits**), navigates to a different section or module of the Platform, a confirmation message now appears asking them whether they want to save changes to the visit. Choosing the Yes/No options will save/discard changes respectively.

Similar warning messages are implemented in the Notifications and Workflows sections of the Platform.



Error Messages for Repeated Online Registration and Invalid Link

Relevant for:

All customers of the Visitor Management solution.

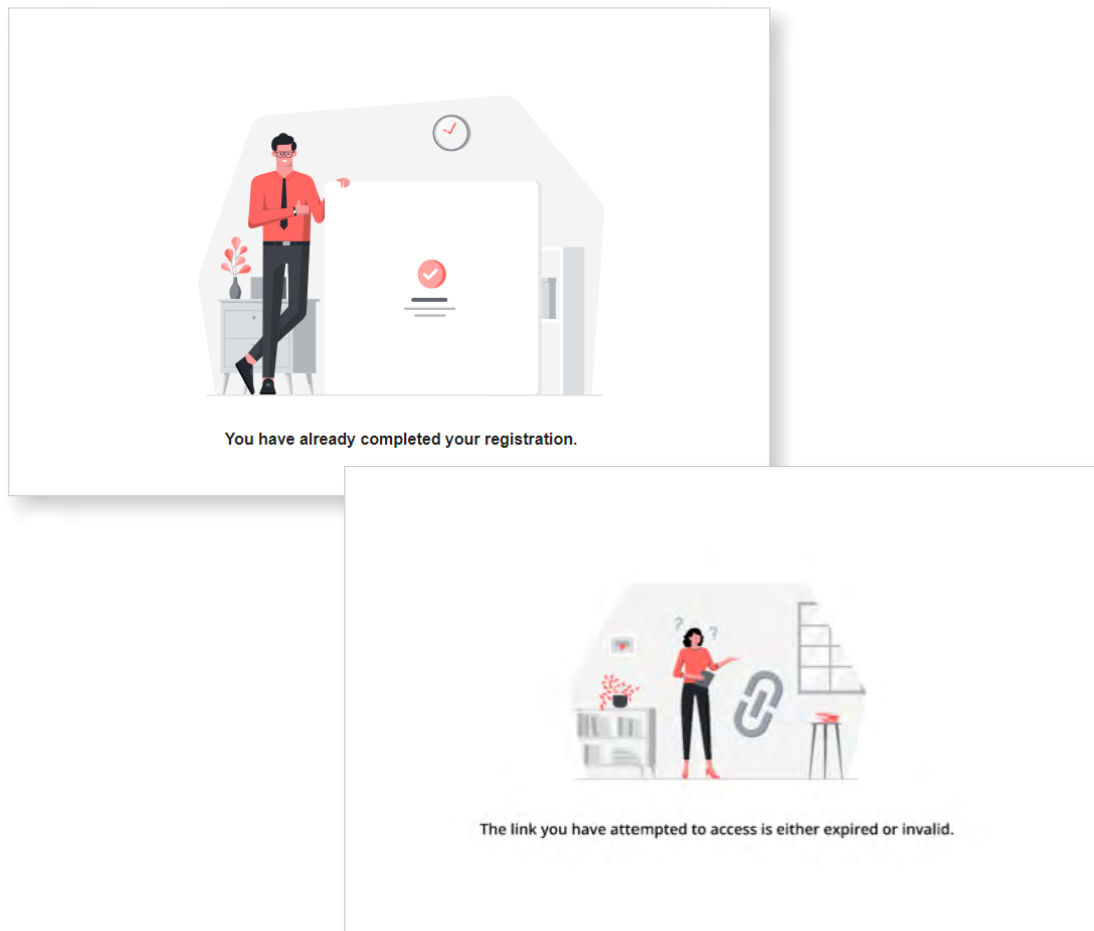
The value-add:

The new error messages and respective validation help prevent double registration of the same visitor and properly inform the visitor when their registration link has expired or is otherwise invalid.

How it works:

A visitor's attempts to pass the online registration repeatedly or to open an expired/invalid registration link have previously resulted in a standard 403 error message, leaving the visitor unclear about what caused the issue.

The appropriate messages for these cases have been added now respectively.



Integration Features

Option to Add Outlook Meeting Organizer as Visitor

Relevant for:

Customers of the Visitor Management solution with additional Microsoft Outlook integration.

The value-add:

The optional setting allows event organizers to receive automatic invitation emails with QR/PIN codes for check-in and facility access — as ordinary visitors do. At the same time, customers who do not require the option can avoid unnecessary extra emails and impact on visitor statistics.

How it works:

friendlyway's integration with Outlook ensures data synchronization between events/visits created on the Platform and meetings scheduled in Outlook Calendar. The new optional setting allows you to configure whether you want to add the Outlook meeting organizer as a visitor to the event.

Simply go to **Check-in -> Settings** and tick the checkbox next to the field "Add meeting Organizer as Visitor to Visit". From now on, the creators of new meetings will be automatically added to the visitor lists for respective Visits.

Note that for the feature to work properly it requires mandatory and unique values in the "Email" field for host and visitor mappings.

The screenshot shows the 'Settings' page in the friendlyway Cloud Platform. The 'Settings' tab is selected in the top navigation bar. The 'VISIT CREATION' section is expanded, showing various configuration options. A red arrow points to the checkbox 'Add meeting Organizer as Visitor to Visit' under the 'ROOM BOOKING INTEGRATION' section, which is also highlighted with a red box. Other sections include 'AUTO CHECKOUT', 'SEND INVITATIONS AUTOMATICALLY', 'OUTLOOK PLUGIN', and 'INTEGRATION WITH OTHER SYSTEMS'.

Microsoft 365 Integration Updates

friendlyway extensively refactored the Microsoft 365 integration to stabilize visitor data synchronization between the Platform and Outlook, and resolved the following issues in particular:

- A meeting approval in an older desktop version of Outlook caused the event to be canceled. This does not occur anymore.
- An event cancellation in the Platform calendar did not always cancel the corresponding meeting in Outlook. It does now.

friendlyway Player Features

Possibility to Start Player by Any User

Relevant for:

Customers who manage hardware setup or maintenance on their own.

The value-add:

It is no longer required to associate the Player with a single user for autostart tasks, which allows admins and other approved users to start/restart the Player when necessary. This simplifies and helps avoid delays in device management.

How it works:

The desktop application automatically runs at Windows startup using the Task Scheduler. In the previous setup, the configuration and auto-start had to be done under the same user account, which created a problem when the admin needed to start the Player configured for a different user.

We have now reworked the auto-start tasks for the Player to start regardless of which user has logged on.

Resolved Issues, Performance Updates, and Bug Fixes

- **Licenses:** Solved the problem with a missed license for the Calls plugin.
- **Single Sign-On (SSO):** Stabilized the performance of SSO configuration for clients.
- **Visitor Import:** Solved the problem of duplicate users by making First Name, Last Name, and Company fields case-insensitive during import validation.
- **Visitor Invitations:** Replaced the old Platform address in the invitation emails.
- **Check-in Dashboard:** Fixed sorting by Visit type — "Id" is now used instead of "shortName".
- **Check-in Management:** Fixed a duplicate RFID reader label on the result screen.
- **Check-in Management:** After workflow renaming, online registration was set for an incorrect workflow. This is fixed now.
- **Check-in Settings:** The confirmation message did not appear after leaving the Notification settings page. This is fixed now.
- **Check-in Settings:** Settings were not saved after deleting a previously used Badge template. This is fixed now.
- **ScreenFlows:** Added icons for the Department List and Company Directory components in ScreenFlow.
- **Device Notifications:** Placeholders were not working in device notification reports. This is fixed now.
- **Platform Information:** Updated the "About the Platform" description in a pop-up window to align it with the current version of the Platform, available modules and features, and consistent naming..

Third-Party Service Updates

New Cloud Service Provider — Google Cloud Platform

friendlyway changed its cloud service provider from Germany-based IONOS to the Google Cloud Platform (GCP) offered by Google.

The migration of our cloud-based infrastructure was completed during the scheduled maintenance work on 21st September. All our services were fully operational after a short time with customers being advised on firewall setting adjustments beforehand and informed afterwards to ensure a smooth handover.

The transition was part of our ongoing efforts to improve the stability, security, and continuous availability of friendlyway's cloud solutions for the clients and end users, no matter where they are located.

The provider fully complies with the requirements of GDPR, ISO 27001, ISO 27017, ISO 27018, and other relevant regulations. friendlyway's services will be hosted in the region europe-west3 (Germany, Frankfurt), meaning that all data will be stored and processed within this region, ensuring adherence to European data protection standards.

Google Cloud's global data center network runs services 24x7 with high speed, reliability, and uptime. It employs multilayered security and built-in redundancy. Not least, the data centers are among the world's most energy-efficient and sustainable.

Migration to VitalPBX Version 4

VitalPBX is a telephone and communication platform for companies. Following the end-of-life announcement for VitalPBX Version 3, friendlyway completed all client migration from Version 3 to Version 4, ensuring a smooth transition process and optimal performance.

The latest version of VitalPBX is based on Debian and brings new features, optimizations, and enhanced security measures for a superior telephony experience. Thanks to the upgrade, our clients can continue to enjoy a robust and advanced communication system.



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