

Version 5.37 & Version 5.38 – Oktober 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 the 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

Digital Signage Features

Interactive Navigation Between ScreenFlows, Including Device-Specific Routing

Relevant for:

Customers of the standard Digital Signage solution; especially, customers using interactive content for touchscreen devices.

The value-add:

In the ScreenFlow presentation, various media objects (a button, text, image, etc.) can produce 'actions' triggered by a viewer tapping these objects on the screen. For example, you can switch to a different screen within the same ScreenFlow or open an application. We have added a new action to enable an instant transition to a different ScreenFlow.

The new action includes an option to configure the screen routing differently on each device. This feature is handy for creating flexible interactive menus with location-specific behavior — e.g., a single standard welcome screen on all the company's kiosks followed by a screen with custom details related to the local branch.

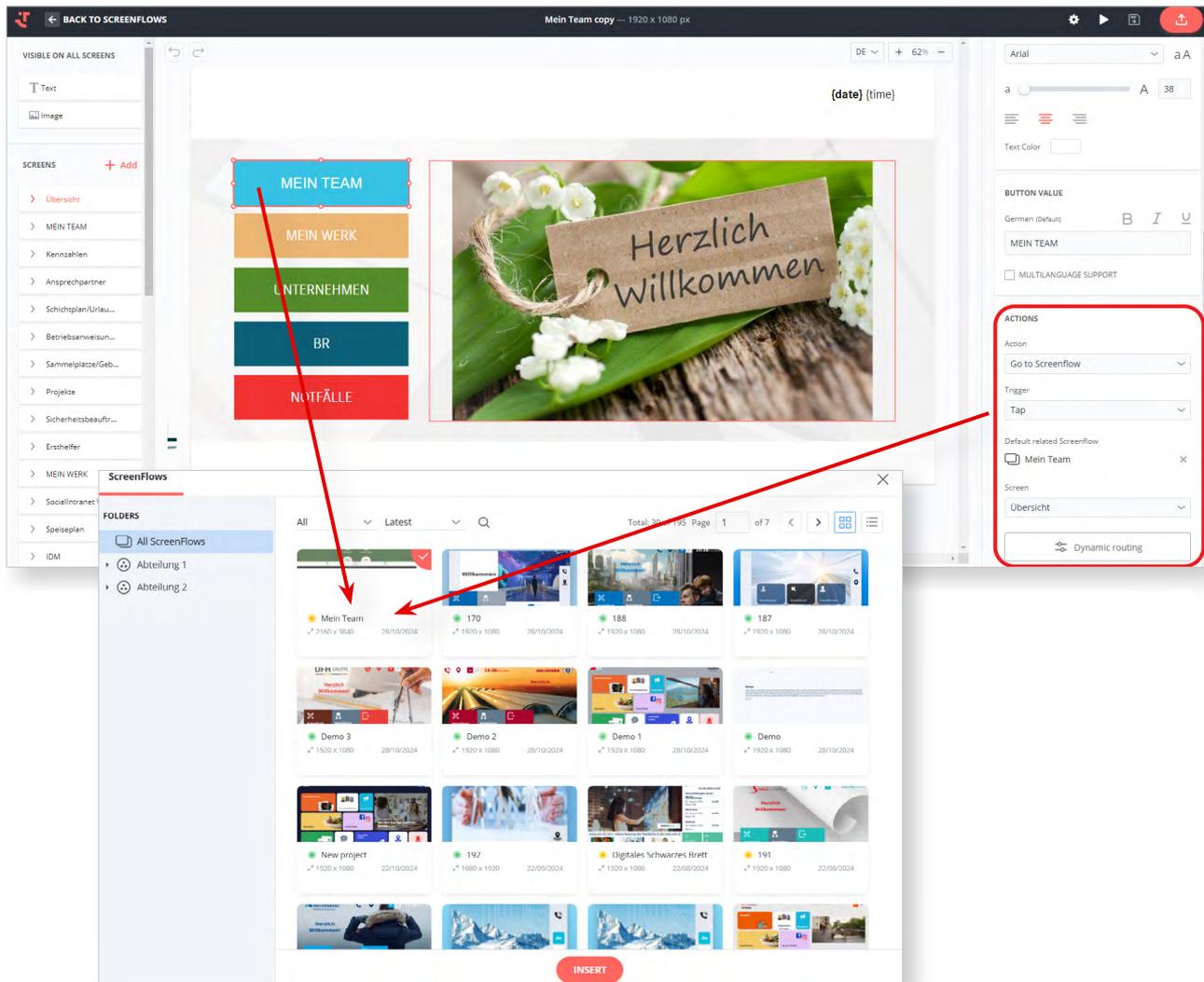
How it works:

Go to **Content -> ScreenFlows**. When creating a new ScreenFlow or editing an existing one and inserting a media object by dragging it into the screen editor, a panel with the object's settings appears on the right.

Find **Action** at the bottom and select **Go to Screenflow** from the drop-down list. "Tap" is selected in the Trigger field. Click "Choose ScreenFlow from list" under Default related Screenflow. Then, select the exact Screen you want to move to from the subsequent drop-down list.

Once the current ScreenFlow is published to end devices, a viewer tapping the media object on the device's display will see the screen instantly switch to the ScreenFlow specified in the object's settings. The latter ScreenFlow continues to play according to its configuration starting from the specified Screen.

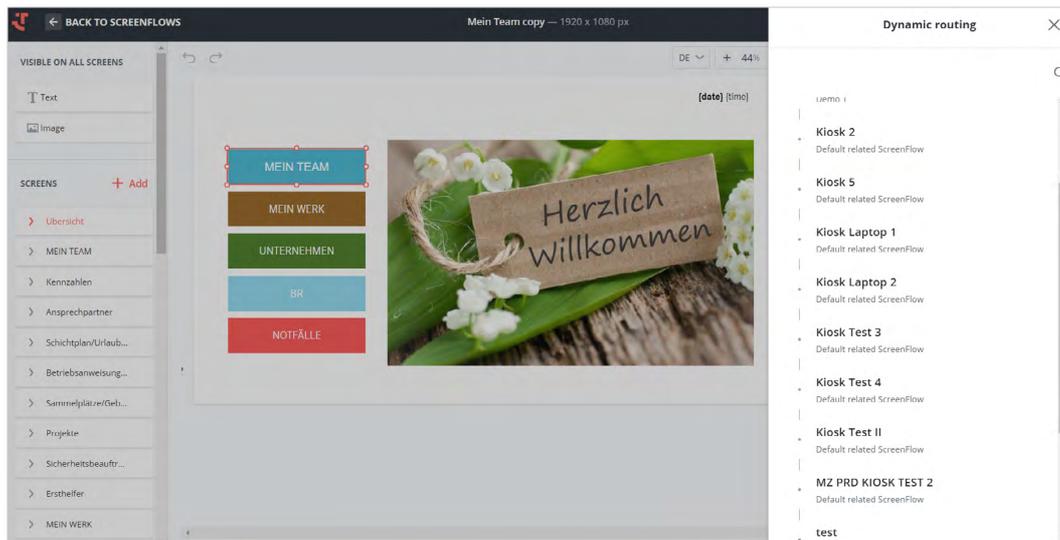
Note: If you want the viewer to be able to return to the current ScreenFlow, you should create a similar media object with corresponding settings within the following ScreenFlow forwarding them back to the current one.



In addition to the single flow described above, a flow with conditions is also available, allowing configuration of the navigation between screens based on the used device or device group:
Dynamic routing.

The respective button at the bottom of the Actions settings opens a list of your device groups, which can be expanded to view individual devices in each group. The **Default related Screenflow** is assigned to all devices initially.

Click the icon next to the group or device you want to be reassigned and follow the process to select a ScreenFlow and its specific screen to move to when tapping the given object on that particular device.



Integration Features

Option to Allow Overlapping Room Bookings via Outlook Calendar

Relevant for:

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

The value-add:

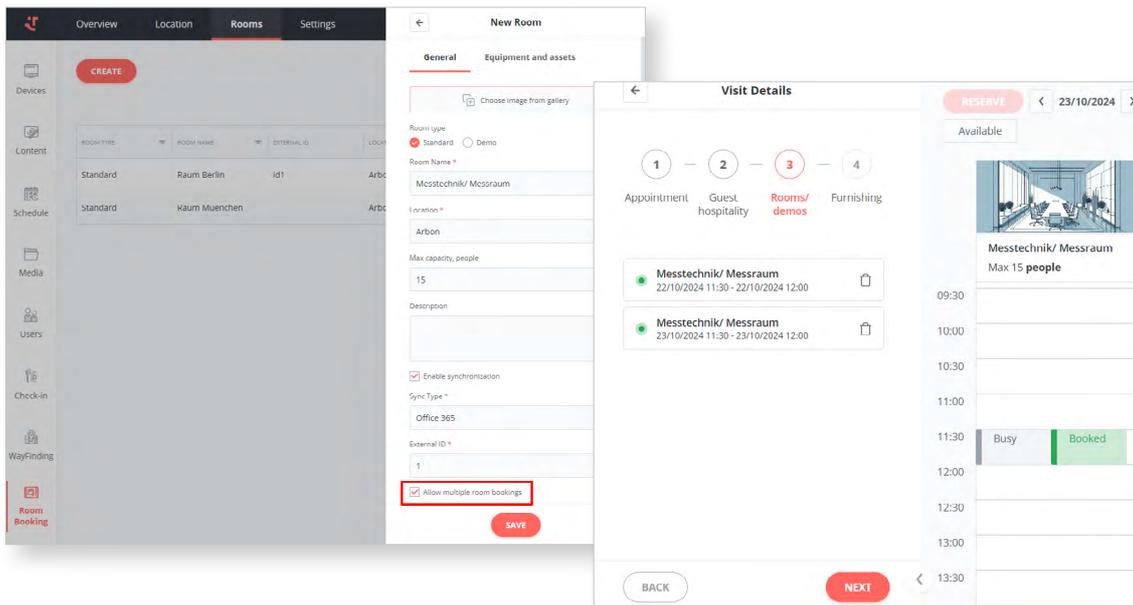
The room booking feature lets users reserve specific event (Visit) locations at available time slots directly from their Outlook Calendar.

Since a "room" can, sometimes, represent a larger space hosting multiple simultaneous meetings, and to accommodate other use cases, it is now possible to configure whether overlapping bookings should be allowed for a specific room.

How it works:

When creating or editing a Room in the **Room Booking** module, first, tick the checkbox "Enable synchronization" and select Sync Type: Office 365.

To use the new configuration option enabling multiple bookings of the given room in the same time slot, tick the checkbox next to the field "**Allow multiple room bookings**". Validation for non-overlapping bookings will be disabled for that room.



Device Features

Device Copying and Reactivation

Relevant for:

Customers who manage hardware setup independently, especially customers with complex device configuration settings and many peripherals.

The value-add:

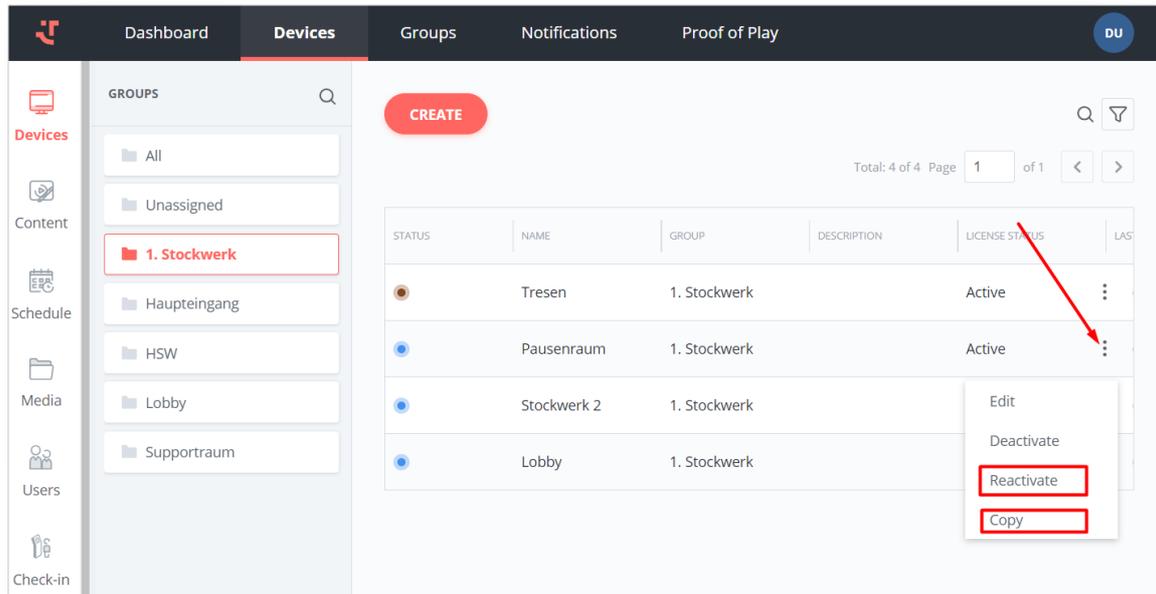
The copying option allows you to duplicate a device on the Platform with its complete configuration of variables and periphery. Reactivation lets you connect a previously activated device to the friendlyway Player.

The new options streamline the process of connecting existing device profiles to different actual hardware devices, freeing users of potentially significant manual work in creating new devices on the Platform.

How it works:

Go to the Devices tab in the device management module. The three-dot action menu available for each listed item and containing options to edit and deactivate the device is now extended with two new actions.

- Selecting **Reactivate** opens a window for entering an activation code from the Player installed on the hardware. If a different device has previously been activated on the given hardware, it will get disconnected.
- Selecting **Copy** creates an exact copy of the given device and adds it to the bottom of the current list of devices with "Copy" in the Name field.



friendlyway Player Updates

Compatibility with Windows Kiosk Mode

Apart from stabilizing the performance of friendlyway Player through various enhancement procedures in the current release, we implemented a new solution to the duplicate taskbar issue (the Windows taskbar over the built-in one) when external applications (e.g., a browser or document editor) need to be launched on the Player in full screen in the kiosk mode.

The previous solution to avoiding duplicate taskbars depended on terminating the Explorer.exe process at application start. However, that caused problems with the launch of certain programs. Now, the Windows taskbar can be hidden without terminating Windows Explorer.

Specifically, friendlyway Player settings are extended with two new options (added to the AppSettings.config file):

- to not terminate Explorer.exe at app launch
- to hide the Windows taskbar at app launch

Security Enhancements

Following recent pen test results, we improved the security measures in operating friendlyway Player involving device authentication keys.

Penetration tests are a crucial part of friendlyway's cybersecurity strategy. The primary purpose is identifying system, network, or application vulnerabilities to 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 Updates, and Bug Fixes

- **Content - AI Assistant (Proof-of-Concept Mode):** Multiple fixes to improve plugin performance, speed, and connection stability.
- **Content - ScreenFlows:** Added tooltips for long names of screens and screen elements in the navigation panel.
- **Media:** Added tooltips for long file names in the gallery.
- **Users - Credentials:** Added an option to "Copy ID" to the action menu for items on the list of Credentials (visible for users with permissions).
- **Check-In (with Approval Flow):** Updated the waitlist of scanned documents displayed in a pop-up window for approval to exclude documents from previously canceled/unfinished registrations.



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