

Version 5.39 – November 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

Visitor Management Features

friendlyway Outlook Add-In Beta

Relevant for:

Customers of the Visitor Management solution with additional Office 365 integration.

The value-add:

The purpose of the add-in is to enable instant and convenient creation of visits with assigned visit types in the friendlyway Check-in module directly from the client's Outlook calendar.

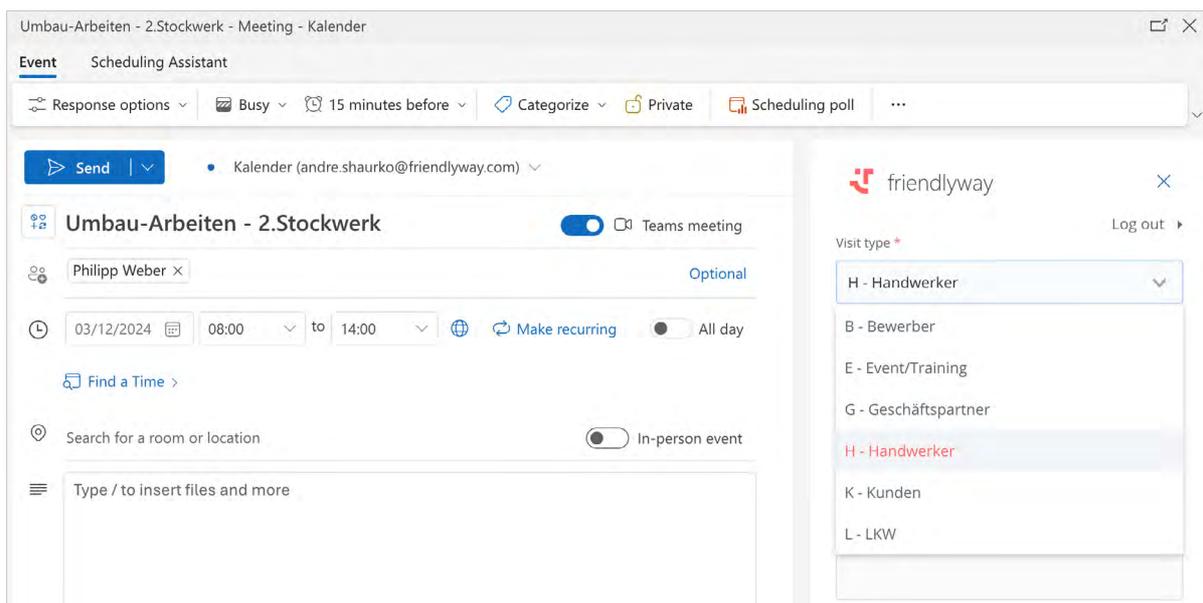
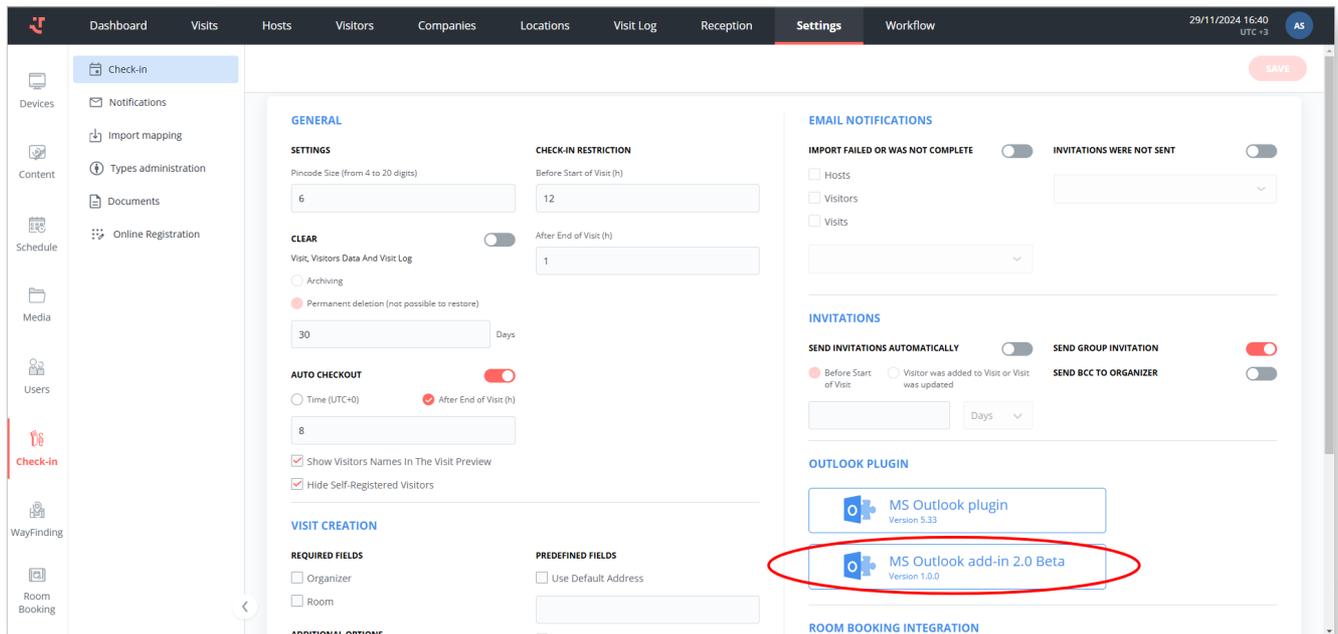
How it works:

A beta version of the add-in has been implemented and can be downloaded from **Check-in** → **Settings** with the assistance of the friendlyway support team for trial use.

After installation, the add-in is available in the user's Outlook application during the creation or updating of calendar events. It requires authentication with a Platform user's credentials. The add-in creates or updates a corresponding Visit, including invited Visitors, on the Platform.

Note: While the basic functionality of visit creation from Outlook according to visit types is available, the add-in is not ready for general use at the current stage. Upcoming improvements include the possibility of modifying a visit and simplified sign-in support (SSO). With the general release of the add-in, friendlyway plans to phase out support of the current Outlook plugin.

For assistance and more information, kindly reach out to your sales representative.



Visit Types Support in Room Booking

Relevant for:

Customers of the Visitor Management solution with additional Office 365 integration.

The value-add:

The Check-in module supports different visit types for differentiating visits (events/meetings) by the required workflow. With the introduction of the Room Booking module as a connector

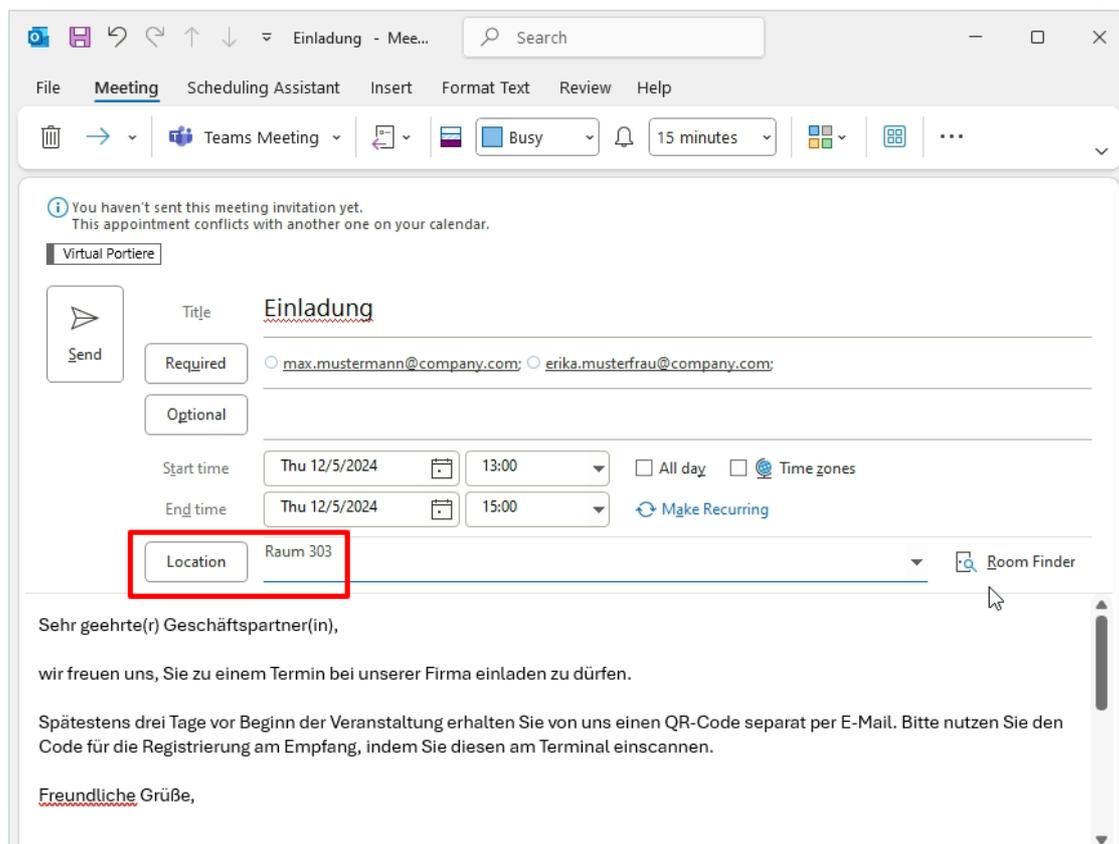
between Outlook Meetings and Check-in Visits, the need for connecting visit types with room schedules emerged and such an option was implemented.

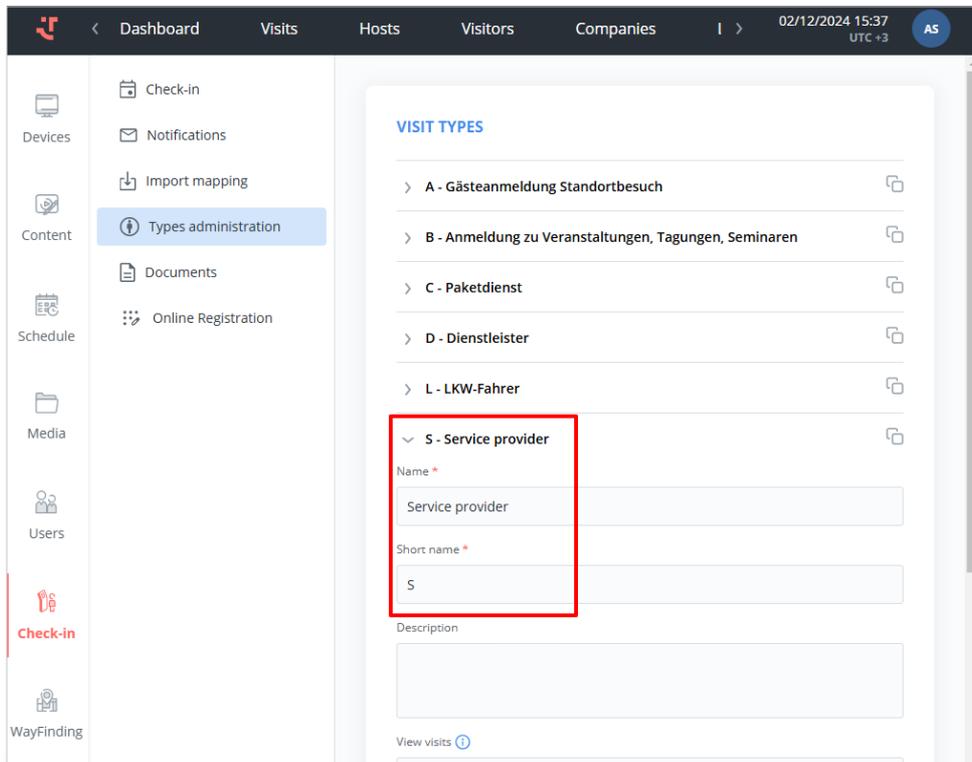
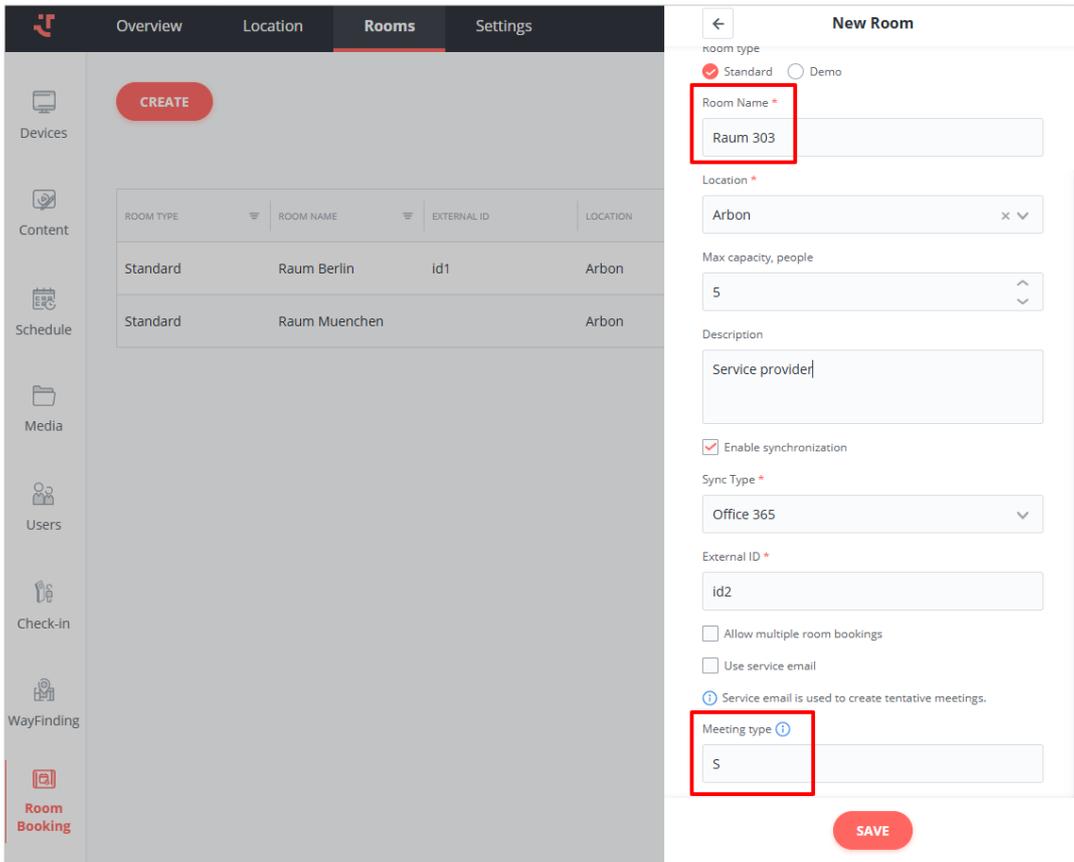
How it works:

The new optional setting lets you connect any room with any configured visit/meeting type. To benefit from the feature, go to **Room Details** when creating a new or editing an existing room. Ensure synchronization with Office 365 is enabled by ticking the box and selecting the sync type.

Then, enter the short name of the visit type in the Meeting type field and click Save. Note that the meeting type needs to correspond to the visit type defined in **Check-in → Settings → Types administration**.

Going forward, all events created in that room via Outlook will have the same predefined visit type. If a meeting type isn't added to the room or doesn't match the configured visit types, then the events in that room will not have a visit type assigned.





Language Selector in Pre-Registration

Relevant for:

Customers of the Visitor Management solution; especially, customers using visitor invitations in international settings.

The value-add:

Previously, the host could specify the language of online registration when adding visitors to the Platform (corresponding to the Invitation language in Visitor Details). However, the host may not always know each visitor's language preferences.

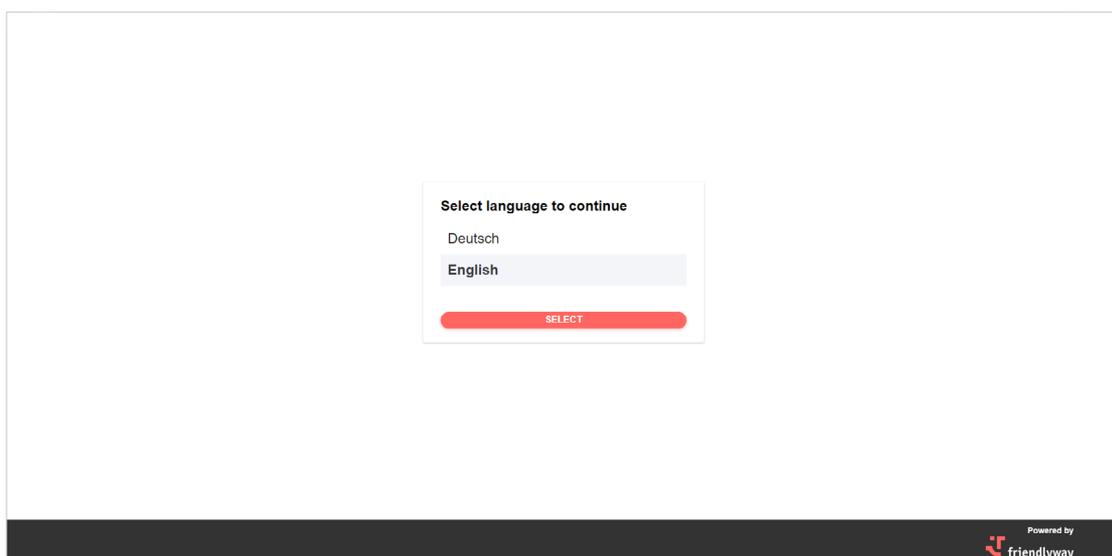
Now, invited visitors can select their preferred language at the start of online registration, enjoying a more convenient process and avoiding misunderstandings caused by language barriers.

How it works:

A visitor opening the link to pre-registration from their personal invitation email will see the language selector pop-up directly on the start page. The list of supported languages is based on the corresponding Workflow configuration (Properties section).

Once the invitee selects their language, the pop-up is closed, and further pages, agreements to accept, questionnaires to fill in, or other documents are accordingly displayed in the selected language. The translation files should be uploaded under **Settings** → **Documents** and connected under **Workflow**.

Note: When only one language is available for online registration, the selector screen is skipped and documents are displayed in the default language directly.



Digital Signage Features

Markdown Support in AI Assistant

Relevant for:

All customers; especially, customers interested in providing feedback on the AI Assistant feature (proof-of-concept mode).

The value-add:

We expanded the AI Assistant plugin to fully support Markdown formatting described in the Markdown Guide (<https://www.markdownguide.org/>), enabling it to accurately render responses from OpenAI and other large language model (LLM) providers.

This improvement aims to ensure that the AI Assistant on kiosks/displays and the website chatbot can handle and display all common Markdown elements, thereby improving user interactions through well-formatted content.

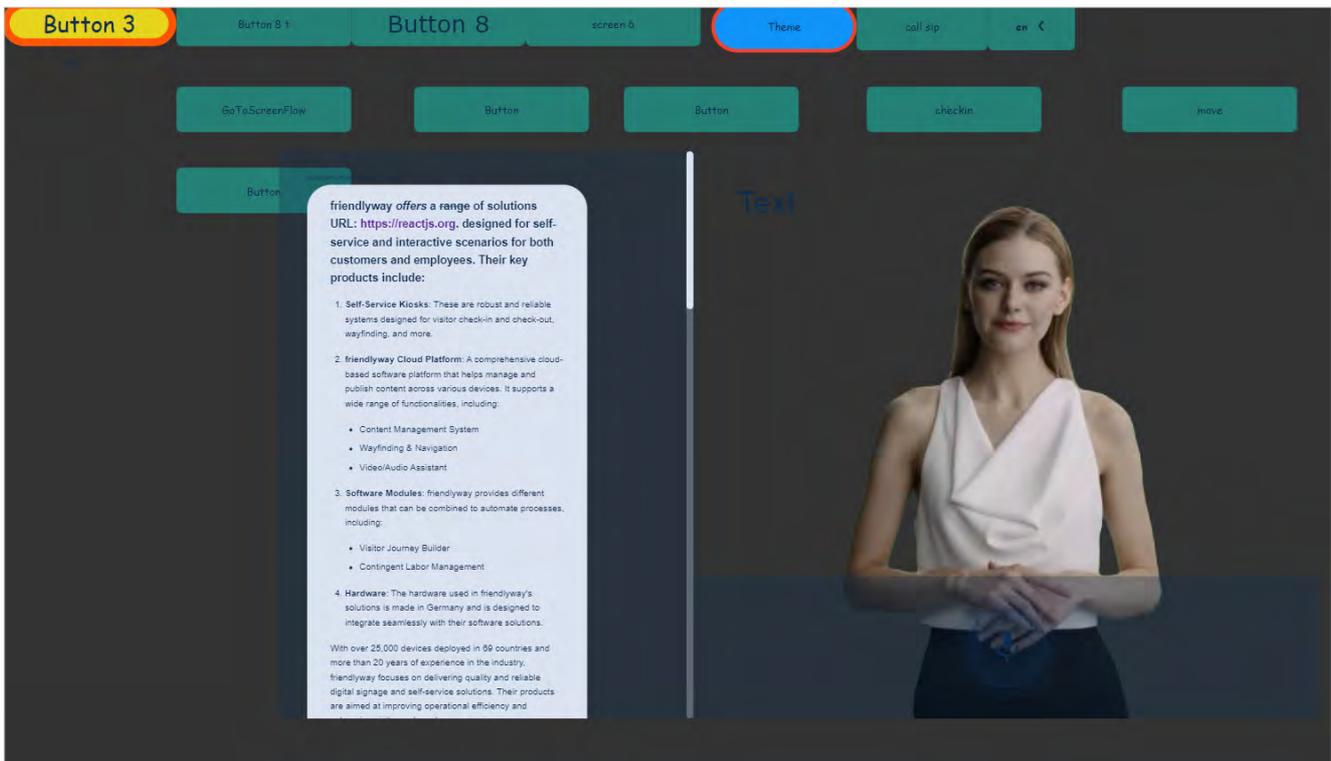
How it works:

Comprehensive Markdown support is implemented to provide a consistent rendering solution, ensuring compatibility with existing interfaces and designs on both the website and kiosks/displays.

This support ensures the AI Assistant can interpret and render all standard Markdown elements, including but not limited to:

- Text formatting (Bold, Italics, Strikethrough)
- Headings of different hierarchy
- Ordered and unordered lists

See examples of these formatting elements in the test chat response below.



Additionally, audio playback synchronization is improved so that Markdown elements do not create pauses in voice responses.

Device Management Features

RAM Consumption Monitoring

Relevant for:

Customers who track their hardware performance independently.

The value-add:

The device information on the Platform now includes RAM (random-access or “short-term” memory) usage monitoring data. In rare cases when excessive memory consumption by friendlyway Player causes device performance issues, this feature enables users to troubleshoot them autonomously.

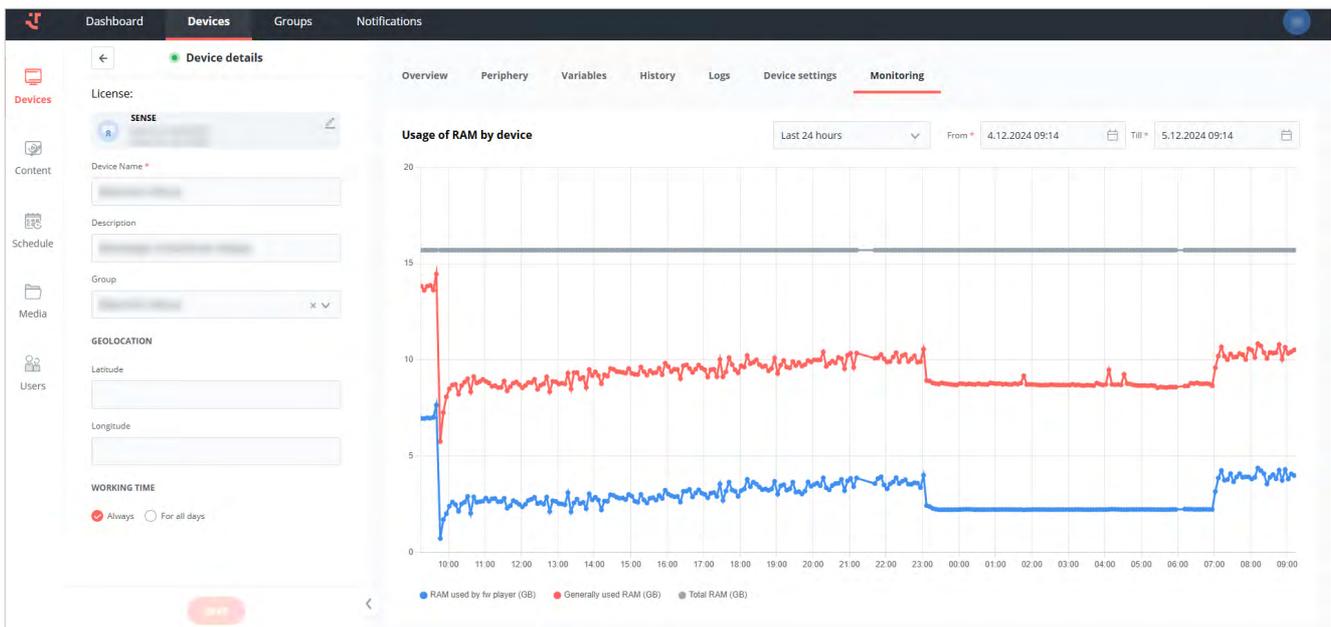
It also signals that proactive investing in additional RAM storage is required on certain devices.

How it works:

In the Devices area, open any device that has been active within the time frame of your interest. On the Monitoring tab in Device Details, find a line chart displaying RAM storage and consumption in gigabytes by selected periods. It includes three indicators:

- The grey line - Total RAM available on the device
- The red line - Total RAM used by all processes
- The blue line - RAM used by friendlyway Player

While the friendlyway support team regularly monitors clients' devices, we kindly ask you to contact us if you observe levels of RAM usage by the Player approaching the total RAM limits.



Resolved Issues, Performance Improvements, and Bug Fixes

- **Check-in:** When linked from a ScreenFlow menu, launching the check-in module was occasionally delayed by several seconds. As part of ongoing performance improvements, we increased the speed of launching the service by loading a smaller file bundle and requesting less data from the server.
- **Check-in:** In the bulk visitor selector function on the dashboard, multiple selections were performed from the first page only. This is fixed now.
- **Check-in:** Unsaved workflow notifications could wrongly pop up on a quick switch of tabs/modules even when a workflow has not been edited. This is fixed now.
- **Check-in:** Fixed errors during extensive exports of visits (visit count in thousands).
- **Check-in:** When wayfinding was integrated into the visitor management workflow, the map screen included displaced images. This is fixed now.
- **Check-in:** Fixed an unexpected scrollbar on the devices with the “easy-check-in” solution.
- **Check-in:** Additional information about visits in the expanded view on the visit list was displayed incorrectly, with overlapping text fields. This is fixed now.
- **Users:** Saving of credentials occasionally resulted in an error without saving the data. This is fixed by improving the stability of the connection to an external service.
- **Content:** The undo/redo operation during ScreenFlow editing caused a linked ScreenFlow to disappear. This is fixed now.
- **Content:** When adding a web object into a ScreenFlow, the URL field is set to multi-string to make an entire URL visible to the user.
- **Content:** The Playlist details form included the "Duration" input field twice. The duplicate field is removed now.
- **Content (MicroSIP integration):** For clients using the MicroSIP application to make VoIP calls, a bug in a recent Platform update caused the application to overlap content during calls. This is fixed now.
- **Content (MS Teams integration):** Fixed unexpected call failures in MS Teams.
- **Across the Platform:** Made UI improvements to fix broken scrollbars within several modules and pages.
- **Across the Platform:** The close button (X) in pop-up windows did not work. This is fixed now.
- **Player:** The Player occasionally crashed after playing content for a while. We made stability improvements to reduce the number of such cases. The issue investigation is ongoing.

- **Player:** When a PPT presentation was part of the content (Playlist) but the PowerPoint application for playing it was not installed on the PC, the Player crashed and required a reboot to start functioning. This is fixed now.
- **Player:** Added the date and time of device activation to stored data.
- **Player:** To save server resources, added file compression for screenshots of played content taken from devices at 5-minute intervals for monitoring, debugging, and reporting purposes.
- **Player Updates:** Implemented a simple queue for Player version updates on all devices, allowing the friendlyway support team to reduce the frequency of Player reinstallations to the critical updates only.
- **On-Premises Player Installation:** Made improvements to the initial Player delivery and installation on-premises. The new installation package contains a Zip archive along with the setup.bat file.



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