Movius Platform Updates

Last Modified on 05/28/2025 8:32 pm EDT

What's new for the Management Portal, API, and service updates that prepare MultiLine apps with support for new features.

Planned official release schedule and content:

Timing:

Region	Start Date & Time	End Date & Time
APAC	Friday 13-June-2025, 12:00 pm EDT	Friday 13-June-2025, 5:30 pm EDT
EMEA	Saturday 14-June-2025, 9:30 pm EDT	Sunday 15-June-2025, 02:00 am EDT
NAMR	Sunday 15-June-2025, 01:00 am EDT	Sunday 15-June-2025, 06:00 am EDT

What's New?

1. **AMR Wideband CODEC Support:**

   - Server-side support for AMR Wideband CODEC has been implemented to enhance audio quality. This enhancement lays the foundation for broader, high-quality voice support across different call modes.
   - Calls in "**minutes mode**" will now benefit from improved audio in regions where this CODEC is supported by Movius' partner carrier.
   - Support for calls in "**data mode**" will be introduced in a future app release.

2. **GET PTN API Enhancement – Single Number Lookup:**

   - A new endpoint has been added to the PTN API: `/organizations/{orgid}/ptns/{number}`
   - This allows for **retrieval of information for a single number**, improving efficiency over fetching the entire organization's numbers.

3. **PNG File Format Support:**

   - Server-side support for the PNG file format has been added to improve media compatibility.
   - **Note:** Client-side support will follow in a future app release, which will make this feature available to end-users.

4. **MoviusConnect for WhatsApp (Native WhatsApp Capture):**

   - **Resend User Invites for WhatsApp Capture via MMP**
     - We've added the ability to **resend onboarding email invitations** for users with the **WhatsApp Capture** feature directly from MMP.
     - A **"Resend Invite"** button will be displayed on accounts where WhatsApp Capture is enabled. If the feature is not enabled for the user, the button will not appear.
     - Provided the feature is enabled at the organization level, this functionality is available for both:
       - **MultiLine accounts**, and
       - **Network Mobile Capture (NMC) accounts**,
     - This enhancement streamlines user onboarding and improves admin flexibility in managing capture-enabled accounts.
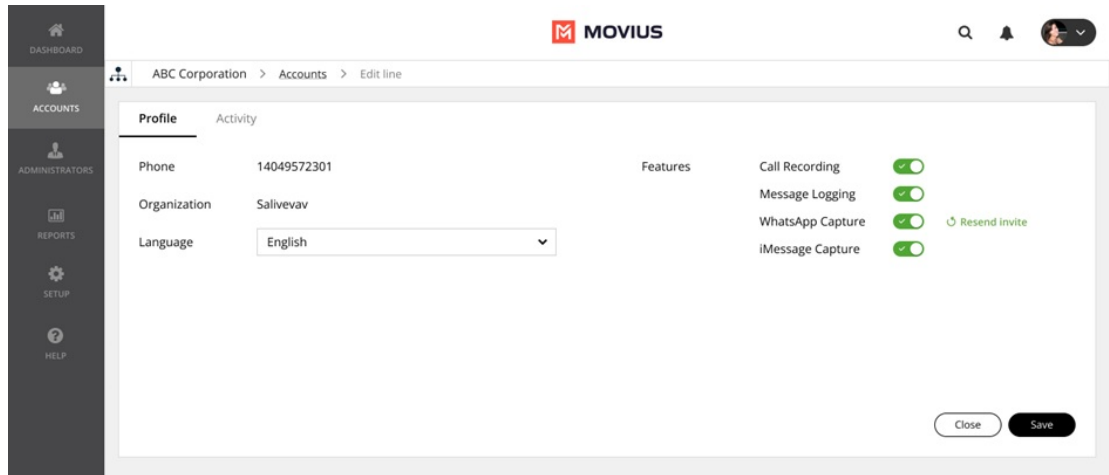
- **Note**: This "Resend Invite" feature is not available through API, or for bulk action. It is only available at individual account level in MMP.

  - **Native Mobile Capture (NMC): WhatsApp and iMessage Capture Feature Flags**
    - Feature flags for **WhatsApp Capture** and **iMessage Capture** have been added to **NMC** accounts.
    - These toggles will only be visible when the feature is enabled for the organization by Movius Support team.
    - When the toggle is activated for an account for WhatsApp Capture, an**onboarding invitation is sent** to the user via both **email and SMS**.
    - iMessage Capture onboarding is done via an agent app.
    - **Note**: This feature cannot be activated through API, or through bulk upload yet.
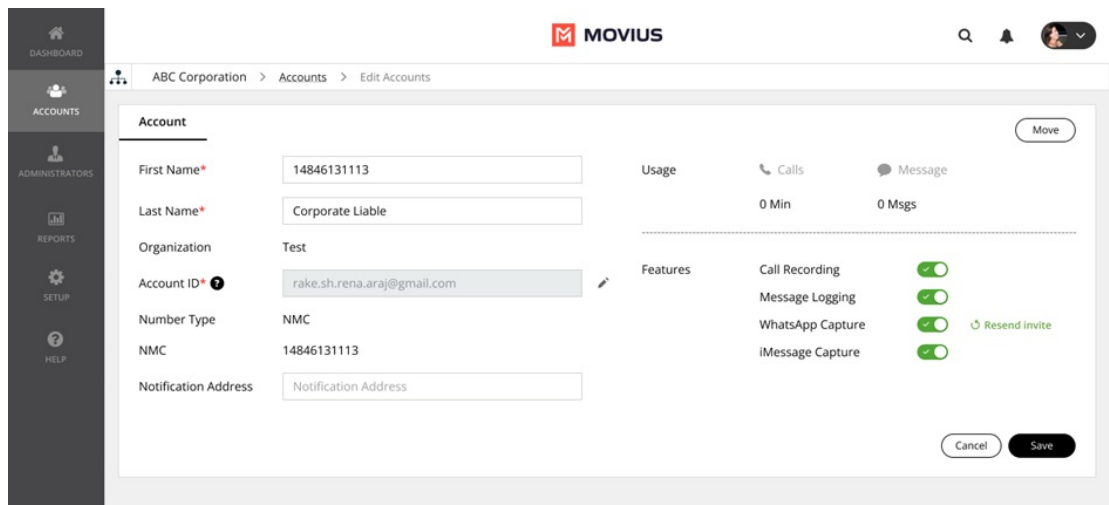
Version History

Date	Description
05/22/2025	Created
05/28/2025	Additional details added for native WhatsApp capture and NMC

Version 4.50.3 HF1 | Platform Release Notes

Deployment Date: May 21,2025

Bug Fixes

ID	Description
MPD-3101	This hotfix resolves an issue affecting customers using **Native Social Messaging** (NSM) capture solution. The bug caused intermittent failures in generating **Call Detail Records** (CDRs) for NSM traffic—specifically impacting **WhatsApp** and **iMessage** capture. The fix ensures complete CDR generation for all NSM traffic moving forward. **Important Note**: • **MultiLine CDRs were not affected** and continue to function as expected

Version 4.50.3 | Platform Release Notes

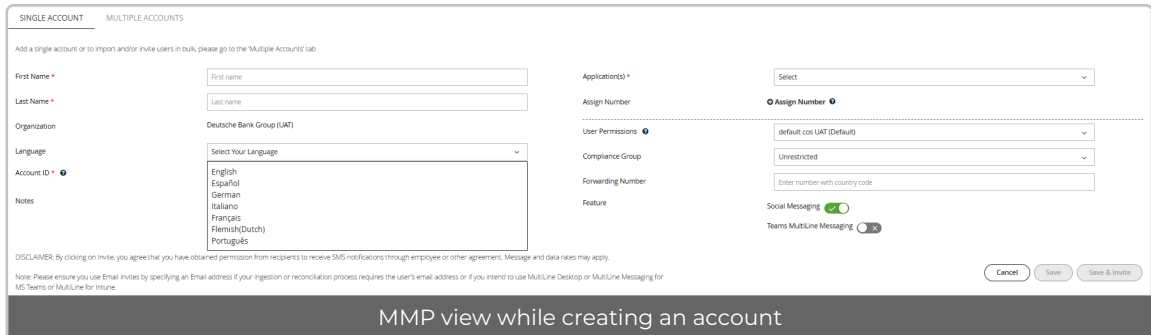This is the planned release schedule and content for Version 4.50.3

Timing

Region	Start Date & Time	End Date & Time
APAC	Friday 09-May-2025, 12:00 pm EDT	Friday 09-May-2025, 5:30 pm EDT
EMEA	Saturday 10-May-2025, 9:30 pm EDT	Sunday 11-May-2025, 02:00 am EDT
NAMR	Sunday 11-May-2025, 01:00 am EDT	Sunday 11-May-2025, 06:00 am EDT

What's New?

Movius Platform Enhancements:

1. **Language Support - Portuguese**: If language support is enabled for the customer, Customer Admins can now select **Portuguese** when creating a new user account. This setting determines the language used in automated messages sent from the Movius platform to the users.
   - Note: With this addition, the platform now supports automated messaging in: English, French, Spanish, Italian, German, Flemish (Dutch), and Portuguese. This update does not imply that the MultiLine app itself supports these languages.


   - MMP view while creating an account

2. **Enhanced Read-Only Admin Capabilities**: Read-Only Admins can now view **user account details**. Previously, these admins were unable to access user account information. With this update, they will have the same visibility as Admins with edit permissions — but will remain restricted from making any changes.

- This enhancement provides organizations with greater flexibility in granting user accounts visibility while maintaining the integrity and security of account management.

3. **SSO Integration: SAML Assertion Support for Admin Access at Sub-Org Level** : We have enhanced MMP to support Single Sign-On (SSO) via SAML assertions with dynamic administrator provisioning.
   - **Highlights**:
   - Customer Administrators can now log in to the MMP Portal using SAML assertions containing Email and Role@Sub-org from their organization's IDP.
   - Dynamic admin creation: Admin accounts are created automatically upon login, based on the SAML-provided Role and Sub-org — no pre-provisioning required.
   - **Validation rules**:
   - The Role in the SAML assertion must match an existing role at the specified Sub-org in MMP.
   - The Sub-org must exist under the correct top-level organization.
   - The combination of Org and Role must be unique for each admin session.
   - This implementation ensures secure, role-specific access at the sub-organization level while simplifying administrator onboarding.

4. **Teams MultiLine Messaging – Account-Level Toggle Management**: Admins can now view and manage the Teams MultiLine Messaging enablement toggle button for individual accounts within the Movius Management Portal (MMP).
   - For accounts created via **Provisioning APIs** or **Bulk Provisioning**, the toggle will be **enabled by default if Teams Messaging is activated at the organization level** (see image below).
   -
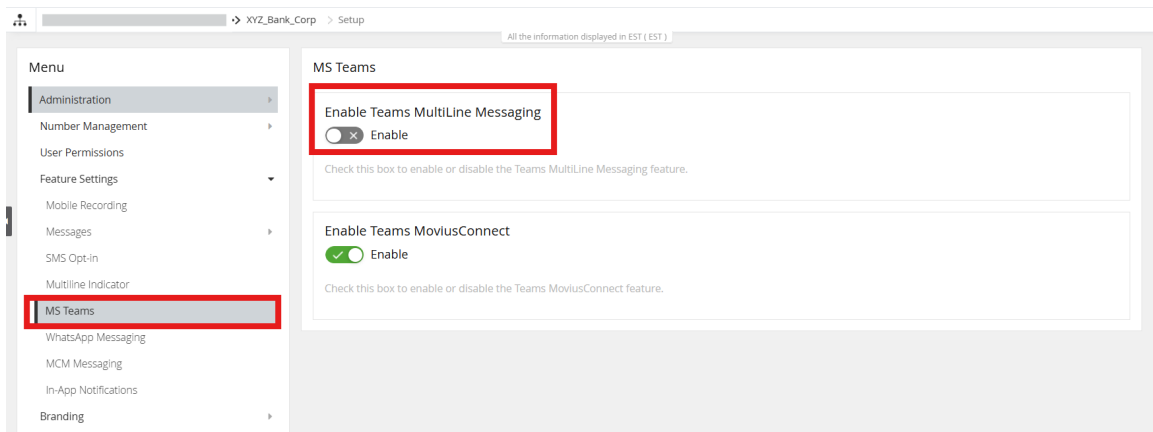
   - There is no change to manual account creation — admins must continue to manually enable the toggle during setup for each new account. See image below:
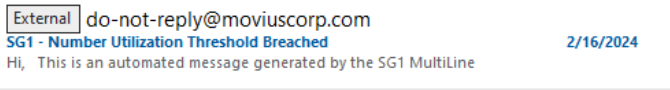   -
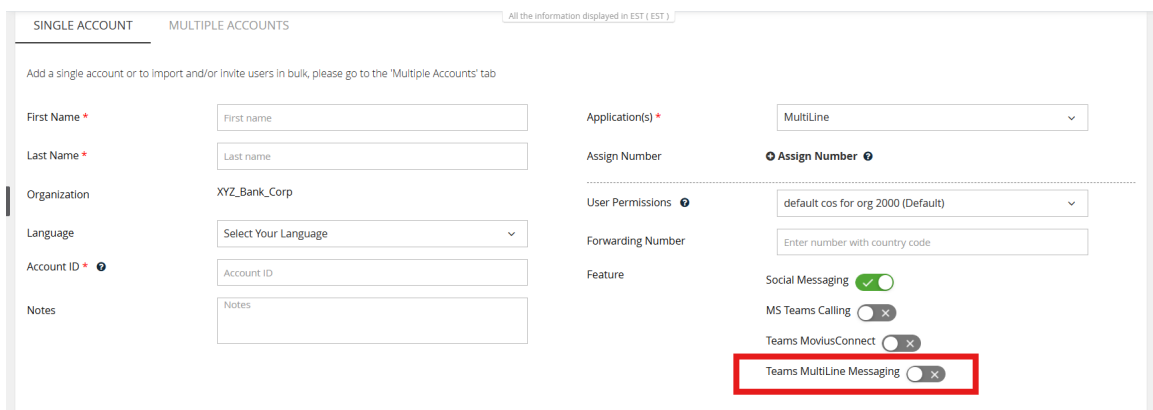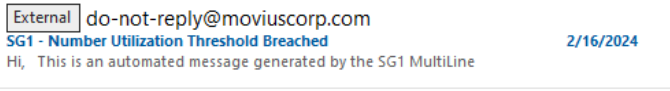
5. **WhatsApp API Solution – Improved Error Handling**: Enhanced the user experience by providing clearer, more detailed information for any errors returned by the WhatsApp Business API when a MultiLine user leaves a conversation, adding or removing participants in a group chat, or resuming a paused conversation. Users will see these notifications in both the MS Teams MultiLine Messaging app and the MultiLine mobile apps.

Platform Enhancements for native WhatsApp and iMessage capture
- Additional changes have been made to the platform to support the launch of a new product to capture messages from native WhatsApp and iMessage apps. These foundational updates ensure seamless

integration and support for the new messaging compliance solution.

Bug Fixes:

CS-233599	Resolved an issue where **Number Utilization Alert emails** sent to Admins did not always display the Movius server geo name in the subject line. See SG1 shown in the subject line (correct example) in the image below: External do-not-reply@moviuscorp.com **SG1 - Number Utilization Threshold Breached** 2/16/2024 Hi, This is an automated message generated by the SG1 MultiLine External do-not-reply@moviuscorp.com **SG1 - Number Utilization Threshold Breached** 2/16/2024 Hi, This is an automated message generated by the SG1 MultiLine External do-not-reply@moviuscorp.com **SG1 - Number Utilization Threshold Breached** 2/16/2024 Hi, This is an automated message generated by the SG1 MultiLine
CS-234067	Fixed an issue where roles in the SAML response could not be parsed if the role value did not match the expected case. Role parsing is now **case-insensitive**, improving reliability and ensuring successful login even if the role casing differs between the IDP and the MMP system.
CS-234349	We addressed an issue in the **Message Report API** that could cause missing or duplicate message records when using an **offset** in the request. This occurred if multiple messages had the **same timestamp** near the offset point, which could result in skipped records or the same record appearing in multiple responses.

Version History

Date	Description
04/28/2025	Created
05/07/2025	Added additional screenshots

Version 4.50.1 | Platform Release Notes

This is the planned release schedule and content for Version 4.50.1

Timing

Region	Start Date & Time	End Date & Time
APAC	Friday 25-April-2025, 12:00 pm EDT	Friday 25-April-2025, 5:30 pm EDT
EMEA	Friday 25-April-2025, 9:00 pm EDT	Saturday 26-April-2025, 02:00 am EDT
NAMR	Sunday 27-April-2025, 01:00 am EDT	Sunday 27-April-2025, 06:00 am EDT

What's New?

Movius Network Mobile Capture (NMC) with MS Teams Calling

1. **CDR** identification of MultiLine vs NMC service and also a flag to identify if the call was answered in MS Teams or native mobile dialer.
2. API (api_internal) changes to support various T-Mobile **billing code** combinations.
   - New feature **provisioning codes** for NMC-Teams-Voice and NMC-Teams-Messaging.
3. **Sync** all NMC **inbound and outbound SMS** in Teams Messaging app (read only).

4. Show a **toggle setting** in Teams Messaging app for incoming call to either ring in Teams app or on native mobile dialer.
5. MMP changes to show and control User settings for MS Teams call control.
6. API (api_internal) to return User settings for MS Teams call control.

Version History

Date	Description
04/16/2025	Created
04/20/2025	Release dates updated

Version 4.49.1 | Platform Release Notes

This is the planned release schedule and content for Version 4.49.1

Timing

Region	Start Date & Time	End Date & Time
APAC	Friday 04-April-2025, 12:00 pm EDT	Friday 04-April-2025, 5:30 pm EDT
EMEA	Friday 04-April-2025, 9:00 pm EDT	Saturday 05-April-2025, 02:00 am EDT
NAMR	Sunday 06-April-2025, 01:00 am EDT	Sunday 06-April-2025, 06:00 am EDT

What's New?

Management Portal Updates

1. **Expansion of MOS reporting for QOS Purposes:** To Enhance Call Quality Data for A-leg of the Call
2. **MS Teams**: Support MS Teams standalone onboarding (without needing to onboard on MultiLine mobile app)
3. **Configuration Hierarchy Improvements:** Ability to reset Sub-Organization Configuration to be the same as Parent Organization configuration

Multiple settings in a Movius Sub-Organization are inherited from the Parent Organization. These are flagged with the **INHERITED** mark. When one of these settings is changed in the MultiLine Management Portal, the inheritance is terminated.

The new "**Synchronize with parent org**" adds the ability to restore the inheritance for any changed setting, so that the setting takes the value of the Parent Organization and remains linked to it.

Call Recording

 Enable

Enables 'call recording' for the organization.

Parent org value: Disabled

Synchronize with parent org

MoviusConnect for Messaging: (Native WhatsApp Capture)

- MultiLine Number and Non MultiLine Number Administration from MMP
- Monitor WhatsApp connectivity status from MMP
- Automated Email and SMS Notification on WhatsApp Account Disconnection

Bug Fixes:

CS-233789	Fix implemented for monitored calls timestamps which will be based on origination time instead of file processing time
CS-234006	Fix for Add User API to enable multiple language property for sub-orgs
CS-234189	Fix for calls not found on Movius Portal (MMP)
CS-234209	Fix implemented for Digital Safe delivery when user is moved to a different org tree
CS-234212	Fix for an issue where Admin was Unable to download Accounts from Accounts tab in MMP
CS-234216	Fix for Accounts Page Search Button Functionality
CS-234260	Fix related to Calls not Getting Recorded for Partially Ported Number

Version History

Date	Description
03/27/2025	Created
04/04/2025	Extended Configuration Hierarchy Improvements description

Version 4.48.3 | Platform Release Notes

This is the planned release schedule and content for Version 4.48.3.

Timing

Region	Start Date & Time	End Date & Time
APAC	Friday 14-March-2025, 12:00 pm EDT	Friday 14-March-2025, 5:30 pm EDT
EMEA	Friday 14-March-2025, 9:00 pm EDT	Saturday 15-March-2025, 02:00 am EDT
NAMR	Sunday 16-March-2025, 01:00 am EDT	Sunday 16-March-2025, 06:00 am EDT

What's New?

Management Portal Updates

- **Integration with Meta Tech Provider program for WhatsApp:** Integration with Meta Tech Provider program for WhatsApp using Twilio.
- **WhatsApp Messaging**: Error handling enhancements for Opt-In request.

Version History

Date	Description
03/11/2025	Created

Version 4.48.2 | Platform Release Notes

This is the planned release schedule and content for Version 4.48.2

Timing

Region	Start Date & Time	End Date & Time
APAC	Friday 28-February-2025, 12:00 pm EDT	Friday 28-February-2025, 5:30 pm EDT
EMEA	Friday 28-February-2025, 9:00 pm EDT	Saturday 1-March-2025, 02:00 am EDT
NAMR	Sunday 02-March-2025, 01:00 am EDT	Sunday 02-March-2025, 06:00 am EDT

What's New?

Movius Partner Portal update for Fixed Line Integration (FLINT)

- A script to update PTN file for Movius Partner Portal.
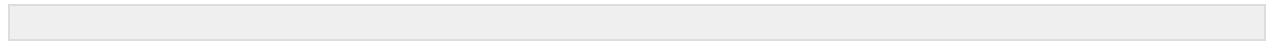
Bug Fixes

ID	Description
CS-234260	Fix related to calls not getting recorded for partially ported number.
CS-234265	Fix to update KeyProtect script that caused MMP login issues via SSO.
MPD-2536	Fix to address issue related to Native Mobile Capture (NMC) voice message play crashing the MMP.
MPD-2552	Update of migrate_account_SID API to update email address for NMC accounts.

Version History

Date	Description
02/025/2025	Created