

Teams MultiLine Messaging Release Notes

Last Modified on 12/05/2024 2:05 pm EST

What's new for the MultiLine Messaging application for Microsoft Teams.

This is the content for MultiLine Messaging Version 2.7.0 planned for December 2024.

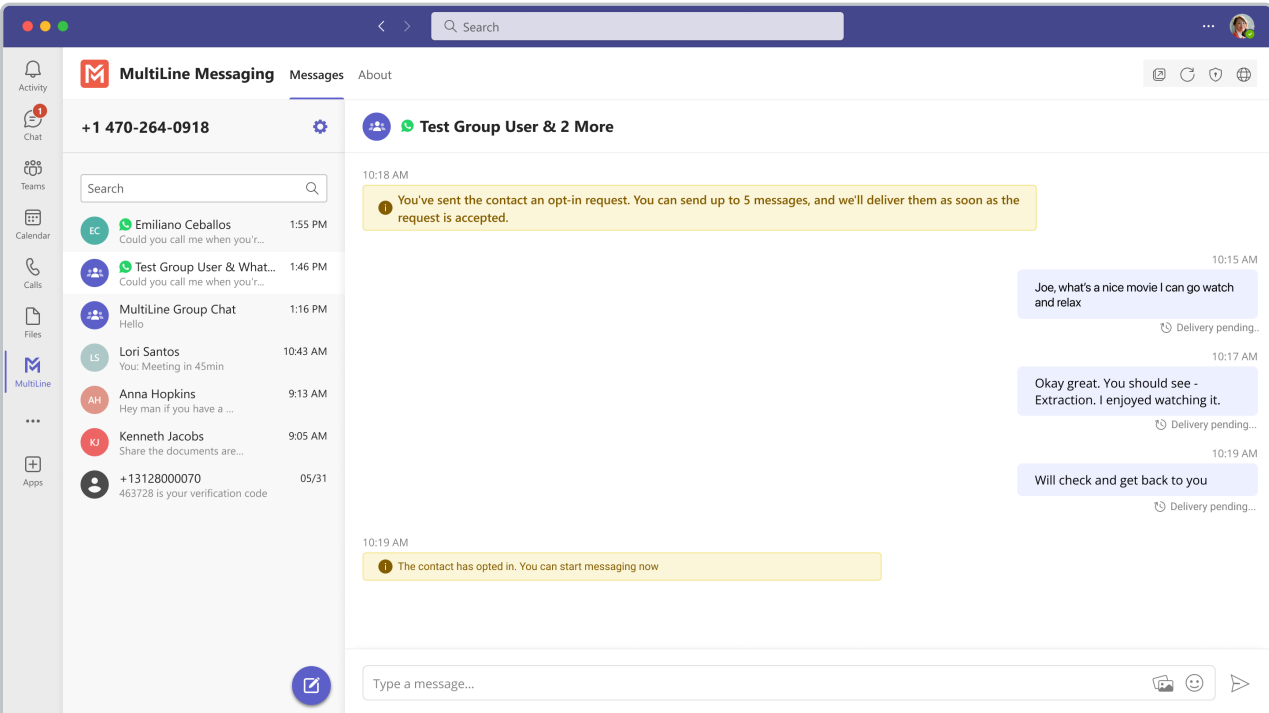
What's New

WhatsApp Message Queuing Feature Enhancement

Existing functionality: The WhatsApp Message Queuing feature enhances user productivity by allowing messages to be queued while a conversation is paused due to Meta policy.

New Functionality:

- **Message Queuing:** Queued messages will display a "Delivery Pending" status until sent. For group messages, members of the group will be able to see pending messages from others in the group with the status "Delivery Pending" until sent.



The screenshot shows the MultiLine Messaging application interface. On the left is a sidebar with navigation icons for Activity, Chat, Teams, Calendar, Calls, Files, MultiLine, and Apps. The main window displays a conversation with a contact labeled '+1 470-264-0918'. The chat history includes several messages, with the most recent ones showing a 'Delivery pending...' status. A yellow system message at 10:18 AM states: 'You've sent the contact an opt-in request. You can send up to 5 messages, and we'll deliver them as soon as the request is accepted.' A second yellow system message at 10:19 AM states: 'The contact has opted in. You can start messaging now'. The input field at the bottom contains the text 'Type a message...'. Below the screenshot, a dark grey box contains the text: 'Example conversation with messages queued for delivery indicated by 'delivery pending'. After delivery this notice disappears.'

Version History

Date	Description
12/4/2024	Created

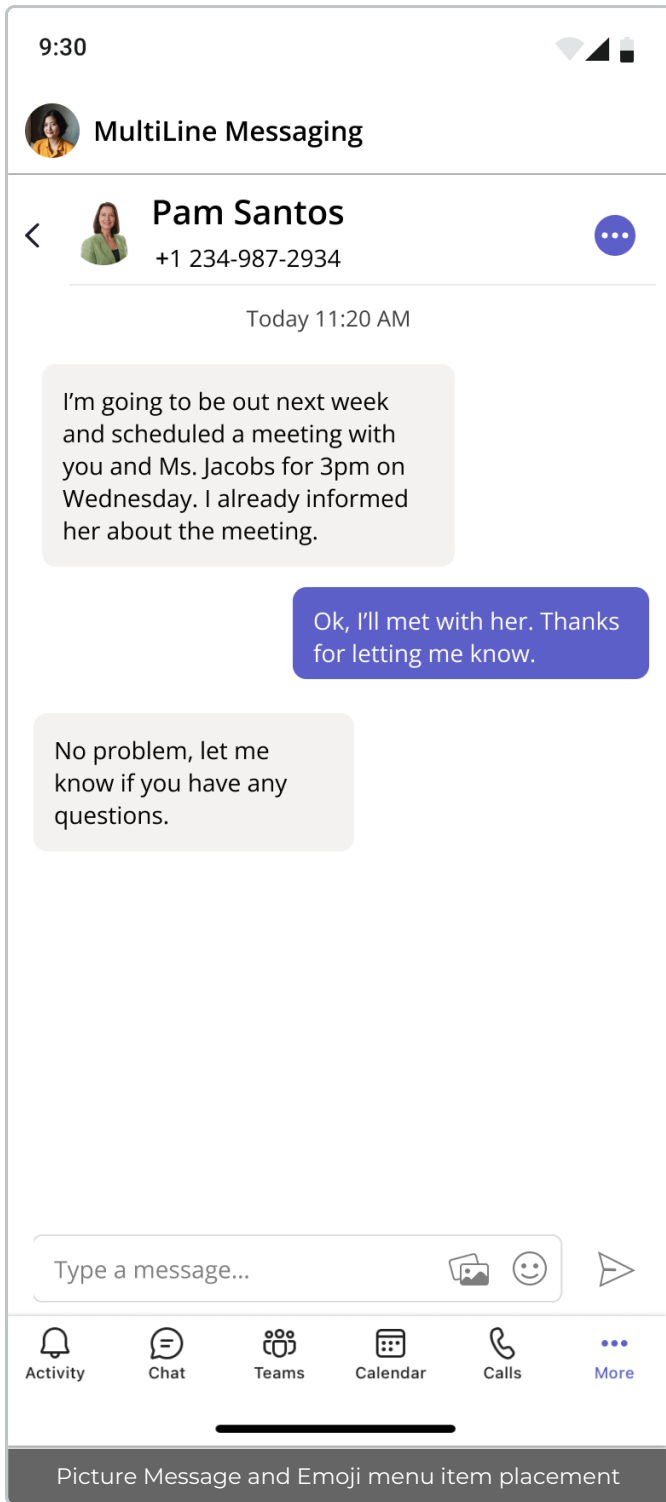
MultiLine Messaging | Version 2.6.0 | Release Notes

This is the planned content and schedule for MultiLine Messaging Version 2.6.0 targeted for mid-October.

What's New?

This release includes enhancements to the application that improve its appearance and functionality.

- Formatting of dates is now consistently in the DD/MM/YY format
- The picture message and emoji menu icons have been moved to the left of the text field
- The text input field for inactive social conversations is now greyed out



Bug Fixes

ID	Description
CS-233957	Fix to improve search experience for results in the Exchange tab

Version History

Date	Description
10/14/2024	Created
10/29/2024	Add more content about user interface changes

MultiLine Messaging | Version 2.5.0 | Release Notes

This is the planned content and schedule for MultiLine Messaging Version 2.5.0.

Target Deployment Date: September 27-29

Bug Fixes

ID	Description
CS-233847	Fix for contact name display issue when invalid number added
CS-233863	Fix for MultiLine user display name not visible in WhatsApp conversation

Version History

Date	Description
05/10/2024	Created

MultiLine Messaging | Version 2.4.0 | Release Notes

This is the planned content and schedule for MultiLine Messaging for Microsoft Teams Version 2.4.0.

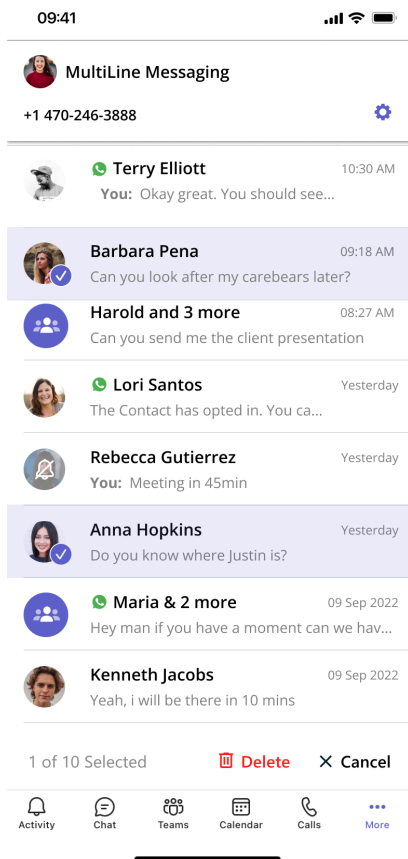
Deployment Date: September 8, 2024

What's new?

This release offers enhancements to the Microsoft Teams integration experience by adding visual voicemail and the ability to delete messages.

Delete messages

You may now delete messages when no longer needed. Simply select the messages you want to delete (up to 10 messages at a time), then select **Delete**.



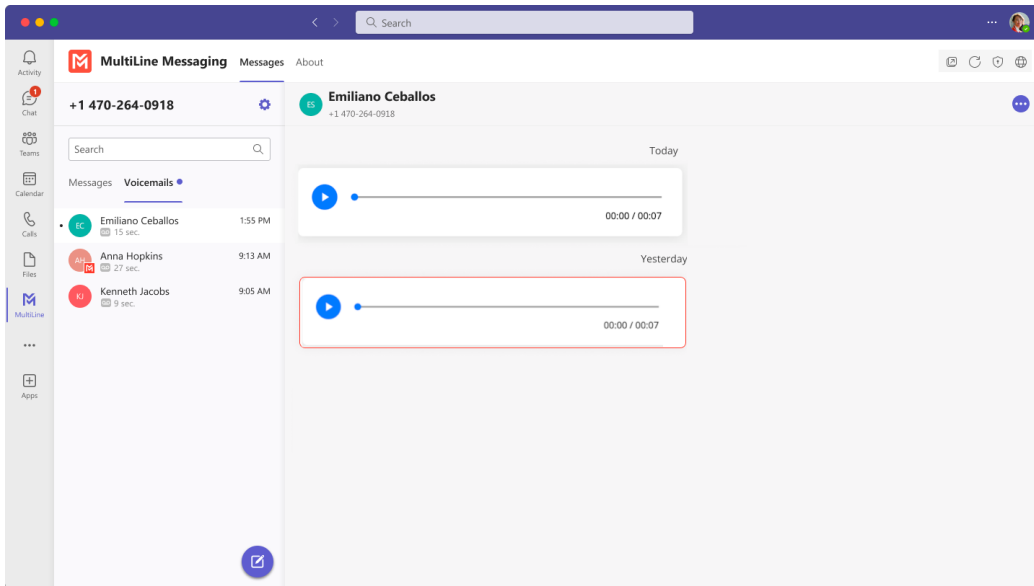
Note:

- The application will prevent you from deleting active social messaging conversations. To delete a social messaging conversation, you will need to first leave the conversation. See [How do I leave a social messaging conversation?](https://help.moviuscorp.com/help/leave-a-social-messaging-conversation-desktop) (<https://help.moviuscorp.com/help/leave-a-social-messaging-conversation-desktop>)
- Deleting a message from the applications will not delete any compliance records, if required by your organization.

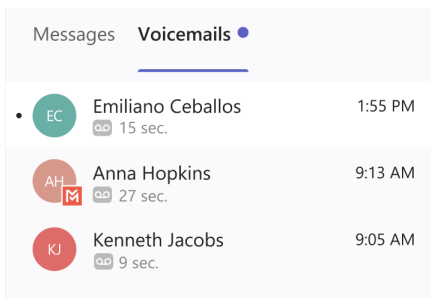
Currently, deleting apps in the MultiLine mobile app or Teams MultiLine Messaging app only deletes the messages locally. In this release, we prepared the MultiLine Messaging app to synchronize deletion with the MultiLine mobile apps. The synchronization will be available in upcoming app releases for MultiLine mobile apps.

Seamless visual voicemail experience

For those who extend their Microsoft Teams experience to both voice and messaging, visual voicemails are now available in the MultiLine Messaging app. Now you can listen to your voicemail messages without leaving Teams, reducing app switching and increasing your productivity.

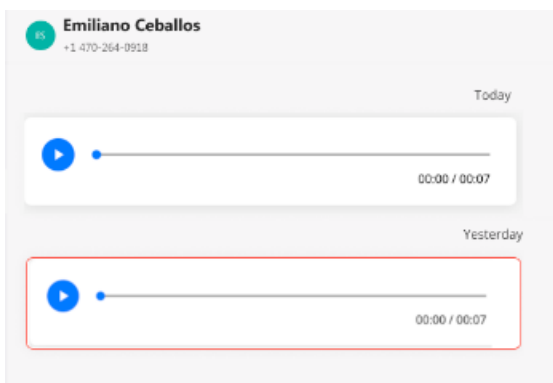


To access Voicemails, simply select the Voicemails tab at the top of the inbox. New voicemails are indicated by a large blue dot. Contacts that have sent voicemails appears in the list, in order of the contact who most recently sent a voicemail. New voicemail messages are indicated by a small black dot.

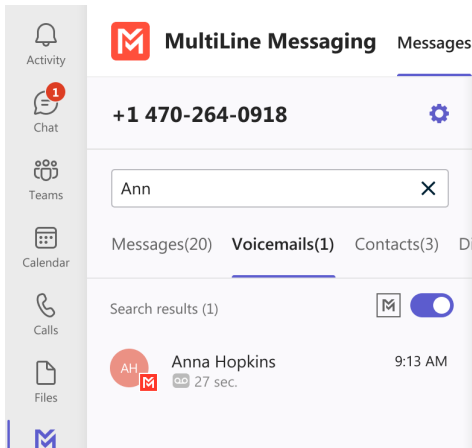


Selecting the contact will show the history of voicemails. You can easily see when the voicemails were received, whether they have been listened to, and their duration.

- The voicemail players allow play, pause, and volume control.
- Voicemails that haven't been listened to are indicated by a bright orange outline.



Voicemails also appear as results a tab when searching.



User Interface Changes for Search

To improve the usability of MultiLine Messaging app search we've made minor changes, including changing the tab order to Messages, Voicemails, Contacts, and Directory.

Bug Fixes

No bug fixes in this release

Version History

Date	Description
08/22/2024	Created

MultiLine Messaging | Version 2.3.0 | Release Notes

This is the planned content and schedule for MultiLine Messaging for Microsoft Teams Version 2.3.0.

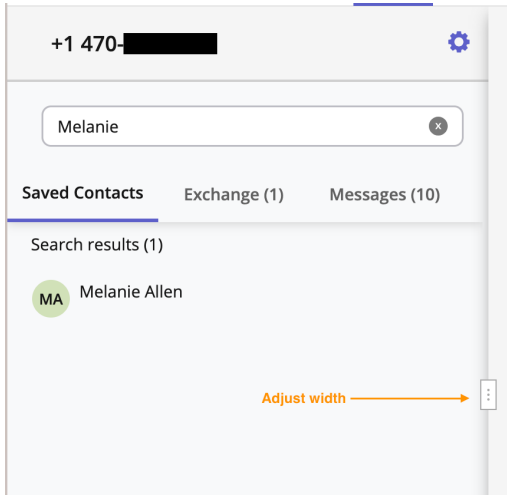
Deployment Date: August 2-4, 2024

What's new?

This release features changes to improve the user experience of the left panel and search functions in the MultiLine Messaging app.

Left Panel Enhancement

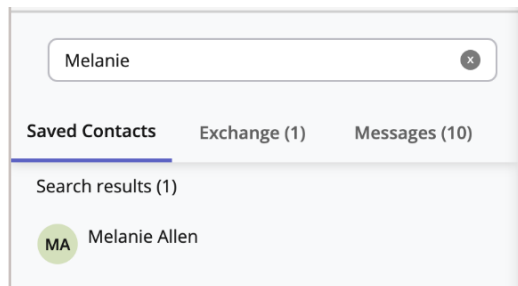
When using the Desktop application, users may now adjust the width of the left panel to up to half the screen by selecting and dragging it using the setting handle.



Search Enhancement

In both mobile and desktop apps, when using search, you can select tabs to view results such as Saved Contacts, Exchange, and Messages.

- Select **Saved Contacts** to only show results matching contacts added directly to your Contacts list.
- Select **Exchange** to display results from the Exchange server. *Note: Exchange will only show if you have connected the MultiLine Messaging app to a company Exchange server.*
- Select **Messages** to show messages containing the search term.



Bug Fixes

ID	Description
CS-233847	Contact display issue
CS-233863	MultiLine user name display issue

Version History

Date	Description
07/24/2024	Created



This is the planned content and schedule for MultiLine Messaging for Microsoft Teams Version 2.2.0.

Deployment Date: July 7, 2024

What's New?

MultiLine Messaging for Microsoft Teams: Help Widget

We're adding a help widget to the MultiLine Messaging Application for users to report issues to their support organization.

Previously, the Settings menu had a "Report an Issue" item that allowed users to submit a report with a simple description of the issue. This menu item will now be called "Help" and will allow the user to email or call their support organization, or go to the Help Center. Users who select the calling option can choose from available calling apps, including Teams.

The email address or phone number displayed is set by Movius Management Portal (MMP) admins in Customize the Mobile app (See [Customize the mobile app](https://help.moviuscorp.com/help/customize-the-mobile-app) (<https://help.moviuscorp.com/help/customize-the-mobile-app>)). End-User Documentation available in [How do I contact support?](https://help.moviuscorp.com/help/how-do-i-contact-support) (<https://help.moviuscorp.com/help/how-do-i-contact-support>).

Leave 1:1 Social Messaging Conversations

Social Messaging platforms limit the number of business users who can message with consumers using the same business account. This feature allows MultiLine users to leave a conversation after they have completed their interaction, so that other MultiLine users will be able to initiate conversations. Supported for WhatsApp, WeChat, and LINE.

For more information, see updated messaging documentation:

- [WhatsApp Messaging in Teams](https://help.moviuscorp.com/help/whatsapp-messaging-microsoft-teams#leave-a-conversation) (<https://help.moviuscorp.com/help/whatsapp-messaging-microsoft-teams#leave-a-conversation>)
- [WeChat Messaging in Teams](https://help.moviuscorp.com/help/wechat-messaging-teams) (<https://help.moviuscorp.com/help/wechat-messaging-teams>)
- [LINE Messaging in Teams](https://help.moviuscorp.com/help/line-messaging-teams) (<https://help.moviuscorp.com/help/line-messaging-teams>)

Bug Fixes

No bugs in this release.

Version History

Date	Description
06/28/2024	Created

MultiLine Messaging | Version 2.1.1 | Release Notes

This is the planned content and schedule for MultiLine Messaging for Microsoft Teams Version 2.1.1.

Deployment Date: June 8, 2024

Bug Fixes

No bugs in this release.

Version History

Date	Description
06/06/2024	Created
06/07/2024	Corrected discrepancies in new Message Queuing feature description: 1) template message is no longer part of the conversation reinitiating flow, 2) MultiLine users can also send queued messages while waiting for opt-in

MultiLine Messaging | Version 2.0.2 | Release Notes

Deployment Date

May 19, 2024

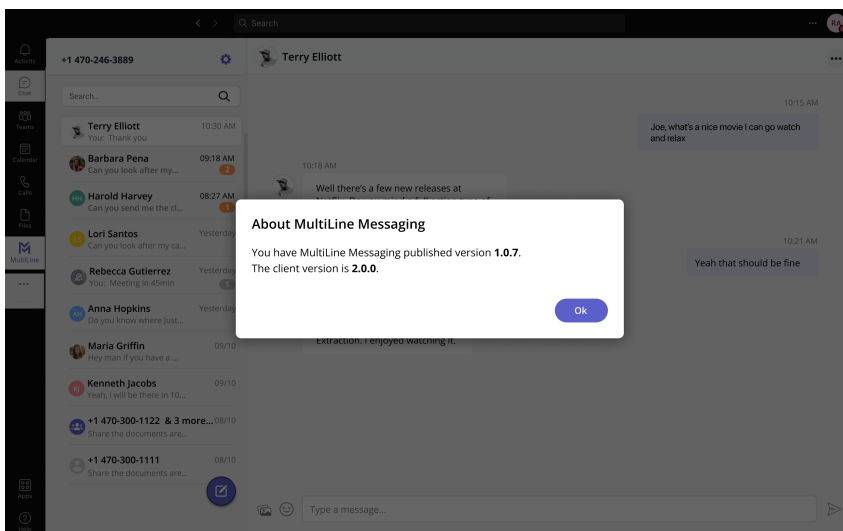
What's New

Version number visibility

Display MultiLine Messaging app version number throughout screens of the web and mobile application.

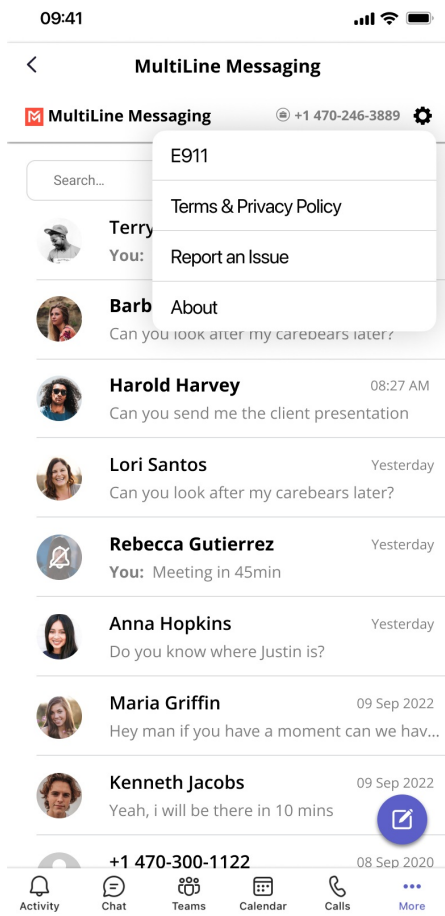
Teams Desktop

User selects about from settings menu (near MultiLine Number) and information displays:

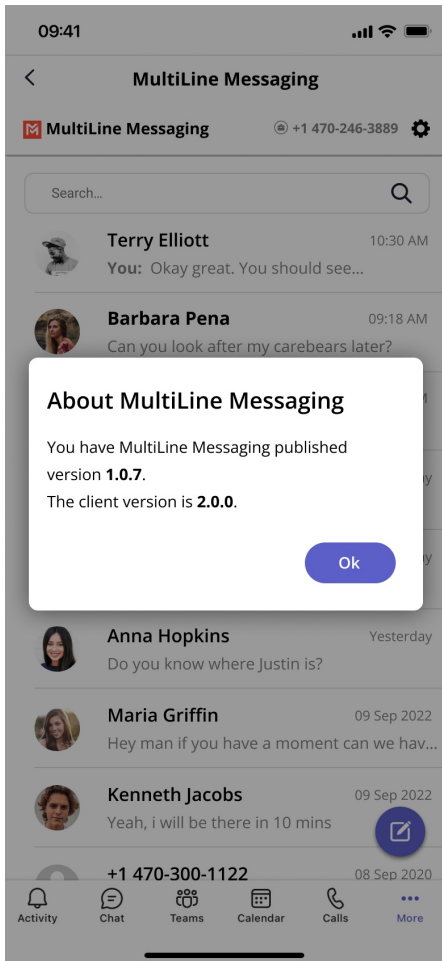


Teams Mobile

User selects About from Settings Menu



Information displays:



Bug Fixes

ID	Description
CS-233701	Add support for using multiple language keyboards
CS-233768	Fix exception causing text box to be unavailable to user
CS-233731	Fix exception causing user's chat to not load

Version History

Date	Description
05/10/2024	Created
05/15/2024	Minor Edit: Correction to version number

MultiLine Messaging | 2024.03.22 | Release Notes

Deployment Data

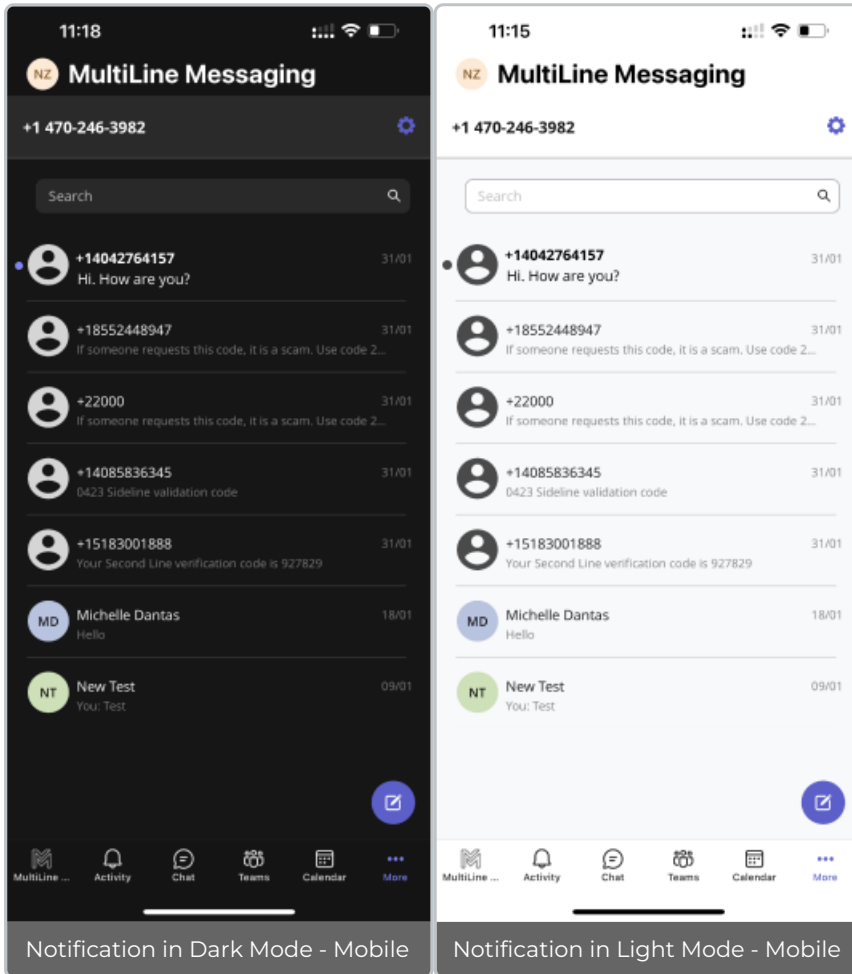
Deployment Date

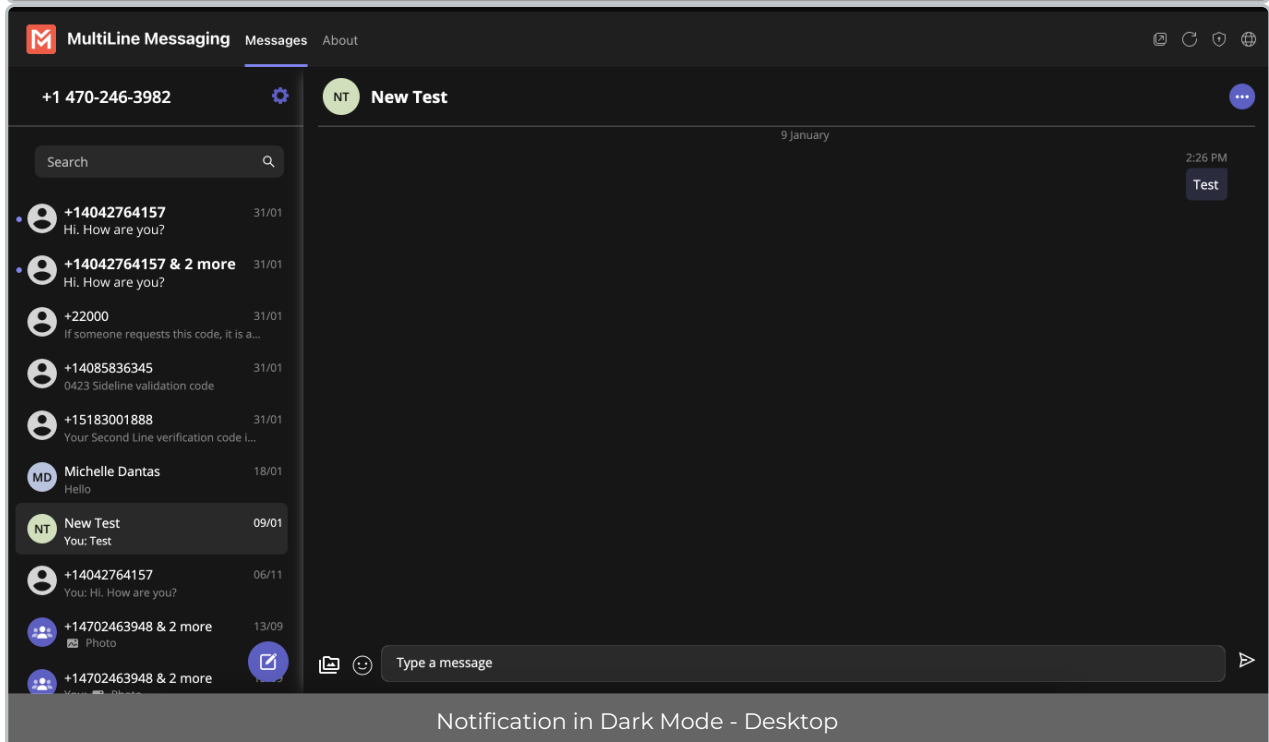
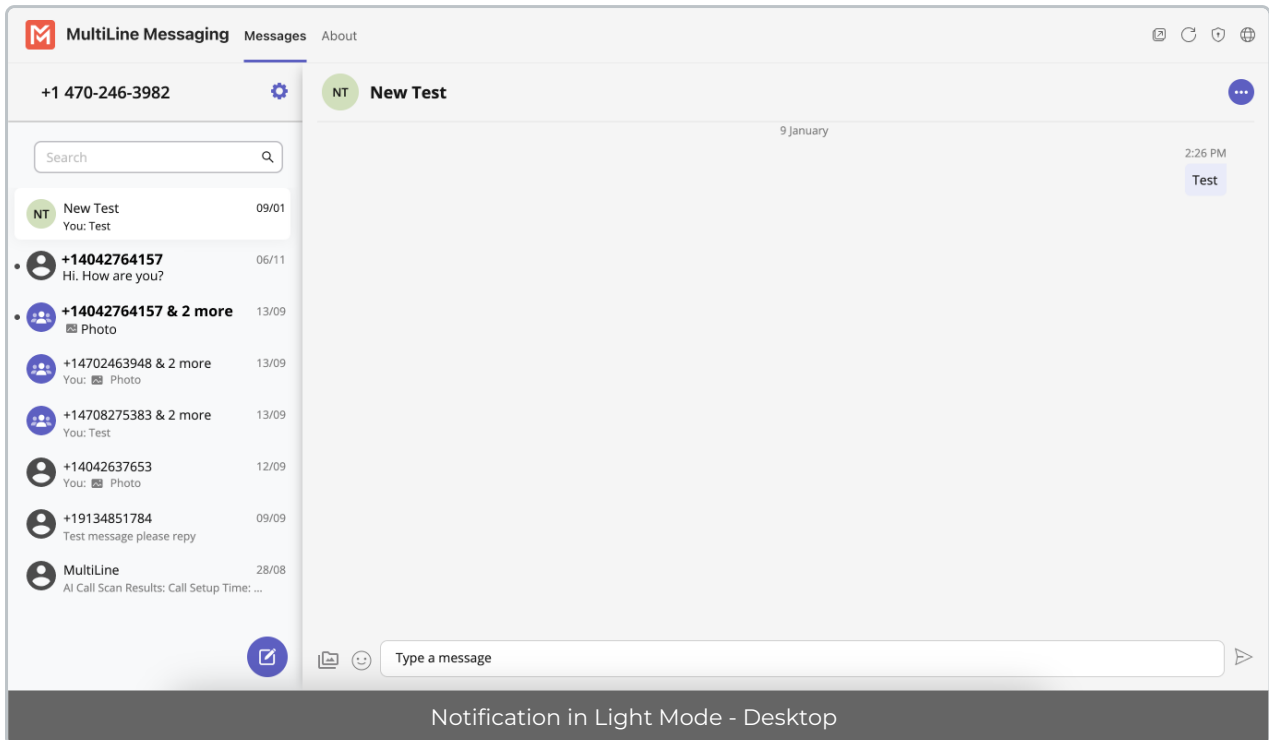
March 22-24, 2024

What's New?

New Look for Incoming Message Notifications

Now incoming messages are now indicated with a dot.





Client information in CDRs

Telemetry administrators will now be able to see which client (Android, iOS, Teams, or Desktop) is used inbound and outbound calls in the CDRs. Documentation is available in the latest version of Movius CDR documentation.

Version history

Date	Description
03/21/2024	Created

MultiLine Messaging | 2024.03.16 | Release Notes

Pre-Release Notice: Please note that some features listed are still in process of being tested. Movius reserves the right to cancel or postpone the release of these features or to modify release dates. Furthermore, this content does not include private customer-specific developments.

Read on to learn what's new with MultiLine Messaging for Microsoft Teams.

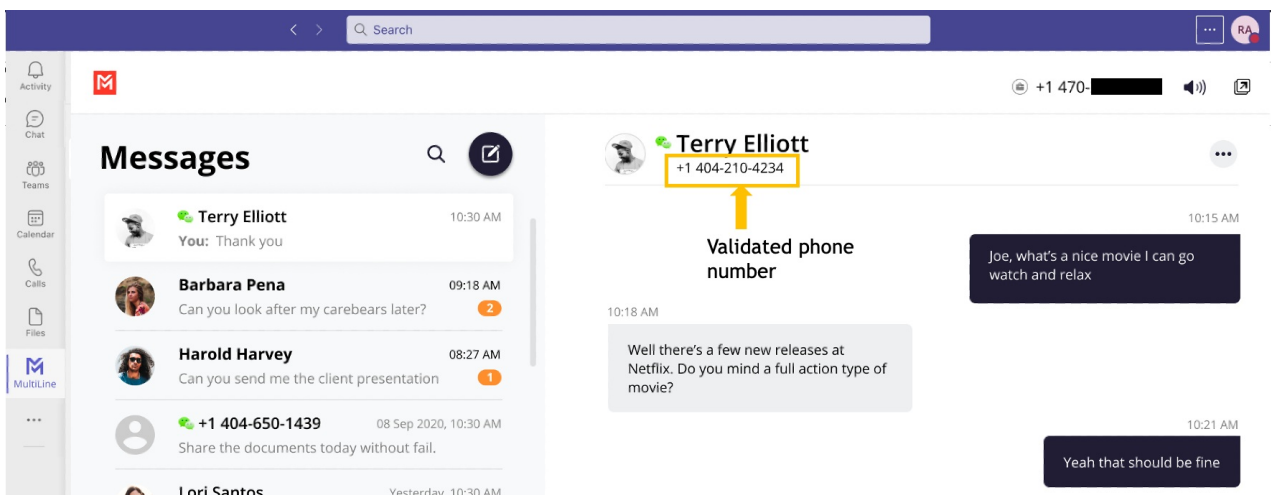
MultiLine Messaging Release Notes

Deployment Date: March 16-17, 2024

What's New?

Display validated phone number for WeChat and LINE conversations

When WeChat and LINE users initiate conversations with a business using the guest phone number validation feature, the Movius bot validates the phone number of the user before connecting them to the MultiLine user. With this release, the validated phone number now appears below the contact name at the top of the messaging thread. This allows the MultiLine user to easily view the phone number associated with the person they're chatting with.



For more information on the guest phone number validation feature, see [WeChat: Phone Number Validation Flow](https://help.moviuscorp.com/help/wechat-phone-number-validation-flow) and [LINE: Phone Number Validation Flow](https://help.moviuscorp.com/help/line-phone-number-validation-flow). Note:

Customer reader account required to view.

Bug Fixes

ID	Fixed Issue
MME-3	WeChat and Line number display includes 1001/1011 prefix in MS Teams App
M2023-7856	Teams unable to handle large messages
M2023-7855	Unable to add WeChat/LINE user contact in Teams app

Version history

Date	Description
03/11/2024	Created
3/19/2024	Added bug fixes

MultiLine Messaging | 2024.03.02 | Release Notes

Pre-Release Notice: Please note that some features listed are still in process of being tested. Movius reserves the right to cancel or postpone the release of these features or to modify release dates. Furthermore, this content does not include private customer-specific developments.

Read on to learn what's new with MultiLine Messaging for Microsoft Teams.

MultiLine Messaging Release Notes

Deployment Date: February 3, 2024

What's New?

- We've made updates to our platform infrastructure to enhance the robustness and scalability of the Microsoft Teams connector. This means a smoother and more responsive experience for users, even during peak usage periods.

MultiLine Messaging | 2023.27.10 | Release Notes

Pre-Release Notice: Please note that some features listed are still in process of being tested. Movius reserves the right to cancel or postpone the release of these features or to modify release dates. Furthermore, this content does not include private customer-specific

developments.

Read on to learn what's new with MultiLine Messaging for Microsoft Teams.

MultiLine Messaging Release Notes

Deployment Date: October 27, 2023

What's New?

- **Dark Mode Update** - enhancing the visual experience while using MultiLine Messaging in dark mode.
- **Stability Fixes** - We squashed bugs and fine-tuned performance to provide a more stable and reliable app.

MultiLine Messaging | 2023.06.10 | Release Notes

Pre-Release Notice: Please note that some features listed are still in process of being tested. Movius reserves the right to cancel or postpone the release of these features or to modify release dates. Furthermore, this content does not include private customer-specific developments.

Read on to learn what's new with MultiLine Messaging for Microsoft Teams.

MultiLine Messaging Version 2023.06.10 Release Notes

Deployment Date: June 10, 2023

What's New?

- We refined graphical elements in the interface, enhancing visual aesthetics and improving user experience.

MultiLine Messaging | 2023.16.09 | Release Notes

Pre-Release Notice: Please note that some features listed are still in process of being tested. Movius reserves the right to cancel or postpone the release of these features or to modify release dates. Furthermore, this content does not include private customer-specific

developments.

Read on to learn what's new with MultiLine Messaging for Microsoft Teams.

MultiLine Messaging Release Notes

Deployment Date: September 16, 2023

What's New?

- **Visual Experience Improvements:** We refined graphical elements, making the interface more visually appealing and user friendly.
- **Grouped Notifications:** We improved the notification experience by grouping them, helping users stay informed without feeling overwhelmed.
- Companies can now enable or disable MultiLine Desktop for an organization without disabling MultiLine Messaging for Microsoft Teams, so the permissions can be granted independently according to company needs.
- **Stability Fixes:** We squashed bugs and fine-tuned performance to provide a more stable and reliable app.

MultiLine Messaging | 2023.22.07 | Release Notes

Pre-Release Notice: Please note that some features listed are still in process of being tested. Movius reserves the right to cancel or postpone the release of these features or to modify release dates. Furthermore, this content does not include private customer-specific developments.

Read on to learn what's new with MultiLine Messaging for Microsoft Teams.

MultiLine Messaging 2023.22.07 Release Notes

Deployment Date: July 22, 2023

What's New?

- Refined graphical elements in the interface, enhancing the look, feel and user experience
- Stability fixes

MultiLine Messaging | 2023.07.07 | Release Notes



Pre-Release Notice: Please note that some features listed are still in process of being tested. Movius reserves the right to cancel or postpone the release of these features or to modify release dates. Furthermore, this content does not include private customer-specific developments.

Read on to learn what's new with MultiLine Messaging for Microsoft Teams.

MultiLine Messaging 2023.07.07 Release Notes

Deployment Date: July 7, 2023

What's New?

- MultiLine Messaging is now available in the [Microsoft Teams AppSource](https://appssource.microsoft.com/en-us/product/Office365/WA200005658)  (<https://appssource.microsoft.com/en-us/product/Office365/WA200005658>)  app store.
 - We introduced a simpler deployment for MultiLine Messaging to different Movius geographical regions.
 - We refined graphical elements in the interface, enhancing visual aesthetics, and improving user experience with stability fixes.
-