

Version 4.56.2 | Platform Release Notes

Last Modified on 11/20/2025 2:15 pm EST

Planned official release schedule and content:

Timing:

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

What's New?

Platform Support for “Away Message” (Out-of-Office) Auto-Replies

We're implementing the platform-side support for the upcoming Away Message (Out-of-Office) feature for the MultiLine mobile app.

Once fully rolled out, this feature will allow users to:

- Set an automatic reply message when they are unavailable (e.g., on vacation or out of office).
- Automatically send a response to incoming messages across supported channels — SMS, MMS, and social messaging — with a custom message during designated timeframes.

Note:

- This release includes platform-only support. There is no change to the current user experience in the MultiLine mobile app. The mobile client-side interface is not yet available. It will be announced once the mobile client release is confirmed.
- The feature is not active until Movius turns it on for the Organization.

Platform Support for Automatic Log Collection (MMP Update)

We're adding the platform-side support in the Movius Management Portal (MMP) for the upcoming *Automatic Log Collection* functionality for the MultiLine mobile app.

What Admins will see:

- A new control—**“Auto Log Collect”**—is now visible at the user level.
- This control allows administrators to enable or disable automatic diagnostic log collection for specific accounts.

This update prepares the platform for the upcoming mobile app release, which will introduce automatic background log collection to improve troubleshooting. Until the updated client is launched, enabling the feature in MMP will **not trigger any log uploads** for users on the current production app.

Note:

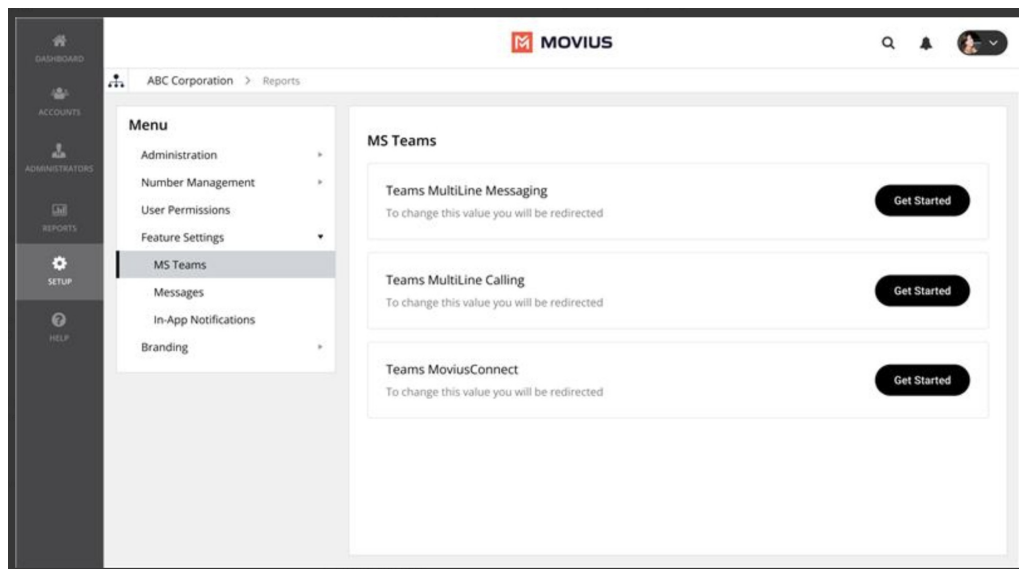
- There is **no change** to the current MultiLine mobile app experience.
- Turning on Automatic Log Collection for users on the production client has **no effect**, as the mobile-side capabilities are not yet active.
- The full Automatic Log Collection workflow will become active once the updated MultiLine mobile app version is released.

Self-Service Deployment for Movius Alloy & Alloy Chat Application

We are excited to announce the introduction of **self-service onboarding** for new customers deploying the **Movius Alloy** (formerly known as *MultiLine Messaging*) and **Alloy Chat** (formerly known as *MoviusConnect*). This enhancement empowers customers to **deploy and install the apps within their own tenant** without requiring assistance from the Movius Support team.

Key Highlights

- Customers can now complete onboarding independently using:
 - **MMP Portal**
 - **Azure Portal**
 - Access to the target tenant where the app will be installed
- Onboarding can be performed by an **Azure administrator** or with their support.
- The administrator must have:
 - Access to the **Azure Portal**
 - Permissions for the tenant where the Alloy app will be deployed



- **Post-Deployment Steps**

- Once the Alloy& Alloy Chat app is added to the customer tenant:
 - **Movius administrators** can enable the app for users within the organisation.
 - For organisations with hierarchical structures, app must be enabled at the **parent level**, ensuring inheritance across all child organisations.

Benefits

- **Faster Onboarding:** Eliminate dependency on Movius Support for initial setup.
- **Greater Control:** Customers manage deployment within their own environment.
- **Scalability:** Seamless enablement across organisational hierarchies.

How to Get Started

1. Log in to the **MMP Portal** and access Setup.
2. Ensure you have:
 - An **Azure administrator account**
 - Access to the **Azure Portal** and the target tenant
3. Follow the step-by-step guide in the portal to:
 - Deploy the Alloy app in your tenant
 - Enable the app for users at the parent level for hierarchical organisations
4. Once deployed, Movius users can view the app in their Microsoft Teams within Apps section

Changes for Existing Customers

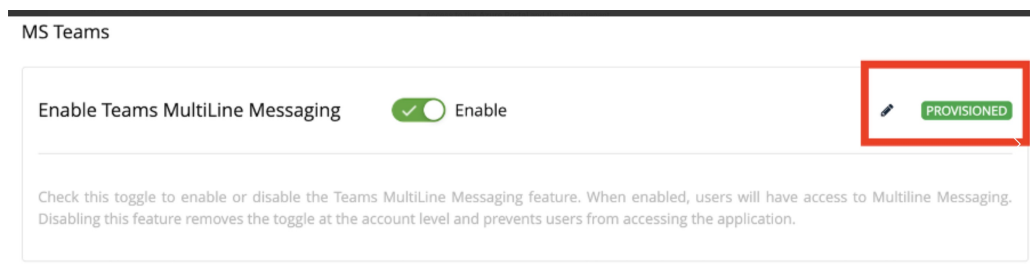
Existing customers are not required to make any modifications to their current onboarding setup. The process and configuration you are already using will remain unchanged.

User Interface Updates

To enhance transparency, an additional badge will now appear on the user interface. This badge serves as a confirmation that the MultiLine Messaging app has been provisioned for your account.

Viewing Tenant Information

If you wish to view the tenant ID associated with the MultiLine Messaging app, simply click on the pencil icon within the interface. This action will display the tenant ID for the tenant where the MultiLine Messaging app is provisioned.



Version History

Date	Description
11/05/2025	Created
11/20/2025	Added Automatic Log Collection
