

## Release Notes v2.80.0

Key	Release Note
SMAR-7714	We have renamed the 'Add Channel' button in Channel Settings to be consistent with other channels so that it now reads '+ Add Contact Endpoint'
SMAR-7857	An agent can see the user who has barged their call within their list of call participants
SMAR-8099	The controls presented in the call participant list are conditional, depending on who the participant is.
SMAR-8101	Display appropriate controls per connection in the new participant list
SMAR-8243	Multi Party Calling (MPC)   Agents can now swap the hold between 2 people, when the person that is on hold is not their self.
SMAR-8254	Multi Party Calling (MPC)   Agents can simultaneously remove any participants from a hold state with the join button
SMAR-8277	Multi Party Calling (MPC)   Agents in an MPC call can distinguish participants based on their status (hold, connected, or invited to join) using colours and written indicators.
SMAR-8279	MPC   Customer contact ID and overall call duration remain visible to connected agents even after customer is disconnected from MPC (2+ call)
SMAR-8280	Multi Party Calling (MPC)   Agents will receive a banner alert when a customer's connection to an MPC contact has ended.
SMAR-8299	Multi Party Calling (MPC)   An agent is not be able to add a new consult to a room that is at full capacity
SMAR-8337	Reduced dialler component with no controls shown for an agent when a customer disconnects.
SMAR-8353	A supervisor who barged a call can now leave exit the barged call and return to monitoring only.
SMAR-8425	QuickConnect and external call snow display the correct number in the Dialler

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SMAR-8477	New feature that enables agents to select the relevant queue when placing outbound calls
SMAR-8505	New feature that enables agents to select the relevant queue when placing outbound calls
SMAR-8580	Users will now be able to select an outbound contact flow queue for Email and SMS contacts from within Channel Settings
SMAR-8606	Audit Log feature will be enabled by default
SMAR-8609	Add 'contact-flow-phrases' feature to the list of deprecated features.
SMAR-8620	Add Outbound Contact Flow dropdown to SMS and Email channel config
SMAR-8671	Updated dialler to allow for the display of multiple call participants within the same call of 3+ people.
SMAR-8698	Fix applied so that the UI shows the correct number when processing moving/ending tasks
SMAR-8700	A fix has been implemented to prevent agents from seeing conversations on rejected tasks
SMAR-8786	Agent controls displayed correctly when the customer leaves a call with multiple agents.
SMAR-8822	Incorrect dialler is no longer displayed when a customer leaves a multi-party call