

AvePoint CallAssist for Microsoft Dynamics® CRM

Release Notes

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AvePoint CallAssist 3.2.5 for Microsoft Dynamics CRM

Release Date: November 12, 2014

Required Minimum Version for Direct Update	CallAssist 3.2.2 and later versions can be updated directly to the latest version of CallAssist.
Supported Microsoft Dynamics CRM Versions	Microsoft Dynamics CRM 2013 (Online and On-Premises) or Microsoft Dynamics CRM 2011 (Online and On-Premises).
New License Required?	A new license is required with every update of CallAssist. Please contact AvePoint Support for an updated license.

New Features and Improvements

- The **Phone Call Activity** pop-up window will automatically remember your settings in the **Set As Complete** and **Create a New Task** fields the next time you open the window.

Known Issues

- If the Domain Controller server uses a different language than the MSI installation package you want to deploy via Group Policy, Windows cannot to deploy the MSI installation package.
- The CallAssist **Call Numbers** button does not work in Safari browsers.

AvePoint CallAssist 3.2.4 for Microsoft Dynamics CRM

Release Date: October 13, 2014

Required Minimum Version for Direct Update	CallAssist 3.2.2 and later versions can be updated directly to the latest version of CallAssist.
Supported Microsoft Dynamics CRM Versions	Microsoft Dynamics CRM 2013 (Online and On-Premises) or Microsoft Dynamics CRM 2011 (Online and On-Premises).
New License Required?	A new license is required with every update of CallAssist. Please contact AvePoint Support for an updated license.

New Features and Improvements

- CallAssist no longer displays the Call button over a field that does not contain a phone number.
- The icon for call logging has been updated to better distinguish it from the icon for placing calls.
- Various other improvements and bug fixes.

Bug Fixes

- CallAssist 3.2.2 and later versions can now be updated directly to the latest version of CallAssist.

Known Issues

- If the Domain Controller server uses a different language than the MSI installation package you want to deploy via Group Policy, Windows cannot to deploy the MSI installation package.
- The CallAssist **Call Numbers** button does not work in Safari browsers.

AvePoint CallAssist 3.2.3 for Microsoft Dynamics CRM

Release Date: May 29, 2014

Required Minimum Version for Direct Update	CallAssist 3.2.2 and later versions can be updated directly to the latest version of CallAssist.
Supported Microsoft Dynamics CRM Versions	Microsoft Dynamics CRM 2013 (Online and On-Premises) or Microsoft Dynamics CRM 2011 (Online and On-Premises).
New License Required?	A new license is required with every update of CallAssist. Please contact AvePoint Support for an updated license.

New Features and Improvements

- Added Japanese language support in CallAssist 3.2.3.

Known Issues

- CallAssist 3.2.1 is not compatible with previous versions of the solution; you must uninstall previous versions of CallAssist before updating to CallAssist 3.2.1.
- The CallAssist **Call Numbers** button does not work in Safari browsers.

AvePoint CallAssist 3.2.2 for Microsoft Dynamics CRM

Release Date: February 19, 2014

Required Minimum Version for Direct Update	A direct update is not supported with AvePoint CallAssist 3.2.2. To avoid potential errors, you must uninstall your previous version of CallAssist before installing 3.2.2.
Supported Microsoft Dynamics CRM Versions	Microsoft Dynamics CRM 2013 (Online and On-Premises) or Microsoft Dynamics CRM 2011 (Online and On-Premises).
New License Required?	A new license is required with every update of CallAssist. Please contact AvePoint Support for an updated license.

New Features and Improvements

- A new Phone Call activity can be created via the **Phone Call Activity** pop-up window or the **New Phone Call** webpage in Dynamics.
- A new Contact is created in Dynamics CRM if the phone number of a call does not belong to any record.
- You can now link incoming calls with a Dynamics record in the **Incoming Call** window.
- The mouse-wheel can be used to scroll through the results in the tabs.
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Known Issues

- CallAssist 3.2.1 is not compatible with previous versions of the solution; you must uninstall previous versions of CallAssist before updating to CallAssist 3.2.1.
- The CallAssist **Call Numbers** button does not work in Safari browsers.

AvePoint CallAssist 3.2.1 for Microsoft Dynamics CRM

Release Date: November 18, 2013

Required Minimum Version for Direct Update	A direct update is not supported with AvePoint CallAssist 3.2.1. To avoid potential errors, you must uninstall your previous version of CallAssist before installing 3.2.1.
Supported Microsoft Dynamics CRM Versions	Microsoft Dynamics CRM 2013 (Online and On-Premises) or Microsoft Dynamics CRM 2011 (Online and On-Premises).
New License Required?	A new license is required with every update of CallAssist. Please contact AvePoint Support for an updated license.

New Features and Improvements

- The CallAssist solution is now supported on Microsoft Dynamics CRM 2013.
- The Phone Call Activity window allows you to check an option to create a new task after submitting a phone call activity.
- When making a call with Lync or Skype set as the default provider, the application will automatically open.
- While configuring Call Assist Personal settings, the organization name no longer has to be selected and will automatically be retrieved.
- The Call Numbers buttons function in both Firefox and Google Chrome browsers.
- In the Phone Call Activity window, you can select another Regarding record to attach the phone call activity to.
- CallAssist Admin Tool supports connecting to the Dynamics CRM online instances created in Office 365.
- CallAssist now updates the duration field in the phone call activity in Dynamics CRM.

Bug Fixes

- In environments using claim-based authentication, the CallAssist Admin Tool now retrieves Personal Settings information.
- Fixed a bug where entering a username without a domain name in the Personal Settings of the CallAssist Admin Tool retrieved only the Organization and Entity information and failed to import the solution.
- Fixed a search bug that occurred when a case was created in a Dynamics CRM environment that has the CallAssist solution deployed and all values are set except for the **Title** column.

Known Issues

- CallAssist 3.2.1 is not compatible with previous versions of the solution; you must uninstall previous versions of CallAssist before updating to CallAssist 3.2.1.
- The CallAssist **Call Numbers** button does not work in Safari browsers.

AvePoint CallAssist 3.0 for Microsoft Dynamics CRM

Release Date: March 12, 2013

Known Issues

- In environments using claim-based authentication, the CallAssist Admin Tool will not retrieve **Personal Settings** information.
- Entering a username without a domain name in the **Personal Settings** of the CallAssist Admin Tool retrieves only the **Organization** and **Entity** information and fails to import the solution.
- When a case is created in a Dynamics CRM environment that has the CallAssist solution deployed and all values are set except for the **Title** column, a search for this case will reveal that all columns appear to have no values.

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