

Release Notes:

Quincy WebApp

Release Date: February 6, 2025

Version: 1.477.6

Important Notes for Affected Users

The following products are impacted by this release:

- Group Settings
- On Call Schedules
- Visit Path
- Virtual Conversations
- Patient Chat
- Quick Forms
- Care Campaigns
- Reports

The following products are NOT impacted by this release:

- QliqCONNECT for Mac
- QliqCONNECT for Windows
- QliqCONNECT for iPhone/iPad
- QliqCONNECT for Android

- QliqCHAT for Mac
- QliqCHAT for Windows
- QliqCHAT for iPhone/iPad
- QliqCHAT for Android
- QliqDIRECT
- QliqSTOR

What's New

1. N/A

Improvements

- **+Chat UI Improvements:** The +Chat user interface has been significantly improved to enhance usability and functionality. The UI has been redesigned as a side-drawer, providing more space for displaying useful information. Additionally, we have unified the UI to ensure it remains consistent, regardless of whether EMR integration is enabled or disabled.
- **+CHAT Search Enhancements:** The search workflow has been modified to reduce duplicate patient creation.
 - Agents can now select a filter to search by first name, last name, mobile number, email or medical record number (MRN). If the "My Patients" checkbox is selected, the search will be limited to only "My Patients." If the checkbox is not selected, the search will expand to include "My Patients" as well as all non-private patients, providing a more flexible search experience.
 - Agents can search for all patients or narrow it down to a patient group. If the patient group is selected, a drop list of available groups displays

The screenshot displays the Elmer Chat widget interface. On the left, a sidebar contains a search bar labeled "Find conversation", a user icon, and a "+ CHAT" button. Below this, it states "No conversations found". The main area is titled "Start a Conversation" and includes a search filter dropdown set to "QliqSOFT", a patient group dropdown set to "All Patients", and a search input field containing "elmer". Below the search bar, it indicates "15 search results". A checkbox labeled "My Patients" is present. A table lists search results with columns for Name, DoB, MRN, Email, and Mobile Number. The results include "Elmer CalderonR", "Elmer Mobile", and "Elmer Four". Each result has a "SELECT" button next to it.

Name	DoB	MRN	Email	Mobile Number	Action
Elmer CalderonR				+14694323674	SELECT
Elmer Mobile				+14694323674	SELECT
Elmer Four			elmail4@elmer.t est		SELECT

- Once the patient is selected, this screen is displayed. Notice the new Secure Welcome Message. If you select a chatbot to launch, this initial message will be managed by the chatbot. If you are having a one on one

conversation, you can enter a message here. If so, this is the first message that the patient receives when they click the link to join the secure conversation. If you are sending an SMS and an email message, inserting the Welcome message in one channel will automatically copy it to the second channel

Start Conversation with Bobbi Weber

DoB: 11/25/2019

SMS

Email

+17203609566

English

* Text subject

Jessica from Adam's Clinic4 would like to start a secure conversation with you. Please click the link to accept.

112 / 250

No PHI here - this will be sent over SMS

Bobbi Weber will receive the above text message followed by a link. When they click the link they will be redirected to a secure conversation with you.

English

Secure Welcome Message

It is time to schedule your Annual Wellness Visit. This visit is done for your PCP and focuses on early detection and prevention of disease. It is at no cost to you and is in addition to the annual physical. Let's find a time to do this done.

244 / 250

BACK

START CONVERSATION

- **Virtual Visits:** Patients can now share their screen during virtual visits.
- **Virtual Visits:** The minimize/maximize video call button is displayed only for the current user
- **UI Kit:** Updated various icons within Quincy.
- **Reports/Upload activity:** Added a search function to Upload Activity
- **Reports/Conversation Activity:** Added a "Closed Time" column to the secure texting Conversation reports. This data will display only for conversations held after the release date.

Reports / Virtual Conversations / Conversation Activity

Conversation Activity

Filter by Subgroup

* Times are in Eastern Time (ET)

Conversation Status: Open 1828, Invited 985, Closed 12737, Assigned To Bot 1236

Filter by Initiation: Last 24 hours, 7 days, 30 days, 3 months, All

Filter by Widget: Start Date, To, End Date

RESET FILTERS

Subgroup	Assignee	Recipient	Widget	Initiation	Invite Time	Start Time	Closed Time	Current Status
Adam's Clinic4		test lastester	Daniil Tet Lungs	+Chat	Feb 04 2025, 08:50:02	Feb 04 2025, 08:50:02	-	Invited
Adam's Clinic4		Shemet Daniil	SERGIO	+Chat	Feb 04 2025, 06:07:51	Feb 04 2025, 06:07:51	-	Invited
Adam's Clinic4	self	Jack JanTest	IDmytro Petrenko Test	+Chat	Feb 03 2025,	Feb 03 2025,	-	Assigned To

- **Reports/Form Submissions:** Users with subgroups can now filter forms using a subgroup dropdown.

Reports / Patient Engagement / Form Submissions

Form Submissions

Filter by Subgroup

- **Group Settings:** There are new status cards that summarize the number of users for each status. To filter on a status, use the filter by drop box.

Manage Group

Users

Roles, Subgroups, External Groups, Quick Messages, Devices, Security Settings

t D TX O US +12346744677

Members, Non Members, Failed CSV Records, Staged CSV Members

ADD, EXPORT TO CSV

Pending 87, Active 11372, Inactive 19, Declined 0, Locked 0

Accepted 369, Disabled 8, AD Users 47, Non-AD Users 11808

Search, SEARCH, Filter by All

- **Group Settings:** There is a new search function added to the Admins page.

Subgroups, External Groups, Quick Messages, Devices, Security Settings, Personal Invitations

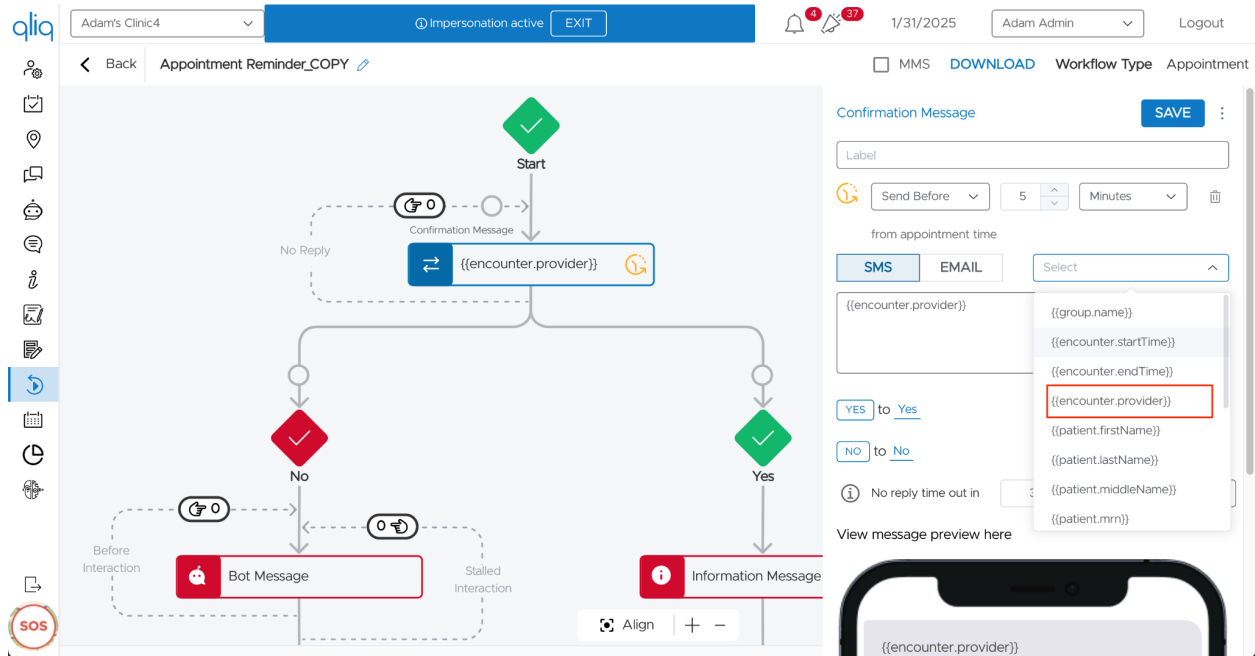
Admins

ADD, Search, SEARCH

Name	Email	Group Owner	Point of Contact	IT/Ser
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- **Visit Path:** Removed unnecessary Scheduled Visits feature.

- **Automated Care Campaigns:** Added the ability to insert the campaign recipient's Provider (New Attribute) into a message sequence.



- **Automated Care Campaigns:** The patient Medical Record Number (MRN) has been added to the Export to CSV file.

Patient Name	MRN	Mobile Number	Email Address	Patient group
Shemet Test		Hidden	Hidden	

- **Virtual Conversations:** Once the agent selects a patient for a +CHAT conversation, they now have the option to send an SMS and/or Email invitation to recipients. Agents can see if the invitation has been sent and by what channel(s).



Invitation Email 09:31 AM

From: qliqSOFT support <support@qliqsoft.com>

To: bobbi.weber@qliqsoft.com

Subject: Jessica from Adam's Clinic4 would like to start a secure conversation with you. Please click the link to accept.

Jessica from Adam's Clinic4 would like to start a secure conversation with you. Please click the link to accept.

<https://ztest.qliqsoft.com/s/hnoxgLo5t>



Invitation SMS 09:31 AM

From: +14693003611

To: +17203609566

Jessica from Adam's Clinic4 would like to start a secure conversation with you. Please click the link to accept.

<https://ztest.qliqsoft.com/s/o6DxBUe28>

Today

Conversation assigned to Bobbi W 09:39 AM



Bobbi W 09:39 AM

It is time to schedule your Annual Wellness Visit. This visit is done for your PCP and focuses on early detection and prevention of disease. It is at no cost to you and is in addition to the annual physical. Let's find a time to do this done.

- **Patient Chat:** The Quick Reply buttons have a refreshed look, aligning with the updated design of Patient Chat and Virtual Conversations.

Bug Fixes

1. **+CHAT/QliqCHAT:** Agents assigned a +CHAT patient no longer receive a message in QliqCHAT informing them that the conversation has been assigned to them when the patient responds unless they are offline.
2. **+CHAT:** The user no longer receives an error message when receiving a message that authentication is required.
3. **+CHAT:** The "Today" bubble is now added before the first message of the day is sent.
4. **+CHAT:** All audio files are now left aligned.
5. **+CHAT:** The last message the patient received is clearly labeled with the time and date the message was sent.
6. **Campaigns/Schedules:** Users can now delete a campaign schedule that does not have a campaign attached to it.
7. **Campaigns/Appointments:** Users can now edit invalid appointments without errors.
8. **Campaigns/One time campaigns:** Admins can now run one-time campaigns for subgroups.
9. **QuickSign:** The PDF file size error messages now are triggered correctly.
10. **QuickSign:** All fields are a consistent font with no indentations.
11. **QuickSign:** Users are required to complete fields as set by the agent.
12. **QuickSign:** Eliminated template name duplication.
13. **QuickSign:** Timestamps for exported CSV are correct.
14. **QuickSign:** Users are able to change the title of the quick sign template after it has been created.
15. **QuickSign:** Users are no longer logged out due to inactivity when editing a quick sign document.

16. **Quick Forms:** Uploaded images fit on the same page as the header.
17. **Quick Forms:** The patient's name and their phone number is not being pulled correctly within subgroups.
18. **Chatbot design studio:** When flagging a field to save the users response for later usage, admins can now edit the value name for later usage so long as the value is not null.
19. **Reports/Message activity:** This report now displays the correct year when viewing message activity for group and broadcast messages.
20. **Reports/Webhook events:** The response code is easier to read in the webhook report.
21. **Reports/Webhook events:** The report will not query the database until filter parameters are entered, improving report performance.
22. **Reports/SMS activity report:** Users are able to set and clear filters as needed for SMS activity reports.
23. **Reports/Reported issues:** Non-member-reported issues are now included in this report.
24. **User view:** Users are now able to minimize the size of their display window and the columns automatically size so the user can still easily read content within the columns.
25. **Error message:** The maximum size message now appropriately displays the size limitations set in the Quincy API.
26. **User view:** Users are now able to minimize the size of their display window and the scroll bar is still available.
27. **Users/Group Settings:** Users can now read the full text of each drop-down.
28. **Visit Path:** Filters now persist when navigating in Visit Path.
29. **Visit Path:** Disabled chat input and participant editing for Quincy messages in Visit Path.
30. **Quick Form:** Reloading a Quick Form page no longer creates an error.
31. **Devices:** When filtering on a number of versions behind, the number displayed on the filter and the number displayed below are now the same.

Manage Group

Users

Roles

Subgroups

External Groups

Quick Messages

Devices

Security Settings

Personal Invitations

Admins

Branding & Customization

OnCall Call Routing

Manage Features

Quincy Pay

QliqSTOR

QliqDIRECT

Adam's Clinic4

Qliq ID: 996197504

t D TX 0 US • +12346744677

ANNOUNCEMENT

THE LEARNING CENTER

Devices

All | One Version Behind 2 | Two Versions Behind 0 | Three or more Versions Behind 48

QliqCHAT Current Versions iOS 422 • Android 422 • Windows 21 • Mac 434

EXPORT TO CSV

Search

SEARCH

Filter by All

* Times are in Eastern Time (ET)

	Member	Member Type	Device	Description	Qliq App	OS	App Ver	Last Wipe	Status	Last login	
☐	Vika Test	Member	mac	Darwin	qliqChat	Version 14.6.1 (Build 23G93)	2.2.433 (433)		unlocked	Oct 23 2024, 10:23:20	
☐	Artur AD4	Member	ios	MBP-Artur	qliqChat ON	iOS 17.0	2.1.421 (421)		unlocked	Sep 04 2024, 05:07:13	

Total 2

10/page

32. **Devices:** Removing a device from the user profile does not delete messages sent with that device.
33. **Active Directory/Password change:** Once a user's password is changed in Active Directory, the user can log in using that password.
34. **Active Directory:** The Active Directory registration date now displays correctly.
35. **OnCall Routing:** The onCall Routing page now loads in a timely manner.
36. **OnCall Schedules:** It is now more obvious that users can add members, schedules and admins.
37. **OnCall Schedules:** Users are able to search for a user with their full name.
38. **Chat Widget:** Chat widgets remain open when a patient/visitor opens a PDF or searches for an FAQ.
39. **Reports:** Users are now able to filter Service Logs.