

Release Notes:

Quincy WebApp

Release Date: November 8, 2024

Version: 1.421.1

Important Notes for Affected Users

The following products are impacted by this release:

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

The following products are NOT impacted by this release:

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

What's New

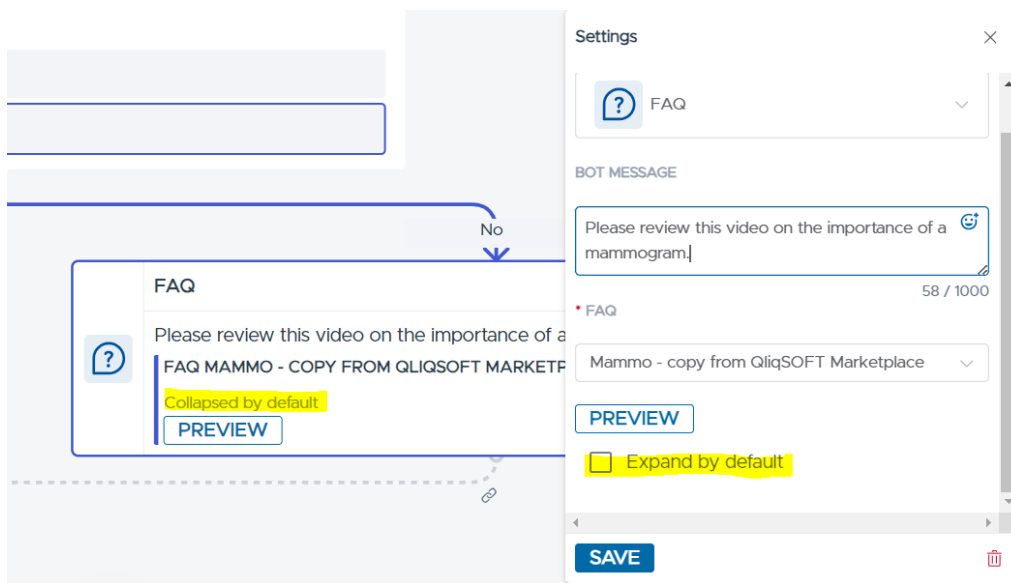
1. **Iframe Integration:** There is a new ability to launch Quincy +CHAT secure patient texting, a Virtual Visit, or Visit Path into a web browser via iFrame. This enhancement enables QliqSOFT to integrate with any system that supports iFrame integration, such as an EMR or contact center workflow (e.g. Genesys). This enhancement requires integration services to activate. For more information, please reach out to your account representative or click here: <https://www.qliqsoft.com/request-demo>
2. **One-Time Campaigns:** Clients who have purchased campaign automation now have the option to send one-time campaigns with either a single message or using an existing message sequence. If you are interested in campaign automation, please reach out to your account representative or click here: <https://www.qliqsoft.com/request-demo>
3. **Reporting Subgroup Filter:** An option to filter by subgroup has been added to the Virtual conversations/Conversation activity report.

Virtual Conversations > Conversation Activity

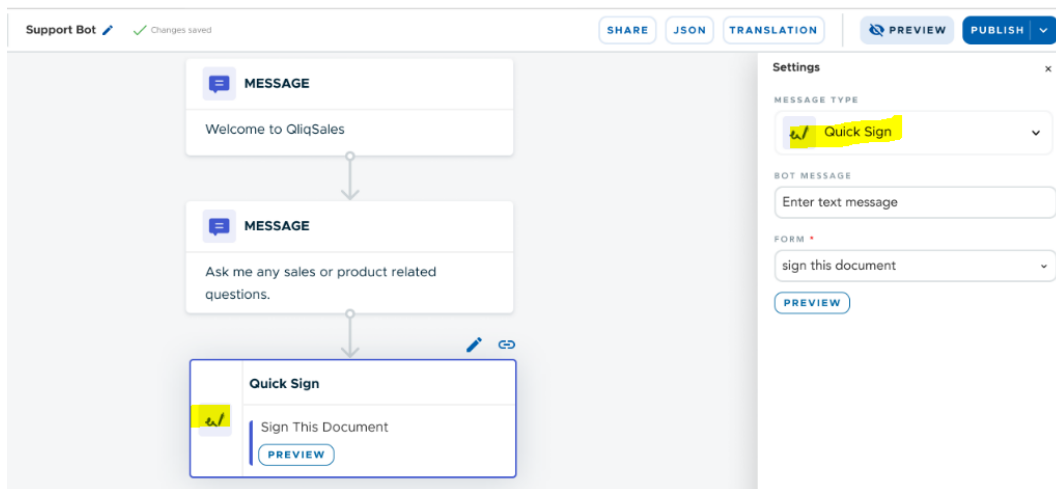
[EXPORT TO CSV](#)

Filter by Subgroup	Conversation Status	Filter by Initiation	Filter by Widget					
Filter by Recipient	Last 24 hours	7 days	30 days	3 months	✓ All	Start Date	To	End Date
RESET FILTERS								

4. **Chatbot Design Studio Formatting Enhancement:** Admins now have the option to choose plain text or advanced formatting (markdown) capabilities such as bullets, bolding, italics, headers, ordered lists, and underlining to places where there are chatbot messages, including forms, FAQs, videos, patient validation and more.
5. **Chatbot Design Studio Auto-open Enhancement:** To reduce the number of clicks for a user to engage with a chatbot, administrators now have the option to automatically present the open form or document settings for Quick Forms, Quick Sign, FAQs and videos. The setting is collapsed by default. The administrator has the option to expand the attachment by default.

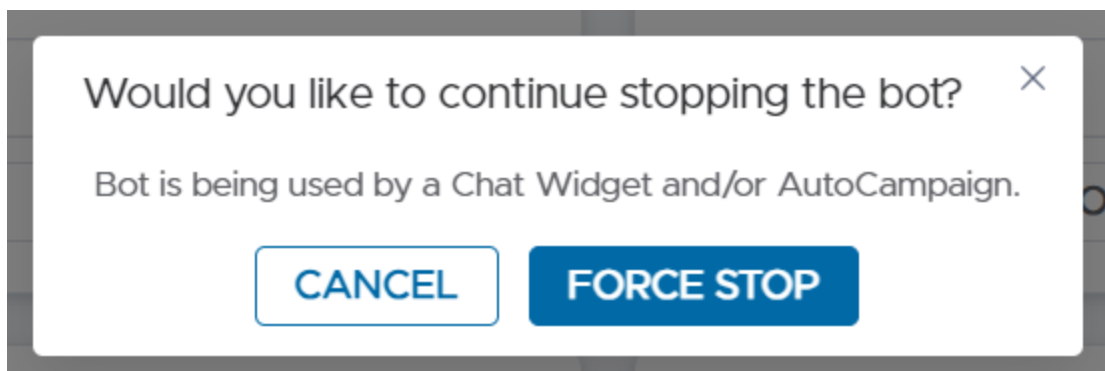


6. **Chatbot Design Studio Auto-open Enhancement:** Added a Quick Sign option to the message type picklist that allows administrators to automatically send a Quick Sign form for signature so it does not need to be sent manually by an agent.



Improvements

1. **UI Kit Update:** Improved usability and consistency across the platform with the latest UI Kit changes.
2. **Time Zone Format Update:** Standardized the time zone format across the platform for better consistency.
3. **Quick Forms Date Display:** Standardized the date format to MM/DD/YYYY.
4. **Bot Confirmation Popup:** When the administrator attempts to stop a chatbot that is being used in an Auto Campaign or Chat Widget, they receive a warning message that the chatbot is being used so that the administrator doesn't inadvertently stop a chatbot.



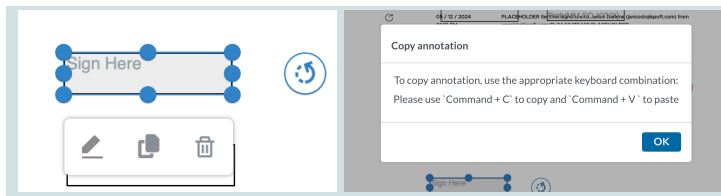
5. **Admin Access for Campaign Widgets:** Group admins can now view all widgets in One-Time and Automated Campaigns without needing group owner permissions.

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6. **Quick Sign: Checkbox Grouping Enhancement** We've introduced a new functionality that allows checkboxes to be grouped, with configurable requirement parameters. You can now set conditions such as:

- a. At least one checkbox required
- b. All checkboxes required
- c. No checkboxes required

The recipient sees the condition that is selected for the group. This enhancement provides greater flexibility in form design and the ability to require more complex data capture.

7. **Quick Sign: Special Characters Visibility:** Enhanced Quick Sign to display special characters to recipients - # (pound sign), / (backslash), ' (apostrophe), : (colon), ; (semicolon).
8. **Quick Sign: Annotation Features:** Users now have the ability to indicate if an entry field on a template is required or optional. The default is required.
9. **Quick Sign: Cloning Annotations:** Added the ability to clone annotations/data entry fields within a Quick Sign field.



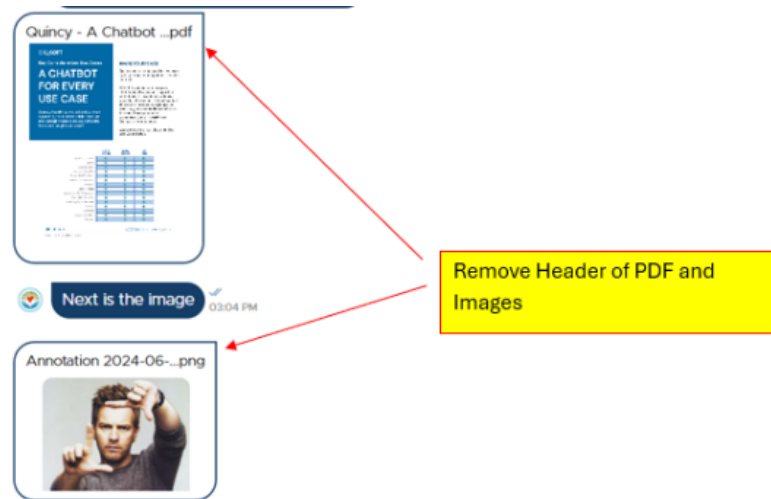
When editing a quick sign document, you can click any annotation to select it. Then you need to use ctrl+c -> ctrl+v to copy-paste or command+c -> command+v.

10. **Quick Sign: Character Limits:** Added dynamic character limits based on the size of an individual input field in Quick Sign.
11. **Quick Sign: Text & Title Labels:** Agents can now add placeholder text and title labels in Quick Sign templates
12. **Improved PDF Viewing Workflow:** Added a PDF icon to both the Quick Sign and Quick Form submissions pages allowing users to view the actual PDF without needing to preview the screen.

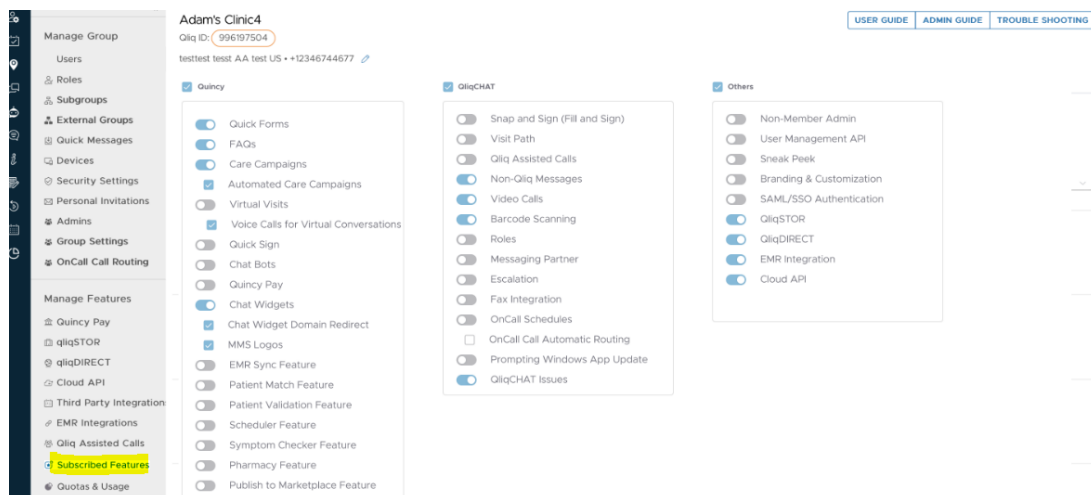
Sent	4	Opened	0	Submitted	4	Uploading	0
Uploaded	0	Upload Failed	0	Abandoned	2	Completed	3

☐	ID	Sign Name	Submitted By	Sent At	Opened At	Submitted At	Status	Time Taken	Submission
☐	253	hospice-election IN.pdf	Brett R. Morrison	2024-07-11 20:00	2024-07-11 20:00	2024-07-11 20:00	Submitted	a few seconds	

13. **PDF and Image Headers:** Removed the header that had been displayed on PDFs and images presented to the chatbot recipient.



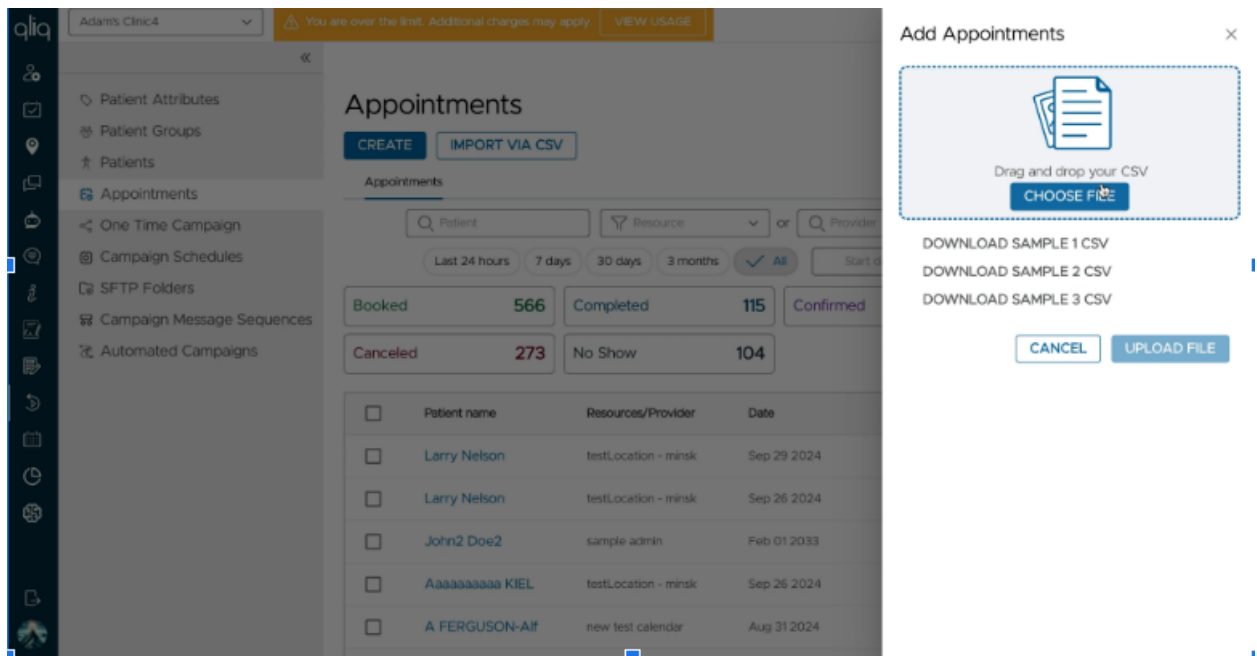
14. **Subscribed Features for Group Owners:** Group owners can now view the subscribed features that they have licensed within their webprod login.



15. **Quick-Dial Numbers in Chat:** Recipients can now launch a quick-dial phone number when the phone number is included in a chatbot design.

16. **Adding Appointments in Care Campaigns:** For clients using care campaigns who have not also implemented integration, there is a new Appointments tab and feature to drag & drop CSV files to upload appointments. Admins just:

1. Select appointments
2. Click on import via CSV
3. Drag and drop or choose the appointments file
4. Press upload file



17. **Chat Widgets:** The minimum time to automatically close newly opened conversations, new waiting conversations, and cancel new invitations has been set to 20 minutes.

Bug Fixes

1. **Quick Sign PDF Downloads:** Users can successfully download Quick Sign PDFs.
2. **Form Submission Filtering:** Users on the forms submission page can now successfully filter forms by patient details.
3. **Form Submission Status:** Users can now successfully filter and export selected subsets of forms.

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4. **Time Out Login Redirection:** Users attempting to use the Forms submission tools are now redirected to the login screen after being logged out due to inactivity.
 5. **Linking QliqCHAT Groups by Qliq ID:** Organization details now populate when the administrator links groups by Qliq ID.
 6. **Quick Sign Forms in Video Calls:** Quick Sign forms trigger recipient notifications in video calls similar to Quick Forms.
 7. **Video Call Persistence:** Fixed a bug that caused video calls to end when switching between modules.
 8. **Automated Campaign Sequences:** Administrators can now add two of the same chatbot in a single campaign sequences and both will launch correctly
 9. **Campaign Patient Groups Export:** Administrators can now export a filtered CSV file containing a subset of patients.
 10. **+CHAT Group Owner View in Virtual Conversations:** The group owners view now dynamically updates to see real-time updates for conversations being held by an agent.
 11. **Conversation Hidden on iOS:** The conversations text box will remain in view when replying as a non-Qliq user, no longer requiring users to scroll down on iOS devices.
 12. **Session Timeout:** Sessions are now auto-logged out based on group settings.
 13. **Keyboard/Mouse Activity:** Admins will not auto-logout of Quincy due to inactivity when users are actively using the keyboard or mouse.
 14. **EMR Integrations**
 - a. **Phone Number Issue:** Phone numbers no longer disappear when editing an EMR patient's details.
 - b. **Phone Type Dropdown:** Phone types now update correctly in the phone number dropdown list.
 15. **Amtelco Messaging:** Fixed an issue where customers who use Amtelco were unable to send messages through Amtelco.

16. **Account Creation with Phone Numbers:** Administrators can now send invites when creating accounts with phone numbers or emails as the username.

17. **Hyperlinks in Virtual Conversations:** Hyperlinks are now highlighted in the chat to make it obvious that it is clickable.