

Product Release Notes

Release Date: April 17, 2025

Important Notes for Affected Users

- We are integrating QuincyCHAT virtual conversations into the QliqCHAT app. For more details, please see communications from QliqSOFT, reach out to your account owner or support for more information.
- Going forward, we are also integrating all product release notes into one document going forward.
- **New standard patient attributes have been added to the CSV import:** Address, City, State, and Zip. The Sample CSV has been updated. Please use it going forward to ensure these fields are included when importing a new CSV file.

Impacted Products & Features

Click the link to those features with updates

Quincy

- [Virtual Visits / QuincyCHAT](#)
- Chatbots
- Chat Widgets
- [Quick Sign](#)
- Quick Forms
- [Care Campaigns](#)
- FAQs

QliqCHAT

- [Desktop App](#)
- Mobile App
- OnCall Scheduling
- Visit Path
- Fill & Sign
- Qliq-Assisted Calling

Admin Features

- [Integration & APIs](#)
- [Reporting](#)
- [User Management](#)
- QliqSTOR
- QliqDIRECT

Quincy

Version 1.509.5

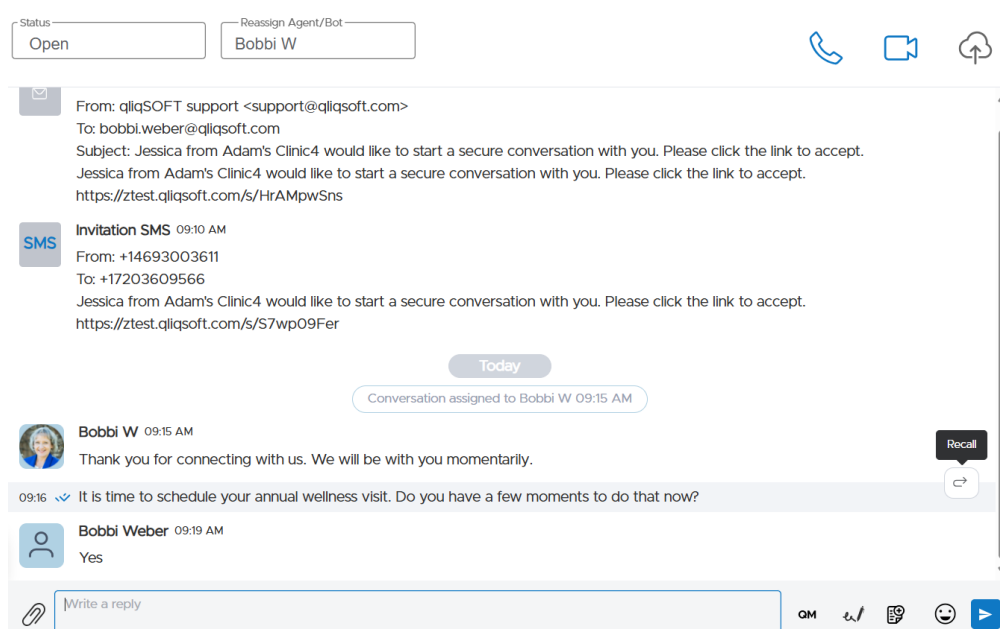
Internal only - current release version link: https://app.qliqsoft.com/current_commit_hash

Standardization: Radio buttons and checkboxes have been standardized across Quincy

Virtual Visits / Quincy Chat

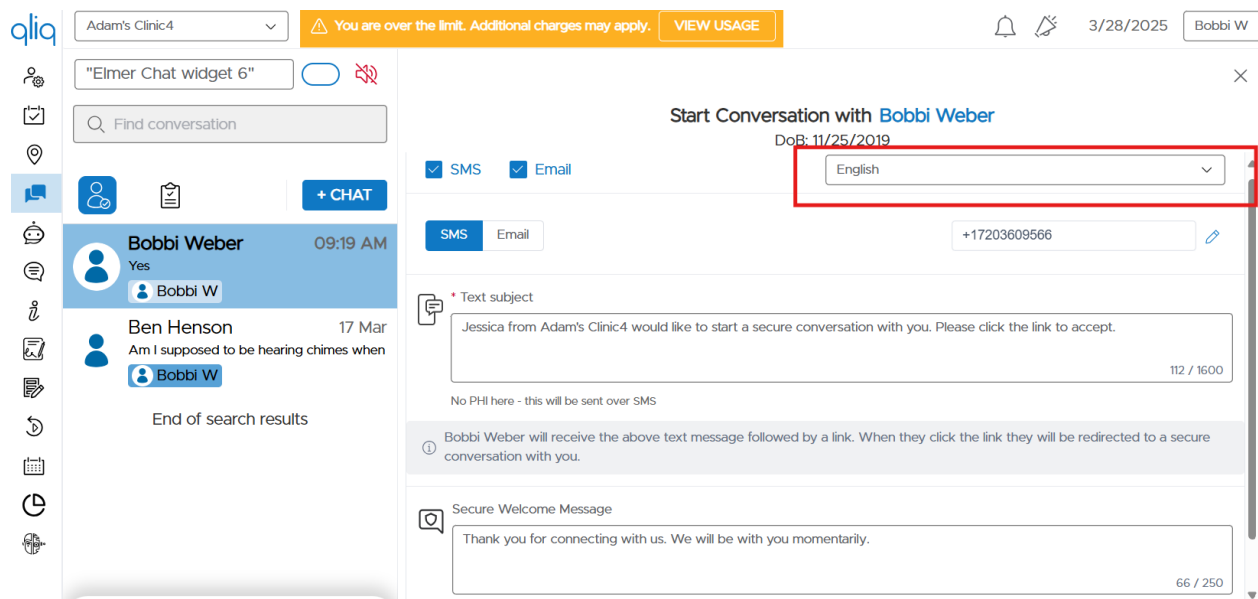
What's New

- **Recall a Message:** Agents are now able to recall a message sent in QuincyCHAT (formerly known as Virtual Conversations). The displayed message will remain with a line through it and the message will disappear for the recipient and be replaced by "Message recalled by the sender"



Improvements

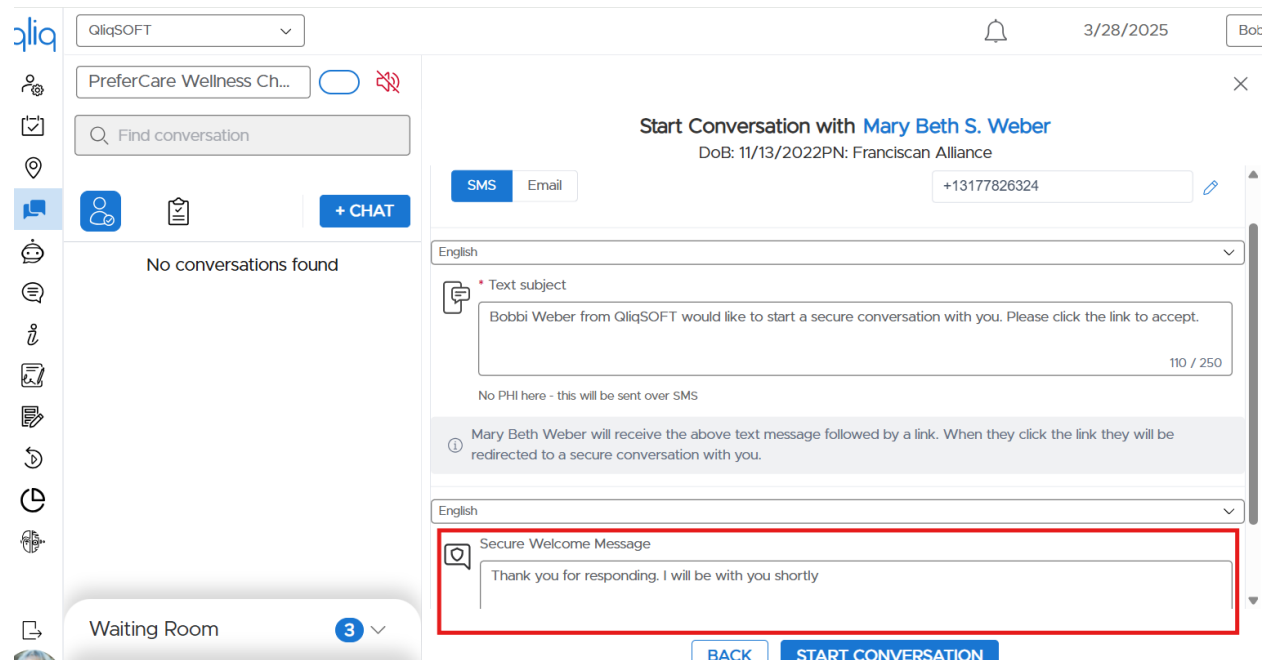
- **QuincyCHAT/Language:** The location to direct Quincy to send an SMS or email message in an alternate language has been consolidated and moved so agents only have one place to indicate the alternative language for both the SMS and email messages sent to the selected recipient.



- **UPDATE to the new Welcome Message:** Rather than having a blank dialog box when the recipient clicks into a QuincyCHAT message, there is now an option to enter a standard welcome message that is presented when the recipient clicks on the SMS link. This can be useful if there may be a delay between the recipient responding and the agent texting a response.

Administrators have the option to add a standard welcome message to the widget. The message is displayed when a SMS message is sent via QuincyCHAT (formerly +CHAT secure texting). Agents may modify this text before sending a message.

When the agent clicks the +CHAT button, this welcome message will appear in the SMS message. The recipient will see the message when they click on the initial SMS link.



This is an optional set up at the widget level. To activate this go to Widgets/Customization/

Message and activate the Show Welcome Message to Patients or Visitors flag, then add the message below. Note: this is for widgets set for agents to respond and does not apply to widgets that trigger chatbots.

QliqSOFT

3/28/2025

QliqSOFT / Chat Widgets / PreferCare Wellness Check / Customization

Branding Landing Page **Messages** Terms and Conditions Tracking Help Screen Translate

Welcome Message

The welcome message will greet your customers when they initiate a new conversations

☒ Show welcome message to patients or visitors? ☐ Auto-Translate ⓘ

Thank you for responding. I will be with you shortly

DISCARD SAVE

Bug Fixes

- Virtual Visits:** Agents cannot start a call until the patient accepts the terms and conditions.

Limitations

- Text

Chatbots

Chat Widgets

Quick Sign

What's New

Improvements

- Workflow:** For checkbox groups with the "at least one" setting, the flow now advances to the next annotation once a checkbox is selected.

Bug Fixes

- Checkboxes:** Agents can now clearly see checkboxes in submitted Quick Sign documents.

Quick Forms

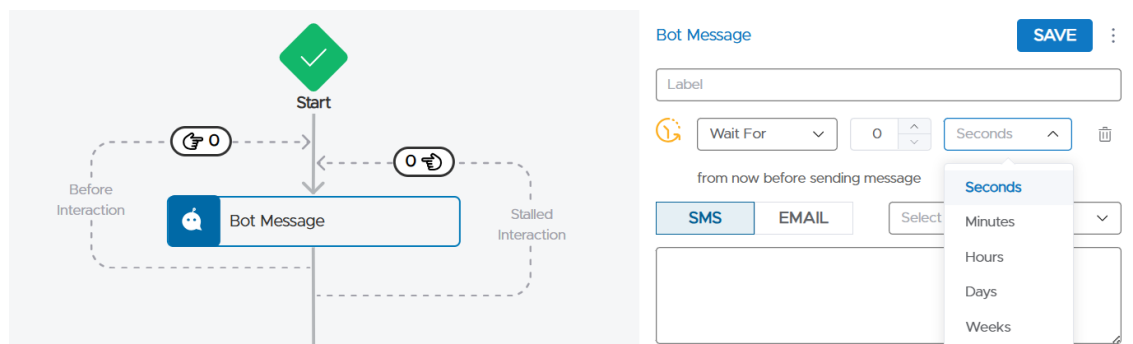
Care Campaigns

What's New

- **Appointments Drag & Drop:** Implemented drag & drop functionality for CSV imports. Be sure that before you click Import that you select the schema that corresponds to the sample CSV that you selected.

Improvements

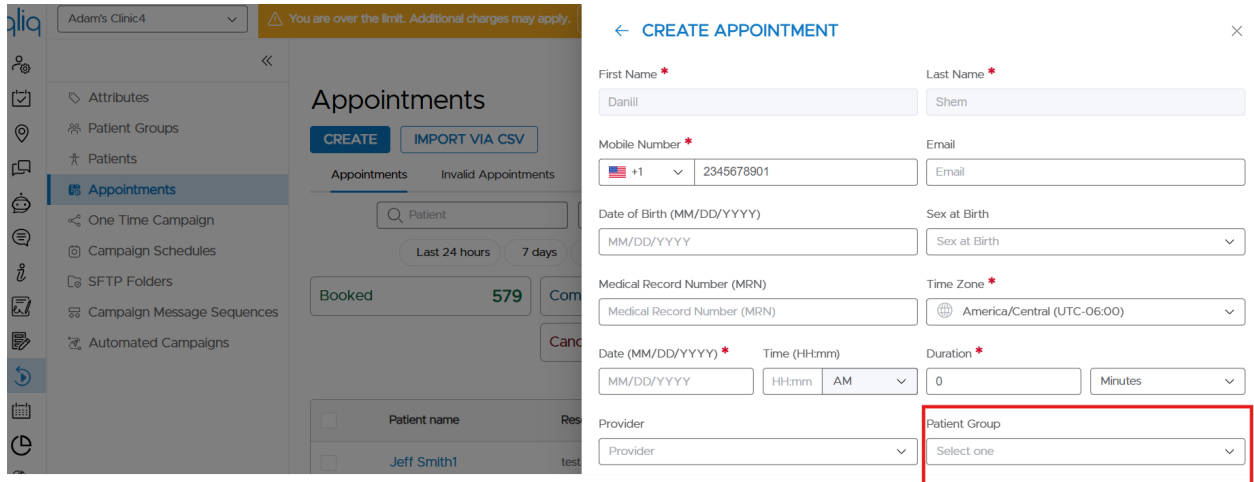
- **Delay Options:** When adding a delay to a chatbot message, the administrator now has a seconds option



- **One-Time Campaigns:** To speed campaign creation, the administrator now has the option to type in the name of the **Chat Widget** in the **Chat Widget** field to filter the results.

The screenshot shows the 'One time campaign' form in the Qlik application. The form has a sidebar on the left with icons for various features. The main content area has a header 'One time campaign' and three tabs: 'Add Campaign Name', 'Add Caregivers Group', and 'Compose and Send'. The 'Compose and Send' tab is active. Below the tabs, there are two fields: 'Chat Widget' and 'Message Type'. The 'Chat Widget' field has a dropdown menu open, showing a list of chat widgets: 'Anton FAQ', 'faq demo 7062', 'FAQ Test widget', 'FAQ_SERHII', 'SERHII FAQ TEST', 'test_faqs', and 'Vlad Test FAQ'. The 'Message Type' field is empty.

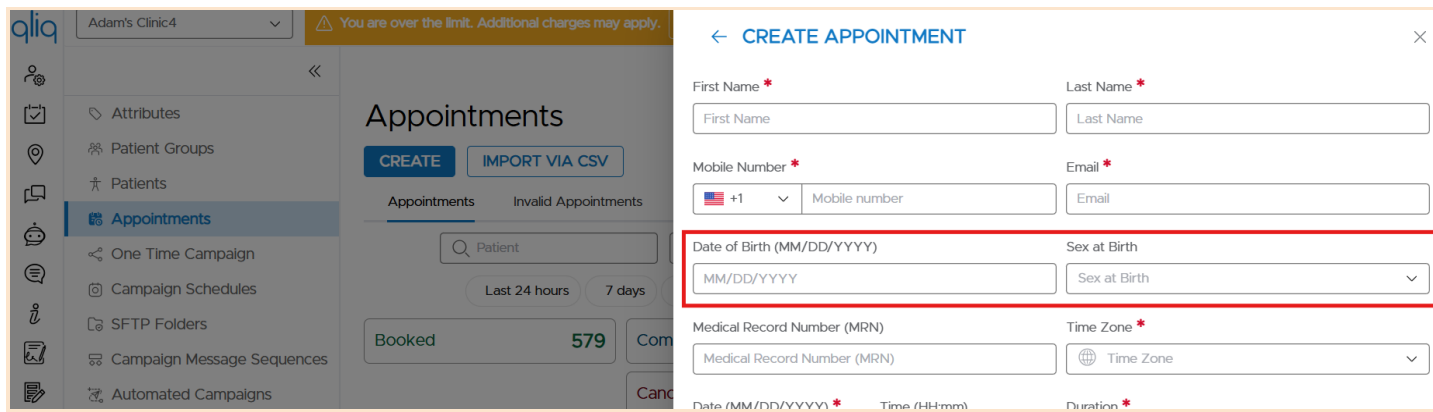
- **Appointments:** Administrators can now assign a Patient Group to allow patients to be assigned to a group during appointment creation. This enables automated campaigns to be sent based on the selected patient group. To assign one or multiple groups to a patient go to Care Campaigns/ Appointments/Create. Select or create the patient and then select one or more groups that the patient is a part of and press Save.



The screenshot shows the 'CREATE APPOINTMENT' form in the Qlik interface. The form is titled '← CREATE APPOINTMENT' and includes a close button (X). The fields are organized as follows:

- First Name ***: Input field with 'Danill'.
- Last Name ***: Input field with 'Shem'.
- Mobile Number ***: Input field with '+1' and '2345678901'.
- Email**: Input field with 'Email'.
- Date of Birth (MM/DD/YYYY)**: Input field with 'MM/DD/YYYY'.
- Sex at Birth**: Dropdown menu with 'Sex at Birth'.
- Medical Record Number (MRN)**: Input field with 'Medical Record Number (MRN)'.
- Time Zone ***: Dropdown menu with 'America/Central (UTC-06:00)'.
- Date (MM/DD/YYYY) ***: Input field with 'MM/DD/YYYY'.
- Time (HH:mm)**: Input field with 'HH:mm' and 'AM'.
- Duration ***: Input field with '0' and 'Minutes'.
- Provider**: Dropdown menu with 'Provider'.
- Patient Group**: Dropdown menu with 'Select one' (highlighted with a red box).

- **Appointments:** Removed the patient profile avatar and made the Date of Birth (DOB) and Sex at Birth fields optional for improved flexibility and user experience.



The screenshot shows the 'CREATE APPOINTMENT' form in the Qlik interface. The form is titled '← CREATE APPOINTMENT' and includes a close button (X). The fields are organized as follows:

- First Name ***: Input field with 'First Name'.
- Last Name ***: Input field with 'Last Name'.
- Mobile Number ***: Input field with '+1' and 'Mobile number'.
- Email ***: Input field with 'Email'.
- Date of Birth (MM/DD/YYYY)**: Input field with 'MM/DD/YYYY' (highlighted with a red box).
- Sex at Birth**: Dropdown menu with 'Sex at Birth' (highlighted with a red box).
- Medical Record Number (MRN)**: Input field with 'Medical Record Number (MRN)'.
- Time Zone ***: Dropdown menu with 'Time Zone'.
- Date (MM/DD/YYYY) ***: Input field with 'MM/DD/YYYY'.
- Time (HH:mm)**: Input field with 'HH:mm'.
- Duration ***: Input field with 'Duration'.

FAQs

QlikCHAT

Version X.XX.XX

Secure Messaging API 404 Error: Users can now message a subgroup without error.

Desktop App

Minimum System Requirements

- **Windows:**
 - **Processor:** Intel/AMD less than 5 year old
 - **Memory:** at least 2GB
 - **Hard Drive:** at least 50GB
 - **Operating System:** Windows 10 or higher
- **Mac**
 - **Processor:** Intel/AMD less than 5-year-old
 - **Memory:** at least 2GB
 - **Hard Drive:** at least 50GB
 - **Operating System:** OS X v11.0 or later

What's New

Improvements

Bug Fixes

- **Notifications:** Regardless if the user is logged into the application or online via VC, the agent still receives a SMS text notification of a missed message.
- **Broadcast Message Recalling:** Recall messages now function correctly in broadcast mode.
- **Badge Counter:** The badge counter now accurately updates to reflect read SOS messages.
- **Chat system notification banners:** System notification banners now display complete sentences when adding or removing users in a multiple-party chat

Mobile App

OnCall Scheduling

Visit Path

Fill & Sign

Qliq-Assisted Calling

Admin Features

Integration & APIs

What's New

- **Orders API:** Introduced a medical order creation via quincy_api with the ability to prepopulate form fields with received attributes. This can be useful to prepopulate and send documents, including faxes, to minimize clicks for the recipient. Additional detail can be seen in our development portal [here](#). If you are interested contact your account manager or support.

Reporting

What's New

- **Visit Path:** Clients who have licensed Visit Path will see this report under Reports/Secure Messaging/Visit Path. The report shows patient visit activity and SOS activation by staff.

Adam's Clinic4

3/28/2025 Bobbi W Logout

Reports / Monitor Activity / Webhook Events

EXPORT TO CSV

Filter by Subgroup

Filter by Event

Filter by Response Code

Last 24 h

Time

Mutual TLS

Destination URL

Event

Model UID

Response Code

Error Message

Metadata

Time	Mutual TLS	Destination URL	Event	Model UID	Response Code
Mar 28 2025, 10:46:23	No	https://webhook.site/29a9eee6-86d9-4b81-a63e-309ad508b90b	Message Status	Conversation: n7018d7d6c57a4b1989e1e95b84e8a8e1	404
Mar 28		https://webhook.site/29a9eee6-	New	Conversation: n7018d7d6	

- Conversation Activity:** The prior **SMS Activity** report has been eliminated. The data from the former **SMS Activity** report, and email activity have been combined into the updated **Conversation Activity** report to give users a streamlined experience where they can see all email and SMS messages that agents send to recipients in one spot.

Adam's Clinic4

4/2/2025 Bobbi W Logout

Reports / Virtual Conversations / Conversation Activity

EXPORT TO CSV

Filter by Subgroup

Sender

Filter by Recipient

Filter by Widget

Select user

Filter by Initiation

Conversation Status

Last 24 hours

7 days

30 days

3 months

All

Start date

to

End Date

RESET FILTERS

Open 1854

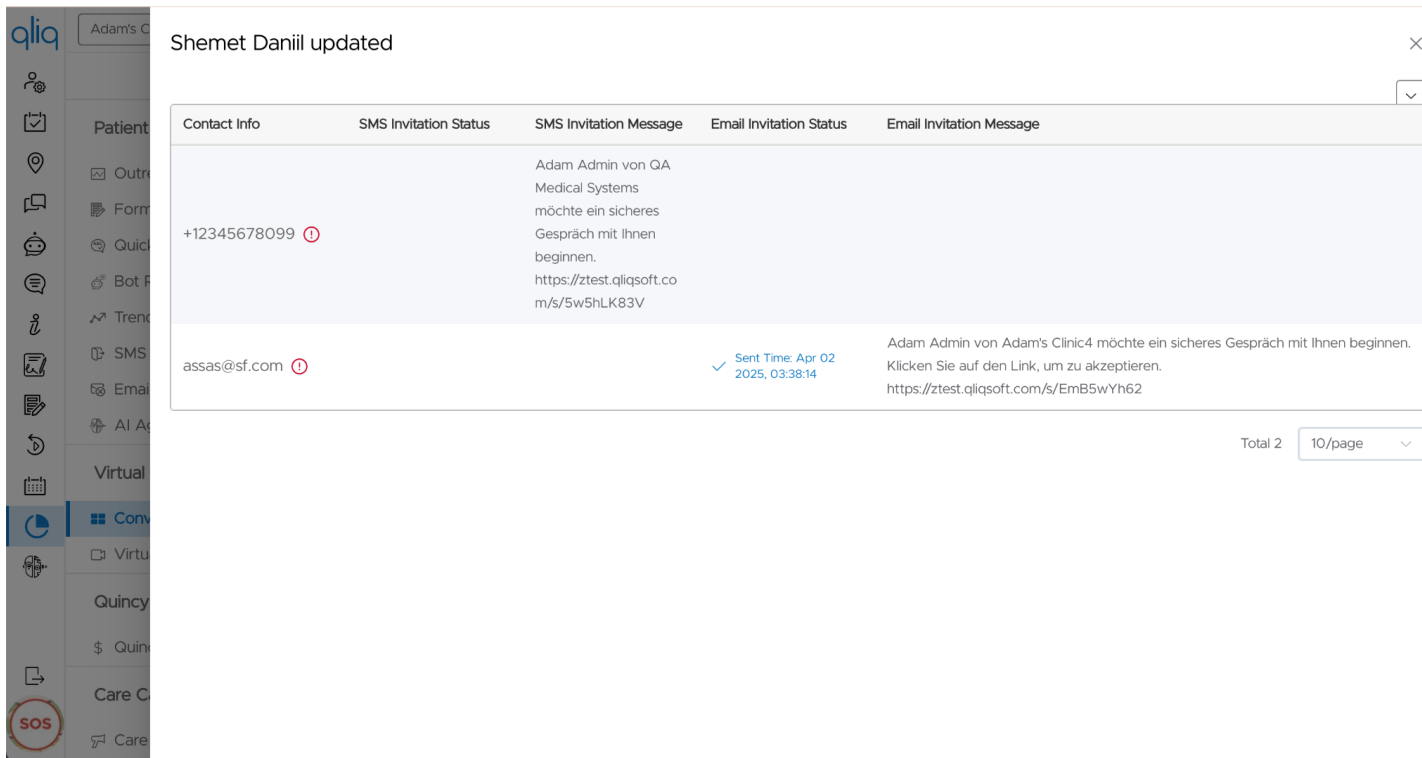
Invited 1010

Closed 12811

Assigned To Bot 1240

Sender	Recipient	Widget	Assignee	Initiation	Current Status	Start Time	Time To Close
Adam Admin	Another Test patient	Anton Agent Test	Adam Admin	+Chat	Open	Apr 02 2025, 05:44:53	-
Adam Admin	Shemet Daniil updated patient	ABCD	Adam Admin	+Chat	Open	Apr 02 2025, 03:38:14	-
Adam Admin	Shemet Daniil updated patient	aaaaaaa		+Chat	Invited	Apr 02 2025, 03:37:42	-

Click on the recipient's name to drill into more details.



Contact Info	SMS Invitation Status	SMS Invitation Message	Email Invitation Status	Email Invitation Message
+12345678099		Adam Admin von QA Medical Systems möchte ein sicheres Gespräch mit Ihnen beginnen. https://ztest.qliqsoft.com/s/5w5hLK83V		
assas@sf.com			✓ Sent Time: Apr 02 2025, 03:38:14	Adam Admin von Adam's Clinic4 möchte ein sicheres Gespräch mit Ihnen beginnen. Klicken Sie auf den Link, um zu akzeptieren. https://ztest.qliqsoft.com/s/EmB5wYh62

Total 2 10/page

- **Qliq-assisted Calls:** Users can now export the details in this report to a CSV file.
- **SMS Opted-Out Recipients:** Added new columns—**First Name, Last Name, and MRN**—to both the report table and the exported CSV. Additionally, Date of Birth (DoB) has been added to the exported CSV only.

Bug Fixes

- **Message Activity:** The **Message Activity** report no longer times out for organizations with large amounts of data.
- **Qliq-assisted Calls:** The report now shows all calls and all users.
- **Patient Engagement/Trending:** This report is no longer timing out.
- **Subgroup Search:** Users can now search subgroup names that are formatted as phone numbers

User Management

What's New

- **Group Settings:** Administrators can now edit the recipient type at the group level. To make this change, select the group and click on the pencil icon.

qliq Adam's Clinic4

Adam's Clinic4 ✓

Qliq ID: 996197504

Quincy Recipient Type: Patient

t D TX O US • +12346744677

Members Non Members Failed CSV Records Staged CSV Members

ADD EXPORT TO CSV

Pending 83 Active 11371 Inactive 12

From here click on the **Quincy Recipient Type** and select the recipient who this group will be communicating with and press **Save**.

Edit Group

* Name Adam's Clinic4

Abbrev AC

* Line1 t

Line2

* City D

* Country

* State

* Zip code

Timezone

* Website

* Phone

Quincy Recipient Type caregiver

patient
provider
clinician
client
technician
physician
nurse
caregiver

This changes the recipient type in QuincyCHAT, Virtual Visits and in Care Campaigns.

"Elmer Chat widget 6" 🔊 🔇

Find conversation

+ CHAT

Bobbi Weber 12:03 PM
Dr. Brown would like you to come in for an
Bobbi W

Ben Henson 17 Mar
Am I supposed to be hearing chimes when
Bobbi W

Start a Conversation

Search caregiver in
QliqSOFT All Caregivers

Last Name More Filters

*Please enter at least one search criteria

My caregivers ?

Can't find your caregiver? **CREATE NEW**

Adam's Clinic4

START A CAMPAIGN

Campaign Name **Caregivers Groups**

InewTwo Real numbers

InewOneTwo TMe app numbers Samsung only Real numbers

Attributes

Caregiver Groups

Caregivers

Appointments

One Time Campaign

Campaign Schedules

SFTP Folders

Campaign Message Sequences

Improvements

- **Push Notification Settings:** Updated the label in the column on the **Devices** page to enable the administrator to clearly see whether push notifications are enabled or disabled on a QliqCHAT app used on a mobile or tablet device. [17710](#)

Manage Group

Users

Roles

Subgroups

External Groups

Quick Messages

Devices

Security Settings

Personal Invitations

Admins

Branding & Customization

465

Search

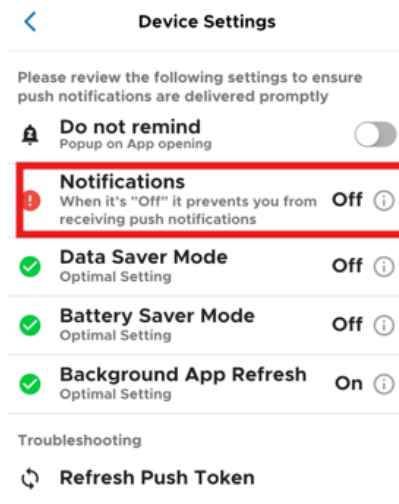
SEARCH

Filter by All

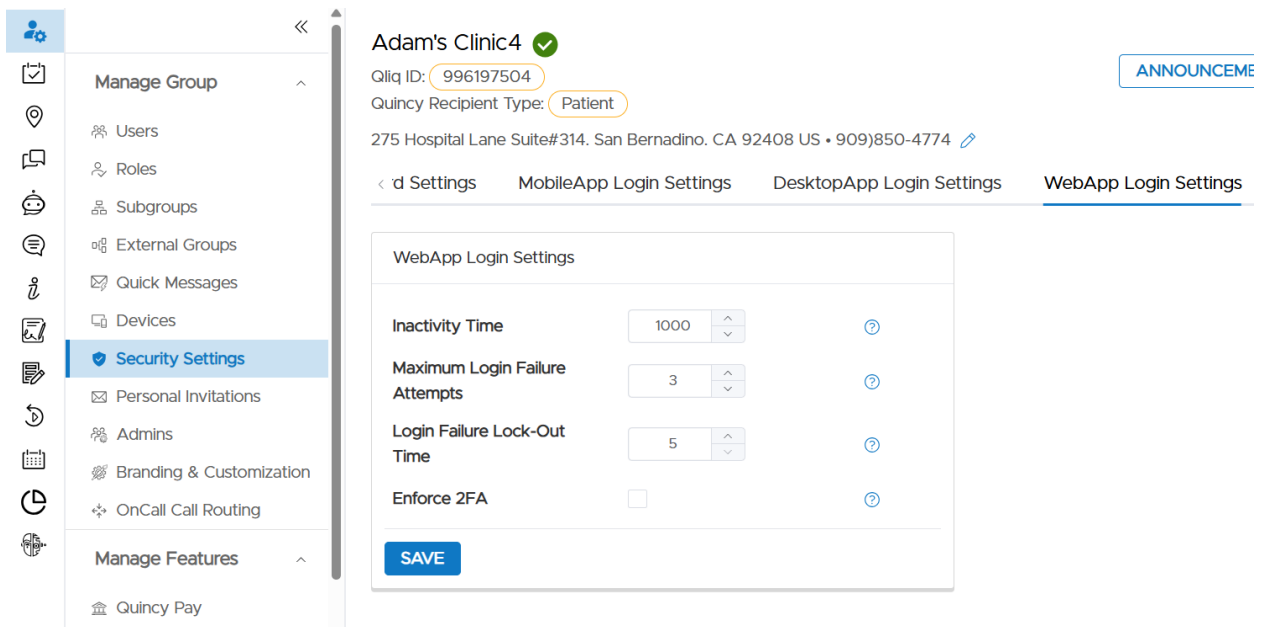
* Times are in Pacific Daylight Time (PDT)

Member	Member Type	Device	Description	Qliq App	OS	App Ver	Last Wipe	Status	Last login	
☐ Jack Mzed	Member	ios	localhost	qliqChat Push: ON	iOS 18.3.2	2.4.478 (478)		unlocked	Mar 31 2025, 11:48:45	⚙️
☐ Jack Mzed	Member	mac	Darwin	qliqChat	Version 15.3.2 (Build 24D81)	2.4.478 (478)		unlocked	Mar 31 2025, 11:45:28	⚙️

To change the notification setting on your mobile phone or tablet, click on your avatar and then select **Settings/Device Settings/Notifications** and it will enable you to change the setting.

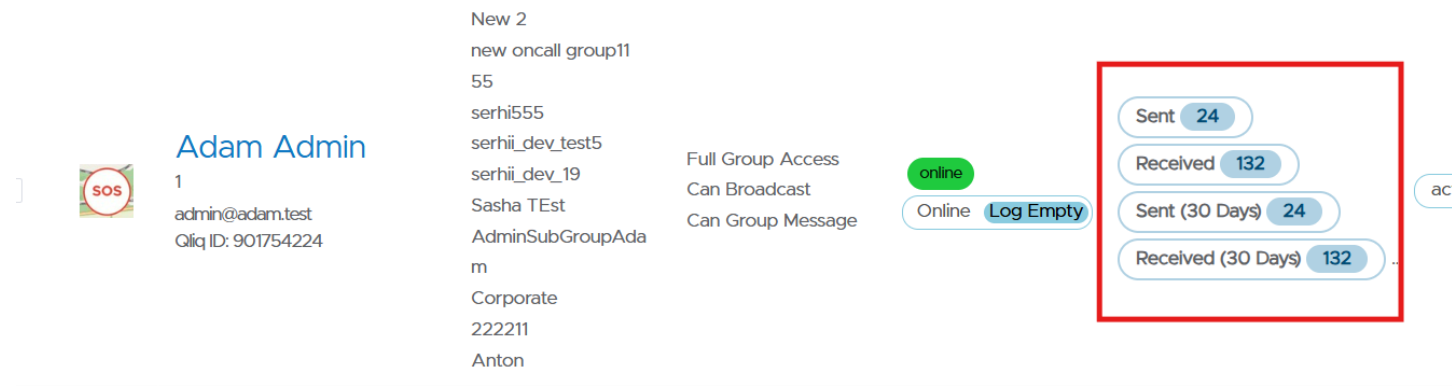


- **Login & Inactivity Settings:** Implemented separate login and inactivity timeout settings for the QliqCHAT desktop app and Quincy web app login.



- **QliqCHAT Activity:** In **Users/Group Settings**, the administrator can now see an individual user's QliqCHAT total and 30-day volume of sent and received messages in the new **QliqCHAT Activity**

column.



Adam Admin

1

admin@adam.test

Qliq ID: 901754224

New 2

new oncall group11

55

serhi555

serhii_dev_test5

serhii_dev_19

Sasha TEst

AdminSubGroupAda

m

Corporate

222211

Anton

Full Group Access

Can Broadcast

Can Group Message

online

Online Log Empty

Sent 24

Received 132

Sent (30 Days) 24

Received (30 Days) 132

Bug Fixes

- **New User Setup:** When the administrator sets up a new user, they are required to either generate a user password or to send an email to the user to enable them to create a password.
- **Users/Group Settings:** There are now separate statuses for "Password Changed" and "Password Expired".
- **New User Invitation Emails:** New users are now able to use hyperlinks in invitation emails to download the current version of the app.
- **Group Settings:** Users now get an error message telling them that they cannot use the same password twice if they try to reuse their password.
- **Full Group Access and Contacts:** Users with the **Full Group Access** box unchecked on their user profile cannot see group contacts.

QliqSTOR

QliqDIRECT