

Product Release Notes

Release Date: May 29, 2025

Important Notes for Affected Users

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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

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

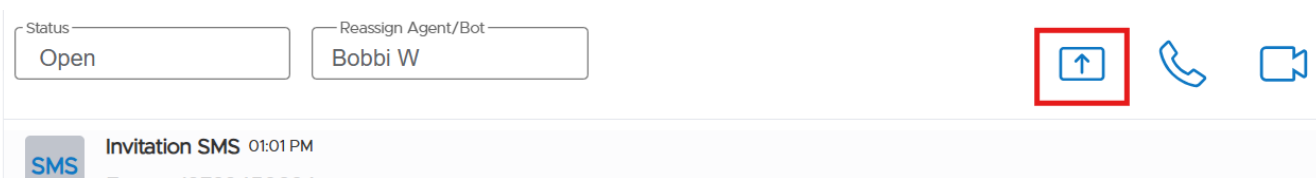
Quincy

Version 1.528.6

Virtual Visits / Quincy Chat

What's New

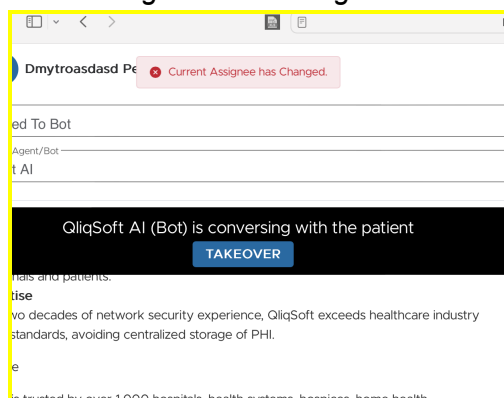
- **Screen Sharing:** Introduced a new screen-sharing feature, similar to video visits but without requiring a camera, which is perfect for groups using Video visits for IT support. In screen-sharing sessions, the recipient is prompted to start sharing their screen immediately upon connection. Going forward, organizations can select either video visits or screen sharing. This is set up by QliqSOFT administrators when licensed.



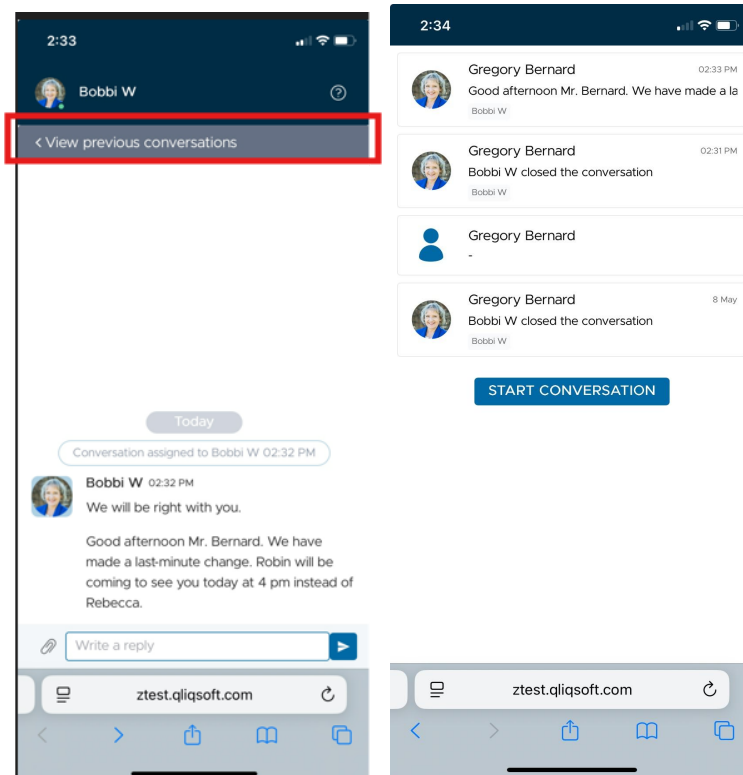
A dedicated report for screen-sharing sessions has also been added (see the reporting section of release notes for details).

Improvements

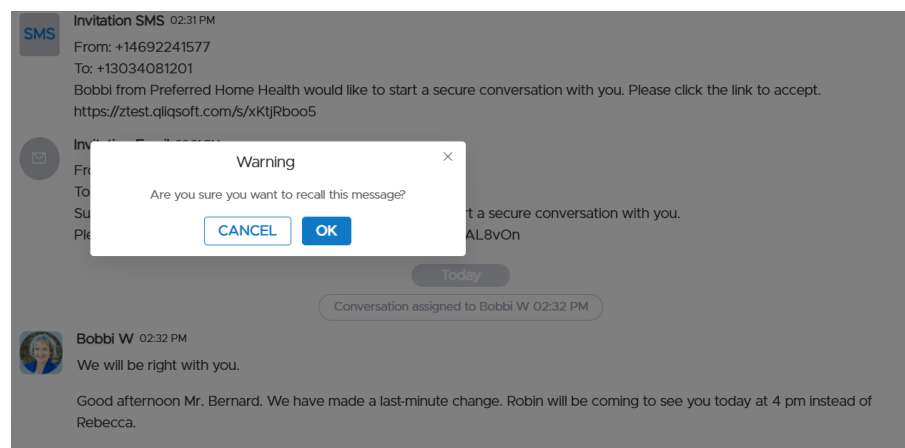
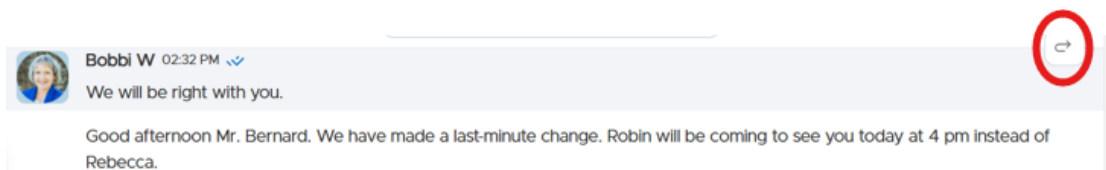
- Agent takeover validation:** There can be a brief delay between when an agent picks up a QuincyCHAT conversation and when a different agent sees the conversation has been selected. To ensure that a second agent doesn't take over the other agent's conversation by accident, we have added validation to prevent inadvertent agent takeovers. When an agent initiates a takeover, the backend now verifies that the current assignee matches the one provided in the frontend request. If the assignee has changed during processing, the system returns an error message to the frontend: *"Current Assignee has changed"*



- Conversation history banner:** Added a clickable banner at the top of Patient Chat indicating when a recipient can view their previous conversations, if conversation history is enabled in the Chat Widget settings. To enable this capability go to the chat widget and select Settings -> General -> "Limit each patient or visitor to one open conversation" toggle is turned off. When this toggle is turned off, patients with previous conversation see this banner. When clicked, they can click into and view a previous conversation.



- To help prevent accidental recall of messages, when staff click on the arrow to recall a message, staff are presented with a warning box to confirm that they want to recall the message. Clicking ok recalls the message. Patients have the option to recall a message when in a secure conversation with an agent. Patients do not have the option to recall a message when interacting with a chatbot.



Chatbots

Chat Widgets

Quick Sign

Quick Forms

Improvements

- **Quick Form UUID:** To support mapping of forms data into third party systems, QliqSOFT has added the Quick Form UUID to the Quick Form Builder interface.

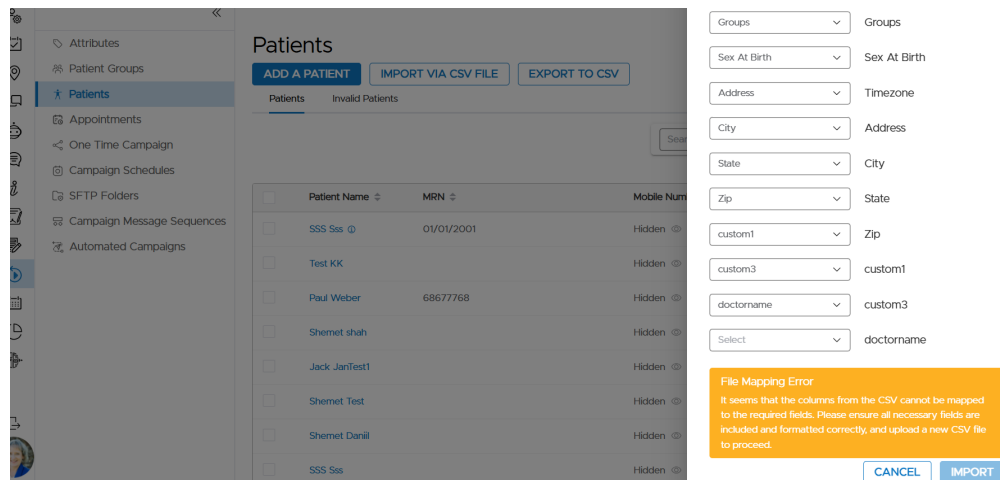
The screenshot displays the Quick Form Builder interface. On the left is a sidebar with a list of form templates, each with a trash icon and a copy icon. The main area shows the configuration for a form named 'Support Request Form'. Below the form name, a UUID 'a7aa40ee-c80e-4124-9ef6-99bbf4adf6d4' is displayed and highlighted with a red rectangular box. Below the UUID are two checkboxes: 'Map to Model' and 'Collect Data'. At the bottom of the main area are three buttons: 'NEW FIELD', 'NEW SUBFORM', and 'EXISTING SUBFORM'. To the right of these buttons, there is a label 'Label: Device information' with an edit icon.

Care Campaigns

Improvements

- **Patient CSV Import:** To improve data quality, csv import validation has been added. A notification banner now alerts users if
 - any required fields remain unselected,
 - the uploaded CSV contains fewer columns than required, or
 - fields mapped from the CSV are left empty.

Validation also prevents selecting the same CSV column for multiple fields.



- **Auto Campaign CSV Export:** Extended the exported CSV for automated care campaigns to include the iteration number, providing clearer tracking across campaign cycles. To access this export:
 - In Automated Campaigns, click on the Campaign Name
 - Click on Export to CSV
 - When the file is ready for export, the bell in the top banner will show a red badge with a number
 - Click on the bell and a notification window will pop up
 - Copy the password
 - Click on the link to download the file
 - Click on the file and enter the password, when prompted
 - The iteration number has been added to the csv file

FAQs

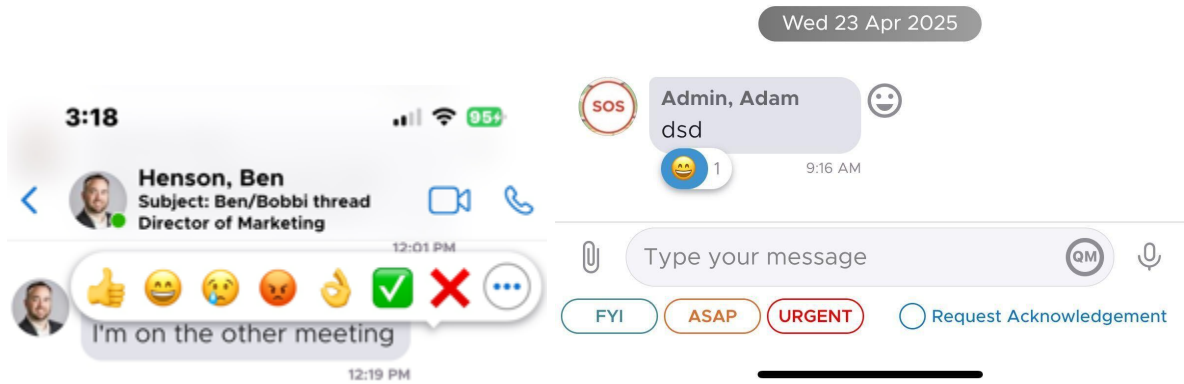
QliqCHAT

Version 2.5.496

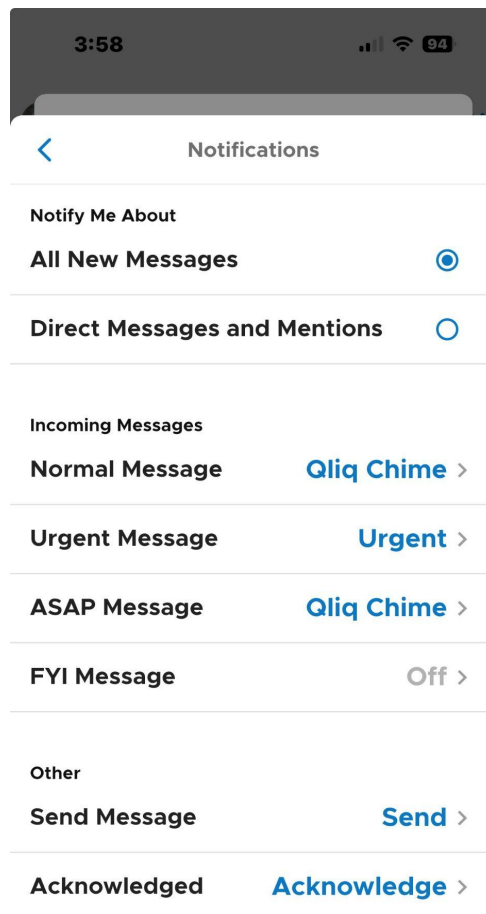
Desktop App

What's New

- **QuincyCHAT:** Introduced a local banner that appears in the chat screen when a Quincy Agent has missed activity in QuincyCHAT. The banner is created locally on the device and is automatically cleared once the user opens QuincyCHAT. Notifications for missed activity are still delivered, but they do not increase the badge counter on the app icon or the chat icon within the app.
- **Emojis & Reactions:** Introduced support for standard emojis in chat messages. Users can now add emojis to individual messages and view the list of emojis added by others.

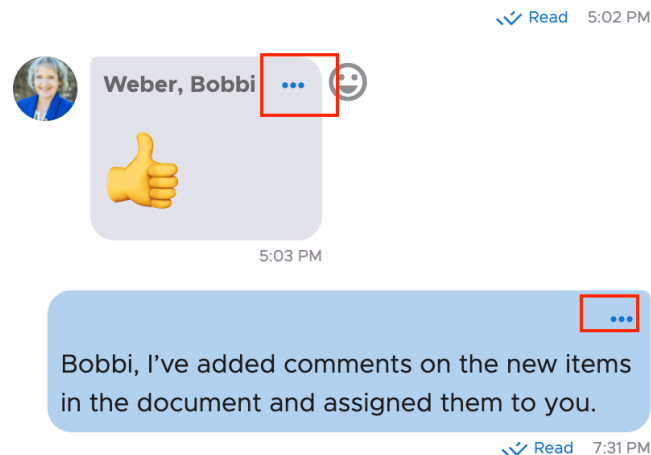


- Mentions & Tagging:** Added support for tagging participants in chat using @mentions. Tagged users are visually highlighted and can easily track when they're mentioned in conversations. Introduced a new notification preference setting allowing users to choose between receiving notifications for all messages or only for direct/SPC messages and messages where they are tagged. The default is All New Messages. To personalize your avatar/Settings/Notifications. If the user only wants to be notified of Direct Messages and Mentions of their name, they can change their notification settings.



Improvements

- Single message printing now supports inclusion of full page views of images.
- The application now prevents sending chat invites to non-Qliq users with empty messages.
- Added support for QliqCHAT to launch in a web app. This requires services to implement. If you are interested, please contact your account representative or support.
- Updated chat bubble colors to reflect sender identity. Messages sent by the user now appear in the organization's branding color, making it easier to distinguish between senders and receivers, especially in group conversations.
- Updated the logic for text selection and message details on Desktop. The right-click gesture was replaced with a three-dot menu button to open message details, resolving conflicts between right-click actions and detail view activation.



Bug Fixes

- When uploading to the QliqSTOR, the file upload bubble now closes correctly and the "Stop" button responds as expected.
- Users of build 478 now can log in as expected.
- Users with many starred messages no longer experience the list jumping.
- When a user is removed or deleted from the admin dashboard, their contact is now automatically removed from contact lists in the QliqCHAT app.
- Improved app performance to prevent freezes experienced by some customers, ensuring smoother and more responsive usage.
- When a new participant is added to a group chat (MultiParty Chat), the subject line is not immediately visible to users. This is a temporary limitation - once the conversation receives any regular message, the subject becomes visible.
- Users of the Windows app can now successfully print PDFs.

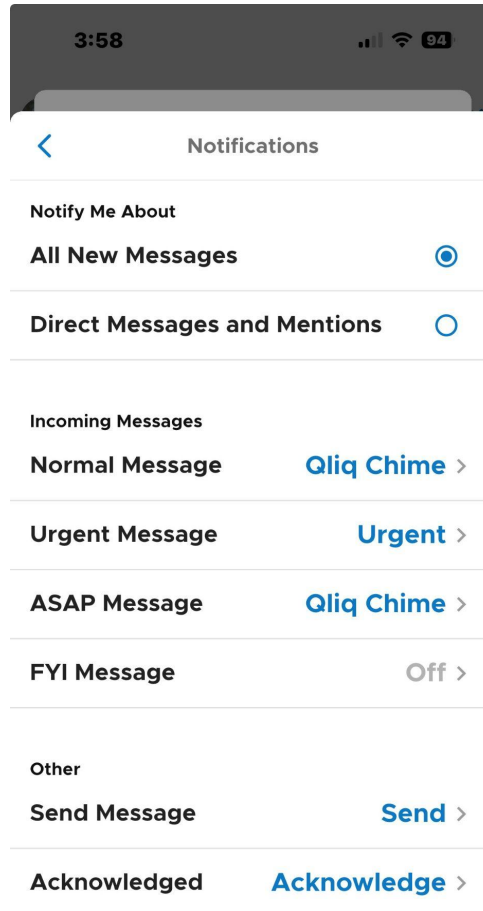
Mobile App

What's New

- **QuincyCHAT:**
Introduced a local banner that appears in the chat screen when a Quincy Agent has missed activity in QuincyCHAT. The banner is created locally on the device and is automatically cleared once the user opens QuincyCHAT. Push notifications and in-app notifications for missed activity

are still delivered, but they do not increase the badge counter on the app icon or the chat icon within the app.

- **Emojis & Reactions:** Introduced support for standard emojis in chat messages. Users can now add emojis to individual messages and view the list of emojis added by others.
- **Mentions & Tagging:** Added support for tagging participants in chat using @mentions. Tagged users are visually highlighted and can easily track when they're mentioned in conversations. Introduced a new notification preference setting allowing users to choose between receiving notifications for all messages or only for direct/SPC messages and messages where they are tagged. The default is All New Messages. To personalize your avatar/Settings/Notifications. If the user only wants to be notified of Direct Messages and Mentions of their name, they can change their notification settings.



Improvements

- Single message printing now supports inclusion of full page views of images.
- The application now prevents sending chat invites to non-Qliq users with empty messages.
- Updated chat bubble colors to reflect sender identity. Messages sent by the user now appear in the organization's branding color, making it easier to distinguish between senders and receivers, especially in group conversations.

- Previously, muted conversations triggered push notifications without sound. This behavior has been refined—muted chats no longer display push notifications (pop ups) at all. Instead, only the app badge is updated to reflect new messages.
- Updated the behavior of long press on mobile devices: long-holding a message now only opens the message details and doesn't select the message text. Text can still be selected within the message details window.

Bug Fixes

- The file upload bubble now closes correctly and the “Stop” button responds as expected.
- Users with many starred messages no longer experience the list jumping.
- When a user is removed or deleted from the admin dashboard, their contact is now automatically removed from contact lists in the QliqCHAT app.
- Resolved an issue where uploads to the QliqSTOR were failing and the app could shut down during message sending. Uploads now process reliably and the app remains stable throughout the sending process.
- When a new participant is added to a group chat (MPC), the subject line is not immediately visible to users. This is a temporary limitation - once the conversation receives any regular message, the subject becomes visible.

OnCall Scheduling

• Visit Path

What's New

- Updated the user interface for Visit Path in QliqCHAT with refreshed visuals and improved usability.
- All Visit Path-related data is now stored on the server-side, allowing users to access all visit logs consistently across devices.
- Visit Path now supports offline mode: if internet connectivity is lost, logs are queued locally and synced to the server once the connection is restored, preserving the correct chronological order.

Improvements

- The geolocation preciseness of the user in the visit has been improved.

Fill & Sign

Bug Fixes

- Fill & Sign documents can now be attached from conversation threads.
- Uploads from Fill & Sign now complete successfully

Qliq-Assisted Calling

Admin Features

Bug Fixes

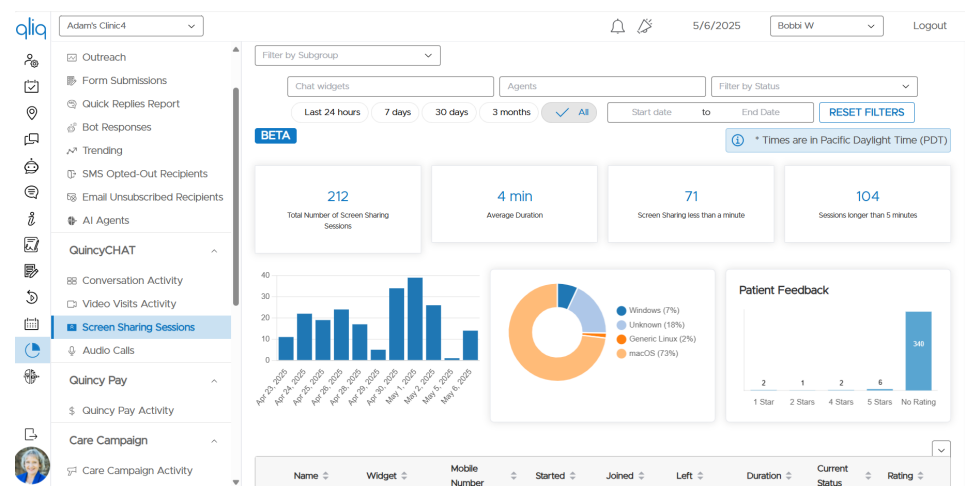
- Address input is now correctly saved when creating a new group from the Group Settings page.

Integration & APIs

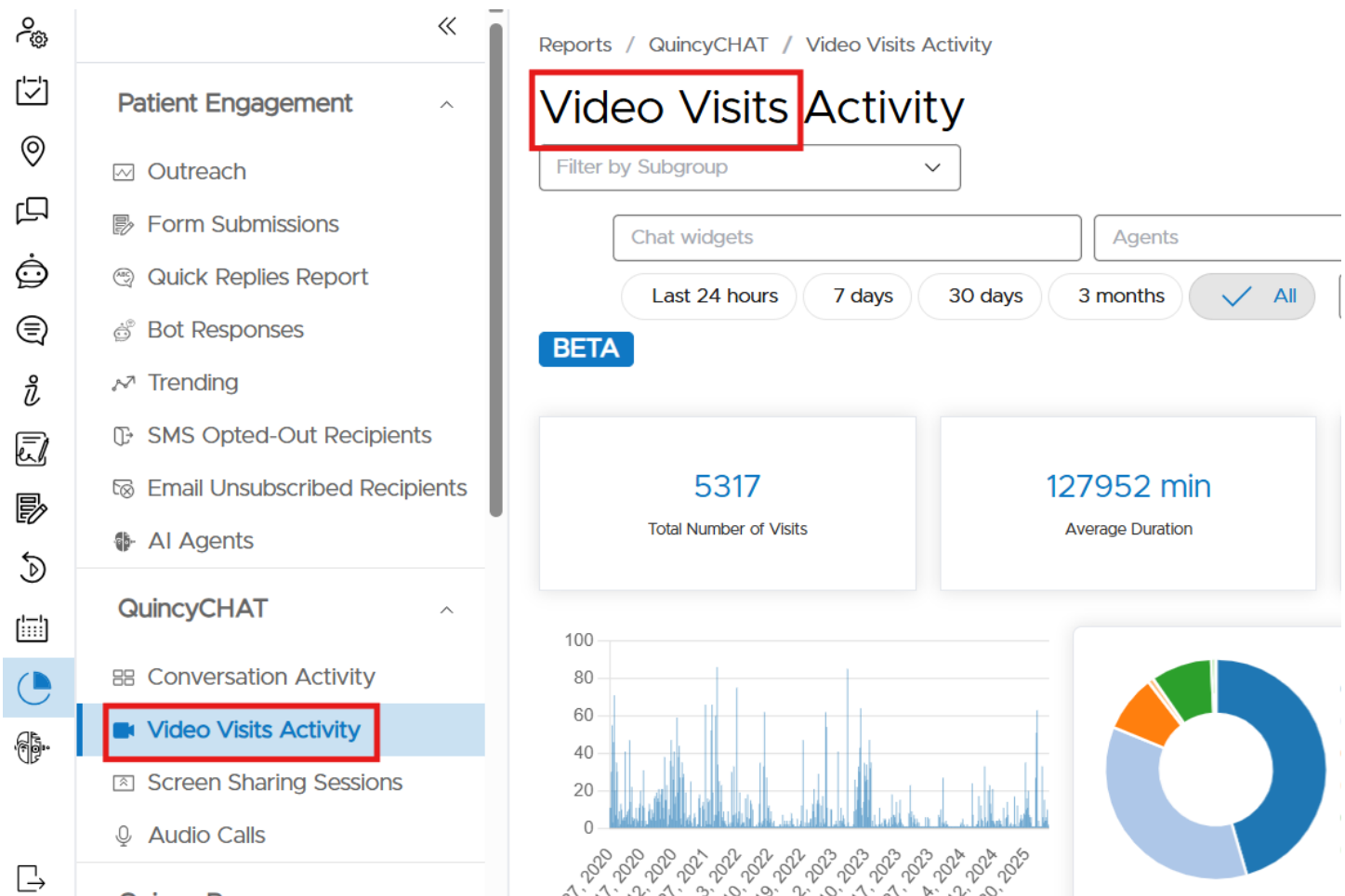
Reporting

What's New

- **Screen Sharing Session:** There is a new report for Screen Sharing video visits



- Updated visual labels across the interface: "Virtual Conversations" is now displayed as "QuincyCHAT" and "Virtual Visits" as "Video Visits".



Bug Fixes

- Improved the performance of the Qliq Assisted Calls, Secure Messaging Dashboard and Messaging Activity Report pages.

User Management

QliqSTOR

Bug Fixes

- When uploading to the QliqSTOR, the file upload bubble now closes correctly and the “Stop” button responds as expected.
- Resolved an issue where uploads to the QliqSTOR were failing and the app could shut down during message sending. Uploads now process reliably and the app remains stable throughout the sending process.

QliqDIRECT