

Version 3.01 | Release Notes

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MultiLine App v. 3.01 Release Notes

Read on to learn what's new with MultiLine Apps and the Management Portal. Happy Holidays and a Happy New Year from Movius!



App Update Schedule

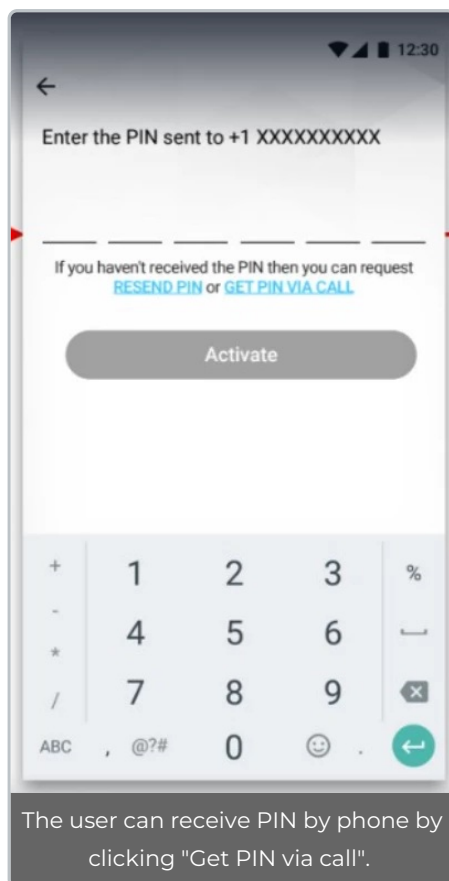
Updated apps become available in the App and Play Store after their review process.

- January 10, 2022 | iOS Movius MultiLine v. 3.01
- January 31, 2022 | Android Movius MultiLine v. 3.01
- January 25, 2022 | iOS Movius for BlackBerry v. 3.01
- January 31, 2022 | Android Movius for BlackBerry v. 3.01

What's new?

- **Arya – Movius AI driven Call Quality Feedback Collection Process**
 - MultiLine users are now able to rate the quality of their calls by giving a thumbs up or thumbs down.
 - User feedback will be used by Movius to identify opportunities to further improve the service using our analytics and AI technology.
 - This feedback method will eliminate the need for help tickets and manual sending of logs when users experience poor call quality.
 - Admins will receive a daily report by email detailing the data collected. If tickets are opened related to user feedback, progress on these will be tracked in the daily report.
 - The report includes data such as the quantity of data and minutes calls that were rated poorly, the phone models and carriers used by end users, as well as many other useful statistics.
 - For "thumbs down" reports Movius will create trouble tickets and communicate the RCA for the call failure in the case. Additionally for admins that have secure FTP servers, a CSV report can be uploaded which will allow the admin to consume and display the data the way they want to.

[Learn more](https://moviuscorp.knowledgeowl.com/help/provide-call-quality-feedback)  (<https://moviuscorp.knowledgeowl.com/help/provide-call-quality-feedback>) .
- PIN User experience update:
 - During activation of MultiLine apps, users now have the option to receive the PIN by IVR callback. This ensures that in the case the user is unable to get their PIN by SMS message, the user can complete activation by receiving the PIN by phone call.



Updates and Issue Fixes

Platform	Released in version	Problem Fixed
All apps	3.1.1	You can now remove Do Not Disturb setting when call forwarding is disabled (M2021-4117)
All apps	3.1.1	Resolved Account not Active error (CS-231813)
All apps	3.1.1	Resolved duplicate Exchange Contacts error (CS-231903)
All iOS apps	3.1.1	Code refactor
