# Phone System Version 43 Update

## New Features

**System-Wide Recording:** Ability to record all calls from all users on a system.

**Custom Call Center Statuses:** Supervisors able to add and manage agent statuses.

**Totals for Call Center Report:** Column at the end of Call Center report table for queue, agent, and dnis statistics.

## Improvements

**Progressive Web Phone:** Functionality improved for users in the browser.

**Customization of Busy Lamp Fields**: Added ability to use tokens: first name, last name, and extension.

**Announcements within Music on Hold:** Music can now be added to audio for MOH. Three types are supported: audio files, text-to-speech, caller position and estimated wait time are supported.

**Transfer call in queue to an agent**

**Ability to block user's call recording**: Block the recording from being heard in the system-level call history.

**Improved Call Waiting in Queues:** Prioritizing calls that are waiting in a call queue allows greater control over how calls are received.

## Improvements (continued)

**Tiered Round Robin:** Round Robin (type of call queue to evenly distribute incoming calls) agents are placed into tiered groups which is good for sales teams.

**Download Button**: Prevent an early download before a selection is made for agent availability.

**Meeting Information:** Added the ability to include the password to meeting info when copying it from the scheduled dialog so the information can be sent to someone by copying and pasting.

**Attachment of Multiple Files**: Can attach and send multiple files at once, with or without an accompanying chat message. Can drag and drop multiple attachments to the chat at once.

**Chat Conversation Input Fields**: In Web Phone, the fields will resize to make multiple lines of text visible which will improve the users experience for composing messages.

**Call Park Queues Filtering:** Department and site filtering in Web Phone.

**Cached "View" Settings**: The number of rows on the page will be cached per user to retain the view on logging in and out. Cache will expire after 7 days.