

# Alaris mKit

---

## Release notes

version 1.16.0

Copyright © 2005 - 2025 Alarislabs Pte Ltd.  
All rights reserved.

The information contained in this document is the property of Alarislabs Pte Ltd. No part of this publication may be reproduced or copied in any form or by any means - graphic, electronic or mechanical including photocopying, recording, taping, or any other information storage and retrieval System - without written consent of Alarislabs Pte Ltd. No third party, organization or individual, is authorized to grant such permission.

# 1 Enhancements

The following enhancements and improvements have been implemented.

## Client Portal:

- New attribute *Department* has been added to the mKit users to allocate employees into company departments and limit the visibility of conversations in the *Conversations* interface. It is possible to assign an employee to preset departments - Admin, First line support, or create a custom department.
  - New *Mobile Push* channel has been added to secure sending push messages to clients' mobile applications. Direct integration with mobile applications is available in API.
  - The *WhatsApp Templates* interface now contains pre-approved WhatsApp templates. These templates will significantly reduce the time it takes Meta to approve message content.
  - The *Text-to-Speech* channel now supports text templates and can be used in broadcasts.
  - New *Voice* channel has been added to make outgoing calls and interact with a contact in the *Conversations* interface from the active dialog window.
  - New *Invoices* interface has been added to view and download confirmed invoices from the web interface to the user's device.
  - The WhatsApp message character and emoji limits have been setup according to the Meta updates.
  - The *Conversations* interface has been updated to provide the ability to listen to and download voice messages, as well as listen to audio files received in MO messages in the *WhatsApp* channel.
  - The contact's first and last names detailed in their profile are now displayed in the conversations list of the *Conversations* interface.
  - Freedom Pay payment system support has been implemented.
  - It is now possible to attach audio files in mp3 format to the conversations of the RCS and WhatsApp channels.
  - The logic of sending a Fallback broadcast in the omni API has been updated to initiate the next step of the broadcast by the timer instead of the response status. The returned status can now only interrupt the timer if the conditions are met. The conditions can be customized. For example, it is possible to request not only successful sent status, but also successful delivered and read statuses. Additionally, functionality has been added to temporarily block a contact if the success conditions for all messages in the Fallback are failed.
  - Tool for synchronizing WhatsApp templates between mKit and vendors has been improved.
  - Support for Gupshup *Carousel* and *Coupon code* templates has been added.
  - Filtering by unanswered messages has been added to the *Conversations* interface.
  - *Session cost* and *Enabled bundle ID* columns have been added to the *EDRs* interface to display the total cost per session and the ID of the record with enabled bundle details.
  - Spanish localization has been improved and minor issues have been fixed.
  - WhatsApp messages sent in API are now displayed as real messages in the *Conversations* interface. Messages with OTP codes are hidden behind a placeholder.
-

- SMS channel statistics is now displayed in the *Statistics* interface by segments instead of messages.
- Phone validation tool has been added to stop message processing and dispatching in case an incorrect phone number indicator is received from the MNP server.
- Now templated *Location* WhatsApp messages in the *Conversations* interface are displayed as a link to an object in Google Maps.
- NetCommerce payment system support has been implemented.

### BackOffice:

- Due to changes in Meta pricing, new rate import types have been added when creating a service: WhatsApp Basic and WhatsApp Tier.
- The ability to send notifications that contain details on traffic problems has been added to inform clients about problems with sending or a complete lack of traffic. Notifications are sent to the email address in the *Account emails* field of the agreement version specified in the *Sender ID* settings.
- The ability to set the *RPS (Requests Per Second)* value for each connection (*HTTP Connections* interface) has been added. Specifying the maximum number of requests/sessions per second will help to reduce vendor load.
- When creating a new portal, it is now possible to add a *Support Email* address to be visible to users in the *Help* interface. This functionality will serve to set up internal support for mKit and BackOffice users and receive all requests through one channel.
- The interface for managing access and privacy settings has been added. Users can now change their passwords, set up 2FA and delete their accounts in the *Privacy and Security* interface.
- Services can now include additional services such as: Consultation, Webinar, Penalty Fees, Support, etc.
- A method for obtaining the balance of the agreement has been added to omni API.
- An external API for managing payments has been implemented to support all operations available in the BackOffice *Payments* interface.
- The token generated when self-registering has been simplified: it is now shorter and does not contain special characters.
- All vendors have migrated to *Connections* entities: the *Add/Edit Sender* form of the *Sender IDs* interface has been updated with the *Connection* field and fields with the settings for a specific vendor type, and the list of possible values for the *Vendor type* field has been expanded in the *HTTP Connections* interface. The *General settings* interface has been discontinued.
- A tool has been added to control interface access and the ability to manage entities for the System owner and resellers.
- The ability has been added to send notifications when thresholds are reached for balance value, as well as the percentage of credit limit and bundle usage.

### Common features:

- User account settings interface has been redesigned. Now BackOffice and mKit users have access to an updated interface with the ability to set a profile photo, edit personal data, and view the assigned role.
-

- The role management system in BackOffice and mKit has been updated. The new system serves to create user roles in the *Users* interface and assign them permissions to access interfaces or system functionality. Now it is possible to assign both a custom and a predefined system role to the user. This will account for a more detailed access control of the System interfaces and limitation of functionality for employees of different positions.
  - The new *Payment systems* interface has been added to BackOffice to manage payment systems in the web interface. Payment fee can now be set. The mKit balance top-up form has been redesigned.
  - The ability has been added to create broadcast templates in API.
  - Support has been added for charging RCS messages of the basic (message shorter than 160 characters), single (message longer than 160 characters or contains additional parameters - picture, video, etc.) and conversation (message sent within a session) types.
  - Endpoint has been added to omni API to get EDRs for a specific messageId or broadcastId value. "omin-api" and/or "statistics" scope check has been added for /balance and /edrs endpoints.
  - Transition to a per-message pricing model for template messages, instead of per-conversation pricing, was supported according to the Meta updates.
  - Remove leading zeros rules have been added as part of phone number normalisation.
  - It is now possible to log into the System by clicking the Enter Key on the authorization page.
-

## 2 Fixed issues

### Client Portal

- Discrepancies between analytical data in the *Statistics* and *Dashboard* interfaces have been fixed.
- Buttons that confirm media file selection (*Choose*) and settings cancellation (*Cancel*) were not available in the media attachment window of the *Conversations* interface. The issue has been fixed.
- A broadcast template created in the API and then cloned in the *Broadcasts* interface was not available for launching. The issue has been fixed.
- A fallback broadcast sent in the omni API was performed incorrectly if several channels with different destination address type were specified in the fallback. The issue has been fixed.
- The stats of a broadcast resumed after a pause are now displayed correctly.
- Incorrect processing of the messages with special characters has been fixed.
- In case there were several WhatsApp templates with the same name, the first-on-the-list template was sent, regardless of the sender's name and the language of the template. The issue has been fixed.
- When sending a WhatsApp template that contains a variable that was not available in the contact attributes, the name of the variable was sent. Now nothing is displayed in place of the variable.
- The text of the WhatsApp template in the *Broadcasts* interface was previewed without formatting. The issue has been fixed.
- Creating an RSC template with a chatbot in the *Content Templates* interface caused System shutdown. The issue has been fixed.
- The user prompter in the *Body* field of the WhatsApp *List message* template constructor has been corrected. Now the prompter says that the *Body* field is required for this type of template.
- Stats display issue of the Sender ID configured for the emulator in the *Email* channel has been fixed.
- A video file playback issue in the *Media* interface has been fixed.
- The WhatsApp template search issue when creating a broadcast in the *Broadcasts* interface has been fixed.
- Failure to save a template for Telin has been fixed.
- The issue that resulted in starting a broadcast without specifying recipients has been fixed.

### BackOffice:

- Edit User form was closed when clicking the *Edit* button. The issue has been fixed.
- Sorting and filtering in the *Vendors SMPP Connections* interface have been fixed.
- It was not possible to delete an agreement version with the start date set in the future. The issue has been fixed.

### Common features:

- A new user was not redirected to the password change page the first time they signed in. The issue has been fixed.
-