Product Release Notes

Release Date: September 17, 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 25.3.1

Virtual Visits / Quincy Chat

Improvements

- **Chat Widgets – Tooltip for Truncated Names** – Longer widget names can now be seen by hovering to show the full name.

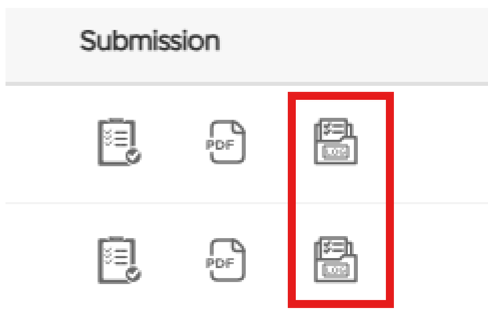
Bug Fixes

- **Quincy Chat – Complete PDF Conversation Downloads** – Downloaded conversation PDFs now include all invitation details.

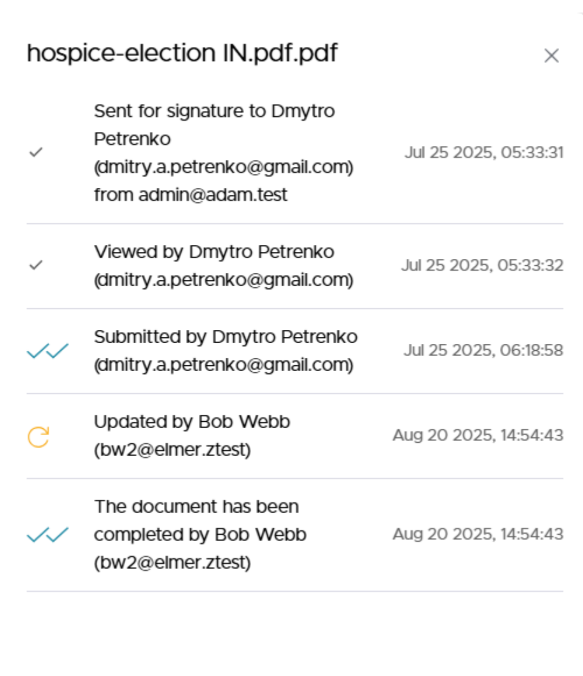
Quick Sign

Improvements

- **Quick Sign – Event Log Access Added** – The event log feature and icon are now available in the table, positioned right next to the Quick Sign and PDF preview icons, providing quick access to detailed activity records.

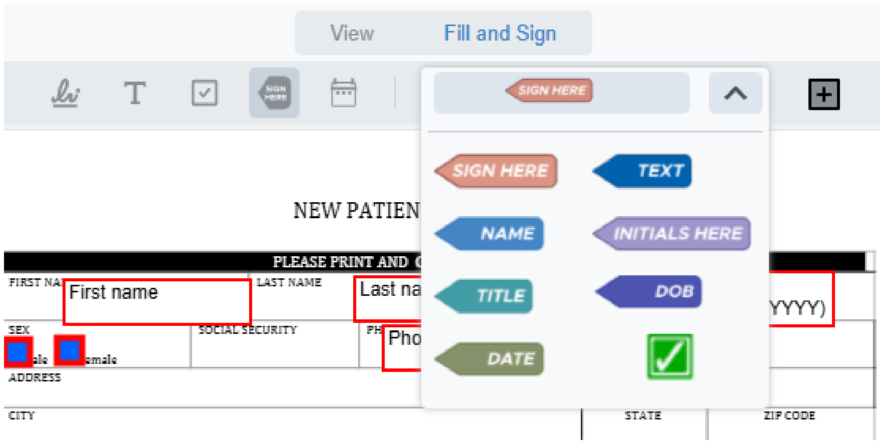


When the user clicks on the icon, this window pops up to show the current and historical status of the document.



- **+Sign – Auto Campaign Status Page** – Group admins with +Sign configuration permissions can now view the status of +Sign auto campaigns, making it easier to monitor performance and troubleshoot issues.
- **Quick Sign – "Sent At" Column in CSV Exports** – CSV exports for Quick Sign now include the "Sent At" column, providing complete date and time details for each entry.

- **QuickSign – Added Order Time Field and Effective Date for AXXESS Integration** – QuickSign orders integrated with AXXESS now include support for both an Order Time field and an Effective Date, ensuring alignment with regulatory requirements.
- **Quick Sign – Reordered Placeholders** – The ordering of placeholders (e.g., *Sign Here*, *Name*, *Text*, *Date*) in Quick Sign has been updated to better reflect the user workflow.



- **Quick Sign – Placeholder Height Memory** – When you resize a placeholder (e.g., lower or higher than default), Quick Sign now remembers that height and applies it to subsequent placeholders in the document, speeding setup and keeping formatting consistent.
- **Quick Sign – Red "Sign Here" Button** – The *Sign Here* button now appears in red, making it highly visible and easy for users to recognize and act on.

Bug Fixes

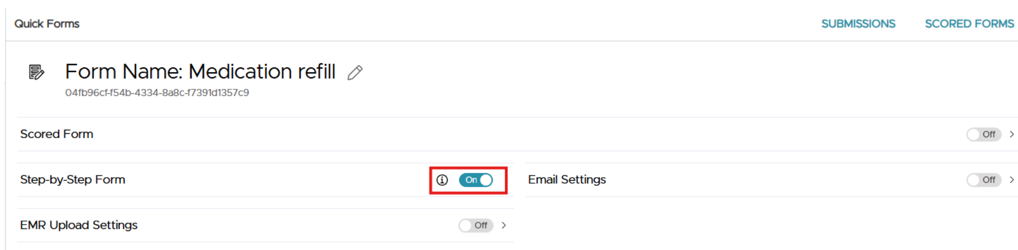
- **+Sign Workflow – MMS Toggle Works as Expected** – You can now successfully disable MMS in the +Sign workflow whenever needed.
- **Quick Sign – Prevent Submission in Closed Conversations** – Patients can no longer submit Quick Sign Documents in closed conversations, ensuring submissions only occur in active threads.
- **QuickSign – Ability to Reattempt Template Creation on the Same PDF** – Users can now restart the QuickSign template creation process on the same PDF after canceling or exiting, eliminating the need to upload a new file.
- **QuickSign – Correct Template Pre-Population and Alignment** – Order templates now pre-populate correctly and display text with proper alignment for clients who have implemented integration and mapped values.
- **Quick Sign – Require Placeholder Before Sending** – You can no longer send or save a Quick Sign document without at least one placeholder for the recipient to complete.
- **Quick Sign – Stable Typing at Character Limit** – In Quick Sign, input fields no longer lose focus when the character limit is reached. An error message now appears, while the cursor stays in the field for smooth editing.

Quick Forms

What's New

- **Quick Forms – Step-by-Step Form** – Administrators can now create forms that present to recipients in a guided, step-by-step flow that guides the recipient through the from one field at a time. To set this up, from within a specific Quick Form, click on the gear icon.

A new window appears. Toggle the **Step by Step Form** on.

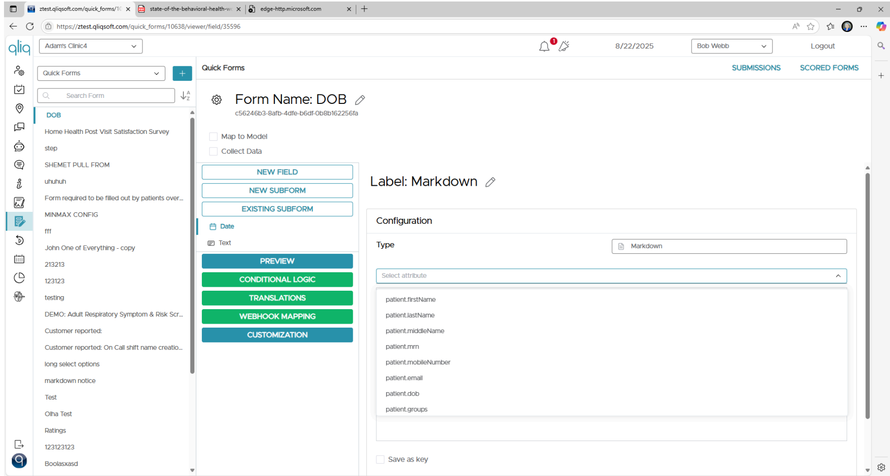


To return to the main forms screen click on the paper and pencil icon.

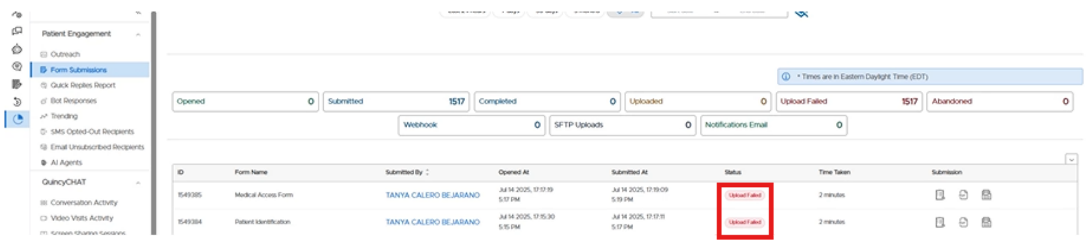
- **Quick Forms – Patient-Updated "Pull From" Fields Tracked in Event Logs and Submission UI** – When patients update "Pull From" fields, these updates are now included in the detailed audit trail for both the PDF export and the admin event log. The completed PDF now shows:
  - Field Edited: [Field Label]
  - Original Value: [Prepopulated Value]
  - Updated Value: [Recipient-Entered Value]
  - Edited At: [Date Time]

Improvements

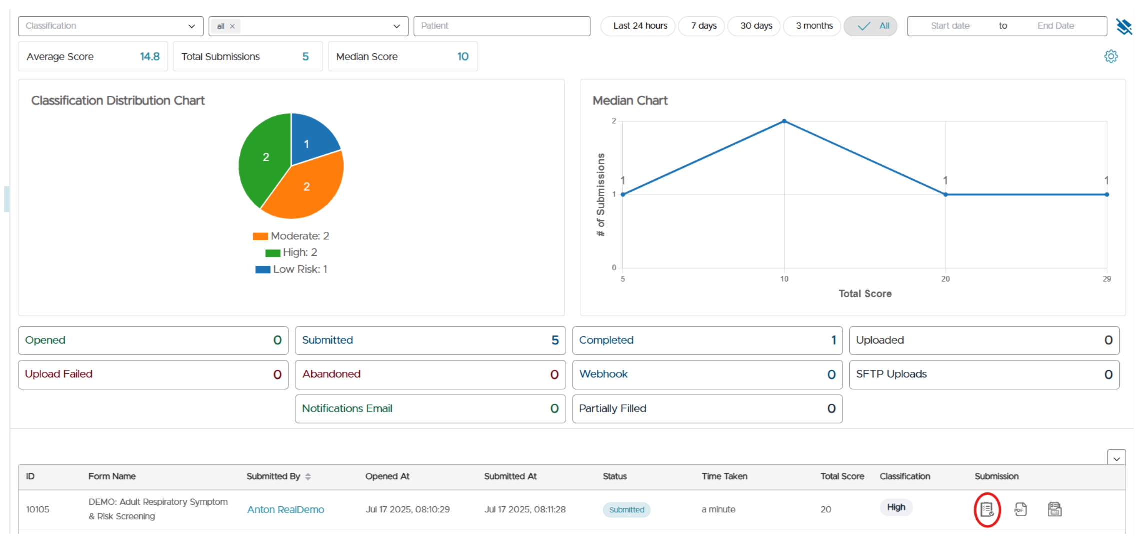
- **Form Builder – Markdown Field with Attribute Mapping** – The Markdown option now includes an attribute mapping dropdown, making it easier to insert dynamic data directly, such as patient name, physician name and other patient-specific data into the form.



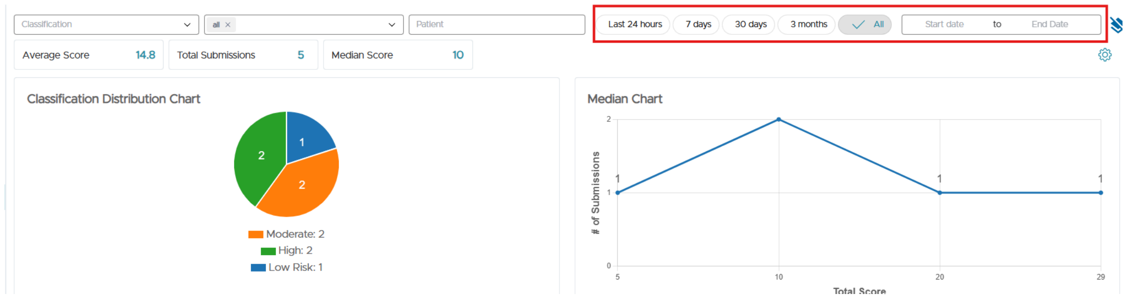
- **Forms – Upload Icon for Failed Submissions** – An upload icon now appears in the submission column of the forms report that indicates if a document failed to upload, making it easy to identify and retry them.



- **Scored Forms – Classification Color Selection in Configurator** – Categories have been renamed to classifications, and you can now assign custom colors to each classification in the Scored Forms configurator for clearer visual organization. Colors are changed by typing in a color code or by selecting a color from the color display.
- **Scored Forms – Score Breakdown on Submission View** – The submission view now displays a detailed score breakdown at the end of the PDF, making it easier to understand how each classification contributed to the total score. To see this, open the submissions icon and scroll to the end.

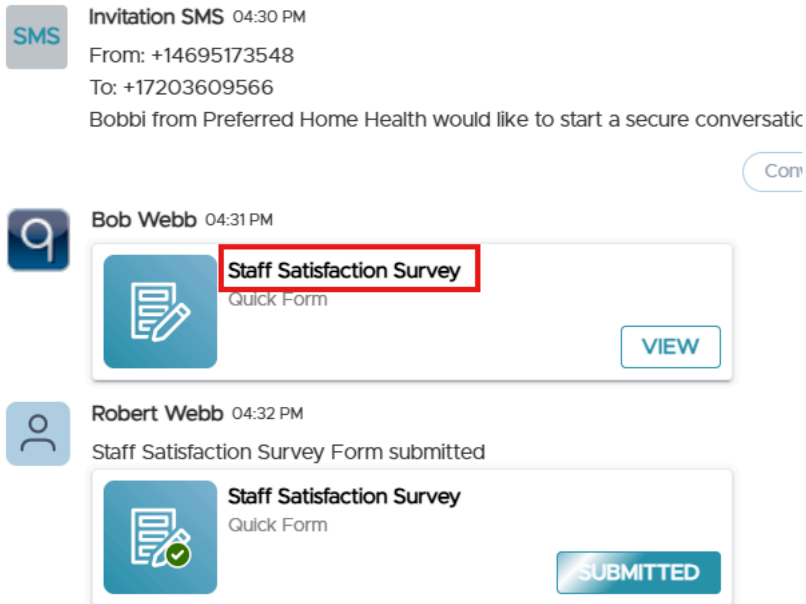


- **Scored Forms – Submission Filters on Details Page** – Added filters for date range, submitter, classification, and status, with pie chart filtering, to find and analyze submissions quickly.

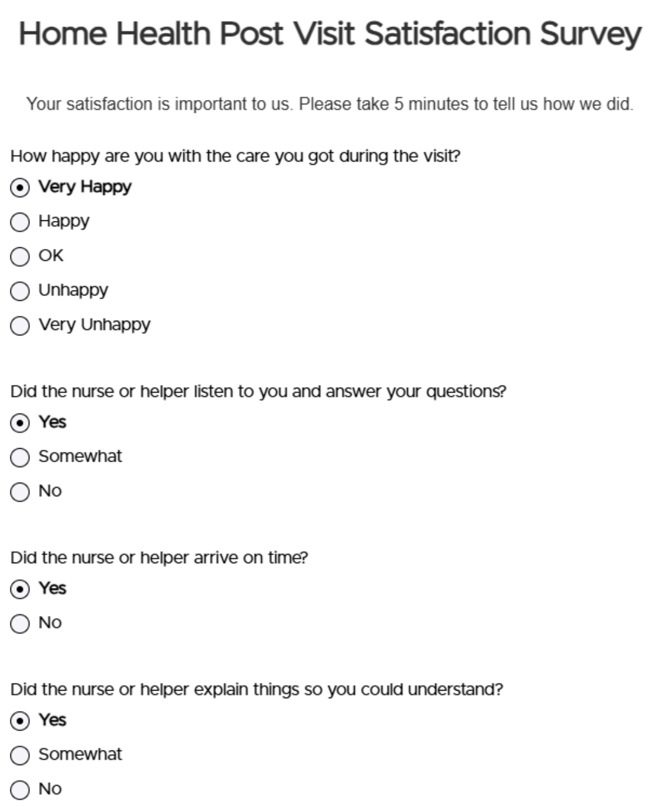


- **Scored Forms – Streamlined Admin Alerts** – Replaced the repetitive save alert with a single, clear notice at the top of the scoring form page: *"Once any recipient completes a scored survey, the scored survey can no longer be edited by the administrator."*

- **Scored Forms Configuration – Save Classification Names and Fields Together** – Classification names are now editable directly as input fields, and the entire configuration (names and fields) is saved with a single click of the save button.
- **Quick Forms – Improved Rating Element Visibility** – Selected and unselected rating elements now use inverted colors, making it much easier to distinguish chosen options at a glance.
- **Quick Forms – Enhanced Form Display** – Form names now appear in bold in recipient communications, with "Quick Form" shown in smaller text, improving readability and visual hierarchy.



- **Form Submission Preview – Bold Selected Options** – Selected options are now displayed in bold within the form submission preview, making them easier to review.



Bug Fixes

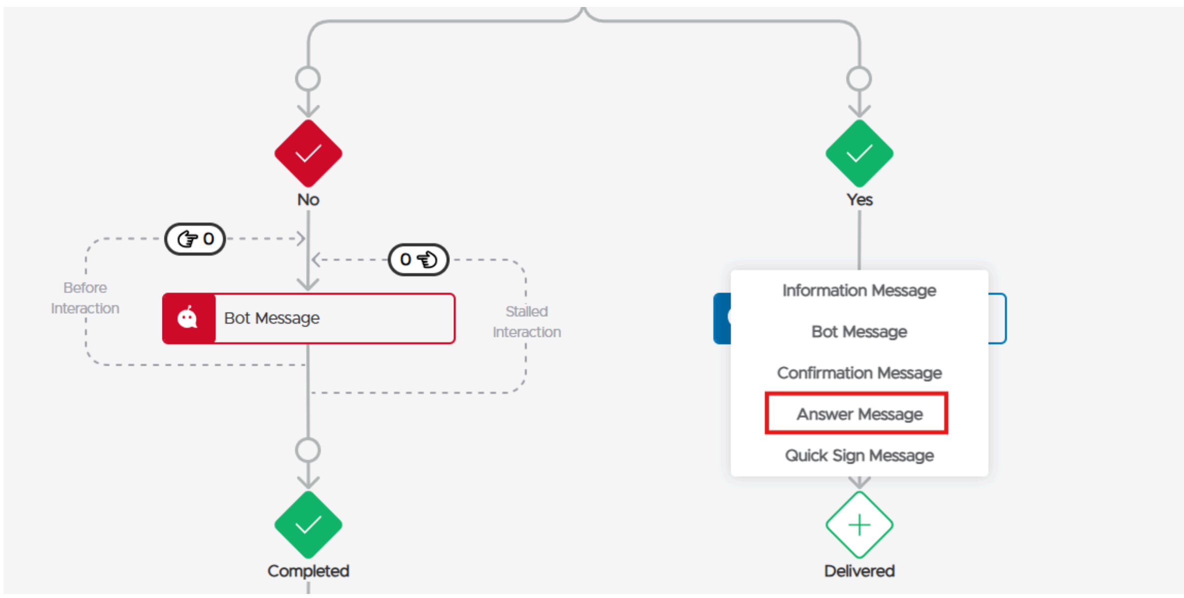
- **Quick Forms – Full Image Display** – Uploaded images now display in full without being cut off at the bottom, ensuring complete visibility of submitted content.

- **Quick Forms – Submission Error Resolved** – Fixed a 422 error that occurred when submitting a Quick Form; submissions now process successfully.

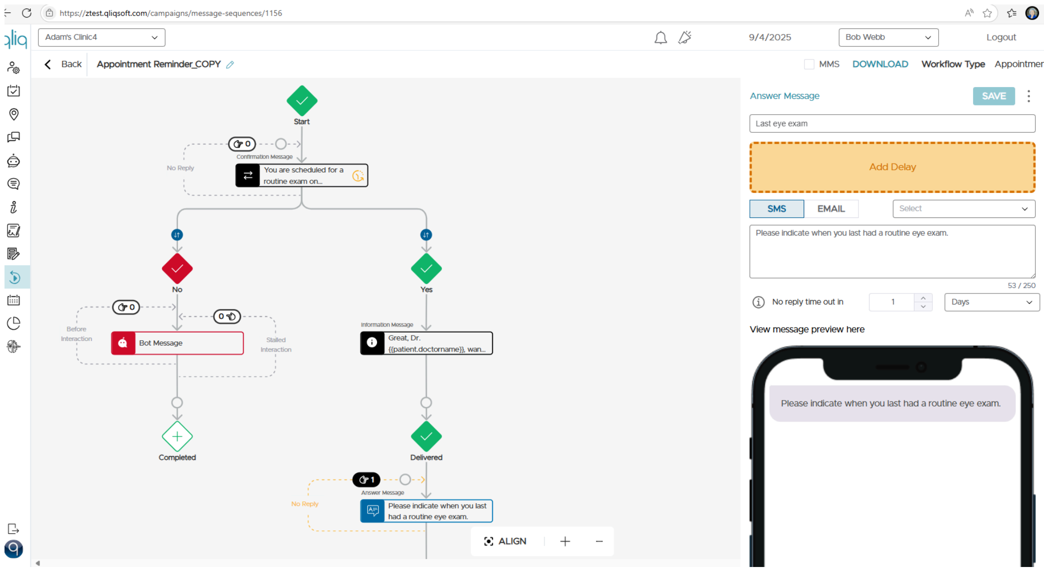
Care Campaigns

What's New

- **Auto Campaign – Answer Node** – There is a brand-new node type that lets you capture recipient replies without changing the flow of your campaign. Perfect for collecting feedback or simple responses, the Answer Node records and stores SMS or email replies for reporting. It's an easy way to gather insights without adding extra branching or requiring additional complexity, such as a form or a chatbot. The Answer Node option can be added to any Campaign Sequence. To add an answer node, click the button to add another node and select answer.

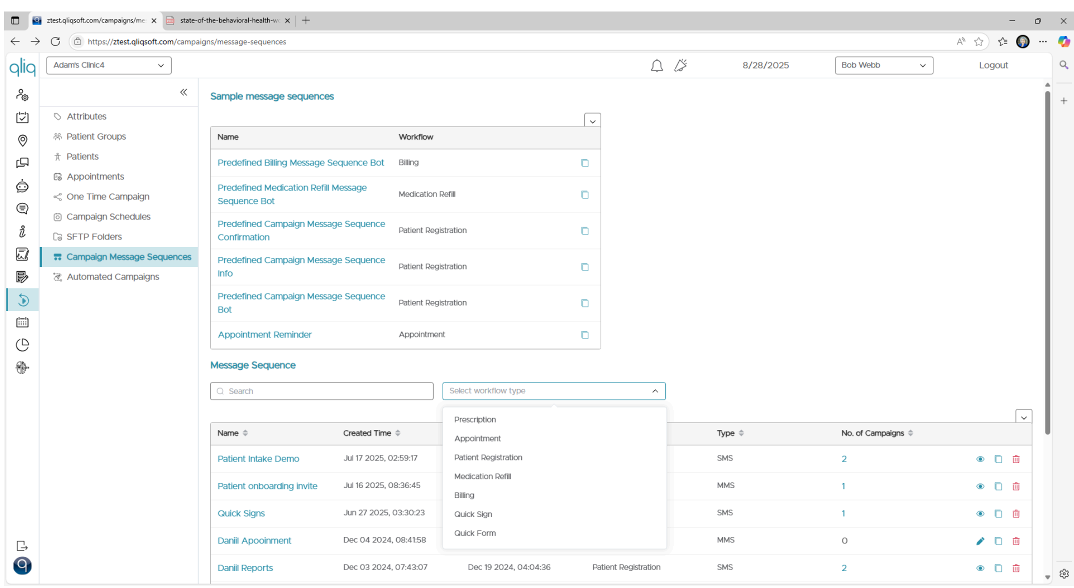


Once the administrator selects the Answer Message node, they open the standard configuration features. Enter the question in the SMS and email messages, add a label, and optional nudge(s). When sent, the recipient receives the secure question and a button to click and provide a text string answer.

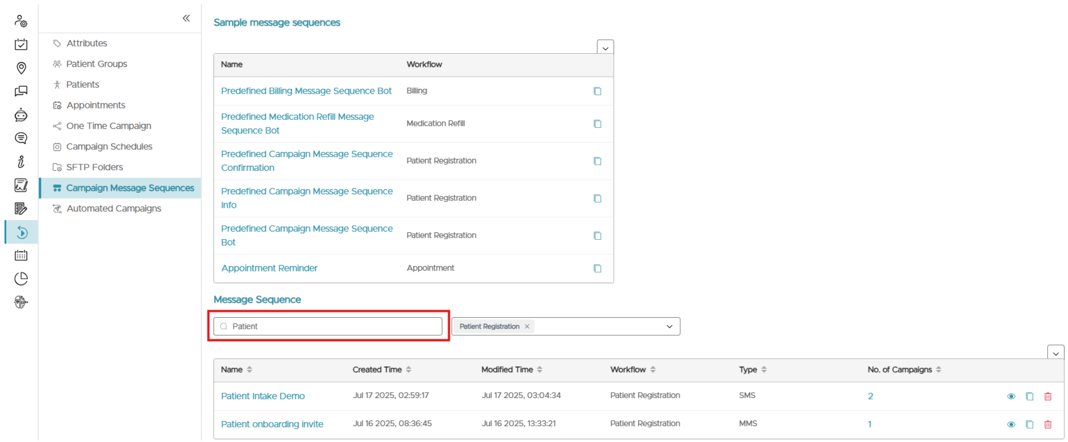


Improvements

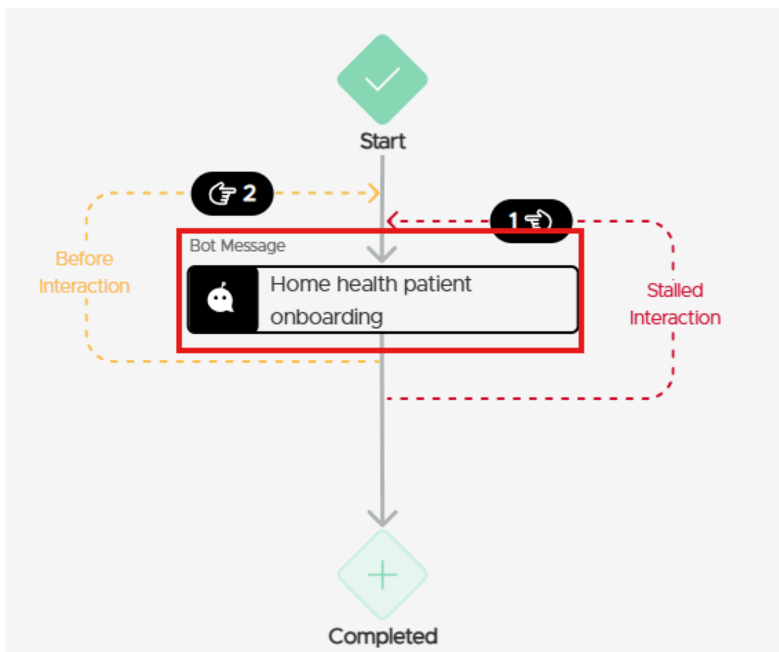
- **Care Campaigns – Restrict MMS Logo Widgets in Non-MMS Sequences** – Administrators licensing MMS upload their logo to the desired chat widget(s). Now, when the Administrator sets up Automated Campaigns and checks the MMS flag for that campaign, they can only select chat widgets that are set up with an MMS logo.
- **Campaign Message Sequence – Search Functionality** – You can now filter by workflow within campaign message sequences, making it faster to find and edit specific sequences.



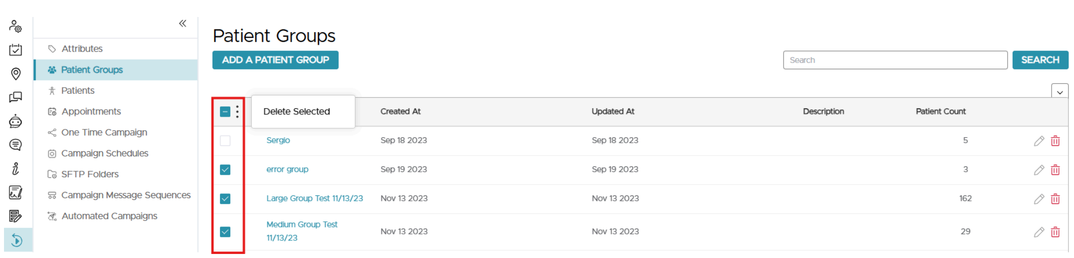
- **Auto Campaigns Table – Search by Name** – A search bar has been added above the Auto Campaigns table, allowing you to find campaigns by name quickly.



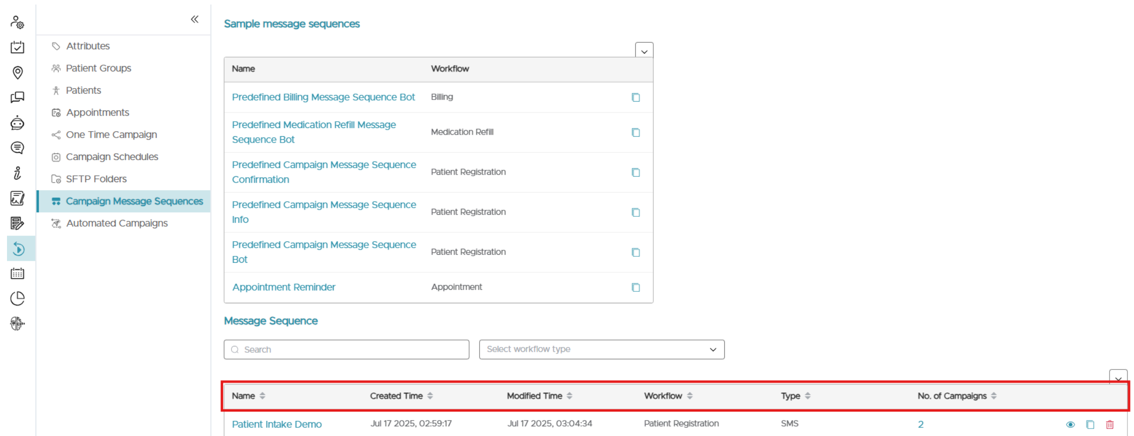
- **Bot Node Preview – Display Bot Name** – The preview for bot nodes now shows the bot's name instead of the message text, making it easier to identify bots at a glance.



- **Care Campaigns – Bulk Patient Group Removal** – You can now remove multiple patient groups at once, making campaign management faster and more efficient. To remove specific patient groups:
  - Navigate to **Patient Groups**
  - Check the groups to be removed
  - Click on the ellipsis and select **Delete Selected**.



- **Campaign Message Sequences – Sorting & Workflow Filtering** – Message sequences can now be sorted by name, created time, modified time, workflow, type, and number of campaigns, with ascending/descending options. A new multi-select workflow filter also makes it easy to view only the sequences you need.



- **Automated Campaigns – Start Confirmation Prompt** – After creating an automated campaign, users are now prompted to start it, removing the need to manually remember activation and preventing campaigns from being left inactive.

Bug Fixes

- **Care Campaigns – Accurate Booked Appointment Counter** – The booked appointment counter now updates accurately, ensuring the correct tracking of scheduled appointments.
- **Care Campaigns – Correct Status for Canceled Appointments** – Appointments manually marked as canceled now remain canceled, preventing nudges from continuing and ensuring their status does not change after the nudge flow.

Reporting

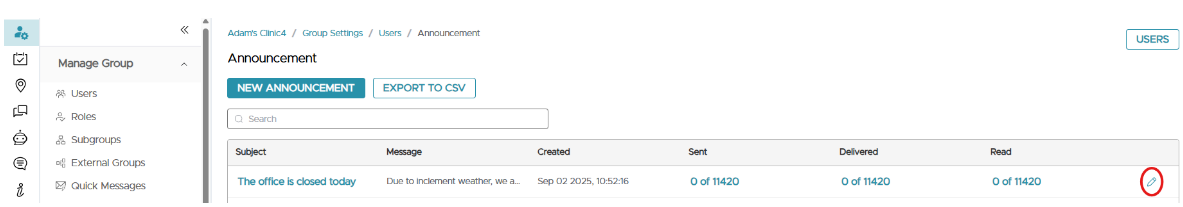
Bug Fixes

- **Reports – Accurate +Sign Usage Tracking** – +Sign usage is now fully recorded in the Usage & Limits report, ensuring your data is complete and up to date.

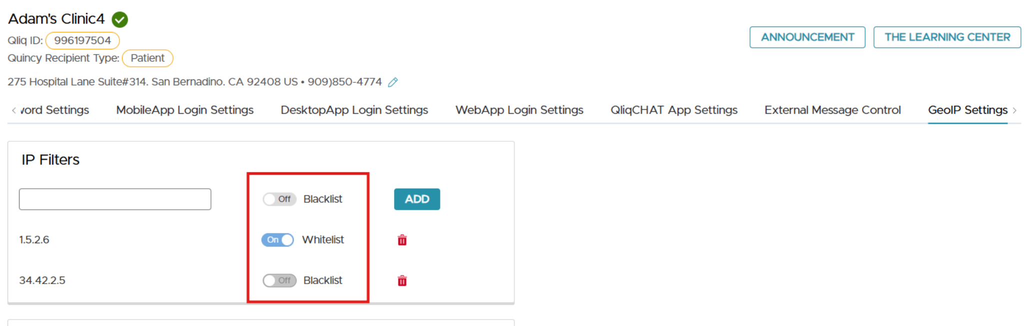
User Management

Improvements

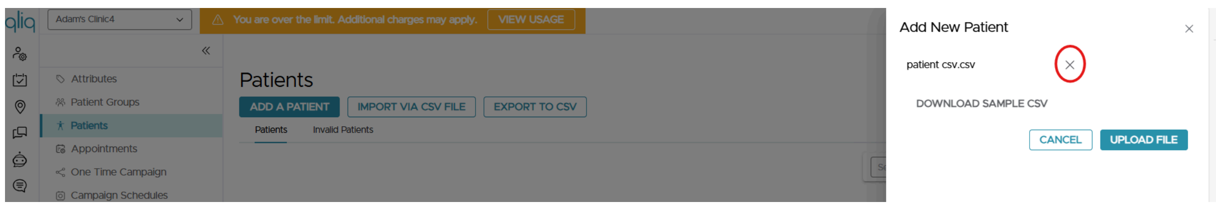
- **Group Settings Announcements** – When an announcement is scheduled for a future date and time, a pencil icon now appears, allowing for editing.



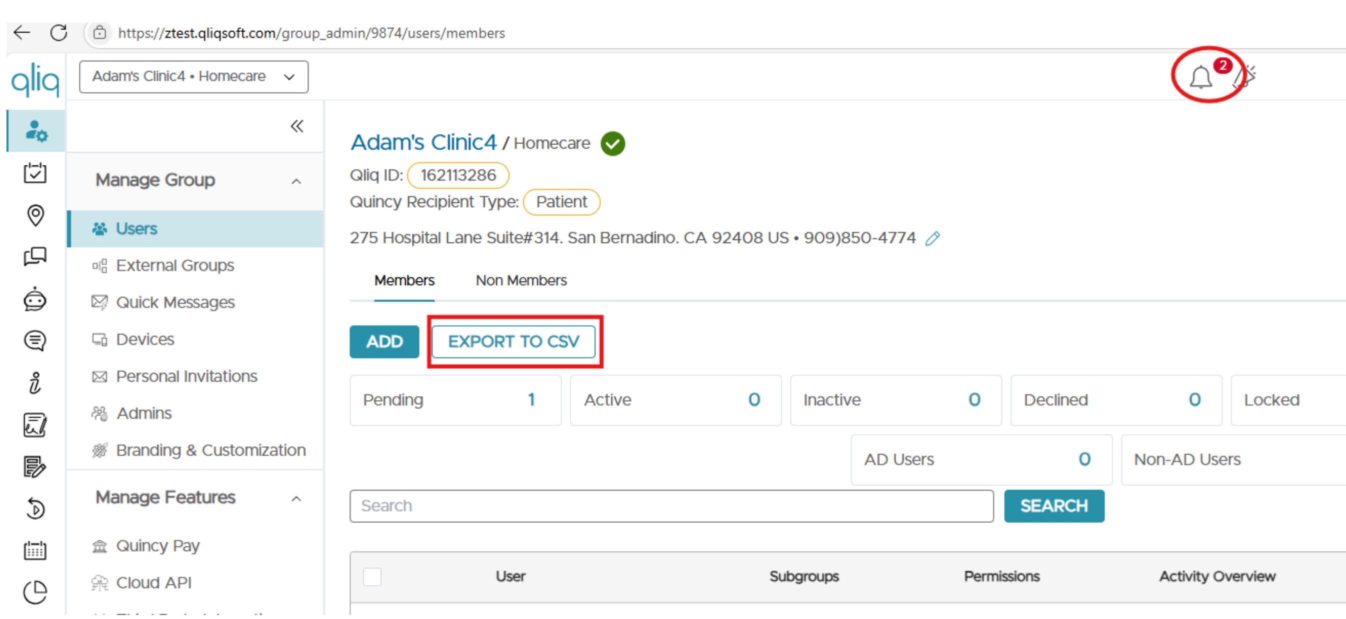
- **UI Toggles – Clear On/Off Indicators** – In webprod, toggles now display “On” or “Off” text, making it immediately clear whether a setting is enabled or disabled.



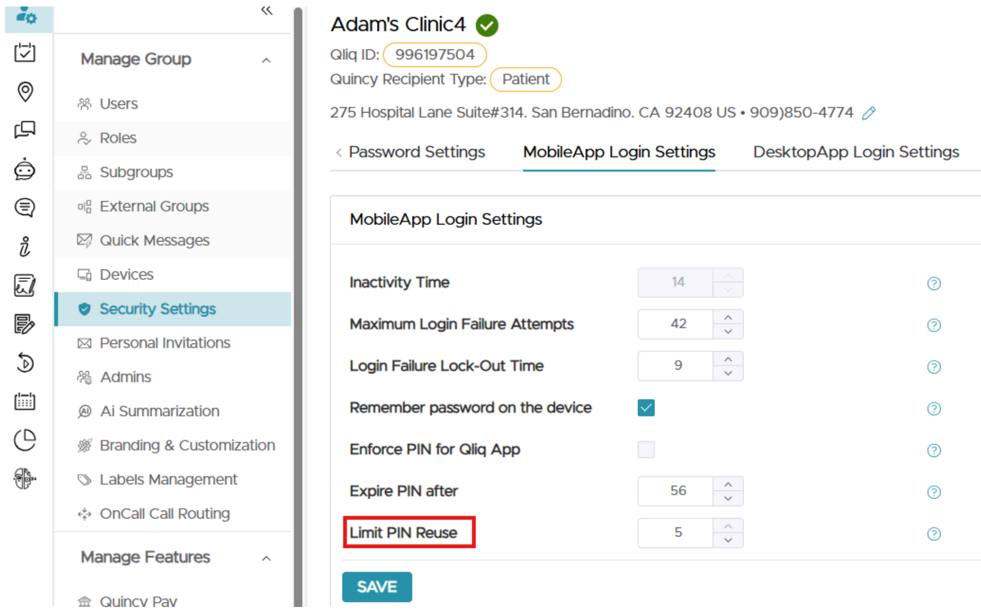
- **Group Settings – Remove File Option for CSV Import** – You can now remove a file after adding it in the Import via CSV process (and before loading it), giving you more control in case you have selected the wrong file.



- **Group Settings – Export Subgroups to CSV** – A new "Export Subgroups to CSV" option is now available on the Subgroups page in Group Settings, allowing group admins to quickly download and review subgroup data. To export, click on the Export To CSV button. When the file is ready, a red number will display. Click on the bell and follow the instructions provided.



- **Group Settings – Clearer Title for PIN Reuse Restriction** – The “Do not allow reuse of last” option has been renamed to clearly indicate its application to PINs, helping users understand its purpose without needing to refer to the tooltip.


Manage Group
Users
Roles
Subgroups
External Groups
Quick Messages
Devices
Security Settings
Personal Invitations
Admins
Ai Summarization
Branding & Customization
Labels Management
OnCall Call Routing
Manage Features
Quincy Pay
Adam's Clinic4
Qliq ID: 996197504
Quincy Recipient Type: Patient
275 Hospital Lane Suite#314. San Bernadino. CA 92408 US • 909)850-4774
Password Settings
MobileApp Login Settings
DesktopApp Login Settings
MobileApp Login Settings
Inactivity Time
14
Maximum Login Failure Attempts
42
Login Failure Lock-Out Time
9
Remember password on the device
Enforce PIN for Qliq App
Expire PIN after
56
Limit PIN Reuse
5
SAVE