

Product Release Notes

Release Date: December 24, 2025

Important Notes for Affected Users

-

Impacted Products & Features

Click the link to those features with updates

Quincy

- [Video Visits / QuincyCHAT](#)
- [Chatbots](#)
- [Chat Widgets](#)
- [Quick Sign](#)
- [Quick Forms](#)
- [Care Campaigns](#)
- FAQs
- User Profile

QliqCHAT

- [Desktop App](#)
- [Mobile App](#)
- OnCall Scheduling
- [Visit Path](#)
- Fill & Sign
- Qliq-Assisted Calling

Admin Features

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

Quincy

Version 25.4.2

Video Visits / Quincy Chat

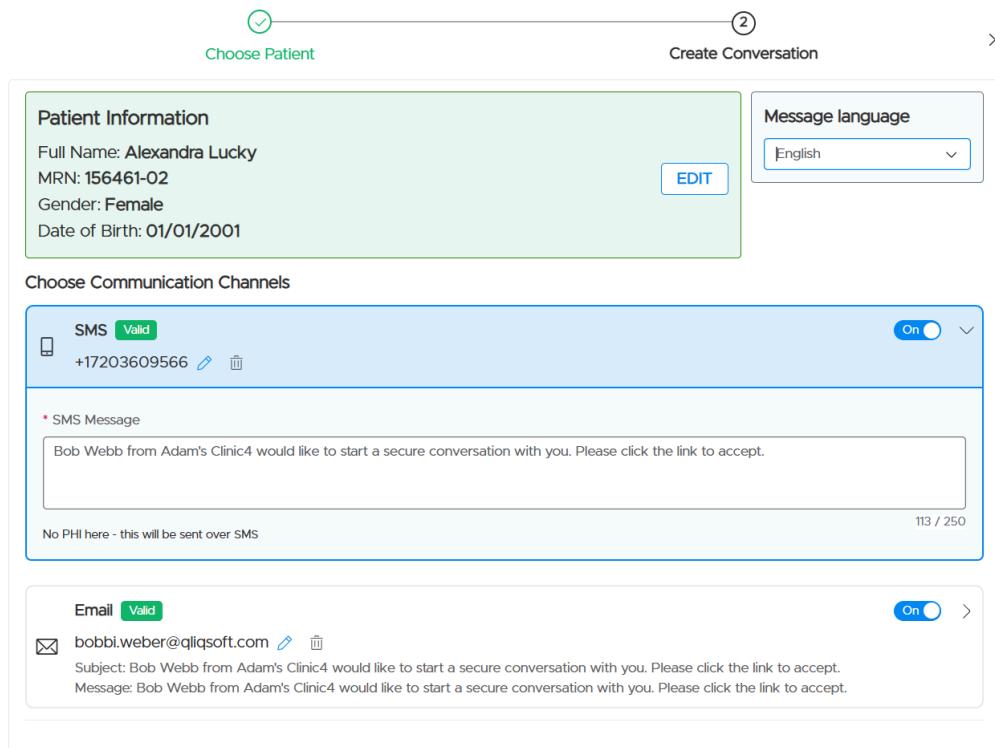
What's New

- **Text-to-Text Real-Time Translation:** Introduced real-time text-to-text translation in both Agent Chat and Patient Chat. Each participant can view their own message as well as the translated version received by the other party. By default, messages appear in English, but users can switch between the original text and the translated view at any time for full clarity and transparency. **This is a subscribed feature that QliqSOFT must enable. A complimentary**

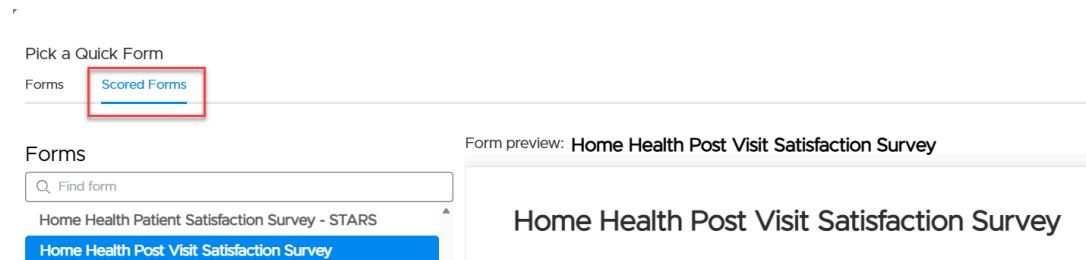
three-month trial is available to existing QuincyCHAT secure patient texting customers. To start your trial or for more information, contact Bobbi.weber@qliqsoft.com

Improvements

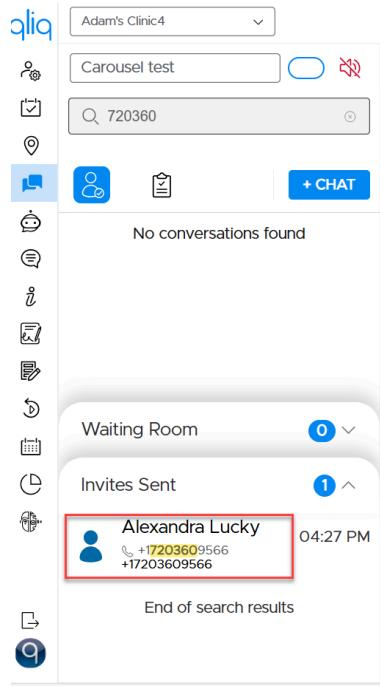
- **Redesigned +CHAT, drawer:** The +CHAT drawer now provides a more intuitive, convenient, and user-friendly UX/UI, making navigation and task completion smoother. There is new workflow indicator across the top and additional patient data is displayed once the patient is selected. The email channel is now below the SMS channel.



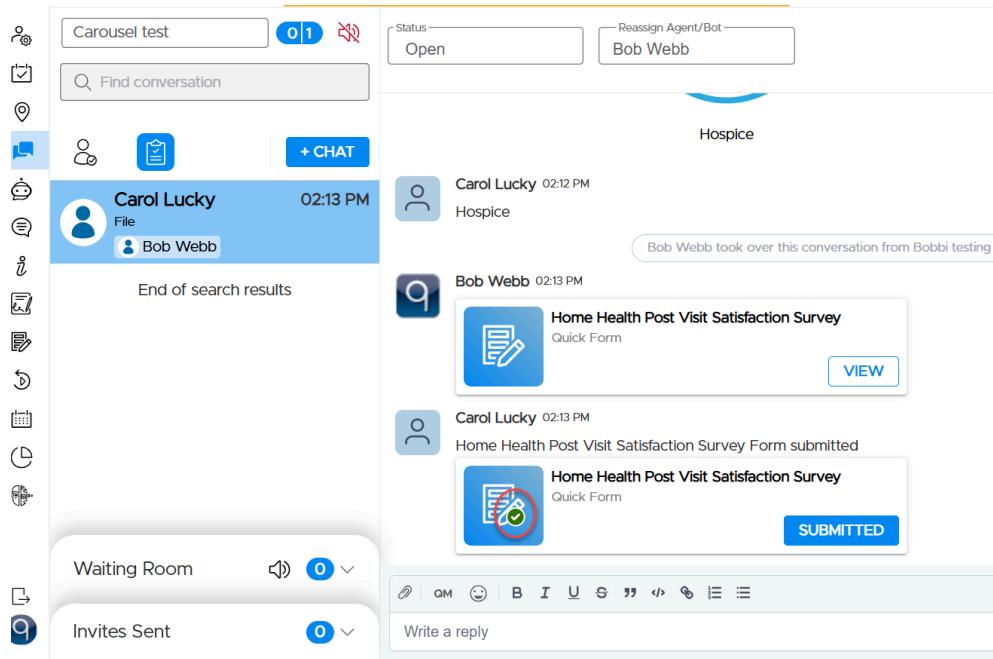
- **Scored Forms Support in QuincyCHAT:** Added a new “Scored Forms” tab to the Quick Form picker, making it easier to locate and select forms with scoring.



- **Highlighted Search Results:** Added visual highlights for search matches in the chat list. When searching by phone number or email, matching values now appear directly in the conversation list. When searching by name, the matching portion of the name is highlighted, making it easier to locate the desired conversation quickly.



- **Quick Forms Completion Indicator in Patient Chat & Virtual Conversations:** Added a green check mark to completed Quick Forms within both Patient Chat and Virtual Conversations, making it easy to identify fully submitted forms.



- **Date Timestamps:** Invitation and first-message events now display their correct date timestamps, ensuring a complete and accurate conversation timeline.



Bug Fixes

- **Video Calls – Screen Share Display Improved:** The video feed now remains visible when a third party shares their screen during a virtual conversation on mobile.

Chatbots

Bug Fixes

- **Chat Bots – New Categories Now Flow Correctly in Scored Forms:** Newly added categories in scored forms now appear as expected within chatbot workflows.

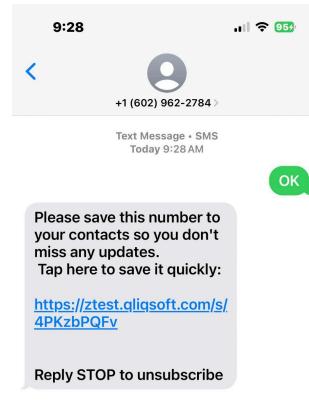
Chat Widgets

What's New

- **Opt-In Plus:** Introduced a new Opt-In Plus capability that allows admins to generate branded PDF flyers and HTML/CSS snippets directly from the chat widget for patient communication. These flyers include QR codes, phone numbers, and a guided step-by-step flow for patients to save contacts and confirm via SMS.

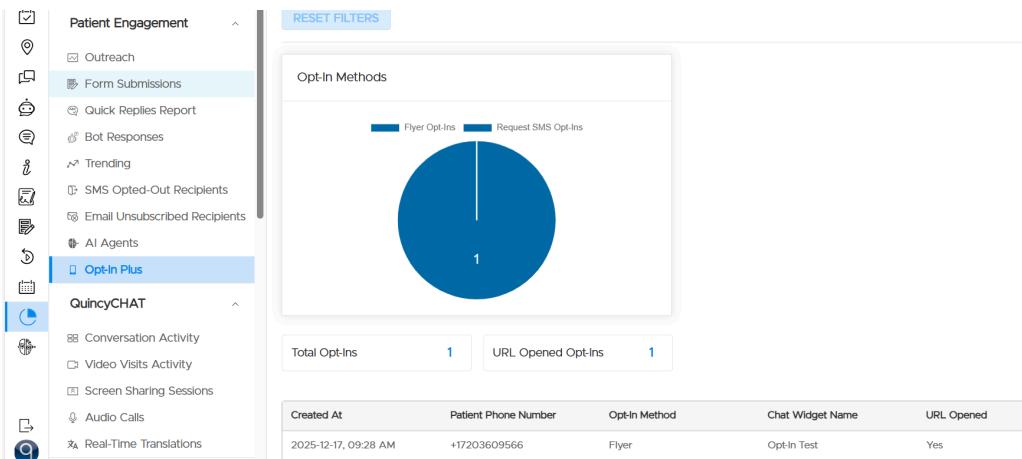
The capability is configured on this new Opt-in page:

Once the patient scans the QR code, a new system message sequence enables chat-widget-based opt-ins triggered by QR flyers, including a specialized message node that delivers a contact url that the user can click on to add the contact information to their contacts.



Text Message • SMS

There is also a new Opt-in report to see what recipients have accepted.



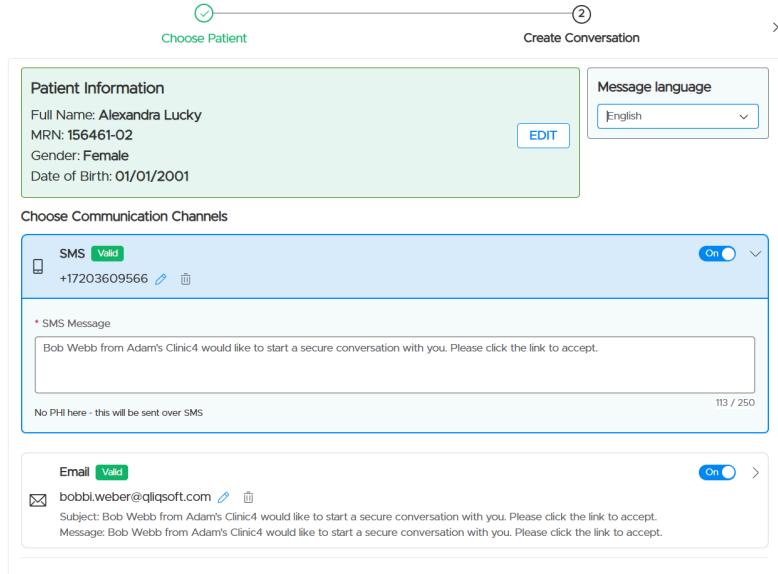
Improvements

- **Landing Page Image Options:** The landing page now supports uploading images in multiple square sizes, giving users more flexibility to choose visuals that best fit their layout and design needs.

Quick Sign

Improvements

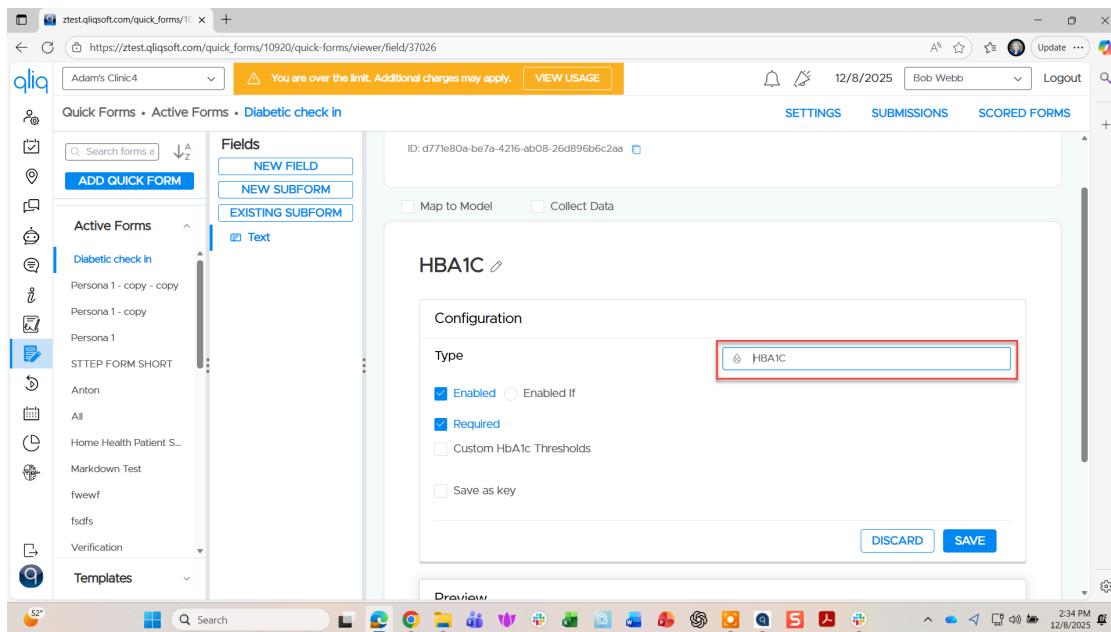
- **Refactored +SIGN, drawer:** We redesigned the drawer to provide a more intuitive, convenient, and user-friendly UX/UI, making navigation and task completion smoother across the feature.



Quick Forms

What's New

- **HbA1c Field:** Introduced a new HbA1c field type that accepts a single numeric value..



- **Review Sites – Yelp Added:** Added Yelp as a new review site option, giving organizations more flexibility in directing users to the platforms where they want to collect feedback. To change the review site go to Quick Forms/Scored Forms/Review Sites and select the preferred review site.

Edit Review Site

* Site Name: Hilton New York

* Platform: Yelp

Review URL: <https://www.yelp.com/biz/hilton-hotels-and-resorts-new-york>

Service Delivery Location ID (Optional): Enter service delivery location ID

* State: New York

* City: New York

SUMMARY

Cancel **Save**

Improvements

- **Refactored +FORM, drawer:** We redesigned the drawer to provide a more intuitive, convenient, and user-friendly UX/UI, making navigation and task completion smoother across the feature.

The screenshot shows the 'Choose Patient' screen in QuincyCHAT. At the top, there are two buttons: 'Choose Patient' with a green checkmark icon and 'Create Conversation' with a '2' icon. Below these are two sections: 'Patient Information' (Full Name: Alexandra Lucky, MRN: 156461-02, Gender: Female, Date of Birth: 01/01/2001) and 'Message language' (English). A 'EDIT' button is located in the top right of the patient info section. Below these are 'Choose Communication Channels' sections for 'SMS' and 'Email'. The SMS section shows a phone number (+17203609566) with a green 'Valid' status, an 'On' toggle switch, and a message preview: 'Bob Webb from Adam's Clinic4 would like to start a secure conversation with you. Please click the link to accept.' The Email section shows an email address (bobbi.weber@qlqsoft.com) with a green 'Valid' status, an 'On' toggle switch, and a message preview: 'Subject: Bob Webb from Adam's Clinic4 would like to start a secure conversation with you. Please click the link to accept.' and 'Message: Bob Webb from Adam's Clinic4 would like to start a secure conversation with you. Please click the link to accept.' A note at the bottom says 'No PHI here - this will be sent over SMS'.

- **Scored Forms Support in +Form:** Added a new “Scored Forms” tab to the +Form drawer in QuincyCHAT, making it easier for QuincyCHAT users to locate and select forms with scoring.

The screenshot shows the 'Pick a Quick Form' interface. On the left, there is a 'Forms' tab and a 'Scored Forms' tab, with 'Scored Forms' highlighted with a red box. On the right, there is a 'Form preview' for 'Home Health Post Visit Satisfaction Survey'. The preview shows the form title 'Home Health Post Visit Satisfaction Survey'.

- **Custom Boolean Options:** Users can now customize boolean response options in Quick Forms, allowing them to replace the default “Yes” and “No” with labels that better fit their workflow and clinical context. To customize it select the Boolean data type, add the field name and then add the custom labels that correspond to True or False.

Did the pharmacist discuss how to take the bowel prep with you?

Configuration

Type: Boolean

Enabled: Enabled If: Checked Checked if: Hint: True Label: The pharmacist discussed bowel prep with me False Label: The pharmacist did not discuss bowel prep with me

Save as key:

DISCARD SAVE

- **Scored Form Submissions – Export to CSV:** Added the ability to export scored form submissions to CSV, making it easier to analyze results, share data, and integrate with external reporting tools. To access this, select Quick Forms, Scored Forms, select the form data that you want to export, and select export to CSV. When the file is ready, the red bell notification will appear and the pop up box with the password and link to download the file will appear.

Adam's Clinic 4

Home Health Post Visit Satisfaction Survey

Classification: Last 24 hours, 7 days, 30 days, 3 months, All, Start date, to, End date

Average Score: 8.2, Total Submissions: 6, Median Score: 7, Reviewed: 1, Canceled: 0

Survey Forms Chart: Proceeded: 1

Moderately Happy: 4, Very Happy: 1, Classification Unhappy: 0, Classification 4: 0

Opened: 0, Submitted: 5, Completed: 1, Upload Failed: 0, Abandoned: 0, Webhook: 0

EXPORT TO CSV

>Password protected Zipped CSV file for Scored Form Submissions is ready!

It took 0.434629486 seconds to generate this file.

Click [here](#) to download the zip file.

Your password is: tJzOg9j

- **Step-by-Step Form UI Refactor:** Refactored the step-by-step form experience with a modern, more engaging layout. The updated design features bold, easy-to-read questions, large interactive answer options styled as link-style buttons, and stronger visual contrast.
- **Quick Form Builder – Conditional Logic for Drop-Down Fields:** Drop-down (select) fields can now be used as conditions in the Conditional Logic builder.

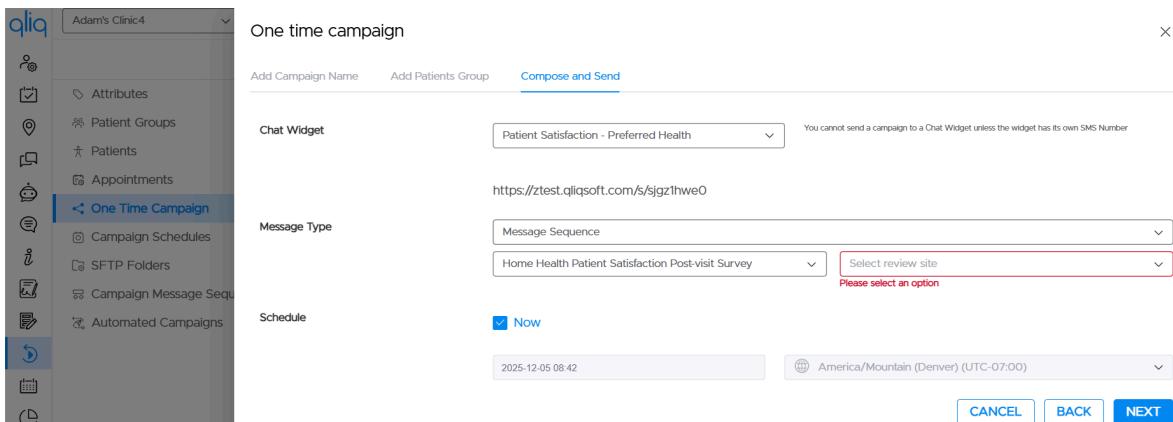
Bug Fixes

- **Status Filter Selection Corrected:** The status filter now correctly recognizes each option individually, allowing users to select and apply multiple filter options.
- **Usage & Limits – Plus Quick Forms Chart Updating Correctly:** The Usage & Limits chart now updates as expected for Plus Quick Forms.

Care Campaigns

What's New

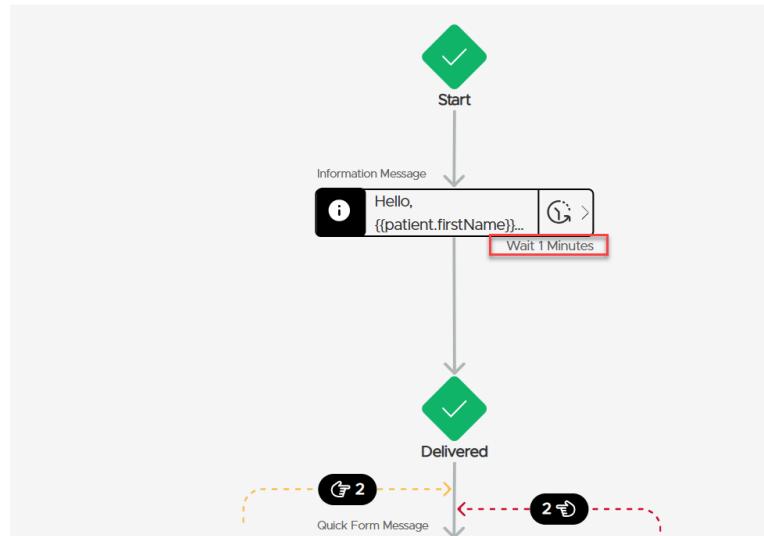
- **Voice Calls for Non-Textable Numbers in Auto Campaigns:** Auto Campaigns now support fallback voice communication for recipients with non-textable numbers, such as landlines for **Information** and **Confirmation** message types and **Nudges**. If a user's phone is a landline, they will receive a phone call instead.
- **One-Time Campaigns – Review Sites Added:** QliqSOFT now allows teams to include online review requests as part of their outbound messaging workflow for One-Time Campaigns. This requires a Care Sequence that is configured to support online reviews. A new field has been added to the Compose and send page to allow administrators to select the review site before sending the One-Time Campaign.



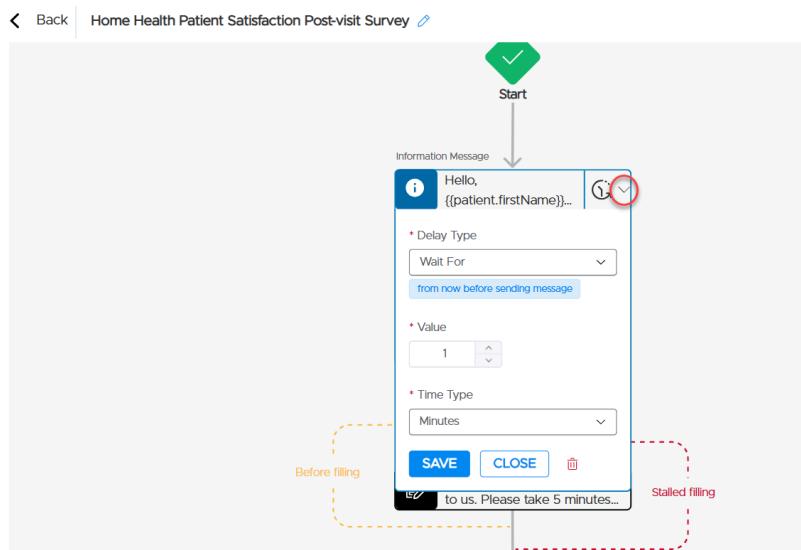
Improvements

- **Message Sequence Editor – Inline Delay Controls:** Delay values between message nodes can now be viewed and edited directly in the sequence editor. A new inline editor and visual indicator in message nodes, making it easier to understand and adjust timing without opening each node's configuration panel.

When a delay is added between nodes, there is a new time delay indicator in the node with the delay time indicated below the node.



Clicking on the arrow to the right of the time indicator opens a dialog box where the delay can be edited.



FAQs

User Profile

User Management

What's New

- **Quincy – Active Directory Support** – QliqCHAT now supports OIDC (OAuth2). Configuration options in Group Settings → Security Settings have been updated. **This feature may require assistance from QliqSOFT to set up. For more information, please contact support.**

Improvements

- **SAML/SSO Configuration Updated:** The SAML/SSO configuration page in Group Settings → Security Settings now includes all required and up-to-date information, giving administrators clearer guidance for setting up secure authentication.

The screenshot shows the QliqCHAT Group Settings interface. The left sidebar has a 'Manage Group' section with 'Manage Features' expanded, showing 'Security Settings' selected. The main content area is titled 'Adam's Clinic4' and shows 'Qliq ID: 996197504' and 'Quincy Recipient Type: Patient'. Below this is a '275 Hospital Lane Suite#314, San Bernardino, CA 92408 US • 909)850-4774' link. The 'Security Settings' tab is active, showing 'Password Settings' with fields for Characters (8), Uppercase Letters (2), Numbers (2), Special Characters (0), and checkboxes for Enforce password strength and Expire password after (30). There are also dropdowns for Do not allow reuse of last (3) and a 'SAVE' button. A red box highlights the 'SAML settings' section, which includes 'Name' (123123), 'IDP metadata XML URL' (https://adfs.kitertest.com/FederationMetadata/2007-06/FederationMetadata.xml), and a note: 'This information may be needed for your app integration'. It also shows 'Link to QliqSOFT metadata' (https://ztestqliqsoft.com/auth/saml/metadata), 'Single Sign On URL' (https://ztestqliqsoft.com/auth/saml/acs), 'Recipient URL' (https://ztestqliqsoft.com/auth/saml/acs), 'Destination URL' (https://ztestqliqsoft.com/auth/saml/acs), and 'Audience Restriction' (https://ztestqliqsoft.com/auth/saml/metadata). Buttons for 'SAVE', 'Mark as default authentication method', and 'RELOAD METADATA' are present. To the right, 'OpenID Connect Settings' are shown with fields for 'Name', 'App ID (Client ID)', 'Tenant ID', 'Discovery URL' (with an example: https://login.microsoftonline.com/<TENANT_ID>/v2.0/.well-known/openid-configuration), 'Client Secret', and 'Issuer (Authorization Server)'. Buttons for 'Sign In Redirect URL' (qliqsoft://qliqchat/oauth/redirect) and 'Sign Out Redirect URL' (qliqsoft://qliqchat/oauth/signout) are also present.

- **OIDC Configuration Updated:** The OIDC configuration page in Group Settings → Security Settings now includes all required and up-to-date information, giving administrators guidance on setting up SSO for QliqCHAT.

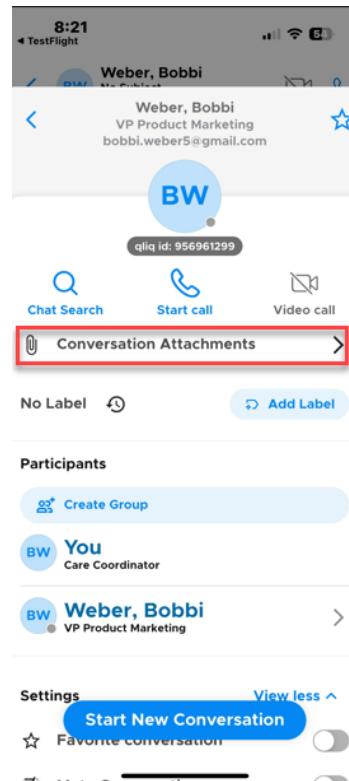
- **User Management API – SCIM Updates:** We updated the User Management API page to include accurate, up-to-date information for both SCIMv1 and SCIMv2 configuration, ensuring administrators have the latest guidance for automated user provisioning and deprovisioning.

Desktop App

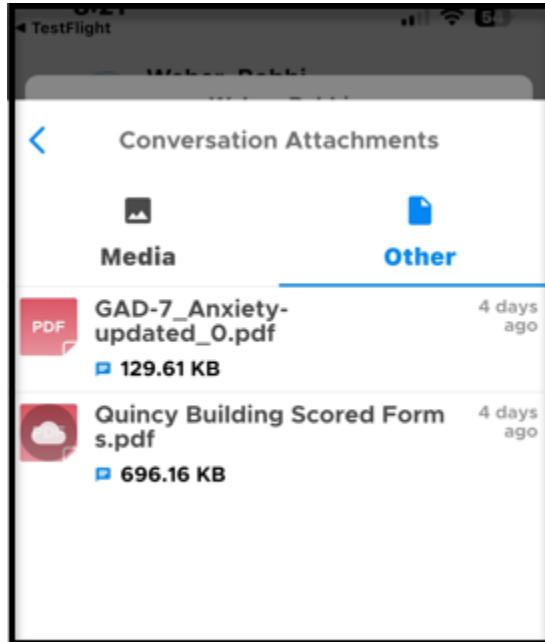
What's New

- OIDC Security Settings configuration** – We introduced Single Sign-On (SSO) for QliqCHAT, supporting login through the OIDC standard. SSO allows users to access QliqCHAT with the same credentials they use across their organization, reducing password fatigue and improving security. OIDC is a modern authentication protocol built on OAuth 2.0, enabling secure, user-friendly sign-ins and seamless identity management. The configuration page for OIDC support is under Security Settings for admins.
- File Preview for Attachments**: Added a new left/right navigation carousel when viewing attachments in conversations or from the conversation details panel. Users can now quickly move through all media and document files within a conversation, making the review experience faster, smoother, and more intuitive.

To access attachments, open a conversation thread and click on Conversation Attachments.



From here, there is a new screen where the user can see a window to select media or other content, such as PDFs and csv files, contained in the conversation thread. Simply click the thread and navigate through the file's pages.

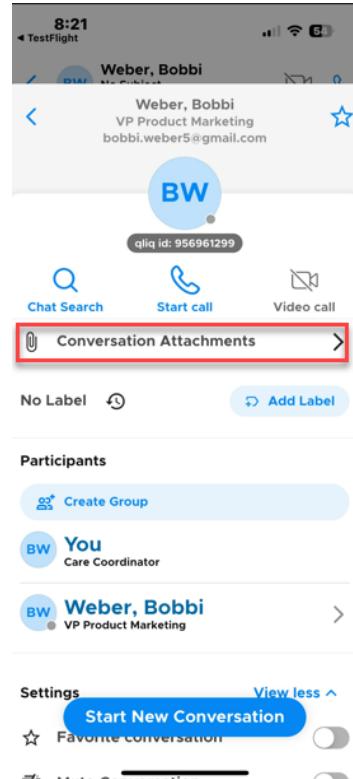


Mobile App

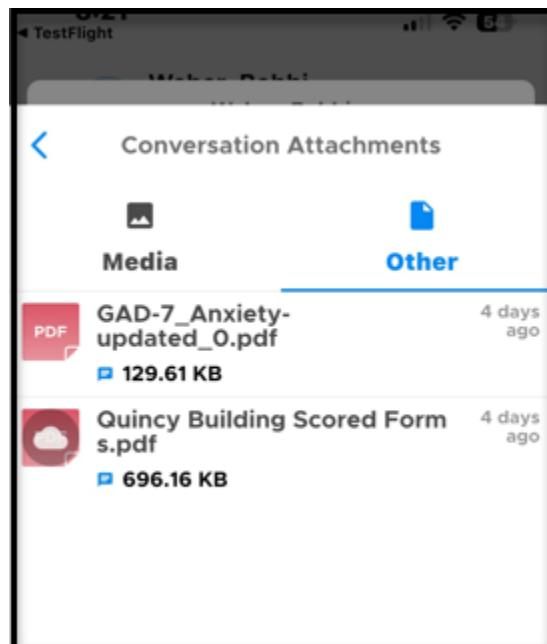
What's New

- **Login via OIDC** – We introduced Single Sign-On (SSO) for QliqCHAT through the OIDC standard. SSO allows users to access QliqCHAT with the same credentials they use across their organization, reducing password fatigue and improving security. OIDC is a modern authentication protocol built on OAuth 2.0, enabling secure, user-friendly sign-ins and seamless identity management.
- **File Preview for Attachments:** Added a new left/right navigation carousel when viewing attachments in conversations or from the conversation details panel. Users can now quickly move through all media and document files within a conversation, making the review experience faster, smoother, and more intuitive.

To access attachments, open a conversation thread and click on Conversation Attachments.



From here, there is a new screen where the user can see a window to select media or other content, such as PDFs and csv files, contained in the conversation thread. Simply click the thread and navigate through the file's pages.



Improvements

- **Improved PDF Quality:** Enhanced the clarity and resolution of PDFs generated from mobile camera captures. Scans now appear sharper, with reduced compression artifacts and more consistent quality between the mobile preview and the final PDF, improving readability across all platforms.

Limitation

- **iOS text magnification bubble may persist after email submission (iOS 26.2)**

On iOS devices running version 26.2, if a user long-presses inside the email field to activate the text magnification bubble and then submits the email while the bubble is still visible, the magnification bubble may persist after navigation.

The bubble can remain visible on subsequent screens, including the password screen, PIN creation screen, and even within the main app, until the application is fully closed and reopened.

This behavior does not occur on Android.

The issue is known and will be fixed in the next release.

OnCall Scheduling

Visit Path

What's New

- **Visit Path Admin – Message Chimes and Unread Badge:** Added message chimes to the Visit Path Admin portal using the same default and personalization settings as QliqCHAT, along with a visual badge for new unread messages. This makes it easier for admins to notice and respond to new activity in real time. Visit Path chimes are set separately from QliqCHAT settings.

Chimes can be personalized by clicking on the ellipsis and then adjusting your sound settings.

The image shows the Qliq app interface. On the left, a list of conversations is displayed, each with a user profile picture, name, availability status, and a timestamp. A red box highlights a three-dot menu icon in the top right corner of the conversation list. On the right, a 'Settings' overlay is open, specifically the 'Message Notifications' section. It contains several notification types with toggle switches and corresponding sound files: 'Normal Messages' (urgent.m4a), 'Urgent Messages' (urgent.m4a), 'ASAP Messages' (qliqchime.m4a), 'FYI Messages' (pager.m4a), 'Send Messages' (send.m4a), and 'Acknowledgements' (acknowledge.m4a). Each notification type has a small preview icon and a '...' button.

- **Emoji Reactions Added:** Introduced emoji reactions for messages in Visit Path, matching the interaction experience available in QliqCHAT. Users can now react to messages with quick, expressive feedback.

Improvements

Bug Fixes

- **Attachment Delivery Improved:** Attachments in Multi-Party Chat conversations now send correctly and no longer appear as blank messages, ensuring smooth and reliable file sharing within Visit Path.

Fill & Sign

Bug Fixes

•

Qliq-Assisted Calling

Admin Features

Bug Fixes

•

Integration & APIs

Reporting

Improvements

- **Usage & Limits – Scored Forms:** Added Scored Forms and Scored Form Submissions to the Usage & Limits section, providing clearer visibility into how these features are used across your organization.
- **Updated Default Date Range:** The default date range for all reports is now set to 7 days.
-

Bug Fixes

-

Bug Fixes

-

QliqSTOR

QliqDIRECT

App Store Version (up to 4,000 characters)

Login via OIDC

We have expanded Single Sign-On (SSO) for QliqCHAT to include the OIDC standard. SSO allows users to sign in with the same credentials they already use across their organization, reducing password fatigue and improving security. OIDC is a modern authentication protocol built on OAuth 2.0, providing secure, user-friendly sign-ins and seamless identity management.

File Preview for Attachments

Added a new left and right navigation carousel when viewing attachments in conversations or from the conversation details panel. Users can now easily browse through all media and document files shared in a conversation, making it faster and more intuitive to review multiple attachments.

Improvements

Improved PDF Quality

Enhanced the Snap & Sign PDF generation from mobile camera captures. PDFs now have improved clarity and resolution, reduced compression artifacts, and more consistent quality between the mobile preview and the final saved or attached PDF, improving readability across platforms.

Google Play Version (up to 500 characters)

- Expanded Single Sign-On for QliqCHAT to include OIDC, allowing users to securely log in with their existing organizational credentials.
- Introduced a left/right attachment preview carousel in conversations and conversation details for faster navigation through shared files.
- Improved PDF quality for mobile camera scans, delivering clearer documents with reduced compression and more consistent preview-to-PDF results.