

Introduction

This bulletin describes the new features and enhancements of partnerCRM 5.2.2 release for PC and Mac.
NB: The Test harness has been updated to present 5.2.2 features. These will only work if you have version 5.2.2.

New feature: Introduction of JWT Launch token and Login method

This allows JWT token validation followed by Login method, this offers a more secure approach to initiating and maintaining access to the API.
Please see the Product Technical Reference Guide for more information on this feature.

New feature: Extended search results to include a URL for actions

partnerCRM now includes an Action URL that is returned from a search so the API user can perform the screen pop action by launching the URL or embedding the URL in the browser/page.
Please see the Product Technical Reference Guide for more information on this feature.

New feature: Add Contacts to integrated CRM's

partnerCRM now supports the creation of a New Contact with an integrated CRM. Please note that not all integrations support creation of contacts from the API, details can be found on the CRM Viewer.
Please see the Product Technical Reference Guide for more information on this feature.

New feature: Added support for additional CRM type (Add-in with events)

partnerCRM now has the capability to support add-ins that use events to integrate with the CRM. This introduces integration to an additional thirty v3 CRMs and one v4 CRM.

NB: This requires your application to send and receive call events. By default Add-ins with Events (AWE) CRMs are hidden and only made available when your application has been updated to support them. The Mac client only supports v4 CRM integrations.

Please see the Product Technical Reference Guide for more information on this feature.

Updated API explorer

The [API explorer](#) has been updated to include methods to support 5.2.2 features as well as various data validation and UX improvements.

Support for additional Languages has been added

Support for Polish, Czech, Romanian, Serbian, and Swedish languages

New CRMs

A Significant number of new v4 CRM integrations have been added to both the PC and Mac client:

Standard: Bigin, Bitrix24, EGroupware, Efficacy, Halo, Odoo, QuickBooks Online, Really Simple Systems, Redtail, Rezi, SmeProfessional, Teamleader, Trengo, Vtiger, Zoho PhoneBridge

Controlled: Airship, FLG360, CurrentRMS, MicroHis, ReAmaze, [Rev.io](#) UtilityPOWERNet, Gorgias, TempWorks, Xero

CRM's improvements

Improvements have been made to the following v4 CRM Integrations:

Apple contacts, ConnectWise, Keap, Freshdesk, Exact Online, Google Contacts, NetSuite, Hubspot, Microsoft Dynamics 365.