WHAT’S NEW – INFORTEL® SELECT VERSION 10

This document presents features and changes that are new for Infortel Select Version 10.0. A number of new enhancements and reporting capabilities are included in this release which adds to our already robust report offerings and functionality.

INFORTEL SELECT WEB

The interface has some new enhancements that include:

- Alarms
- Price-A-Call
- Professional Services Package functions:
  - Call Editing
  - Manage Call Record Locks
  - Configure Call Editing Grid

All these new applications for Infortel Select offer:

- A more user-friendly, intuitive interface
- Faster access to key applications
- Increased graphical analysis options and formats

INFORTEL SELECT WEB – ALARMS

Infortel Select makes it easier to add, edit, and delete alarms that manage your phone system’s activity. A unique alarm can be created to monitor your phone system’s atypical conditions, and alarm situations that are detected can automatically trigger a pager, call a cell phone, or send an e-mail message to alert the appropriate personnel.

To create a new alarm or select an existing alarm to edit, you work with a screen containing a set of seven tabs. Here, you can make your alarms as specific or as general as needed.
INFORTEL SELECT WEB– PRICE-A-CALL

Price-A-Call lets you determine the cost of a call after you make it, or to check the estimated cost of a call before making it. You enter information about the call at the Price-A-Call dialog box to determine its cost. The system computes the cost of the call based on the information you have entered, identifies the location of the number called, and displays that information in the Result and Details sections.

The interface for Price-A-Call works identically to the Client/Server version, but has the look and feel of other Infortel Select applications.

Infortel Select– 2702
After clicking one of the Price buttons (Price, Price & Store, or Price & Send to PMS), the results will appear in the Result and Details sections in the bottom of the Price-A-Call screen:

**INFORTEL SELECT WEB – PROFESSIONAL SERVICES PACKAGE**

**PROFESSIONAL SERVICES PACKAGE MENU**

The left-hand side of the Professional Services Package menu displays:

- Names of applications
- A Search text box where you can search for an application
- Controls that let you display either full descriptions of the applications or just their names
The right-hand side of the Professional Services Package menu contains the Open Applications and Recent Applications sections:

- The Open Applications section displays the applications that are currently open. This section displays applications from the Professional Services Package menu opened by the current user.
- The Recent Applications section displays the last 5 applications accessed by the current user from the Professional Services Package menu.

**PROFESSIONAL SERVICES PACKAGE – CALL EDITING**

Call Editing lets a PSP Administrator (or for those that have been granted appropriate privileges) define search criteria for records to retrieve for editing in the Call Editing Grid.

**PROFESSIONAL SERVICES PACKAGE – MANAGE CALL RECORD LOCKS**

While a call record is checked out and in the Call Editing Grid, it is “locked” and unavailable to other users. This administrative-only utility allows you to “unlock” records so they are available to others. When there are locked records, the Manage Call Record Locks screen displays:

- Which user has records locked
- How many records are locked
- The date and time the records were locked
INFORTEL SELECT WEB – REPORTS/EXPORTS

MICROSOFT EXCEL

Reports/Exports now supports multiple formats for Microsoft Excel. The following apply when creating reports in Excel:

- **XLS Version**
  - When creating a report in the XLS version (Microsoft Excel 95 – 2003), you can print a maximum of 65,000 records.
  - The XLS output format is only available in text reports. Reports that contain both text and graphics will not include the graphics portion of the report when generated. Reports that are exclusively graphics will not include the XLS option.

- **XLSX Version**
  - When creating a report version in the XLSX version (Microsoft Excel 2007 and newer), you can print a maximum of 2 million records.
  - The XLSX output format is only available in text reports. Graphical reports and reports that contain both text and graphics do not include the XLSX option.

NEW DATE RANGE CHOICES

After creating a report template with Report Designer, when you open the report in Report Publisher, you can now specify a relative date range of month to date or the previous month.

- When Month to Date is selected, the date range includes the first date of the month to the current date.
- When Previous Month is selected, the date range includes the first through last dates of the previous month.
INFORTEL® SELECT – EXTENSION LOCATION DATABASE

Very often it is helpful to define a physical location (such as an office) where an extension resides. This location can then be used for reports. For example, you may have phones in both your Chicago and New York offices running on the same data source. By assigning a location to these extensions, you can then run reports by location.

- Manage locations in Cisco CCM, Avaya, and Microsoft Lync environments
- Create reports by a location rather than a data source
- Provide security for locations

There is the capability of consolidating information from both tabs on one screen. This change will make the link between an extension location and its associated ranges easier to see. After selecting Extension Location from the Administration menu, the Extension Locations screen will appear:

- In the top half of the Extension Locations screen, you can assign individual extension locations to a data source, select a time zone for the extension location, and assign facility-based billing to an extension location.
- In the bottom half of the Extension Locations screen, you can assign a range of extensions to a specified extension location.
- Also there is the ability to add many ranges of extensions using the search function. After clicking the button, the screen below will appear. There, you can search for extensions and add them as a range.
INFORTEL® SELECT – POOLED BILLING

As telecom technology moves into the wireless world and SIP-based billing is being implemented more and more, traditional pricing does not always fit a manager’s model. Many times, a set price is paid for a number of minutes and then a per-minute price if a limit is exceeded. Using Infortel Select’s Pooled Billing, you can efficiently bill in these situations.

A billing pool is a group of calls bundled by either call count or call duration and has special rules for processing, costing and configuration. With the Pooled Billing application, you can specify:

- The start and end period of each pool cycle
- If the pool members are based on facilities or extension locations
- The media type for a pool
- If the pool is based on call count or call duration

After selecting Pooled Billing from the Administration menu, the Pooled Billing screen will appear:

The Pooled Billing main screen displays details about each billing pool.
INFORTEL® SELECT – REPORT DESIGNER

If you are running Cisco Unified Communications Manager and designing a summary or detail report, you can choose to add Original Called Party Number as a header or column. This field shows how many inbound calls were forwarded to voicemail.

INFORTEL® SELECT – REPORTS

CONCURRENT CALLS REPORT ENHANCEMENT

With this enhancement, you can analyze the bandwidth required for each location’s pipe into the MPLS network as well as the combined concurrent calls for the entire MPLS. This is done by:

• Including traffic usage for both the source facility/trunk group and destination facility/trunk group on trunk to trunk calls
• Adding the following constraints to the Concurrent Calls report that let you analyze your MPLS network traffic:
  • Extension Location
  • Extension Location Destination
  • Inter-Location Calls
  • Adding the following constraints to control whether or not source facility/trunk group and destination facility/trunk group information is included in the Concurrent Calls report
  • Trunk to Trunk (All Calls is selected by default)
  • Source Facility Name
  • Source Trunk Group

INFORTEL® SELECT – PROFESSIONAL SERVICES PACKAGE

If you purchased the optional Professional Services Package, you have access to 2 additional applications:

• Import Account Codes
• Purge Inactive Account Codes

IMPORT ACCOUNT CODES

Import Account Codes lets a person with Administrator-level privileges import account and matter codes from a time and billing system into Infortel Select. Using this application, the administrator can:

• Specify the format of the import file(s) as well as upload them
• Define the type of import file (fixed or delimited) containing the account and matter code information and to name the columns of raw import data
• E-mail import results to selected recipients
• Schedule an import

When Import Account Codes is selected at the PSP Functions menu, the screen below, which displays a sample account code import, will appear:
PURGE INACTIVE ACCOUNT CODES

When you have finished editing calls, the person with Administrator-level privileges can purge inactive account codes before exporting the posted records back to the call accounting software’s database. When Purge Inactive Account Codes is selected at the PSP Functions menu, the screen below will appear:

INFORTEL® SELECT – VERBA® INTEGRATION

ISI has partnered with Verba Technologies, a provider of call recording. Verba Technologies provides a call recording solution for unified communications that captures voice, immersive video, telepresence calls and agent screen images. Verba’s recording technology enhances business operations with modes that include full recording, on-demand recording and silent monitoring. Verba supports all major UC and Contact Center system vendors such as Cisco, Avaya, Microsoft and Broadsoft.

When you have both Select and Verba, you can see what calls have recordings. In Call Exploration it is easy to find calls that have recordings by using the “Has Recordings” filter:
When in Call Exploration, the calls with recordings are marked.

The integration features a single sign-on. That means that an authorized user can click on the microphone or camera in Call Exploration and be taken to that recording in Verba without having to log in again.
**INFORTEL® CRM INFUZE**

Infortel® Select, as well as Verba’s Call and Video recording can now be fully integrated with Microsoft Dynamics™ CRM. The result of the integration is a new product called Infortel® CRM Infuze, which infuses call accounting, call recording, video recording, and Dynamics CRM into one interface. This groundbreaking software is the first of its kind. Call records are sent from Select or Verba directly to Dynamics CRM as activities.

Rules can be created to automatically link calls to a specific account, contact, or lead. Rules can also be used to discard calls that don’t belong in the CRM system, for example calls to or from family members. The integration and the rules help insure that all activities are correctly documented. As with Select, the user can see calls that have a recording and can click on the link to hear the recording in Verba, without having to sign-in again.
Clicking on the link takes the user to the recording in Varba.
INFORTEL® SELECT – REPORT DESIGNER

There are two enhancements to the Report Designer.

- When selecting the Call Type column for detail reports and exports, you can now display with the full name of the call type (e.g. Long Distance) or the abbreviation (e.g. LD).
- Previously you could add city and state as separate fields. We have added the ability to combine them into one field, Location. It displays as City, State; e.g. Chicago, IL. In addition, if the call is to or from a different country, the country will be included in the location information.

INFORTEL® SELECT – REPORTS

DEVICE TYPE SUMMARY REPORTS

Two new reports have been introduced that enhance reporting on Device Types.

- The Device Type Summary Allocation Report shows managers how much each device is being used in comparison to all of the devices.
- The Device Type Usage Summary Report is used to show the trend of usage and how the different types of usage compare to each other. You have the choice of displaying the information in either a line graph or a stacked bar graph.

GENERAL REPORT CHANGES

- Up until now the location reported for internal calls was “Internal”. Now the name of the person called is displayed which gives better information on who was involved in the call. For example, instead of it showing Sally Smith called extension 1234 at location “Internal” it now shows Sally Smith called extension 1234 and the location shows “John Doe”.
- When a call is made to or received from a different country, that information is now included in the location information on reports. This change has also been made in Call Exploration.

DASHBOARD ENHANCEMENTS

- The Ring Time Summary gate graph type has been changed to better display the ring times. It was a stacked bar graph but now is a standard bar graph.

In several summary gates the mouse hover over now gives more information about the data in the graph without having to go to Call Exploration.

- Call Handling Gate - when hovering over a bar the value for the section of the stacked bar the user is hovering over is shown instead of the hour.
- Daily Call Stats - today the hover over gives the date. This is useful since not every bar is marked on the x-axis. Instead of showing just the date it also shows the value for the section of the bar the user is hovering over. e.g. Friday, August, 21, 2012 - 1,255
• Historic Cost Trend - when hovering over a bar show the value for the section of the stacked bar the user is hovering over instead of showing the date range.
• Today’s Calls (Cost, Volume, and Duration) - when hovering over a bar show the value for the section of the stacked bar the user is hovering over is shown instead of showing the organization name.

PBX ENHANCEMENTS
The PBX filter for the Mitel 3300 now handles transferred calls. This allows for more complete reporting of how calls are handled.

PHONE NUMBER ID DATABASE
With the advent of more VoIP systems, many of them are using SIP URI’s instead of traditional extension numbers. For example in Microsoft Lync, a person’s extension is jdoe@companyname.com instead of 1234. The Phone Number ID database has been enhanced to allow the entry of SIP URI’s for phone numbers as well as traditional numbers.