What's New – Infortel Select
Service Pack 22002

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This document presents features and changes that are new for Infortel Select Version 10.1 Service Pack 22002.

Added Escalation of Exceeded Contact Center Thresholds

Notification of exceeded Contact Center Thresholds has been enhanced through the introduction of a new Alarm Escalation feature. In addition to prior capability for authorized users to define thresholds and notification for key Contact Center metrics like Calls in Queue, Oldest Call in Queue and Available Agents, Infortel Select now supports definition of *escalation procedure* for alarm conditions that persist after initial notification. This is helpful to ensure appropriate attention is given to resolution of undesirable Contact Center conditions.

Built upon the existing Contact Center Alarms page, a new [Escalation] tab has been added to allow definition of an escalation time frame, escalation message and desired escalation recipients for any defined Contact Center Threshold Alarms worthy of escalation. This allows for *initial* notification of an undesirable condition to go a Contact Center Supervisor for their attention, and then provides for escalation to a higher level of Contact Center or Customer Service management if the Supervisor has been unsuccessful in correcting the problem within an acceptable timeframe.

- Defining a Contact Center alarm with escalation is simple. Start with a new or existing Contact Center Threshold and click on the [Add Alarm] icon at the far right of the desired threshold.
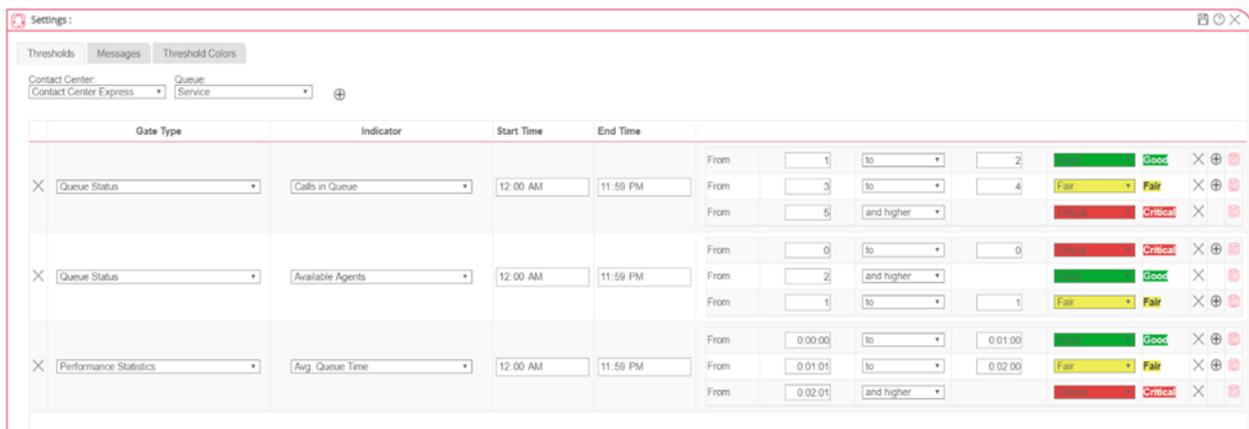
- Fill out the fields on the [Setup] tab – Name the Alarm, compose the message to be sent and identify the alarm recipient(s) from the contacts list. This drives *initial* alarm notification. If you are using CDR-based Alarms, you will notice the list of contacts is the same. However, additional contacts may be added if not already present. Recipients may be notified by email or text message.

- To add escalation to an alarm, simply click on the new [Escalation] tab, activate escalation, define the Escalation After time, compose the escalation Message and define which contact(s) should receive the escalation notice.

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Extension Location now leverages Cisco Login IDs

Today's telephony platforms are frequently used to support users in multiple physical locations. It is also not uncommon for users to be able to move freely from one location to another and make or receive calls wherever they might be by logging into an available phone using their Cisco Login ID. This can create a challenge for association of calls to responsible employees, departments and reporting of employee activity back to a "home" location.

Infortel Select's Extension Location feature solves this challenge by defining the location to which a caller's activity should be associated. Original Extension Location functionality accomplished this by way of defining which extensions mapped back to a location. Service Pack 22002 takes this a step further by leveraging a user's Cisco Login ID rather than extension number to associate calls to the employee, his or her department and their appropriate location – so long as they have logged in using a Cisco Login ID.

Leveraging Cisco Login ID's for Extension location enhances effectiveness of Infortel Select reporting in multi-site and hoteling application – particularly when cost allocation, locations spanning multiple time zones and visibility into employee productivity are key objectives.

Clean up of old files

Over time Select as a product has evolved and improved. For example, it no longer uses Silverlight. As part of this update old, unused code and supporting files will be removed. This frees up space on the server.