

What's New Infotel Select Service Pack 22004

April 2020

This document presents features and changes that are new for Infotel Select Version 10.1 Service Pack 22004.

Single Sign-on for Cloud Customers

With this Service Pack, ISI introduces support for implementation of Single Sign-on for customers hosted in the ISI Cloud. Although standard Cloud implementation will continue to utilize user authentication based upon entry of a valid Customer ID, User ID and Password at the commencement of each web session, organizations that wish to simplify the login experience and synchronize user authentication with their own network security may now opt to implement Single Sign-on into the Infotel Select user interface.

At present ISI is supporting SSO using the SAML 2.0 standard and either Azure AD or Okta identity and access management services. Supported browsers for SSO implementation presently include Chrome, Edge and Firefox. In the future support for additional SSO methodologies may be added.

Customers interested in exercising the single sign-on option, should contact their ISI Customer Success Manager to learn more and initiate the necessary technical coordination.

Enhanced Reporting of Calls that end in Voicemail

Visibility into calls that end up in voicemail rather than answered by a live person have long been a concern. Redirection of calls to voicemail is frustrating to the caller and may lead to a poor

customer experience. Managers want to be able to see who isn't answering their calls from an employee productivity perspective. Excessive voicemail redirects may indicate need for call flow changes to promote better customer experience. Problem individuals can be coached to improve their performance.

Infortel Select has long been able to identify and report upon calls that ended up at voicemail, however it often required the user to leverage generic fields (such as Final Called Party in Cisco CDR) to configure a custom report to reveal calls redirected to voicemail. With this Service Pack, additional fields and a new Constraint have been added to the reporting interface to more easily select and report on calls ending up in voicemail.

- Identifying calls to voicemail – This can be done for calls originating from Cisco Unified Call Manager. A call that went to voicemail is a call where the original called party didn't pick up and the call was forwarded to a voice mail extension (final called party). It does not count calls made directly to voicemail, for example a person checking their voicemail for messages.
- Detail Report Field – A new field has been added to detail designs. The field name is **Forwarded to Voicemail**. It is a yes or no field indicating if a call went to voicemail. Here is an example of it used in a detail report.

Date	Time	Duration	Ring Time	Call Type	Phone Number	Forwarded to Voicemail
Company: Americas						
Cost Center: Chicago						
Department: Accounting						
Owner Name: Bush, Nicolas						
3/13/2020	08:03	0:00:34	0:00:16	Inbound	765-524-0986	Y
3/13/2020	08:06	0:00:04	0:00:16	Inbound	765-524-0986	Y
3/13/2020	08:18	0:01:08	0:00:16	Inbound	954-613-1765	Y
3/13/2020	08:58	0:00:33	0:00:04	Inbound	765-524-0986	N
3/13/2020	10:41	0:00:45	0:00:07	Inbound	419-542-6692	N
3/13/2020	11:17	0:00:34	0:00:15	Inbound	469-759-4647	Y
3/13/2020	13:06	0:01:02	0:00:16	Inbound	954-326-1946	Y
3/13/2020	13:31	0:00:06	0:00:16	Inbound	954-326-1946	Y
Owner Name Sum		0:04:46	0:01:46		Call Count: 8	

- Summary Report Field – Another new field has been added to summary designs. The field name is **Forwarded to Voicemail Count**. The field can be sorted. In addition, the user can choose to display the count as a % of the Row, Sub-total, or Grand total.
 - Attributes of **Forwarded to Voicemail Count**

Forwarded to Voicemail Count ✕

Output Name:

Sort:
 None Ascending Descending

Show as % of:
 None Row Total Sub-total Grand Total

Width:

Justify:
 Left Center Right

- Example of the new **Forwarded to Voicemail Count** field being displayed as both a **Count** and as a **Percentage**

Owner Name	Inbound Count	Forwarded to Voicemail Count	Forwarded to Voicemail %
Company: Americas			
Cost Center: Chicago			
Department: Accounting			
Bush, Nicolas	8	6	75.00%
Carson, Robin	3	2	66.67%
Gray, Jeanne	3	1	33.33%
Nichols, Howard	3	3	100.00%
Palmer, Latoya	8	0	0.00%
Sanders, Melinda	1	0	0.00%
Wright, Florence	2	0	0.00%
<hr/>			
Department Sum	28	12	42.86%

- Constraint – In addition to the fields, a new Constraint, **Forwarded to Voicemail**, has been added. This allows a user to look for all calls, calls not forwarded to voicemail, and calls forwarded to voicemail. For example, if a manager wants to see the detail of all calls forwarded to voicemail instead of looking through all the calls, this constraint allows the manager to see just those that were forwarded to voicemail.

Security Enhancements

Security is a constant concern. At ISI we strive to make sure that we maintain a secure system so that data, servers and the network are secure. As part of that effort this release incorporates the following:

- JavaScript libraries have been upgraded to the latest version.
- Tightened protections against SQL injection.