

# What's New – Infortel Service Pack 7060

This document presents features and changes that are new for Infortel Select Version 10.0 Service Pack 7060.

## Subscription Licensing Support

Service Pack 7060 introduces support for a new licensing approach – Subscription Licensing. Infortel Select has, when deployed as an on-premise solution, traditionally been sold only under a perpetual license model. Subscription licensing better positions Infortel Select to be delivered as a Cloud hosted service, or to be ready for future migration to the cloud if the customer is not yet ready to make that change today.

Additional benefits of a Subscription Licensing include:

- Natural transition of Select licensing fees from a capital expenditure to an operational expense
- Subscription licensing bundles user-based software license fees and software support fees into a single line item – simplifying proposal, budgeting and purchase activities.
- More flexible approach to accommodate periodic growth of licensed users and/or additional application options as needed
- Access to the latest Infortel Select enhancements – all new features will be made available to subscription license customers. Many new features will not be available to customers that remain on a perpetual license model

Existing Perpetual license customers can easily convert to a Subscription license. Please contact your Authorized Reseller or ISI at [renewals@isi-info.com](mailto:renewals@isi-info.com) for details.

## Enhanced Cradle to Grave Call Reporting

Customers continue to demand better tools to track how calls move through their organization. As calls are transferred, forwarded, conferenced or otherwise routed to various endpoints, multiple call records are produced making it challenging to fully understand a caller's end-to-end call experience.

In a Cisco environment, Infortel Select currently offers 3 reports to assist in this analysis - Transferred Calls Detail, Transferred Call Export, and Transferred Calls Summary. Customers utilizing the new Subscription license approach will benefit from a new report and enhanced Call Exploration functionality to gain better visibility into cradle-to-grave call progression:

- Transferred Call Path – This new report shows all legs of a transferred call so you can see who originated the call and where it went. You can optionally include the Original Called Party Number and the Last RedirectDN in order to see if calls were forwarded as part of the transfer.

ABC Company Transferred Call Path						
Transferred Call Path						Data Source: Call Manager (1)
From 5/9/2019 through 5/13/2019						
Date	Time	Duration	Ring Time	Call Type	Calling Party Number	Final Called Party Number
05/09/2019	8:05:00	0:00:39	0:00:03	INB	TAMPA, FL (813-414-5087)	King, Rina (6502)
05/09/2019	8:05:38	0:00:00	0:00:04	INT	King, Rina (6502)	Sims, Sonya (3299)
05/09/2019	8:05:42	0:02:46	0:00:07	INB	TAMPA, FL (813-414-5087)	Sims, Sonya (3299)
05/09/2019	13:32:17	0:00:36	0:00:04	INB	TOLL FREE (855-496-4287)	King, Rina (6502)
05/09/2019	13:32:50	0:00:01	0:00:06	INT	King, Rina (6502)	Wilson, Jim (8000)
05/09/2019	13:32:57	0:00:46	0:00:00	INB	TOLL FREE (855-496-4287)	Wilson, Jim (8000)

- Call Exploration has been enhanced to allow the user to see related calls such as transferred and conference calls. A new column called Related Calls indicates call records that have related call legs, how many and how they are related.

Call Date and Time	Duration	Phone Number	Type	Location	Owner Name	Extension	Data Source Name	Extension Location	# Related Calls
08 May 2019 08:47	0:06:08	205-261-7990	INB	BIRMINGHAM, AL	Garza, Tom	1331	CUCM	CUCM	Trans:2
08 May 2019 08:46	0:00:00	1331	INT	Garza, Tom	CUCX, Pilot 7007	7007	CUCM	CUCM	Trans:2
08 May 2019 08:46	0:00:50	205-261-7990	INB	BIRMINGHAM, AL	CUCX, Pilot 7007	7007	CUCM	CUCM	Trans:2
08 May 2019 08:51	0:00:00	7148	INT	Fax, HR	Unassigned		CUCM	CUCM	
08 May 2019 08:57	0:00:00	7148	INT	Fax, HR	Unassigned		CUCM	CUCM	
08 May 2019 08:57	0:00:29	8000	INT	Voicemail	Weiss, Mitch	5098	CUCM	CUCM	
08 May 2019 08:21	0:39:52	813-206-3225	LCL	DESPLAINES, IL	Learnan, Kathy	5045	CUCM	CUCM	Conf:4
08 May 2019 08:20	0:00:17	813-206-3225	INB	TAMPA, FL	Garza, Tom	1331	CUCM	CUCM	Conf:4
08 May 2019 08:15	0:05:23	813-206-3225	INB	TAMPA, FL	Garza, Tom	1331	CUCM	CUCM	Conf:4
08 May 2019 08:15	0:00:00	1331	INT	Garza, Tom	CUCX, Pilot 7002	7002	CUCM	CUCM	Conf:4
08 May 2019 08:14	0:00:38	813-206-3225	INB	TAMPA, FL	CUCX, Pilot 7002	7002	CUCM	CUCM	Conf:4

- Clicking on the link in the Related Calls column, pops up a window showing you all the related calls.

Call Date and Time	Duration	Call Type	Calling Party Number	Original Called Party Number	Last Redirect DN	Final Called Party Number
08 May 2019 08:14:55	0:00:38	INB	TAMPA, FL (813-206-3225)	4400	4400	CUCX, Pilot 7002 (7002)
08 May 2019 08:15:28	0:00:00	INT	CUCX, Pilot 7002 (7002)	1331	1331	Garza, Tom (1331)
08 May 2019 08:15:33	0:05:23	INB	TAMPA, FL (813-206-3225)	1331	CUCX, Pilot 7002 (7002)	Garza, Tom (1331)
08 May 2019 08:20:56	0:00:17	INB	TAMPA, FL (813-206-3225)	0-040-550-1047	1331	Garza, Tom (0-040-550-1047)
08 May 2019 08:21:13	0:39:52	LCL	Learnan, Kathy (5045)	DESPLAINES, IL (813-206-3225)	0-040-550-1047	DESPLAINES, IL (813-206-3225)

Call Date and Time	Duration	Call Type	Calling Party Number	Original Called Party Number	Last Redirect DN	Final Called Party Number
08 May 2019 09:59:49	0:00:23	INB	ST LOUIS, MO (314-854-2593)	Front Desk (1402)	Attendant Forward (6502)	Voicemail (8000)
08 May 2019 10:00:12	0:00:10	INB	ST LOUIS, MO (314-854-2593)	Front Desk (1402)	Attendant Forward (6502)	Voicemail (8000)
08 May 2019 10:00:22	0:01:33	INB	ST LOUIS, MO (314-854-2593)	Front Desk (1402)	Front Desk (1402)	Garza, Tom (6502)
08 May 2019 10:02:00	0:00:00	INT	Garza, Tom (6502)	Kraus, Monica (3299)	Kraus, Monica (3299)	Kraus, Monica (3299)
08 May 2019 10:02:08	0:09:51	INB	ST LOUIS, MO (314-854-2593)	Kraus, Monica (3299)	Attendant Forward (6502)	Kraus, Monica (3299)

## Support for Cisco Login User ID

There are situations where the extension and/or the device name is not the best method of determining who made or received a call. The most common situation is where there are shared devices. In such cases, Cisco CDR does include the Login User ID of the person involved in the call. As of this Service Pack, Infortel Select includes support for use of the Cisco Login User ID field to associate calls to an employee.

- Cisco Login User ID is now an object that can be assigned to a person in the Directory. It can be manually entered or imported using the Cisco import. In assigning ownership of calls, the first thing Infortel Select now looks for is if there is an owner associated with the Login ID. If not, it then checks for an owner of the Authorization Code, Device Name, and finally the Extension.
- The Cisco Login User ID can be used as a constraint in Call Exploration and Reports.
- The Cisco Login User ID is available as a field in Reports.

## Conference Call Reporting from Cisco Contact Center Express

Infortel Select now tracks and reports on conferences from the Contact Center. These calls occur when an agent conferences in another participant during a call. They appear in the Conference Call Detail report.

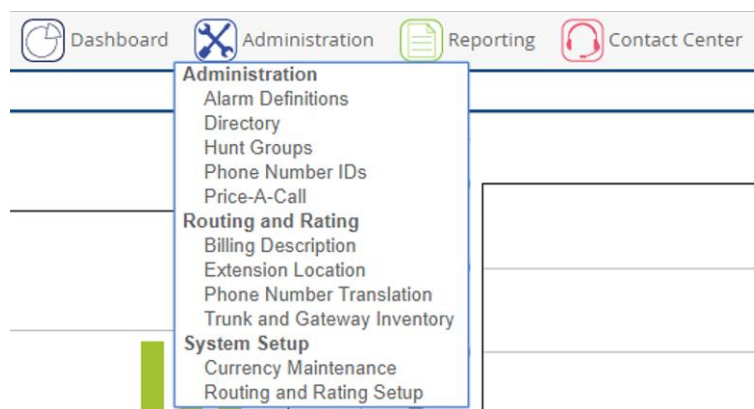
ISI Telemangement Solutions, LLC Conference Call Detail										
Conference Call Detail										From 5/10/2019 through 5/10/2019
Company: ISI (123) Cost Center: Customer Service (111111) Department: Dispatch Select Organizer: Garza, Tom										
Conference ID	Start Date	Start Time	End Date	End Time	Conf. Duration	Indiv. Durations	Total Cost	Connections		
040BB587 040BB5D8 00000533 5CD5959E	05/10/2019	21:15	05/10/2019	21:16	0:00:26	0:00:52	0.00	3		
Participant	Date	Time	Duration	Call Type	Media Type	Cost	Msg. Count	Initiator	Comment	
Garza, Tom	05/10/2019	21:15	0:00:26	INB	Voice	0.00		Garza, Tom		
5412654992	05/10/2019	21:15	0:00:26	INB	Voice	0.00		Garza, Tom		
Learnan, Kathy	05/10/2019	21:15	0:00:00	INT	Voice	0.00		Garza, Tom		
<b>Organizer Total:</b>	<b>Conference Count:</b>		1		0:00:26	0:00:52	0.00	3		

## Routing and Rating Converted to HTML 5

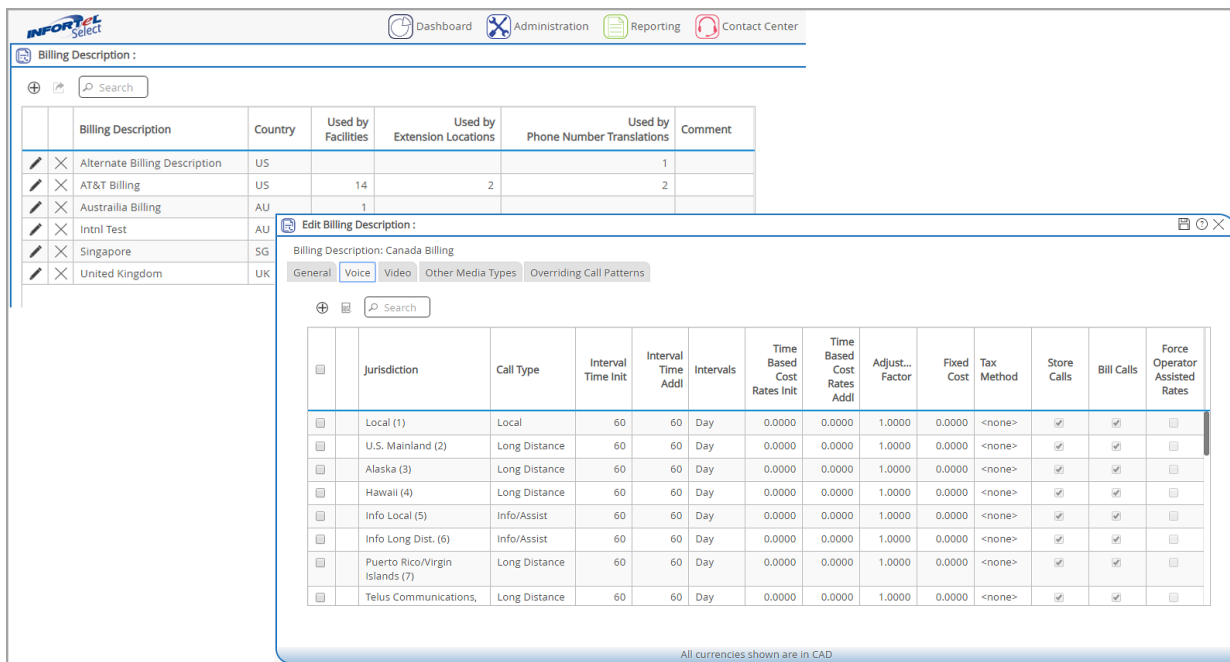
The Routing and Rating module has undergone a complete redesign and boasts a new look and feel, consistent with the other newer Infortel Select modules. Browser support has been expanded as the Silverlight plug-in is no longer required for this module. This opens additional browser choices beyond IE such as Edge, Firefox, Chrome and Safari.

Note that this is the last Select module that required conversion to HTML 5. As of this Service Pack, Silverlight is no longer used for web page rendering and the historic requirement for the Silverlight browser plugin has been eliminated from the Infortel Select application.

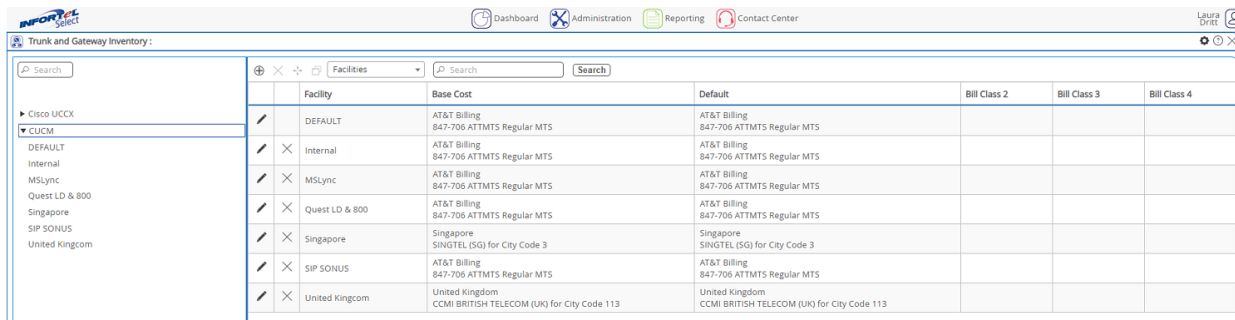
- Routing and Rating is now accessed from the main Administration Menu.



- Legacy Administration has been removed from the Administration menu because there is no longer a need to go to the Silverlight menus. Billing Description now provides spreadsheet like entry, with automatic values for many fields, for all pricing screens and without inconvenient popups.



- Trunk and Gateway Inventory offers quicker and more convenient search capabilities.
  - Facilities and Gateways can now be moved using drag and drop functionality from both the main screen and from search results.



- Entering Gateway information is fast and easy, using a grid layout for adds and edits. Multiple rows may be updated, moved, copied or deleted at the same time.

