

What's New – Infortel® Service Pack 5326

This document presents features and changes that are new for Infortel Select Version 10.0 Service Pack 5326. A number of new enhancements and reporting capabilities are included in this release which adds to our already robust report offerings and functionality.

Note: Microsoft ended support for Windows XP on April 8, 2014. With this change Microsoft is no longer providing software updates or security patches. This is the last Infortel Select Service Pack that will support Windows XP. Please contact us at supportselect@isi-info.com or by telephone at 800 326-6183 to discuss options for upgrading your system.

TRAFFIC ANALYSIS

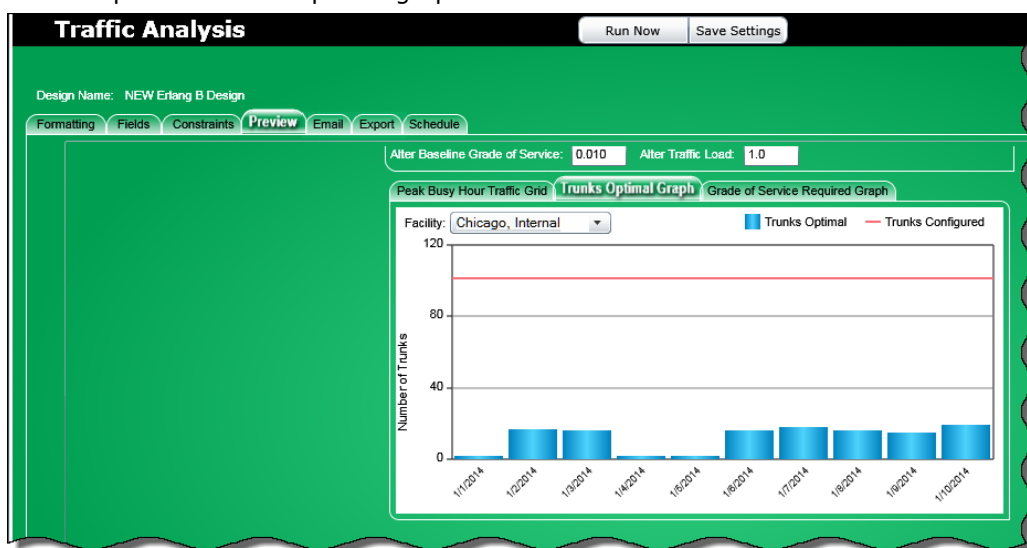
Enhancement

An enhancement has been made to the Traffic Analysis tool to allow customers to view Erlang B graphic reports.

The following types of Graph options are available:

- Trunks Optimal Graph
- Grade of Service Required Graph

An example of a trunks optimal graph is as shown below:



REPORT PUBLISHER

- Added a new transferred call export template to the standard report publisher templates. This shows the entire call path in one row of an Excel spreadsheet.

An example of a transferred call export spreadsheet is as shown below:

	A	B	C	D	E	F	G	H	I	J
1	ABC Corporation									
2	Transferred Calls Export									
3										
4	Transferred Calls Export	From 07/12/2014 through 07/12/2014								
5	Data Source	Date	Time	Call Type	Phone Number	Location	Call Path			
6										
7	Los Angeles(1)	7/12/2014	00:35	INB	323-369-1122	LOSANGELES, CA	Morrison, Lisa	Heartz, George	Heartz, George	Dispatch, 5646 (5646)
8	Los Angeles(1)	7/12/2014	00:41	INB	972-923-0008	WAXAHACHE, TX	Heartz, George	Heartz, George	Morrison, Lisa	Dispatch, 5650 (5650)
9	Los Angeles(1)	7/12/2014	00:46	INB	323-485-4433	MONTEBELLO, CA	Morrison, Lisa	Heartz, George	Heartz, George	Dispatch, 5646 (5646)
10	Los Angeles(1)	7/12/2014	00:47	INB	707-246-7744	VALLEJO, CA	Heartz, George	Heartz, George	Morrison, Lisa	Dispatch, 5650 (5650)
11	Los Angeles(1)	7/12/2014	00:49	INB	254-396-5832	GLEN ROSE, TX	Heartz, George	Heartz, George	Morrison, Lisa	Dispatch, 5646 (5646)
12	Los Angeles(1)	7/12/2014	01:07	INB	832-506-6300	HOUSTON, TX	Heartz, George	Heartz, George	Morrison, Lisa	Dispatch, 5646 (5646)
13	Los Angeles(1)	7/12/2014	01:30	INB	210-353-2000	SANANTONIO, TX	Cruze, Andre	Morrison, Lisa	Heartz, George	Dispatch, 5646 (5646)
14	Los Angeles(1)	7/12/2014	01:33	INB	505-798-9900	ALBUQUERQUE, NM	Morrison, Lisa	Heartz, George	Heartz, George	Dispatch, 5650 (5650)
15	Los Angeles(1)	7/12/2014	01:50	INB	337-439-6699	LK CHARLES, LA	Morrison, Lisa	Heartz, George	Heartz, George	Dispatch, 5650 (5650)
16	Los Angeles(1)	7/12/2014	02:02	INB	505-553-9100	ALBUQUERQUE, NM	Heartz, George	Heartz, George	Morrison, Lisa	Dispatch, 5650 (5650)

REPORT DESIGNER

Enhancements have been made to the Report Designer.

- A new time format has been added to the formatting tab of report designer to provide the time down to the second for when a call occurs:
 - The option HH:MM:SS will display the time of calls in hours, minutes, and seconds.
- The Default Sort for Date and Time Related Fields has been changed from "none" to "ascending" order.

MICROSOFT LYNC

Enhancements have been made to Microsoft Lync.

- Response groups are Microsoft's solution to the casual contact center. Response groups are set up so that incoming calls go to a structured set of people. A person can belong to more than one response group. Another term for this is Hunt Group.

Managers need to know what is happening with the response groups. They need answers to questions like:

1. Who in the response group is answering the calls?
2. How long are calls spending in the queue before they are answered by an agent?
3. How much time are agents spending on the phone?
4. Are calls going into the queue and not being answered by anybody?

ISI has reports that give managers the answers to these questions.

- HUNT GROUP SUMMARY

This report provides visibility into multiple Response Groups in one place. It provides a number of key metrics on each Response Group on an hourly basis. With this report, one can compare call handling activities between groups and identify opportunities to modify call flow or staffing to optimize call handling.

ABC Corporation Response Group Summary													
Response Group Summary													Data Source: Lync
From 11/10/2013 through 11/11/2013													
Date/Time	Total Calls	Total Duration	Average Duration	# Queued Calls	% Queued Calls	Total Queue Duration	Avg. Queue Duration	Avg. Ring Time Answered	# Abandoned Calls	% Abandoned Calls	Avg. Ring Abandoned	# Voice Mail Calls	% Voice Mail Calls
Response Group: rg05@abccorp.com-Will Call													
11/10/2013 07:00	1	0:09:03	0:09:03	0	0%	0:00:00	0:00:00	0:00:33	0	0%	0:00:00	0	0%
11/10/2013 08:00	2	0:03:54	0:01:57	1	50%	0:00:44	0:00:44	0:00:39	0	0%	0:00:00	0	0%
11/10/2013 11:00	1	0:01:10	0:01:10	0	0%	0:00:00	0:00:00	0:01:08	0	0%	0:00:00	0	0%
11/10/2013 13:00	2	0:00:19	0:00:10	2	100%	0:01:30	0:00:45	0:01:04	0	0%	0:00:00	0	0%
11/10/2013 14:00	1	0:04:50	0:04:50	1	100%	0:00:38	0:00:38	0:01:05	0	0%	0:00:00	0	0%
Response Group: rg1@abccorp.com-Customer Service													
11/10/2013 08:00	1	0:00:34	0:00:34	0	0%	0:00:00	0:00:00	0:00:42	0	0%	0:00:00	0	0%
11/10/2013 09:00	1	0:00:13	0:00:13	0	0%	0:00:00	0:00:00	0:00:44	0	0%	0:00:00	0	0%
11/10/2013 10:00	1	0:04:19	0:04:19	0	0%	0:00:00	0:00:00	0:00:40	0	0%	0:00:00	0	0%
11/10/2013 13:00	2	0:03:34	0:01:47	0	0%	0:00:00	0:00:00	0:00:37	0	0%	0:00:00	0	0%
11/11/2013 07:00	1	0:00:18	0:00:18	0	0%	0:00:00	0:00:00	0:01:32	0	0%	0:00:00	0	0%
Response Group: rg2@abccorp.com-Professional Sales													
11/10/2013 08:00	2	0:01:45	0:00:53	0	0%	0:00:00	0:00:00	0:01:27	0	0%	0:00:00	0	0%
11/10/2013 10:00	2	0:04:10	0:02:05	0	0%	0:00:00	0:00:00	0:00:33	0	0%	0:00:00	0	0%
11/10/2013 14:00	1	0:00:20	0:00:20	0	0%	0:00:00	0:00:00	0:00:54	0	0%	0:00:00	0	0%
Response Group: rg3@abccorp.com-Project Management													
11/10/2013 10:00	2	0:00:25	0:00:13	0	0%	0:00:00	0:00:00	0:00:41	0	0%	0:00:00	0	0%
11/10/2013 12:00	1	0:00:12	0:00:12	0	0%	0:00:00	0:00:00	0:00:53	0	0%	0:00:00	0	0%
Response Group: rg4@abccorp.com-Credit													
11/10/2013 09:00	5	0:14:22	0:02:52	0	0%	0:00:00	0:00:00	0:00:50	0	0%	0:00:00	0	0%
11/10/2013 10:00	3	0:04:35	0:01:32	0	0%	0:00:00	0:00:00	0:00:48	0	0%	0:00:00	0	0%
11/10/2013 11:00	1	0:03:02	0:03:02	0	0%	0:00:00	0:00:00	0:00:50	0	0%	0:00:00	0	0%
11/10/2013 12:00	2	0:01:53	0:00:57	0	0%	0:00:00	0:00:00	0:00:53	0	0%	0:00:00	0	0%
11/10/2013 15:00	1	0:17:08	0:17:08	0	0%	0:00:00	0:00:00	0:01:01	0	0%	0:00:00	0	0%
Data Source: Lync Total	33	1:16:06	0:02:18	4	12%	0:02:52	0:00:43	0:00:52	0	0%	0:00:00	0	0%

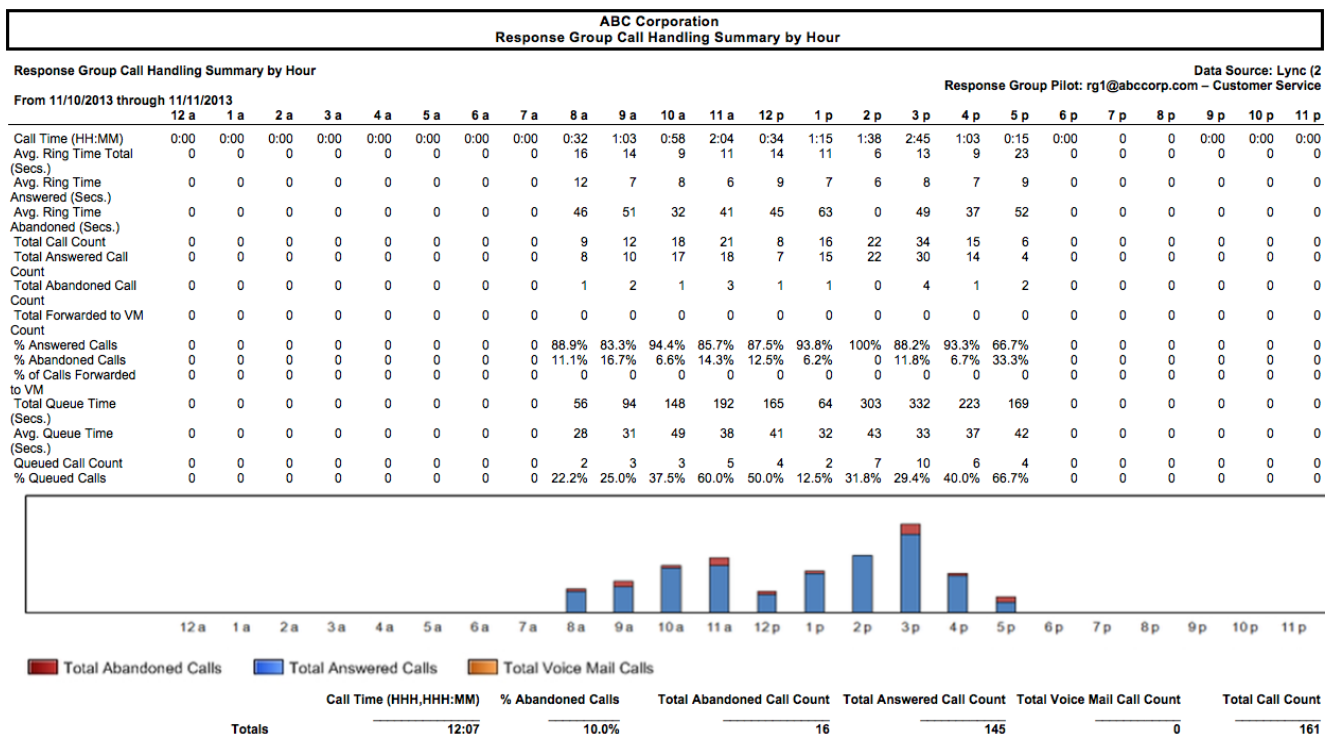
- HUNT GROUP DETAIL

This report lists individual call events presented to each Response Group, and provides important information such as how long each call was in the queue, who answered the call, and how long it lasted.

ABC Corporation Response Group Detail							From 11/10/2013 through 11/11/2013		
Date	Time	Duration	Queue Time (Seconds)	Ring Time (Seconds)	Cost	Phone Number Location	Final Called Party Number	Abandoned?	Xfr
Data Source: Lync (2)									
Response Group Pilot: rg2@abccorp.com - Technical Gear									
11/10/2013	10:42	0:00:43	18	12	0.00	630-585-6444 AURORA, IL	7002		
11/10/2013	12:54	0:02:14		7	0.00	630-514-9636 LA GRANGE, IL	3903		*
11/10/2013	14:56	0:00:16	23	10	0.00	630-514-9636 LA GRANGE, IL	7002		
Response Pilot Total		0:03:13			0.00				0
							Total Calls: 3		
Response Group Pilot: rg5@abccorp.com - Professional Sales									
11/10/2013	08:08	0:04:30	15	10	0.00	866-705-4893 TOLL FREE, XX	3077		*
11/10/2013	08:45	0:01:21			0.00	630-279-1552 ELMHURST, IL	7955		
11/10/2013	10:27	0:00:52	34	12	0.00	574-236-4100 SOUTH BEND, IN	7955		
11/10/2013	10:48	0:03:18		6	0.00	630-359-6411 ELMHURST, IL	7955		
11/10/2013	14:03	0:01:56	63	9	0.00	630-773-3355 ITASCA, IL	3077		*
Response Pilot Total		0:11:57			0.00				0
							Total Calls: 5		
Data Source Total		0:15:10			0.00				0
							Total Calls: 8		

• HUNT GROUP CALL HANDLING SUMMARY BY HOUR

This report provides a comprehensive look at key performance indicators within Response Groups. With this report, one can determine if calls are being answered on a timely basis, if callers are abandoning their calls, and if there is sufficient staffing to handle call volumes across the day.



➤ Added field to define Microsoft Lync device Types

AVAYA

For the Avaya IP office PBX support was added for transferred, forwarded and conference calls.

ALARMS

Owner name can now be added into messages for call based alarms.

IMPROVED SECURITY

In system setup added enhancements for SQL security options to improve Infortel Select handling of password policies.

You can now set up the system to follow the password rules set up in SQL.

This includes expiration, complexity, and forcing users to change their password the first time they use the system.