

What's New – Infortel® Service Pack 5494

This document presents features and changes that are new for Infortel Select Version 10.0 Service Pack 5494. A number of new enhancements and reporting capabilities are included in this release which adds to our already robust report offerings and functionality.

REPORT PUBLISHER

Enhancements

- An enhancement has been made to the required constraints and scheduling tabs of report publisher to include the country, the GMT offset for the time the report is to be generated, and Daylight Savings Time (DST) choices as part of the specific and relative date options.
- An enhancement has been made to the required constraints tab of report publisher to include Month to Date and Previous Month choices as part of the relative date options.
- An enhancement has been made to the email merge tab of report publisher to include replaceable parameters as part of the subject line of a report.
 - The replaceable parameters include level names and level codes.
 - You can select a replaceable parameter and put the choice in the subject line in brackets. E.g. Monthly Summary for [Department Name].
 - You can also put both the name and the code in the subject line. E.g. [Department Name] - [Department code] Monthly Summary.
- The Call Handling Summary by Hour report in report publisher now provides the following additional information:
 - % Answered Calls.
 - % of Calls Forwarded to voice mail.
- The Transferred Calls Detail report in report publisher now provides the following additional information:
 - Calls answered by an attendant console

NEW PBX FILTERS

- A new PBX filter has been added for AT&T Billing Edge that allows reporting for calling card imports for this type of data.
- A new PBX filter has been added for AT&T Business Direct Premier that allows reporting for calls using carrier call matching data.
- A new PBX filter has been added for Verizon Bill Manager that allows reporting of calls for this type of data.
- A new PBX filter has been added for AT&T Canadian Enterprise Systems (ACES) that allows reporting of calls for this type of data.
- A new PBX filter has been added for AT&T Enterprise Billing Data (BDF) that allows reporting of calls that includes VOIP records.
- Two new PBX filters have been added for AT&T Billing Edge 5.5 that allows reporting on inbound and outbound calls for this type of data.
- A new PBX filter has been added for Sprint IDO that allows reporting on data based on standard outbound, inbound 800, inbound collect calls and calls made on calling cards.
- A new PBX filter has been added for Bell Canada that allows reporting of inbound 800 calls for this type of data.