What's New – Infortel® Service Pack 5600

This document presents features and changes that are new for Infortel Select Version 10.0 Service Pack 5600. A number of new enhancements and reporting capabilities are included in this release which adds to our already robust report offerings and functionality.

DIRECTORY EXPORT ENHANCEMENT

You can now set up a schedule to run an export on a monthly, weekly, daily or specific date and time. This enhancement provides the capability to automatically generate and distribute directory listings containing company data e.g. employee name, extension, location etc.

PROFESSIONAL SERVICES PACKAGE – CALL EDIT ENHANCEMENT

When a user edits call records, the system locks them so other users can't modify them while they are being edited. If a user fails to close CallEdit correctly the records remain locked and cannot be edited by anyone. This enhancement will now ensure the system automatically releases (unlocks) the records when the user who locked them originally, accesses the records again.
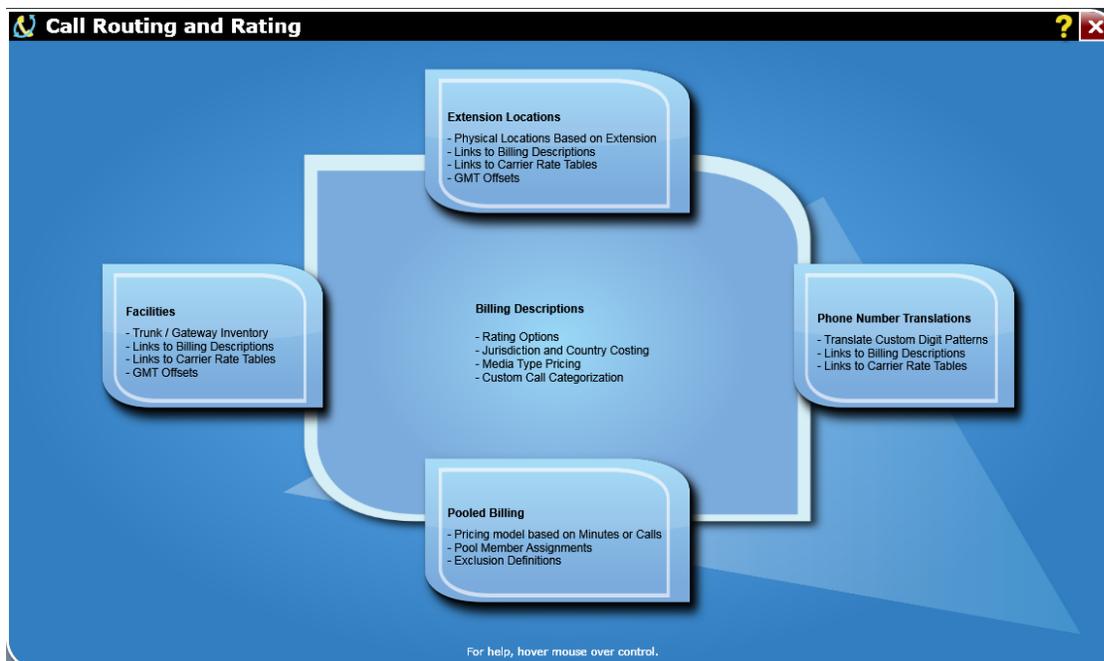
CALL ROUTING AND RATING

Call routing and Rating is a new web-based application that allows a user to create and maintain facilities, trunks, gateways, and methods for pricing calls.

You can choose from the following set of functionalities all from one application:

➢ Extension Locations
➢ Billing Descriptions
➢ Facilities
➢ Phone Number Translations
➢ Pooled Billing.

These applications can be easily accessed by clicking on the appropriate icon for that application via the Call Routing and Rating overview screen.

Call Routing and Rating provides access to the following new features:

➢ Enhanced user experience with improved editing capabilities throughout the application so modifications can be performed with greater ease and efficiency.

➢ Extension Locations are used to define physical locations, such as an office, where an extension resides. This is vital for installations where a single phone system provides services for multiple offices. The following enhancements are now supported for Extension Locations:

- You can modify GMT Offset and Daylight Savings Time settings in Extension Location to correctly report local time in instances where people, located in multiple time zones, use the same gateway(s) to place and receive calls.
- Extension Locations may be associated to a different country and carrier rating structure.
- In additions to extensions, devices may now be associated to an Extension Location.

➢ Rates entered into billing descriptions may now be <u>recalculated</u> to match the carrier's stated initial and additional interval values. As an example if a carrier rate sheet provides rates in whole minutes, but the time intervals used to bill calls are first 18 seconds and each additional 6 seconds. Whole minute rates are entered into the billing description with initial and additional time intervals set to 60 seconds. The time intervals are then updated to first 18 seconds and each additional 6 seconds and the system automatically recalculates the correct rates based on the updated time intervals.

➢ Facilities are used within Infortel Select to group together trunks/gateways that have a common purpose. As an example facilities provide a means to group together trunks/gateways for a specific country.

- Facilities can now be copied from one Data Source to one or more other Data Sources.
- Facilities can now be moved to another Data Source.

➢ Similarly, trunks/gateways may be copied or moved from one Data Source/Facility to another.

➢ You can import the following:
- Extension Location
- Billing Description: Voice Intl. Pricing Exceptions.
- Facilities
- Phone Number Translations.

➢ You can export the following:
- Facilities
- Phone Number Translations

➢ You now have the option to define Billing Descriptions only once and then use in multiple cases such as Extention Locations, Facilities, and Phone Number Translations eliminating the need to duplicate billing descriptions for each data source.