

What's New – Infortel® Service Pack 5740

This document presents features and changes that are new for Infortel Select Version 10.0 Service Pack 5740. A number of new enhancements and reporting capabilities are included in this release which adds to our already robust report offerings and functionality.

CALL ROUTING AND RATING

Note: With this release the Trunks, Phone Number Translation, Billing Descriptions, Common Currency, Currency Conversion Rate and Tax Method modules have been disabled in our client server interface in favor of the more robust feature capabilities now available within our web based Call Routing and Rating application.

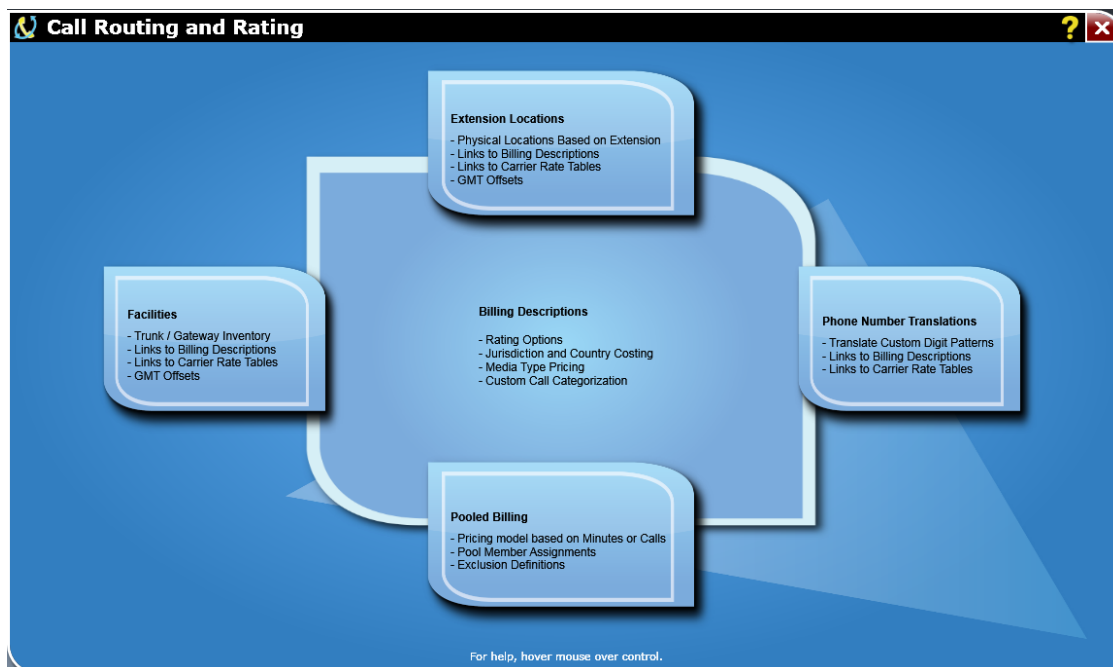
The following information describes the new enhancements and features that are now available with this application.

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 recalculated 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 Extension Locations, Facilities, and Phone Number Translations eliminating the need to duplicate billing descriptions for each data source.

CLIENT SERVER – HOSPITALITY

An enhancement has been made to the Configure PMS application to allow a TCP interface to communicate with the property management system CPMS.

REPORT PUBLISHER

The following new Hunt Group reports will now be made available for Cisco CUCM V.9.x and above.

- Hunt Group Call Handling Summary by Hour – the report provides an hourly stacked graph that includes total answered, abandoned and outbound call information by Data Source and Hunt Group Name. Each hunt group involved in forwarded call scenarios is also included in the results.
- Hunt Group Detail – the report includes individual calls reports by Data Source, Hunt Group. Each hunt group involved in forwarded call scenarios is also included in the results.
- Hunt Group Summary – the report includes count of abandoned, voice mail and answered calls. Each hunt group involved in forwarded call scenarios is also included in the results.

REPORT PORTAL

An enhancement has been made to the report portal application to allow it to be now device responsive so that data is made available for all platforms from desktop computers to mobile devices.

NEW PBX FILTERS

- A new PBX filter has been added for Avaya IP Office that allows reporting of Internal Network Calls for this type of data.
- A new PBX filter has been added for ACME Packet that allows reporting of call records in order to properly do trunk analysis for PBXs that use it to link to the PSTN.
- A new PBX filter has been added for Sonus Session 1000 – 2000 border controller that allows reporting of call records for trunk analysis for this type of data.
- A new PBX filter has been added for NEC SV9100 that allows reporting of Internal Network Calls for this type of data.

ALARMS

- A new Frequently Dialed Number alarm has been added that will be triggered if phone calls have been made to or received data from the same number in a short period of time. This alarm applies to outbound, inbound, and internal calls.

DIRECTORY IMPORT ENHANCEMENTS

Enhancements have been made for the directory import application that provide the following functionality:

- NT Authentication or SQL authentication may now be specified on the User ID
- Capability to use Multiple Fields more than once.
- Logging has been enhanced to show the data that caused the failure when an import fails.