

WHAT'S NEW – INFORTEL® SERVICE PACK 6209

This document presents features and changes that are new for Infortel Select Version 10.0 Service Pack 6209 including browser support for Microsoft I.E. and Edge, Chrome, Firefox, and Safari. A number of new features, enhancements and reporting capabilities are included in this release which adds to our already robust report offerings and functionality.

DASHBOARD

The Dashboard application now has a new look and feel and has been greatly enhanced to provide a more visually appealing experience. The advanced features encompass gateway metrics, trends and call activity all within one application. Dashboard is not only flexible and easily customizable but also device responsive for exploring data on tablets, computers and mobile devices. From your PC to your tablet, Dashboard offers a smooth transition from summary statistics down to call detail. The interface is fully interactive and data is easily retrievable via textual, graphical or combination of formats.

Anyone using Dashboard can create a view consistent with their management needs. For example, a department manager for a client service group may want to be tuned into the activity for that one group only and Dashboard allows them to be that precise or to broaden their view to encompass all groups.



Some key elements of Dashboard are:

- **Multiple Dashboards:** If you are a manager with teams in Asia, Europe, and Australia, a separate dashboard can easily be created with gates appropriate for each team – you can then switch between the dashboards to review data for each team.
- **Edit Templates to Create New Gates:** Each template includes all the pre-defined fields, default constraints, and graph/grid selected options required to produce a gate. These templates can be added to the screen and used to produce gates (without modifications) or they can be modified (add fields, add graphs etc.) to create customized gates.
- **Share Gate Designs with Others:** Newly created gates can be shared to utilize the expertise of the designer and to avoid unnecessary rework on the part of other team members.
- **New Gate Display Options:** The gates can be shown in various graphical representations and the views can be instantaneously changed for example from a stacked bar chart to a line graph. The information can additionally be viewed as text in a report.
- **Drill Down to Call Details:** With a few clicks of a mouse the user can utilize the application and go from the chart displayed in the gate to an individual user viewing their call activity.
- **Print and Email Gates:** Share gate information with multiple managers through email.
- **Customize Graph Colors:** Use the default graph colors or customize them using a versatile color palette.
- **Copy a Gate:** A gate may be placed on another dashboard for reuse with the new copy feature saving the time it would have taken to recreate that gate.

Dashboard offers pre-defined gates and templates allowing managers to immediately begin monitoring activity on a unique desktop created with only a few simple gate selections. Just some of those provided gates are:

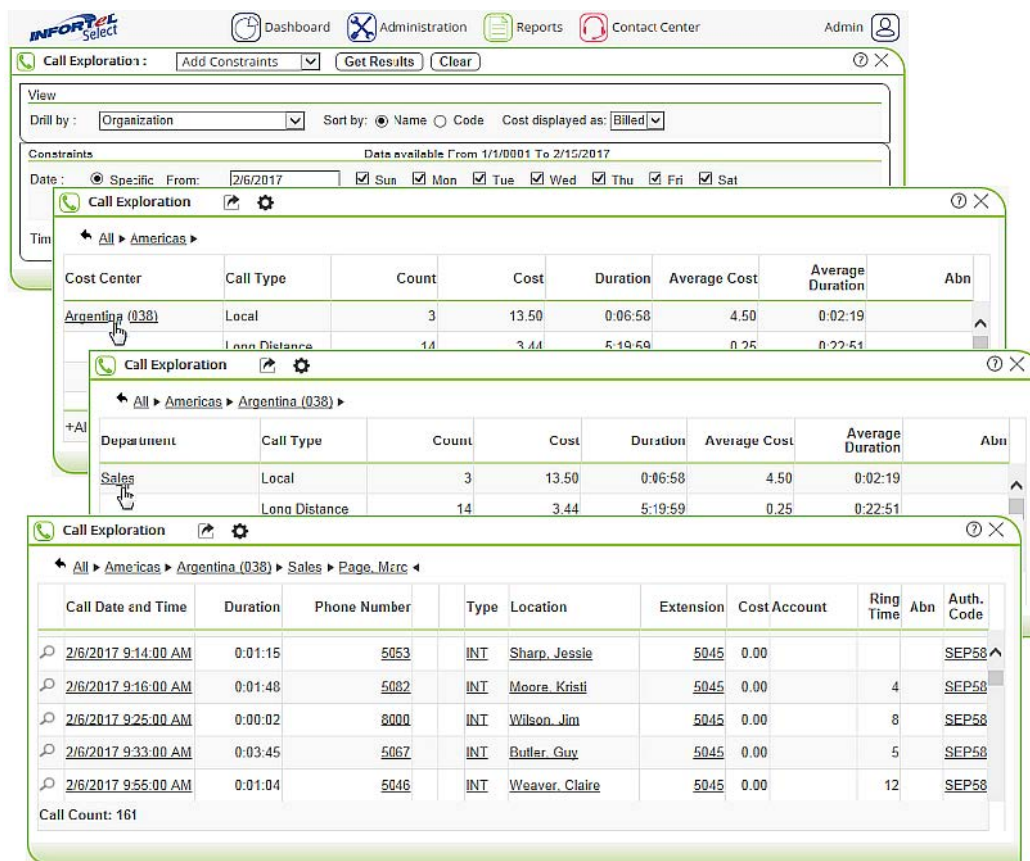
- **Alarms -** displays detailed system messages, the date and time the alarm was triggered, and which alarm was triggered. These messages are intended to alert a client to unusual conditions such as:
 - Calls of excessive duration or cost
 - Bad or no CDR
 - Malfunctioning trunks or equipment
 - Attempted toll fraud
- **Organizational Gates –** numerous gates in this category providing hourly statistics by call type, ring time for answered and abandoned calls, quality of service per call count for an organization, and various combinations of daily, weekly, and monthly gates by volume, cost, or duration.
- **Data Source Gate –** Daily Call Statistics gate that is designed for the system administrator to easily determine the call volume status of each phone system at a glance.
- **Ranking Gates –** provides a means of comparing organizations with the highest number of calls, highlighting calls that exceed a specified cost or duration threshold, or people that consume the most resources by cost, count or duration.
- **Trend Gates -** these gates provide a historical view of the data allowing analysis on a month-to-month basis over time. They can be set up for any organizational level.
- **Quality of Service Gates –** Provide insight into voice and video network performance measuring latency, jitter, packet loss, and MOS listening quality levels.

CALL EXPLORATION

Call Exploration is a very intuitive point and click exploration by organizational entity or by data source that allows you to quickly and efficiently drill down through various levels of summary information to expose the call details. Call Exploration is itself a standalone call reporting tool where users may review their department activity, summarize people's productivity, and drill down to call details as needed.

Following are some highlights Call Exploration can provide.

- Drill into call activity using the following views
 - Organizations – corporate structure
 - Data Source/Facility – phone vendor or specific phone service
 - Data Source/Extension Location – multiple offices located in the same phone system
- Quickly and efficiently access call history
- Point and click drill down to dive into the call details
- Integration to Verba Call Recording – Click to transition between call reporting and call recording to playback recorded calls.
- Reverse number lookup – Locate name and address information associated to the phone number/ANI.



The screenshot displays the Infortel Select Call Exploration interface. At the top, there are navigation tabs for Dashboard, Administration, Reports, and Contact Center. The main interface is titled 'Call Exploration' and includes a 'View' section with a 'Drill by:' dropdown set to 'Organization' and a 'Sort by:' section with 'Name' selected. Below this is a 'Constraints' section with a date range from 1/1/0001 to 2/15/2017 and a 'Date:' section with 'Specific' selected and a date of 2/6/2017. The interface shows a hierarchical drill-down: 'All > Americas > Argentina (038) > Sales'. The 'Sales' department is selected, showing a summary table with columns: Cost Center, Call Type, Count, Cost, Duration, Average Cost, Average Duration, and Abn. The 'Sales' department has 3 Local calls (Cost: 13.50, Duration: 0:06:58, Average Cost: 4.50, Average Duration: 0:02:19) and 14 Long Distance calls (Cost: 3.44, Duration: 5:19:59, Average Cost: 0.25, Average Duration: 0:22:51). The bottom window shows a detailed list of call records with columns: Call Date and Time, Duration, Phone Number, Type, Location, Extension, Cost Account, Ring Time, Abn, and Auth. Code. The list shows five individual calls from 2/6/2017 9:14:00 AM to 9:55:00 AM, all of type INT, with various phone numbers and agent names like Sharp, Jessie; Moore, Kristi; Wilson, Jim; Butler, Guy; and Weaver, Claire. The total call count is 161.

CONTACT CENTER DASHBOARD

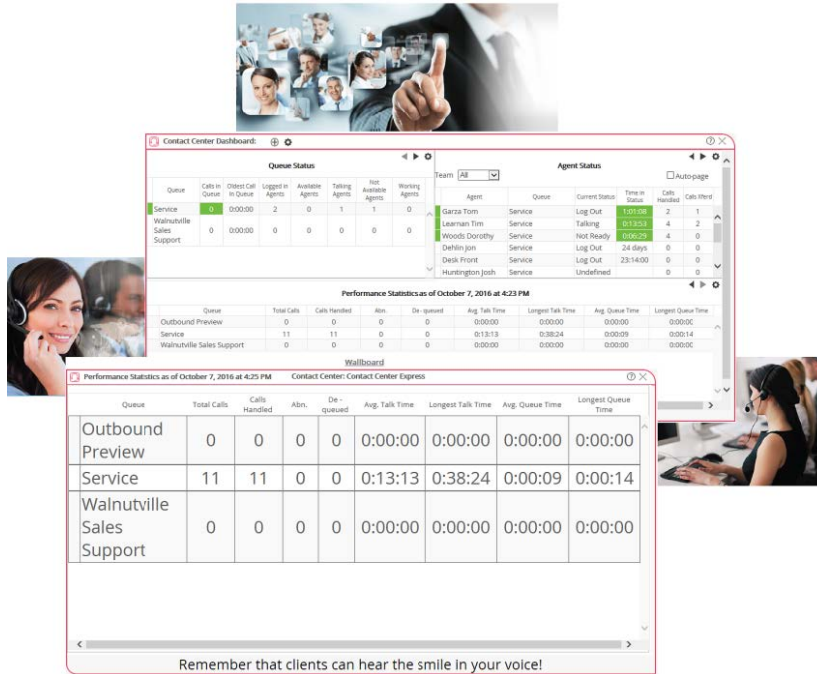
Contact Center is an exciting new module offering both dashboard gates as well as a wallboard view. Multiple queues, agent statistics, and performance metrics can be monitored in real-time. The dashboard gates are completely configurable to your specifications and can be viewed on any device.

Contact Center Dashboard provides the following key options:

- Real-time stats on UCCX contact center agents, queues, and calls: The screen refreshes every few moments and provides clients the ability to explore in real time historical data from the contact center.
- Wallboard display option: The information displayed is suitable for projecting on a large screen so that all agents in a workgroup can view queue status.
- Configurable views: Selectable contact centers and queues. The queue status can identify how many calls were handled, number of abandoned calls, number of dequeued calls, and number of calls coming into the queue.
- User-customizable: Thresholds can be set up to emphasize oldest calls in the queue, number of calls in queue, logged in agents, and available agents. Each indicator is defined as good, bad, or critical and assigned a color that helps identify queues in trouble – e.g. agents in non-ready status for a lengthy period or long wait time in queue.
- Message of the day: A broadcast statement may be entered that will be displayed for a specific Contact Center or Queue.
- Auto-scroll option: When activated, gates continually rotate through all entries of queues or agents to enhance monitoring.

Managers can determine which key performance indicators to monitor for each Contact Center using the following types of gates:

- Agent Status – for each displayed agent, current status and time in status is displayed along with the number of calls handled and transferred for the day.
- Queue Status – for each displayed queue, current number of calls in queue, oldest call in queue, number of logged in, available, talking, unavailable, and working agents are displayed.
- Performance Metrics – for each queue displayed, total calls, abandoned calls, talk time, and queue time statistics for the day are displayed.



REPORT PUBLISHER

The **Cause Code Summary Report** has been enhanced in Report Publisher to provide for more specific reports. Additional filters have been added such that reporting may be accomplished by:

- Media Type (voice, video, IM, or file transfer)
- Device Type
- Device Name
- Extension Location

DATA SOURCE FILTER ENHANCEMENTS

Several enhancements have been made to existing data source filters to improve the reportability of CDR received. These enhancements include the following benefits:

- A new data source filter has been added for NEC Univerge 3C that allows reporting of call records (including inbound and outbound calls) from this NEC platform.
- The data source filter for Avaya Aura Session Manager servers has been enhanced to provide reports containing duration of calls displayed in hours, minutes, seconds and milliseconds, for all CDR call traffic.
- A new data source filter has been added for Sonus 5000/7000 Session Border Controller (SBC), allowing the flexibility to calculate traffic statistics at the SBC level when carrier routing decisions are controlled at that level.