

## What's New – Infortel® Service Pack 6880

This document presents features and changes that are new for Infortel Select Version 10.0 Service Pack 6880. A number of new features, enhancements and reporting capabilities are included in this release which adds to our already robust report offerings and functionality.

### CISCO QUALITY METRICS

Cisco has introduced a new methodology for measurement of voice call quality. Newer Cisco devices will generate QoS metrics based upon Concealed Seconds (CS) rather than Mean Opinion Score (MOS). In support of this new QoS measurement, and the Cisco devices that produce CS metrics rather than MOS metrics, Infortel Select has been enhanced to support tracking and reporting on Concealed Seconds in addition to traditional MOS metrics.

Key points to be aware of on this new Cisco QoS methodology:

- Concealed seconds (CS) and severely concealed seconds (SCS) metrics is more efficient and reliable on a typical enterprise environment
- To enhance end-user experience, many Cisco IP Phones support wideband audio codecs (such as G.722, AAC-LD, and up-coming Opus). With this transition, MOS scores are no longer optimal to grade call quality:
  - MOS scores don't scale to wideband codecs.
  - The value of MOS scores is codec-dependent.
  - Wideband code uses the same algorithm as low-band code, but at an incompatible scale. A great, unimpaired wideband G.722 call will score lower than a corrupted, narrowband 711 call.
  - "Average MOS" over a 2-hour call has little or no meaning. Long calls will have an underweighted MOS score, short calls overweight.
  - The MOS score is not ideal for service-level agreement (SLA) enforcement because MOS scores can't be added or averaged across calls of different duration or codecs.
- Older Cisco devices will still produce MOS score and Infortel Select will still report MOS. Concealed Seconds metrics will only become visible on calls made or received via newer Cisco devices supporting this new measurement.

Infortel Select now collects and reports on these new Concealed Seconds quality statistics:

Field	Description
Cum Conceal Ratio	Cumulative Conceal Ratio represents the cumulative ratio of concealment time over speech time that is observed after starting a call.
Interval Conceal Ratio	Interval Conceal Ratio represents an interval-based average concealment rate that is the ratio of concealment time over speech time for the last 3 seconds of active speech.
Max Conceal Ratio	Interval Conceal Ratio Max represents the maximum concealment ratio that is observed during the call.
Concealed Seconds	Conceal Secs represents the time during which some concealment is observed during a call.
Severely Concealed Seconds	Severely Conceal Secs represents the time during which a significant amount of concealment is observed. If the concealment that is observed is usually greater than 50 milliseconds or approximately 5 percent, the speech probably does not seem very audible.

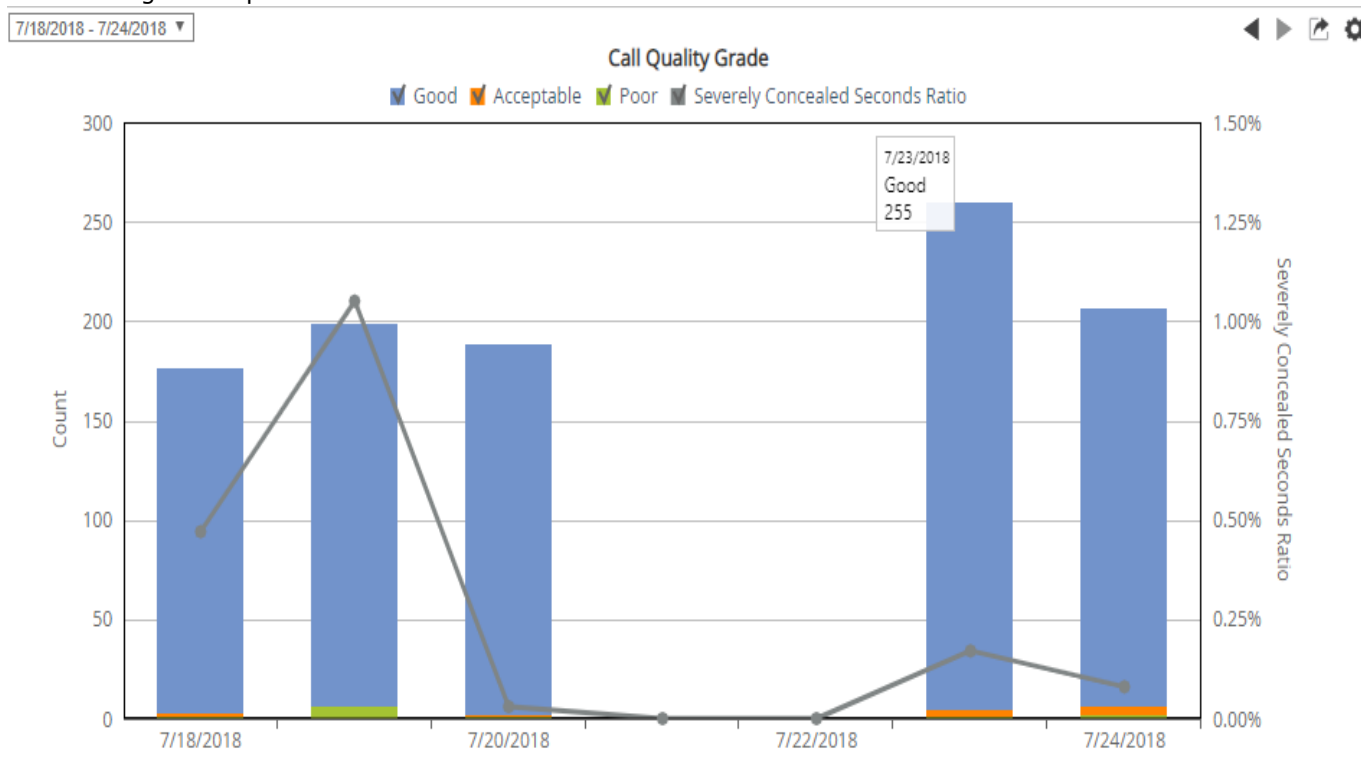
Two additional fields are calculated from the data above and made available via Infortel Select reports:

Field	Description
Severely Concealed Seconds Ratio	This is a ratio of Severely Concealed Seconds to the total duration of the call. The lower the ratio, the better the call quality.
Call Quality Grade	<p>Calls are rated as Good, Acceptable, or Poor based on the Severely Concealed Seconds Ratio.</p> <ul style="list-style-type: none"> <li>Typically, there is a different rating for short calls. ISI allows the administrator to set the thresholds for each grade and what is considered a short call.</li> <li>The default for most calls (Duration &gt;=20 seconds) are Good &lt; 3%, Acceptable between 3% and 7%, Poor &gt; 7%. For short calls (Duration &lt; 20 seconds) are Good &lt; 20%, Acceptable between 20% and 30%, Poor &gt; 30%.</li> </ul>

## DASHBOARD

The Infortel Select CDR Dashboard has been enhanced to support use of the new Concealed Seconds metrics in Summary Gates:

- When creating a gate based on summary data, the user can add any of the concealment statistics including the Severely Concealed Seconds Ratio and Call Quality Grade.
- A template for analyzing Call Quality is provided. The Call Quality Grade gate allows the administrator to quickly see a date that is having quality problems. They can then drill down using Call Exploration to find the calls that have issues.

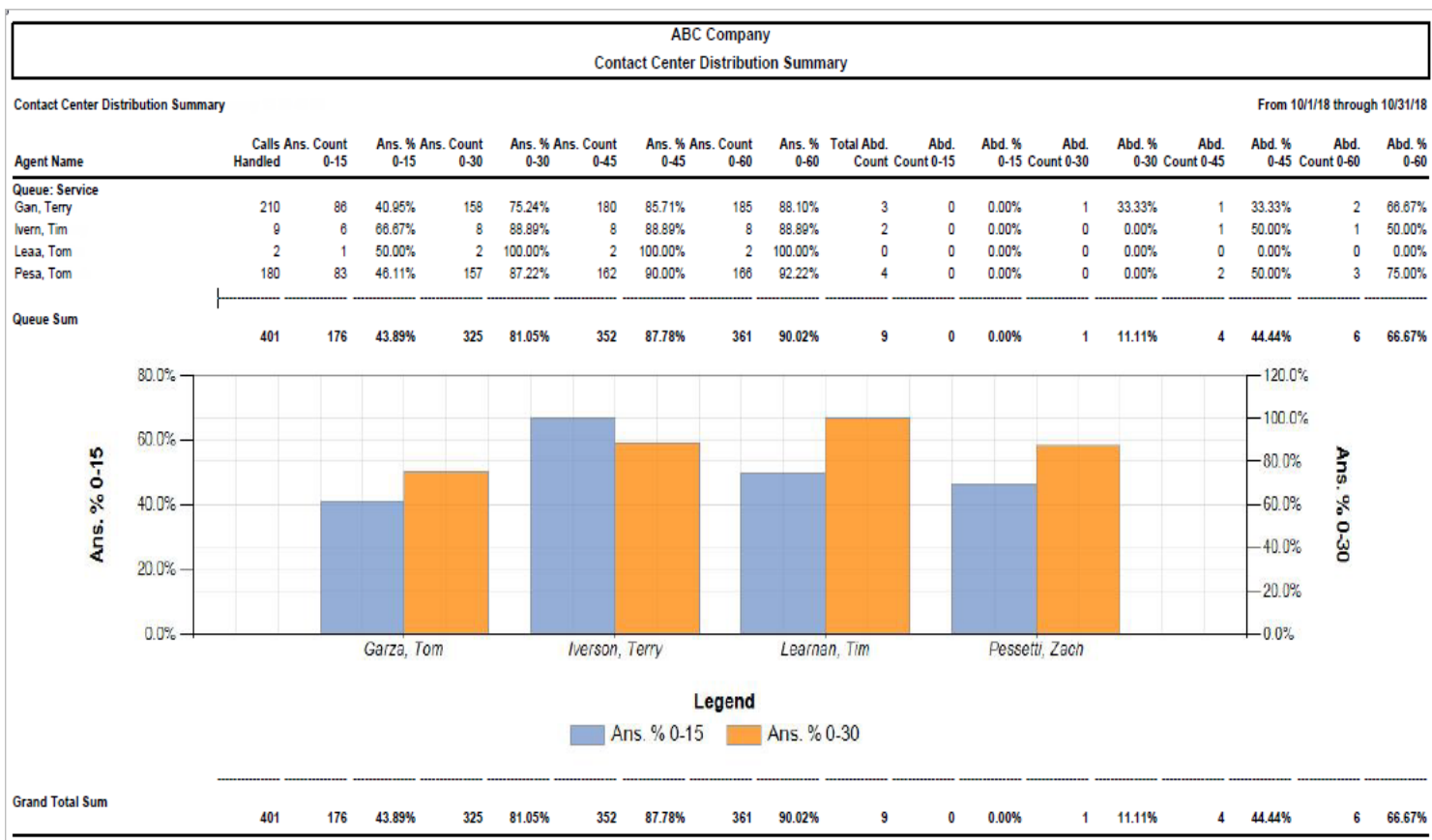


- The columns provide a count of the number of calls per day that are Good, Acceptable, and Poor.
- The line shows the Severely Concealed Seconds Ratio.

# CISCO UCCX CONTACT CENTER REPORTING

ISI continues to add new report choices to Infortel Select's Contact Center report menu. When the UCCX Reporting Option has been added to the base product, additional reports become available that leverage both real-time and historic information about calls into the Contact Center and Agent activity.

Contact Center Distribution Summary – This new report provides information on how quickly calls are answered or abandoned. Most organizations have specific Contact Center objectives on percentage of calls to be answered within X number of seconds – This report provides visibility into how individual Agents and Agent Teams are doing at meeting established objectives. Managers need to know if there is a problem with the speed at which calls are answered so that corrective action can be taken if needed. It can be run by Contact Center, Queue, or Agent level. By default, the report measures in 15 second increments but the user can change those increments to better meet their business needs.



## REPORTS

A number of enhancements have been made to the Reports module.

- System Administrators authorized Support Staff now have the ability to Emulate another user's security rights - Emulation allows an administrator to see and edit another User's reports with the benefit of that User's security rights. This is very helpful for end-user support or assisting a less experienced user when they aren't sure why they aren't getting the results in a report they expected. With prior version emulation the administrator can see the report design, constraints, options, and output but the data presented is what the administrator can access. A new option has been added that also allows the administrator to emulate the user's security, provided the administrator has access to the entire organization. That way when the administrator runs the report, the results presented are exactly what the user would see.

- The emulation mode allows the system administrator and authorized support staff to better trouble-shoot report problems that a user may be experiencing.
- Cisco Last Redirect DN has been added as an available field and constraint for use in Summary and Detail report templates - Last Redirect DN is a Cisco specific field. It is used in call forwarding scenarios. For example, a call comes into extension 1234. Extension 1234 has set their calls to be forwarded to extension 5678. 5678 doesn't answer the call and it goes to voicemail, extension 8000. 1234 is the Original Called Party, 5678 is the Last Redirect DN, and 8000 is the Final Called Party. To understand the full call path, users need to be able to report on the Last Redirect DN and can now do so via the report templates.
- Multi-Field Number Search constraint – There are times when the user knows that an extension was involved somehow in the call but aren't sure if it is the extension, Original Called Party, Last Redirect DN, Final Called Party, or Calling Party. This new constraint allows you to enter the extension number. Instead of searching for the number in one field, it searches for calls where the number exists in any of those fields.
- Cisco Original Mobile Device Name and Destination Mobile Device Name – Mobile Device, either Original or Destination, is used to identify when a user has registered their mobile device to the Cisco system and has used the device in a call. They are available as report fields or report constraints in summary and detail designs. This allows a manager to track where and when a mobile device was used instead of a soft or hard phone.
- New fields associated with Cisco's new Concealed Seconds metrics have been added as an available report field or report constraint. Look for the following new QoS attributes in Infortel Select's Detail and Summary report templates.
  - Call Quality Grade
  - Concealed Seconds
  - Cumulative Concealed Ratio
  - Interval Concealed Ratio
  - Maximum Concealed Ratio
  - Severely Concealed Seconds
  - Severely Concealed Seconds Ratio

## PHONE NUMBER ID

Phone Number ID has a new look and feel, consistent with the other newer Infortel Select modules. Browser support has been expanded as the Silverlight plug-in is no longer required. This opens up additional browser choices beyond IE such as Edge, Firefox, Chrome and Safari. As a result, Phone Number ID can now be used on mobile devices and tablets in addition to the desktop.

The Phone Number IDs application allows assigns a name to an individual phone number or dialed digits pattern for both inbound and outbound calls. When the caller ID number is passed through the CDR, it does not include the caller ID name. Using this application, a name can be assigned to that number. The custom name will appear in the Location field in a detailed report for calls to and from that number.

## PHONE NUMBER SEARCH

This application is used to quickly find calls involving a user-specified phone number. In the Silverlight interface Phone Number Search was its own module.

With this service pack, Phone Number Search becomes part of the Call Exploration module, benefits from the new HTML5 look and feel and gains additional flexibility in the search. In addition to being able to search for a phone number or phone number pattern, the user can now make use of the extra constraints available in Call Exploration.

Selection Screen:

Results Screen:

Call Date and Time	Duration	Phone Number	Type	Location	Owner Name	Extension	Data Source Name	Extension Location
17 Sep 2018 10:23	0:10:34	1-800-391-3000	LD	TOLL FREE	Diarmey, Michelle	508	Cisco Data 003	Cisco Data 003
17 Sep 2018 15:14	0:02:00	1-800-789-0064	LD	TOLL FREE	Tho, Arnold	327	Cisco Data 003	Cisco Data 003
17 Sep 2018 15:37	0:00:18	1-800-809-0408	LD	TOLL FREE	Burqs, Matt	507	Cisco Data 003	Cisco Data 003
17 Sep 2018 15:37	0:00:17	1-800-809-0408	LD	TOLL FREE	Burqs, Matt	507	Cisco Data 003	Cisco Data 003
17 Sep 2018 15:38	0:00:20	1-800-943-6465	LD	TOLL FREE	Burqs, Matt	507	Cisco Data 003	Cisco Data 003

## PRICE-A-CALL

Price-a-Call has a new look and feel, consistent with the other newer Infortel Select modules. Browser support has been expanded as the Silverlight plug-in is no longer required. This opens up additional browser choices beyond IE such as Edge, Firefox, Chrome and Safari. As a result, Price-a-Call can now be used on mobile devices and tablets in addition to the desktop.

The Price-A-Call option lets you calculate the cost of a placed call using the current system pricing settings. In addition, Price-A-Call can be used to experiment with other pricing setups. For example, you might want to see how a call routed to a different Trunk Facility would be priced.

## PSP

The Professional Services Package (PSP) Option has a new look and feel, consistent with the other newer Infortel Select modules. Browser support has been expanded as the Silverlight plug-in is no longer required. This opens up additional browser choices beyond IE such as Edge, Firefox, Chrome and Safari. Its functionality has also been enhanced to support greater administrative flexibility, allowing for easier search, add, and deletion of Client Account and Matter codes.

When the PSP Option is added to the base Infortel Select product, Professional Service firms gain the ability to track call activity and time spent on calls by unique Client and Matter Code combinations that facilitate bill-back of telecom services to clients.

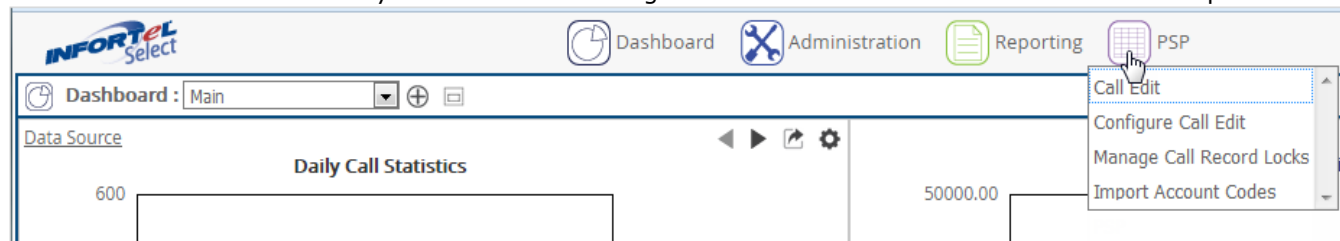
When individual client accounts require project or case level tracking, Matter Codes provide granularity within the client account. A law firm for example may be handling several cases for a single client. Each of these cases may be considered an individual matter. An engineering firm may handle a variety of projects for one client.

Users of the telecom system may or may not enter accurate account and matter codes when they make calls. PSP allows validation of these account and matter numbers and editing of the call records within Infortel Select to correct invalid or missing codes.

Special features of PSP include:

- Assigning meaningful alphanumeric codes for clients.
- Editing of call records in a spreadsheet.
- Editing of multiple records quickly.
- Restricting access only to authorized personnel.
- Looking up accounts and matters by their names or codes.
- Importing of client codes

The PSP modules are all readily accessible with a single click on the title bar under the PSP menu option.

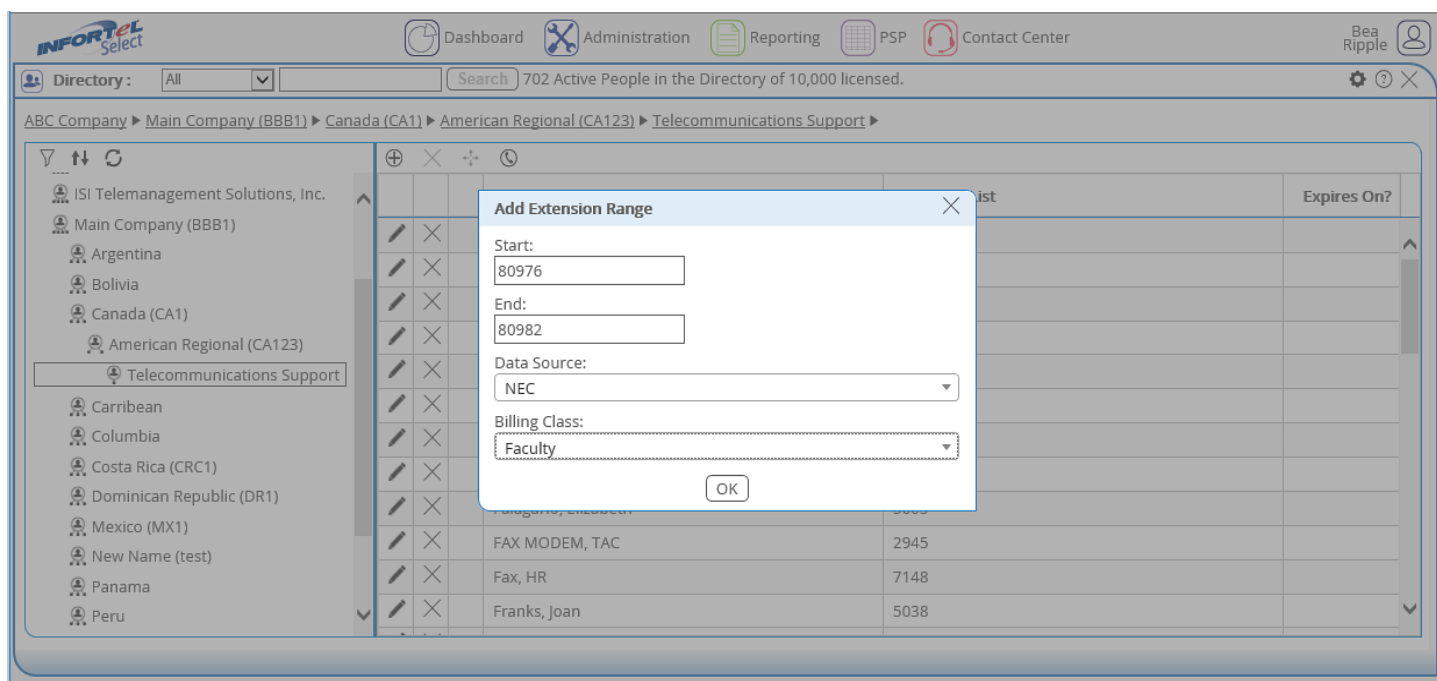


## DIRECTORY ENHANCEMENTS

Directory Import now provides even greater flexibility for those wishing to populate the Directory with information from Cisco Call Manager. Directory now supports import of up to five user-definable fields from Cisco. This is a great time-saver for those who require data from both Active Directory and Cisco Call Manager in order to populate their Infortel Select Directory.

Directory has also been enhanced to allow a range of extensions to be added at an organization level with one action. This replaces manual entry of each extension number with automated creation of numerous extension entries based upon a user-specified extension range. This is particularly helpful when defining a sequential block of extension numbers reserved for use within a department.

Directory is a powerful tool that contains your organizational structure, people, objects that they own, and other charges. It allows you to correctly assign call ownership, account for non-call based charges, and create reports based on your organizational structure.



## SINGLE SIGN-ON AUTHENTICATION ENHANCEMENTS

In addition to the current single sign-on method of OAuth with OpenID for Azure Active Directory, Select now supports single sign-on through SAML authentication as well. This eliminates the need for each user of Select to login with a user ID and password each time they enter the system.

## DATA SOURCE FILTER

A new data source filter has been added for Ring Central which is a cloud-based VoIP service provider. This allows reporting of call records including inbound, outbound, internal, and Hunt Group calls from this platform.