

May 2022 Infortel Cloud Release

May 11, 2022

Enhancements

With this release, we completed a major enhancement of the dashboard widgets for Cisco Native Call Queuing (NCQ) to provide more accurate real-time metrics and expose additional columns of information about NCQ call activity and Agent status.

In the **Hunt Group Status** widget:



Hunt Group Name	Ready Agents	Talking Agents	Calls in Queue	Oldest Call In Queue	Calls Abn. In Queue	Calls Abn. At Agent	Calls Handled	Calls Xferd
Customer Service	2	0	0	0:00:00	0	0	52	0
Order Status	2	0	0	0:00:00	0	0	52	0
Sales Floor	4	0	0	0:00:00	0	0	100	0

- The real-time **Agents Available** column is replaced by two new columns – **Ready Agents** and **Talking Agents**.
- The cumulative **Abandoned** column is replaced by two new columns – **Calls Abandoned In Queue** and **Calls Abandoned At Agent**, both are cumulative counts for the past 12 hours by default (configurable to a shorter or longer period if desired).
- Two new columns - **Calls Handled** and **Calls Transferred** have been added, both are cumulative counts for the past 12 hours by default (configurable to a shorter or longer period if desired).
- Three previously available columns have been retired – **Max Queue Depth Exceeded**, **Max Queue Time Exceeded**, and **Ring No Answer Count** are no longer displayed.
- User-definable **Thresholds** to provide colorized display of metrics exceeding acceptable values has been temporarily disabled with anticipation of a future re-introduction of that feature.

In the **Hunt Group Agent Status** widget:



The screenshot shows a web interface for 'Hunt Group Agent Status as of April 21, 2022 at 11:29 AM'. It includes a search bar with 'Top 10 Results' and an 'Auto-page' checkbox. Below is a table with columns for Agent Number, Agent Name, Agent Status, Time in Status, Active Caller, Active Hunt Group, Calls Abandoned, Calls Handled, and Calls Xferd.

Agent Number	Agent Name	Agent Status	Time in Status	Active Caller	Active Hunt Group	Calls Abandoned	Calls Handled	Calls Xferd
4012	Baker, Jose	Talking	0:00:58	8479950003	20580	0	26	0
4018	Barth, Don	Ready	0:01:59			0	76	0
4017	Garfield, Trevor	Logged Out	0:01:00			0	76	0
4016	Patt, Jerry	Logged Out	0:00:58			0	0	0
4014	Service Manager	Logged Out	0:01:59			0	0	0

- Agent status is now displayed on a **single row per Agent** rather than multiple rows for each queue the Agent is assigned to – additional columns have been added to indicate the queue from which a talking Agent has handled a call.
- A new **Agent Number** column displays the Agent’s DN in addition to the Agent Name column.
- Two new columns – **Active Caller** and **Active Hunt Group** have been added to display the Calling Party Number and Hunt Group Number when the Agent is actively talking on a call.
- A new **Calls Abandoned** column has been added to join Calls Handled and Calls Transferred as a third *cumulative* count column – each display counts for the past 12 hours by default (configurable to a shorter or longer period if desired).
- User-definable **Thresholds** to provide colorized display of metrics exceeding acceptable values has been temporarily disabled with anticipation of a future re-introduction of that feature.

To see the new dashboard, you will need to update your Remote Collection software. If you are interested, please contact ISI Support, and ask for a free upgrade.

Other Enhancements

1. Modified the Microsoft Teams collection architecture for increased scalability

Fixed

1. Updated the Microsoft Teams collection service for increased scalability.
2. Addressed an issue with the handling of inactive people in Directory Import
3. Remediated a “Insecure Direct Object Reference” penetration test finding.