

August 2022 Infortel Cloud Release

August 24, 2022

New

Webex Calling Enhancements

As a follow-up to our recent release for Webex Calling, we have added cradle-to-grave call visibility. Related call segments are chronologically revealed when you:

- Drill down into dashboard widgets
- Search call activity using Call Exploration
- Leverage reports such as the Transferred Call Path report.

Just as cradle-to-grave functionality has enabled better management of caller experience in the Cisco CUCM environment, the feature is now available to benefit Webex Calling users.

Licensing Enhancements

We improved our handling of users to prevent unnecessary consumption of user licenses. With this release Infortel Select can more efficiently avoid consumption of purchased user licenses for non-people objects. For example, user logins, shared objects (such as authorization codes), and other items will no longer take up a license.

Fixed

- Resolved an issue in Cisco Native Call Queueing where non-queue calls were reflected on agent queue statistics
- Better handling of E.164 numbers in hunt pilots for more accurate reporting where some records showed a "+" and others did not.
- Addressed an issue where the ring time on Webex calls was incorrectly reported.

Coming Soon

This fall ISI will be introducing an all-new dashboard experience for Infortel Select. Redesigned from the ground up, the dashboard will give you new capabilities to better analyze your calling data, produce graphs and charts in several new ways, and better organize your widgets. Stay tuned for more information!