

# September 2022 Infortel Cloud Release

September 21, 2022

## New

### **Additional filter for Transferred Call Path Report**

The Transferred Call Path Report allows you to report on “cradle to grave” call activity. You can see where calls come in from outside and trace them through various transfers. This can be especially helpful for understanding the user experience for callers to your organization.

Based on customer feedback, we have added a new filter for “Original Called Party Number” when using this report with Cisco Unified Communications Manager. This can now filter the report based on the number that was called. For example, you can run a report filtered on the extension for your automated attendant. You can then see the customer journey as calls route their way through your phone system.

## Fixed

- Resolved an issue where Webex Calling hunt group and queue calls were not being assigned the correct hunt group
- Resolved an error in the Data Export API where certain `getProcessedRecord` queries received an error
- Addressed an issue where the ring time on Webex calls was incorrectly reported
- Fixed a scalability issue for customers who have processed more than 2.1 billion calls

## 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. Keep an eye out for an invitation to join our preview so you can get an early look!