March 2023 Infortel Cloud Release

March 8, 2023

What's New

Support for Webex Calling Locations

In Webex Calling environments, when Locations are defined it is possible to have the same extension number in use at multiple locations. When an E.164 phone number does not exist along with the extension, Infortel Select will optionally prepend the extension number with the location-specific Webex Routing Prefix to create a unique extension number.

This will allow you to perform analytics on these extensions. For example, if you have a call queue with the same extension in multiple locations, this change will let you segment the extensions in reporting and dashboards.

Automatic Maintenance of Hunt Groups in Webex

In order to properly report on hunt groups and queues within Webex, you need to provide a unique name to each hunt group or queue. With this release, we will automatically populate the list from your Webex system, alleviating the need to manually maintain them.