



Communicator 6.0 Release Notes

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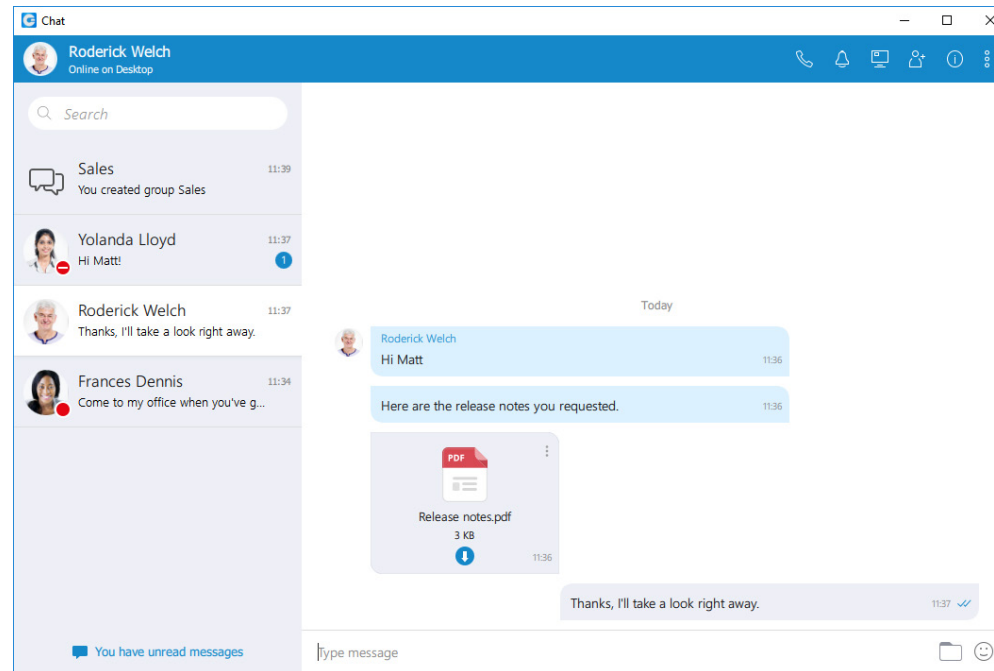
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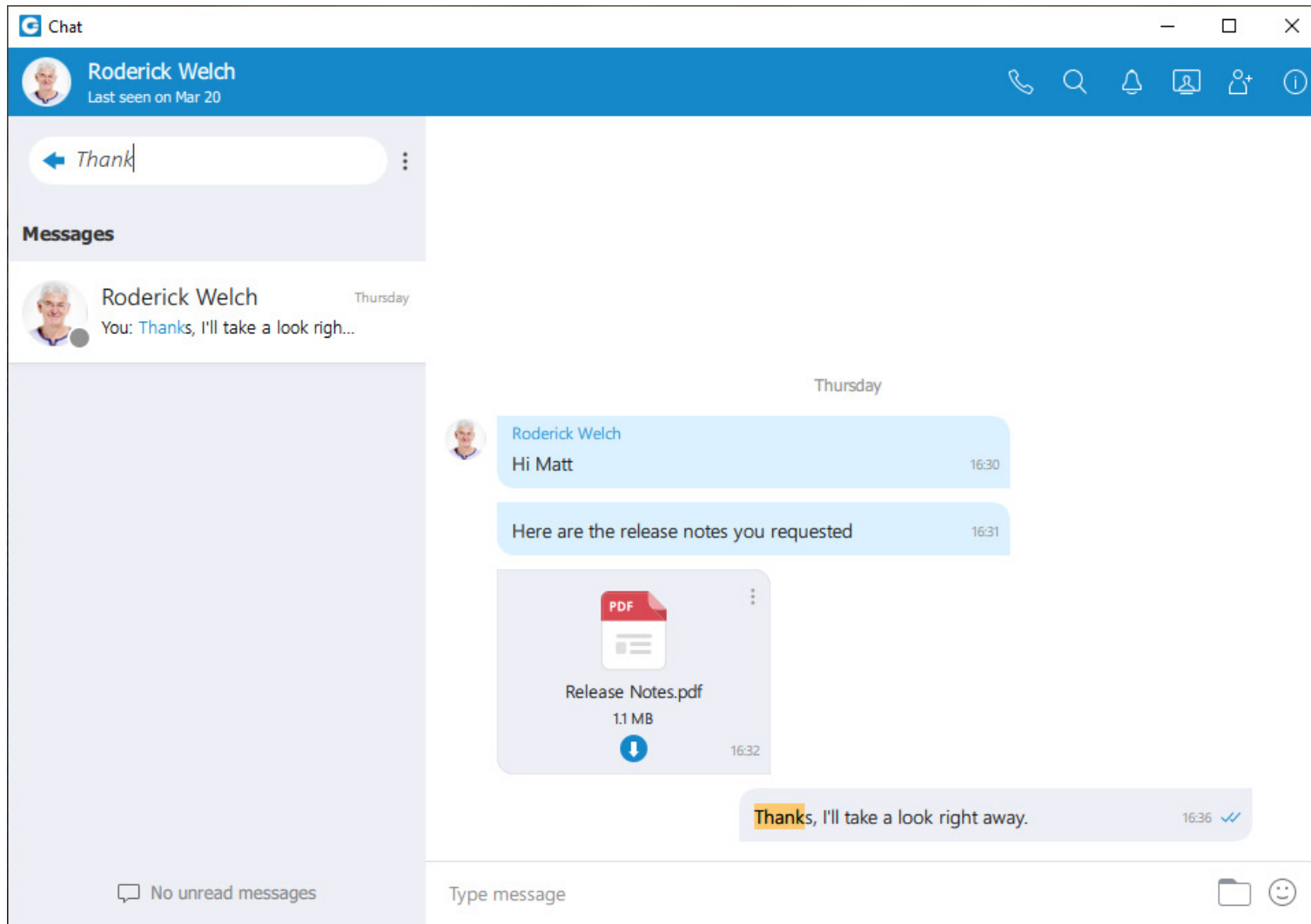
FEATURES

Unified Chat

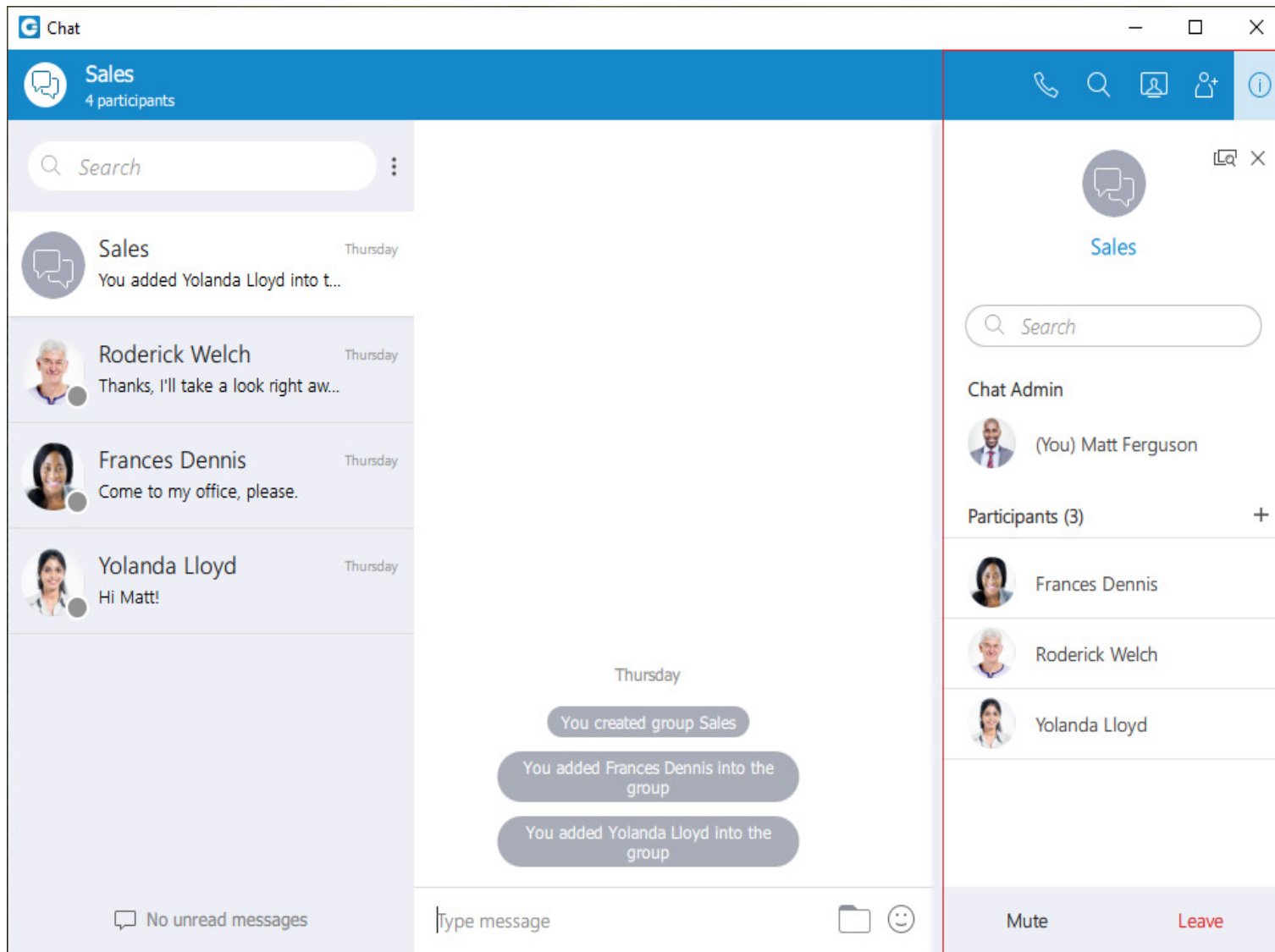
Communicator 6.0 brings a unified chat between Desktop and Mobile applications. Chat history is stored on the server and will keep synced between all your devices.



- Chat features: chat history, group creation and adding of participants are now all integrated into the Chat window.
- Chat groups: You will remain part of the groups you were added even after closing/login out of the application.
- Search bar: any word typed in will show all conversations and messages that match the entered word. You can also search for messages in a specific conversation.



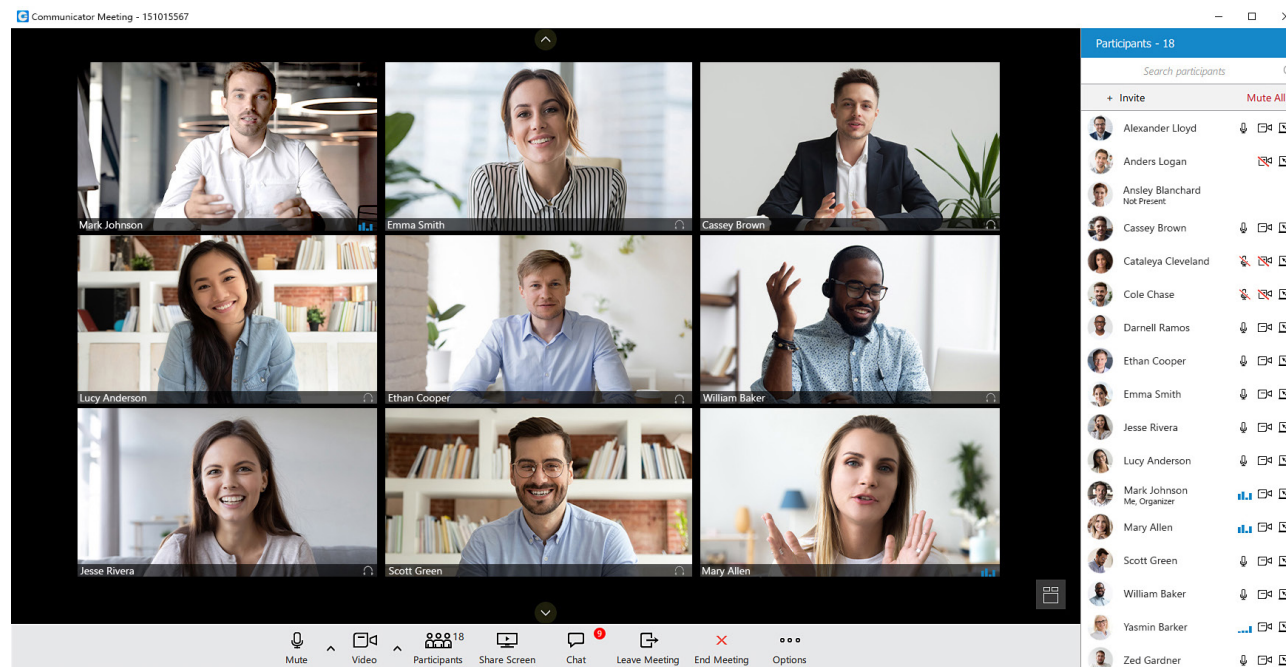
In each conversation the info screen will be seen by all participants. Depending on the conversation type, some actions are available, such as: delete, leave, change group name, mute/unmute etc.



For each message sent, there is an icon indicating its status that can be: sending, sent, delivered, seen or failed. For failed messages, there is an option to retry. The user interface has been improved and now offers the “New Messages” option and unread messages indicator in the Chat window.

Meetings

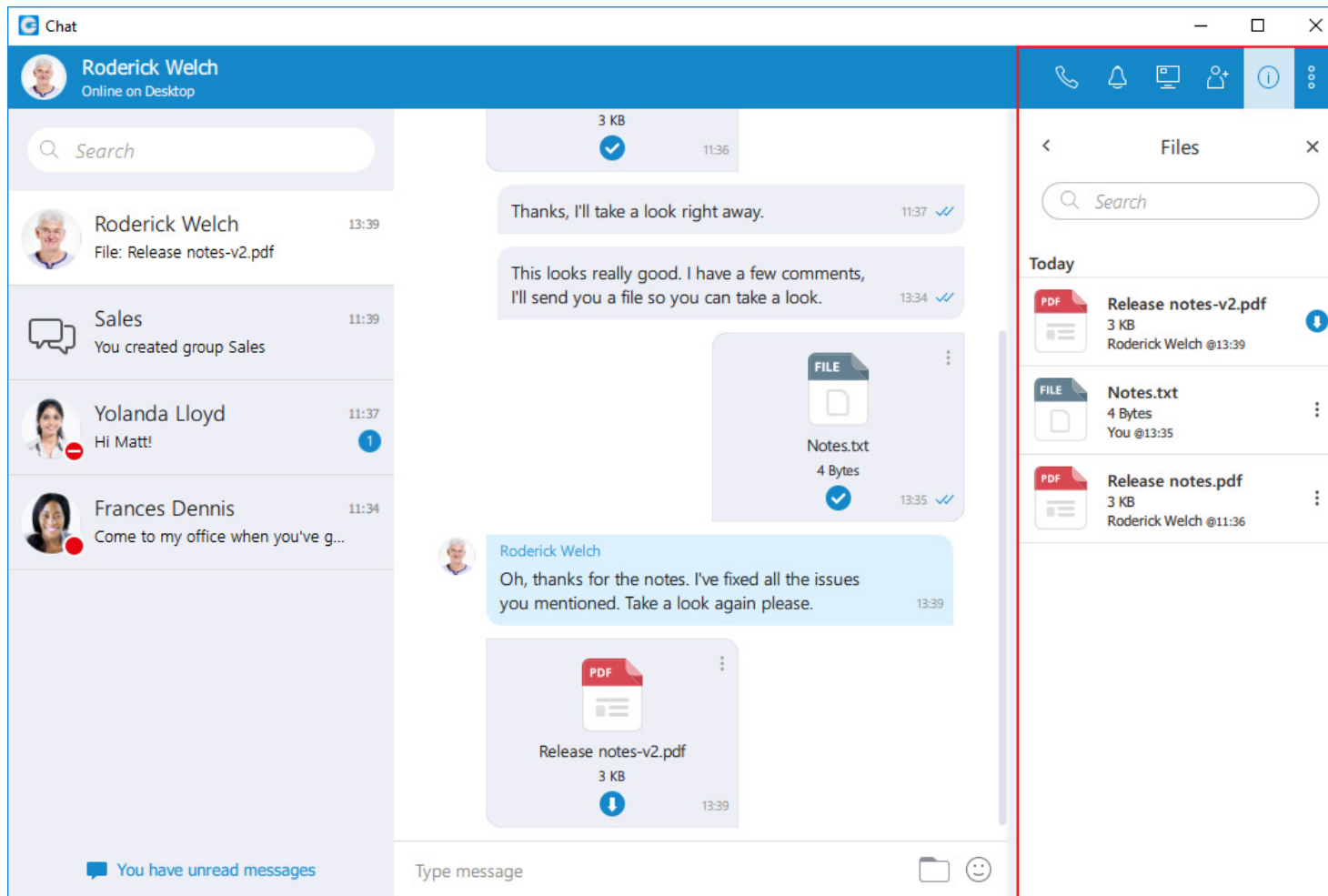
Communicator Meeting is a Communicator Module that allows any user to set up meetings without the hassle of switching applications. With access to all of your Communicator contacts you can start collaborating with a single click. Communicator Meeting allows you to meet with multiple users simultaneously, while offering *Video conferencing* (in grid and speaker view), *Audio conferencing*, *Screen sharing* (specific application or whole screen sharing), *Remote control when screen sharing*, *Group chat*.



You can also schedule meetings in advance and even set up recurring meetings that suit your team's needs. You can always see what meetings you have scheduled by accessing the meeting list, but to make sure you don't miss a meeting an automatic reminder email will be sent to you with the meetings scheduled for that day. Keeping track of scheduled meetings is easy thanks to the Meeting calendar integration. You also have the option of instantly converting a group chat or a conference call into a meeting.

File sharing across devices

Communicator allows file sharing in both regular and group chats. Files are stored permanently and can be downloaded until expiration time is reached (expiration time can be set up in IP PBX). For image and video files, a thumbnail will be automatically downloaded. In all conversations, sent/received files can be seen in the Files overview screen.



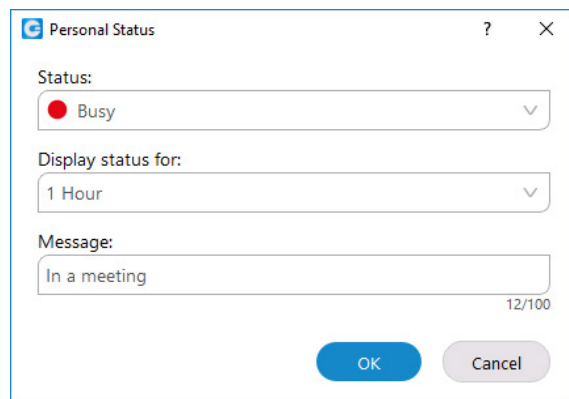
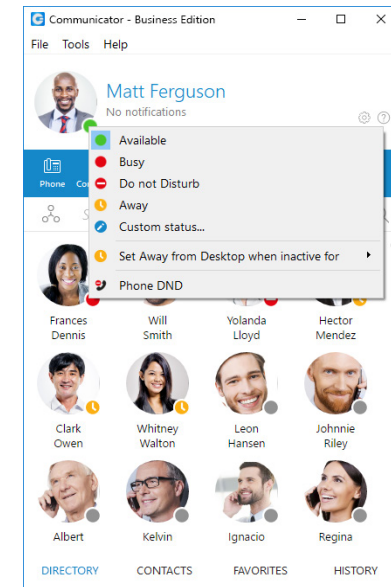
Unified Presence

Communicator 6.0 provides unified presence synced across all of your devices (Desktop and Mobile).

- For all current online users a status of what device they are using is provided via Desktop, via Mobile or even both.
- For users who are not 'online', the last time they had activity is shown, providing a better understanding of their availability.

Every user can set a personal status to describe their current availability.

- Predefined status: Available, Busy, Do not disturb, Away or status added by the IP PBX admin,
- Also, each user can customize their own status to describe their current availability in their own words.



When setting a status you can also set the expiration, to let the application revert your status to Available after a certain period of time.

- Do not disturb: will disable chat messages, conference join, and other user login notifications.

New Design for Agent Edition

Communicator 6.0 includes a new design for Agent Edition. All agent features are now located in the 'Agent Panel' window, making it easier for the agent to handle multiple calls, feedback forms, CRM popup, callbacks, other agents and queues. Also, calls are enlisted to make it easier to handle multiple calls.

The screenshot displays the 'Agent Panel' window for Charles Castro, who is logged in. The interface is divided into several sections:

- Agent Profile:** Charles Castro, Logged in. Includes icons for mobile, phone, and app, and status indicators for IN, B, and OUT.
- Current campaign:** Books. Queues: 0. HK button.
- Calls (3):** A table showing call details:

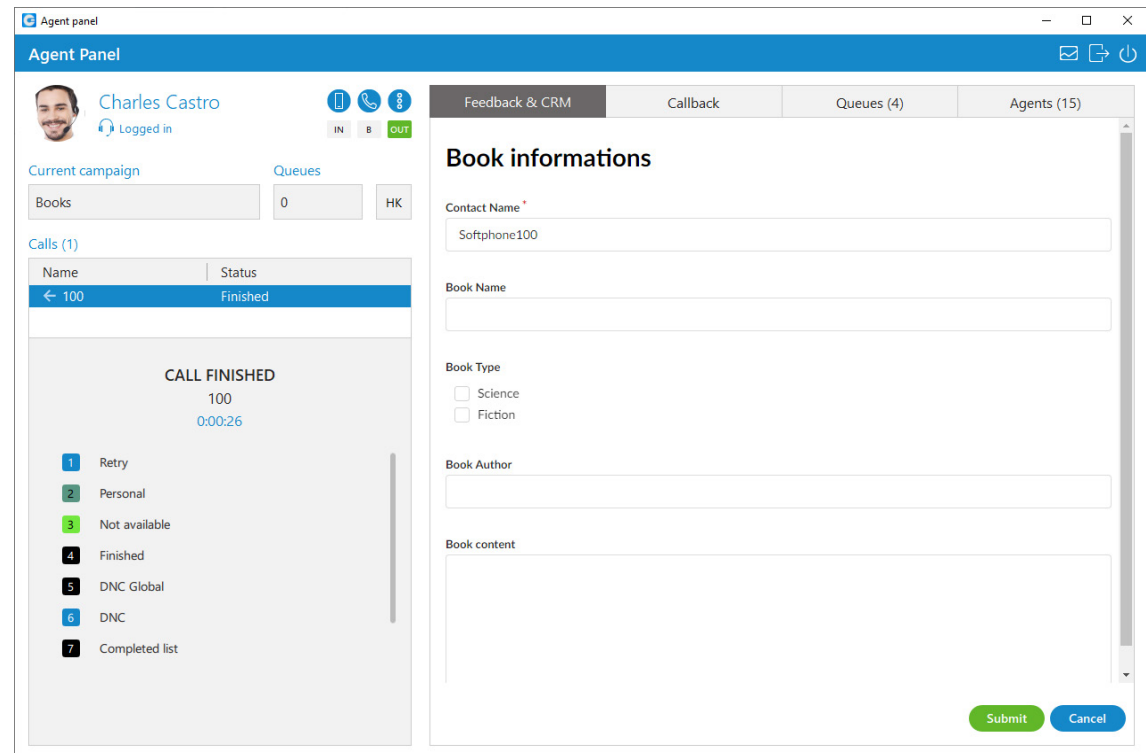
Name	Status
← Books	Ring In
← 100	On Call
- Campaign: Books:** 100. On Call (0:00:03). Includes buttons for MUTE, HANGUP, TRANSFER, HOLD, VOICEMAIL, and PARK. Also has SHOW DIALPAD and SOFTPHONE options.
- Feedback & CRM:** A tabbed interface with 'Feedback & CRM' selected. It shows 'Book informations' for 'Softphone100' with fields for Contact Name, Book Name, Book Author, and Book content. A 'Start feedback' button is at the bottom right.
- Navigation:** Top right tabs for Feedback & CRM, Callback, Queues (4), and Agents (83).

Outbound Call Center (Dialer)

The Outbound Call Center agent works with campaigns. An agent can be a member of multiple campaigns, but can be active in only one during the login session. Agents won't be able to work in a campaign and a queue simultaneously.

There are three available strategies:

- Power strategy - an agent is waiting to receive the next call from the campaign in which he is currently logged
- Preview strategy - an agent has a preview of each lead details to decide whether to dial lead or switch to the next one
- Progressive strategy - an agent has a preview of lead details but they can not switch to the next lead. There's also a specific time frame in which they must perform the dialing



Each campaign can have various options that the agent should submit. These options are called dispositions. Dispositions can be submitted using hotkeys in order to increase productivity. Also, every campaign can have its own feedback form which will be displayed for all dialer calls. Dispositions and feedback forms need to be set on IP PBX.

Personal Callback

The agent can choose the disposition of the personal callback type, and they also have a list of all upcoming and expired Personal Callbacks in the Callback tab in the Agent Panel. Every personal callback is represented by a name, number, last dial date, and next dial date.

The screenshot displays the 'Agent Panel' interface for Charles Castro, who is logged in. The interface is divided into several sections:

- Agent Profile:** Charles Castro, Logged in. Status indicators: IN, B, OUT.
- Current campaign:** Books. Queues: 0. HK.
- Calls (1):** A table showing one call record:

Name	Status
← 100	Finished
- CALL FINISHED:** 100, 0:00:02. A list of dispositions is shown:
 - 1 Retry
 - 2 Personal (selected)
 - 3 Not available
 - 4 Finished
 - 5 DNC Global
- Callback List:** A table with columns: Name, Number, Last dial date, Next dial date.

Name	Number	Last dial date	Next dial date
-	100	07 Nov, 2019 11:14	21 Nov, 2019 11:14
-	100	07 Nov, 2019 11:14	20 Nov, 2019 11:14

Integrated Web Browser for CRM Popup, Call Popup and Queue URL Popup

If using this feature Screen Pop and CRM executes within the application inside the *Agent Panel* window (instead of opening a webpage in your default browser). Also, it is possible to do screen pop based on the URL set per Queue on IP PBX.

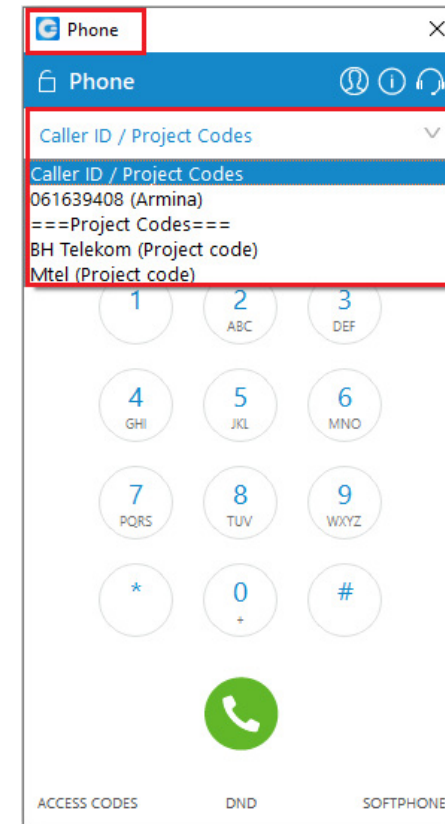
The screenshot displays the 'Agent Panel' interface for Charles Castro, who is logged in. The interface is divided into several sections:

- Agent Profile:** Charles Castro, Logged in. Includes icons for mobile, call, and CRM, and status indicators for IN, B, and OUT.
- Current campaign:** Books. Queues: 0. HK.
- Calls (2):** A table showing call history:

Name	Status
→ 8854260	On Call
← 100	Finished
- Call Management:** A section for the active call 8854260, which is 'On Call (0:00:04)'. It features buttons for MUTE, HANGUP, TRANSFER, HOLD, VOICEMAIL, and PARK. Below these are options for SHOW DIALPAD and SOFTPHONE ↔.
- CRM Integration:** A 'Feedback & CRM' tab is active, showing a large empty area for CRM data. At the bottom, there are buttons for 'Open in Browser' and 'Copy URL', along with a progress bar and a close icon.

Project codes

In Communicator 6.0, every agent can view and select project codes for all outgoing calls. Project codes can be found inside phone dialog.



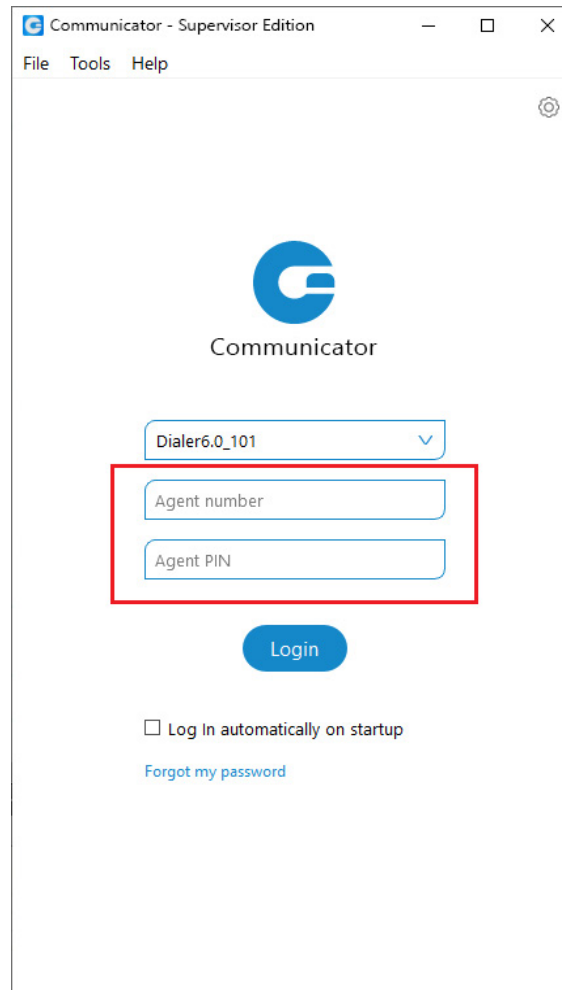
Blended Call Center

Blended mode means the system will automatically move the agent from inbound to outbound strategy if a queue is not busy, or from outbound to inbound strategy if there are people waiting in the queue. Blending can be set up as automatic or manual.

- Automatic: is based on a minimum idle agents parameter per Queue, that can be found and updated on IP PBX.
- Manual: allows agents to choose manually direction at login time or during the operation enabling the switch between inbound, outbound and blended mode.

Extended Supervisor edition with Agent edition features

In Communicator 6.0, Supervisor Edition has been improved with Agent edition functionalities, allowing supervisors to be Agents and use all Agent Edition features.



Statistics for the entire call center

In Communicator 6.0, inside Queues and Wallboard module, the supervisor can see total queue statistics for selected queues, providing an efficient performance monitoring of the entire call center, not just per queue.

NAME	TOTAL CALLS	ANSWERED	UNANSWERED	WAITING	IDLE	BUSY	PAUSED	AVG WAIT TIME	MAX WAIT TIME	ANSWERED (%)	UNANSWERED (%)	SERVICE LEVEL (%)
All queues	2	0	2	0	1	0	0	0	0	0	100	100
Support	0	0	0	0	0	0	0	0	0	0	0	100
Sales	1	0	1	0	1	0	0	0	0	0	100	100
Marketing	0	0	0	0	0	0	0	0	0	0	0	100
Development	1	0	1	0	0	0	0	0	0	0	100	100

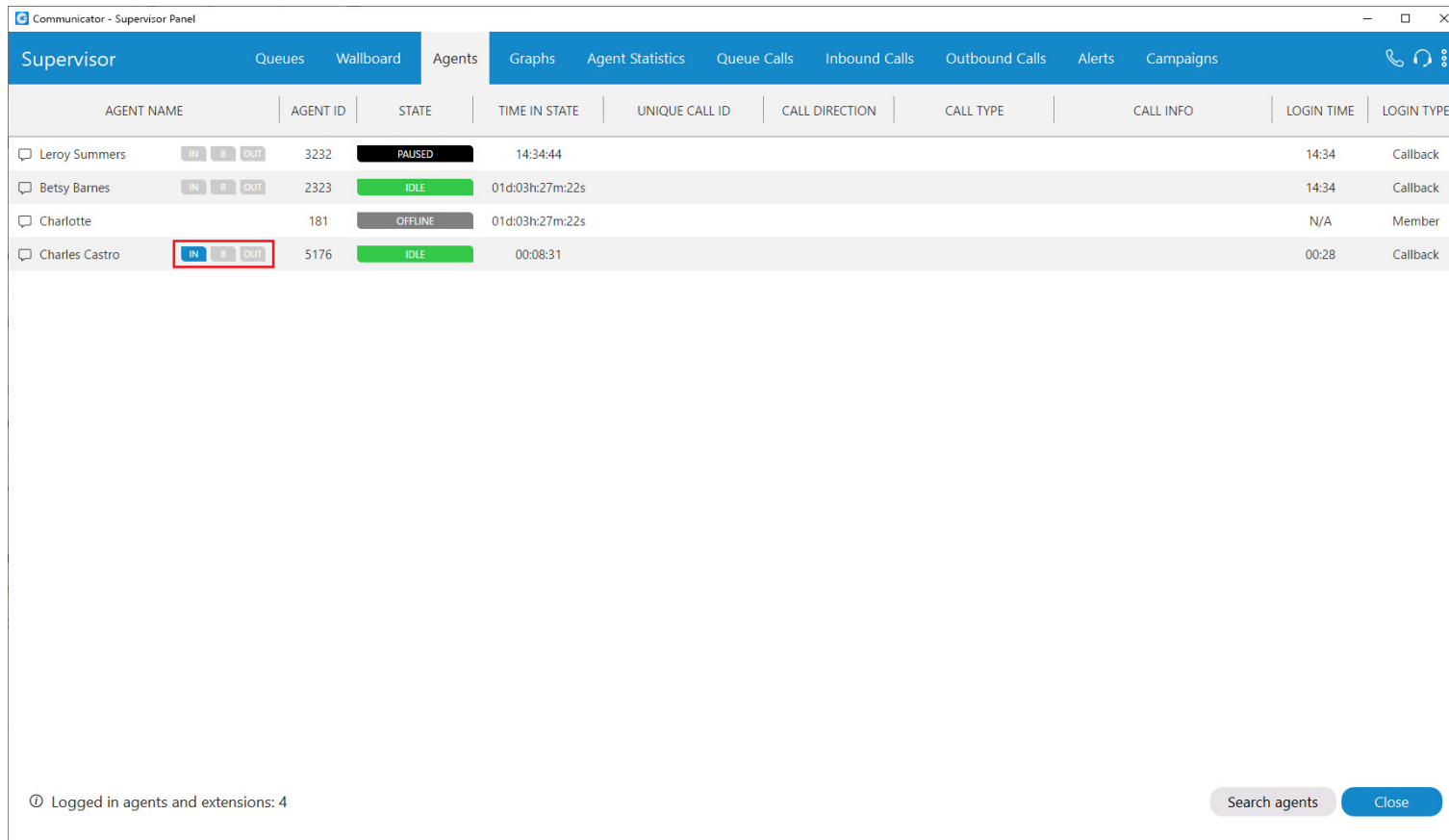
① Total number of queues: 5

Close

Change agent direction as a Supervisor

The supervisor can:

- Monitor information for all logged-in agents previously selected as visible through *Preferences* dialog.
- See agents direction and blending options in real-time as well as change the direction of any agent by clicking on the direction buttons.
- See which project code each agent is using for their current calls, and monitor dialer calls and campaigns.



The screenshot displays the 'Supervisor' interface within the Communicator application. The main window title is 'Communicator - Supervisor Panel'. The navigation bar includes 'Supervisor', 'Queues', 'Wallboard', 'Agents', 'Graphs', 'Agent Statistics', 'Queue Calls', 'Inbound Calls', 'Outbound Calls', 'Alerts', and 'Campaigns'. The 'Agents' tab is active, showing a table of agent information.

AGENT NAME	AGENT ID	STATE	TIME IN STATE	UNIQUE CALL ID	CALL DIRECTION	CALL TYPE	CALL INFO	LOGIN TIME	LOGIN TYPE
Leroy Summers	3232	PAUSED	14:34:44					14:34	Callback
Betsy Barnes	2323	IDLE	01d:03h:27m:22s					14:34	Callback
Charlotte	181	OFFLINE	01d:03h:27m:22s					N/A	Member
Charles Castro	5176	IDLE	00:08:31					00:28	Callback

At the bottom left, it indicates 'Logged in agents and extensions: 4'. At the bottom right, there are 'Search agents' and 'Close' buttons. The 'IN', 'B', and 'OUT' buttons for Charles Castro are highlighted with a red box.

Improved Agent Statistics

Previously only agent inbound (real-time) statistics were available.

Version 6.0 displays Agent Statistics module with inbound and outbound statistics that include all agent calls (inbound, outbound, direct(in/out)) into calculations.

Communicator - Supervisor Panel

Supervisor Queues Wallboard Agents Graphs Agent Statistics Queue Calls Inbound Calls Outbound Calls Alerts Campaigns

Refresh: 1m Last refresh: 07 Nov 2019 15:55:50 Search: []

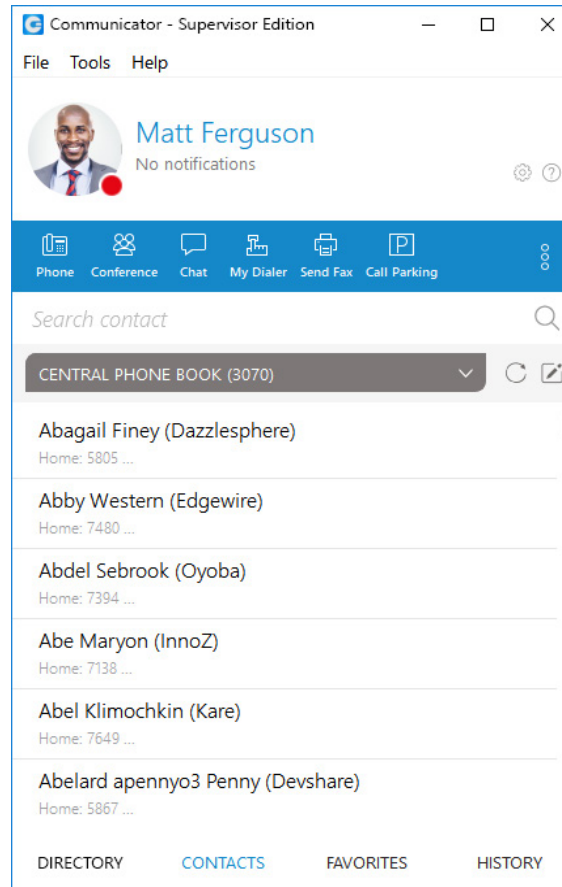
Agent	Calls			Talk Time			Idle Time		Sessions		Pauses	
	Total	Answered	Unanswered	Total	Mean	Mean Delay	Total	Mean	Total	Count	Total	Count
Agent/1009 (Amber Howell)	0	0	0	00d 00h 00m 00s	00d 00h 00m 00s	00d 00h 00m 00s	00d 00h 00m 00s	00d 00h 00m 00s	00d 00h 00m 00s	0	00d 00h 00m 00s	0
Agent/2323 (Betsy Barnes)	0	0	0	00d 00h 00m 00s	00d 00h 00m 00s	00d 00h 00m 00s	00d 15h 55m 50s	00d 00h 00m 00s	00d 15h 55m 50s	1	00d 00h 00m 00s	0
Agent/3232 (Leroy Summers)	0	0	0	00d 00h 00m 00s	00d 00h 00m 00s	00d 00h 00m 00s	00d 00h 00m 00s	00d 00h 00m 00s	00d 15h 55m 50s	1	00d 15h 55m 50s	1
Agent/5000 (Enrique Mann)	0	0	0	00d 00h 00m 00s	00d 00h 00m 00s	00d 00h 00m 00s	00d 00h 00m 00s	00d 00h 00m 00s	00d 00h 00m 00s	0	00d 00h 00m 00s	0
Agent/5001 (Dominic Parker)	0	0	0	00d 00h 00m 00s	00d 00h 00m 00s	00d 00h 00m 00s	00d 00h 00m 00s	00d 00h 00m 00s	00d 00h 00m 00s	0	00d 00h 00m 00s	0
Agent/5005 (Jean Tucker)	0	0	0	00d 00h 00m 00s	00d 00h 00m 00s	00d 00h 00m 00s	00d 00h 00m 00s	00d 00h 00m 00s	00d 00h 00m 00s	0	00d 00h 00m 00s	0
Agent/5006 (Milton Norman)	0	0	0	00d 00h 00m 00s	00d 00h 00m 00s	00d 00h 00m 00s	00d 00h 00m 00s	00d 00h 00m 00s	00d 00h 00m 00s	0	00d 00h 00m 00s	0
Agent/5101 (test test)	0	0	0	00d 00h 00m 00s	00d 00h 00m 00s	00d 00h 00m 00s	00d 00h 00m 00s	00d 00h 00m 00s	00d 00h 00m 00s	0	00d 00h 00m 00s	0
Agent/5102 (test test)	0	0	0	00d 00h 00m 00s	00d 00h 00m 00s	00d 00h 00m 00s	00d 00h 00m 00s	00d 00h 00m 00s	00d 00h 00m 00s	0	00d 00h 00m 00s	0
Agent/5103 (test test)	0	0	0	00d 00h 00m 00s	00d 00h 00m 00s	00d 00h 00m 00s	00d 00h 00m 00s	00d 00h 00m 00s	00d 00h 00m 00s	0	00d 00h 00m 00s	0
Agent/5104 (test test)	0	0	0	00d 00h 00m 00s	00d 00h 00m 00s	00d 00h 00m 00s	00d 00h 00m 00s	00d 00h 00m 00s	00d 00h 00m 00s	0	00d 00h 00m 00s	0

ⓘ Total: 84, Logged In: 3, Talking: 0, Paused: 1

Close

Central Phone Book

Central Phone Book is a centralized list of contacts managed by the IP PBX administrator. It is shared across all Communicator users, and synced together with the rest of the user contacts (Google, CRM etc.). Beside contacts managed by the administrator, a personal list of contacts can be managed as well. Personal phone books can be managed through Online Self Care.



Scaling managed by the operating system

This feature enables operating system managed scaling, which fixes issues regarding the window being too enlarged on monitors with a scaling set up in *Display Settings*. This option is available only for Microsoft Windows.

Additional macros for Call Popup

Using Communicator Call Popup module, there are 3 new macros available:

- DID (%did%)
- Agent name (%agent_name%)
- Agent number (%agent_number%)

Added warning indicator for Skype module if application was not found

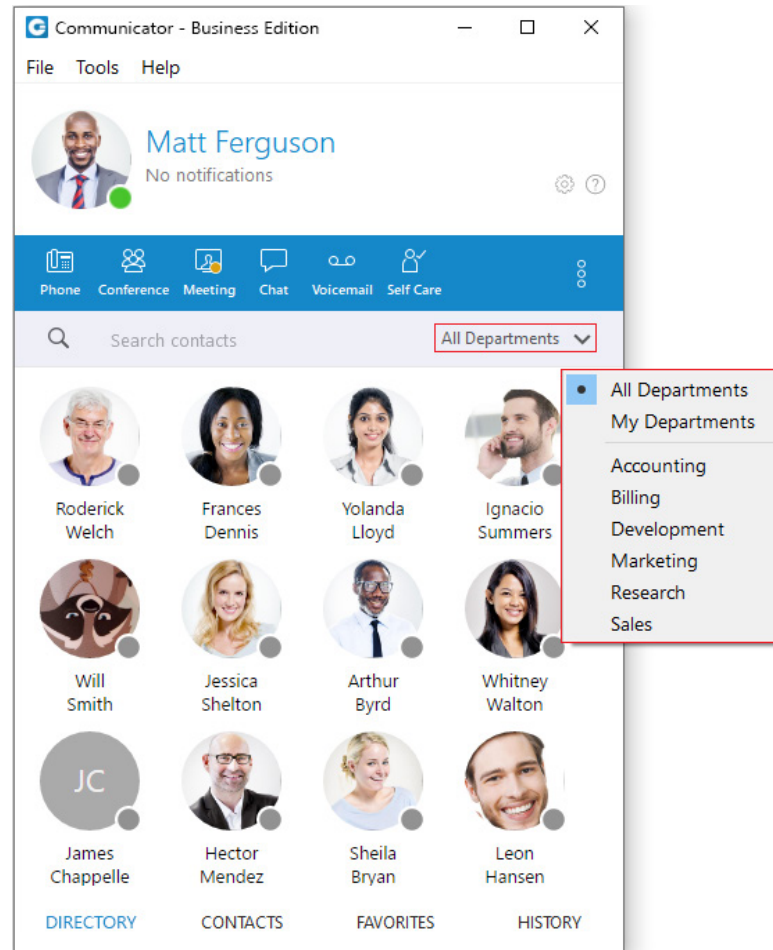
Added “Could not find Skype application” label in the main window if Skype application could not be found.

Increased call limit to 10 in softphone mode

When using Communicator softphone mode, 10 simultaneous calls can be held.

Improved Department filtering in main window

There is a label in the main window which shows the current selected department. If that department wants to be changed, click on the label and a list of all departments will open so a different one can be chosen.



Bug Fixes & Improvements

- › Fixed issue where agents could not be paused if there are no pause reasons defined on server
- › Fixed issue where Google email is changed in Preferences but old email's contacts are synced
- › Fixed issue where switching Communicator profile does not change user logged into OSC
- › Fixed issue where app freezes on ESC pressed while searching in the main window
- › Fixed issue where currently running release is presented as an available update
- › Fixed issue where Graphs in Supervisor windows uses local time instead of server time
- › Fixed crash when trying to send fax from an extension marked as "Do not show in desktop/mobile app" on the server
- › Improved error message in case your account has no Edition Permissions granted
- › Added option to open chat from the call history list
- › Improved Outlook contacts sync to include contacts from subfolders
- › Improved dialog for submitting feedback from the application
- › Improved application logo
- › Improved emojis rendering
- › Mask agent pin when logging in into Agent or Supervisor edition
- › Improved dialling to preserve plus prefix in order to prevent local call being mistaken for an international call and vice-versa
- › Added notifications badge for Microsoft Windows

