Flexi 2022.3

RELEASE NOTES

ERIK KALSTRÖM - DATATAL AB

What's new in Flexi 2022.3

In this release, focus is on Callback-functionality in Gateway groups and improved functions for call recording.

Gateway

Wrap up on group members

New feature, after a call has been disconnected a post timer can be configured for wrap up purpose. Timer is set on Gateway groups.

Wrapup timer in seconds	20

Smart call recording

User can now activate smart recordings. With smart recordings the user can start their recoding during a call, the recording will capture the whole call even if the call has been active for several minutes. The feature can be activated in Presentity app, Presentity Web (Umbrella) or in Admital Web.

Internal group mode

Now it's possible to set specific internal group-modes for groups. This is useful if internal calls to groups need to be managed differently than external calls. For example, internal calls may not have functionality for callback or overflow.

Group mode

Active group mode	Dagläge ↻
Open group mode	Dagläge ⌄
Closed group mode	Stängt ⌄
Open group mode (intenal)	Support - Callback ⌄
Closed group mode (internal)	Nattläge ⌄

Callback

New feature, callback in Gateway groups, a customer can now request a callback in Gateway groups. When a member is available, the Gateway will initiate a callback, first to the group member then to the customer. No license is required for this feature.

Callback functions is enabled on the group-mode. All callback data is available in the statistics report.

Other callback settings. On the group slide there is some other settings, for example call-profile for callbacks.

Group triggers

Now triggers in a group can be generically configured, for example it's possible to configure that if no agent is logged on, a mail or SMS should be sent to a specific user or group of users. Other useful cases are if there is a specific number of queuing calls, a mail or SMS is sent.

The feature is configured in Presentity Web.

List triggers

Edit trigger

User statistics

A user can now review and create statistics and reports. Both for group statistics and user statistics. The feature is now available from Presentity web.
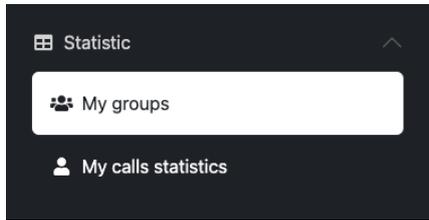
Select and configure reports and review data

Wallboard

Wallboard Web client UI has been updated, minor changes and bugfixes.

Wonderphone

Wonderphone for MAC

Now there is full support for Standard version of Wonderphone with softphone functionality.
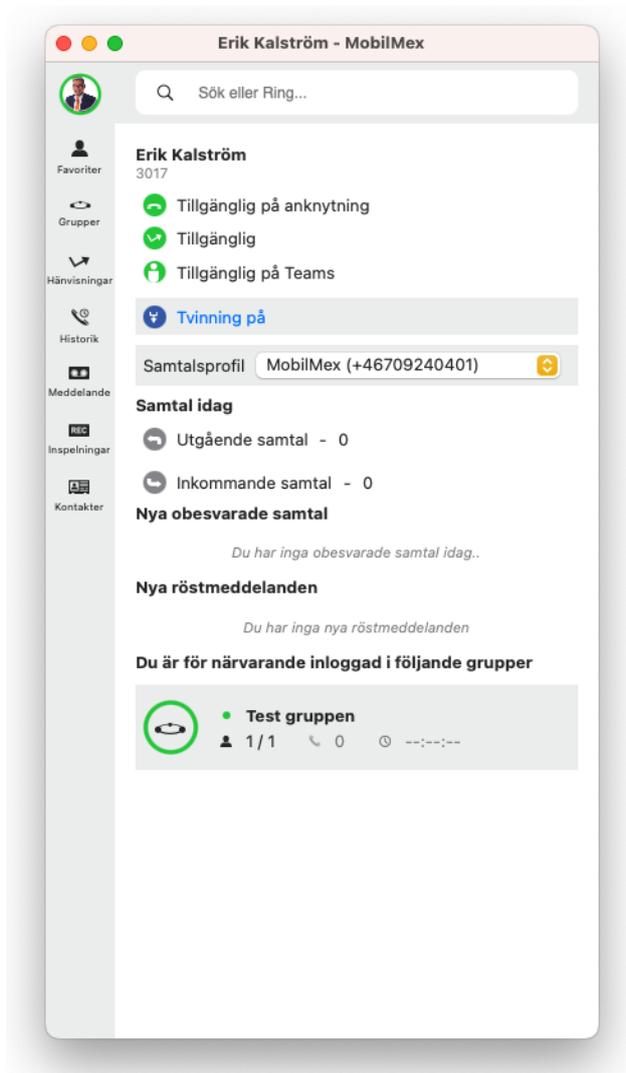
Bug-fixes

Several bugfixes and improvements:
- Memory leaks in Active state and CTStack
- Speaker button missing in Admital Web
- Importing user from Admital Web did not initiate the user properly
- GW route log page removed from Admital Web
- CTStack could cause RTP stream stop sending RTP package
- FlexiStat web, fixes for sending reports using attachment to Office 365
- Several other various fixes