

Flexi 2022.3

RELEASE NOTES

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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	<input type="text" value="20"/>
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Smart call recording

User can now activate smart recordings. With smart recordings the user can start their recording 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	<input type="text" value="Dagläge"/>
Closed group mode	<input type="text" value="Stängt"/>
Open group mode (intenal)	<input type="text" value="Support - Callback"/>
Closed group mode (intenal)	<input type="text" value="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.

Buttons

0 ▾ Switch to Voice mail Callback Callback Delete

Add

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

Callback

No answer timeout (sekunder)	<input type="text" value="20"/>
Callback initial timeout (sekunder)	<input type="text" value="60"/>
Callback outdial attempts (ggr)	<input type="text" value="3"/>
Callback timeout (sekunder)	<input type="text" value="30"/>
Callback max TTL	<input type="text"/>
Call profile	<input type="text" value="Support"/> ▾

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

The screenshot shows the 'Datatal Support' interface with a 'Support - Callback' group selected. The 'Trigger' tab is active, displaying a list of four triggers. Each trigger has a status icon (green checkmark), a description, a condition, a value, and an action (mail or sms). There are also icons for settings and deletion.

Status	Event	Condition	Value	Action	Settings/Action
✓	Ingen inloggad agent Inloggade	Equal	0	Generellt trigger mail	⚙️ 🗑️
✓	Nytt meddelande i röstbrevlådan Nya RBL	GreaterThen	0	Generellt trigger sms	⚙️ 🗑️
✓	Antalet gruppmedlemmar uppdaterades Medlemmar	GreaterThen	0	Generellt trigger mail	⚙️ 🗑️
✓	Samtal i kön Köande	GreaterThen	2	Generellt trigger mail	⚙️ 🗑️

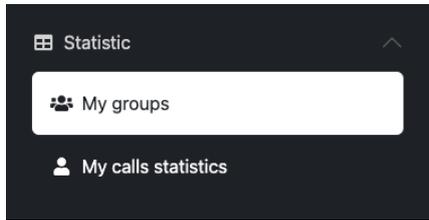
Edit trigger

The 'Edit trigger' form includes a help message and several configuration fields:

- Namn:** Nytt meddelande i röstbrevlådan
- Aktivera:**
- Beskrivning:** (Empty text area)
- Nyckel:** Nya RBL
- Operator:** > (GreaterThen)
- Värde:** 0
- När den skall triggas:** Stigande
- Meddelande:** Generellt trigger sms
- Mottagare:** A list of recipients including 'Alla medlemmar', 'Inloggade medlemmar', 'Utloggade medlemmar', 'Admin medlemmar', and several individual users like 'Alice Andersson', 'Anders Alyhr', etc.

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

Alla samtal			
	Totalt	Total samtalstid	Medelsamtalstid
3001	7	2m 22s	20s
3015	2	1m 56s	58s
3017	1	0s	0s
3060	14	1m 26s	6s
...

Wallboard

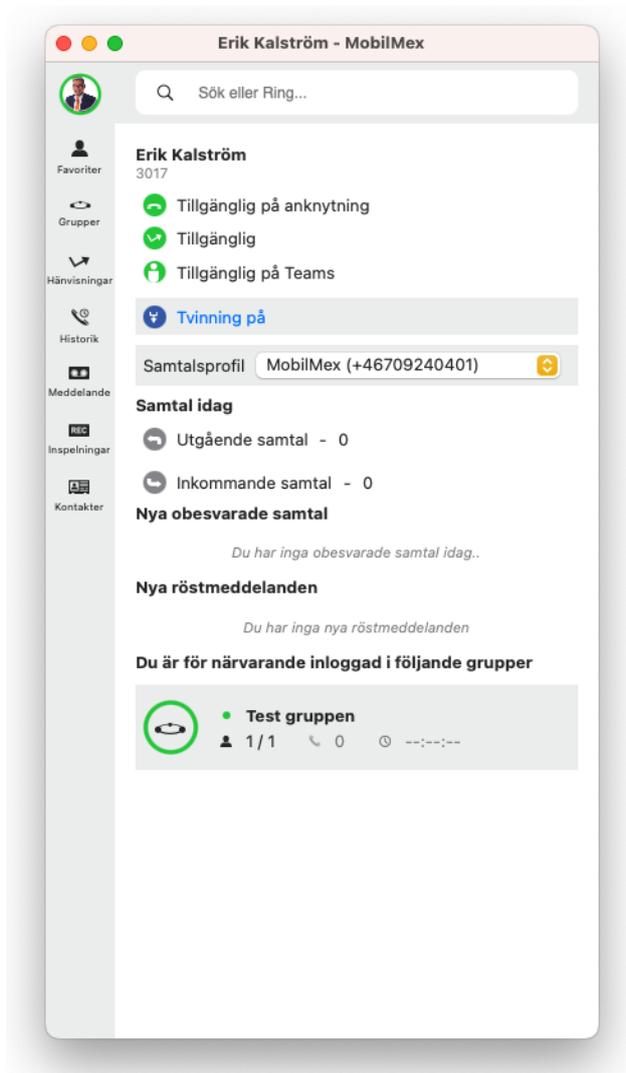
Wallboard Web client UI has been updated, minor changes and bugfixes.

datatal ab Datatal			
GW gruppen Datatal Support			
0	0	0	0
Service level	Lost Callback today	Answered Callback today	Answered today
0	0	0	0
Queue time	Lost	Calls	Avg. wait time
2	6	0	
Logged on	Members	Queueing	

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