



RELEASE NOTES

2020

CALLSWITCH PLATFORM 6.0
CALLSWITCH COMMUNICATOR 6.0

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TABLE OF CONTENTS

INTRO

CALLSWITCH PLATFORM V6.0

CALLSWITCH PLATFORM FEATURES

MEETING

MOBILE CHAT

FILE SHARING SERVICE (FSS)

AUTHENTICATION SECURITY IMPROVEMENTS

MUSIC ON HOLD: AUTOMATIC SOUND CONVERSION

AUTOMATIC SOUND CONVERSION FOR MUSIC ON HOLD

GREETING ACCESS CODES

IVR TREE

EMERGENCY CALL NOTIFICATION

SYSTEM → SOUND SIMPLIFICATION (SEARCH)

PHONE BOOK

WAKE-UP CALLS

SHORT CODE CALLER IDS

NEW CALL CENTRE AND DIALLER

CALLER ID LIST (WITH EMERGENCY CALLER ID)

CALL FORWARDING

IMPORT AND EXPORT .CSV FOR OPERATION TIME

DIRECT CONVERSION OF GREETING SOUND FILES

CRM INTEGRATION

SEND SOUND FILES OF CONFERENCES TO AN EMAIL ADDRESS

SYSTEM → SOUND FILES → SEARCH PAGE SIMPLIFICATION AND UPLOAD IMPROVEMENTS

CALLSWITCH CONTACT CENTRE FEATURES

AGENT STATISTICS
AGENT GROUP IMPROVEMENTS
AGENT REAL TIME STATISTICS
BLENDING MODE (INBOUND/OUTBOUND)
CALL AGENT BY NUMBER (DIRECT IN CALL)
DIALLER
MONITOR PAGES
NEW MENU
PROJECT CODES
SKILL-BASED ROUTING (SBR)
SCHEDULING REPORTS

CALLSWITCH COMMUNICATOR V6.0

CALLSWITCH COMMUNICATOR FEATURES

UNIFIED PRESENCE
NEW DESIGN FOR AGENT EDITION
OUTBOUND CALL CENTRE (DIALLER)
PERSONAL CALLBACK
INTEGRATED WEB BROWSER FOR CRM POPUP, CALL POPUP AND QUEUE URL POPUP
PROJECT CODES
EXTENDED SUPERVISOR EDITION WITH AGENT EDITION FEATURES
STATISTICS FOR THE ENTIRE CALL CENTRE
CHANGE AGENT DIRECTION AS A SUPERVISOR
IMPROVED AGENT STATISTICS
CAMPAIGN STATISTICS
BLENDED CALL CENTRE
SCALING MANAGED BY THE OPERATING SYSTEM
ADDITIONAL MACROS FOR CALL POPUP
ADDED WARNING INDICATOR FOR SKYPE MODULE IF APPLICATION WAS NOT FOUND

NEW FEATURES, BUG FIXES & IMPROVEMENTS

INTRO

TelcoSwitch is delighted to launch version 6.0 of the CallSwitch telephony platform. Our main priority has been to deliver the key enhancements for ease of use and flexibility that our users have asked for. Thanks to user feedback, we have fixed some bugs and made the platform more stable. We have also introduced major new features from direct integrations with a variety of CRM platforms and enhanced call statistics and data extractions, to touches like easier configuration of Music On Hold. CallSwitch v6.0 is designed to surpass the requirements of our user base and provide a flexible, efficient and user friendly platform that delivers clear productivity benefits for organisations of any size.

TelcoSwitch presents the new CallSwitch Communicator application, a free add-on for Android, iOS, Windows and Mac. The Communicator app gives your organisation a ready-made collaboration tool, with chat, easy voice and video conferencing, file sharing and more. The CallSwitch Communicator application automatically syncs data across devices and is completely integrated with the other elements of your CallSwitch solution.

CallSwitch Contact Centre v6.0 is designed to simplify and enhance call management at busy Call and Contact Centres of any size. Together with the Business and Multi-Tenant Editions, Contact Centre enables you to increase efficiency in the workplace and transform the way you conduct business, with each edition supporting specific features that maximise performance, reliability, and expandability.

CALLSWITCH PLATFORM 6.0

CALLSWITCH PLATFORM FEATURES

MEETING

CallSwitch Meeting allows Users to view or edit (create, update, and delete) all their previous and planned meetings.

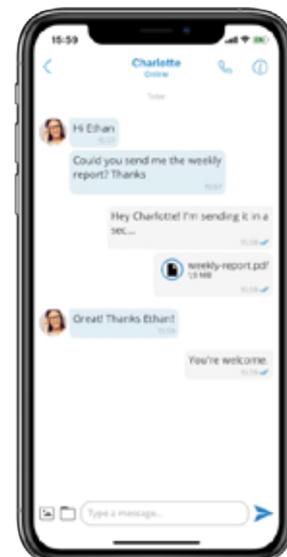
This feature makes it easier for Users to take care of their appointments and remind them of their scheduled meetings for the day by sending them an email notification.



MOBILE CHAT

CallSwitch Communicator v6.0 introduces unified chat between Desktop and Mobile applications. Chat history is stored on the server and is always synced between all devices, which ensures quick and reliable accessibility to all the messages that have been sent and received.

CallSwitch Communicator v6.0 introduces unified chat between Desktop and Mobile applications. Chat history is now dealt with Server-side, so it can be synced between all devices, which ensures quick and reliable accessibility to all the messages that have been sent and received.

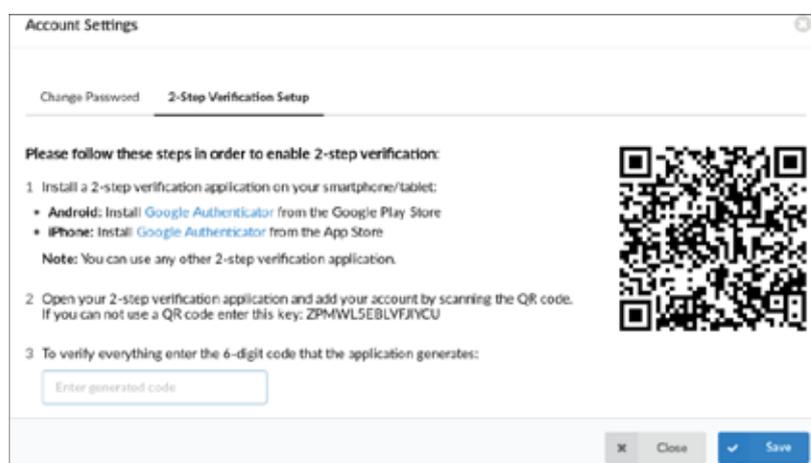


File Sharing Service (FSS) enables Users to share data securely from multiple devices. All shared files are synced across devices, such as chat history. They are stored permanently and can be downloaded until the expiration time. Once the expiration time is reached, Users can no longer download the files, which prevents any potential data misuse or breach. However, on CallSwitch, the expiration time can be modified. For any image and video files, there is a thumbnail which is downloaded automatically. Files may be sent both in single and group conversations.

File Sharing Service (FSS) enables Users to share data securely from multiple devices. All shared files are synced across devices, just like the chat history. They are stored temporarily and can be downloaded until they expire on the system. For any image and video files, there is a thumbnail which is downloaded automatically. Files may be sent both in single and group conversations.

AUTHENTICATION SECURITY IMPROVEMENTS

Users can now enable 2-Factor authentication with QR codes to add an extra layer of security, or they may set a password expiration date. In order to reset their password, they will need to provide the old one. Aside from resetting, Users can also check whether their passwords are valid or not. They may disable an account after a few attempts to prevent unauthorised data access. It is a good practice to force Users to change their password regularly so that it can be even more secure, which is an available option with the current security improvements. Apart from that, Users may also check for any breached passwords.



MUSIC ON HOLD: AUTOMATIC SOUND CONVERSION

With the latest improvements, it is now possible to upload .MP3 and .WAV sound files which can be used as Music On Hold (MOH). The system will now allow the upload of files bigger than 8MB. Upload is resumable, meaning it will start uploading where it had stopped previously. The progress bar is displayed while uploading/converting.

GREETING ACCESS CODES

Users may set new greetings for Destinations by using different Access codes. If setting a new greeting, Users may dial *303 + Destination for which they intend to set this greeting. If dialling *304 + Destination, Users may be able to set a new greeting but also delete an old one.

IVR TREE

IVR Tree is a special form of IVR whose creation is now more graphically oriented than a regular IVR. The IVR Tree has been rejuvenated with a new User interface having similar User-friendly options as before.



The screenshot shows a web interface for configuring an IVR Tree. On the left, there is a form with the following fields: 'Name' (containing 'IVR333'), 'Action' (with a dropdown arrow), and 'Selection' (with a dropdown arrow). On the right, there is a section titled 'IVR Actions' containing a list of actions with buttons for 'Create', 'Edit', 'Delete', and 'Save'.



The screenshot shows a web interface for configuring IVR Tree Actions. The form is titled 'Edit Properties' and includes the following fields: 'Name' (containing 'IVR333'), 'Extension' (containing '333'), 'Number of Rings', 'Response Timeout' (containing '4'), 'Digit Timeout' (containing '2'), 'Selection Timeout' (containing '3'), 'Direct access' (with radio buttons for 'Disabled' and 'Enabled'), and 'Local dialing' (with radio buttons for 'Yes' and 'No'). A 'Save' button is located at the bottom left.

EMERGENCY CALL NOTIFICATION

With this new feature, when an emergency number, such as 999, is dialled, an automated call goes out to a specified number, an extension or a ring group, playing an announcement that 999 was dialled from this extension. If set to 'Yes', Users may select whether they want only the first destination to be notified when there is an emergency call. Otherwise, when set to 'No', every configured destination will get the playback individually if answered. Users may also choose the preferred destinations to be notified and add a custom Caller ID to be used for emergency calls. For instance, an Extension 101 dials 999, and an automated call goes out to the Extensions 102, 103, and 104. The one who answers will hear "999 was dialled from the Extension 1-0-1".



The screenshot shows a web interface for configuring Emergency Call Notifications. The form includes the following fields: 'Enable' (with radio buttons for 'Yes', 'No', and 'Not Set'), 'Notify First Only' (with radio buttons for 'Yes', 'No', and 'Not Set'), 'Notify Destinations' (with a dropdown menu), and 'Notify CallerID' (with a text input field containing 'Emergency Notification').

SYSTEM > SOUND SIMPLIFICATION (SEARCH)

With this improved feature, Users will not be prompted to select Types (gsm, ulaw, alaw, ilbc, sln, wav, g729) and letters of the alphabet from the filter or to specify Types from the file presentation.

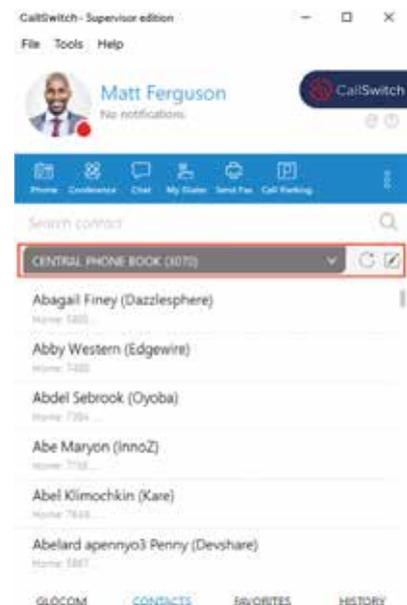
Previously, a User had to use the external Sound Converter application to upload sound files. The search process is now simplified. With direct file conversion, Users will have their .MP3 or .WAV files auto-converted to other native formats. Other file formats supported by asterisk will be uploaded without automatic conversion.



PHONE BOOK

Central Phone Book is a centralised list of contacts managed by the CallSwitch administrator. It is shared among all CallSwitch Communicator Users and supported endpoints (Polycom, Yealink, Cisco). It also works with a mini LDAP server to achieve instant sync.

The Phone Book is a centralised list of contacts managed by the CallSwitch administrator. Each extension will have its own Personal Phonebook, accessible from the Online selfcare portal (OSC), as well as access to the "Centralised" Phonebook managed from the CallSwitch GUI by the Administrator. The Phonebooks will be accessible by the CallSwitch Communicator and supported endpoints i.e Yealink handsets.



This feature can be used to schedule a Wake-Up Call. There are two options provided, Enhanced Services - Wake-Up Call and Enhanced Services - Operator Wake-Up Call.

★ Wake-up Call	*411	✕	✓
★ Operator Wake-up Call	*412	✕	✓

The ES Wake-Up Call allows its Users to manage their own Wake-Up Calls by dialling *411, while the ES Operator Wake-Up Call allows Users to manage Wake-Up Calls which will be applied on any existing Extension by dialling *412.

SHORTCODE CALLER IDS

(*65 by default) - This Access code was modified to support shortcode Caller IDs. The original way of using it is still supported, but with a new pattern added: 65dxxxxx.

The new pattern stands for:

- *65 is the access code
- d is the single digit shortcode configured on the extension
- xxxxxx is the destination to be dialled

In case no Caller ID is matched with the shortcode provided for that Extension, the call will fail. Otherwise, the Caller ID associated with that shortcode will be used.

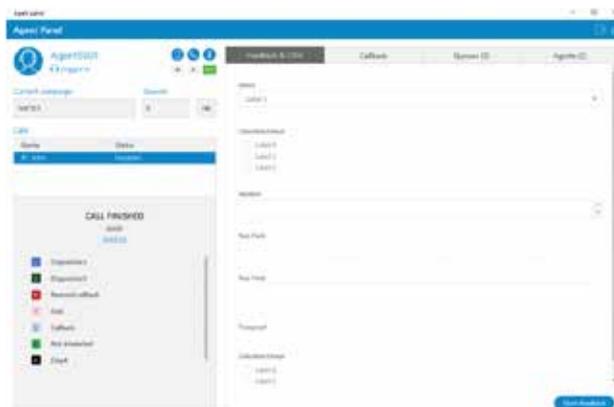
Allowed list of CallerIDs (via App and Access Code):

Short Code	Caller ID number	Label
1	02080668899	DID
2	03301227000	Office
3	07533928398	Mobile

NEW CALL CENTRE AND DIALLER

Auto diallers allow lists of data to be loaded to a database. An application will run and dial these numbers based on the algorithm or settings entered by the Administrator. The Agent interface for the dialler displays Agents with specified information on each call, and this information is customisable through the Admin login.

The dialler is mainly managed through Campaigns. Every campaign has lists of leads and associated Agents (members). The Campaign is in charge of dialling leads and connecting them with Agents and other destinations. Just like a Queue, the Admin has many options to choose how the campaign will perform regarding dialling and bridging.



that already contains necessary headers which should help them while creating a new Operation Times .CSV file.

Operation Times

CSV Upload CSV Download Download CSV Template Current date: 03 Oct 2019 12:56 CEST

On Off Select

Default Destination: 100 - Ext 100 In Voicemail Greeting: None

Closed Dates:

Description	Destination	Date From	Date To	Time From	Time To
Christmas	100	25 Dec 2019	25 Dec 2019	00:00	23:59

Custom Destinations:

Destination	Days	Time from	Time to
110	<input checked="" type="checkbox"/> Mon <input type="checkbox"/> Tue <input type="checkbox"/> Wed <input type="checkbox"/> Thu <input type="checkbox"/> Fri <input type="checkbox"/> Sat <input type="checkbox"/> Sun	07:00	19:00

Open Days:

Description	Days	Time from	Time to
-------------	------	-----------	---------

Save

DIRECT CONVERSION OF GREETING SOUND FILES

An upload option for greeting files has been improved so that .WAV files can be uploaded directly from the interface. When it comes to the direct conversion to other formats, it will occur in a similar way like on a Music On Hold page.

CRM INTEGRATION

CallSwitch can now be integrated with HubSpot Customer Relationship Management solution (CRM)

The supported CRMs are Salesforce, SugarCRM, SuiteCRM, Zoho, Vtiger, Pipedrive, Zendesk, Microsoft Dynamics 2015, Bullhorn CRM and Hubspot.

SEND SOUND FILES OF CONFERENCES TO AN EMAIL ADDRESS

At the end of a Conference call, the sound file of the Conference can be emailed to a pre-specified email once everyone has exited the Conference room.

SYSTEM > SOUND FILES > SEARCH PAGE SIMPLIFICATION AND UPLOAD IMPROVEMENTS

The upload option for sound files has been improved so that .MP3 files can be uploaded directly from the interface.

Previously, a User had to use the external Sound Converter application to upload sound files. Now, direct file conversion allows Users to have their .MP3 or .WAV files auto-converted to other native formats. Other file formats supported by asterisk will be uploaded without automatic conversion.

Also, the system will now allow the upload of files larger than 8MB. Upload is resumable, meaning it will start uploading where it had stopped previously. A progress bar is displayed while uploading.

Furthermore, the search process is now simplified, and Users will not be prompted to select Types (gsm, ulaw, alaw, ilbc, sln, wav, g729) and letters of the alphabet from the filter nor to specify types from the file presentation. To search for a file all they need to know is the name of the file and the search will do the rest.

CALLSWITCH CONTACT CENTRE FEATURES

AGENT STATISTICS

CallSwitch Contact Centre v6.0 brings improved organisational changes to the Agent Statistics layout. A completely separate section dedicated to Agents Statistics is now readily available so that Users may find Agents' sessions, performance, and reports of inbound, outbound, direct in, and direct out calls.



1. AGENT DIRECT IN CALLS REPORTS

Together with the Agent Statistics, Agent direct in calls Reports are added. These Reports show which Agent received direct in call, i.e. when someone dialled an Agent by using an Agent number.

2. AGENT DIRECT OUT CALLS REPORTS

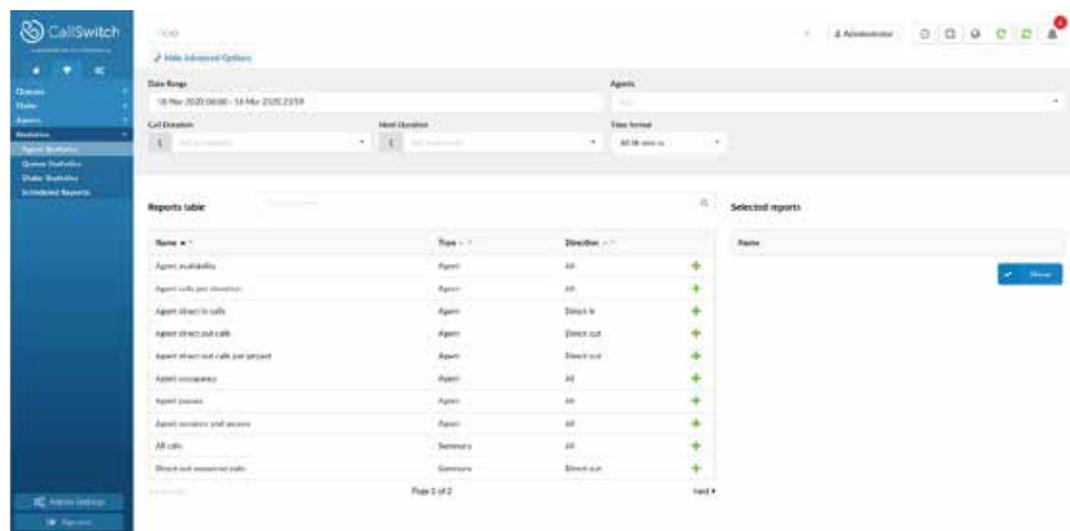
Agent outbound calls Reports are now converted to Agent direct out calls Reports. Outbound is now related to Dialler calls only.

3. AGENT DIRECT OUT CALLS PER PROJECT REPORTS

Also, Reports about Agent direct out calls per project are new. These reports provide Users with details about calls made within a certain Project. There is a Project code displayed as well.

To comprehend the significance of Statistics, it is of essential value to understand that Agents and their sessions are not related to Queues and Campaigns, so they can work independently. This is very important to know as it impacts the way Users analyse Agents' data. For instance, Agents can log in without being assigned to any Queue or Campaign, and still have direct in and out calls.

This notification should make the Queue Statistics page easier to understand. Previously, Users wishing to search and filter out Agent direct out calls reports in, may have received an empty search message saying "No records found". That is why it is of high importance to differentiate between Agents/their sessions and Queues/Campaigns.



Here is the list of all Reports displaying Name, Type, and Direction:

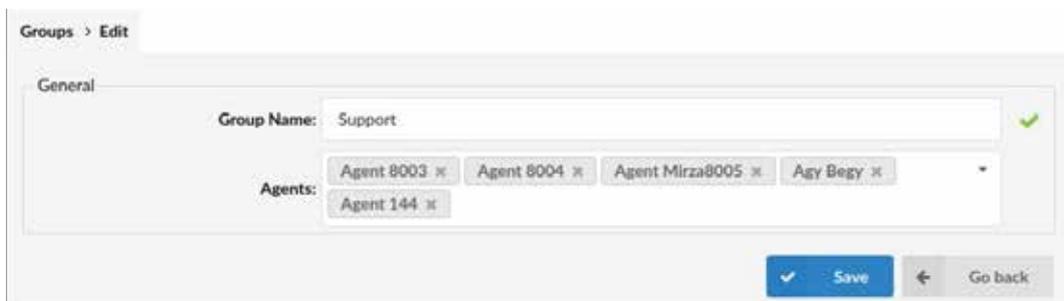
Name	Type	Direction
Agent Availability	Agent	All
Agent Calls perDirection	Agent	All
Agent Direct In Calls	Agent	Direct In
Agent Direct Out Calls	Agent	Direct Out
Agent Direct Out Calls per Project	Agent	Direct Out
Agent Occupancy	Agent	All
Agent Pauses	Agent	All
Agent Sessions and Pauses	Agent	All
All Calls	Summary	All
Direct Out Answered Calls	Summary	Direct Out
Direct Out Calls	Summary	Direct Out
Direct Out Unanswered Calls	Summary	Direct Out
Project Calls	Project	Direct Out

AGENT GROUP IMPROVEMENTS

In order to ensure easier organisation, Users can now see the number of Agents present in each Group and edit the Group according to their needs via the Edit button. If any changes are made to Agent Groups, they are also immediately applied to Queues and Campaigns where this Group is used.



Furthermore, Users can now see all Agents inside one Agent Group and have the choice to remove or add Agents to the Group as displayed below.



AGENT REAL TIME STATISTICS

It is now possible to access Agent Real Time Statistics that presents Users with all types of Agent calls (Inbound, Outbound, Direct in, and Direct out). All of these calls are included in the calculation. The previous version of CallSwitch had only Inbound Real Time Statistics, but with this improved feature, Users may have all their data compiled in one place.

The calculation is reset every day at midnight and can be accessed from Supervisor or CallSwitch Communicator. With the new backend in place also used with historical Reports, the statistics are accurate and precise, not relying on cached data.

Agent	Calls			Talk Time			Idle Time		Sessions		Pauses	
	Total	Answered	Unanw...	Total	Mean	Mean Delay	Total	Mean	Total	Count	Total	Count
Agent/7882	25	9	16	00d 00h 35m 27s	00d 00h 03m 56s	00d 00h 01m 33s	00d 01h 35m 17s	00d 00h 03m 48s	00d 00h 10m 44s	2	00d 00h 00m 00s	0
Agent/7888	24	3	21	00d 00h 12m 59s	00d 00h 04m 19s	00d 00h 00m 28s	00d 01h 13m 36s	00d 00h 03m 04s	00d 00h 28m 35s	1	00d 00h 00m 00s	0
Agent/7890	22	17	5	00d 01h 07m 49s	00d 00h 03m 59s	00d 00h 00m 56s	00d 00h 53m 31s	00d 00h 26m 58s	00d 00h 03m 20s	3	00d 00h 00m 00s	0
Agent/7858	11	4	7	00d 00h 12m 35s	00d 00h 03m 08s	00d 00h 03m 54s	00d 00h 37m 11s	00d 00h 57m 55s	00d 00h 49m 46s	2	00d 00h 00m 00s	0
Agent/7667	10	0	10	00d 00h 00m 00s	00d 00h 00m 00s	00d 00h 02m 38s	00d 00h 57m 18s	00d 00h 05m 45s	00d 00h 57m 18s	1	00d 00h 00m 00s	0
Agent/7674	8	7	1	00d 00h 38m 52s	00d 00h 05m 33s	00d 00h 00m 10s	00d 00h 22m 36s	00d 00h 17m 49s	00d 00h 03m 28s	1	00d 00h 00m 00s	0
Agent/7647	3	1	2	00d 00h 59m 32s	00d 00h 59m 32s	00d 00h 02m 38s	00d 00h 49m 35s	00d 00h 18m 31s	00d 00h 49m 07s	1	00d 00h 00m 00s	0
Agent/7659	2	1	1	00d 00h 00m 59s	00d 00h 00m 59s	00d 00h 00m 14s	00d 00h 11m 29s	00d 00h 30m 14s	00d 00h 01m 28s	1	00d 00h 00m 00s	0

BLENDING MODE (INBOUND/OUTBOUND)

The newest version of the Contact Centre supports a blending mode for Agents.

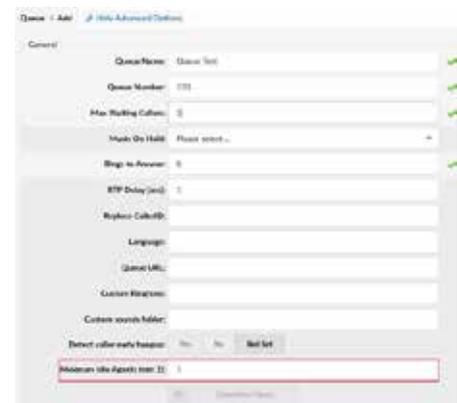
1. AUTOMATIC BLENDING

If an Agent is in the blending mode, the system automatically switches the Agent between Inbound (Queue) and Outbound (Campaign).

2. MANUAL BLENDING

Also, it is possible to manually switch between IN and OUT by using the Agent panel in CallSwitch Communicator. The switching mode can also be managed by using the Supervisor panel. This may be useful in case the blending system does not work, or an Agent has to work only Inbound/Outbound for a certain period.

For the blending mode to work, Users need to define certain criteria for each Queue. One of the required fields to define is the minimum number of idle Agents that this Queue must have, as it is shown in the screenshot. This will tell the system to primarily try to fulfil Inbound requirements before putting Agents in Outbound.



For instance, if the Minimum Idle Agents field is set to “2” on a Support Queue, the system will try to add Agents from Outbound Campaign to the Support Queue. If at any time, Agents go beyond 2, all extra Agents will be placed in the dedicated Campaign.

CALL AGENT BY NUMBER (DIRECT IN CALL)

An Agent can be dialled using an Agent number. From now on, the Agent number must be unique across the whole system. Dialling Agents using Agent numbers will allow Users to reach the Agent, and not the Agent’s Extension. Users may access the Statistics regarding all calls which are received by Agents and not coming from Queue or Dialler. In the case of a Dynamic Agent, callers will be bridged with his active channel. These calls are included in Agent Statistics, but they also have a specifically tailored Agent direct in call ‘Report Template’.

Reports table

Name ▲	Type ▲	Direction ▲	
Agent availability	Agent	All	+
Agent calls per direction	Agent	All	+
Agent direct in calls	Agent	Direct in	+
Agent direct out calls	Agent	Direct out	+

DIALLER

Contact Centre Edition 6.0 has now a licensed Dialler feature. This new feature allows lists of data to be loaded to a database, after which an application runs and dials these numbers based on the algorithm or settings entered by the Administrator. The Agent’s Dialler interface displays Agents with specified information regarding each call. Furthermore, this information is customisable through the Administrator login.



Menu	Name	Number	Status	Device	Working day	From	To	Task
	TestCampaign	02	Active	Phone	All	09:00h	23:00h	OFFSHORE
	TestCampaign	02	Active	Phone	All	09:00h	23:00h	OFFSHORE

Dialler is managed through Campaigns. Every Campaign has lists of Leads and associated Agents (members). A Campaign is in charge of dialling the Leads and connecting them to Agents or any other different Destinations.

Same as in Queue, an Administrator has a lot of possibilities to choose how a Campaign will perform dialling and bridging.

MONITOR PAGES

A brand-new Monitor page for the Dialler section is introduced in Contact Centre Edition 6.0 providing a great insight into comprehensive data on Campaigns. Also, a new edition of the Contact Centre allows its Users to enjoy the benefits of having a redesigned Queue page making it easy to navigate through the system and obtain all necessary information. The modernised design gives Users an enhanced experience and improved control.

1. CAMPAIGNS MONITOR PAGE

The Campaigns Monitor page allows Users to see a full list of all existing Campaigns on the system and access further information regarding important Real Time data. Users may see a table divided into three main sections: Calls, Agents, and Contacts. These three sections are then divided into several subsections for a better organisation which makes it completely User-friendly.

To access the Monitor Campaigns page, a User can find a Campaigns subsection under the Dialler section and access the Monitor page as shown below.



Once clicked, a User will be prompted to the following Monitor page. In case a User wants to have an even more detailed representation of the data, they may choose one of the options provided in the first column of the table as it is shown in the previous screenshot.

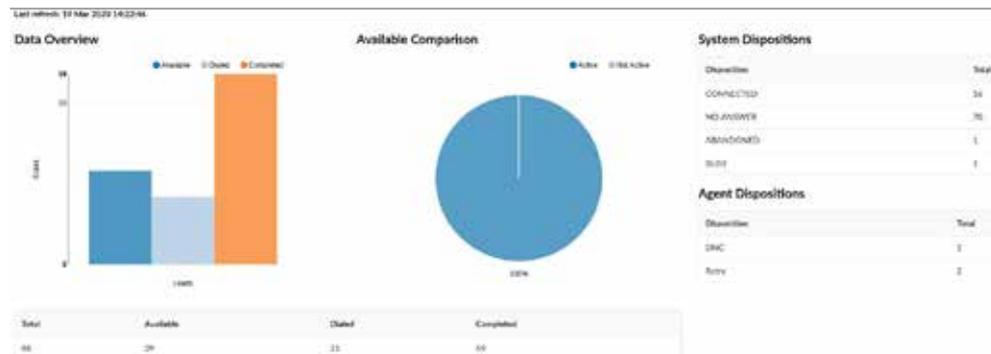
The screenshot shows a detailed table for 'Monitor Campaigns'. The table has columns for Campaign, Calls (Duration, Connecting, Connected), Agents (Logged, Pinned, MIs, Burs), and Contacts (Total, Rate). The first two rows are highlighted with red boxes.

Campaign	Duration	Connecting	Connected	Logged	Pinned	MIs	Burs	Total	Rate
Test2Campaign	0	0	0	0	0	0	0	0	0.00%
TestCampaign	0	0	0	0	0	0	0	0	0.00%

They will be able to see the data as presented below. The first screenshot includes an Overview and additional data regarding Leads and Agents.

The screenshot shows the 'Monitor Campaigns' page with three main sections: 'Overview', 'Leads', and 'Agents'. Each section has a table with columns for various metrics. The 'Overview' section has columns for 'Dialled', 'No Answer', 'Connected', and 'Reconnected'. The 'Leads' section has columns for 'Dialled', 'Answered', and 'Completed'. The 'Agents' section has columns for 'Idle', 'Answered in', and 'Pinned'. The 'Agents' table has columns for 'Number', 'Name', 'Subject', 'Date', 'Lead', 'Status', and 'Login Flow'. The 'Leads' table has columns for 'Channel ID', 'Lead', 'MIs', 'Queue/Status', 'Status', and 'Time'.

The screenshot provided here relies on a graphical representation of the same information.



2. QUEUE MONITOR PAGE

A Queue Monitor Page has previously been included in the system, but it has been redesigned for easier navigation and data tracking. Apart from the redesign, the Queue Monitor page has been moved to a brand new section. A Queue section, as well as Monitor Page, can be seen below.



By clicking Monitor Queue, Users will be prompted to the table below which has further details on all Queues currently present on the system.

Queue	Waiting	Avg Wait	A. Logged	A. On Call	A. WIP	A. Not Logged	A. Not Ready
hms0	0	0	0	0	0	0	0
hms1	0	0	1	0	1	1	0
00	0	0	0	0	0	0	0
QueueCallback	0	0	0	0	0	0	0

CallSwitch Contact Centre v6.0 also offers Users the possibility to see Real Time information on Agents, Members, and Extensions giving them full control over a particular Queue and its data. There is also a possibility to open multiple tabs for each Queue and monitor them across multiple computer monitors. Users may also customise the data they prefer to see.



NEW MENU

Dedicated Contact Centre 6.0 functionalities can now be managed through a separate menu. This will give an Administrator a better navigation and User experience.

The overall structure has stayed the same as the previous version, however, Statistics are now separated in a completely different section where Users can find all Reporting Templates.

- Agent Statistics
- Queue Statistics
- Dialler Statistics
- Scheduled Reports



PROJECT CODES

Project Codes is a simple feature, which should solve any potential problems for Users searching for information regarding Queues and wanting to filter out Statistics.

With this feature, an Administrator is able to create and manage Projects by associating each Project with an identification code. This code is later used when identifying Agent calls.

An Agent can now make a direct out call and associate it with a Project that is defined on the server. This could be done by dialling the access code (*212*) together with the Project code. Each Project can have a different Caller ID defined, so when the Agent calls by using a certain Project code, the Caller ID associated with the Project will be used as well.



This is simplified with CallSwitch Communicator as well. CallSwitch Communicator can provide the interface where an Agent should select some Project to place a call. In the background, this call will be logged with a Project code. Statistics and monitoring should also be provided per Project code.

FOR MORE DETAILS ON CALLSWITCH COMMUNICATOR FEATURES FOR CONTACT CENTRE, PLEASE READ BELOW THE NOTES FOR CALLSWITCH COMMUNICATOR.

SKILL BASED ROUTING (SBR)

Skill Based Routing (SBR) allows Users to create a certain set of Rules in order to change the value of the Minimum and Maximum Penalty in a mid-call. With this feature, it is possible to open one call to more members or a completely different set of members.



Agents with different penalties can answer a call in different periods as previously defined in the Rules section.

Once a Queue Rule is created and selected for the specific Queue, that same rule will be used to manage how Agents answer the calls arriving in a Queue.



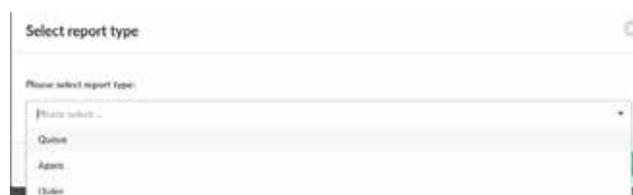
When a call enters the Queue, the Rule for that specific call cannot be changed. If a Queue Rule is set to None in the Queue section, it will manage the Agents as usual.

SCHEDULING REPORTS

Scheduling Reports are extended to Agent and Dialler Reports as well. Now, upon adding a Scheduled Report, Users need to define what type of Report Template they want to create. They may select a Queue, Agent, or Dialler Report Template.



Each of these Report Templates has several different filters that can be changed while editing.



CALLSWITCH COMMUNICATOR V6.0

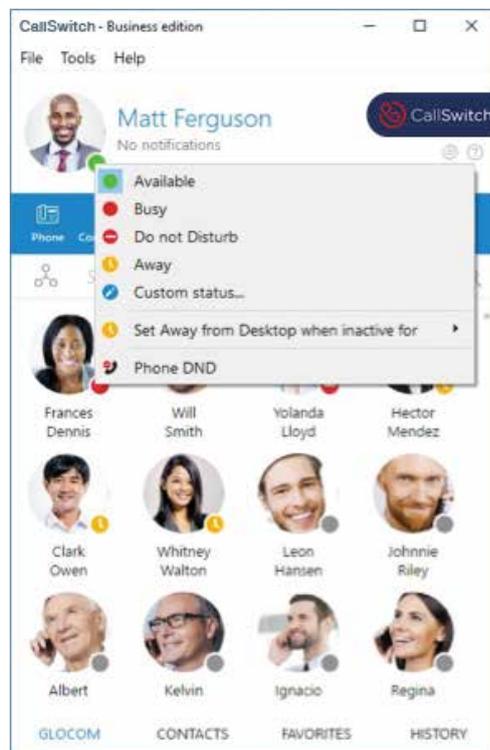
CALLSWITCH COMMUNICATOR FEATURES

UNIFIED PRESENCE

CallSwitch v6.0 features unified presence that is synced across all devices (Desktop and Mobile). For a currently online User you can see if they are connected via Desktop, via Mobile or even both. For Users who are not currently connected, you can see the time of their last activity, in order to have a better understanding of their availability.

Aside from User activity, each User can set their own status to describe their current availability.

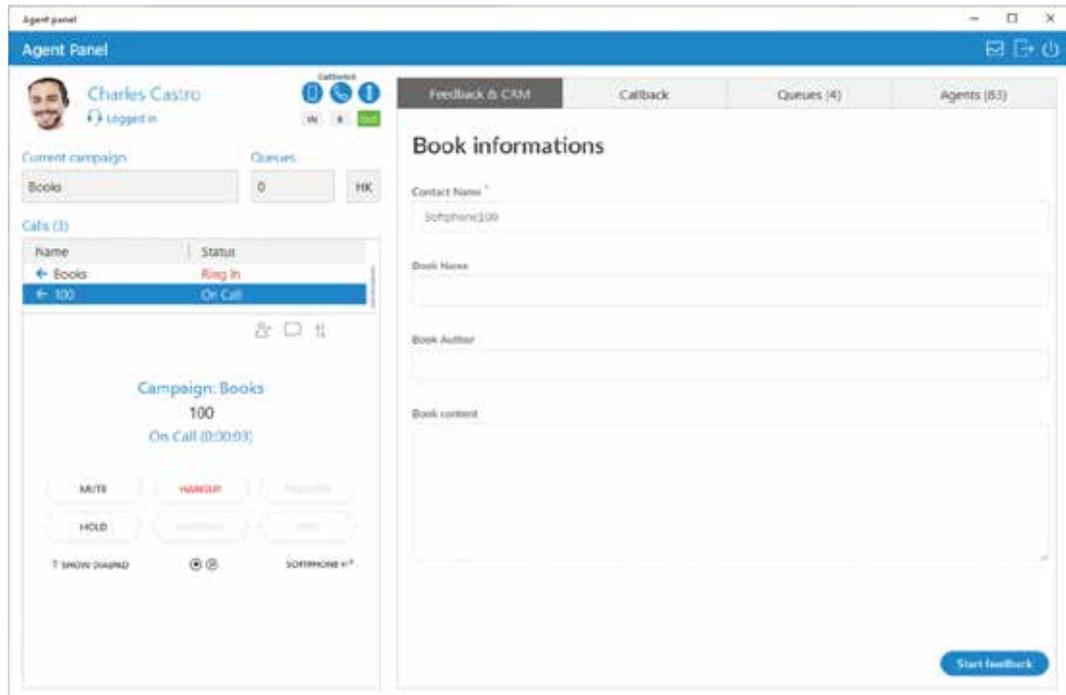
There are predefined statuses (Available, Busy, Do Not Disturb, Away), statuses added by the CallSwitch Platform administrator, and also each User can set their own custom status to describe their current availability in their own words. When setting the status, you can also set the status expiration, to let the application revert your status to Available after a certain period of time.



In order to reduce unwanted distractions, you can set your status to Do Not Disturb. This will disable notifications about chat messages, conference join notifications, and notifications that a User is newly connected.

NEW DESIGN FOR AGENT EDITION

CallSwitch v6.0 includes a fresh new design for Agent Edition. All Agent-related features are now located in one window, the Agent Panel. This makes it easier for an Agent to handle multiple calls, feedback forms, CRM popups, call-backs, other Agents and Queues. Also, calls are stacked in a list making it easier to handle multiple calls.

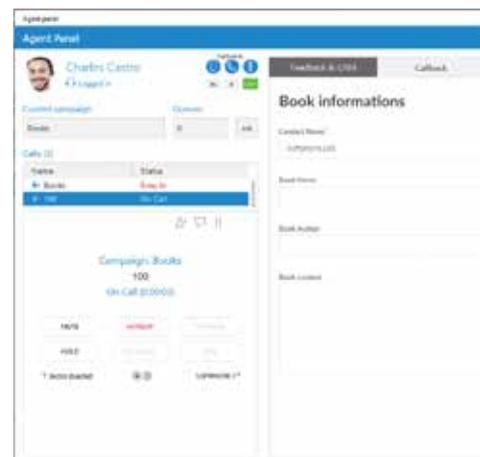


OUTBOUND CALL CENTRE (DIALER)

In Outbound Call Centre the agent works in campaigns. An agent can be a member of multiple campaigns, but can be active in only one campaign during the login session. Agents cannot work in a campaign and a queue at the same time.

There are three available strategies:

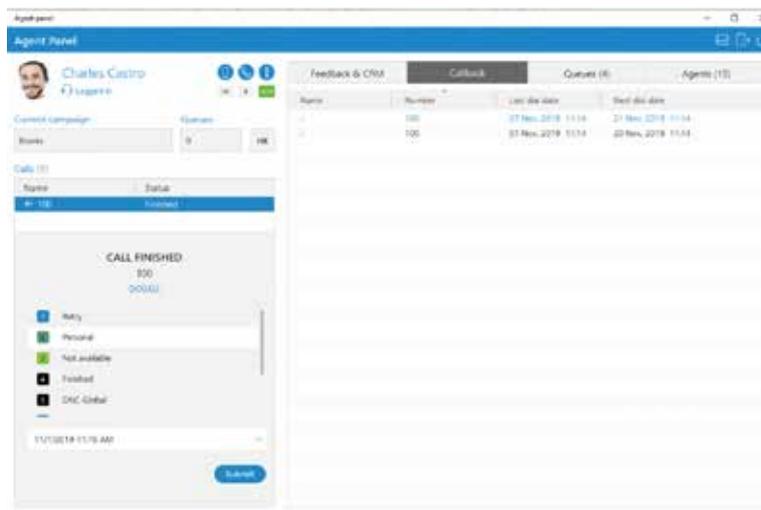
- Power strategy - an agent is waiting to receive the next call from the campaign in which he is currently logged.
- Preview strategy - an agent has a preview of lead details so he can decide whether to dial lead or not (switch to the next lead).
- Progressive strategy - an agent has a preview of lead details but they cannot switch to the next lead, and there is also a timeout in which they must perform dial.



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 dialler calls. Dispositions and feedback forms need to be set on the CallSwitch Platform.

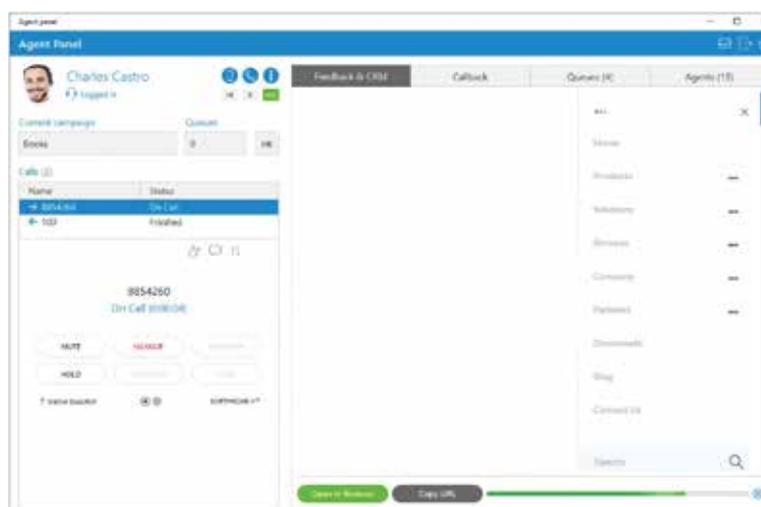
PERSONAL CALLBACK

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.



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 the CallSwitch Platform.



PROJECT CODES

With CallSwitch v6.0 an Agent can view and select project codes for their outgoing calls. Project codes can be found inside the phone dialogue.



EXTENDED SUPERVISOR EDITION WITH AGENT EDITION FEATURES

In CallSwitch v6.0 Supervisor Edition is extended with Agent edition functionalities. A Supervisor now can also be an Agent and use all Agent Edition features.



STATISTICS FOR THE ENTIRE CALL CENTRE

In CallSwitch Communicator v6.0, on the Queues and Wallboard module, the supervisor can see total queue statistics for selected queues, which means that he can monitor the performance of the entire call center, not just per queue.

The screenshot shows the 'SUPERVISOR' view in CallSwitch Communicator. The 'Queues' tab is selected, displaying a table with the following data:

QUEUE	TOTAL CALLS	ABANDONED	UNASSIGNED	WA-TRIP	NOA									
All queues	1	0	0	0	0	0	0	0	0	0	0	0	100	100
Support	0	0	0	0	0	0	0	0	0	0	0	0	0	100
Info	1	0	1	0	0	0	0	0	0	0	0	0	0	100
Marketing	0	0	0	0	0	0	0	0	0	0	0	0	0	100
Development	1	0	1	0	0	0	0	0	0	0	0	0	0	100

At the bottom of the table, it indicates 'Total number of queues: 5' and a 'Close' button is visible.

CHANGE AGENT DIRECTION AS A SUPERVISOR

The Supervisor can monitor information for all logged-in Agents they select as visible through the Preferences dialogue. Additionally, they can see Agent call direction and blending options in real time. The Supervisor can change the direction of any Agent by clicking on the direction buttons. Also, he can see which project code each Agent is using for their current calls, and to monitor dialler calls and campaigns.

The screenshot shows the 'SUPERVISOR' view in CallSwitch Communicator, specifically the 'Agents' tab. The table displays the following agent information:

AGENT NAME	AGENT ID	STATUS	TIME IN QUEUE	(PHONE CALL) ID	CALL DIRECTION	CALL TYPE	CALL RPT	WORKING TIME	WORKING TYPE
Lucia Serrano	320	online	14:34:48					14:34	Callback
Beta Basso	221	online	DISCONNECTED					14:34	Callback
Fabrizio	110	online	DISCONNECTED						Work
Charles Carter	119	online	14:34:51					14:34	Callback

The 'Charles Carter' row is highlighted, and the 'CALL DIRECTION' column for this agent shows a red 'In' button and a green 'Out' button. At the bottom, it indicates 'Logged in agents and extensions: 4' and a 'Search Agent' button is visible.

IMPROVED AGENT STATISTICS

Prior to version 6.0, only Agent inbound (real time) statistics were available.

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

The screenshot shows the 'Agent Statistics' dashboard in the Supervisor interface. The table displays the following data:

Agent	Calls			Talk Time			Min Time			Status		Queue	
	Total	Answered	Unanswered	Total	Miss	Missed Delay	Total	Miss	Missed	Wait	Event	Total	Event
Agent 1001 (Agent Inbound)	0	0	0	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0	0	0:00:00	0
Agent 1002 (Agent Inbound)	0	0	0	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0	0	0:00:00	0
Agent 1003 (Agent Inbound)	0	0	0	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0	0	0:00:00	0
Agent 1004 (Agent Inbound)	0	0	0	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0	0	0:00:00	0
Agent 1005 (Agent Inbound)	0	0	0	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0	0	0:00:00	0
Agent 1006 (Agent Inbound)	0	0	0	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0	0	0:00:00	0
Agent 1007 (Agent Inbound)	0	0	0	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0	0	0:00:00	0
Agent 1008 (Agent Inbound)	0	0	0	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0	0	0:00:00	0
Agent 1009 (Agent Inbound)	0	0	0	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0	0	0:00:00	0
Agent 1010 (Agent Inbound)	0	0	0	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0	0	0:00:00	0

At the bottom of the table, it shows: Total 00, Logged in: 3, Talking: 0, Paused: 1.

CAMPAIGN STATISTICS

The Campaigns tab displays campaign statistics for the current day.

The screenshot shows the 'Campaigns' dashboard in the Supervisor interface. The table displays the following data:

Campaign	Calls			Agents			Campaign		
	Chasing	Connecting	Completed	Logged	Paused	Min	Max	Top	Rate
100 100	0	0	0	0	0	0	0	0	0.00%
100 100	0	0	0	0	0	0	0	0	0.00%
100 100	0	0	0	0	0	0	0	0	0.00%
100 100	0	0	0	0	0	0	0	0	0.00%
100 100	0	0	0	0	0	0	0	0	0.00%
100 100	0	0	0	0	0	0	0	0	0.00%

BLENDED CALL CENTRE

Blended mode means the system will automatically move the Agent from inbound to outbound strategy if a queue is not busy, or the system will move the Agent from outbound to inbound strategy if there are people waiting in the queue. Blending can be automatic or manual. It is based on minimum idle Agents parameter per Queue, that can be found and updated on CallSwitch Platform. Manual blending means that an Agent can choose their direction manually when logging in, or afterwards Users can switch between inbound, outbound and blended mode.

SCALING MANAGED BY THE OPERATING SYSTEM

This feature enables Operating System-managed scaling, which fixes issues regarding the window being too large on monitors with a scaling set up in Display Settings. This option is available only for Microsoft Windows.

ADDITIONAL MACROS FOR CALL POPUP

Using CallSwitch 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.

NEW FEATURES, BUG FIXES & IMPROVEMENTS

CALLSWITCH PLATFORM

1. Meeting: Be informed of all planned or scheduled meetings and edit them accordingly.
2. Mobile Chat: Have all of your messages synced between all the devices used.
3. Security Improvements for Authentication: Provide stronger security for the account.
4. Music On Hold: Automatic Sound Conversion: Upload files bigger than 8MB.
5. IVR Tree: See a graphical representation of the IVR Tree.
6. Emergency Call Notification: Have others informed of all Emergency numbers dialled.
7. System → Sound Simplification (Search): Upload files without selecting Types and Letters.
8. Greeting Access codes: Set new greetings easily by dialling one of the Access codes provided
9. Central Phone Book: See a centralised list of contacts shared among all CallSwitch Communicator Users and the supported endpoints.
10. Wake-Up Calls: Schedule Wake-Up Calls.
11. Short Code Caller IDs: Use the short code Caller ID and dial numbers faster.
12. New Call Centre and Dialler: Have your numbers dialled based on the algorithm and preferred settings.
13. Caller ID List (with Emergency Caller ID): View the Caller ID list along with all the existing Extensions.
14. Call Forwarding: Set different rules for Internal and External calls respectively.
15. Import and Export .CSV for Operation Times: Change data faster by managing .CSV files.
16. Direct Conversion of Greeting Sound Files: Upload .WAV files directly from the interface.
17. CRM Integration: It is possible to have CallSwitch integrated with HubSpot CRM.
18. Send Sound Files of Conferences to an email address: Receive Conference Sound files via email.

CALLSWITCH CONTACT CENTRE

19. Agent Statistics: Enjoy improved organisational layout changes.
20. Agent Group: Create groups and enable easier login into Campaigns and Queues.
21. Agent Real Time Statistics: Access Agent Real Time Statistics with all types of Agent calls (Inbound, Outbound, Direct in, and Direct out).
22. Blending Mode: Choose between Automatic or Manual Blending mode.
23. Call Agent by Number: Dial the Agent directly by number.
24. Dialler: Have lists of data loaded to a database and an application run and dial numbers based on the algorithm or settings.
25. Monitor Pages: Track data on a redesigned Monitor's Queue Page and newly created Campaigns' Monitor Page.
26. New Menu: Use a separate menu for better navigation.
27. Project Codes: Make direct out calls and associate Project Codes with them.
28. Skill Based Routing: Define sets of Rules and change the value of Minimum and Maximum penalty.
29. Scheduled Reports: Select preferred Report Templates.

CALLSWITCH COMMUNICATOR

30. Fixed issue where Agents could not be paused if there are no pause reasons defined on server.
31. Fixed issue where Google email is changed in Preferences but old email contacts are synced.
32. Fixed issue where switching CallSwitch profile does not change User logged into OSC.
33. Fixed issue where app freezes on pressing ESC while searching in the main window.
34. Fixed issue where the currently running release is presented as an available update.
35. Fixed issue where Graphs in Supervisor window uses local time instead of server time.
36. Fixed crash when trying to send fax from an extension marked as "Do not show in desktop/mobile app" on the server.
37. Improved error message in case your account has no Edition Permissions granted.



ABOUT UNITE TELECOMS

Unite Telecoms is one of the UK's fast-growing cloud service providers offering a bunch of communications services essential to conduct any type of business.

Business-to-business services of Unite Telecoms Small Biz include:

Hosted landline VoIP, hosted telephony, virtual telephone numbers, Business broadband and Fibre, Business mobiles, Business emails, domains, Website design & Hosting, Business energy Merchant Services

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