

Nixxis Contact Suite 2.2.0

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Features

338 Supervision allows alerts based on custom values

Definition of the alert is global and stored in application server's configuration file.

373 Possibility to automatically callback abandons

An inbound activity specifies if abandoned calls must be automatically called back.

803 Rights and security management

Administrator can define rights, roles and security contexts. Using these concepts, users can be granted or denied the access of specific objects in administration, supervision, reporting or in the recording tool.

1101 Allow using a script on manual calls

Agents receive a screen popup when a manual call is done. The script to open is specified in the admin's global settings or overridden by an entry in Http.config.

1155 Display license information in client splash screen

The client splash screen displays the distribution type (express or full), the amount of agents' licenses and the validity of those licenses. (Version 4 license files are needed for that feature)

1184 Allow tracing client information on server

Server can define trace application (servicId="trace") in http.config in order to define a logging application. Information posted on appserver/trace are included in standard log files.

1197 Make RAM usage measure based on Http.config setting

Key traceMemoryUsage (default to false) in Http.config controls the tracing of memory usage of administration objects.

1215 Quotas handling

The system respects quotas when dialing. These quotas are based on campaign database fields. Typical example: contact 200 males having an active subscription to service "Premium". 80% of the contacted people must be between 25 and 35 years old. In this example, the campaign has fields indicating the customer's sex, subscription type and birth date.

1288 Possibility to generate overflow depending of the estimate waiting time of a queue

New overflow condition based on the estimated waiting time of a contact in a queue.

1333 Store last agent, last activity and last qualification in Salesforce's CampaignMembers

Depending on fields defined on campaign members, the dialer is able to store identifiers and descriptions of last agent, activity or qualification related to the call.

1340 A "logoff" button is available in Salesforce client

The toolbar displays a button allowing the user to log out from NCS.

1341 Tooltips are available in Salesforce client

Buttons in the toolbar are providing tooltips helping the user in identifying the commands triggered by the buttons.

1344 Check "from" header value in addition to "contact" header value to avoid defining "dummy" resources

The application server is more tolerant and interpret the "from" header to verify if a request is coming from a valid

resource.

1350 Tasks support in Salesforce NCS

The dialer is able to read Salesforce tasks and interpret their settings to generate calls when needed. In the same way, the dialer is able to create new tasks in Salesforce to program future calls.

1355 A button allows the user to re-pop the contact in Salesforce

The re-pop button causes the current contact to be re-pop (displayed again) in the Salesforce UI.

1364 Prevent Cross-site request forgery in application server

Cross-site request forgery, also known as a one-click attack or session riding and abbreviated as CSRF (sometimes pronounced sea-surf]) or XSRF, is a type of malicious exploit of a website whereby unauthorized commands are transmitted from a user that the website trusts.

1366 Allow "Own affectations restrictions" in right management

New concept related to right management allowing a supervisor to monitor the objects linked to his own team affectations.

1368 Allow quotas to handle time related constraints

Quotas understand the special case of time related target.

1466 ACD diagnostics page displays agent teams status (according to dynamic team selection)

ACD diagnostics page displays team membership according to selection made by agent.

1552 Configurable dashboard in supervision

Dashboards allow creating custom screen displaying precise supervision counters in graphical view.

1556 Associate an external phone to a carrier

When defining an external agent's phone, a carrier can be specified.

1557 Allow to select if an external phone is included in lines counters

This option allows to exclude (or include) an external phone from lines counters.

1558 Define a default originator in admin's global settings

This value is used as caller identification except if a more precise information is given (like a particular originator specified on an outbound activity).

1559 A default originator can be associated to carriers

This allows specifying a hierarchy of caller id with fallback from one to the other. For example, on an automated outbound call, the originator from the activity will be chosen first. If not defined, the one on the carrier will be used and finally, the default originator will be used.

1589 Standard dashboard widgets have a "Format" property allowing the user to specify how data must be formatted

The format uses the string.Format syntax as described in [https://msdn.microsoft.com/en-us/library/system.string.format\(v=vs.110\).aspx#Starting](https://msdn.microsoft.com/en-us/library/system.string.format(v=vs.110).aspx#Starting)

1591 Better SLA handling

SLA settings are now available in the administration tool, among other inbound activity settings. New SLA related columns are available on inbound supervision objects.

1592 Custom IVRs are able to request planning verification

CRIVRplanning defines if a planning must be verified when leaving the preprocessor. If the planning indicates a closing time, the action taken is the one specified by CRIVRclosedActionType, CRIVRclosedActionParam, and CRIVRclosedActionRerouteParam. If these values are not defined, the action specified on the activity closing action is chosen.

1593 Custom IVRs are able to request overflow

CRIVRoverflow (Boolean) allows to immediately trigger overflow when leaving a preprocessor. The action to take is specified by CRIVRoverflowActionType, CRIVRoverflowActionParam and CRIVRoverflowActionRerouteParam . If these values are not defined, the overflow action defined on the activity (the one related to overflow prompting) is used.

1611 Converting a campaign from simple to advanced mode causes the underlying objects to be renamed to include their types in description

Let's consider the simple campaign "Simple" handling inbound calls and generating callbacks. When converting this campaign to advanced, the revealed activities appear as "Inbound Simple" and "Callback Simple".

1612 Integrated maintenance counter is not reset anymore when restarting the server

This improvement guarantee that the number of backup to keep is respected in all case, even when multiple server restarts are made.

1618 Newtonsoft.Json 7.0.1 support

Latest API supported.

1636 Sound files synchronization through SSH

Sounds files synchronization is available through SSH (instead of SMB) if the SSH entry is filled in at the resource level. The value to use is the IP address or hostname to access the resource through SSH.

The following keys in Http.config extends the settings for files synchronization:

```
<add key="soundsSync" value="/home/soundsv2/{1}"/>
<add key="mohSync" value="/etc/asterisk/MohReload"/>
<add key="syncCredentials" value="user:password"/>
<add key="syncKeysPath" value="Keys\"/>
```

If a key is used instead of a password, the password field must be replaced by the name of the key enclosed in square brackets.

1645 Option to automatically record on media server using the manager

Automatic recording can be done using the media server manager instead of being triggered immediately by the media server extensions.

1649 In supervision, SLA information is available at queue level

Supervision includes SLA data on queues.

1651 In supervision, MaxWaiting on queue is updated in real time

The maximum waiting time is updated locally by the client.

1654 Client generates more trace during startup

More diagnostic information is generated during client startup.

1657 On the media server, extension "waitforanswer" is an alternative to "ringing"

This alternative extension can help avoiding issues related to double RTP flow to agents phones.

1663 Supervisors are able to control agents voice recording (and have a status about the current recording state of agents)

Voice recording can be controlled by the supervision interface. The interface also includes the recording states of agents (recording requests, recording active, etc.)

1664 Supervisors are able to see which agents are under voice supervision (currently effective or planned)

In supervision, the agent window shows which agents are being monitored. This feature also allows a supervisor to flag an agent for voice monitoring: that agent will then be monitored each time he is going online.

1665 Supervisors are able to monitor agents screens

Supervision interface provides an action to start and stop visualization of agent's desktop.

1666 Visibility of caret in client textboxes is improved

Caret uses the same color as text foreground.

1673 Handle right to left languages in client GUI

Ensure that right to left languages (like Arabic and Hebrew) are correctly displayed in the GUI.

1675 Translation tool handles RTL languages

RTL languages are handled by the translation tool.

1681 A static text widget is available in supervision dashboard

The supervision dashboard includes a widget able to display a static text formatted using various options.

1684 Prepare the client for open source

Source code has been partially reviewed in an open source perspective.

1698 In admin, when creating new objects, set group value to the group of the current user

Administrative grouping is consequently receiving a more useful default value in operational perspective.

1700 Supervision includes various average durations on queues

In addition to total durations and number of occurrences of each waiting time types, the supervision includes the average of these durations (for example, average duration before abandon is available through "AbandonedAvgTime")
