Nixxis Contact Suite 2.3.0

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# Features

| 308 | Mail activities are configured through administration interface |
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Email activities configuration is done using the administration interface instead of configuration files.

| 1021 | The agent is able to start and stop recording from the toolbar |
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The "Record" button allows the agent to start or stop recording his contact. The agent can only stop a recording he has started himself. The button also provides current recording state info to the agent:

- Inactive: no recording is active (or the agent does not have right to see it)
- Active: the agent is recording
- Blinking: recording is active but not on agent's request

The "Record" command availability is controlled by:

- The "Power" flag on "Operator desktop" right
- Http.config key (agent's section) "voiceRecordEnabled" (true, false or not set meaning that the right settings will decide)

The "Record" feedback is controlled by:

- The "Power" flag on "Operator desktop" right
- Http.config key (agent's section) "voiceRecordFeedbackEnabled" (true, false or not set meaning that the right settings will decide)

| 1644 | Voicemails can be recorded and handled as a usual voice call |
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The voicemail message is popping up as a preview call with the option to listen to recorded message.

| 2044 | Reports descriptions can be translated |
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Reports descriptions are included in the global translation repository.

| 2088 | The reporting allows selecting fields when exporting statistics |
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New category "Standard exports" is visible in the reporting tool. This folder contains entries corresponding to the old "export" reports. When export are executed, the user is prompted with fields list to be included in the csv.

(the system remembers the last choice for that user and export if the dispatcher application defines serviceId="dispatcher")

| 2108 | Romanian translations are included |
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A new entry to the collection of supported languages.

| 2126 | Agent interface provides a button to listen to last conversation |
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The button is only active if the conversation has been recorded.

| 2203 | The agent is able to disable the recording on his contact |
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The agent toolbar provides a new action "Forbid recording". This action stops any active recording and prevents new recording requests.

The action availability is controlled by:

- The "Full" flag on "Operator desktop"
- The Http.config key (agent's section) "forbidRecordingEnabled" (true, false or not set, meaning that rights settings will decide)

| 2206 | New operators available in data filters |
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New operators are available on activity filters and data management:

- Is in the future of at most (datetime)
- Is the past of at most (datetime)
- Is not like (string)

| 2209 | A short comment can be associated to a callback |
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The agent interface displays a "Comment" field when choosing a callback qualification. This field value is linked to the contact's UUI and stored in the "UUI" field available on "SystemData". When a call is generated by the dialer (independently of dialing mode), the contact's UUI is taken from its storage in "SystemData" and becomes available on the dispatcher. That also means that the value entered as a comment can be retrieved in the script URL using the parameter {10}.