

## Nixxis Contact Suite 2.4.1

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### Bug corrections

- 3075 Security context: supervision alerts are not filtered correctly
- 3098 When using multiple locations, the destination location default cost is not included in the total location transport cost
- 3117 In admin, a targeted callback can be requested as the action applied by a callback rule

### Features

- 3088 Supervision group is used to filter alerts in the same way as agents  
Supervisor to be able to select a supervision group and receive alerts only from agents in this supervision group instead of receiving alerts from all agents in other supervision groups as well
- 3091 Outbound activities include the property "Allow search mode" specifying if they are eligible for search mode  
By replacing the current search mode, the option "Allow search mode" feature enables the agent to select the outbound activity from which the call is dialed.
- 3094 An alert is displayed in the supervision module when a targeted callback is missed  
When an agent is not available to take a targeted callback at the planned date and time, an alert is displayed in supervision.
- 3100 In supervision, new columns indicate the number of active targeted callbacks  
For activities and agents, the supervision displays columns "Active targeted callbacks" indicating the number of targeted callbacks waiting to be handled.
- 3101 An alert is displayed in the status panel of the agent interface when a targeted callback becomes available to be dialed  
When the number of active targeted callbacks changes to a positive value, an alert is shown in the status panel.
- 3109 Improved global application server performances  
Server performance has been dramatically improved when running with more than 1000 agents and calls shorter than 30 seconds.
- 3121 The number of active targeted callbacks is shown in the agent interface  
The status panel includes the number of active targeted callbacks in "Priority contacts", on the right of the dash symbol ("-").