

Nixxis Contact Suite 2.4.0

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Features

240 Audio notification is given to agent when receiving a call (configured by activity)

An audio notification is given to agent when receiving a call (inbound or outbound automated calls). Prompt is configurable per activity in the admin.

1409 Admin: "Advanced" dropdown button is split in three logical categories

This ensure better visibility in low resolution.

2244 User interface new theme and ergonomomy

Improved user interface consistency

2355 eScript integration

Administration allows choosing a script defined in eScript.

2361 Russian translations

New Russian translations available.

2362 Portuguese translations

New Portuguese translations available.

2401 "Workflow" dialing mode allows an activity to run as in "Unattended" mode but prevent any contact to be dialed

This allows a workflow to affect activity records with the guarantee to not call them (the same can be achieved using another dialing mode but if the workflow does not specially ask to do not dial, the records can still be contacted).

2434 Allow the agent to suspend recording

The agent toolbar provides a new action "Suspend recording". This action stops any active recording and prevents new recording requests until the action is used again to re-enable recording. At this time, the recording is automatically restarted if requests to record are still present.

2438 New recording options available

Recording mode now includes two new options. The first one allows generating unmixed recording files while the other ensure that a single recording file is generated (all recording parts concatenated).

2491 Register expiration date includes a random delay to avoid generating burst of refresh packets

In Sip.config, attribute "registrarExpirationDeviation" allows specifying a random value (integer in seconds, default to 0) that will be added to "forceRegistrarExpiration" value to generate the register expiration date.

2584 Carriers define "Minimum duration between calls" to control dialing pace

This is useful when trying to respect a SIP provider maximum dialing rate.

When the dialing rate is so reduced that it causes dialing requests to be delayed by the value specified by the "carrierOverloadMinimumDelay" attribute (in seconds, default to 30, in Sip.config), the "Carrier overload detected" warning is sent to supervisors.

2592 Agent popups can be hosted by a tabbed browser

The "Tabbed browser" predefined script allows specifying the list of scripts to use during agent's popup.

2596 DynamicParameters can be used as containers for other DynamicParameters

This allows, for example, using DynamicParameters as Swithpoints.

2598 DynamicParameters support Planning type

A DynamicParameter can be defined using "Planning" type. This allows, for example, to define a "Switchpoint" being active for some time only.

2599 Active time is available in statistical database

The time an agent is active on a contact (tab visible) is stored in historical database. It is available as a new action (id 10) in AgentActions. The sum of all active times on a contact is also available for convenience on contacts tables in field "ActiveTime".

2602 DynamicParameters support lists

When used on a "Text" DynamicParameter, the edit control becomes a combobox instead of a textbox.

When used on "Numeric" DynamicParameter, the edit control becomes a dropdownlist instead of numeric up-down control.

2604 Agents are associated to a profile (informational)

Informational property associated to agents. The profile list is configurable using the "AgentProfiles" table (Admin DB)

2606 Agents have an "External Employee ID" property

Informational property associated to agents.

2608 Agents are associated to a supervision group allowing supervisors to filter their view

In administration, a supervision group can be associated to agents. In supervision, a filter dialog can be opened to restrict the agent view to the selected supervision groups.

2610 A shortcode can be associated to DynamicParameters

This allows DynamicParameters retrieval using a human readable code instead of a GUID.

2612 Web pages can be used as "wait" and "pause" panels

To use a browser as pause and wait panel, the agent section of "http.config" must define the following keys:

- `<add key="client_PausePanelType" value="Nixxis.Client.Agent.WebPanelControl, NixxisAgentControl"/>`
- `<add key="client_WaitPanelType" value="Nixxis.Client.Agent.WebPanelControl, NixxisAgentControl"/>`

The URL specifying the page to display is defined using the keys "client_PausePanelParam" and "client_WaitPanelParam".

These URLs support placeholders replacement as described in the following list:

- {0}: agent id
- {1}: agent account
- {2}: agent session id

2614 Automatic dial on preview or search mode

In administration, a checkbox specifies if the contact must be automatically dialed. A configurable delay can be chosen in order to let the agent read the contact info before the outbound call is generated. A checkbox also specify if the agent has the ability to extend this delay.

Closing the contact popup or manually dialing the contact both cancel the automated call generation.

2626 In agent toolbar, the "Extend" button shows a progress, indicating the remaining time before end of wrapup or autodial

This allows agents to be notified of the time left before the action occurs

2641 ACD supports enqueued items virtualization

When working with large amount of items (or with items that are slow to load), the controller is able to specify to the ACD that an item is followed by some others, without explicitly enqueueing them.

2646 The sound file associated with a prompt can be replaced

A right click on a prompt shows a menu including the "replace sound file" entry: this option is particularly useful when an IVR uses hard coded paths extracted from prompts.

2701 Address book handling

Address books can be defined in administration. These address books are displayed to agents when doing manual or consultation calls or when forwarding. The dialog includes an history of previously selected entries.

2710 HttpLink optimization when multiple instance are running in same host

Optimization for integrators (the only situation with multi instances of HttpLink are created)

2712 Allow the script to display the address book dialog (for manual calls, consultations, forward...)

BrowserExternal defines a new method "showAddressBook" with paramaters:

- goal (int, default to 4): the reason for displaying the dialog. Accepted values are:
 - 1: Consulting
 - 2: Forwarding
 - 4: Manual
 - 8: Preview
- defaultDestination (string, default to null)
- title (string, default to null)

Calling the method "voiceforward" without destination also trigger the display of the address book dialog.

2748 Administration changes can be handled by a remote application server

This allows to move CPU intensive administration saving on a remote application server. The settings is activated through the key "externalSave" in admin section of Http.config. Parameter {0} is replaced by the domain if present.

Example:

```
<add key="externalSave" value="http://172.27.172.200:8088"/>
```

2750 SIP stack performance improvements

Optimization

2773 Prompts specify a shortcode, allowing agents to personalise audio announcements and enable their broadcasting to customers

Short codes can be used to identify prompt without using their identifier.

2849 New performance counter "ContactRoute Reporting Server"

Counters to measure progression of statistics generation

2862 Allow CORS headers and preflighted requests on selected applications

Added a new attribute "allowedOrigins" to http application definition.

When set, the attribute value will be used to match against requests' Origin header with a fallback to Host header. CORS preflight requests will be automatically answered, and Access-Control-Allow-Origin header will be included in other HTTP responses.

2864 Dynamic parameters administration

Dynamic parameters can be created and edited in the administrator user interface. This also includes defining the dynamic parameters predefined lists.

2871 Improved performance of internal collections used in SipServer when handling very large amount of calls
Some internal data structures have been modified to improve performance when handling big amount of calls.

2877 Numbering plan entries expressions can extend to 250 characters

Useful when the expression describes multiple numbers.

2879 Dynamic parameter templates and predefined lists administration

Extension of the administrable objects

2898 Dialer modifies contacts profit to increase the distribution probability for contacts linked to activities with abandon rate close to their target

When multiple activities share the same dialing group, contacts dialed by one activity can generate abandons on the other ones. To limit this phenomenon, the dialer specifies a bigger initial profit to contacts related to activities that are close to their abandon target. The base value for this profit modification is included between 0 (inclusive, for activities with a 0% abandon rate) and 1 (exclusive, for activities having reached their target). This base value is then multiplied by a configurable coefficient (key AbandonProximityCoef in "Http.config"'s dialer section) to be able to adjust the weight of the profit modification.

2900 When dialer computes the maximum number of lines to dial, it takes care of restrictions by activity instead of dialing group

This behavior prevents an activity with less restriction to block lines that would normally be requested by other activities.

2902 The dialer takes care of congestions to trigger warnings or pause dialing

In administration global settings, "Congestion ratio warning threshold" and "Congestion ratio alert threshold" (in percentages) define the minimum percentage of congestions needed in that last samples to generate a supervision warning ("red" line in outbound activities screen) and stop dialing respectively.

When dialing is stopped due to congestion counters, supervisors (with full rights) are able to open the "Congestions counters reset" dialog in order to clear one or more counters (causing the activities to start dialing again, at least for some time if the congestion cause is not removed).

Monitoring of the congestion ratio is available through a new supervision column in outbound activities screen. In the same way, new remarks are available to indicate that the current congestion ratio is triggering a warning or preventing the generation of calls.

2960 Supervisors are able to delete saved workspaces

The "Open workspace" button becomes "Manage workspace", allowing workspaces loading and deletion. Supervisors are only able to delete their own or shared workspaces.

2973 Polish language

New language support added

2989 Theme's brushes colors can be edited at runtime

Accessible in administration through double click (with CTRL+SHIFT pressed) on the splitter (between the toolbar and the script zone)

2995 Allow the client to run with hidden browser

Activated by the "mini mode" button

2996 German language

New language support added

3008 Supervisors can delete saved dashboards

"Open" button becomes "Manage" and allows user to load and delete previously saved dashboards (owned by the current user or shared between users)

3036 Custom wait and pause web pages accept a fourth parameter containing current time info

{3} can be used in URL to represent the current time expressed in ticks. This is useful to prevent the page to be cached by the browser.

3045 Contact information displays symbol identifying the contact's media

Media information is available in contact information panel

3047 Allow a custom control to be included in Nixxis Tabbed Browser

Custom control can be loaded using URL in the form bin://

3049 Licensing process transmits NCS version to license server

For statistical purpose

3051 Custom IVR sample with configuration dialog and workflow integration

Sample for integrators

3072 Outbound licenses verification

Licenses check improvement
