

RELEASE NOTES Communicator 7.4.0

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Communicator Desktop

Call Forwarding destination

Users can enable the Call Forwarding feature inside the Call Forwarding tab, which forwards calls to the provided extension/number (local/remote) or to the voice boxes.

C Preferences		×
Preferences		
General	General Dialing rules Speed dial Codecs Auto answer Call forwarding Advanced	
Contacts	This feature forwards calls to provided extension/number (local/remote) or voice boxes. Enable Call Forwarding	
Phone	Forward to 1005	
Audio		
Video		
Meeting		
Modules		
Alerts		
Messaging		
Profiles		
Presence		
Advanced		
	OK Canc	el

Reaction to a message for one-on-one chat conversations

Users can now react to an incoming message within one-on-one chat conversations.



Contact Center Module

The Customer Satisfaction Survey

The Customer Satisfaction Survey feature enables businesses to gather valuable feedback from customers right after a voice or messaging conversation concludes. Customers can rate their experience by pressing a number on their phone in response to a prompt or submitting their rating through a messaging conversation.

This survey feature is available across all channels, except for email, allowing businesses to assess and improve the quality of their voice and messaging support services.

Voice Surveys

Once configured on the user's system, voice survey messages will be played to the customer after the agent concludes the voice conversation.

Post-Call Survey Indicator for Agents

This feature notifies agents when a post-call survey is enabled for calls originating from a queue. It ensures agents are informed that customers will be asked to complete a survey after the call, enabling them to manage these interactions more effectively.

When an agent receives a call from a queue with an assigned survey, a label titled "Post Call Survey" appears in the top-left corner of the call window within the agent panel.



Additionally, hovering over the "Post Call Survey" label reveals a tooltip that provides a brief explanation, informing the agent that the customer will be prompted to complete a survey at the end of the call.



Messaging Surveys

Customer ratings from messaging surveys will be visible to the agent within the conversation card of the agent app. Additionally, any feedback provided by the customer will be displayed in this section.



Customer Rating and Feedback

Agent ratings and customer feedback are available in the Conversation section under the Closed Conversations tab. However, agent access to this information is limited; agents can only view conversations they have participated in.

L.	Activ	e	CI	osed										
Calls	Queue 🛛	ID 🛛	Channel	7 A	gent	∇ Custon	ner ID	7	Customer name V	Date/Time	V	Subject	7	Actions
Chats	Zyklon	9084	戸 Chat	Con	versation	with Mark D	lenrekson				~	Invalid username or password.		۲
	Zyklon	9083	🗭 Chat	COII			Cust	omers	Survey)			Password reset		۲
Email	Zyklon	9082	🗭 Chat							Virtual Assistant		No Subject		۲
Linui	Zyklon	9081	🖻 Chat				On a scale of 1 to 5, by our customer se	how rvice a	would you rate the assistan agent?	ce provided		Trouble accessing email account		0
	Zyklon	9063	🗭 Chat				1 (Very Dissatisfied) - 5 (\	/ery Satisfied)	11:24		No Subject		
Dashboard	Zyklon	9062	🗭 Chat			_								
:21	Zyklon	9061	🗭 Chat	-	5	5						No Subject		
Conversations	Zyklon	9058	🗭 Chat		11.64									
	Zyklon	9060	🖻 Chat				le there envithing of		uwould like us to know abo	Virtual Assistant	2	No Subject		
Contacts	Zyklon	9059	🗭 Chat				experience?	se you		ut your				
	Zyklon	9057	🖻 Chat			N S	We value your feedt services.	back a	nd are always looking to im	prove our		No Subject		
	Zyklon	9056	🖻 Chat							11:26		No Subject		
	Zyklon	9044	🗭 Chat		Thank you	I for the oppor	rtunity to provide fe	edbac	k! My experience			No Subject		
	Zyklon	9046	🕞 Chat		with your knowledge	support team eable, respons	was very positive.	They v nich m	vere ade the process					
	Zyklon	9045	🕫 Chat		much smo	moother.			No Subject					
	Zyklon	9043	🗊 Chat											
	Zyklon	9042	🖻 Chat				Conversation of	anad	(Today 11:26)			No Subject		
•	Zyklon	9041	🕫 Chat	L	ucian Gates	name@	otest.com		name	Oct 21st, 2024,	09:43			
2			. .											
						<< <	1 2 3	4	5 > >> 1 - 20 of 795	20 ~				

In contrast, Supervisors have broader access. They can listen to recordings, review chat history, view agent ratings, and access additional feedback within the Closed Conversations tab.

									(F	Clear Filters
Customer ID	Y	Customer name T	Date/Time	V	Subject	V	Agent rate	V	Feedback	Actions
denrekson@g-test.com		Mark Denrekson	Today, 11:26		Invalid username or password.		5		Yes	۲
mark.s@g-test.com		Mark Spencer	Today, 11:19		Password reset		4			۲
mark.robert@g-test.com		Mark Robertson	Today, 11:17		No Subject		3		Yes	۲
dimer.ba@g-test.com		Dime	Today, 11:16		Trouble accessing email account		5			0
571			Sep 30th, 2024, 12:53		No Subject					⊳
545			Sep 27th, 2024, 09:22		No Subject					⊳

Email Signature Templates

Email Signature Templates, created and managed through the user's system, can be utilized by agents in the Agent application as ready-made signatures, or agents can personalize them to fit their needs. This promotes a professional appearance and ensures consistent branding across all communications.

L.	Settings	Email Signatures	+ Add New Signature
Calls	General Application Settings	Q Search signatures Č	
Email	Voice Settings	Personalized Signature Departmental Signature	+=
Dashboard	Messaging Canned Responses	Simple Signature	No selected signature Select a signature you want to view or edit
Conversation	WhatsApp Templates Security Email Signatures		+ Add New Signature
진			

Abandoned Calls in Supervisor Panel

A new "Abandoned" column has been added to the Queues tab in the Supervisor panel, allowing supervisors to monitor calls that were disconnected or abandoned by the caller before being answered.

The Abandoned column displays the count of abandoned calls per queue, updated every minute.

💄 Supervisor			9), Search									<2 ◘ 0 €
Overview	Queues	Wallb	oard Gr	aphs	Agents	Agent Statis	tics Queue	Calls Inbo	ound Calls	Outbound Calls	Campaig	gns 🕀	
Name	Total Calls 🗸	Answered	Unanswered	Abandoned	Waiting	Idle	Busy	Paused	Avg Wait Time	Max Wait Time	Answered (%)	Unanswered (%)	Service Level (%)
All queues	13	3	10	10	0	5		Aba	andoned Calls		23	77	100
Zyklon_B	6	1	Unanswered	Abandoned	Waiting	ldle V	Time 09:04:55	Caller ID 1235	Que Zyki	ue on_B	16	83	100
Zyklon	4	2	7	7	0	5	09:10:22 09:11:52 09:15:15 09:15:55	1235 1235 1235 1235	Zyki Zyki Zyki Zyki	on_B on_B on_B on B	50	50	100
Queue_Byte	1	0	5	5 View al	0	1			-,		0	100	100
SwiftPro	1	0	0	0	0	0					0	100	100
TerraNova	1	0	0	0	0	0				O CSV	0	100	100

By right-clicking a count, supervisors can access a "View abandoned calls list" option, which opens a dialog showing each call's Time, Caller ID, and Queue Name. The dialog also includes an option to export this list as a CSV file, formatted for compatibility with My Dialer.

Communicator Web

Scheduled Meeting Notification

Scheduled Meeting Notification shows the notification for an incoming scheduled meeting N minutes before the meeting starts, allowing the user to start the meeting.



The N represents the value that depends on the settings set within the Preferences \rightarrow Meeting tab (for example, 10 minutes, 2 minutes, 1 minute, etc.). To disable this, the user needs to uncheck the checkbox next to the Enable notification for scheduled meetings option. By default, this option is enabled.



Reaction to a message for one-on-one chat conversations

Users can now react to an incoming message within one-on-one chat conversations.



				76	5.57 KB 🕕	
					11:49 AM 🛷	
	Albert Redman Thanks a lot!	•	4 🔊 🔇	9 😂 😮 V	≳ 👎	
		You pinned a me	ssage			
	Albert Redman 0	: 04 11:58 AM				
(Type a message				D © 4	
Caller	ID 🝷					

Communicator GO

iOS

BRM Branding support

BRM Branding Support is designed to accommodate our client's unique preferences, enabling greater flexibility in aligning our products with the specific needs of each customer's business. By offering branding customization options across platforms, BRM branding provides a tailored experience that reinforces customer identity and enhances product usability.

BRM Branding allows clients to personalize various elements to align the app interface with their branding, including:

- App Colors: Customize light and dark theme color schemes to match company branding.
- Company Name: Display the company's official name in the app interface.
- App Name: Set the app's display name to reflect the customer's brand.
- Product Page URL: Link to the company's product page directly from the app.
- Help Page URL: Provide a direct link to the company's help or support page.
- Changelog Page URL: Enable users to access a dedicated page for release notes and version updates.
- Logo: Upload a company logo for use within the app interface and on the login screen.





Callback	>	Call forwarding	
Callback number not selected		1010	
Always use callback	\bigcirc	Disab	oled (
Caller ID	>	Voicemail	>
Isabelle - 1009		No new voicema	nil
	$\begin{array}{c} \label{eq:constraint} \label{eq:constraint} \end{array}$) 🖉	\rightarrow
Phone Directory	Chat	s Meetings	More

Add pause and wait-to-dial phone number functionality

This feature enhances the softphone module by supporting pause and wait-to-dial symbols when dialing phone numbers. It allows the user to include specific symbols to either pause for a defined time or prompt the user to confirm the next part of the number before dialing.

This enhancement allows users to conveniently manage calls that require pauses (e.g., waiting for an extension or PIN entry) and confirm additional dialing with a wait-to-dial symbol. The dial pad adaptation makes it easy to input these symbols, and the contact management on mobile phones provides additional convenience for recurring calls requiring pauses.

When users long-press the asterisk (*) button on the dial pad, the pause symbol "," is added to the number, and the softphone will:

- Dial the part of the number before the ","
- Pause for two (2) seconds before sending the subsequent digits as DTMF

Multiple "," can be added to a phone number. Each additional "," adds a 2-second delay.

(e.g., 1234567890, 5678 will pause for 4 seconds before dialing the digits 5678).

When users long-press the hashtag (#) button on the dial pad, the wait-to-dial symbol ";" is added to the number, and the softphone will:

- Dial the part of the number before the ";"
- Prompt the user via pop-up to confirm whether to dial the remaining part of the number

After the softphone dials the first part of the number, it will display a prompt asking if the user wants to continue dialing the remaining numbers. The user must confirm before the second part of the number is sent.

Users can add a contact with a phone number, including a pause and an extension.

(e.g., 555-123-4567,1234 would dial the main number 555-123-4567, pause, and then dial the extension 1234).

Chat Reactions for one-on-one conversations

Reactions are also available for chat messages in one-on-one conversations. Pressing the reaction button displays a popup where users can add or remove reactions from incoming messages.





Android

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Chat Reactions for one-on-one conversations

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Ability to spread chat text input to fill the entire screen during message typing

The message input field expansion feature enhances usability within chat conversations by allowing users to compose longer messages.

When the message extends to the fourth row while typing, an expand button appears on the right side of the input field. Tapping this button expands the input field to the full screen.



10:59 **G**

Expanded view

This enhancement allows users to conveniently manage calls that require pauses (e.g., waiting for an extension or PIN entry) and confirm additional dialing with a wait-to-dial symbol. The dial pad adaptation makes it easy to input these symbols, and the contact management on mobile phones provides additional convenience for recurring calls requiring pauses.

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