

RELEASE NOTES

Communicator 7.4.0

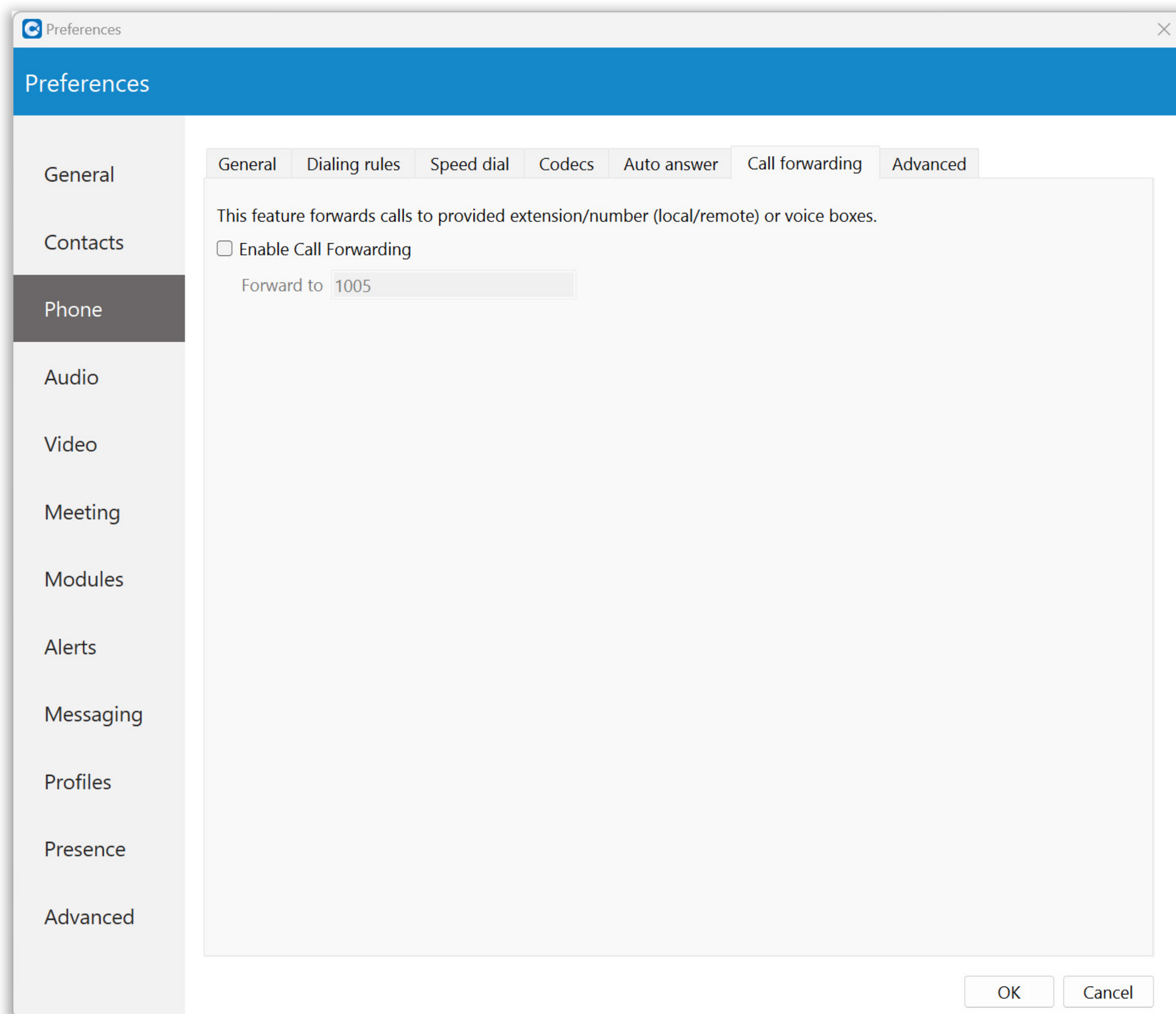
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Communicator Desktop

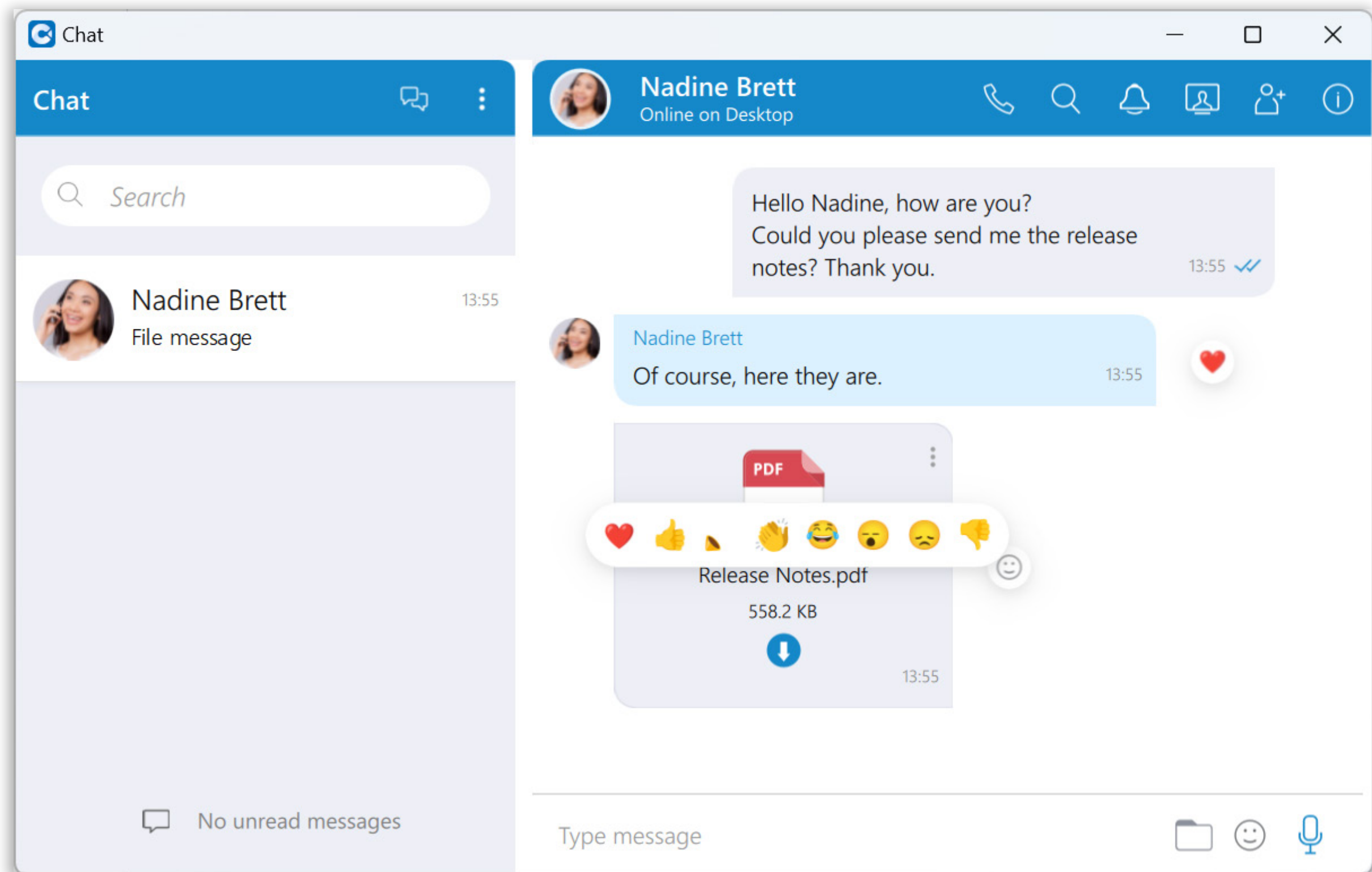
Call Forwarding destination

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.



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.

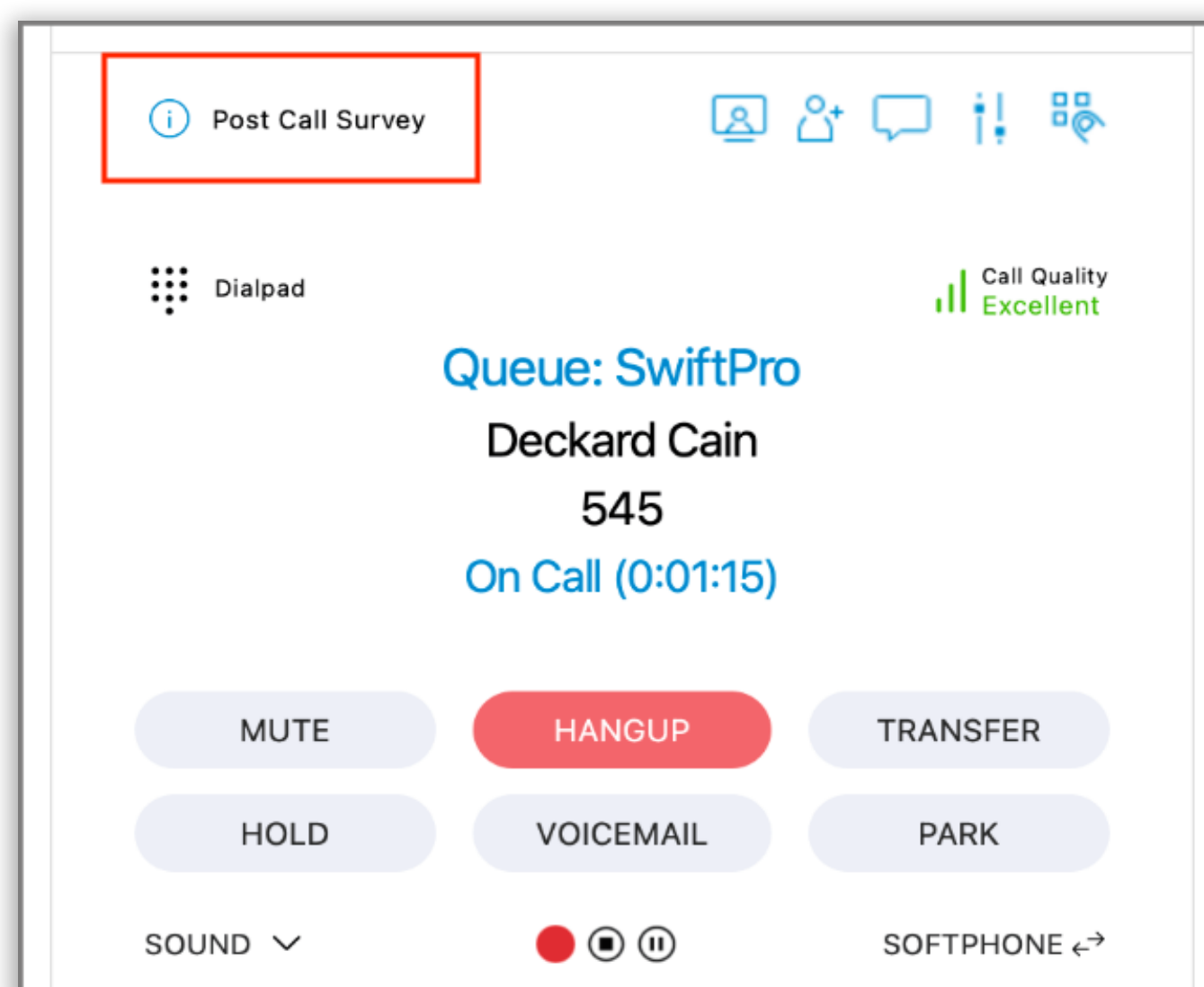
Voice Surveys

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

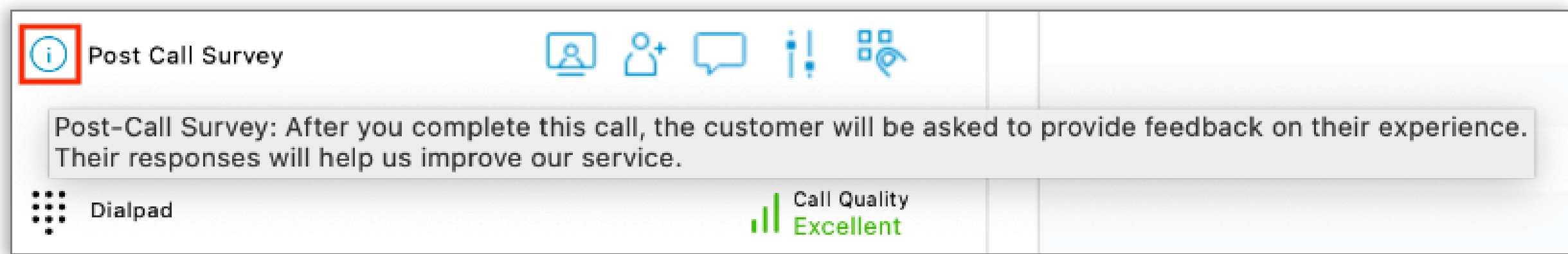
Post-Call Survey Indicator for Agents

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.

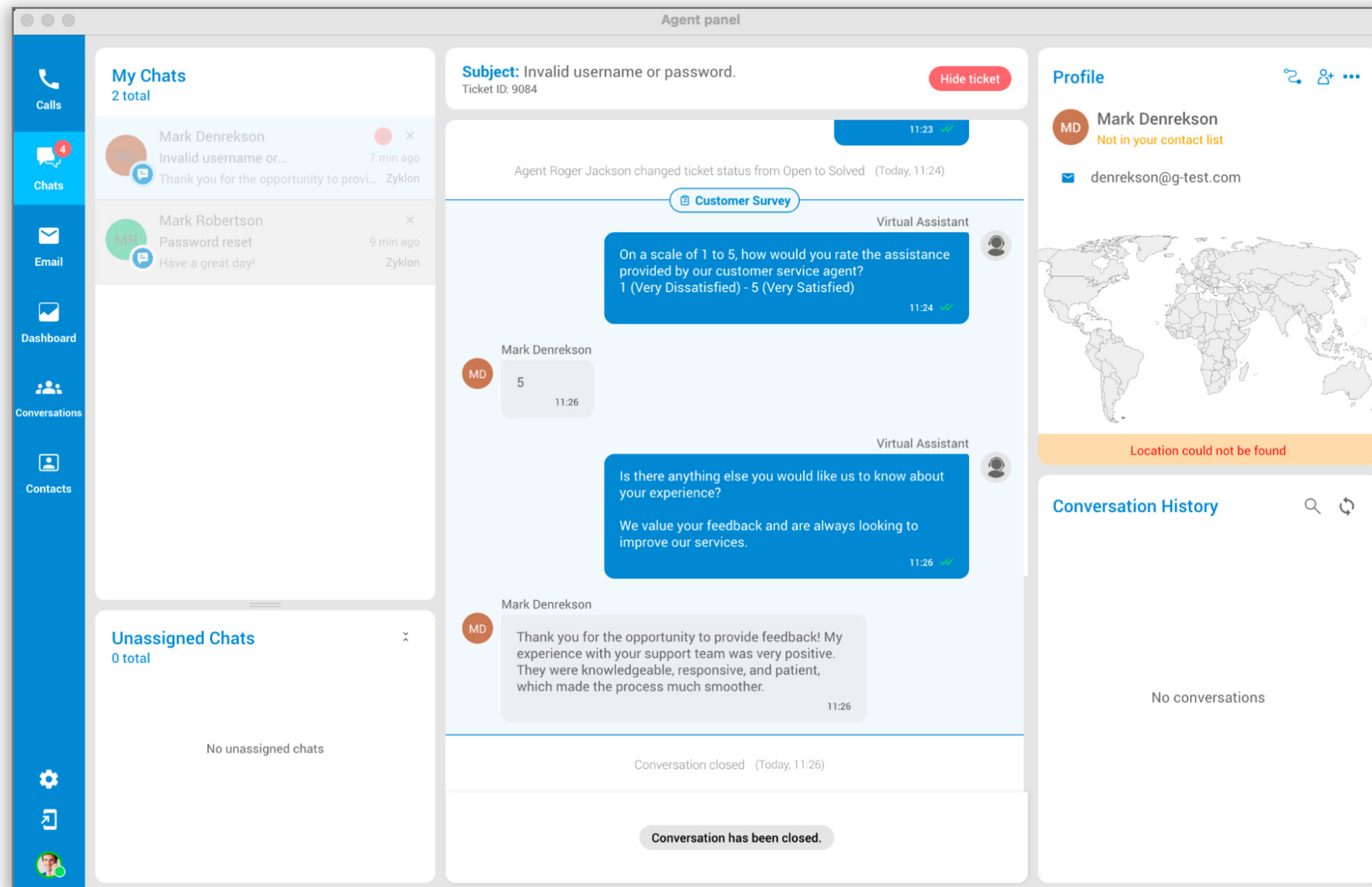


Additionally, hovering over the “Post Call Survey” label reveals a tooltip that provides a brief explanation, informing the agent that the customer will be prompted to complete a survey at the end of the call.



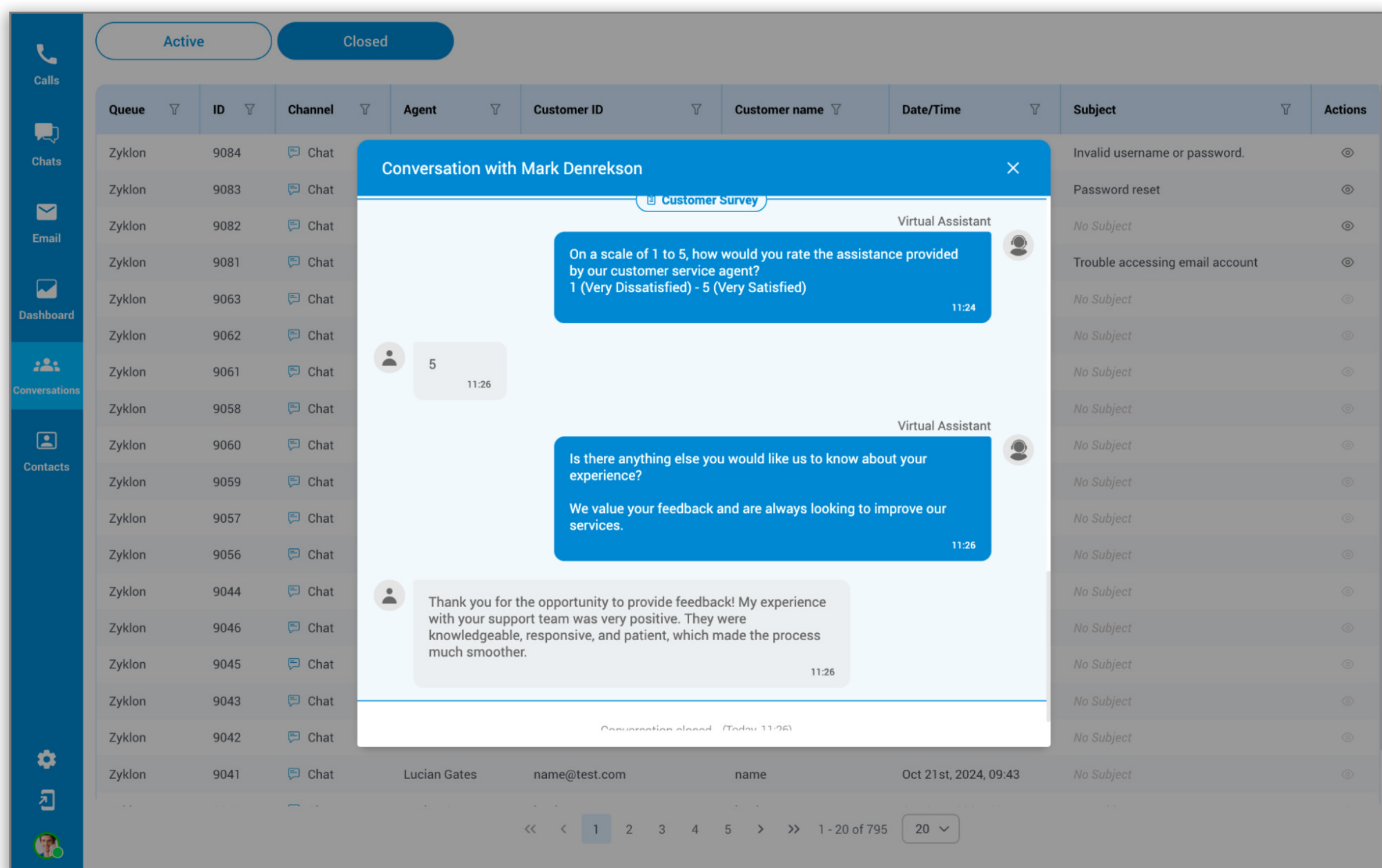
Messaging Surveys

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.

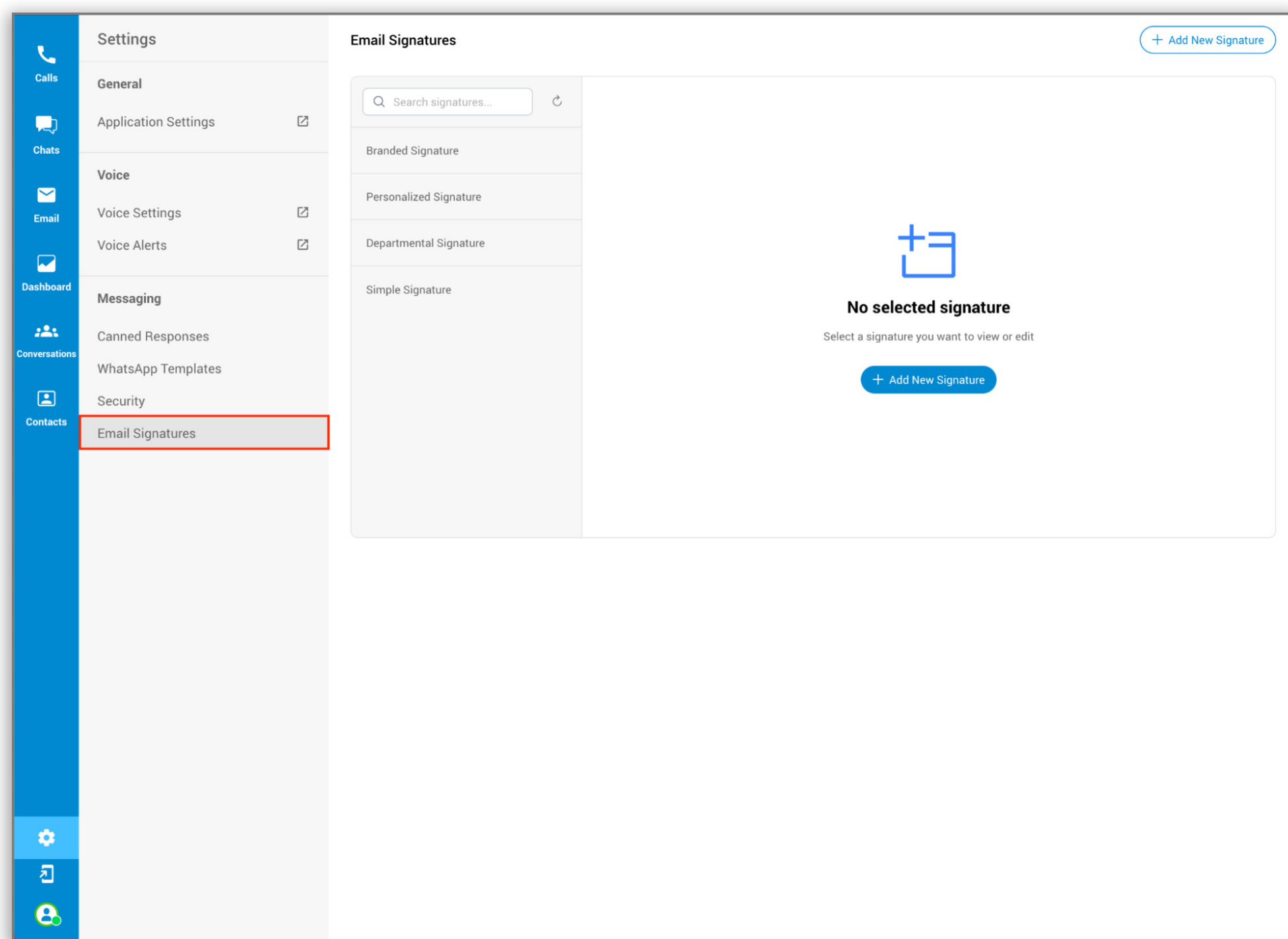


In contrast, Supervisors have broader access. They can listen to recordings, review chat history, view agent ratings, and access additional feedback within the Closed Conversations tab.

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

Email Signature Templates

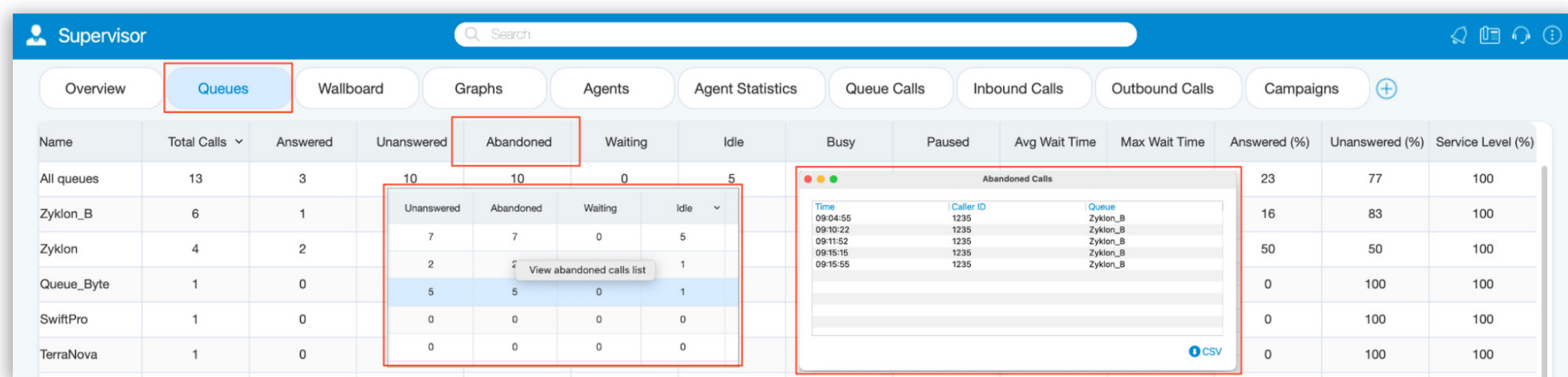
Email Signature Templates, created and managed through the user's system, can be utilized by agents in the Agent application as ready-made signatures, or agents can personalize them to fit their needs. This promotes a professional appearance and ensures consistent branding across all communications.



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.



The screenshot shows the Supervisor panel interface. The 'Queues' tab is selected, displaying a table with columns for Name, Total Calls, Answered, Unanswered, Abandoned, Waiting, Idle, Busy, Paused, Avg Wait Time, Max Wait Time, Answered (%), Unanswered (%), and Service Level (%). The 'Abandoned' column is highlighted. A context menu is open over the 'Abandoned' count for the 'Zyktion' queue, showing options for 'Unanswered', 'Abandoned', 'Waiting', and 'Idle'. A 'View abandoned calls list' option is visible. A dialog box titled 'Abandoned Calls' is open, showing a list of calls with columns for Time, Caller ID, and Queue Name. A 'CSV' export button is also present.

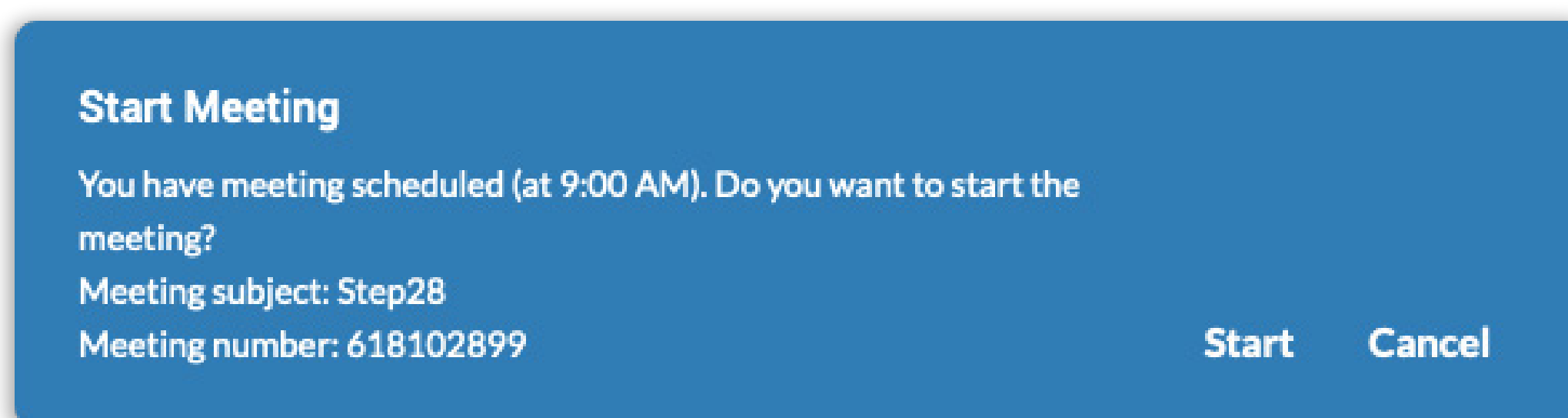
Name	Total Calls	Answered	Unanswered	Abandoned	Waiting	Idle	Busy	Paused	Avg Wait Time	Max Wait Time	Answered (%)	Unanswered (%)	Service Level (%)
All queues	13	3	10	10	0	5					23	77	100
Zyktion_B	6	1	7	7	0	5					16	83	100
Zyktion	4	2	2	5	0	1					50	50	100
Queue_Byte	1	0	5	5	0	1					0	100	100
SwiftPro	1	0	0	0	0	0					0	100	100
TerraNova	1	0	0	0	0	0					0	100	100

Time	Caller ID	Queue
09:04:56	1235	Zyktion_B
09:10:22	1235	Zyktion_B
09:11:52	1235	Zyktion_B
09:15:15	1235	Zyktion_B
09:15:56	1235	Zyktion_B

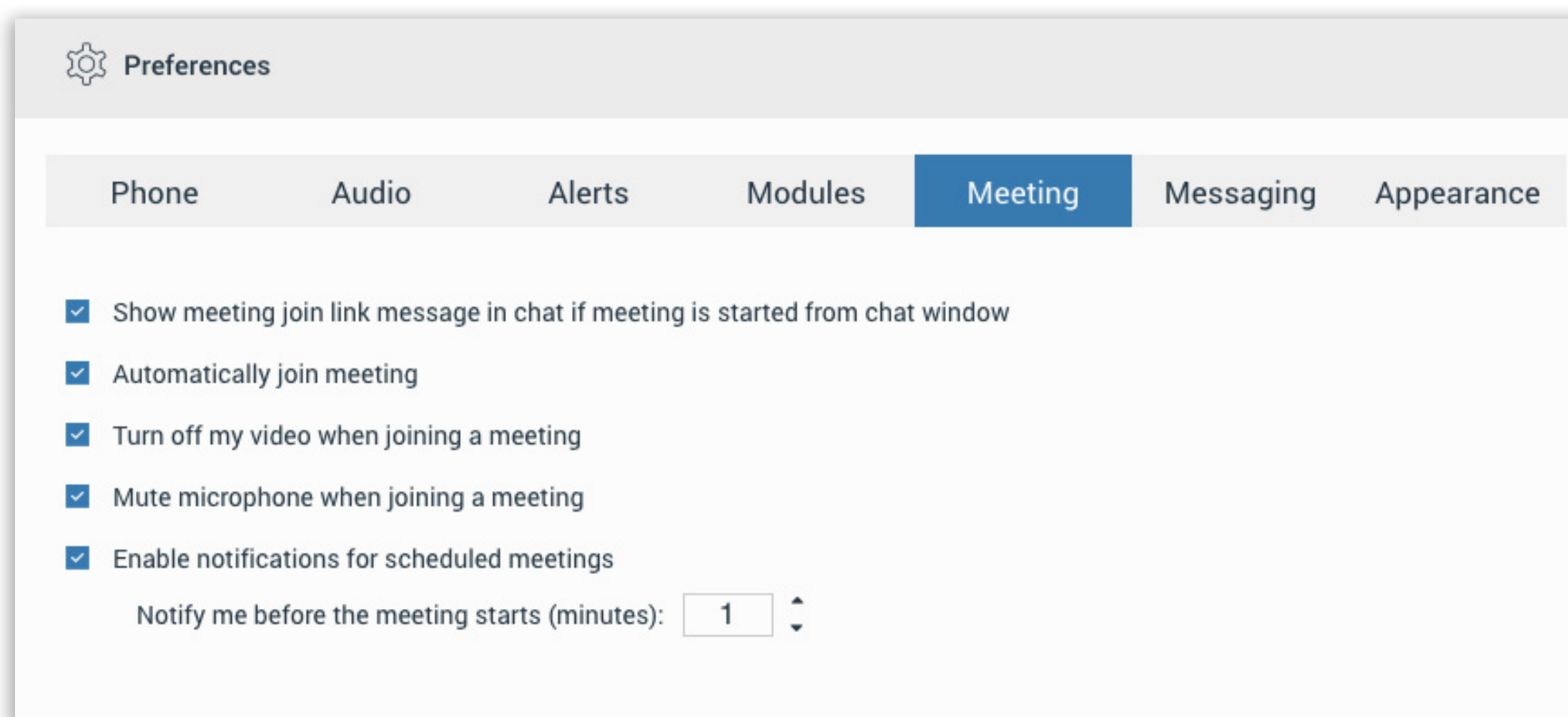
By right-clicking a count, supervisors can access a “View abandoned calls list” option, which opens a dialog showing each call’s Time, Caller ID, and Queue Name. The dialog also includes an option to export this list as a CSV file, formatted for compatibility with My Dialer.

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.

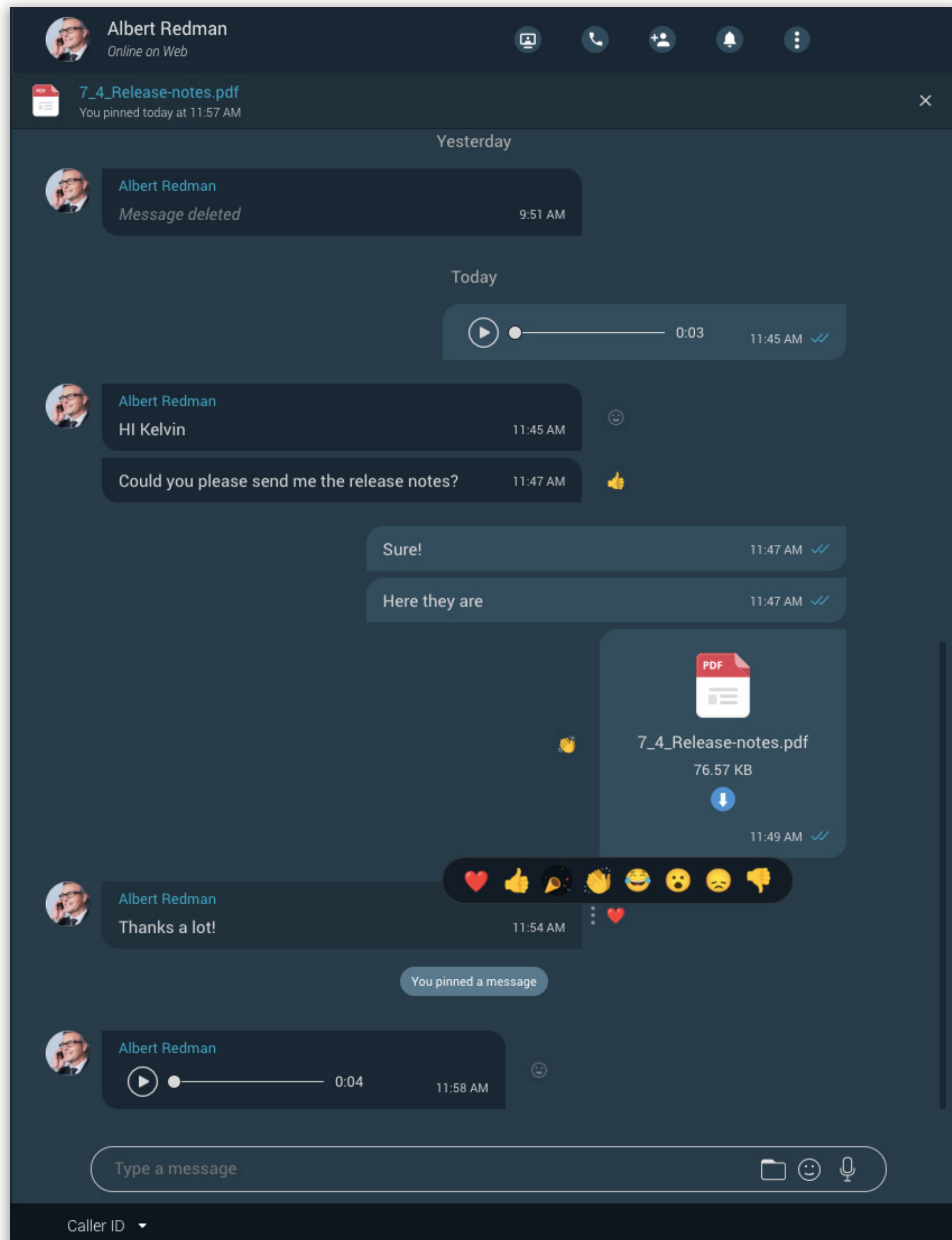


The N represents the value that depends on the settings set within the Preferences → Meeting tab (for example, 10 minutes, 2 minutes, 1 minute, etc.). To disable this, the user needs to uncheck the checkbox next to the Enable notification for scheduled meetings option. By default, this option is enabled.



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

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



Communicator GO

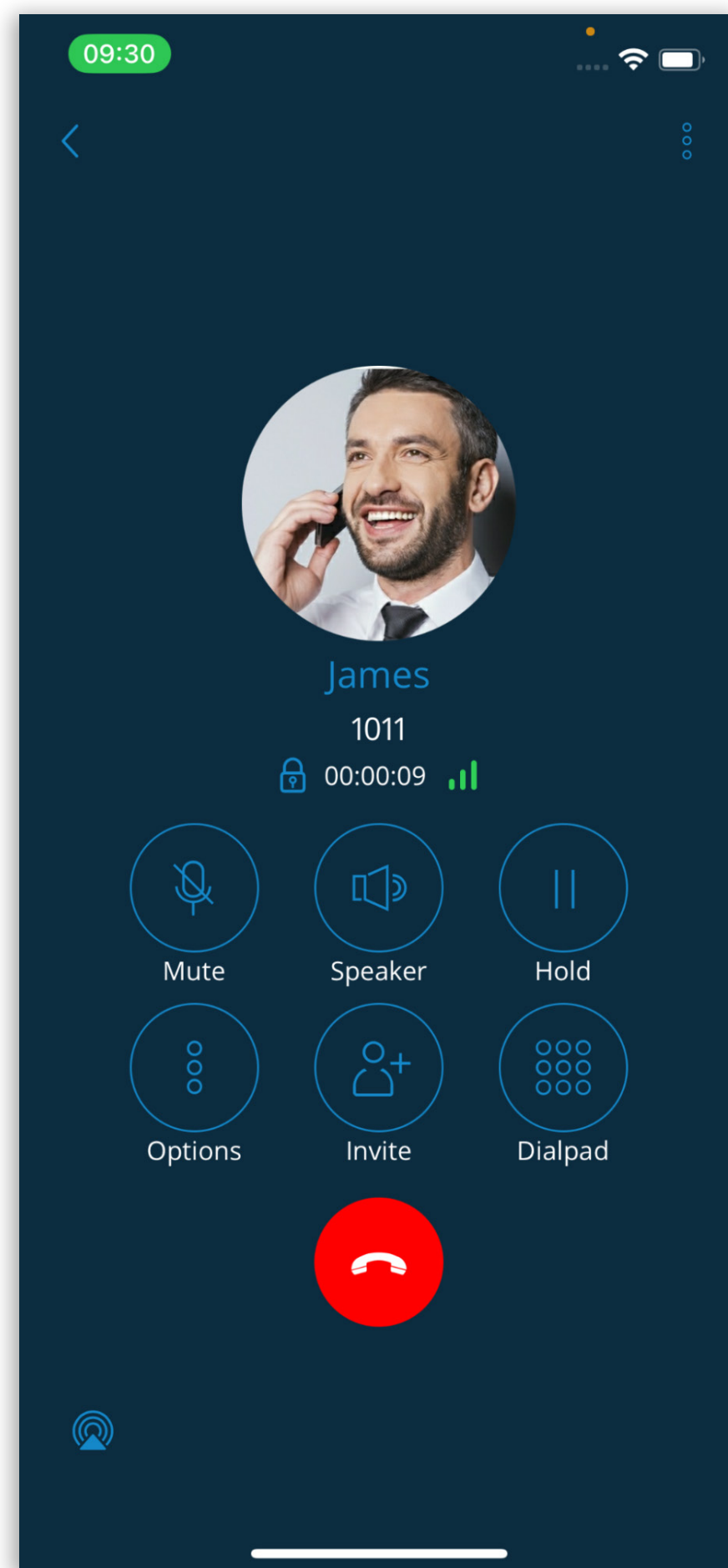
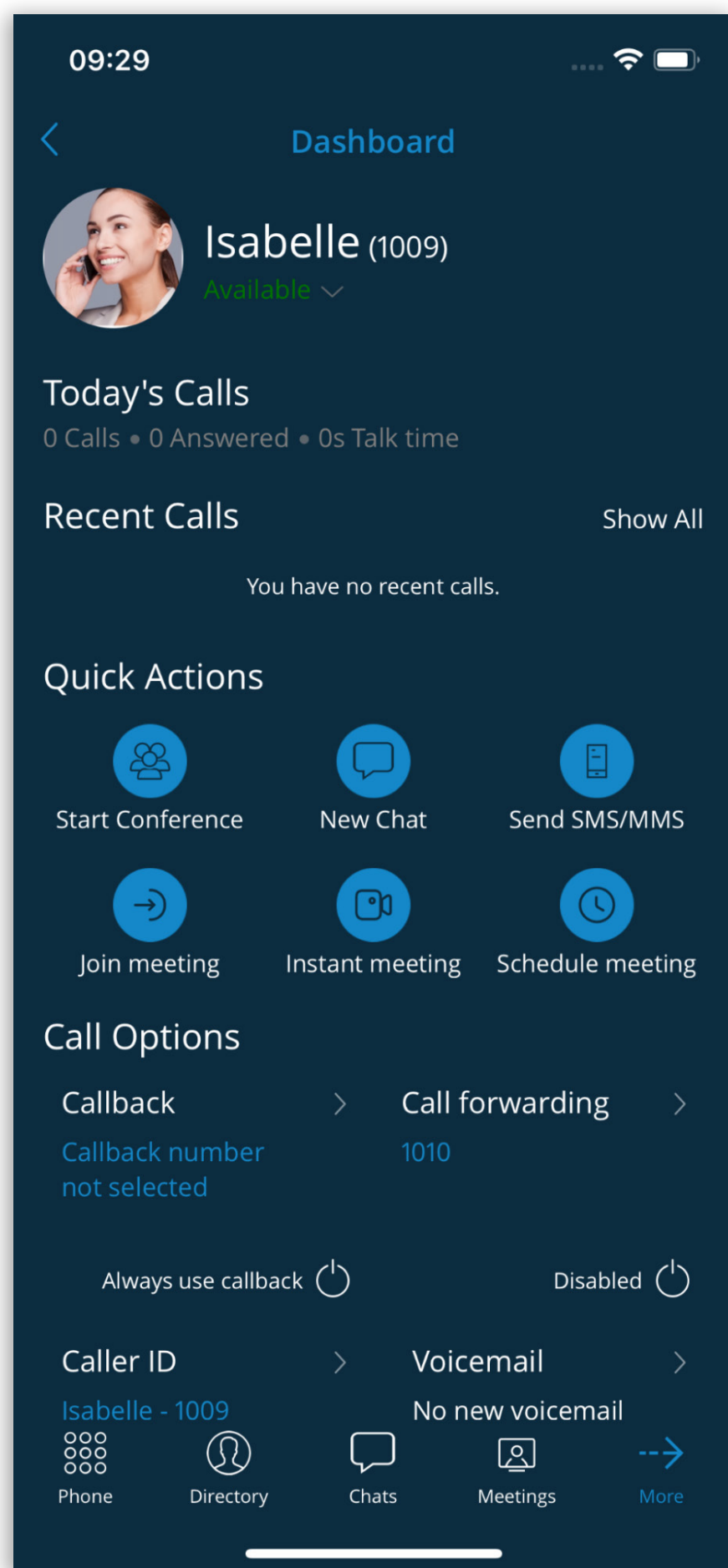
iOS

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.



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

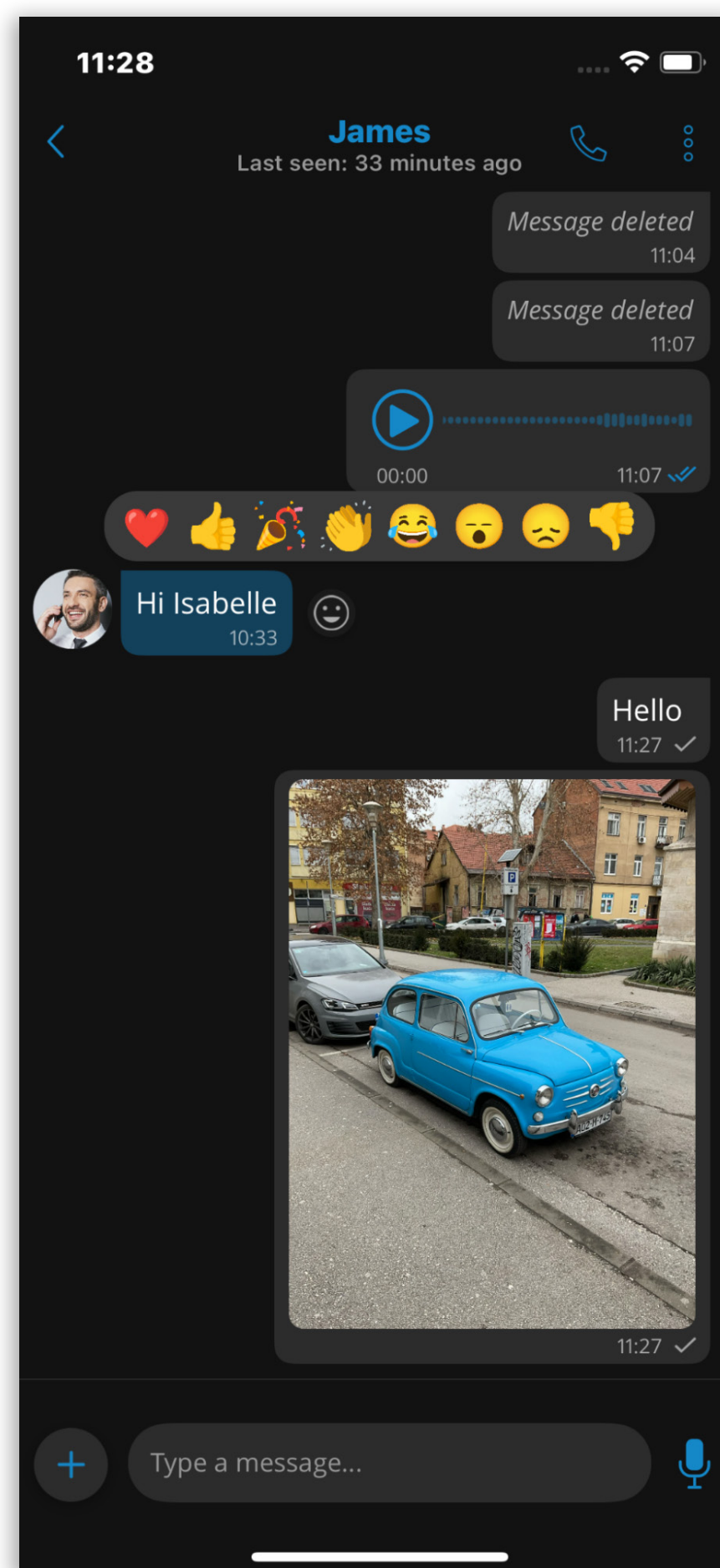
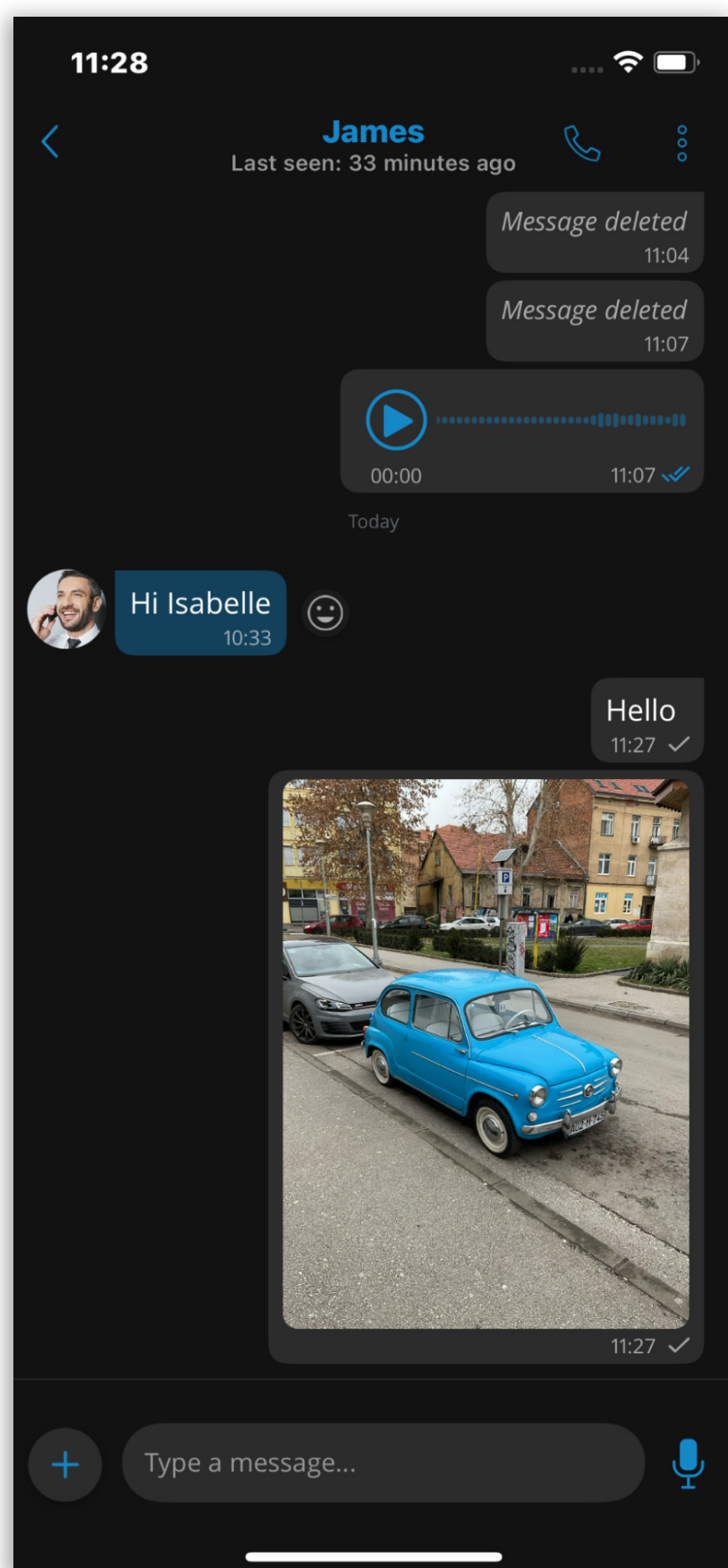
After the softphone dials the first part of the number, it will display a prompt asking if the user wants to continue dialing the remaining numbers. The user must confirm before the second part of the number is sent.

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.



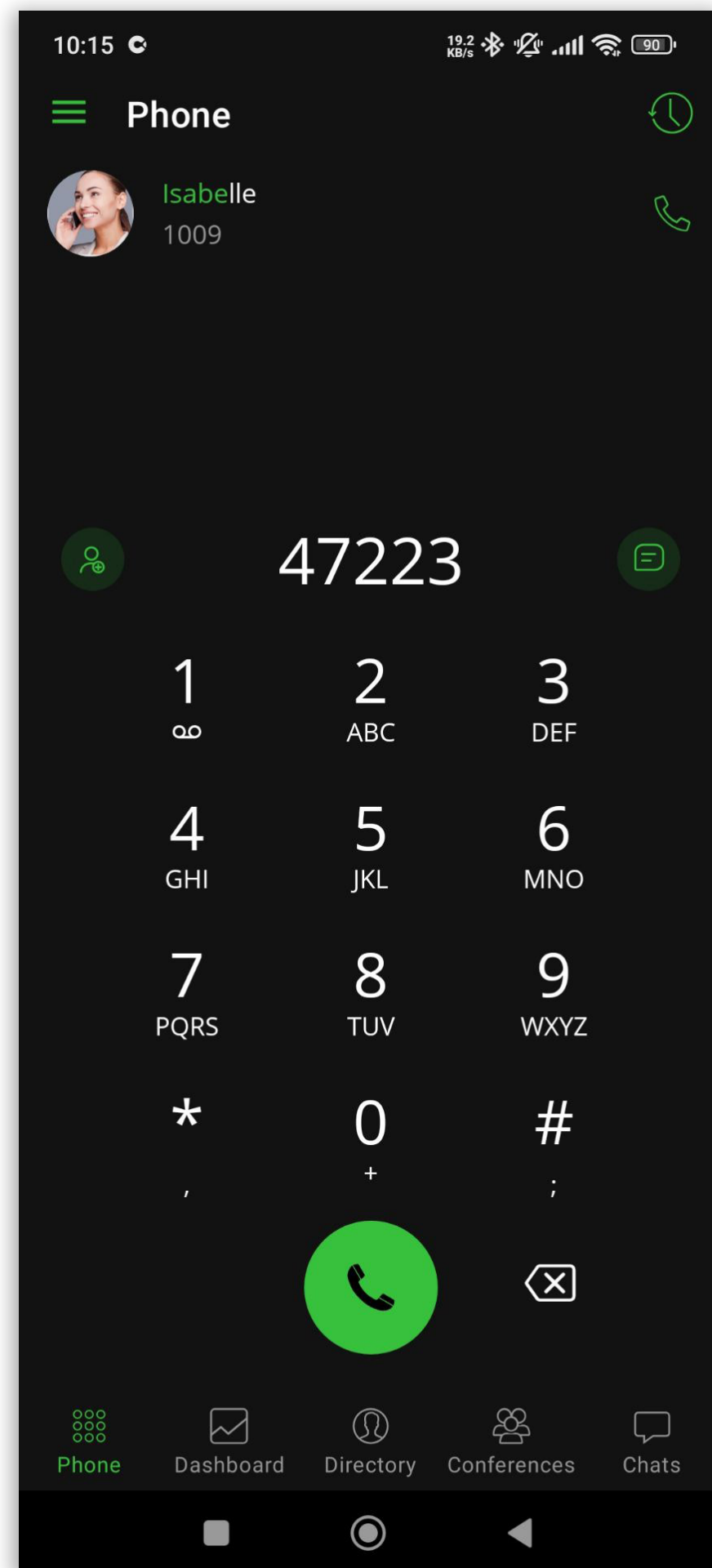
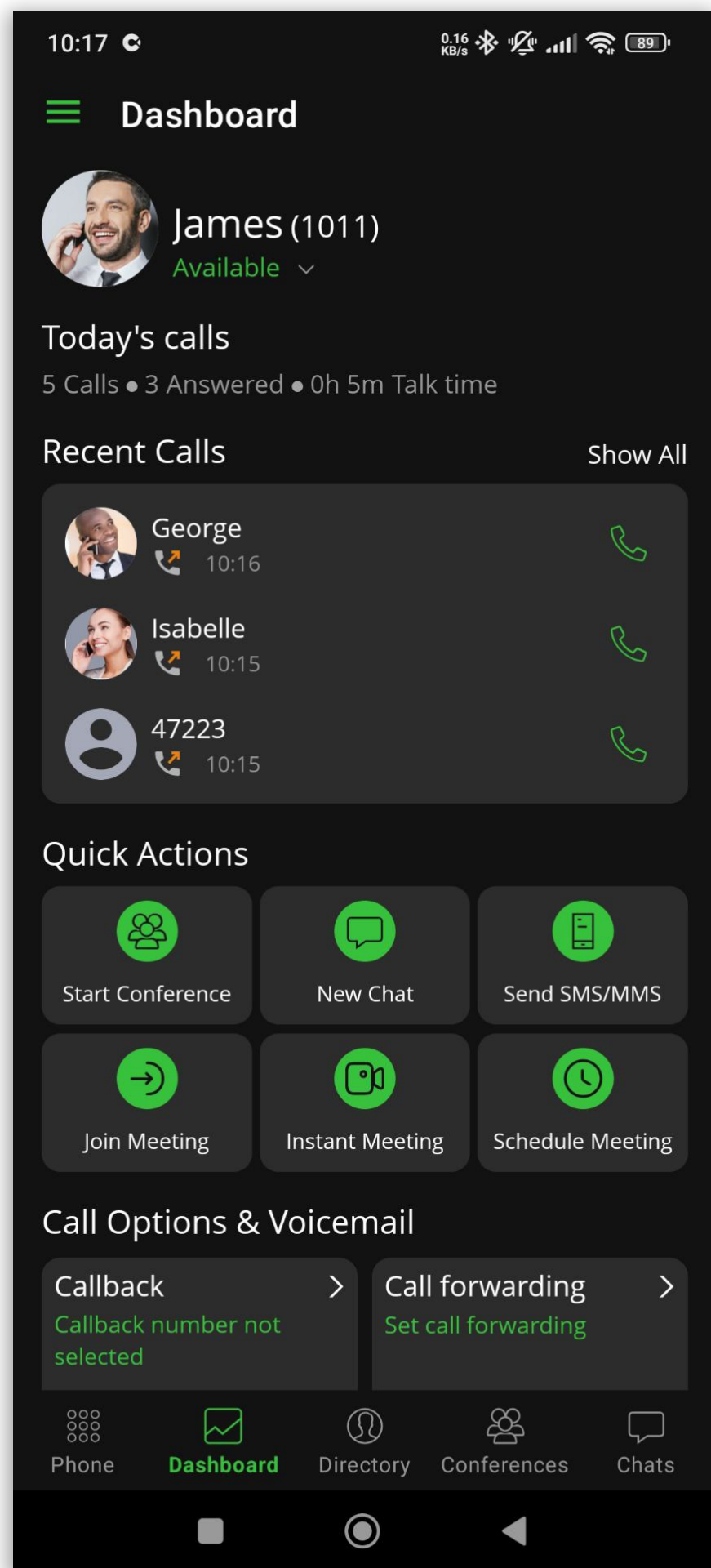
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Ability to spread chat text input to fill the entire screen during message typing

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.

