Release Note

What's New!

DND Confirmation

- This pop up ensures that only genuine data sources are used. If the admin checks the box and submits the button, it confirms no outsourced data is being used.

Note: Only the admin has access to select the checkbox and submit the confirmation.

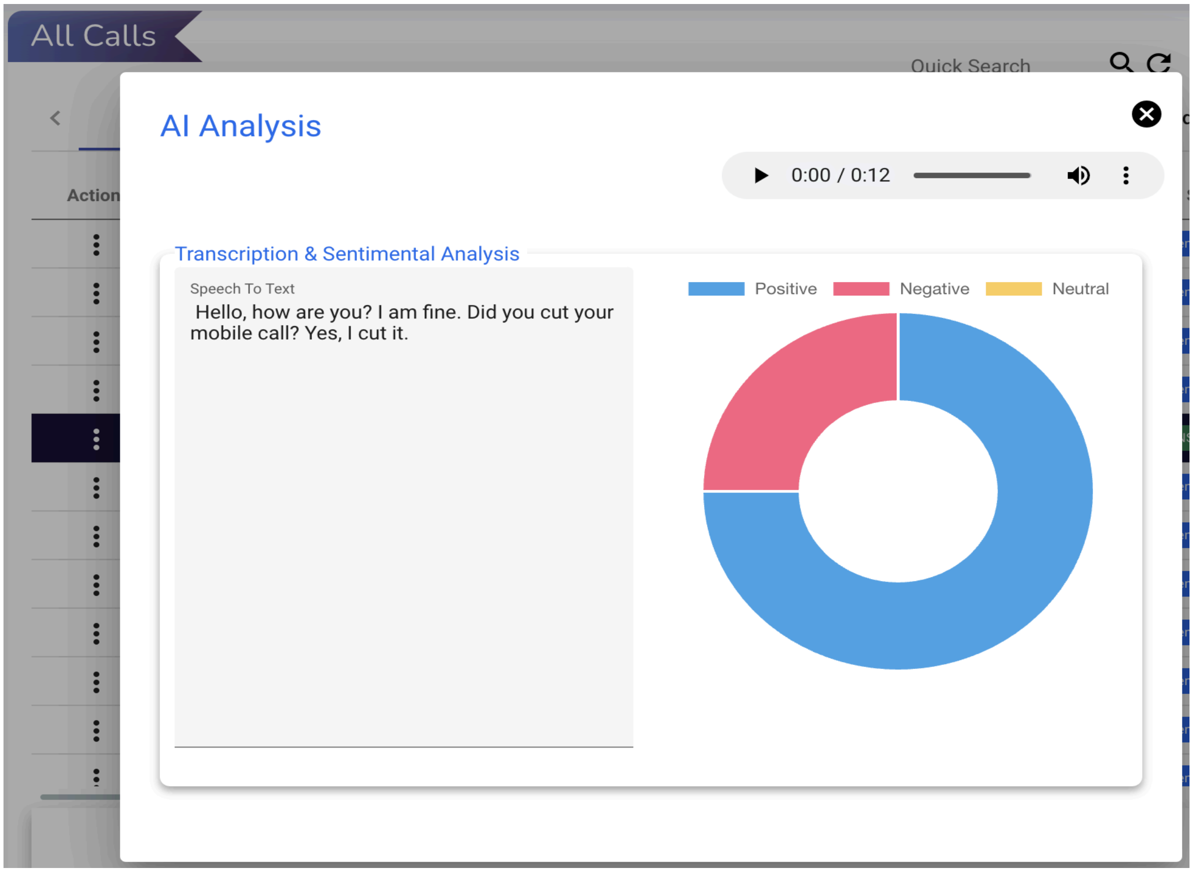
New Update!

AI Analysis:

- Now transcribes audio into text and analyzes the call conversation, providing insights into the tone of the response—whether **Positive**, **Negative**, or **Neutral**.

How does it work?

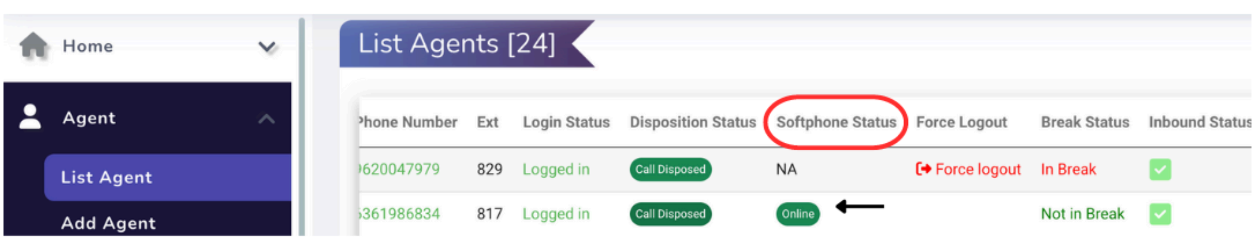
- **Audio Transcription:** The AI system converts call interaction words from the call audio into text, creating a transcript of the conversation.
- **Text Analysis:** The transcribed text is analyzed in key phrases, sentiment, and tone.
- **Sentiment Classification:** The system classifies the conversation into categories such as positive, negative, or neutral based on the detected sentiment and emotional tone.
- **Insight Processing:** Based on the call recording conversation, the AI provides insights and summaries, highlighting the overall customer experience and identifying areas for improvement.



Agent

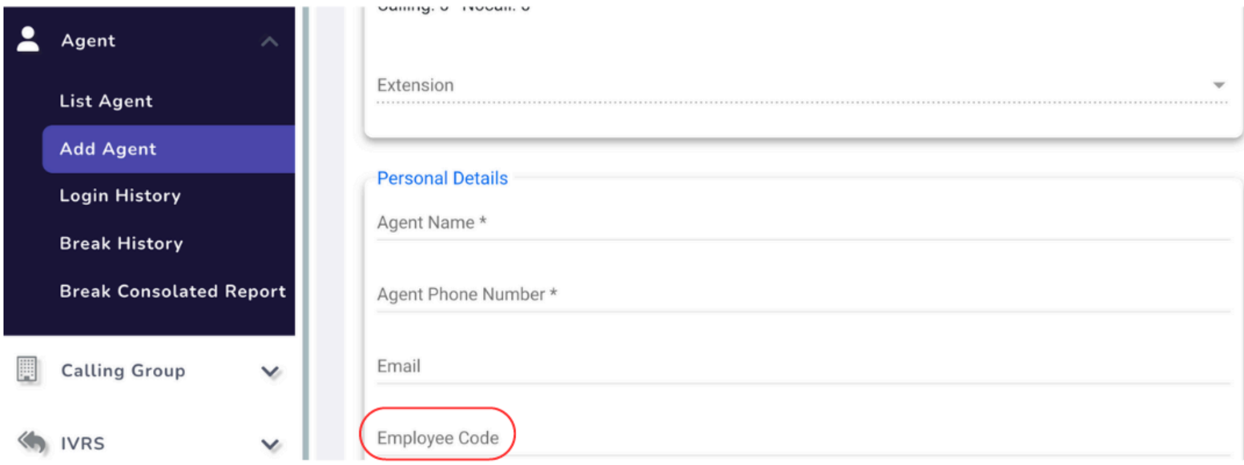
Softphone Status:

- Indicates the agent's device status. If the agent is using a softphone, their status will show as **"Online."** If they are using a hardphone, it will display as **"NA"** (Not Available).

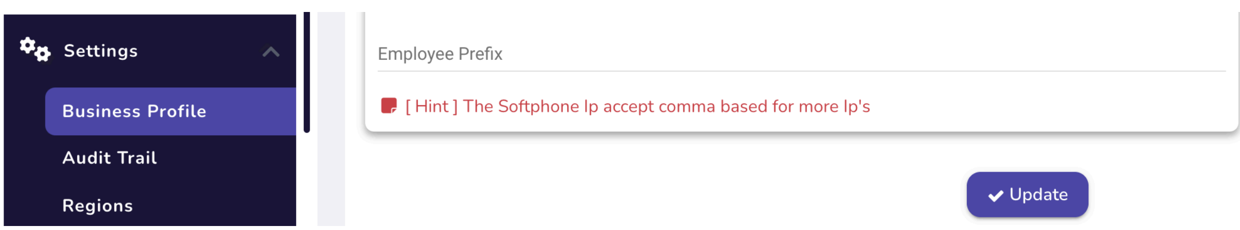


Add Agent:

- **Employee Code:** A unique identification number assigned to each agent for record-keeping and identification purposes within the system.



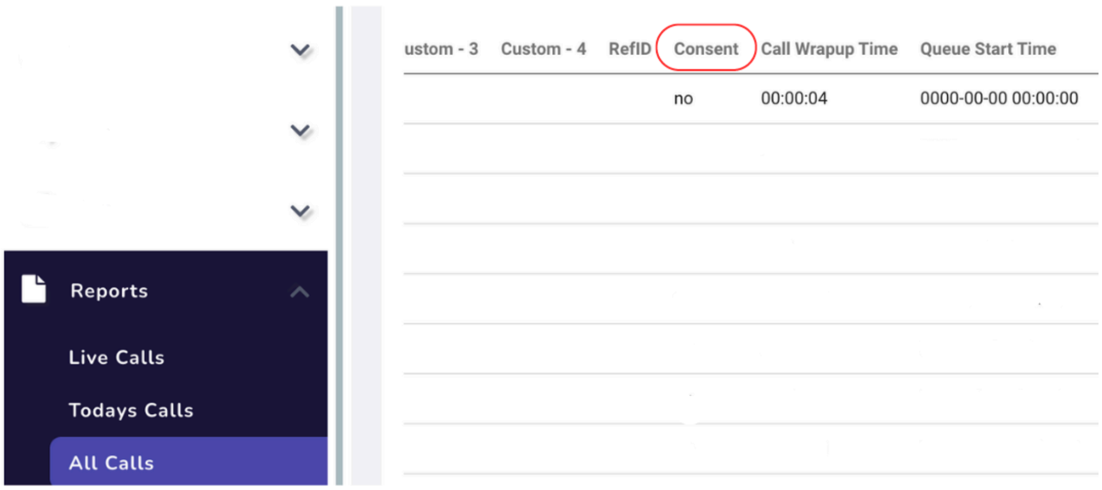
Note: Employee Prefix: Allows Admin, Sr. Manager, or Manager to provide an alphanumeric code as a prefix to the **"Employee Code"** for more precise identification.



Reports

Consent:

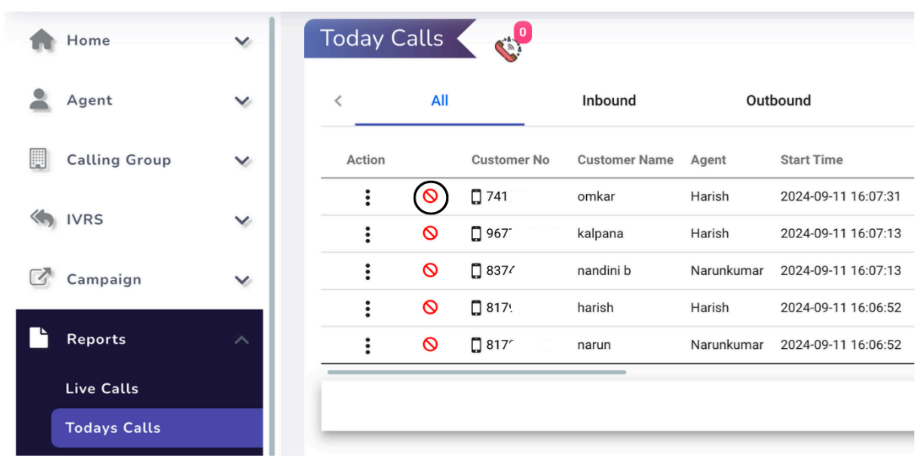
- A new column has been added to indicate whether only genuine data sources are being used, displaying either **"Yes"** or **"No"** for clarity.



All Calls

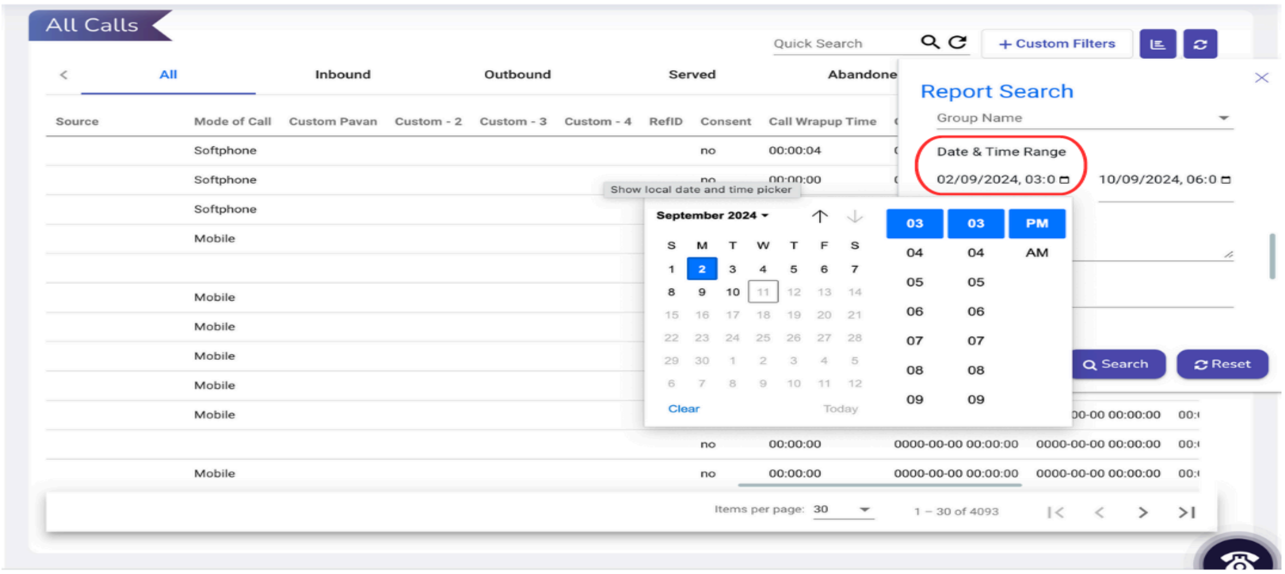
Block Number:

- A block number icon has been added, allowing users to directly block contacts with a single click.



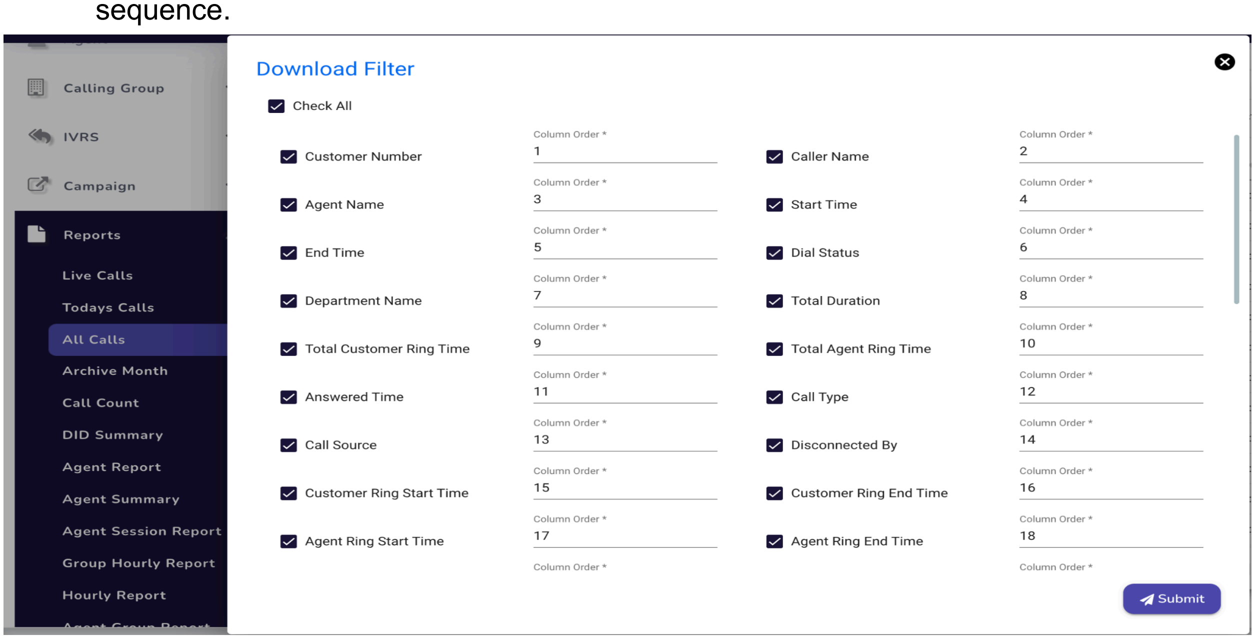
Report Search:

- Allows users to search reports by specific date, month, year, and exact time for more detailed data retrieval.



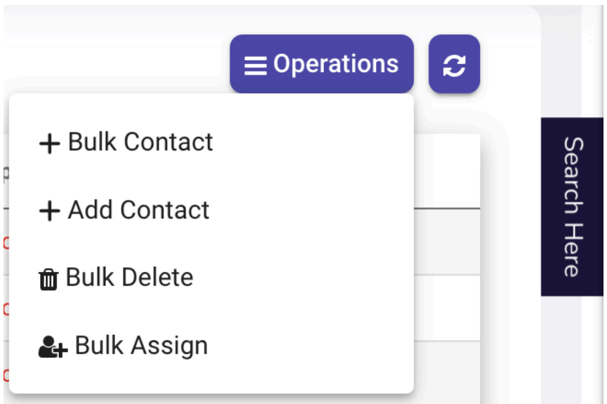
Download Filter:

- You can download reports by selecting checkboxes to obtain them in a specific sequence.



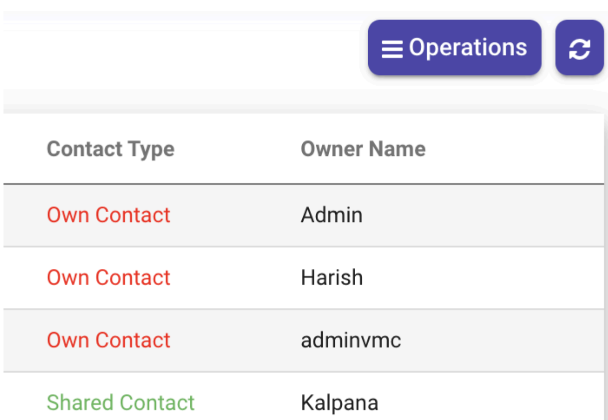
Contact List

- Buttons have been moved into a new **"Operation"** button within the list view for better organization.



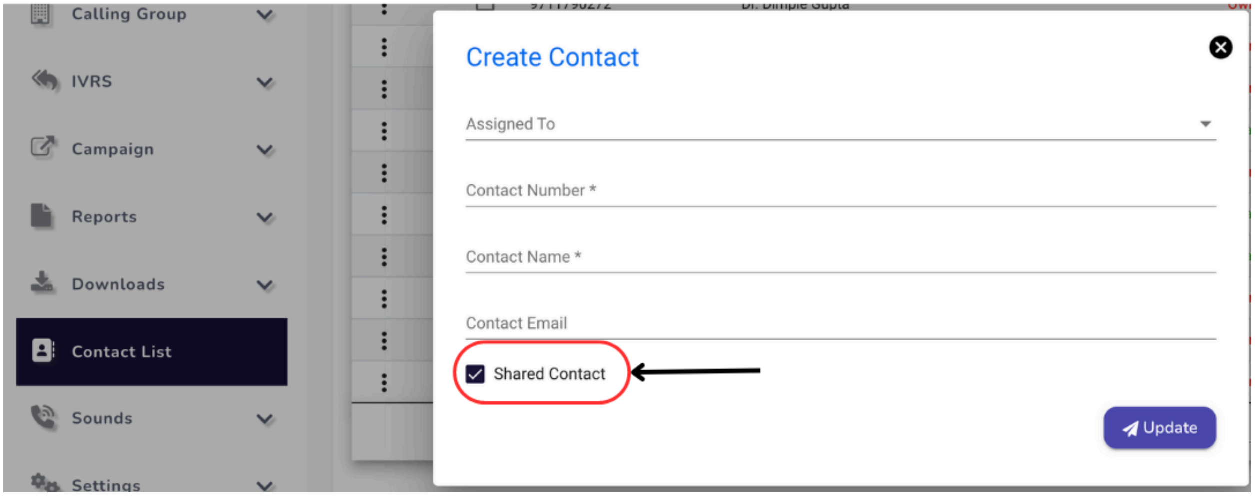
Contact Type:

- This column shows whether a contact is **"Shared"** or **"Own Contact"** (By default, is set to **"Own Contact"**).



Add Contact:

- **Shared Contact**: The admin can assign and enable the sharing of contacts with other users or teams.



Auto Dialer License:

- Allows businesses to allocate a specific number of licenses for autodialer calls. These licenses can be assigned to agents during the creation or editing of agent profiles.