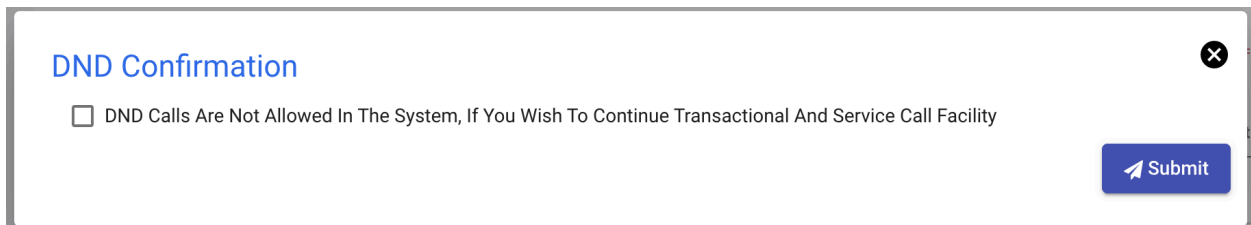


# Release Note

## *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.



The screenshot shows a modal dialog box titled "DND Confirmation" in blue text. In the top right corner, there is a close button with a white 'x' on a black circular background. Below the title, there is a checkbox followed by the text "DND Calls Are Not Allowed In The System, If You Wish To Continue Transactional And Service Call Facility". In the bottom right corner, there is a blue button with a white arrow icon and the text "Submit".

**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.

All Calls

Quick Search

### AI Analysis

0:00 / 0:12

#### Transcription & Sentimental Analysis

Speech To Text  
Hello, how are you? I am fine. Did you cut your mobile call? Yes, I cut it.

Positive Negative Neutral

## 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).

Home

Agent

List Agent

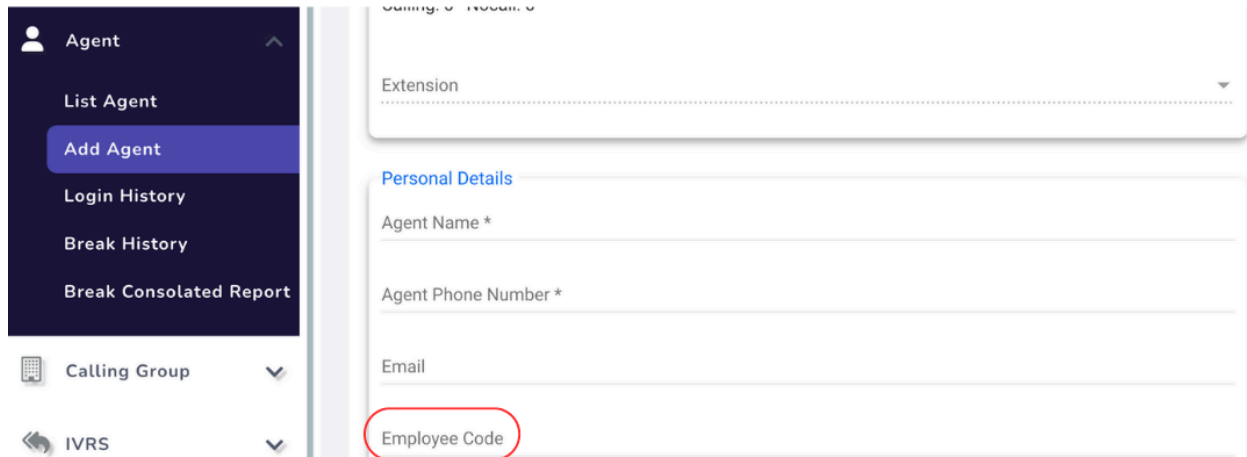
Add Agent

### List Agents [24]

Phone Number	Ext	Login Status	Disposition Status	Softphone Status	Force Logout	Break Status	Inbound Status
620047979	829	Logged in	Call Disposed	NA	Force logout	In Break	✓
361986834	817	Logged in	Call Disposed	Online		Not in Break	✓

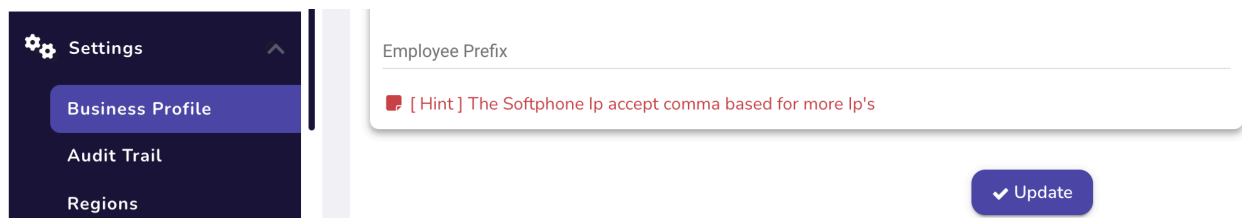
## Add Agent:

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



The screenshot shows a sidebar menu on the left with the following items: Agent (expanded), List Agent, Add Agent (highlighted), Login History, Break History, Break Consolated Report, Calling Group, and IVRS. The main content area is titled 'Adding a New Agent' and contains a form with the following fields: Extension (dropdown), Personal Details (header), Agent Name \* (text input), Agent Phone Number \* (text input), Email (text input), and Employee Code (text input, circled in red).

**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.

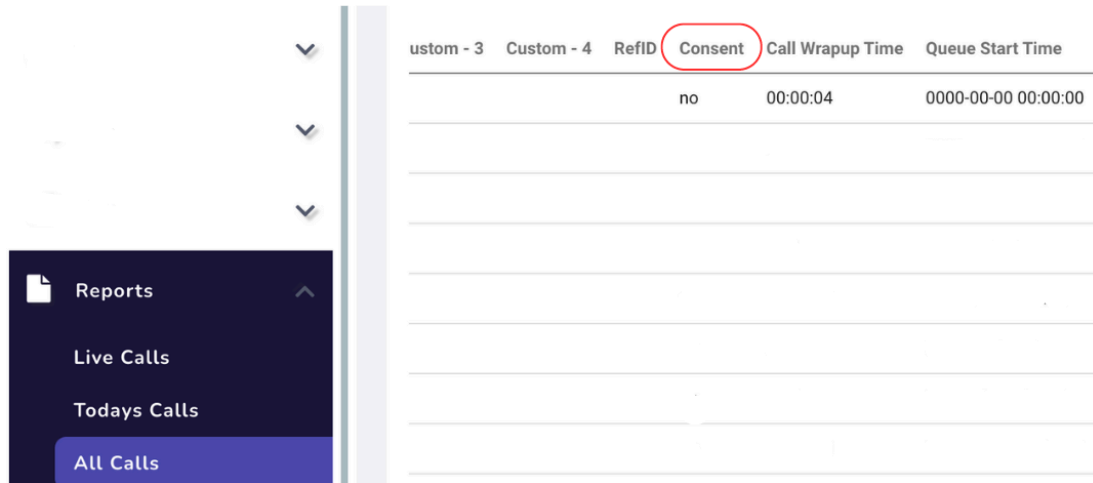


The screenshot shows a sidebar menu on the left with the following items: Settings (expanded), Business Profile (highlighted), Audit Trail, and Regions. The main content area is titled 'Employee Prefix' and contains a text input field. Below the input field is a red hint message: "[ Hint ] The Softphone Ip accept comma based for more Ip's". At the bottom right of the form is a blue 'Update' button.

# 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.

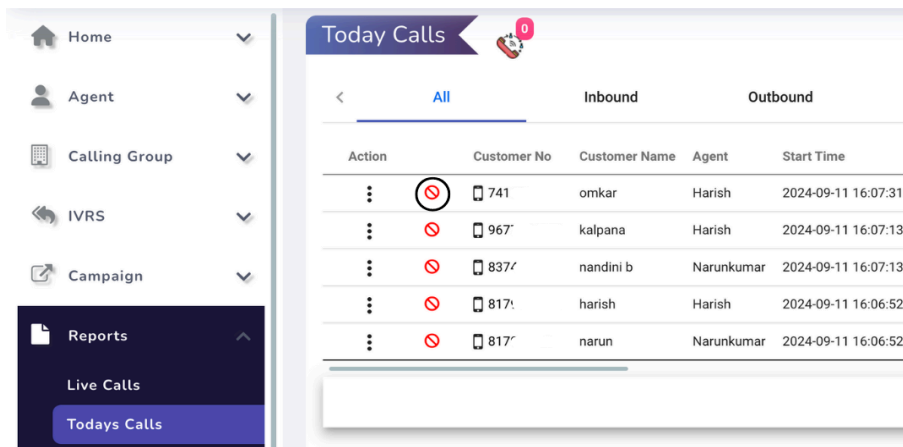


ustom - 3	Custom - 4	RefID	Consent	Call Wrapup Time	Queue Start Time
			no	00:00:04	0000-00-00 00:00:00

## All Calls

### Block Number:

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



Today Calls					
All					
Inbound			Outbound		
Action	Customer No	Customer Name	Agent	Start Time	
⋮	741	omkar	Harish	2024-09-11 16:07:31	
⋮	967	kalpana	Harish	2024-09-11 16:07:13	
⋮	837	nandini b	Narunkumar	2024-09-11 16:07:13	
⋮	817	harish	Harish	2024-09-11 16:06:52	
⋮	817	narun	Narunkumar	2024-09-11 16:06:52	

## Report Search:

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

The screenshot displays the 'All Calls' report search interface. A 'Report Search' modal is open, showing a 'Date & Time Range' field with a date range from 02/09/2024, 03:00 to 10/09/2024, 06:00. A calendar for September 2024 is visible, and a time picker shows 03:03 PM. The background shows a table of call records with columns like Source, Mode of Call, and Call Wrapup Time.

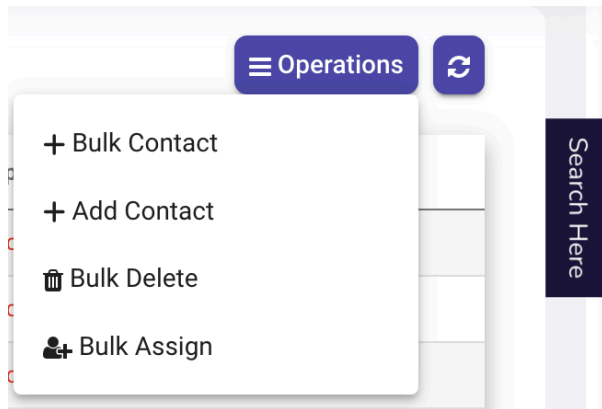
## Download Filter:

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

The screenshot displays the 'Download Filter' configuration screen. It shows a list of filters with checkboxes and column order numbers. The filters include: Check All, Customer Number, Agent Name, End Time, Department Name, Total Customer Ring Time, Answered Time, Call Source, Customer Ring Start Time, Agent Ring Start Time, Caller Name, Start Time, Dial Status, Total Duration, Total Agent Ring Time, Call Type, Disconnected By, Customer Ring End Time, and Agent Ring End Time. A 'Submit' button is at the bottom right.

## Contact List

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



### Contact Type:

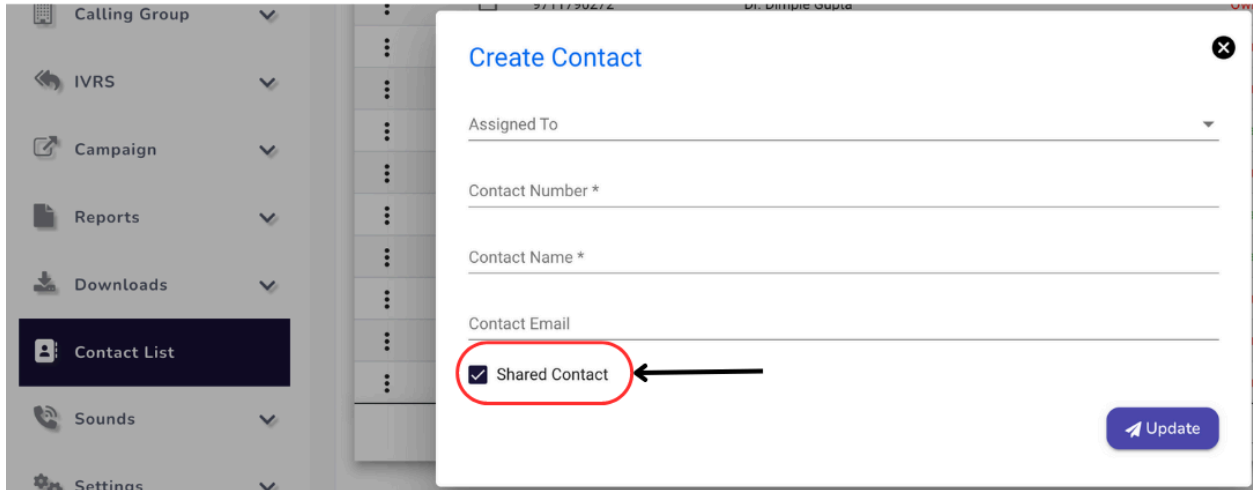
- This column shows whether a contact is “**Shared**” or “**Own Contact**” (By default, is set to “**Own Contact**”).

A screenshot of a table in the Contact List interface. The table has two columns: 'Contact Type' and 'Owner Name'. The table contains four rows of data. The first three rows are 'Own Contact' (in red text) with owner names 'Admin', 'Harish', and 'adminvmc'. The fourth row is 'Shared Contact' (in green text) with owner name 'Kalpana'. Above the table, there is a dark blue button labeled 'Operations' with a hamburger menu icon, and a circular refresh icon.

Contact Type	Owner Name
Own Contact	Admin
Own Contact	Harish
Own Contact	adminvmc
Shared Contact	Kalpana

## Add Contact:

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



The screenshot shows a 'Create Contact' modal window. The form contains the following fields:

- Assigned To (dropdown menu)
- Contact Number \* (text input)
- Contact Name \* (text input)
- Contact Email (text input)
- Shared Contact (checkbox, highlighted with a red circle and an arrow)

An 'Update' button is located at the bottom right of the modal.

## 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.