

Contact Pro 23q3

Show and Tell



Agenda

This 23q3 Show and Tell presentation is available on Sinch Contact Pro

[Sharepoint Site](#)

And as always list of all changes including corrections will be available at <https://docs.cc.sinch.com/>

1. Communication Panel content and usability enhancements
2. Chat, messaging and email improvements
3. Outbound campaign enhancements
4. Dashboard content and usability enhancements
5. Sinch integrations for Contact Pro
6. Integration improvements
7. Miscellaneous improvements

Communication Panel

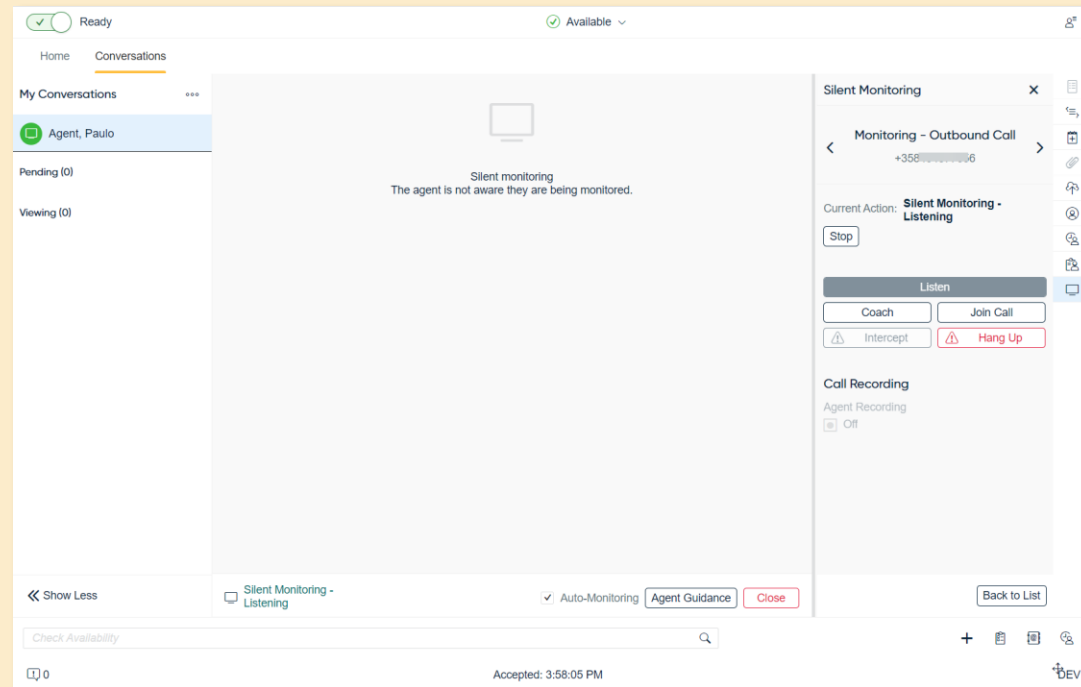
content and usability enhancements



Silent Monitoring of active calls and chats

Agent Guidance now has a supporting option to silent monitor a Communication Panel user

- Silent Monitoring is a SC configured option (default off)
- Starting a session uses the same launch points as with Agent Guidance
- User being silent monitored has no indication in their UI of such action taking place (exception in coach, join call or intercept actions)
- Silent Monitoring offers supervisor the same features as with Agent Guidance
- Silent Monitoring allows session to be converted to an Agent Guidance session
- Listen to agent's consecutive calls while listening button is activated



Silent Monitoring vs Agent Guidance extension icons

Reply to emails with or without email chain

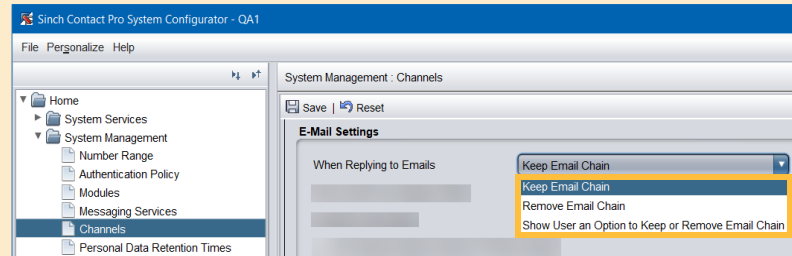
Business decides whether to respond to queue emails with or without its email chain

SC defined option based on channel or queue level settings. Option are;

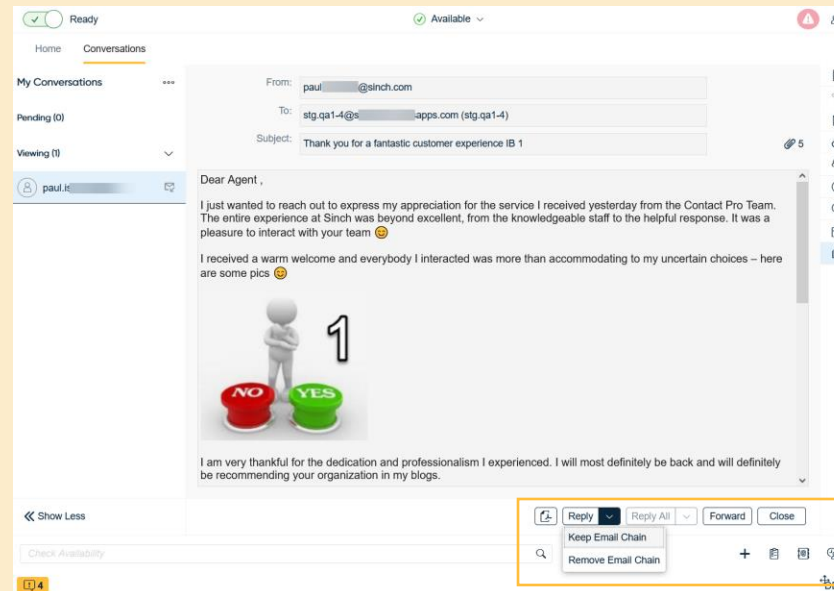
- Keep Email Chain (default)
- Remove Email Chain
- Show User an Option to Keep or Remove Email Chain

Based on option, when user enters the email edit mode in CP the email chain will be kept or removed.

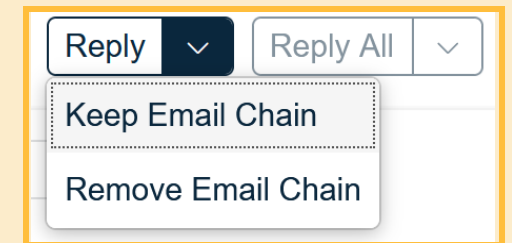
Alternatively, user can decide per email whether to keep or remove email chain.



Configuration can be done on channel level or queue level



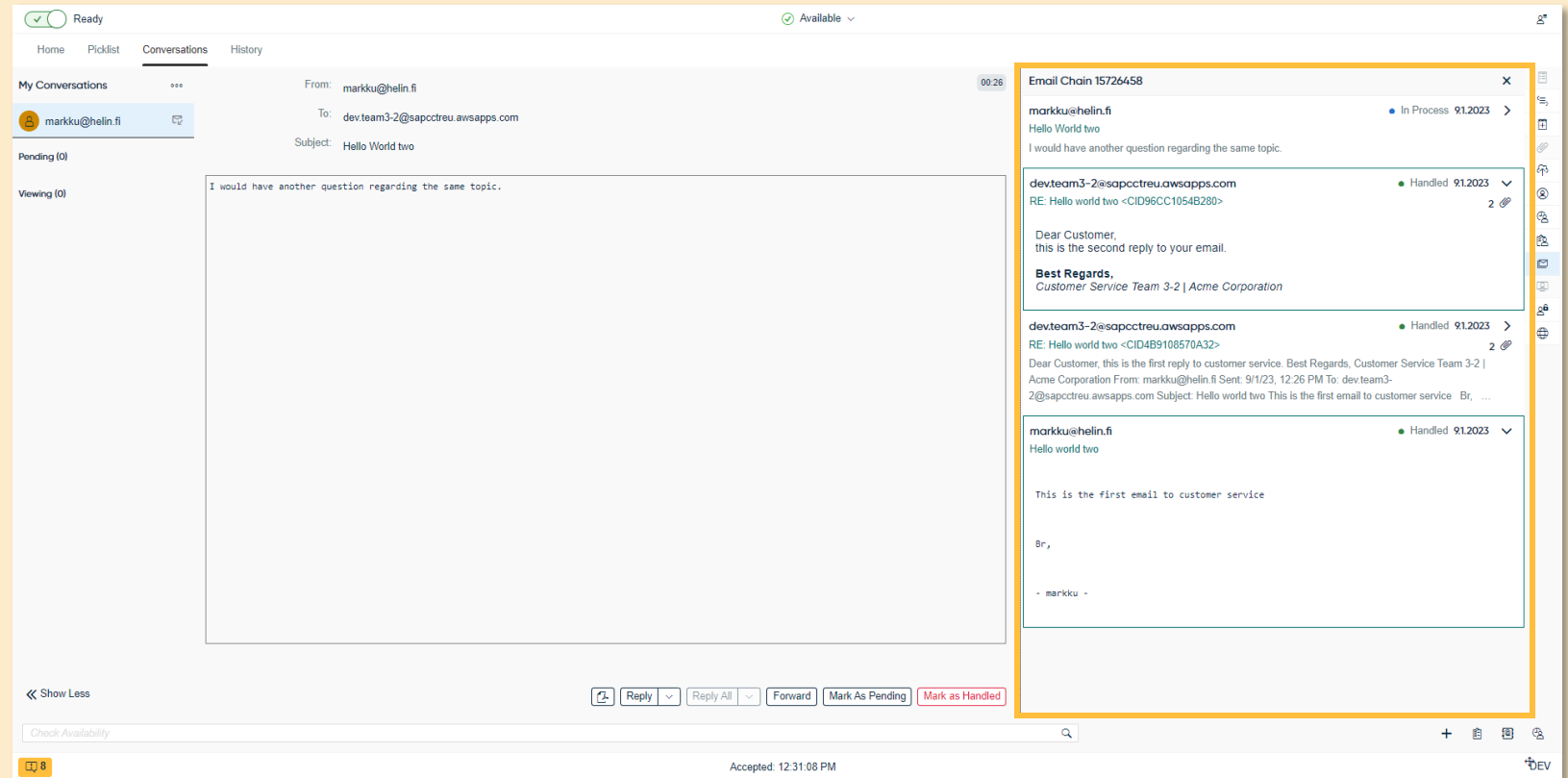
Option where user is given the choice to keep or remove the email chain when replying to an email.



Email chain extension

Email Chain is a new extension to the extension area. Provides user a with a conversation view of full email chain.

- Uses Email ID to list and show email chain in a conversation view timeline
- Listing based on current email in main view
- Shown as a summary of email responses
- Viewing emails can be done within the extension as a summary or full view
- Use link to open specific email in main view to access attachments
- Status indicator shows current state for each email in chain



Email chain displaying the email thread side-by-side with the latest email / reply.

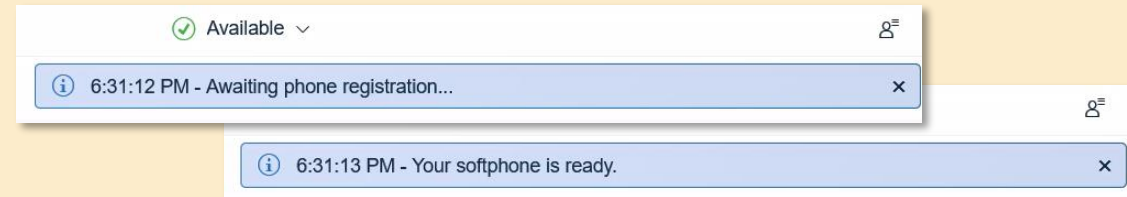
Call capability status checking

CP UI now reacts accordingly to changes in its audio capabilities it has, to make or receive calls.

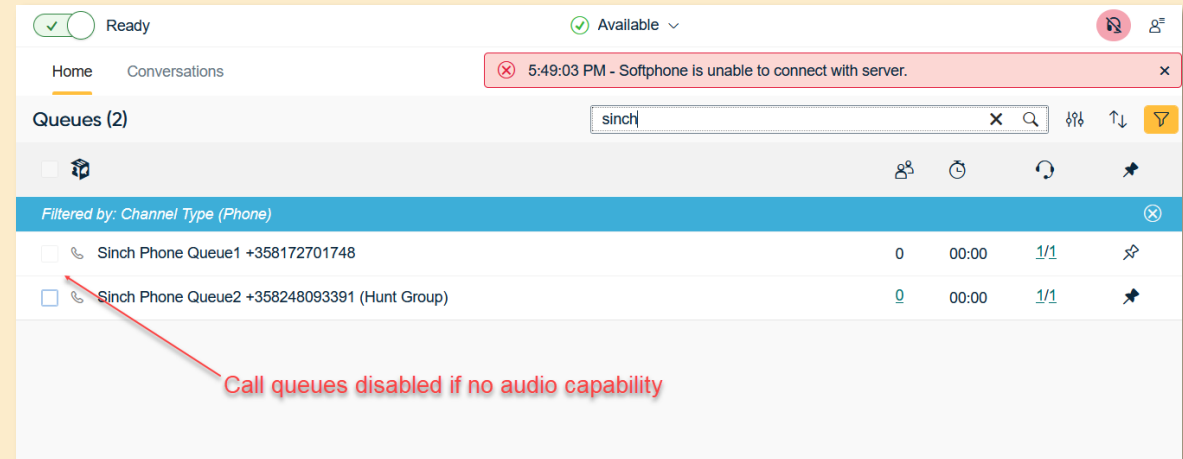
- UI will inform user via its banner messaging when softphone is initializing and registered with SBC
- UI also informs (via icon) when SRM is enabled
- Call queues and ability to make a call are maintained if SIP registration is ok a headset device is available or if a SRM device is configured

Call queues and ability to make a call are disabled in the following situations;

- SIP registration is not achieved or lost (and no SRM device configured)
- SRM as sole audio device is not configured



Initial login to CP informs of softphone readiness



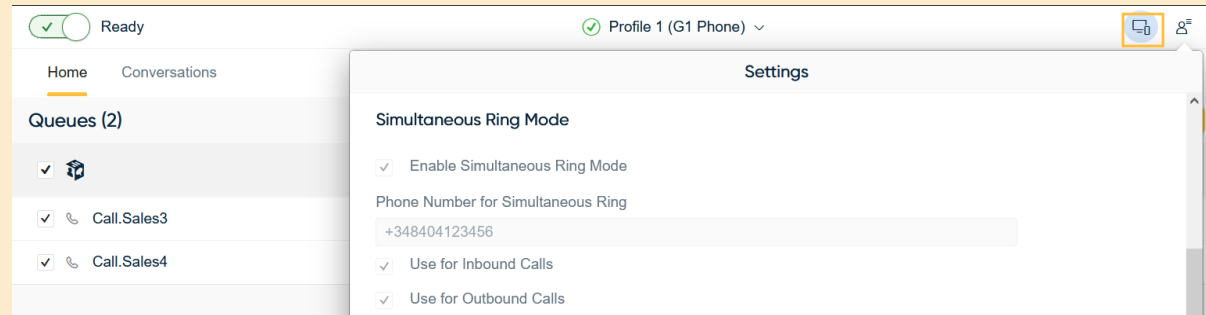
CP UI now reacts accordingly to its capability to take or make calls

Simultaneous Ring Mode (SRM) improvements

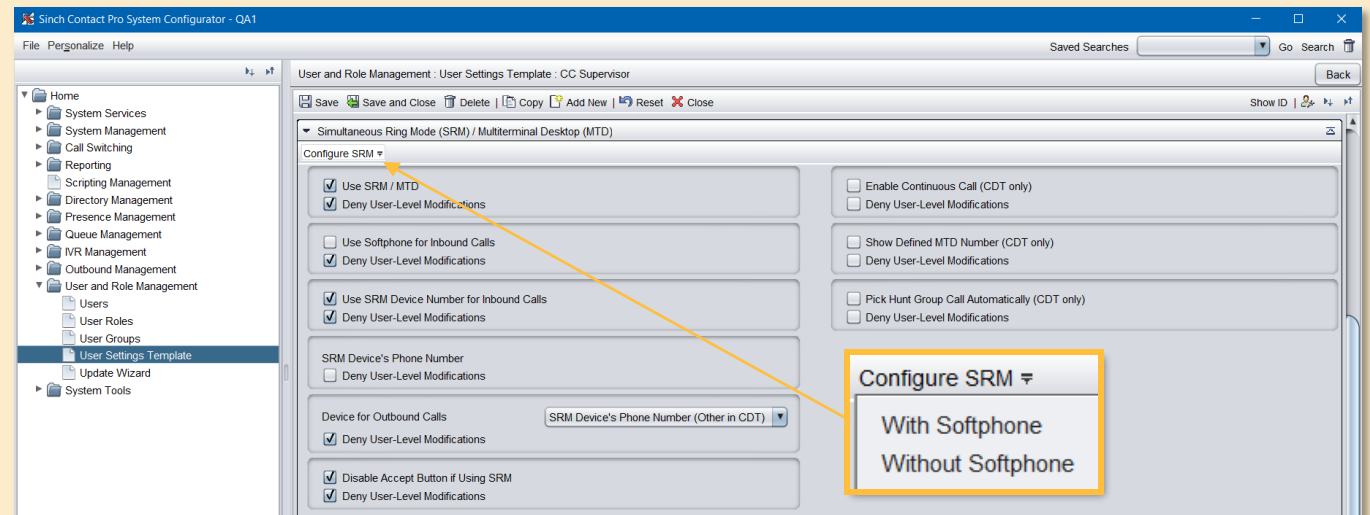
As part of the call capabilities CP can now maintain SRM as the sole call handling device

Description

- Softphone SIP registration (webRTC) is not required for CP to function for calls in SRM mode.
- Use the quick step menu in SC to configure CP usage with SRM
- Based on quick step option 'Without Softphone' ensures CP expect no SIP registration
- Deny user level modifications to ensure no changes can be made in CP settings.
- Fulfilling the Indian TRAI regulations



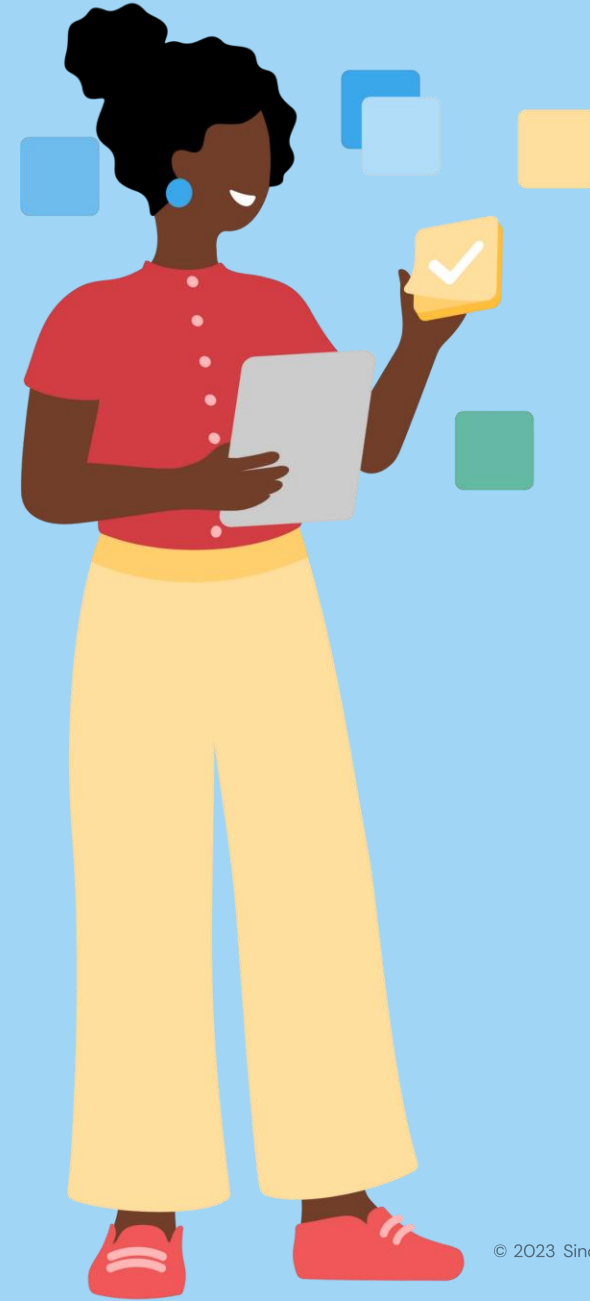
Simultaneous Ring Mode icon is shown when SRM is configured and enabled



SC > User Settings template now has a quick step to configure sole SRM usage or with softphone

Chat, messaging, and email

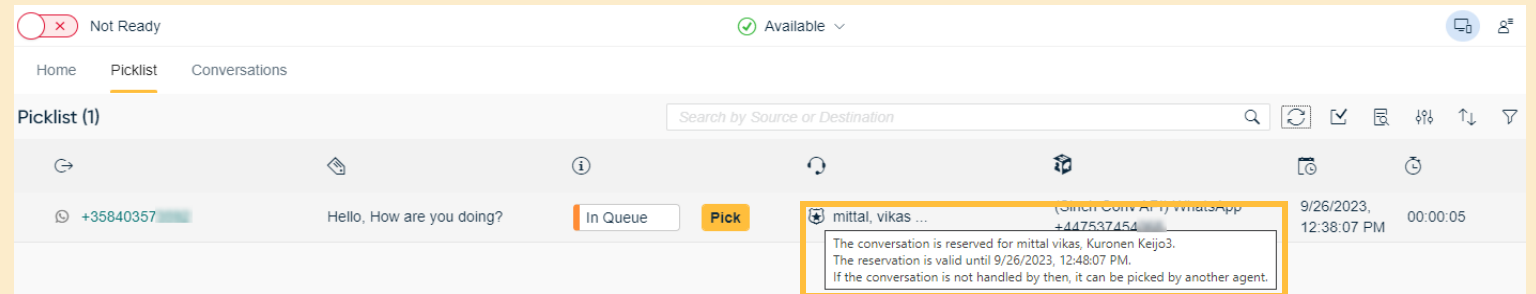
improvements



Required agent for social conversations

Required agent can be configured for social conversations, reserving the conversation for a set of agents until a predefined expiry time elapses.

- This functionality can be used only programmatically managing the conversation payload through an intermediary application like Chatlayer.
- Multiple required agents can be defined, and the conversation is auto allocated to only those required agents.
- Conversation is reserved for those agents defined in the payload till the expiry time elapses.
- Only the required agent can pick the conversations from Picklist. This behavior can be altered from SC configurations.
- The first required agent name is displayed along the badge icon, and other required agents are visible in tooltip on hovering over the badge icon.



Conversation reserved for Required Agent in Picklist

```

{
  "app_id": "01FZD7HQWTNW9AZA6VKR",
  "message": {
    "contact_id": "1234567823432",
    "channel_identity": { "channel": "whatsapp", "identity": "+35840357" },
    "contact_message": { "text_message": { "text": "Hello, How are you doing?" } },
    "routing_data": { "required_agents": { "expiry_time": 600, "agents": [ { "chat_address": "agent1@sinch.com" }, { "chat_address": "agent2@gmail.com" } ] } }
  }
}

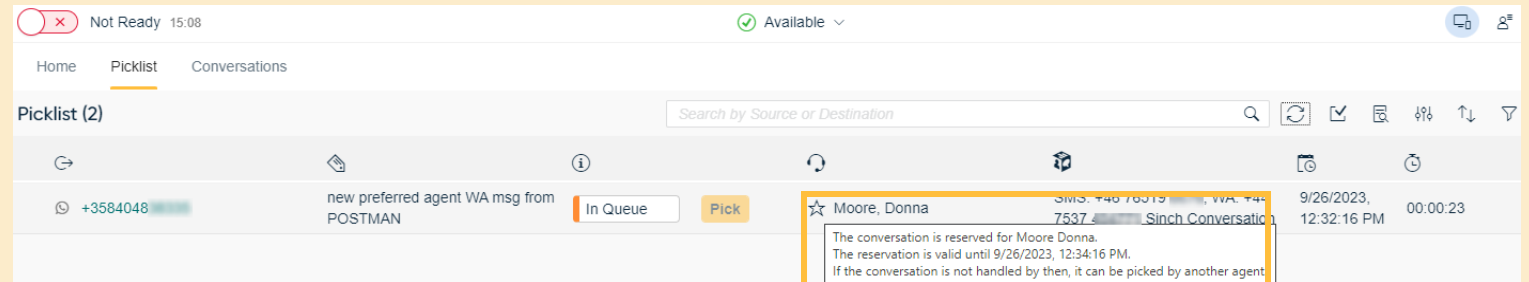
```

Example payload for Required Agent

Preferred agent for social conversations

Preferred agent feature can be enabled, reserving the conversation for the agent, who previously interacted with this customer.

- This functionality can be enabled only programmatically managing the conversation payload through an intermediary application like Chatlayer.
- The conversation is allocated to the preferred agent for *Max. Waiting time* defined in SC and after that time, its allocated to other agents.
- The conversation can only be picked by the preferred agent from the picklist till the *max. waiting time* is elapsed. This behavior can be altered from SC configurations.
- The preferred agent name is displayed along the star icon.



Conversation reserved for Preferred Agent in Picklist

```

{
  "app_id": "01FZD7HQWTNW9AZA6VKRM",
  "message": {
    "contact_id": "1234567823432",
    "channel_identity": { "channel": "whatsapp", "identity": "+35840351" },
    "contact_message": { "text_message": { "text": "Hello, How are you doing?" } },
    "routing_data": { "use_preferred_agent": true }
  }
}

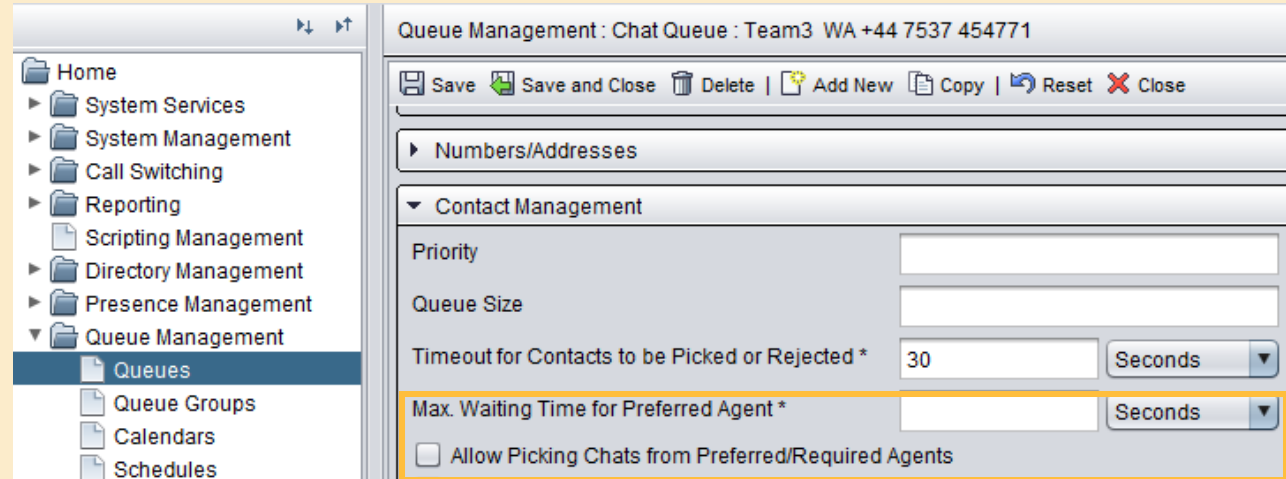
```

Example Payload for Preferred Agent

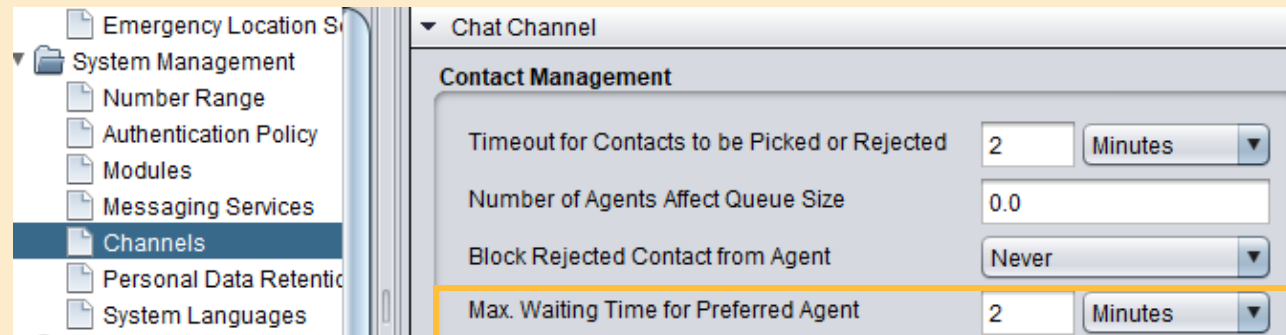
Required and preferred agent SC settings

This feature can be configured from queue and channels settings in SC

- Enabling the queue setting *Allow Picking Chats from Preferred/Required Agents* allows other agents who are not assigned as required or preferred to pick conversations.
- The *Max. Waiting Time for Preferred Agent* can be defined at the queue level, and the conversation will be held exclusively for the preferred agent until that specified time has passed.
- The *Max. Waiting Time for Preferred Agent* can be also defined for chat channel, and the default value for this is two minutes.



SC Queue setting



SC Channels settings

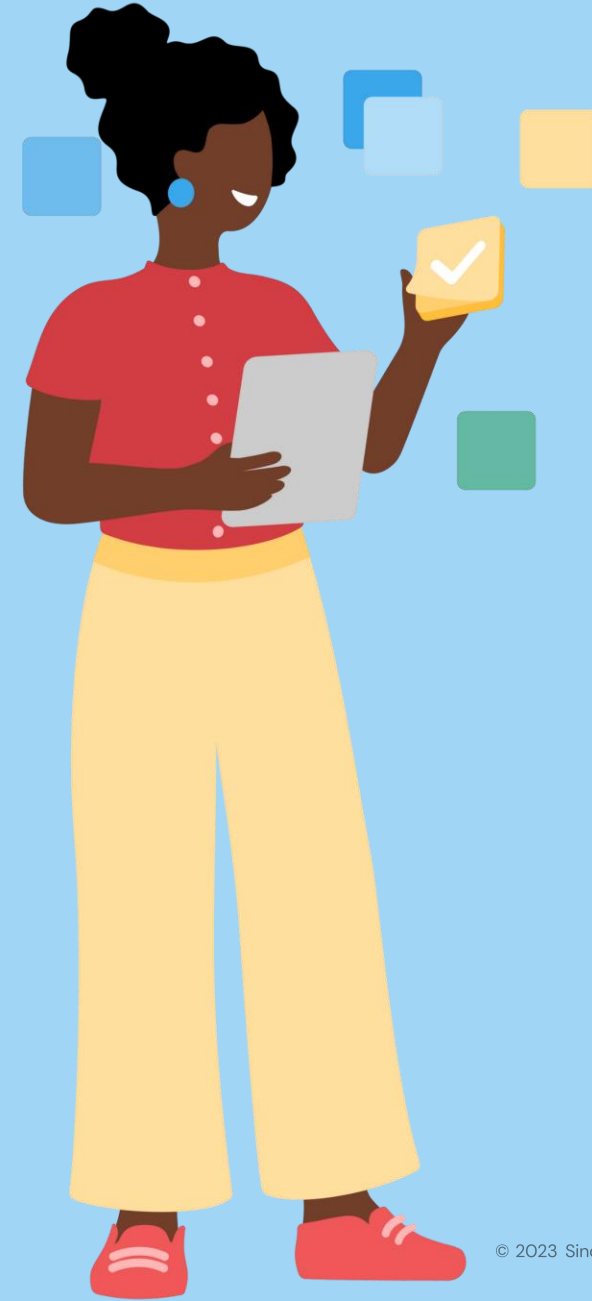
Customer ending chat conversation via Conversation API channel

- Conversation API is social type of chatting, there is no end conversation button.
- To close a conversation, you can now fire an event to end an active chat conversation.
- Available for Conversation API channels
- Firing *EndConversationRequest* event will close conversation between agent and customer in Contact Pro.
- Functionality designed especially for Sinch Chat use cases but could be utilized by any system integrator.

```
{
  "app_id": "01FZD7HQWTNW9LJLKJVKRMPTXYZ",
  "event": {
    "conversation_id": "768335686",
    "contact_id": "768335686",
    "channel_identity": {
      "channel": "WHATSAPP",
      "identity": "+35812312312"
    },
  },
  "contact_event": {
    "generic_event": {
      "payload": {
        "name": "EndConversationRequest"
      }
    }
  }
}
```

Outbound campaigns

improvements

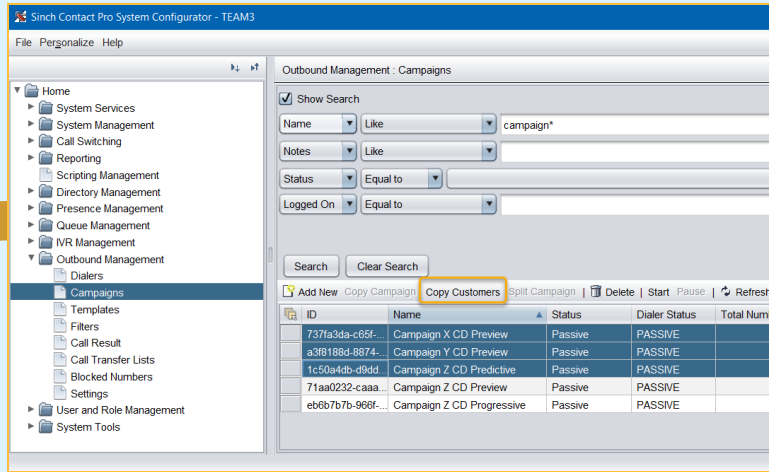


Copy unhandled campaign customers to new campaign

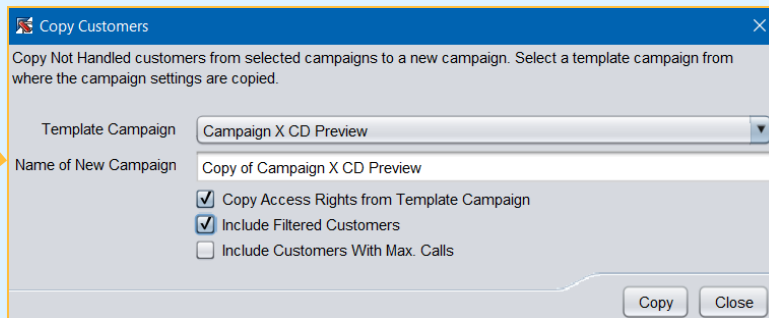
Campaign admin can now copy and combine unhandled customers from several campaigns into a new campaign.

Simple three step process

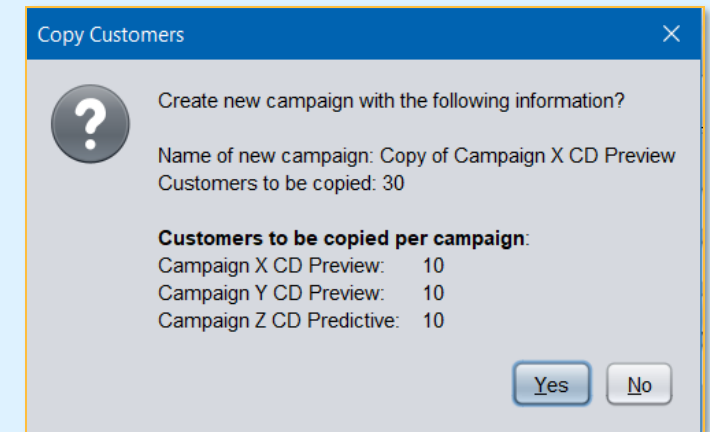
1. In SC select campaigns from where you are copying customers from then press the new option *Copy Customers*.
2. Use one of the selected campaigns as a template and select the needed requirements.
3. Press *Copy*, confirm the actions and press *Yes* to create the new campaign with copied customers.



Step 1



Step 2



Step 3

Dashboard

content and usability enhancements



Campaign Statistics

Improved approach to Campaigns View

- New tabbed view approach
- Renamed to *Campaign Statistics*
- *Campaign Statistic* tab shows the performance of the campaigns overall
- *Agent Statistic* tab is for supervisors to observe agents' performance for a campaign (rights dependent to display this tab)
- *My Statistic* tab is for the Dashboard agent to view their performance across campaigns they have participated in

Dashboard Campaign Statistics Agent Statistics My Statistics

Filters: Name: pst*, Notes: Search, Dialing Mode: All, Queue: Search, Status: All, Start Date Range: MM/DD/YYYY - MM/D..., End Date Range: MM/DD/YYYY - MM/D...

Campaigns (5)

Filtered By: (Name)

Name	Dialing Mode	Start Date	End Date	Time Zone	Status	Total Customers	Called / Remaining	Agents	Handled	Not Handled	Calls Made	Success	Called Success Rate	Called Refusal Rate	Talking Time Cumul.	Talking Time Avg.	Max. Calls	Filtered	Hang-Ups	Hang-Up Rate	Campaign Progress
PSt_23Q3_CD_PROGRESSIVE	Progressive	9/10/2023, 12:30:00 AM	9/21/2023, 1:00:00 AM	Indian/Christmas	Passive	12	4/3	0	9	3	0/9	2	50%	50%	00:04	00:00/00:28	0	0	2	22%	<div style="width: 22%;"></div>

Campaign Statistics Agent Statistics My Statistics

Filters: Agent: All, Campaign: PST_23Q3_CD_PREVIEW, Date Range: MM/DD/YYYY - MM/D...

Agents

Filtered By: (Campaign : PST_23Q3_CD_PREVIEW)

Agent	Calls Made	Handled	Success	Refusal	Called Success Rate	Talking Time Avg.	Total Talking Time	Campaign Progress
Totals	6	6	2	2	50%	00:00	00:02	<div style="width: 50%;"></div>
sales.manager20 BDO, sales.manager20	4	4	2	0	100%	00:00	00:01	<div style="width: 100%;"></div>
Agent, Sales.Agent6	2	2	0	2	0%	00:00	00:01	<div style="width: 0%;"></div>

Dashboard Campaign Statistics Agent Statistics My Statistics

Filters: Agent: Sales.Manager Manager, Campaign: 3 Selected, Date Range: MM/DD/YYYY - MM/D...

My Statistics

Filtered By: (Agent : Sales.Manager Manager; Campaign)

Campaign Name	Calls Made	Handled	Success	Refusal	Called Success Rate	Talking Time Avg.	Total Talking Time	Campaign Progress
Totals	12	9	3	0	100%	00:00	00:00	<div style="width: 100%;"></div>
23Q2_1506_EZE_QueueDialer_Inbound_Progressive_1	7	5	2	0	100%	00:00	00:00	<div style="width: 100%;"></div>
23Q2_1506_2_EZE_QueueDialer_Inbound_Progressive_1	5	4	1	0	100%	00:00	00:00	<div style="width: 100%;"></div>

Enhanced campaign statistics

Additional metrics to campaign statistics view

- **Success** : Count of calls ending to success
- **Called Success Rate** : % of calls ending as Success
- **Called Refusal Rate** : % of calls ending as Refusal
- **Total Talk Time** : Cumulative talk time for campaign
- **Callable Customers** : Customers that can be called now
- **Hang – ups** : Count of calls ending with classifier hang-up
- **Hang-Up Rate** : % of calls ending with classifier hang-up

Name	Dialing Mode	Start Date	End Date	Time Zone	Status	Total Customers	Callable / Remaining	Agents	Handled	Not Handled	Calls Made	Success	Called Success Rate	Called Refusal Rate	Talking Time Cumul	Talking Time Avg.	Max. Calls	Filtered	Hang-Ups	Hang-Up Rate
PSt_23Q3_CD_PROGRESSIVE	Progressive	9/10/2023, 12:30:00 AM	9/21/2023, 1:00:00 AM	Indian/Christmas	Passive	12	4/3	0	9	3	0/9	2	50 %	50 %	00:04	00:00/00:28	0	0	2	22 %
PSt_23Q3_CD_PREDICTIVE	Predictive	9/10/2023, 12:30:00 AM	9/13/2023, 3:30:00 AM	Asia/Brunei	Passive	12	5/5	0	7	5	0/8	3	60 %	40 %	00:03	00:00/00:27	0	0	2	25 %
PSt_23Q3_QD_PREVIEW	Preview	9/10/2023, 12:30:00 AM	9/22/2023, 3:00:00 AM	America/Havana	Passive	12	0/0	0	10	2	0/10	2	50 %	50 %	00:03	00:00/00:19	0	2	3	30 %
PSt_23Q3_CD_PREVIEW	Preview	9/10/2023, 12:30:00 AM	9/22/2023, 6:00:00 PM	Pacific/Nauru	Passive	13	4/4	0	9	4	0/6	2	50 %	50 %	00:02	00:00/00:25	0	0	0	0 %
PSt_23Q3_QD_PREDICTIVE	Predictive	9/10/2023, 2:00:00 AM	9/13/2023, 1:30:00 AM	Europe/Amsterdam	Passive	12	2/5	0	5	7	0/9	2	50 %	50 %	00:02	00:00/00:17	0	2	1	11 %

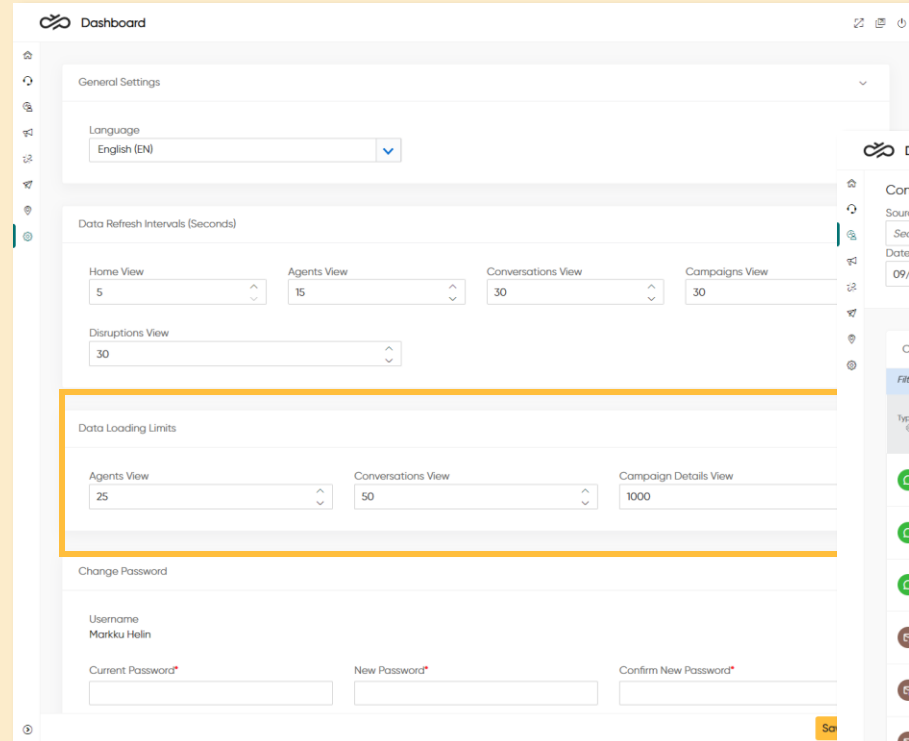
Enhanced campaign statistics view in Dashboard (previously only a campaign view)

Name	Queue	Notes	Dialing Mode	Start Date	End Date	Time Zone	Status	Total Customers	Callable / Remaining	Agents	Handled	Not Handled	Calls Made	Success	Called Success Rate	Called Refusal Rate	Talking Time Cumul.	Talking Time Avg.	Max. Calls	Filtered	Hang-Ups	Hang-Up Rate	Campaign Progress
23Q3 UI Dev Pred (Campaign Dialer)	Sinch Phone Queue1 +358 14 547 3450	Campaign for Paul, Kirsi & Eelis	Predictive	8/1/2023, 12:00:00 AM	10/31/2023, 12:00:00 AM	Europe/Helsinki	Passive	10	1/1	0	5	4	0/12	2	67 %	33 %	00:01	00:00/00:05	1	3	0	0 %	<div style="width: 100%; height: 10px; background-color: #28a745;"></div>

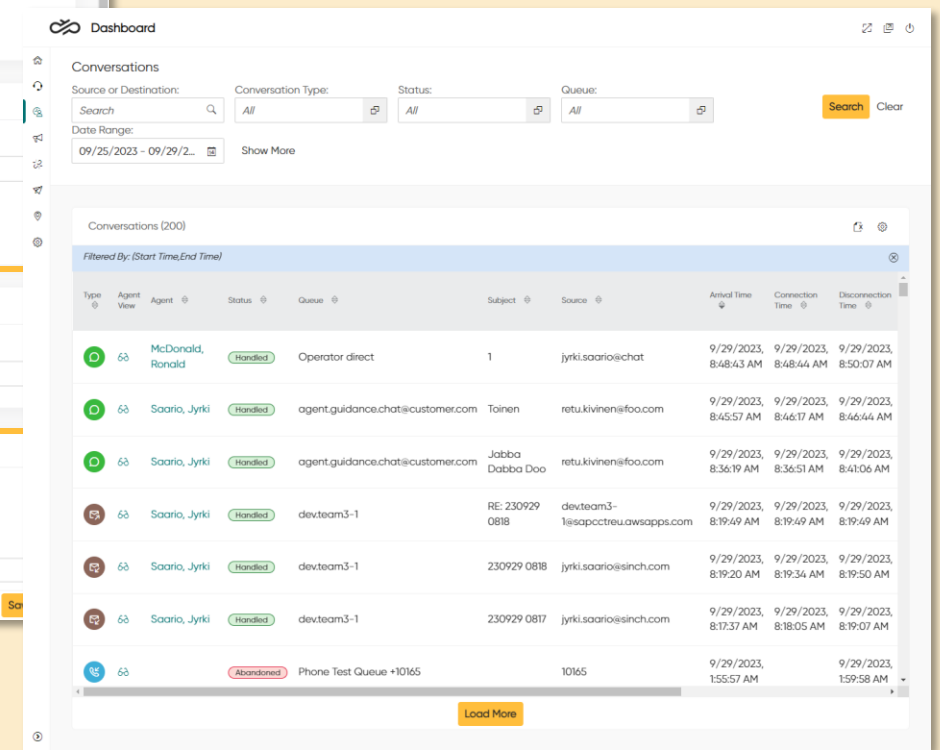
Data loading limits extended

Agent can increase the number of rows that are loaded in a search

- Applicable for the Dashboard tables used in Agents, Conversations and Campaign Customer views
- Settings are per view
- 23q3 has temporary UI selection limits of 30, 100 & 10000 (to evaluate rollout)
- Aim to increase limits further in 23q4
- *Load More* button now seen always



Data loading limits settings in Dashboard.



Load More button in conversations search results visible without scrolling.

Sinch Integrations

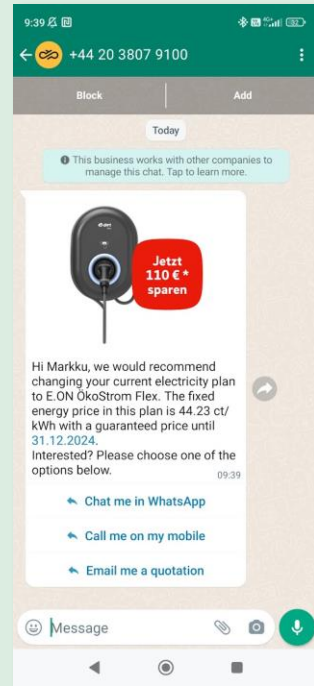
for Contact Pro customers



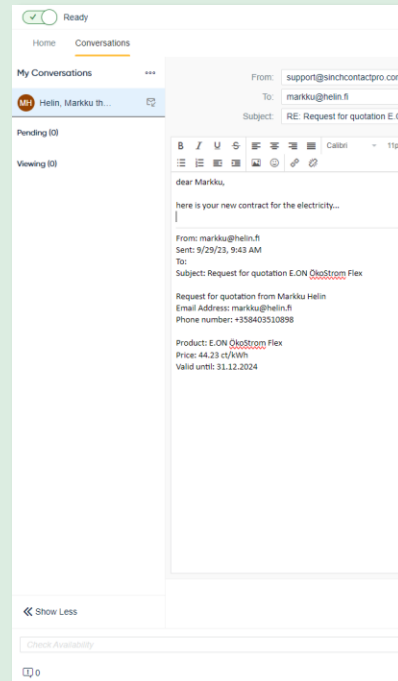
Sinch Campaigns integration

Contact Pro providing channels for call-to-action triggered by Sinch Campaigns

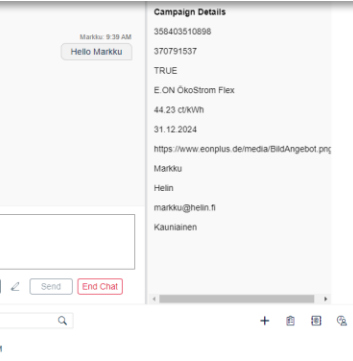
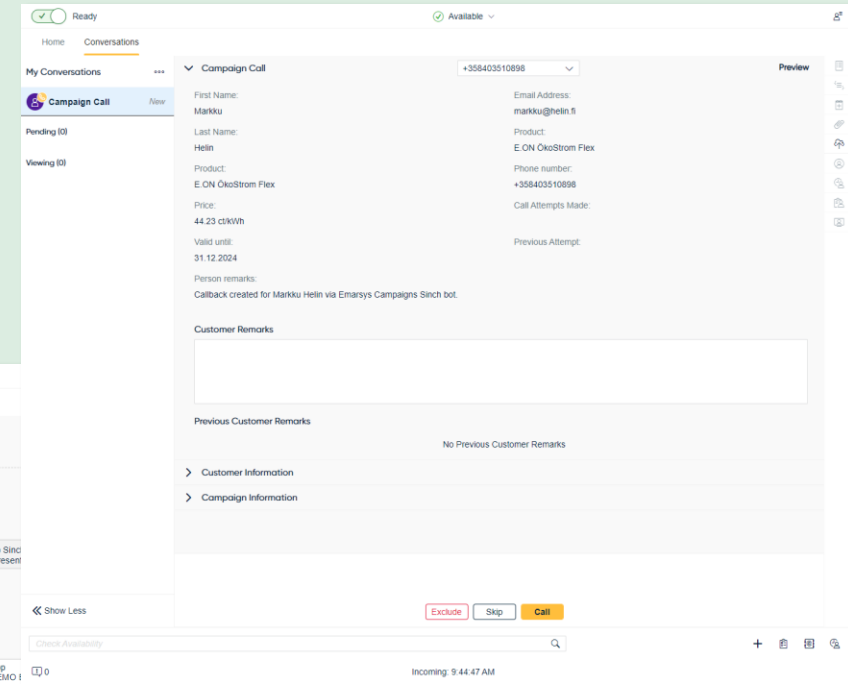
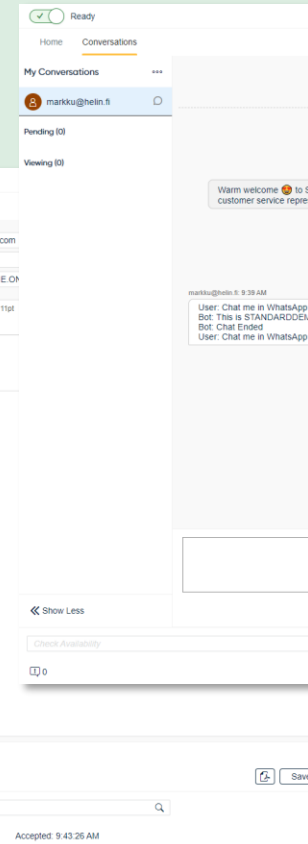
- Sinch Campaigns can send campaigns with SMS or WhatsApp
- Customer specific metadata is put to campaign and stored in Conversation API Conversation
- The campaign template can contain call to actions, which are handled in Contact Pro
- Technically, we use Chatlayer in the middle to identify the chosen intent



WhatsApp Campaign message



Agent replying to the email request



Agent continuing chat in WhatsApp

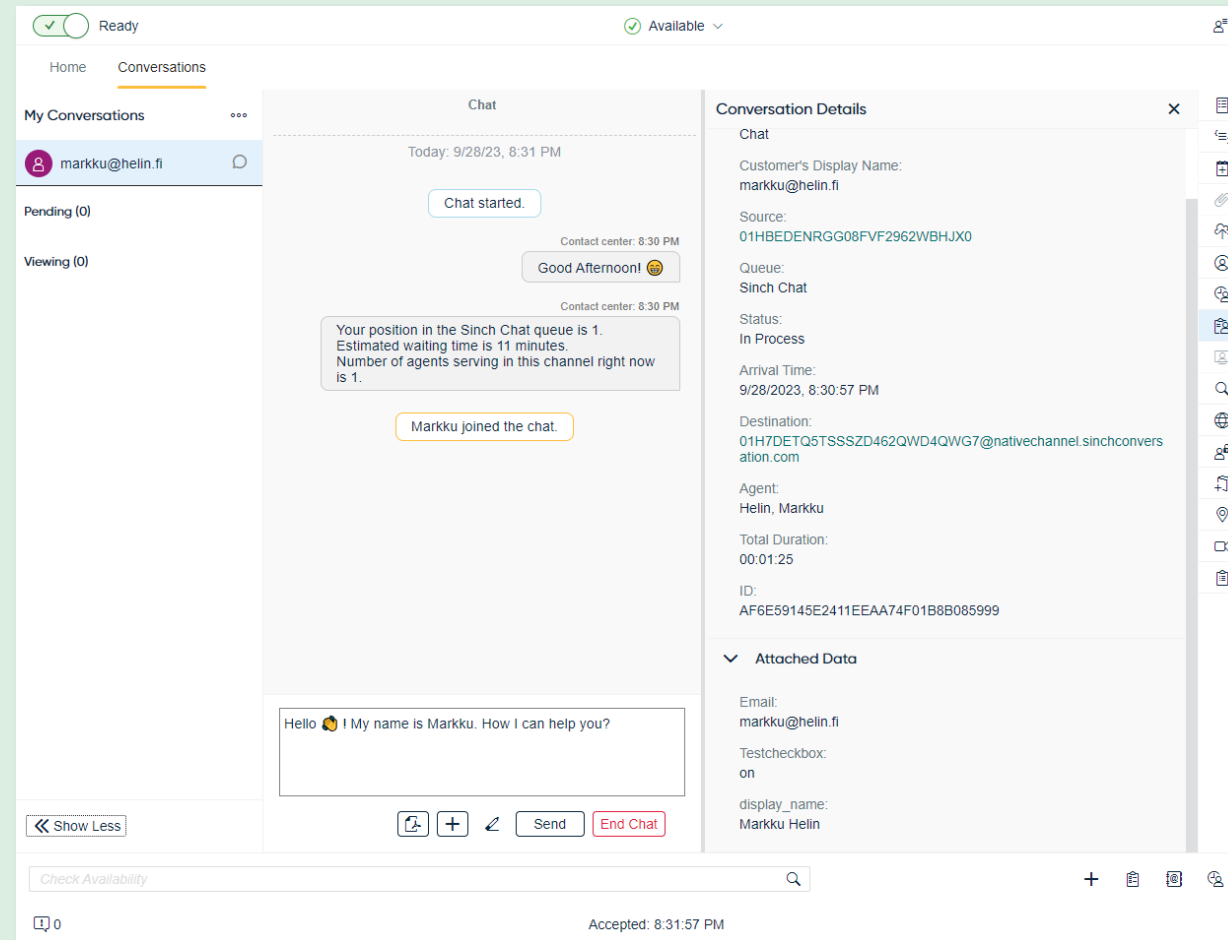
Agent being offered a campaign call to call the customer.

Sinch Chat – Forms

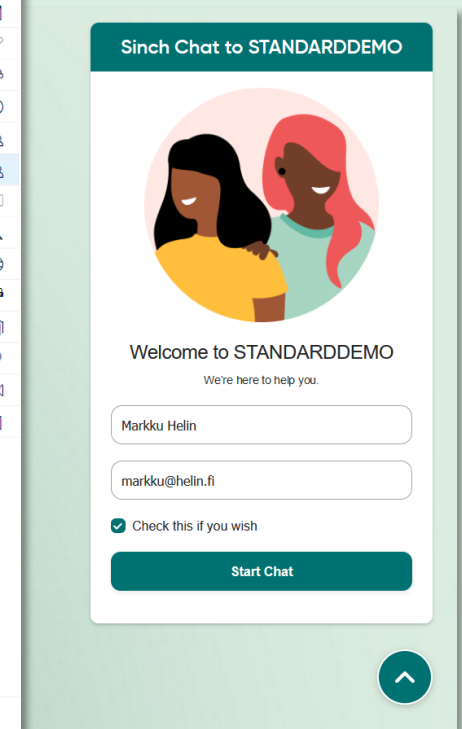
Sinch Chat provides the ability to collect various data from customer prior initiating chat.

Collected data presented in Contact Pro as Attached Data.

When naming the email field as "Email", the customer identification for example in CRM integrations is providing right results.



Chat in Communication Panel showing the collected data.



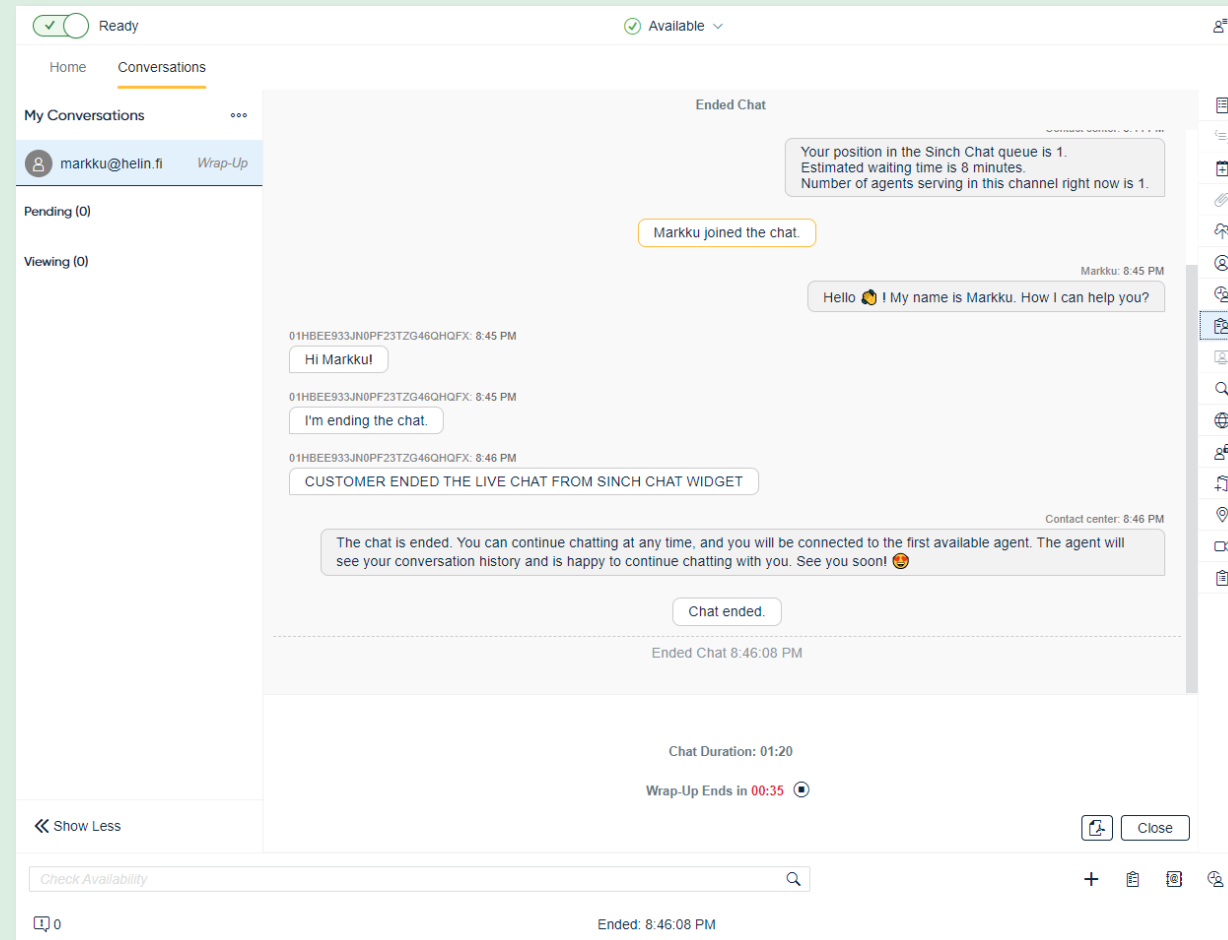
Sinch Chat with forms collecting Name and email address.

Sinch Chat – Chat End event

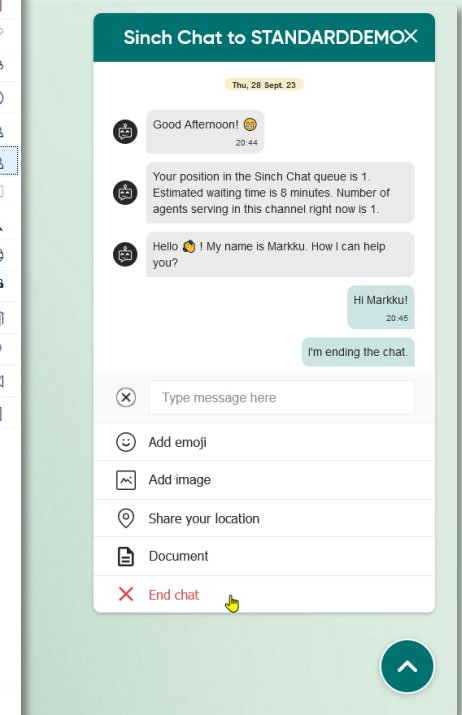
Sinch Chat client supports customer ending the chat from the chat widget

Feature is done by configuring a chat end message on the Sinch Chat widget, and

configuring the corresponding chat ending rule on Contact Pro chat queue.



Chat in ended message shown in Communication Panel.



Sinch Chat with ability to end the chat.

Integrations

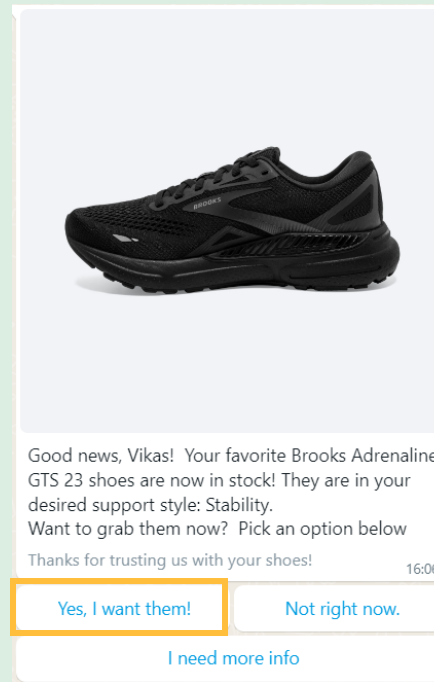
enablers and improvements



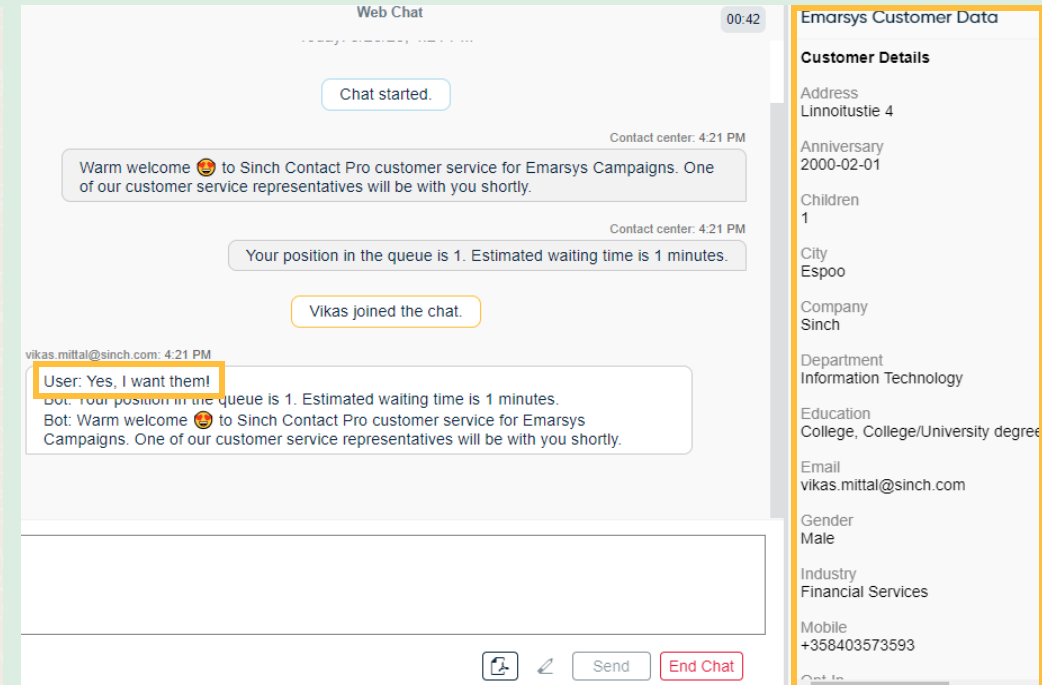
SAP Emarsys Integration

Customer Reply messages resulting from an SAP Emarsys Campaign can be handled in Communication Panel.

- Target Contact list is exported in csv format from SAP Emarsys, and a WhatsApp campaign can be dispatched to these contacts via Sinch Campaign tool.
- Clicking on a button in the WhatsApp interactive campaign message routes the conversation to a live agent. Agent can continue the conversation with the customer.
- In extension area window, agent can see the customer details from SAP Emarsys, as well as Sinch Campaign information, that was used to create the initial campaign message.



WhatsApp Campaign message

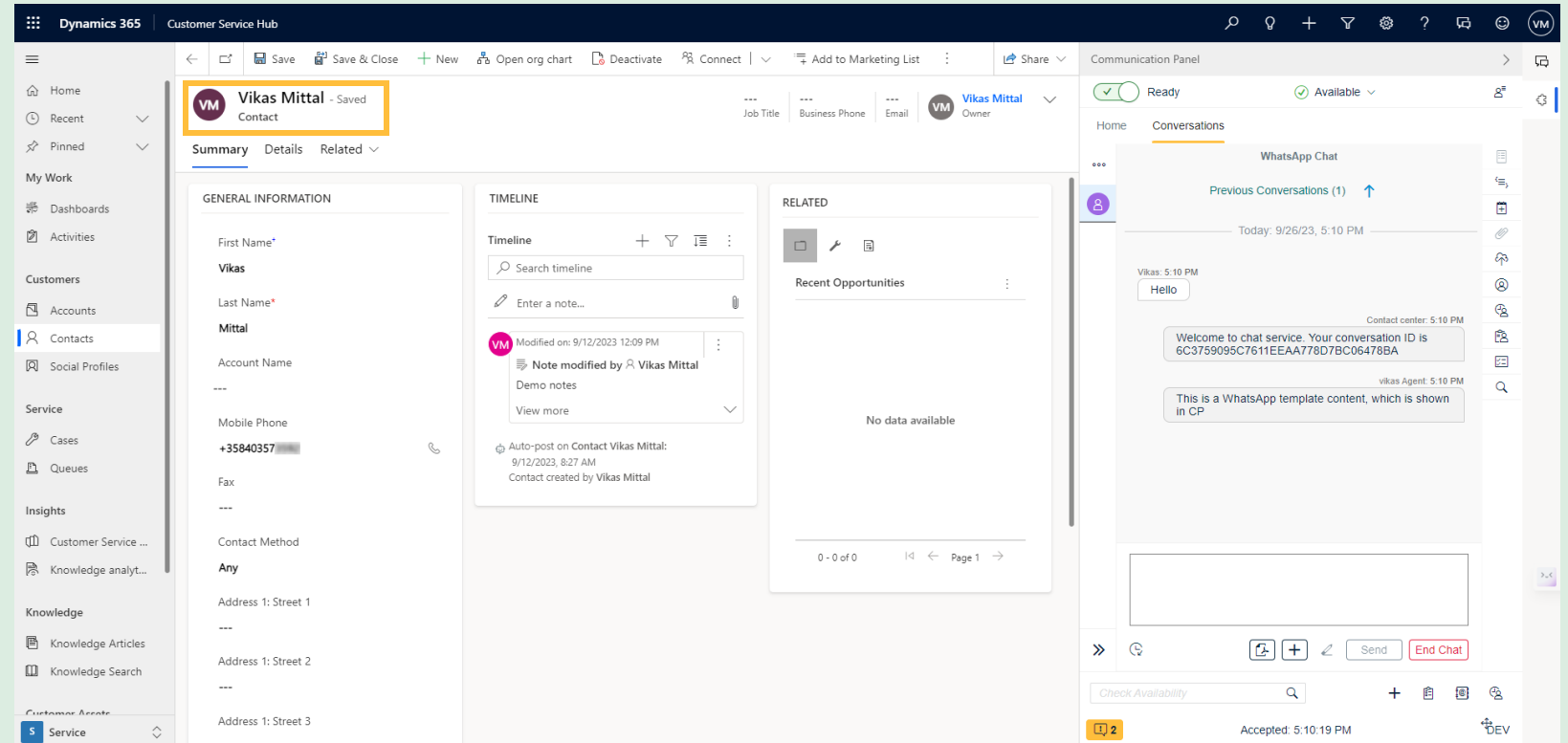


Communication Panel, Agent handling a WhatsApp campaign reply

Microsoft Dynamics integration

WhatsApp support to Microsoft Dynamics integration

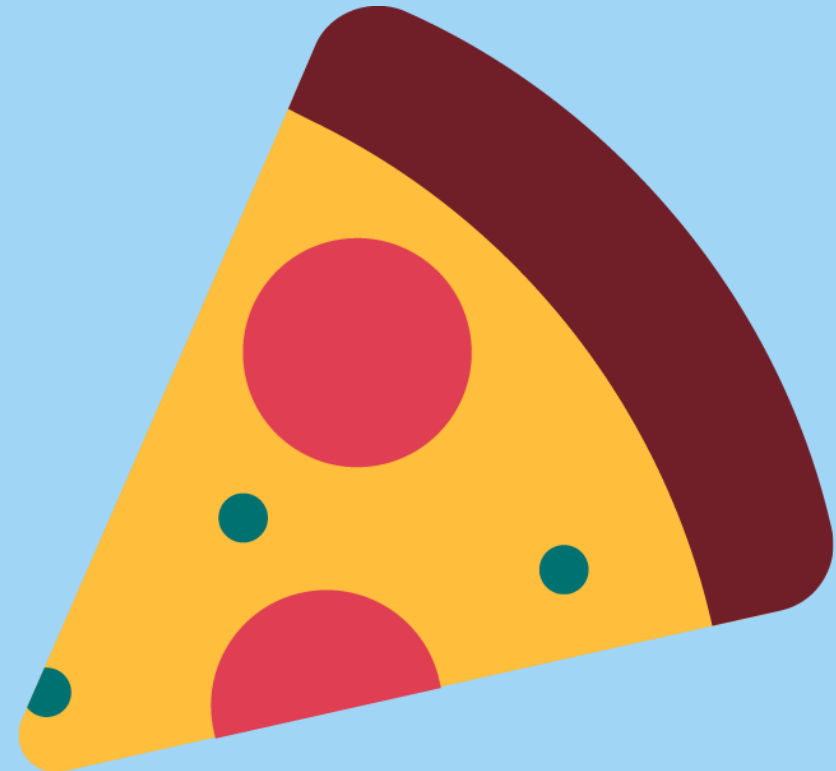
- Contact is searched in Dynamics based on the sender's mobile number, and in case of a single match, the contact is displayed.
- In case of multiple results found, the search results are displayed to agent. Agent confirms the contact manually.



Microsoft Dynamics Contact Identification

Miscellaneous

improvements



Misc of Misc

Restful Interfaces

- `/dpi/entities/:id/groups` resource supports now methods GET and POST
- `rci/customlvrs` resource now supports editing IVR parameters
- OBI – PUT method added to `/campaigns/{campaignId}` resource

SAP UI5

- SAP UI5 version updated to 1.71.57
- SAP UI5 is now fetch from `ui5.sap.com` instead of `sapui5.hana.ondemand.com`

UIs

- Loading of Dashboard campaign data handling moved from client to server side
- Improved performance for searches needing longer timespans

Release dates

Release to customers' test tenants : 10th of October 2023

Release to customers' production tenants : 4th of November 2023



End

of Show and Tell presentation