



What's New in Sinch Contact Center

Version 2102 – February 2021



Revision History

| Software version | Date | Description |
|------------------|------------|---|
| 2102 | 23.02.2021 | Lists the new features, improvements, and corrected defects of the release 2102 (February 2021) |

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1 What's New in Sinch Contact Center

This document lists the most important new features, changes, and improvements in the contact center application. For instructions on how to use the applications, see *Operation Guide*.

ES-xxxx is a new format for customer incidents. If you have an incident number, you can use it to search the document to find if your issue has been fixed in this release.



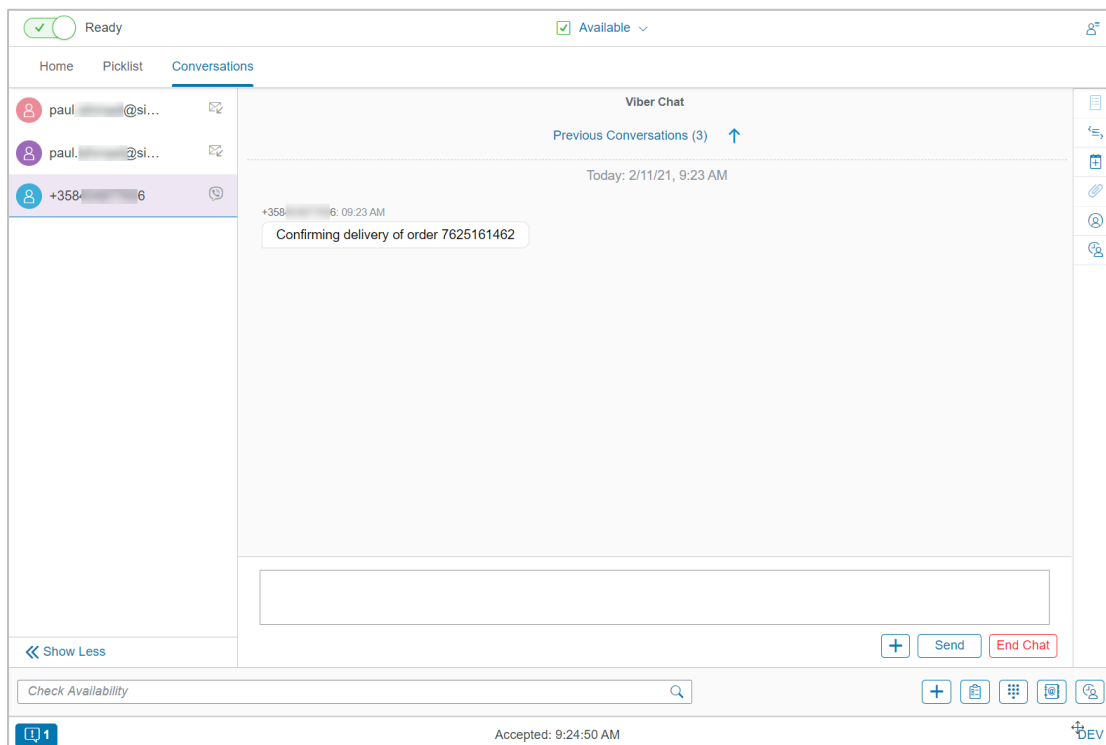
2 Communication Panel

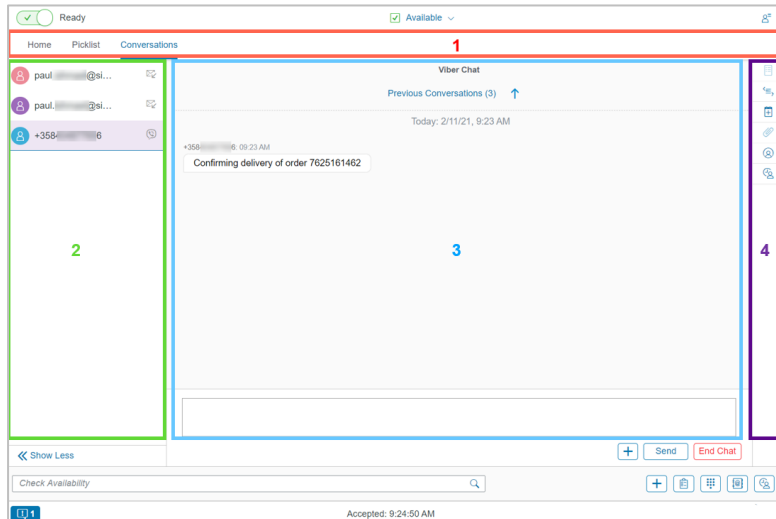
2.1 Conversations

All customer communications handled by the Contact Center are now termed as *conversations*. Meaning that agents now handle conversations in the form of chats, emails, and calls rather than the previous referenced *interactions* (or prior to that *contacts*).

2.2 Conversation View

Conversation view is a new view for Communication Panel. A more focused user interface where agents can actively handle conversations while maintaining a multitasking approach of switching between customers in the conversation list.





- 1 Tabbed navigated bar
- 2 Conversation list
- 3 Agent's work rea
- 4 Extension area

2.2.1 Tabbed Navigation Bar

With the introduction of the new Conversation view, agents no longer move between active conversations from the navigation bar's tabs. The new approach is within the conversation list.



By default, three tabs are displayed as fixed tabs:

- Home – The queue view where agents are assigned to queues for serving
- Picklist – Provides the agent the possibility to view and pick conversations
- Conversations – Centralised view for working and managing active conversations. Any of the above tabs can be chosen to open as the default view when Communication Panel is opened. This is configured in System Configurator (SC).

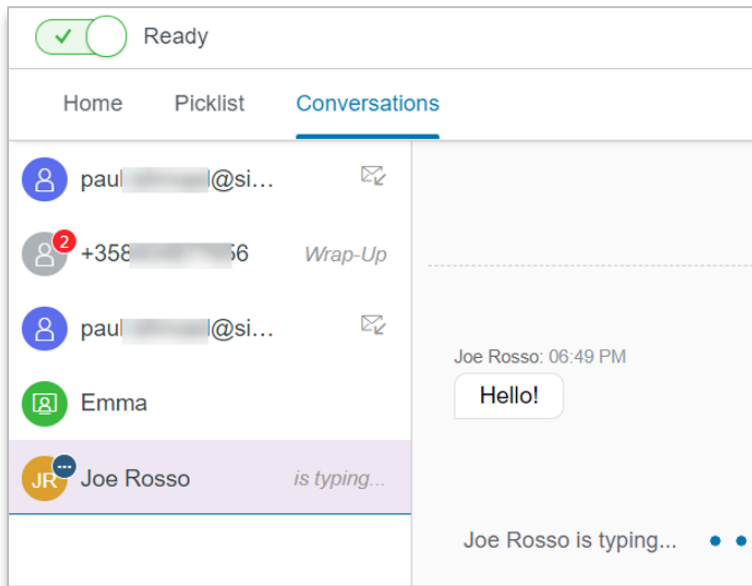
NOTE From 2102, the picklist feature can also be turned off in SC. Agents then have only the option to pick 'pending' conversation from Communication Panel's *History* view)



Communication Panel's *Directory* and *History* remain as tabbed views if manually opened from their associated buttons. Both features are now also available in extension area.

2.2.2 Conversation List

Conversation list contains the agent's active conversations listed in order of accepting the conversations. A more focused view where agents can move between conversations that are currently being actioned.



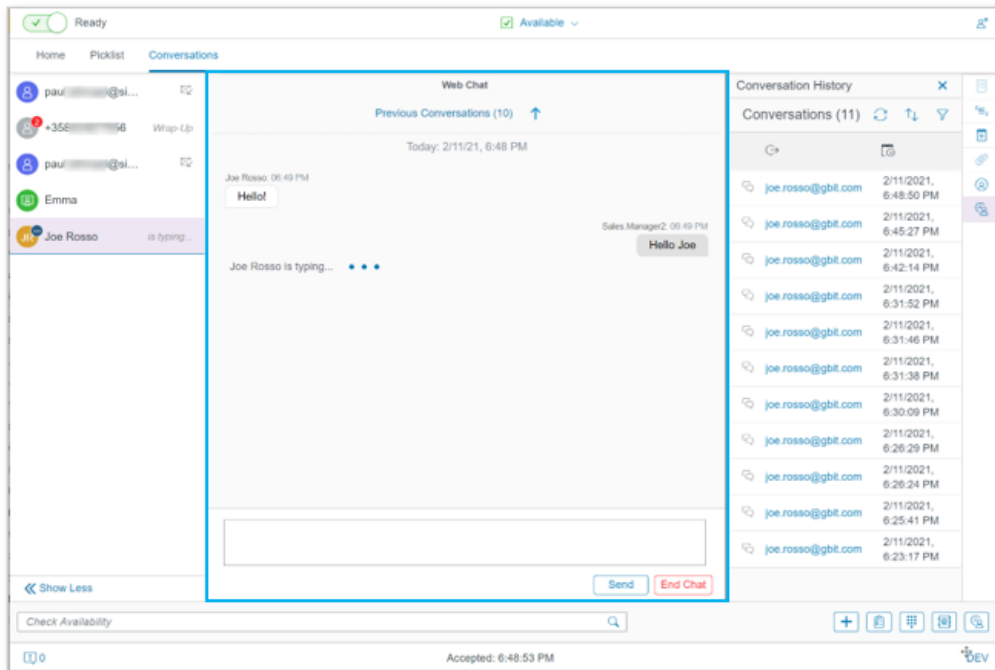
Agents can also note changes to the active conversations via the text-based updates such as: *new*, *is typing*, *Wrap-Up* or alternatively from the notification indicator on the conversation avatar such as the red circle with number inside – indicating that there were chat replies received while focus has been elsewhere.

Conversation list also offers the user option to manually collapse and expand, alternatively it is automatic if rescaling the Communication Panel's browser window.



2.2.3 Agent's Work Area

Agent's work area is where the agent is offered the conversation for handling, thereafter, it becomes the chat, email or call handling UI of Communication Panel.



2.2.4 Extension Area

Extension Area provides the user with the Contact Center options needed when handling conversations, these options include:

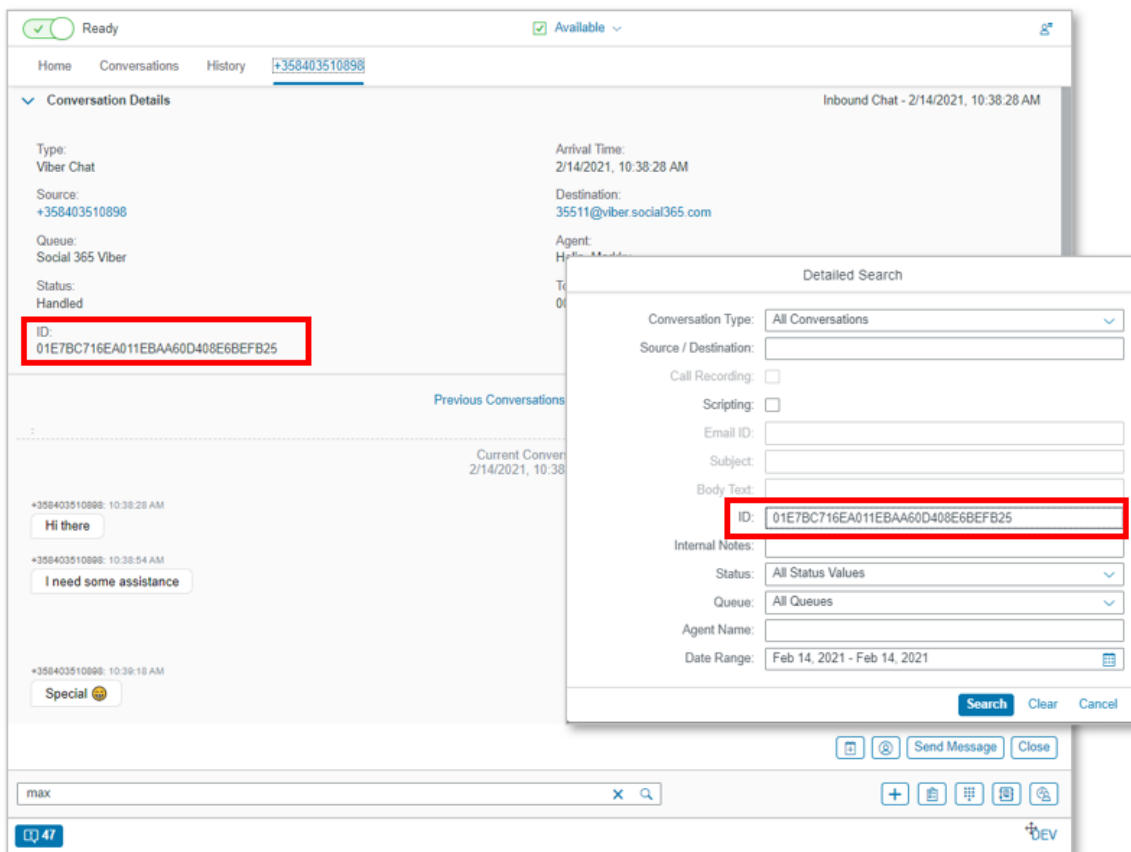
- Scripting – Predetermined questions to assist agent and handling conversations
- Reply Templates – Formatted responses for chats or emails
- Internal Notes – Conversation specific notes inserted and seen only by CCtr users.
- Attachments – Feature for adding or viewing attachments
- Customer Details – Displays matched customer details from CCtr directories
- Conversation History – Timeline of linked conversations based on directory details



Extension area also offers the user option to manually collapse and expand, alternatively it is automatic if rescaling the Communication Panel's browser window.

2.3 Conversation ID

Individual IDs are now provided per conversations to assist Contact Center users an alternative means for identifying and searching a particular conversation.



The IDs are represented as 32 characters and can be seen from the *Conversation Details* of each conversation.

To support the searching of IDs, Communication Panel's history's detailed search now contains a dedicated field for this search criteria. Additionally, the searchable ID field can accept searching of other known Contact Center seen identifiers such as the *Contact ID*, *Call ID*, or *CID* of a sent email. The same search option is also available in Supervisor Dashboard.



2.4 Agent Guidance

Agents can request one-to-one guidance as chat with a supervisor in Communication Panel. Create an internal chat queue for this purpose in *System Configurator > Queue Management > Queues* and activate the function and define the used queue in *System Configurator > User and Role Management > User Settings Template > Communication Panel Contact Center*.

2.5 Subchannel Icons

Subchannels of Communication Panel's chat have been refined to display the subchannel information in a textual format as well as identifying them from their associated branded icon.

2.6 New Ringtones

Sinch now offers a revised set of ringtones within Communication Panel.



3 Disruption Management

Aimed at utility providers, disruption management makes it possible to keep customers informed of disruptions in service. This is done by playing IVR prompts to callers from an area experiencing a disruption in service.

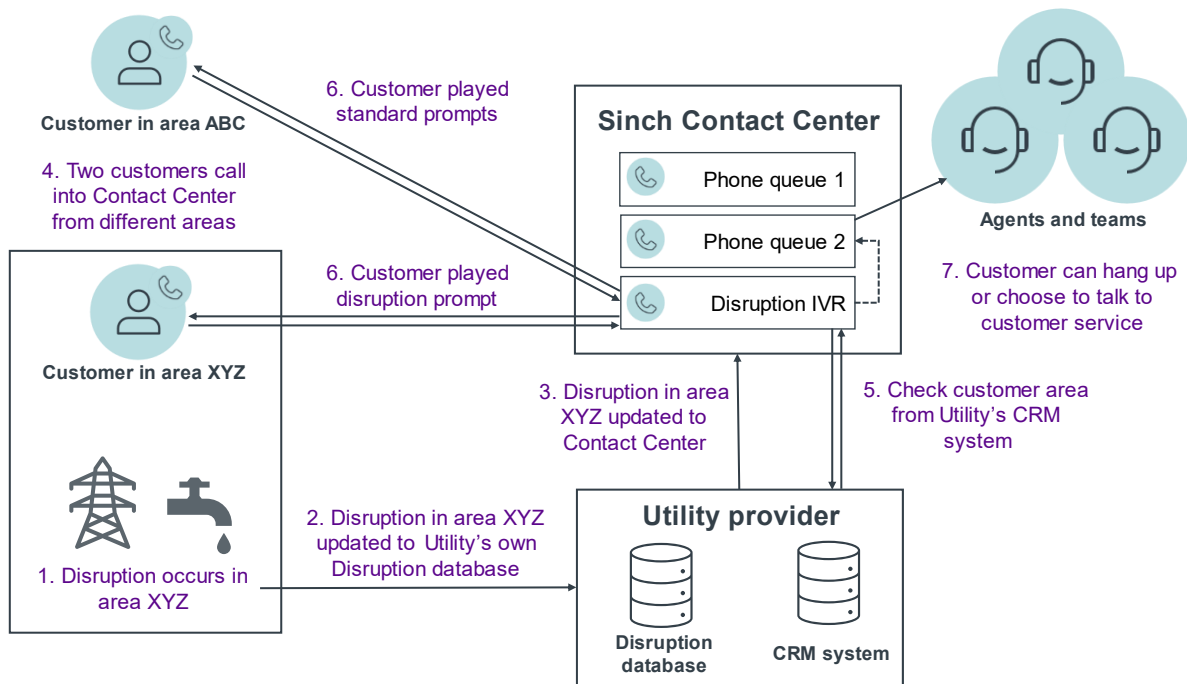


Figure 1 Disruption management flow

3.1.1 Object Types

New Object Types have been added for disruption management: Disruption Event, Disruption Item, and Disruption Set.

The following default roles have full user rights to these objects:

- Queue Administrator
- IVR Administrator
- Superusers

Note that you can select the Disruption Set for which you want to assign rights by clicking Add.



3.1.2 Importing and Exporting Disruption Items

Disruption Items have been added as an import and export option in System Configurator (System Tools > Import/Export). See System Configurator and Disruption Management feature documents for more information on the import file.

In addition, External ID has been added to the prompt info view (Queue Management > Prompt Management > Prompts) as a field and to the list view search criteria and columns. The external ID can be used to identify the prompt, for example, when importing the same prompt into several systems.

3.1.3 Example IVR

An example disruption IVR application (`Example_Disruption_IVR.xml`) has been added. The application can be used as a basis and modified according to needs. To get the example file, contact Sinch.

3.1.4 API

An interface has been added for creating, editing, and deleting disruption events used by the IVR.

The interface enables integration into the utility provider's system(s). For more information, see RCI documentation.



4 Sinch Conversation API

You can integrate Sinch Conversation API with your Contact Center. The supported channels are SMS, Facebook Messenger, WhatsApp, and Viber Business Messages. For configuration instructions, see the Service Configuration document.



5 Visitor Chat

5.1.1 Authentication

The configurator tool for Visitor Chat requires authentication. You must have a user account configured in System Configurator. Use this account's logon name and password to access Visitor Chat Configurator. To be able to define which queues to use in the Visitor Chat, you must also have rights to view chat queues.

5.1.2 Notification Sounds

You can define a tone that is played for customers when an agent sends a new chat message.



6 Functional Changes and Improvements

6.1 System Configurator

New attributes for say-as element

It has been made possible to define data type, gender, and declension for the VoiceXML `say-as` element as Python expressions. This means you can now either select the value in the IVR editor for the respective attribute as before from drop-down fields Data Type, Gender, and Declension, or specify the expression in fields Declension Expression, Gender Expression, and Data type Expression.

HTML Support for Email Prompts

Email prompts are now sent in HTML format. You can add, for example, hyperlinks and links to images as email prompt content. Create prompts in [Queue Management > Prompts](#). Note: If you are already using automatic responses to emails, you must adjust your email prompt templates to ensure that the responses continue to be in a correct format.

Picklist

You can define which view ([Picklist](#), [Queues](#), or [Conversations](#)) is the agent's focus view. This is configured in [User and Role Management > User Settings Template > Communication Panel Settings](#). By default, the setting [Enable Picklist View](#) is selected allowing you to change the default focus view which is [Queues](#).

Password Requirement

It was possible to create a user in System Configurator, via Restful Interface or the import function, with no password. When this user signed in for the first time, the system prompted the user to change the password. This is no longer supported. If a user tries to sign in to the Sinch Contact Center applications without a password, the login fails.



7 Corrected Defects

Fixed defects related to reported incidents are marked with Incident ID and the number. If you have encountered an issue in your system and have created an incident, you can use that number to find the fix description in this document.

Communication Panel

Sort and filter preferences in the views *Queue*, *Picklist*, and *History* were not saved.

If an agent configured and activated/deactivated the external agent functionality in Communication Panel, it did not work if it was not initially set in System Configurator.

An incoming unanswered call for agent could cause the following call to be displayed in Communication Panel with the *Accept* button grayed out.

The following issues have been fixed in the extension area:

- Reply templates were displayed in the order of their GUID. Now they are in alphabetical order based on the given template name.
- The language code field was limited in size. Now the field is increased to display the language code abbreviation.

Chat input field was occasionally unavailable.

Detailed history searches benefit from performance enhancements.

Occasionally, after an abrupt restart or disconnection of Chat Server, for example due to network loss, it was not possible to start social outbound chat from Communication Panel.

Queue view became inconsistent with agent serving data when populated with over 100 queues. ES-13054



Email attachment icon was displayed although no attachments were actually present in email.

Access to clipboard and certain browser features were not allowed from the third-party extension.

When the details view link to Communication Panel was opened from Supervisor Dashboard and closed in Communication Panel, the URL parameters were not cleared, and new selected details were not displayed.

When an agent sent an SMS message that used the messaging API to a customer, Communication Panel showed the customer's phone number as the sender.

Interactive Reply Templates did not work in Safari or Internet Explorer. ES-12949

Restful Interfaces

After failed POSTs to roles and groups, the following POSTs got incorrect success responses.

Supervisor Dashboard

In Supervisor Dashboard, the *Home*, *Agents*, *Interactions*, and *Settings* texts were missing from the left navigation menu when the navigation menu was expanded.

ServiceNow integration

Accept and *Reject* buttons did not always work when there was an incoming call. ES-12735

SAP Cloud for Customer (C4C) Integration

When an agent accepted an incoming email, marked it as pending and later picked it, an error message appeared, and it was not possible to continue processing it.



Visitor Chat

Configured service times were not followed, and as a result, the chat was available to customers when the service was closed, or was not available although the service was open. In addition, the cache was updated only at 60-minute intervals.

The chat was not working on a Mac client using the Safari browser. Incident ID: 787680 2020

The chat was not closed in every tab when it ended.

New chat sessions opened from a link received via the Visitor Chat were not handled correctly.

Miscellaneous

If an attachment upload failed, the attachment was not removed from the attachment list.

When attachments in emails were added or opened, the error *HTTP Status 400 - Bad Request* appeared.

In systems with several SIP trunks with differentiating voice codec support, outbound calls from Communication Panel tried to use G711 even if the trunk did not support it.

An active chat occasionally was closed without any agent action.

Skill-based routing with skill reduction where Use Absolute Waiting Times is Off did not always work correctly, especially in a multi-CEM environment.

Processing AgentReq and AccepTimeout events caused errors that were false alarms to Data Collector log.



Subject field data was not anonymized. The data is displayed on reports generated in the Data Privacy Officer (DPO) Report UI and in Communication Panel Conversation History.

Online Monitoring > Agent View: If multi-chat was not in use, an agent's Logon Status was incorrect if the agent switched from Not Ready to Ready or changed from an absence profile to a presence profile during a call or chat. In addition, time was calculated and displayed incorrectly in the Not Ready column. Incident ID: 6789152020

Data Privacy Officer (DPO) Report UI has been changed to the Sinch brand.

The following defects have been fixed in Reporting Database Server:

- "Partial cleanup process" was reported incorrectly. Incident ID: 1608 (2021)
- An error occurred related to time dimension data in the Reporting Data Transformation Process job. Incident ID: 877687 (2020)
- Log retention times were not procedure-specific. Incident ID: 1781 (2021)

If IDP authentication was used, the connection closed and the user tied to reload, System Configurator could only be closed by ending the process through Windows Task Manager.

Choosing *OAuth Service* as an authentication type for outgoing mail server in System Configurator caused issues with Email Sender.