



What's New in Contact Pro 22Q3





New Features in Contact Pro 22Q3

- ✓ Communication Panel Enhancements
- ✓ Chat & Messaging Enhancements
- ✓ Dashboard & Reporting Enhancements
- ✓ Integration Enhancements
- ✓ Miscellaneous Improvements & Bug Fixes



Communication Panel Enhancements



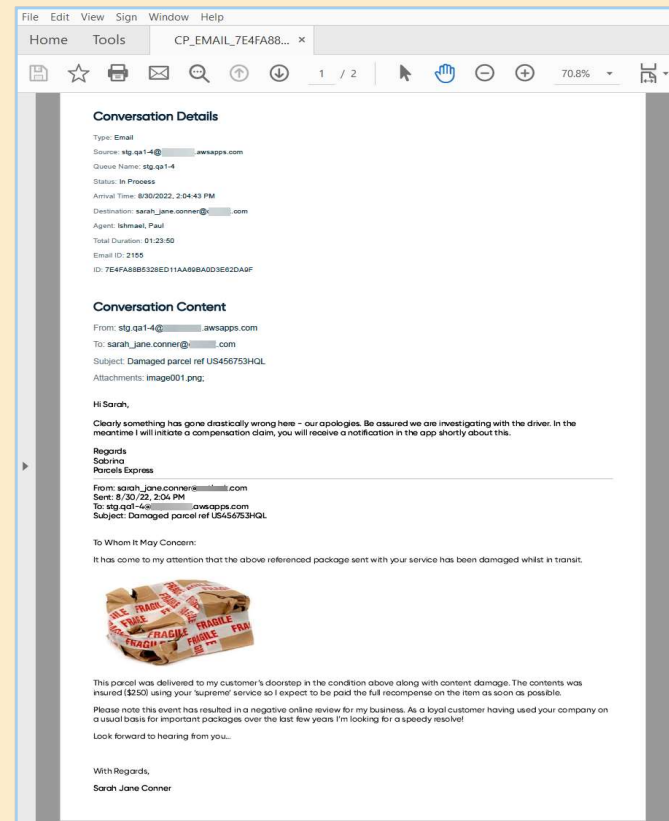
Print Email / Chat Conversations



Ability to print (or save as PDF) email / chat conversations

Communication Panel now utilizes the Web browser's standard print functionality to enable users to print (or save as PDF) email / chat conversations and related data

- Pressing the new 'Print or save as PDF' icon at the bottom of an email or chat conversation in Communication Panel opens the Web browser's print dialog box
- Depending on the options selected in User Settings → PDF Options, users can print/save:
 - The actual email/chat conversation content
 - The conversation details (e.g., conversation type, source, queue, arrival time, status, etc.)
 - Any internal customer notes if available
- All text, images, and hyperlinks from the conversation are included in the PDF document
- If an email has attachments, the file names of the attachments are listed in the 'Conversation Content' section



PDF of email conversation (with inline picture) and Conversation Details

Cloud-Based Attachments

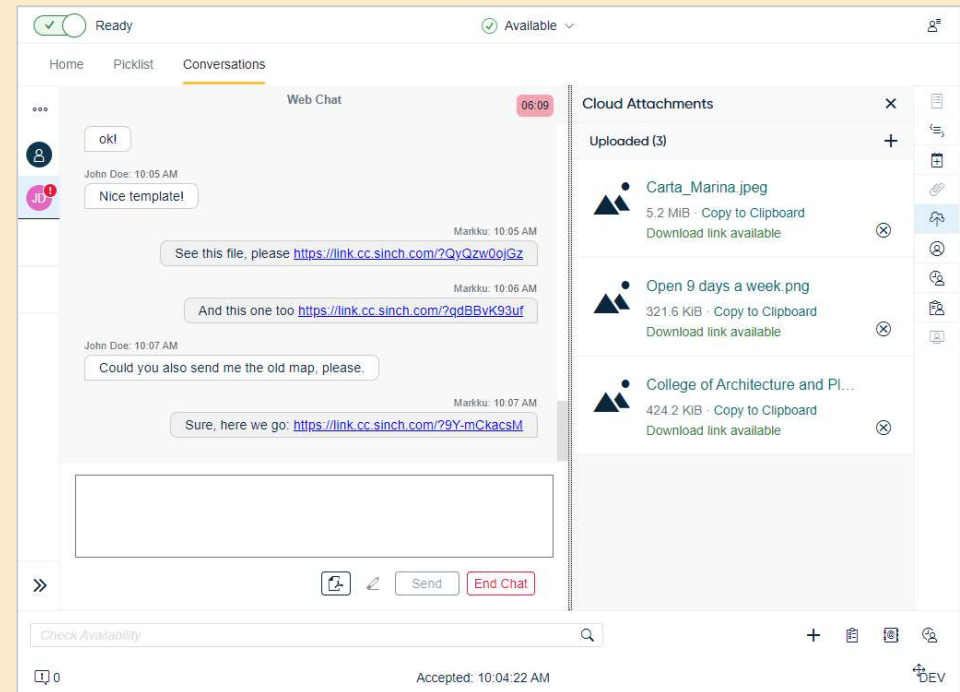


Optional ability to upload attachments to the Cloud and send downloadable links

Instead of sending large attachments directly (e.g., via email), users can upload attachments to the Cloud and send downloadable links

- Upon request, Sinch will enable a new extension area component in your tenant that allows users to upload attachments to the Cloud and paste downloadable links into emails, chats, SMS, and messaging app conversations
- Cloud attachments are available for 180 days
- Cloud attachments do not have any access control; anyone with a link may download the corresponding attachment
- Currently, Communication Panel does not provide any mechanism to delete or archive Cloud attachments; therefore, care should be taken not to upload attachments containing confidential data or personally identifiable information

Note: please submit a service request to Sinch if you would like our Operations team to enable this feature in your system

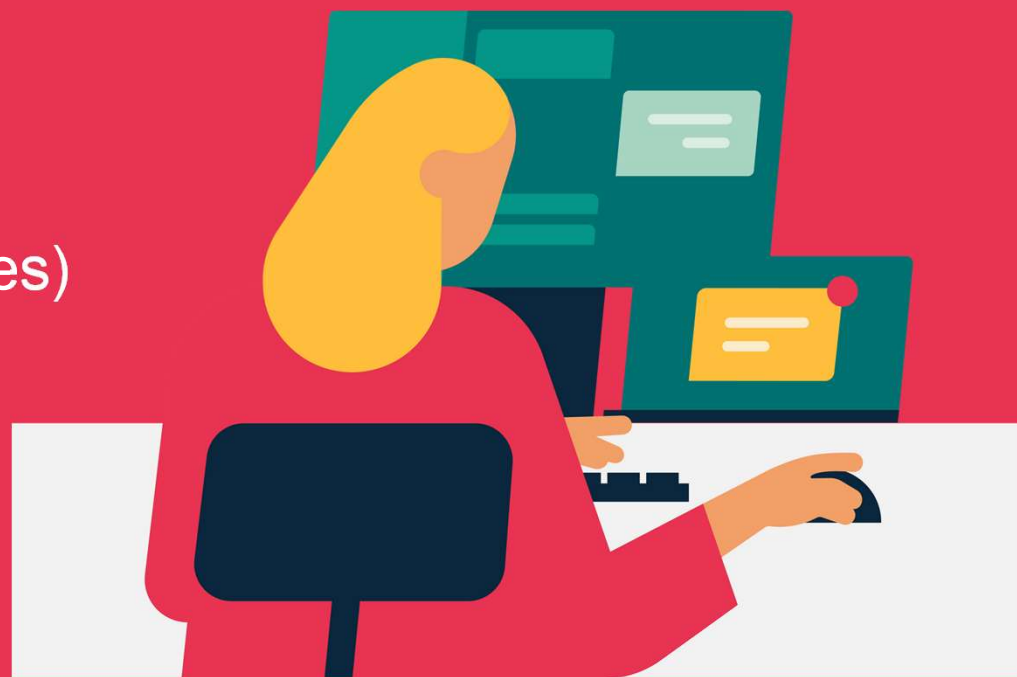


Uploaded Cloud attachments with downloadable links inserted into Web chat



E911

Location services for 911
emergency calls (United States)



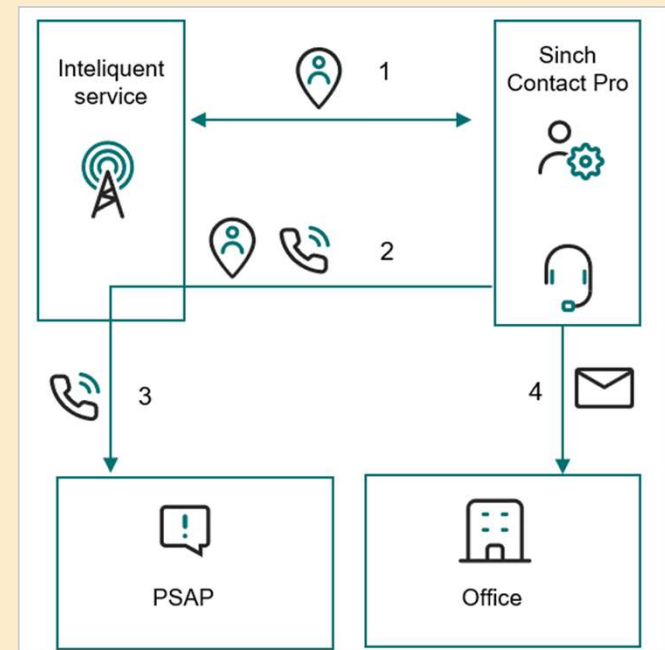
E911 Enhancements



Location info and callback numbers for 911 calls

To better support Kari's Law & RAY BAUM's Act in the United States, Sinch Contact Pro – together with Inteliquent (a Sinch company) – provides 911 dispatchers with location information and valid call-back numbers for users who call 911 from Sinch Contact Pro

- Key enhancements of the solution include:
 - Ability for users to maintain their physical location/address and callback number in the Sinch Contact Pro Communication Panel
 - Location address is validated against an Inteliquent API (1) to ensure the entered location is a valid address
 - Location delivery (3) to PSAP (public safety access point) when a user calls 911 (2) from Communication Panel
 - Email notification (4) to company's front desk / security officer



E911 process flow diagram.

Note: 911 calls placed from Sinch Contact Pro are sent through an Inteliquent SIP trunk, which is provisioned to each Sinch Contact Pro customer in the US. Sinch does not charge customers for the SIP trunk or for 911 calls.

Chat & Messaging Enhancements





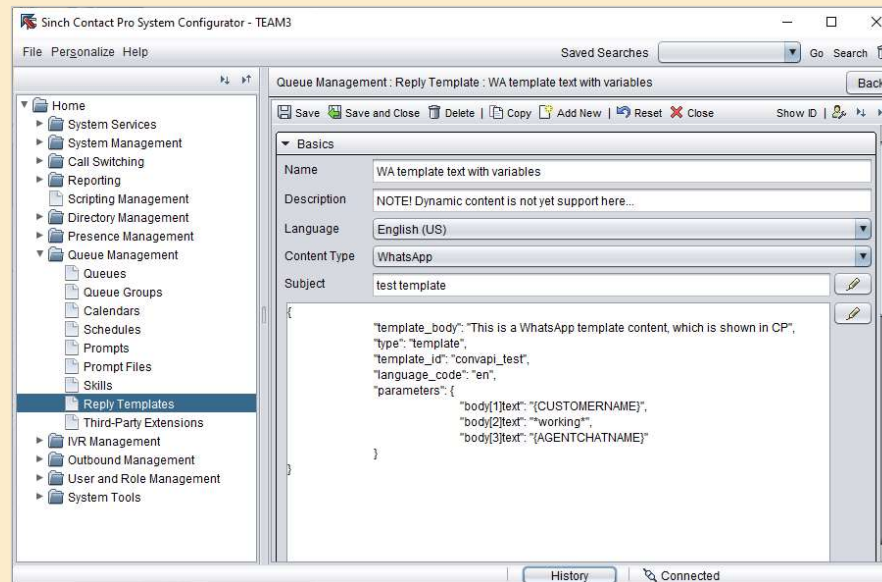
WhatsApp Template Variables

Dynamic variables for WhatsApp templates

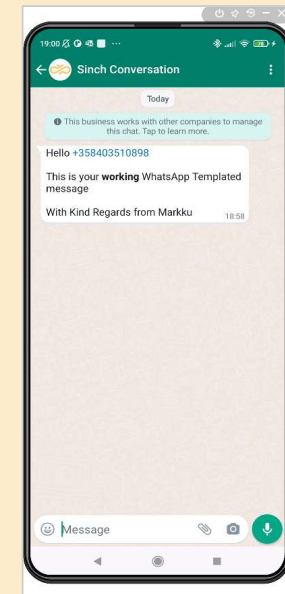
Reply template variables – previously only available for email, SMS, and Web chat – are now also available for WhatsApp templates

Case ID
Person Responsible
Start Time
End Time
E-Mail Warning Time
Customer's E-Mail
Customer's Mobile Phone Number
Customer's Name
Customer's Last Name
Customer's First Name
Customer's Phone Number
User's E-Mail
User's Mobile Phone Number
User's Name
User's First Name
User's Last Name
User's Phone Number
User's Chat Name

List of dynamic variables



Dynamic variables inserted into WhatsApp template



WhatsApp message with dynamic variables replaced by actual content



Dashboard & Reporting Enhancements



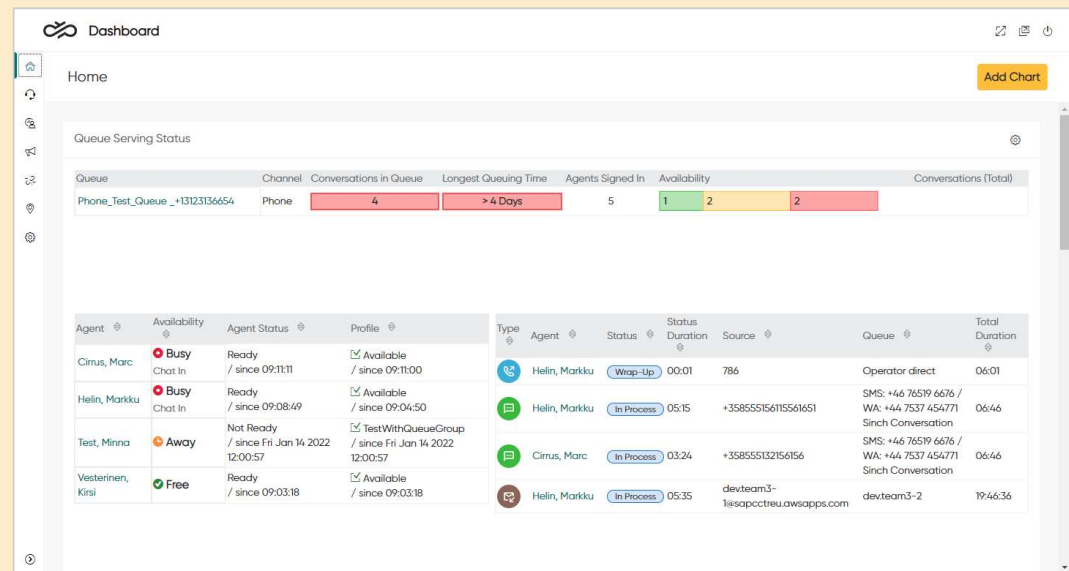
New 'Queue Serving Status' View



New Dashboard view providing overview of selected queue(s) including agent availability and status

The new 'Queue Serving Status' view helps supervisors/team leaders easily monitor the queue(s) and agents they are responsible for – from one central screen

- The top table shows a queue summary with the number of queueing conversations and the number of serving agents
- The 'Agent' table in the lower left shows the status of the signed-in agents and indicates e.g., whether agents are busy with conversations – including conversations from other queues
- The 'Conversation' table in the lower right shows the conversations that the agents are handling:
 - If an agent is handling multiple conversations in parallel, separate entries will be listed for each conversation they are handling
 - If an agent serving in the selected queue(s) is handling a conversation from a different queue (agents may serve in multiple queues) those conversations from other queues are also listed



New 'Queue Serving Status' chart showing overview of selected queue, including agent availability and status

Note: The visibility of the agents and active conversations depends on the Dashboard user's rights

Export to Excel



Ability to export Dashboard data to Microsoft Excel

Dashboard now has the capability to export displayed table data to Microsoft Excel

- A new 'Export' icon appears on relevant Dashboard tables
- A timestamp including the date/time and name of the user is also exported and displayed at the top of the Excel file
- A list of any relevant filter criteria is also indicated above the exported results

Conversations (7)

Filtered By: (Type,Start Time,End Time)

Type	Destination	Status	Agent	Arrival Time	Connection Time	Disconnection Time	Waiting Duration	Handling Duration	Wrap-Up Duration	Total Duration	Script	Recording	Agent View
Inbound Call	6654	Handled	Suhonen, Jukka	9/2/2022, 10:46:11 AM	9/2/2022, 10:46:23 AM	9/2/2022, 10:46:36 AM	00:11	00:33	00:05	00:29			
Inbound Call	6654	Handled	Suhonen, Jukka	9/2/2022, 10:07:55 AM	9/2/2022, 10:08:06 AM	9/2/2022, 10:08:16 AM	00:11	00:09	00:05	00:25			
Inbound Call	6654	Handled	Suhonen, Jukka	9/2/2022, 10:07:21 AM	9/2/2022, 10:07:33 AM	9/2/2022, 10:07:38 AM	00:11	00:05	00:04	00:21			
Inbound Call	6654	Handled	Suhonen, Jukka	9/2/2022, 10:06:49 AM	9/2/2022, 10:07:03 AM	9/2/2022, 10:07:10 AM	00:13	00:06	00:04	00:25			
Inbound Call	6654	Handled	Suhonen, Jukka	9/2/2022, 10:06:17 AM	9/2/2022, 10:06:31 AM	9/2/2022, 10:06:37 AM	00:13	00:05	00:05	00:24			
Inbound Call	6654	Abandoned		9/2/2022, 10:05:56 AM		9/2/2022, 10:06:14 AM	00:18	00:00		00:18			
Inbound Call	6654	Abandoned		9/2/2022, 10:05:29 AM		9/2/2022, 10:05:47 AM	00:18	00:00		00:18			

Dashboard data with new 'Export' button

9/2/2022, 12:04:47 PM Paul Ishmael

Filtered By: (Type,Start Time,End Time)

Type	Destination	Status	Agent	Arrival Time	Connection Time	Disconnection Time	Waiting Duration	Handling Duration	Wrap-Up Duration	Total Duration	Script	Recording
Inbound Call	6654	Handled	Suhonen, Jukka	9/2/2022, 10:46:11 AM	9/2/2022, 10:46:23 AM	9/2/2022, 10:46:36 AM	00:11	00:33	00:05	00:29		
Inbound Call	6654	Handled	Suhonen, Jukka	9/2/2022, 10:07:55 AM	9/2/2022, 10:08:06 AM	9/2/2022, 10:08:16 AM	00:11	00:09	00:05	00:25		
Inbound Call	6654	Handled	Suhonen, Jukka	9/2/2022, 10:07:21 AM	9/2/2022, 10:07:33 AM	9/2/2022, 10:07:38 AM	00:11	00:05	00:04	00:21		
Inbound Call	6654	Handled	Suhonen, Jukka	9/2/2022, 10:06:49 AM	9/2/2022, 10:07:03 AM	9/2/2022, 10:07:10 AM	00:13	00:06	00:04	00:25		
Inbound Call	6654	Handled	Suhonen, Jukka	9/2/2022, 10:06:17 AM	9/2/2022, 10:06:31 AM	9/2/2022, 10:06:37 AM	00:13	00:05	00:05	00:24		
Inbound Call	6654	Abandoned		9/2/2022, 10:05:56 AM		9/2/2022, 10:06:14 AM	00:18	00:00		00:18		
Inbound Call	6654	Abandoned		9/2/2022, 10:05:29 AM		9/2/2022, 10:05:47 AM	00:18	00:00		00:18		

Note: Only the visible data currently displayed on the screen is exported to Excel

Selected Dashboard content downloaded to Microsoft Excel



Integrations, APIs and Communication Panel Extensions



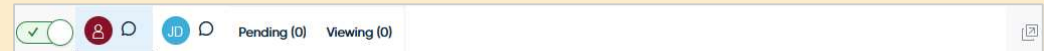
Improved Third-Party CRM Integration



New space-saving 'My Conversations' view for embedding in third-party CRM systems

You can 'pop out' Communication Panel in an own browser window alongside third-party CRM systems; the new slim 'My Conversations' view that stays embedded inside the third-party CRM system frees up valuable screen real estate

- The full-sized Communication Panel can be popped out into an own browser window that runs alongside third-party CRM systems (e.g., SAP Service Cloud, Salesforce, Service Now, and Microsoft Dynamics)
- The slim 'My Conversations' widget that remains embedded inside the third-party CRM system is responsive and adapts to the frame size provided by the CRM system
- 'My Conversations' is synchronized with Communication Panel (e.g., toggling between customer conversations in one also toggles the conversations in the other)
- 'My Conversations' is available in several formats:
 - Vertical view
 - Narrow vertical view
 - Narrow horizontal view



'My Conversations' in narrow horizontal view

Additional Improvements



Additional enhancements and bug fixes

Enhancements:

- Communication Panel now automatically returns agents to the Home View or the Picklist view (depending on which view the agent selected the previous conversation from) when a conversation ends; previously the agent remained on the empty Conversations view.
- Communication Panel now only open's the user's microphone when the user is in an actual phone call, thus improving battery life of wireless headsets; we now also trigger the Web browser's microphone indicator when the microphone is in use (i.e., during active phone calls call).
- The Chat Configurator tool now provides the option to make 'Name' and 'Email Address' mandatory fields for Web chat visitors.
- Personal data retention times can now be defined on queue level; previously retention time could only be defined per channel.
- The Visitor Chat Configurator tool and the Data Privacy Officer (DPO) tool both now support IdP authentication.
- JSON metadata for call recordings is now stored in an own subfolder (rather than the folder with the actual recording) as requested by our WFO partner Calabrio.
- We now use agent's email address (if maintained) as the agent identifier for Calabrio integration as per Calabrio's request.

Bug fixes:

- We resolved the issue that SAP CRM users were unable to end wrap-up mode directly from the softphone toolbar in SAP CRM.
- We fixed the issue that when sending emails over 3MB using Microsoft Azure mail server, the emails were not delivered (and the agent did not receive any notification of message delivery failure).
- We fixed the issue that when navigating away from the email editor screen the cursor position was lost when the agent returned to the email.
- We corrected the issue that inline email images were not displayed correctly when viewed via by end users using Gmail.