



Contact Pro 22q4

Show and Tell





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- 02 Chat and messaging improvements
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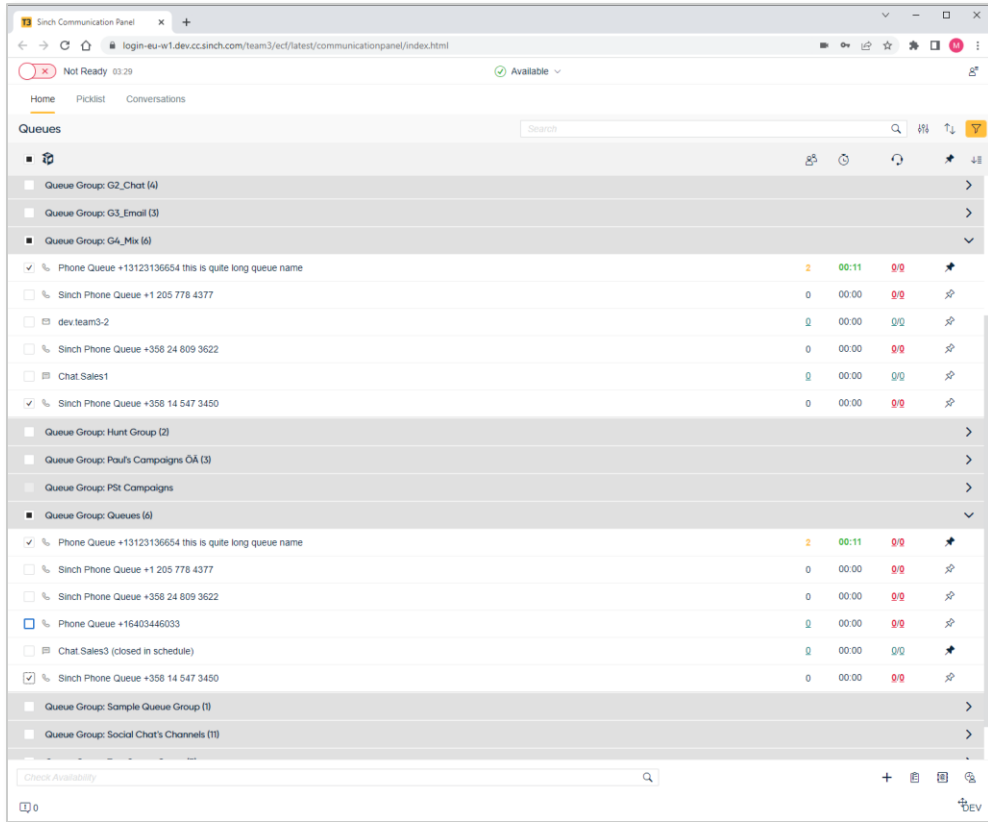
Communication Panel content and usability enhancements



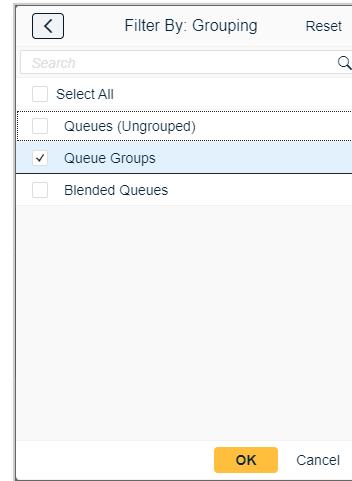
Home view grouping filter



Displaying queues under queue groups



Home view showing queues sorted by queue groups



Activate the Queue Groups grouping from the Filter

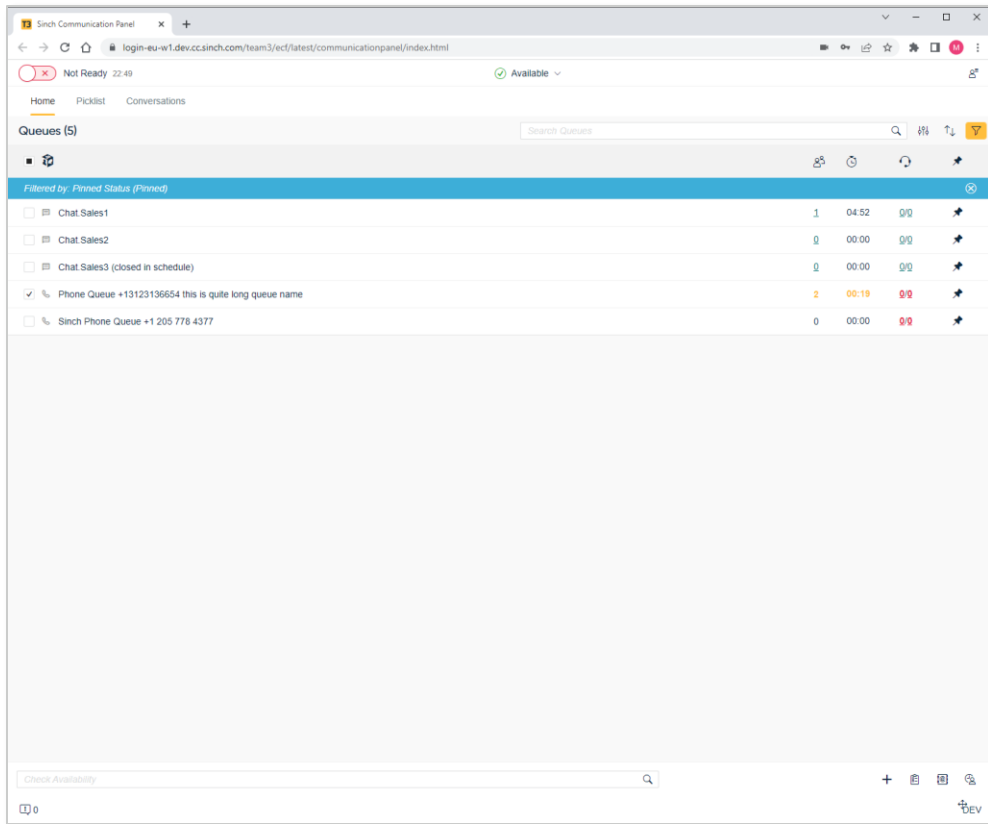
Communication Panel's home view now offers an alternative approach to view and serve as a 'grouping' option.

- New filter '**Grouping**'
- Queues grouped according to their defined queue group.
- A queue belonging to multiple queue groups are shown under all of them.
- Active queue dialer campaigns are grouped by their associated (blended) queue.
- Queues not belonging to a queue group are maintained under an "ungrouped" grouping.
- Select serving status by group level or by individual queue.
- View synchronizes with profiles with queue groups assigned.

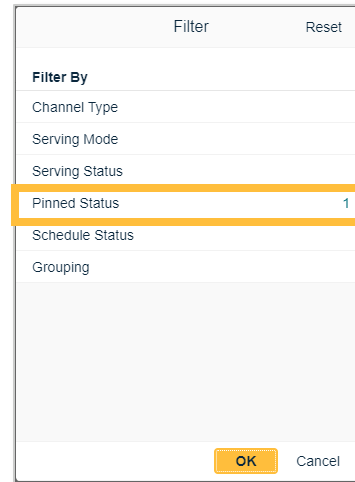
Home view Pinned favorites



Pinned queues



Home view showing queues filtered with Pinned status



Activate the Pinned Status filtering from the Filter

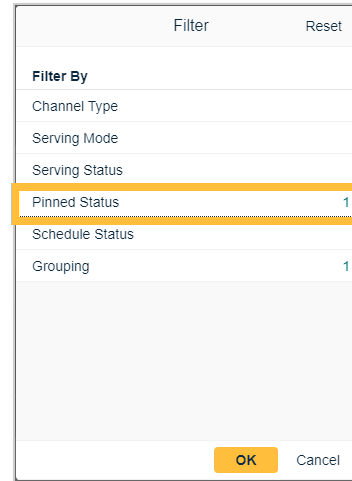
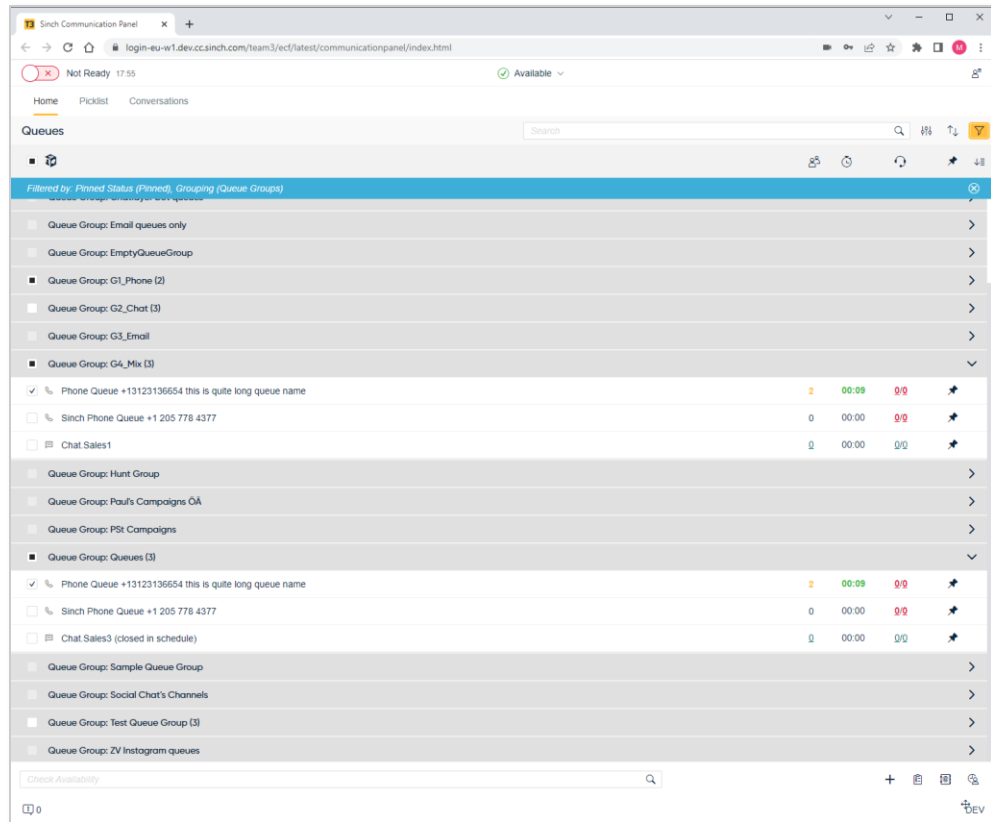
Communication Panel's home view now offers user the possibility to pin a queue for quick access

- User selects the pin option per queue
- Sort the view to see pin queues first
- Filter the view to see only the pinned queues
- Optionally save view as a preference for quick access
- Pinned status filter works both with grouped queue view and with non-grouped queue view.

Home view Pinned favorites



Pinned queues with grouped queue view



Activate the Pinned Status filtering from the Filter

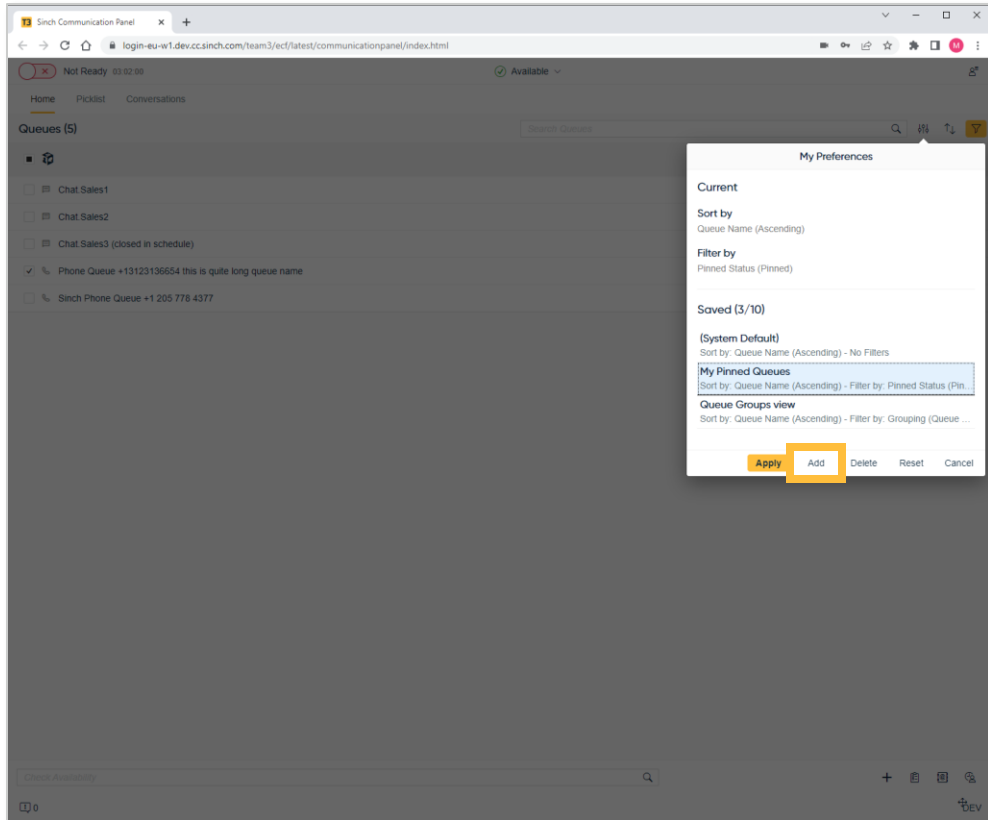
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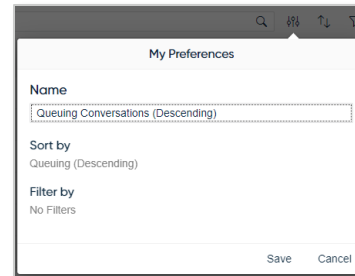
Home view showing queues sorted by queue groups AND filtered with Pinned status

Home view 'My Preferences'

Saved views



My Preferences showing the saved views



Adding a new view under My Preferences

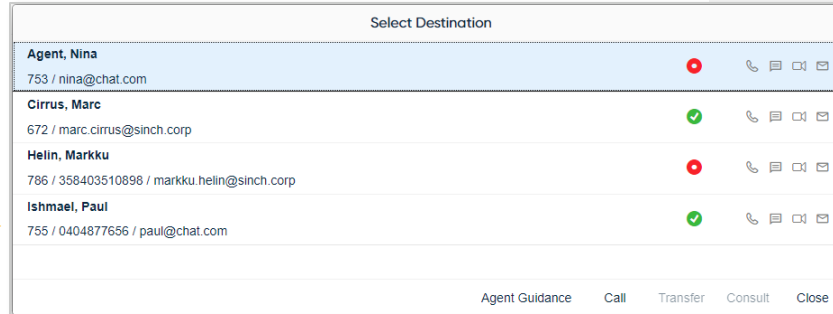
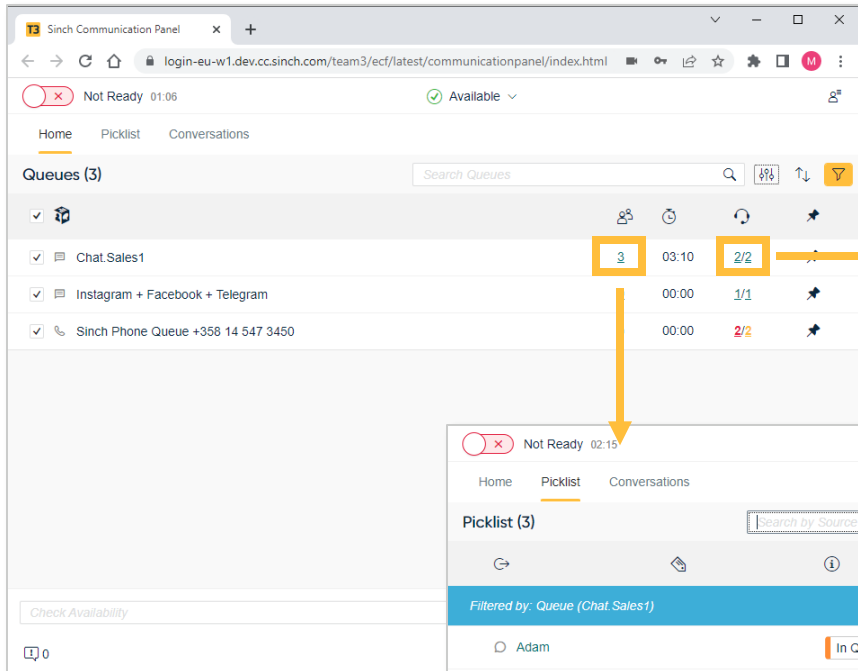
Communication Panel now has **'My Preferences'** (previously Saved Tables)
Offers the user an improved option to save personalized sorting, filtered and search applied views.

- My Preferences offered in Home, Picklist, Directory and History views
- First preference non editable, set with Contact Pro generic defaults
- Further nine definable preferences by user
- User defines name for preference
- My Preference listing maintained by ordinal or alphabetical order
- View maintained during logout/login

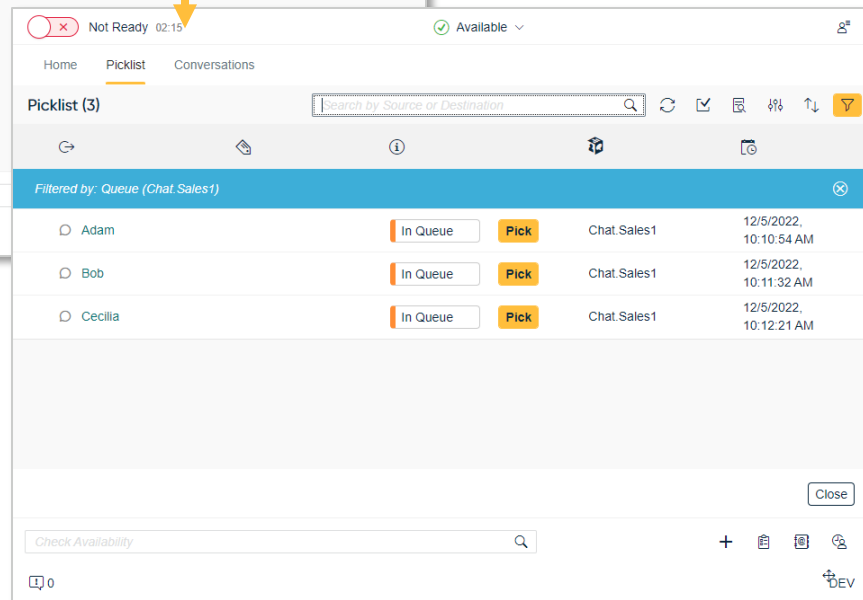
Home view quick links



Access relevant information quickly from the Home view



See which agents are serving in the specific queue



Picklist showing the queuing conversations

Communication Panel Home view has quick links to;

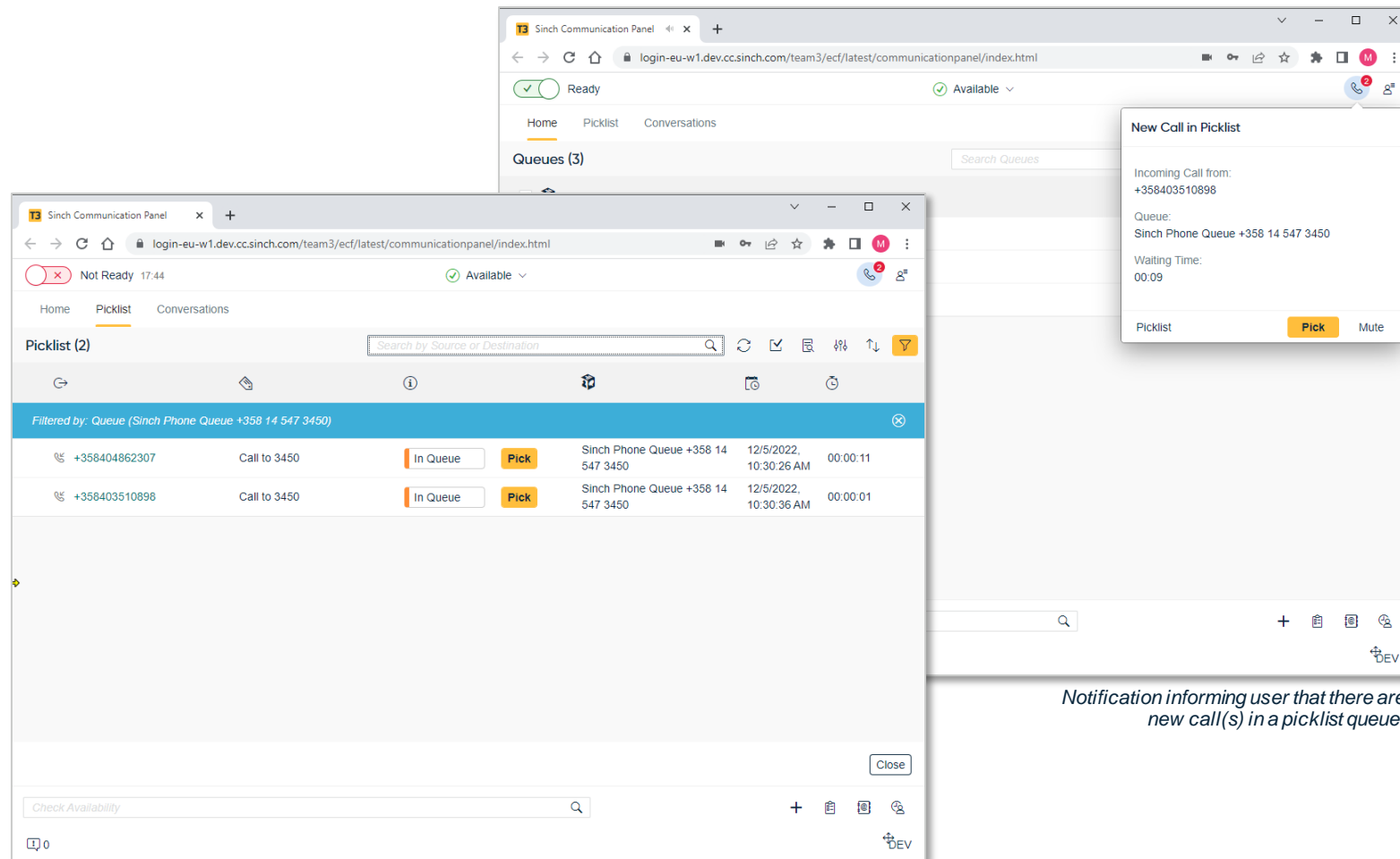
- Filter picklist to see conversations in a particular queue (previous spectacles now removed)
- See which agents are serving in a specific queue

Home view quick links for queue filtered picklist or serving agents per queue

Hunt Group support for phone calls



Ability to serve in Hunt Group phone queues using Communication Panel



Picklist showing two calls in queue.

Notification informing user that there are new call(s) in a picklist queue.

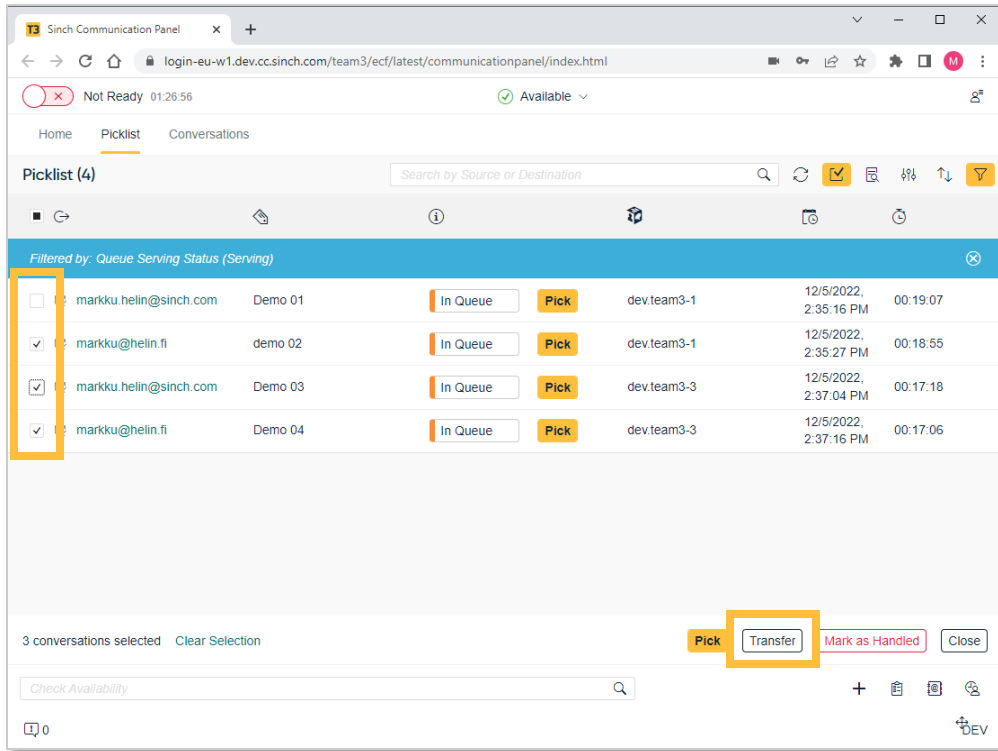
Phone queues defined with the allocation mode of hunt group is now supported by Communication Panel

- Such calls are now seen in Picklist and History views for 'picking'
- Dedicated audible alert and visible popover for calls in HG queues
- Calls in HG queue alerts for all serving (ready) agents
- Alerted users can pick directly from HG call notification popover
- Alerted users have the option to mute notification for 30 seconds
- Picklist option to filter picklist by HG call queue
- Notification icon informs user of how many calls in HG queue
- **Hunt group mode is not supported to be used with queue dialer outbound campaign calls or callbacks.**

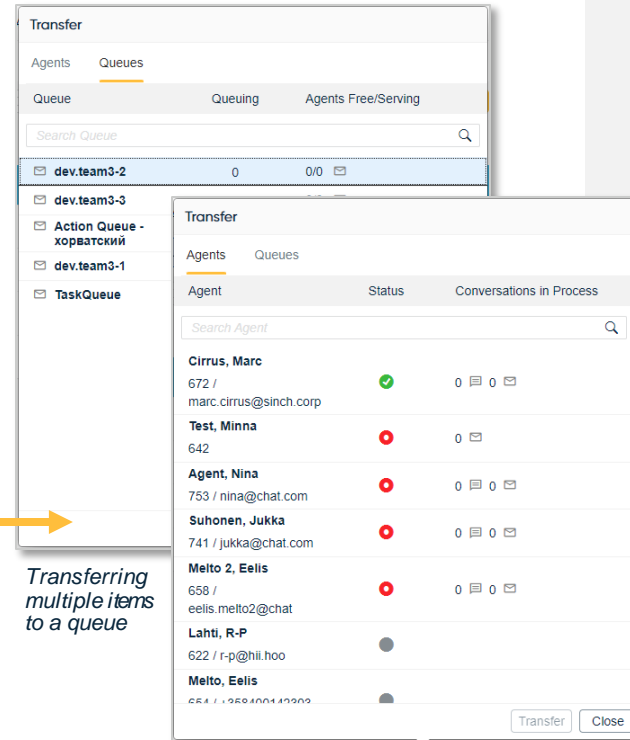
Multi-select option



Ability to select multiple conversations in picklist



Transferring three emails using the multiselect feature for Pick, Transfer and Marking as Handled.



Transferring multiple items to a queue

Transferring multiple items to a user

Picklist now offers users the option to select multiple conversations in order to carry out an action of either

- pick,
- transfer,
- or mark as handle to multiple conversations in a single action.
- Transfer of multiple items to a queue can be done if they are of the same type.

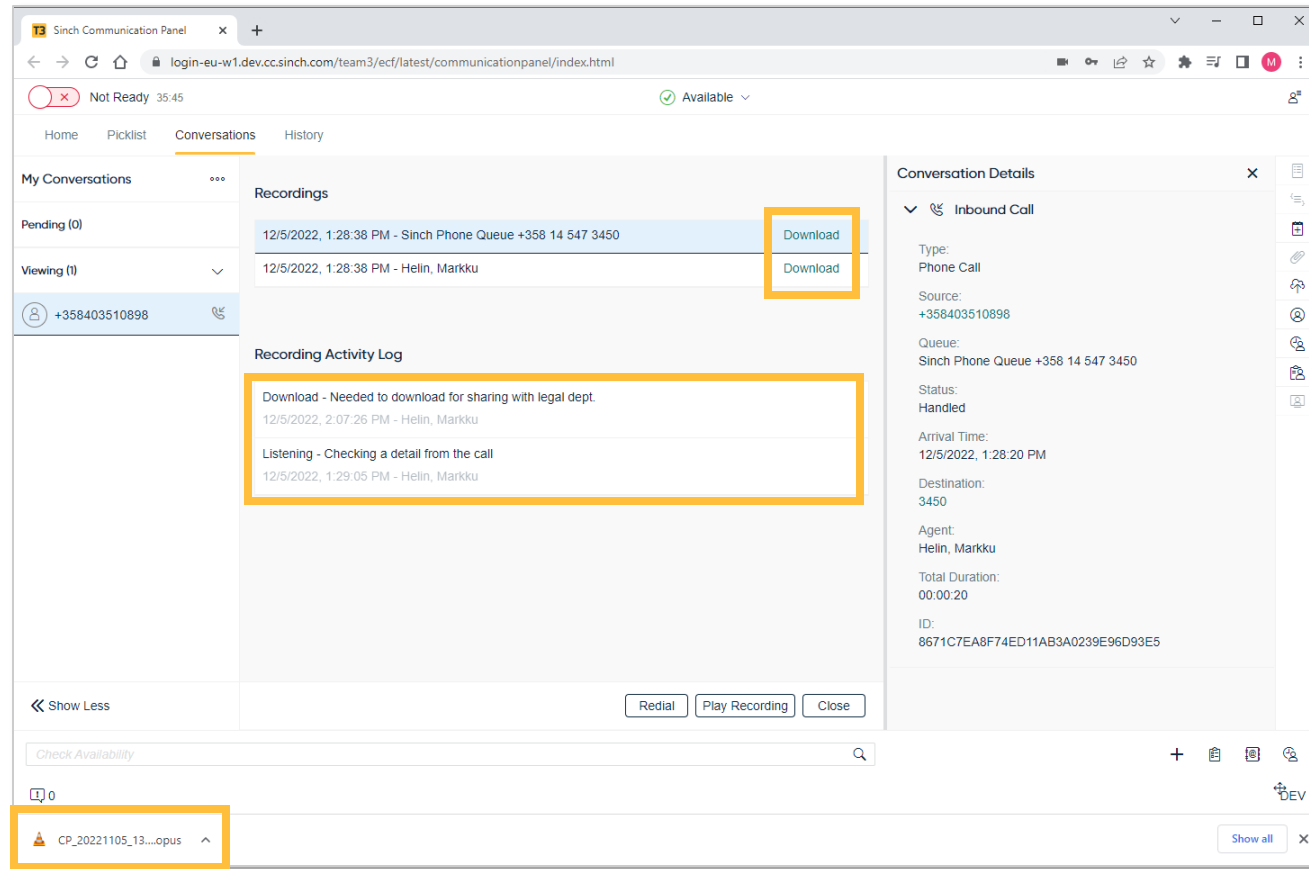
Multi-select configuration options

- Configurable option
- Conversation Details maintained
- Transfer popover updates agent's status and active conversations

Call Recordings in Communication Panel



Improved call recording options



Revised call recording options in Communication Panel

Call recording has improved options

- Downloading of a call recording now becomes an option in Communication Panel
- Communication Panel can maintain a recording activity log for the actions of playback or downloading.
- Both options configurable from SC
- Downloaded recording filename based on date recording made CP_YYYYMMDD_<ConvID>
- Recordings downloaded either as .opus or .wav
- Download location based on browser's settings

Communication Panel Misc



Selectable features

The screenshot shows the 'User and Role Management : User Settings Template : Communication Panel Agent' configuration page. The 'Communication Panel Contact Center' section is expanded, showing various settings. A yellow box highlights the following options:

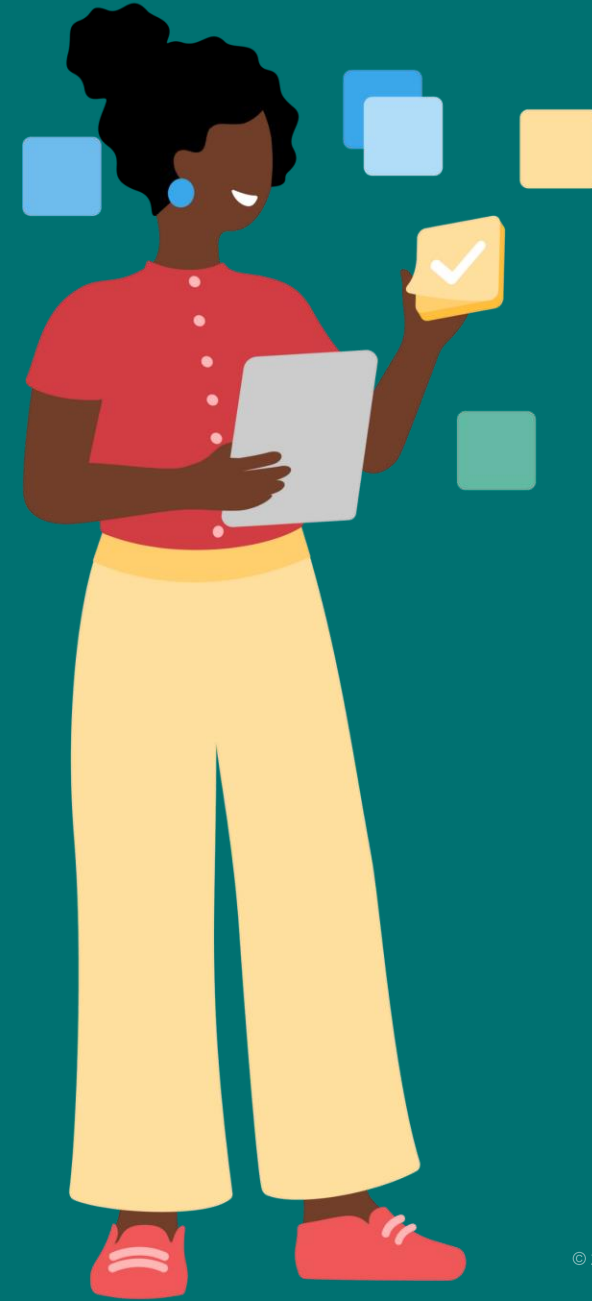
- Show PDF Button
- Deny User-Level Modifications
- Show Recording Download Button
- Deny User-Level Modifications
- Use Recording Activity Log
- Deny User-Level Modifications

New User Settings Template parameters

- Download PDF feature is now behind User Settings Template parameter
- Use recording activity log now behind User Settings Template parameter
- Scripting is now available for outbound conversations
- Offering screen removed for conversations that are 'picked'
- Picked now deemed as pick + accept.
- Offering screen remains for auto allocated conversations.



Chat and messaging improvements



WhatsApp opt-in management changes



Less strict opt-in control with sending WhatsApp templated messages

Customer sent a WhatsApp message to Customer service at 15:30 PM. Agent gets the conversation 5 minutes later, on 15:35 PM. **The 24-hour WA opt-in window is open.**

Agent can reply in WhatsApp with any free text (and attachment) content during the 24-hour WA opt-in window. The opt-in window is calculated from the latest customer sent WA message.

Customer sent a WhatsApp message to Customer service on Saturday evening. Agent gets the conversation on Monday morning. **The 24-hour WA opt-in window is closed.**

Customer service **has customer's consent** to receive WA messages.

Agent can use the pre-approved WA templates to reply to customer. *

Customer sent a WhatsApp message to Customer service on Saturday evening. Agent gets the conversation on Monday morning. **The 24-hour WA opt-in window is closed.**

Customer service **does not have customer's consent** to receive WA messages.

With no consent, agent can send messages to customer using SMS.

The SMS can contain an invite to continue the conversation in the WhatsApp channel. *

Customer service would like to send notifications and marketing messages to customer using WhatsApp.

Customer service has not had any previous communication with the customer over WhatsApp channel, nor do they have customer's consent to receive WA messages.

Sending WhatsApp messages without customer's consent to receive WA messages is not allowed. *

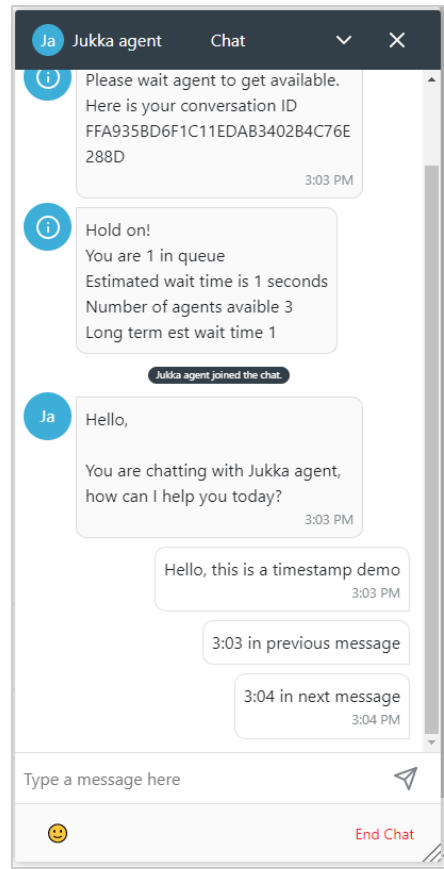
You may now turn off Contact Pro WhatsApp opt-in management.

When turned off:

- Organization takes full responsibility of maintaining customer opt-in (outside of Contact Pro system)
- Contact Pro takes assumption that every conversation has permanent opt-in
- Agent can initiate a conversation from Communication Panel with any WhatsApp number
- WhatsApp requirement to start conversation with an approved template outside of the 24-hour window, and how 24-hour window rule is calculated, remains the same

* With the new feature Communication Panel always proposes use of template outside of 24-hour window

Web chat improvements



Timestamps in customer chat

Timestamp indication in webchat client is improved.

If message arrives during same minute, then timestamp is not visible.

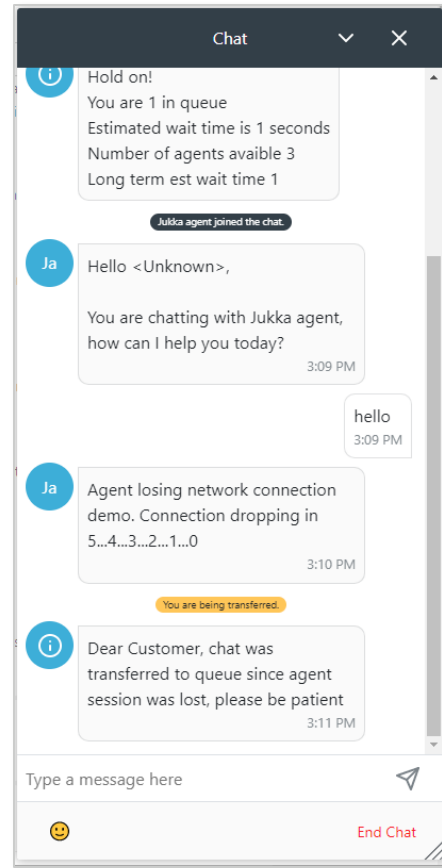
If message comes in within different minute, then we write the timestamp.

Additionally, many small bug corrections. Please see details from release note.

Resiliency with poor network connections



Chat conversations surviving agents' network loss



Agent lost internet connection during chat

Chat conversation protocol has been enhanced to handle situation where agent loses network connection.

- All chat and conversational channels are supported
- A specific prompt can be configured to indicate this unfortunate situation to the customer
- The conversation is returned to original queue and is available at picklist
- The conversation will retain original queue arrival time to maintain position in the queue
- On Dashboard you can see in Conversation Detail view “Disconnectreason: **AgentSessionLost**”

Note: Contact Pro has built-in mechanism to keep user session open ~1 min after agent has lost connection or closed browser.

If agent re-opens browser during the ~ 1 min, then customer(s) won't notice anything.

After the ~ 1 min the user session is closed and transfer back to the queue is triggered.



Integrations



My Conversation View configuration



Added System Configurator settings

User and Role Management : User Settings Template : Communication Panel Agent Back

Save Save and Close Delete Copy Add New Reset Close Show ID | [User Icon] [Refresh] [Home]

- Basics
- Communication Panel Settings
- Communication Panel Chat Input Cleanup
- Communication Panel Contact Center
- CDT Personalization
- Directory
- CDT Shortcut Keys
- Recording
- CDT Phone Settings
- CDT Audio Settings
- CDT Contact Center
- Multiterminal Desktop / Simultaneous Ring
- Contact Settings
- My Conversations View for CRM**

Enable My Conversations View

Deny User-Level Modifications

Min. Height (px) of Communication Panel

Deny User-Level Modifications

Min. Width (px) of Communication Panel

Deny User-Level Modifications

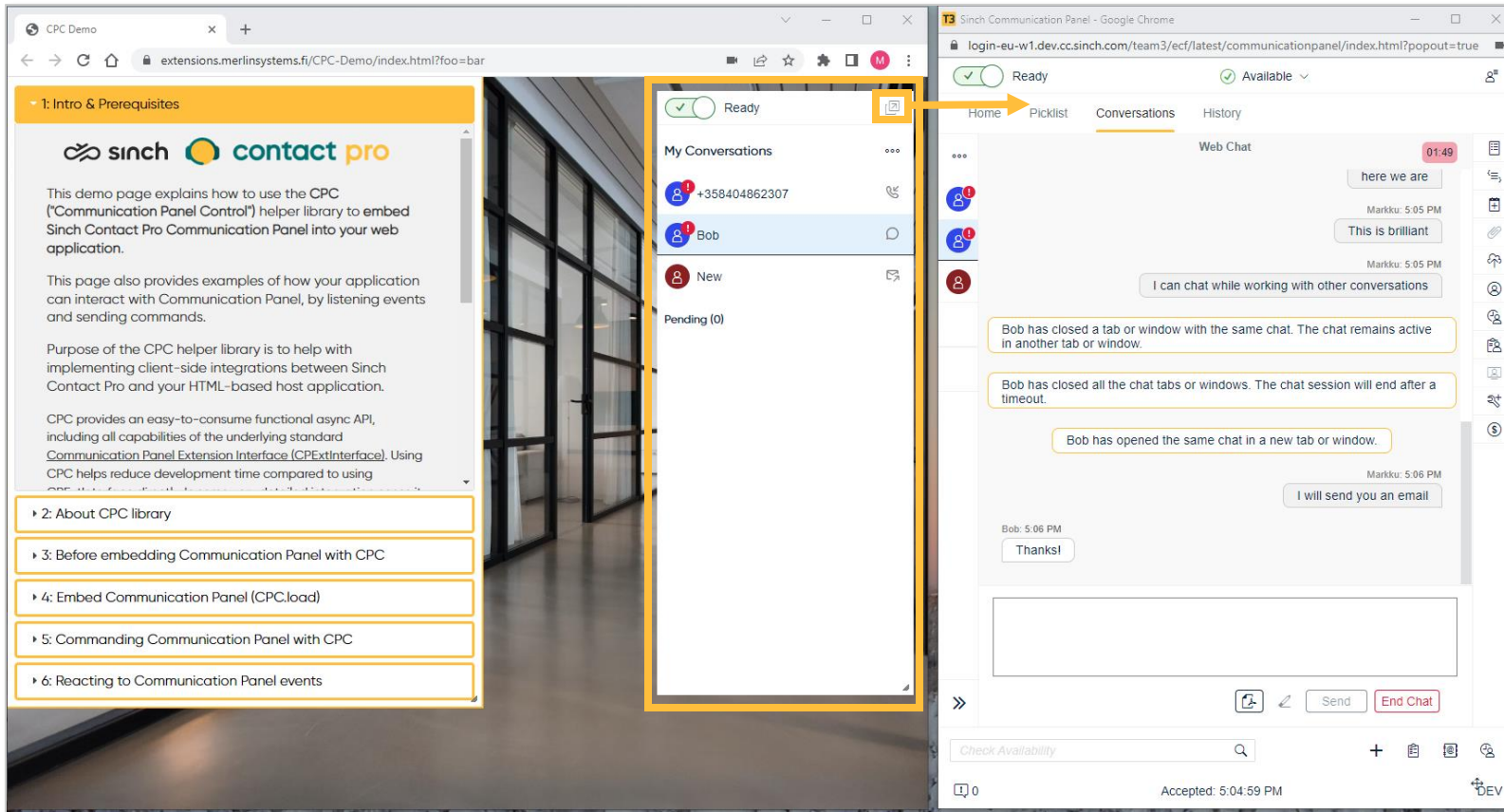
My Conversation view settings added to System Configurator.

- Admins can enable/disable My Conversation view for Agents thru User settings template.
- Admins can specify a minimum height and width in pixels; My Conversations is rendered in case of Communication Panel is less than minimum height or width.
- No need to use the My Conversation specific attributes in Communication Panel URL

My Conversation View



Minimalistic UI especially for integrations and embedding



My Conversations view embedded in a sample host application. Communication Panel opened in a new window.

My Conversation view is ideal for CRM integrations and embedding

- My Conversations view is responsive to the available frame size, and can show in Expanded vertical view, narrow vertical view and in narrow horizontal view.
- My Conversations view provide the same integration capabilities than embedded Communication Panel.
- My Conversations view's conversation tabs are synchronized with Communication Panel conversation tabs.



Dashboard



Enhanced metrics in Dashboard



Showing agents' chat capacity

Dashboard - Agents

login-eu-w1.dev.cc.sinch.com/team3/SupervisorDashboard/index.html#/agents?users=56FED9E3F2BC406481AEA546DC3DA030.63E0E841C3E84EC3AE1AC0A9AA82EFA1.&qui...

Dashboard

Agents

Agent: 2 Selected Availability: All Queue: All Clear

Show:
 Agent Information
 Today's Statistics
 Queues

Agents (2)

Filtered By: (Agent)

Agent	Availability	Chats In Process	Calls In Process	Emails In Process	Profile	Number	Mobile Number	Emergency Location	Chat Name	Chat Address	Email Address	Conversations (In/Out)	Calls (In/Out)	Chats (In/Out)
Cirrus, Marc	Busy Chat In	2/6	0	0	Available	672			Marc	marc.cirrus@sinch.corp	marc.cirrus@sinch.corp	5 (3/2)	2 (0/2)	2 (2/0)
Helin, Markku	Busy Call In	0/4	1	0	Available	786	358403510898		Markku	markku.helin@sinch.corp	markku.helin@sinch.corp	30 (29/1)	3 (3/0)	1 (1/0)

Showing agents' chat capacity

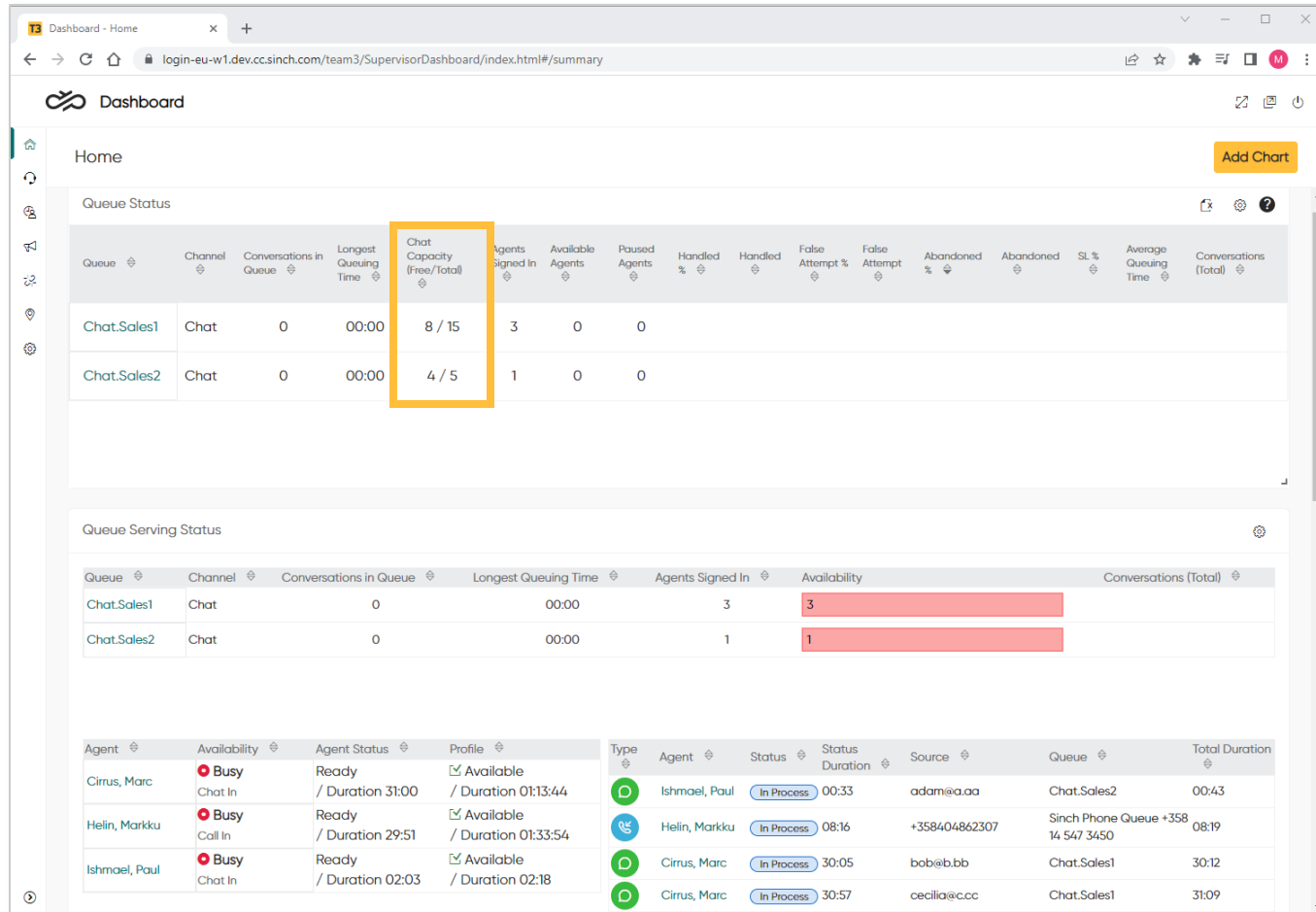
Improvements how agent's channel specific capacity is shown in Dashboard

- Previously agent capacity information was behind a popup if you moved mouse over agent name.
- Now capacity is clearly visible as columns and visibility is controlled by user.
- The columns are showing conversation in process. For example, chats column is in following format *in process / free*
- Max capacity is indicated with red color

Enhanced metrics in Dashboard



Showing queue chat capacity



Showing queue chat capacity, in addition to metrics in Queue Serving Status

Improvement for Dashboard to show chat queue capacity

- New column for Queue Status chart
- The column indicates how much capacity a chat queue has
- The column is available only for chat queues
- Zero capacity is indicated with red

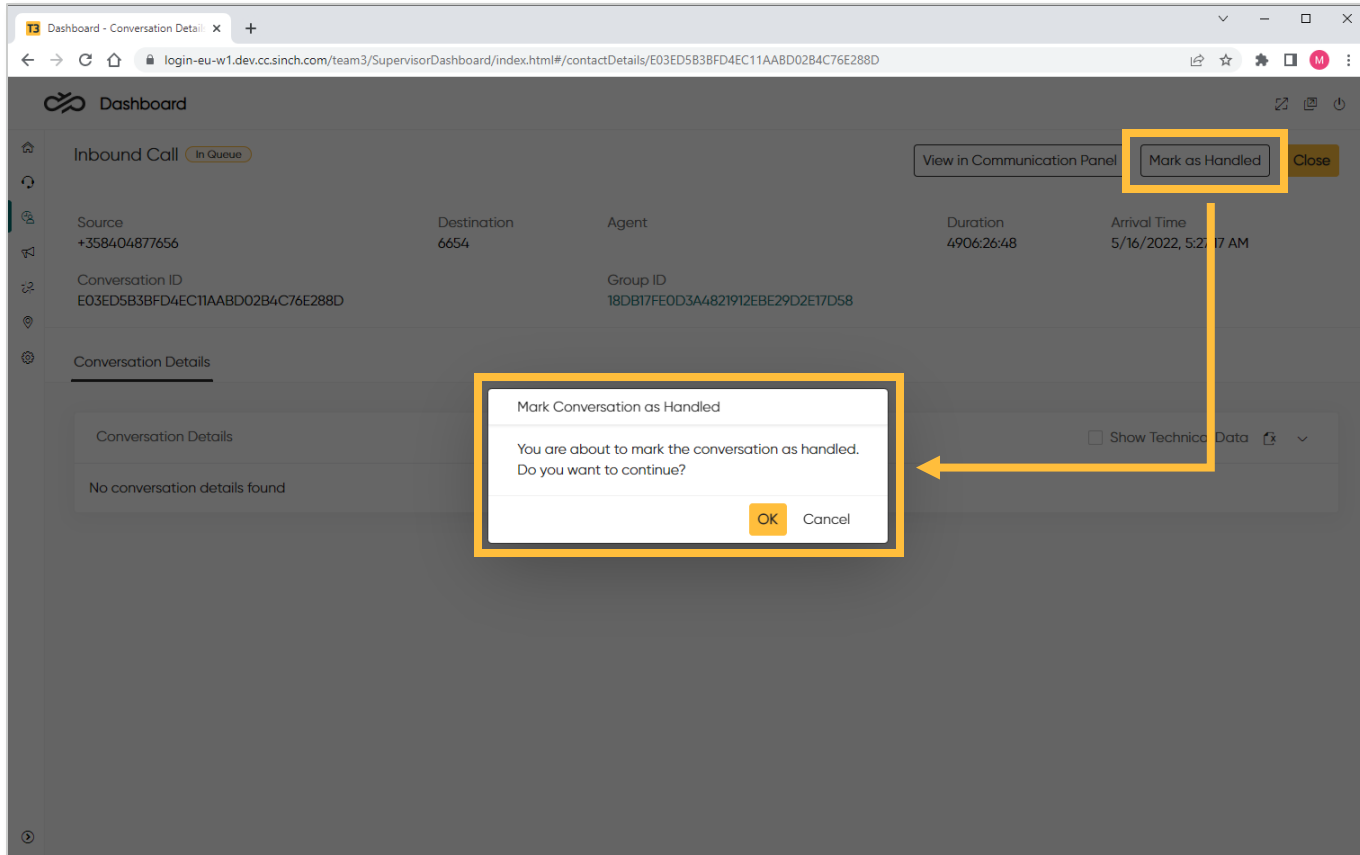
Example:

- Agent C has capacity of 6 chats and serves in chat queue 1, and has 2 chats on-going.
 - Agent H has capacity of 4 chats and serves in chat queue 1, and is busy with a phone call.
 - Agent I has capacity of 5 chats and serves in chat queues 1 and 2, and has 1 chat on-going.
-
- Chat queue 1 has 8 / 15 capacity (4+0+4)
 - Chat queue 2 has 4 / 5 capacity (4)

Mark Conversation as Handled



Getting rid of the “ghosts” 



Mark conversation as handled

Mark as handled button is introduced to Dashboard.

The purpose of the button is to write ending event to database and the purpose is to manage situations when the event has not been written because of a reason or other.

The button is not visible for everyone, and you need appropriate rights to use the button.

Enhanced data in Dashboard



Technical Events on Conversation Details View

Dashboard - Conversation Detail

login-eu-w1.dev.cc.sinch.com/team3/SupervisorDashboard/index.html#/contactDetails/OA0447386875ED11AB3C0239E96D93E5

Dashboard

Outbound Call Handled View in Communication Panel Mark as Handled Close

Source: 6654, Destination: +358403510898, Agent: Helin, Markku, Duration: 00:36, Arrival Time: 12/6/2022, 3:16:46 PM

Conversation ID: OA0447386875ED11AB3C0239E96D93E5, Group ID: 090447386875ED11AB3C0239E96D93E5

Conversation Details

Show Technical Data

Time	Duration	Cumulative Duration	Event	State 1	State 2
12/6/2022, 3:16:46 PM	00:00:00	00:00:00	OrigCall	DC2BBF14-6675-ED11-AA59-027E1B397C3D	
12/6/2022, 3:16:46 PM	00:00:00	00:00:00	CallsJoined	726C4132-6875-ED11-AB3C-0239E96D93E5	
12/6/2022, 3:16:54 PM	00:00:08	00:00:08	CBRCConnected	Helin, Markku	Phone Queue +13123136654 this is quite long queue name
12/6/2022, 3:17:22 PM	00:00:27	00:00:36	Disconnected	;0	Phone Queue +13123136654 this is quite long queue name

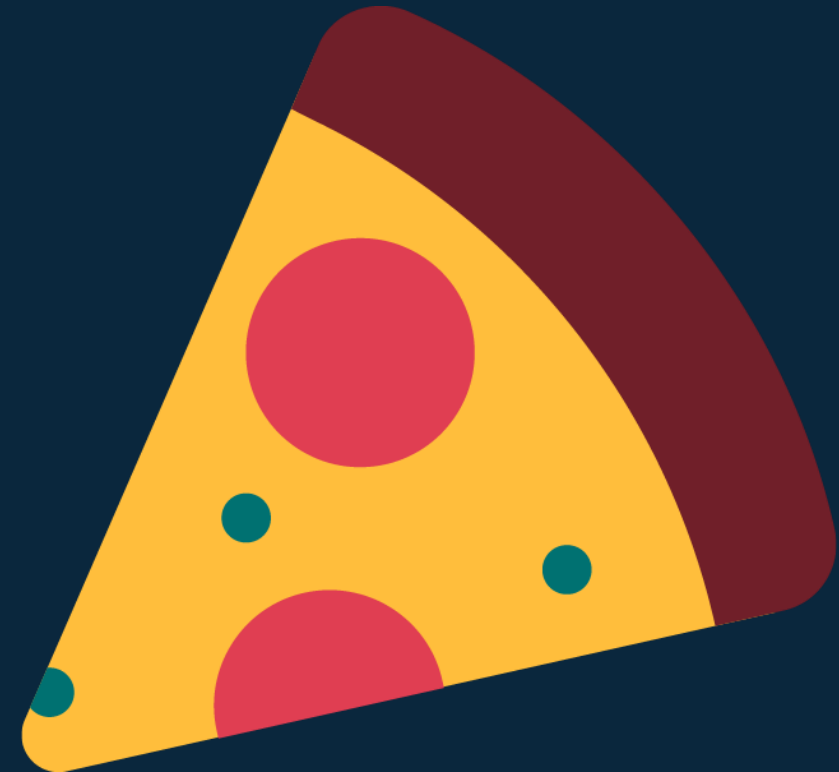
For troubleshooting reasons, we have added option to display technical names on Dashboard.

By default this is not selected.

Technical event names on Dashboard



Miscellaneous improvements



SAP Analytics Cloud



Contact Pro reporting data available in SAP Analytics Cloud (SAC)

ID	Description	Aggregation Ty...	Decimal PL...
1	OBJ_118	Waiting Time	SUM 2
2	OBJ_122	Service Closed	SUM 2
3	OBJ_123	Answered on Time	SUM 2
4	OBJ_126	Waiting Time for Handle...	MAX 2
5	OBJ_128	Waiting Time for Handled	SUM 2
6	OBJ_129	Abandoned (Max. Waitin...	MAX 2
7	OBJ_130	Abandoned (Waiting Time)	SUM 2
8	OBJ_132	Maximum Handling Time	MAX 2
9	OBJ_271	Handled (Not on Time)	SUM 2
10	OBJ_297	Wrap-Up	SUM 2
11	OBJ_298	Start Time	MIN 2
12	OBJ_299	End Time	MIN 2
13	OBJ_306	Maximum Wrap-Up Time	MAX 2
14	OBJ_307	Waiting (Max)	MAX 2
15	OBJ_335	Allocated	SUM 2
16	OBJ_337	Handled (External Agent)	SUM 2
17	OBJ_339	Consultation Calls	SUM 2
18	OBJ_344	Abandoned (Busy)	SUM 2
19	OBJ_345	Abandoned (Prompt)	SUM 2
20	OBJ_346	Abandoned (Queue Full)	SUM 2
21	OBJ_347	Recorded	SUM 2
22	OBJ_350	Agent Disconnected	SUM 2
23	OBJ_353	Previous Waiting Time	SUM 2
24	OBJ_354	Previous Handling Time	SUM 2
25	OBJ_355	Welcome Prompt Time	SUM 2
26	OBJ_359	Hold Time	SUM 2
27	OBJ_360	Allocation Time	SUM 2
28	OBJ_368	Transfer Time	MIN 2
29	OBJ_371	Skill Match	SUM 2

SAP Analytics Cloud

You can now fetch Contact Pro reporting data to SAP Analytics Cloud (SAC).

Contact Pro reporting data is available via SAP BusinessObjects Live Data Connection.

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BO Universe Live Connection

Keeping RESTful Interfaces up-to-date



- RMI has now ability to mark conversations as handled
- RMI/agent new fields to indicate chat capacity
- RMI/queues new fields to indicate chat capacity

