Contact Pro 23q1

Show and Tell

Contents

Communication Panel content and usability enhancements

Open Conversations Indicator

Inbound call.
Open conversations indicator showing other conversations from same contact.

Conversation history showing one queueing SMS conversation and one queueing email.

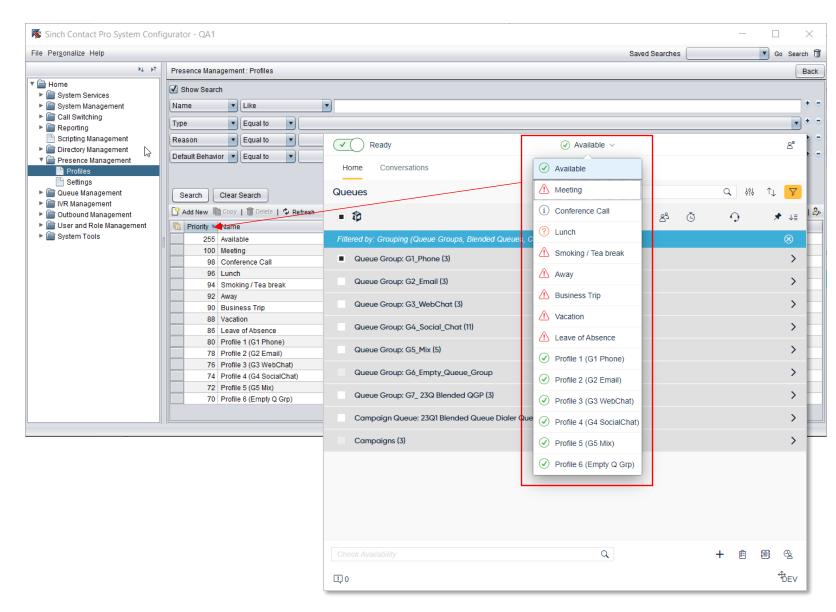*Agents are now better aware of open conversations related to the current handling customer.*

For the Conversation History extension, a yellow indicator is now shown when there are related open conversations for the current conversation in the main view.

Indicator shown for conversations in the states of;

- InQueue
- InProcess
- Pending
- Wrap-up

Profiles Listed In Priority Order

Display profiles per your organisational needs.

Profiles are now listed per their priority set in System Configurator > Presence Management > Profiles
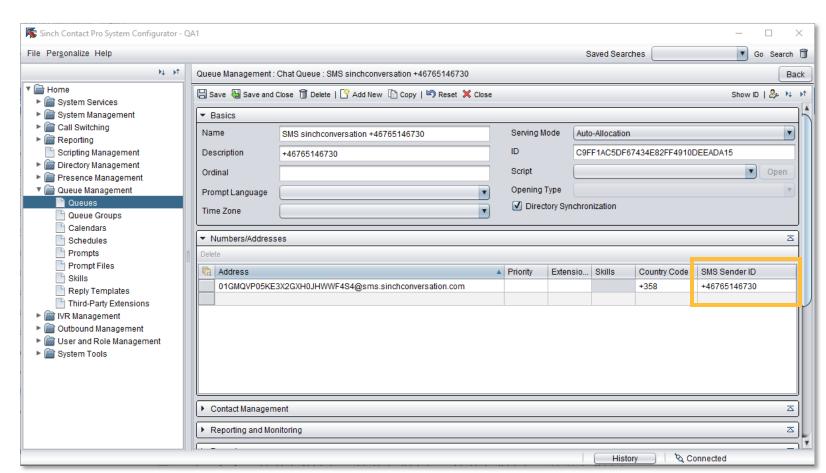
Chat and messaging improvements
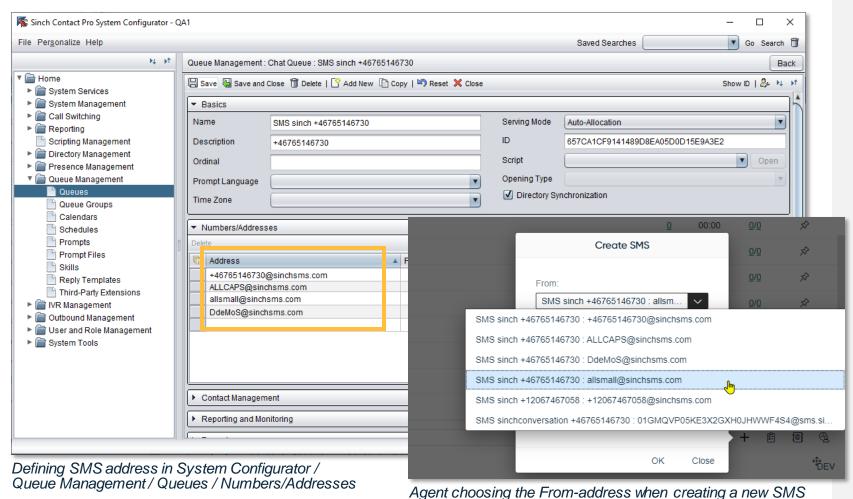
SMS Sender ID can be defined

Defining SMS Sender ID in System Configurator / Queue Management / Queues / Numbers/Addresses

With 23q1 it is now possible to define a sender ID for outbound (MT, Mobile Terminating) SMS messages.

The definable sender ID is useful in SMS configurations. It is a must when sending outbound (MT) messages to +1, that is, US and Canadian recipients.

SMS Sender ID is now case sensitive

Defining SMS address in System Configurator / Queue Management / Queues / Numbers/Addresses

Agent choosing the From-address when creating a new SMS

Contact Pro follows now case sensitivity configured for SMS channel address and allows you to follow brand guidelines.

For example:
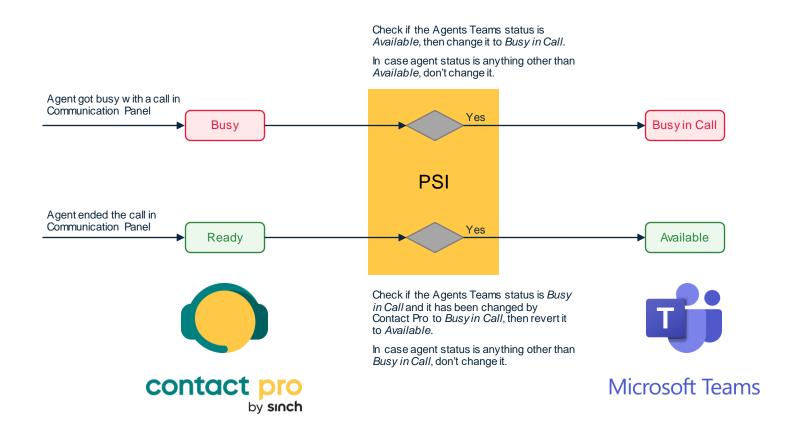
- +46765146730
- ALLCAPS
- allsmall
- DdeMoS

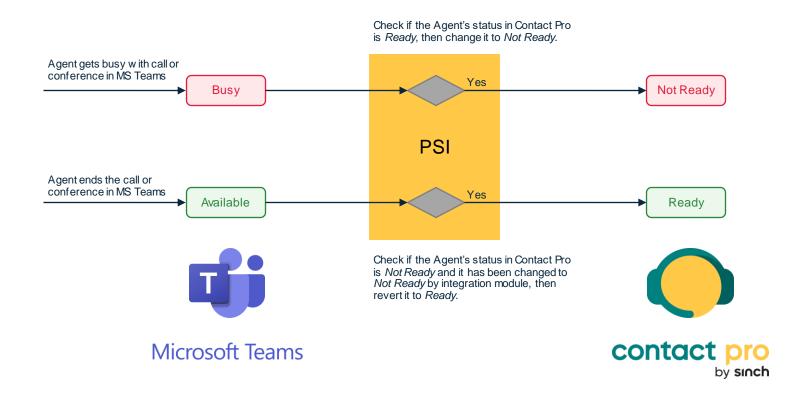# Integrations

Microsoft Teams Integration
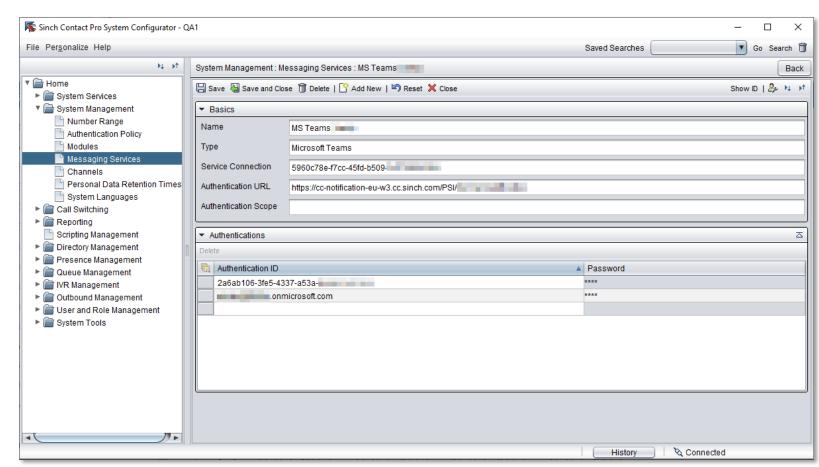
Status change from Contact Pro to MS Teams

Check if the Agents Teams status is *Available*, then change it to *Busy in Call*.

In case agent status is anything other than *Available*, don't change it.

Agent got busy with a call in Communication Panel

Busy → ◇ Yes → **Busy in Call**

PSI

Agent ended the call in Communication Panel

Ready → ◇ Yes → **Available**

Check if the Agents Teams status is *Busy in Call* and it has been changed by Contact Pro to *Busy in Call*, then revert it to *Available*.

In case agent status is anything other than *Busy in Call*, don't change it.

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Microsoft Teams

Microsoft Teams Integration

Status change from MS Teams to Contact Pro

Check if the Agent's status in Contact Pro is *Ready*, then change it to *Not Ready*.

Agent gets busy with call or conference in MS Teams

Busy → PSI (Yes) → Not Ready

PSI

Agent ends the call or conference in MS Teams

Available → (Yes) → Ready

Check if the Agent's status in Contact Pro is *Not Ready* and it has been changed to *Not Ready* by integration module, then revert it to *Ready*.

Microsoft Teams

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Microsoft Teams Integration Configurations ∞

Microsoft Teams tenant details are configured in Messaging Services:

- Specify the Teams tenant ID
- Contact Pro webhook
- Authentication credential required to connect to Microsoft Teams.

System Configurator / System Management / Messaging Services / Microsoft Teams

Microsoft Teams Integration Configurations ∞

System Configurator / Presence Management / Settings / Microsoft Teams Integration

Presence synchronization are configured in Presence management Settings.

- Update User Presence to Teams from Contact Pro

- Update user presence from Teams to Contact Pro.
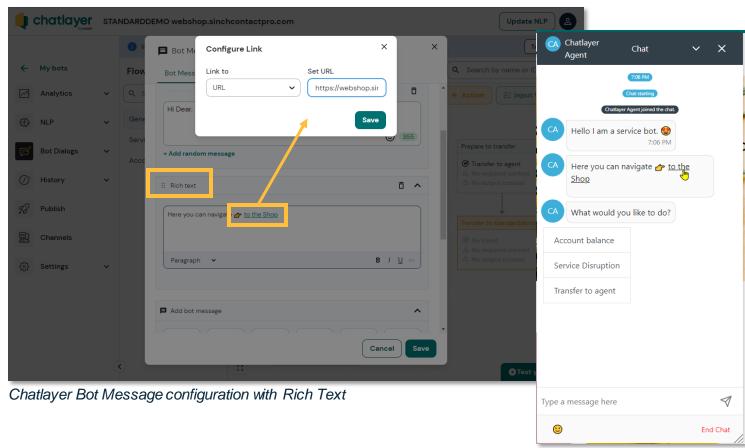
Microsoft Teams Integration Configurations ⧉

System Configurator / User and Role Management / Users / Authentication

Agent's Microsoft Teams accountId is configured in the field Presence Synchronization ID in Users screen.

Chatlayer Agent Bot supporting URLs

Chatlayer Bot Message configuration with Rich Text

Contact Pro Chat Visitor Client

Chatlayer as Agent Bot now supports hyperlinks.

Rich text Bot message in Chatlayer allows entering URLs, which work on Contact Pro Chat Visitor Client as clickable links.
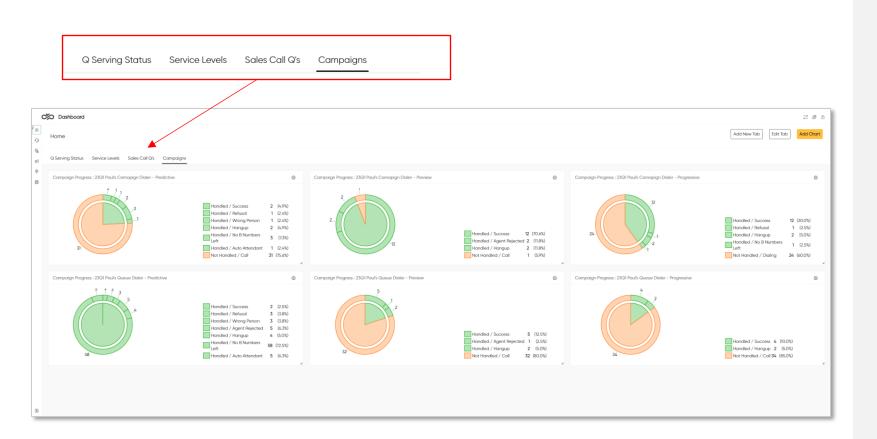
Dashboard

Home view with Tabs

Dashboard's home view now takes the approach of tabbed viewing.

Create defined tabs with charts according to your preference!

- Free text naming of tabs

- Add charts and scale

- Last tab viewed is maintained when switching between views

- Last tab viewed is maintained for log out/in

- Maintain up to 10 tabs

- Tabs and charts editable after creation

Dashboard improvements

Chat Transferred Event

The Conversation Details table now shows an event when a chat is transferred.

3/1/2023, 11:56:48 AM	00:00:00	00:36:01	Chat was transferred	Agent name or queue name (destination): **Que:SMS: +46** ▮▮▮▮ **WA: +44** ▮▮▮▮ ▮▮▮▮ **Sinch Conversation**	Agent, queue or system name (sender): **Sys:Contact Center**

Original ID of Transferred Chats

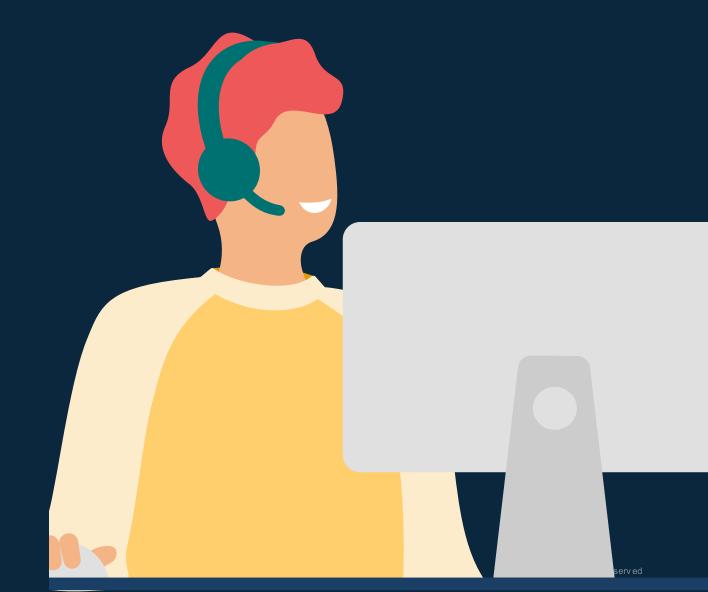Conversation Details > State 1 of the new chat to queue event shows also the original chat ID for transferred chats.

Conversation Details

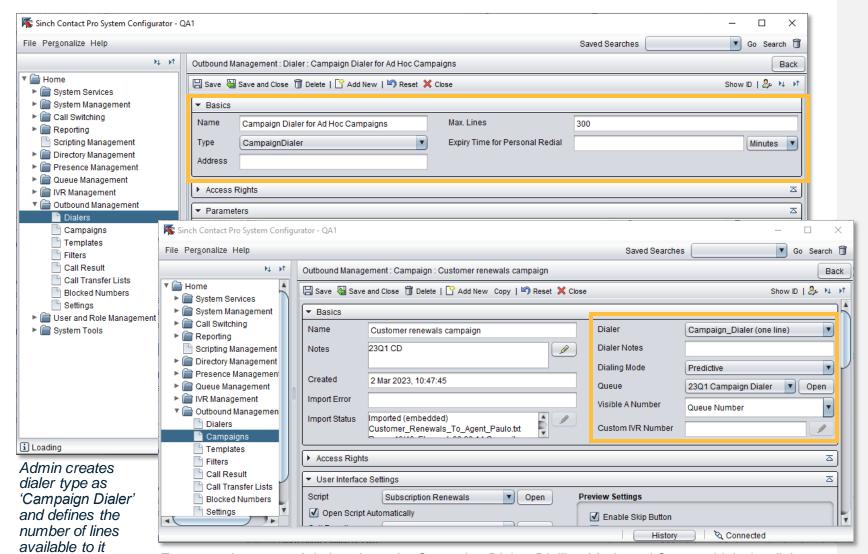| Time ⇕	Duration ⇕	Cumulative Duration ⇕	Event ⇕	State 1
3/1/2023, 11:56:48 AM	00:00:00	00:00:00	Subject of conversation	Subject: **Hello | Hello**
3/1/2023, 11:56:48 AM	00:00:00	00:00:00	Chat (new) to queue	Chat type (such as text chat or video chat): **whatsapp** Original chat ID: **594A1C9E-B812-11ED-AB82-02B4C76E288D**

Outbound Campaign

New dialer mode for campaigns - Admin

Admin creates dialer type as 'Campaign Dialer' and defines the number of lines available to it

For campaign usage Admin selects the Campaign Dialer, Dialling Mode and Queue which the dialer uses

Campaign Dialer is based on the Queue Dialer mode principal. The difference being agents are allowed to choose which campaign they serve in.
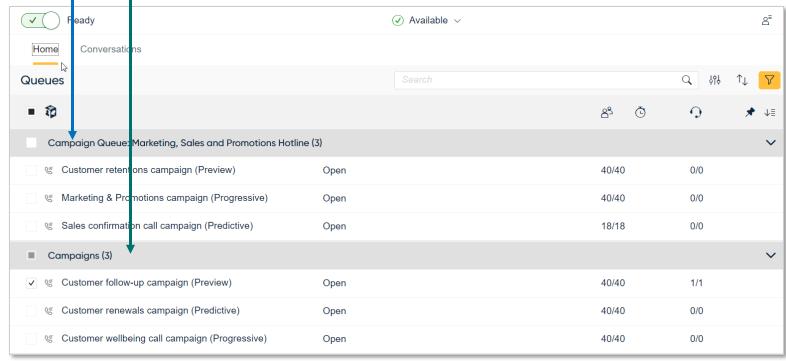
- Can be used with an existing or new inbound call queue
- Admin defines which campaigns are run under the dialling mode of Campaign Dialer
- Agents require only serve rights to the associated queue.
- Only active campaigns are shown in agents Communication Panel

New dialer type for campaigns - Agent

Queue Dialer campaigns listed under group header 'Campaign Queues'

Campaign Dialer campaigns listed under group header 'Campaigns'

Home view with grouping applied for campaigns

Campaign Dialer usage in Communication Panel

- Agents view active campaigns using the home view 'Grouping' filter

- Only active campaigns are shown under the grouping header of 'Campaigns'

- Agent can choose and serve only in one campaign at a time

- Blended experience offered in the campaign modes of preview and progressive from all serving queues

- Campaigns in the mode of predictive require agent's sole availability, therefore mode will log them out of other serving queues – non blended experience
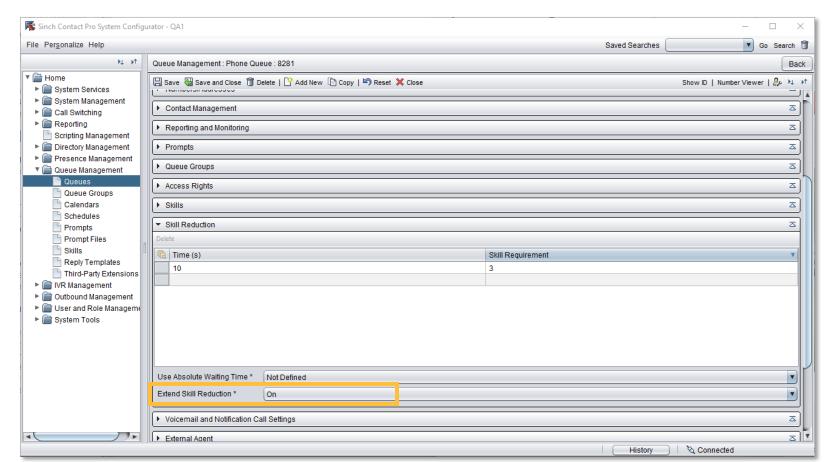
Miscellaneous improvements

Skill based routing enhancement

Extended Skill Reduction in System Configurator / Queue Management / Queues / Skill Reduction

Skill reduction can now be applied to skill that are not listed for the specific queue. Extended skill reduction is available for all channels.

Example:

- Queue A has skills English and Finnish
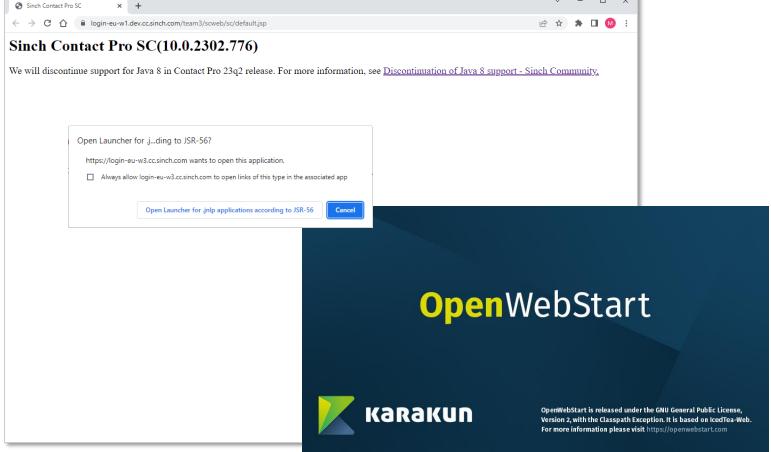- Queue B has no skills, extended skill reduction set

Conversation arrives to Queue A and is forwarded to B.

By default, skills are carried over and skill reduction is affecting only skills configured to queue.

With new parameter you can extend skill reduction to skills that are not configured for the queue.

Java installed on workstation

Pre-requisite for using System Configurator

System Configurator Web Start

We are planning to discontinue support for Java 8 in 23q2 release.

For more information, see https://community.sinch.com/t5/Contact-Pro/Discontinuation-of-Java-8-support/td-p/11160

To prepare for that, we have self started using Open Web Start.

It can be run on standard setup, that is, using Java 17.

However, Java 17 is not completely verified with 23q1, thus the recommendation is to use Java 11.

The community article explains the setup process.

System Configurator on macOS available for customer - as an open beta

We invite our customers using Mac to try System Configurator on macOS.

This is preview only release and we ask customers to report possible issues via tickets.

- Users can now launch System Configurator from macOS
- Open Web Start is prerequisite to be able to open the SC
- Java version 11 is recommended, but Java 17 can also be used.

Known issues:

- Skills exporting fails (CC365V1-6354)
- Summary of rights opens only once (CC365V1-6362)

Further improvements and betterments

For full list, see what's new in 23q1

Allocating chat conversations fixed, this was related to change of Presence profile with Queue Group linkage

Email attachments are now better shown in Outlook, when agent replying with attachments, there was a similar fix for Gmail recipients earlier.

Chat Visitor Client and Launchpad got few improvements
- Launchpad opening on a mobile client is optimized in full size view
- Dynamical resizing when mobile device orientation changes
- Messaging channels are scrollable
- Moving the chat visitor client with mouse is improved

Solving 'connection lost' cases due to browser power saving features
- Communication Panel only uses the agent's microphone when in use during a call and then releases upon hangup.
- Version 22Q3 introduced Communication Panel's usage of the browser's tab microphone indicator to further emphasize this. This 22Q3 feature has had to be reverted until further notice in order to maintain the stability of the UI.

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End slide