



Contact Pro 23q1

Show and Tell





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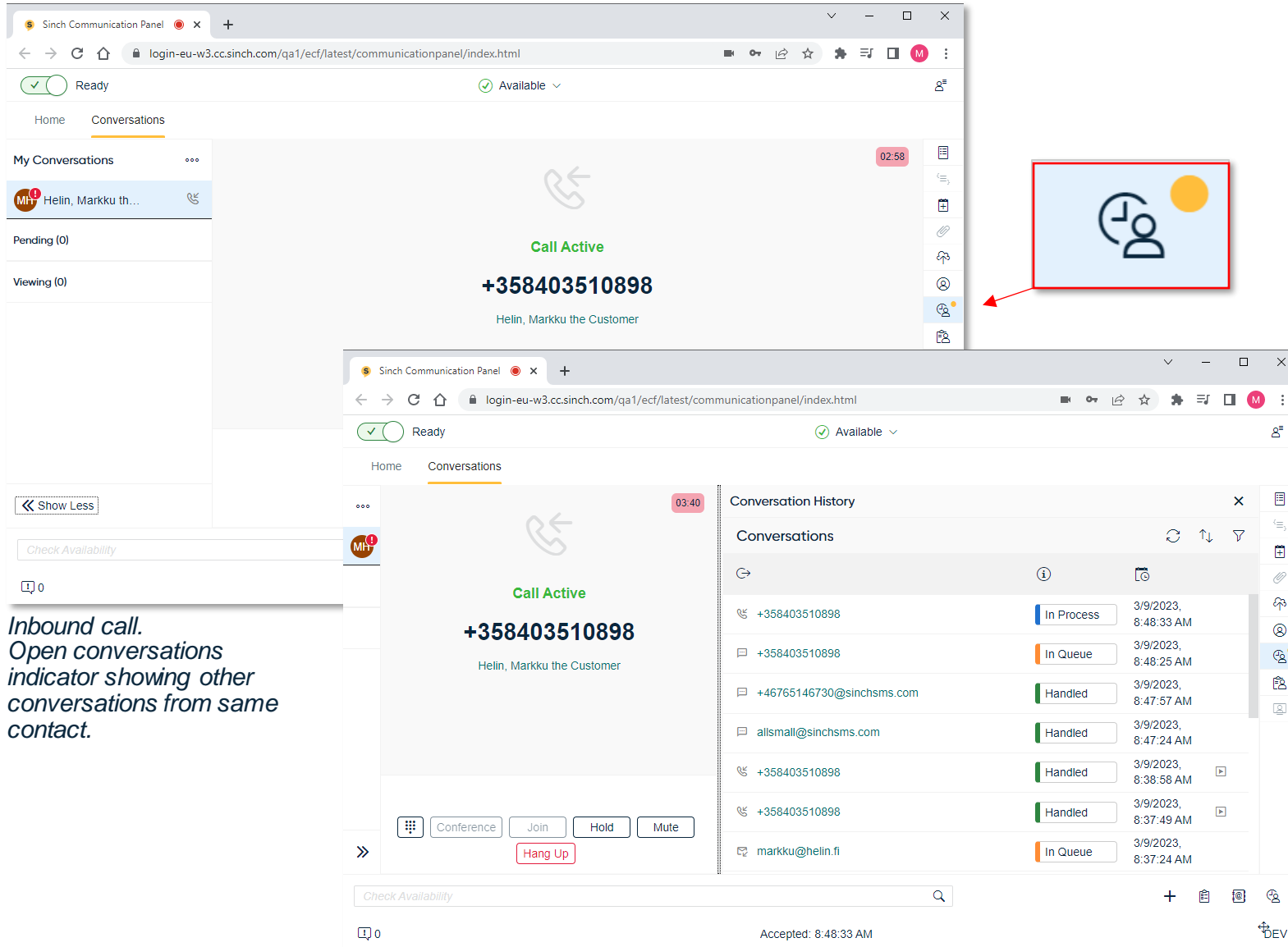
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Communication Panel content and usability enhancements



Open Conversations Indicator



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

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

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

Profiles Listed In Priority Order



The screenshot displays the 'Sinch Contact Pro System Configurator - QA1' interface. The left sidebar shows a navigation tree with 'Presence Management > Profiles' selected. The main area shows a list of profiles sorted by priority. A dropdown menu is open, showing a list of profile statuses. A red box highlights the dropdown menu, and a red arrow points from the 'Priority' column header in the profile list to the dropdown menu.

Priority	Name
255	Available
100	Meeting
98	Conference Call
96	Lunch
94	Smoking / Tea break
92	Away
90	Business Trip
88	Vacation
86	Leave of Absence
80	Profile 1 (G1 Phone)
78	Profile 2 (G2 Email)
76	Profile 3 (G3 WebChat)
74	Profile 4 (G4 SocialChat)
72	Profile 5 (G5 Mix)
70	Profile 6 (Empty Q Grp)

The dropdown menu shows the following options:

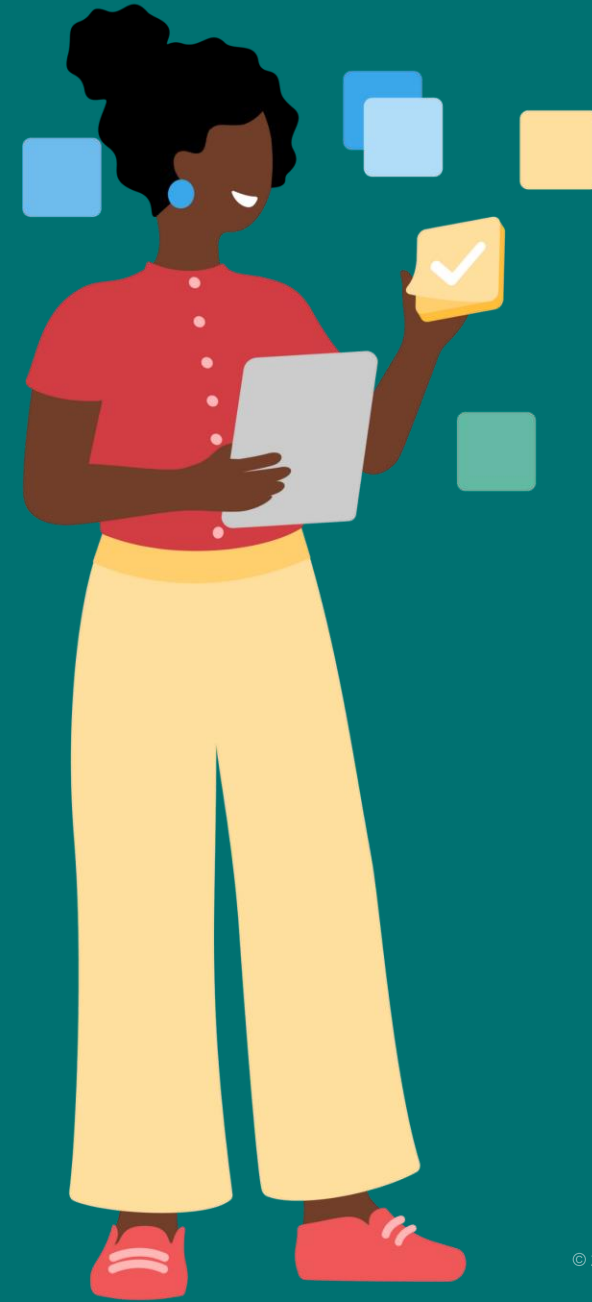
- Available
- Meeting
- Conference Call
- Lunch
- Smoking / Tea break
- Away
- Business Trip
- Vacation
- Leave of Absence
- Profile 1 (G1 Phone)
- Profile 2 (G2 Email)
- Profile 3 (G3 WebChat)
- Profile 4 (G4 SocialChat)
- Profile 5 (G5 Mix)
- Profile 6 (Empty Q Grp)

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



The screenshot shows the Sinch Contact Pro System Configurator interface. The main window is titled "Queue Management : Chat Queue : SMS sinchconversation +46765146730". The left sidebar shows a tree view with "Queue Management" expanded to "Queues". The main area is divided into sections: "Basics" and "Numbers/Addresses".

Basics Section:

- Name: SMS sinchconversation +46765146730
- Description: +46765146730
- Serving Mode: Auto-Allocation
- ID: C9FF1AC5DF67434E82FF4910DEEADA15
- Script: (empty)
- Opening Type: (empty)
- Directory Synchronization:

Numbers/Addresses Section:

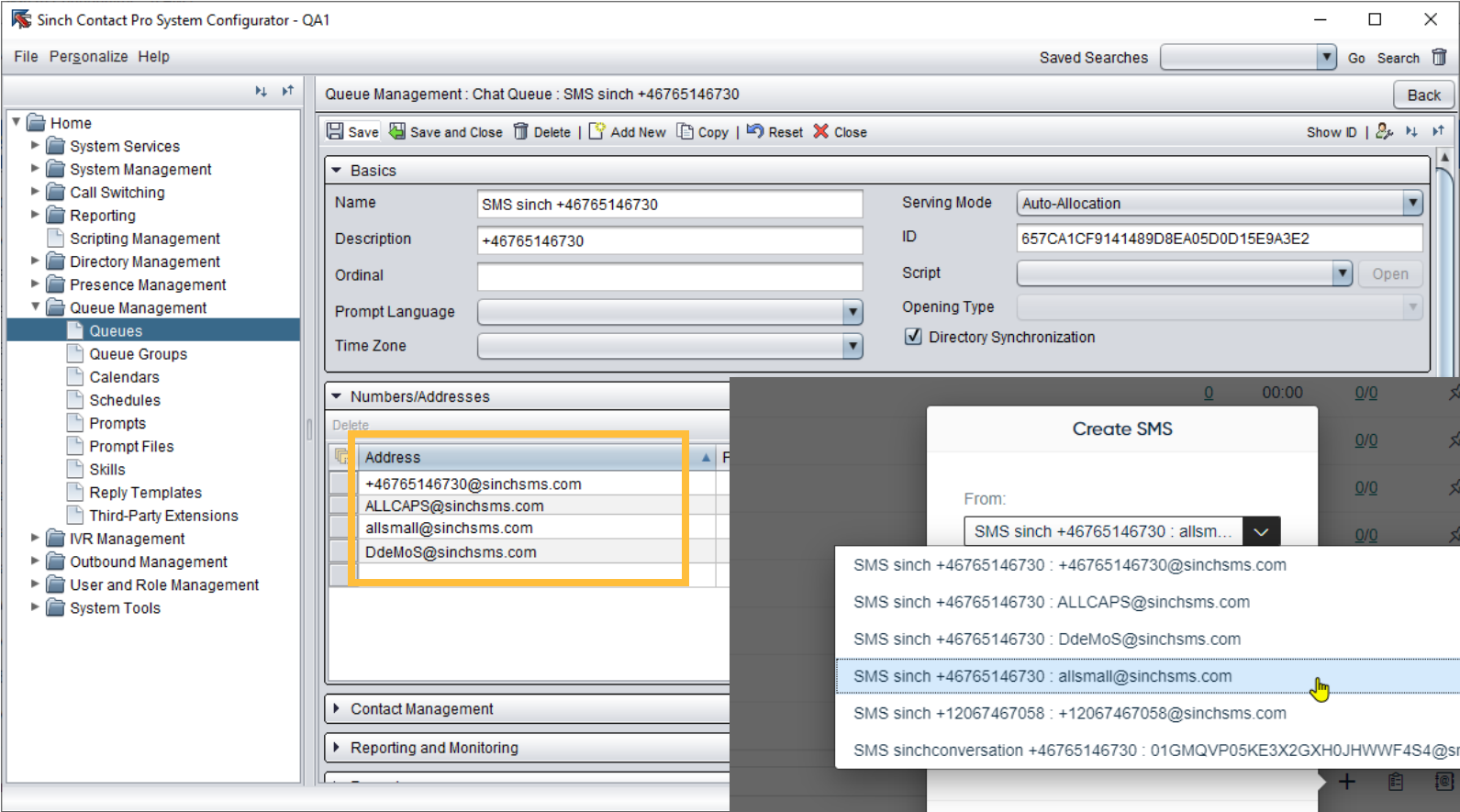
Address	Priority	Extensio...	Skills	Country Code	SMS Sender ID
01GMQVP05KE3X2GXH0JHWWF4S4@sms.sinchconversation.com				+358	+46765146730

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.

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

SMS Sender ID is now case sensitive



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

For example:

- +46765146730
- ALLCAPS
- allsmall
- DdeMoS

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

Agent choosing the From-address when creating a new SMS



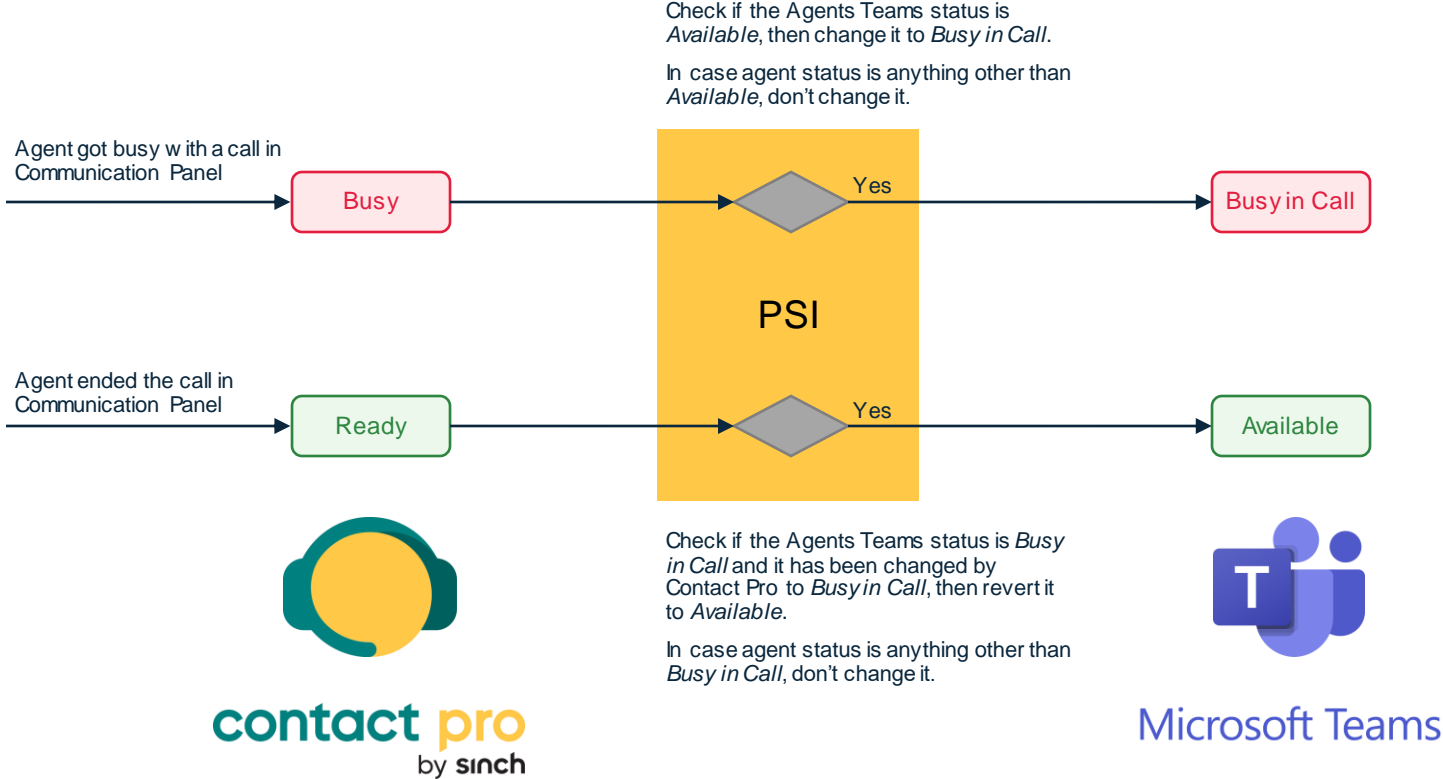
Integrations



Microsoft Teams Integration



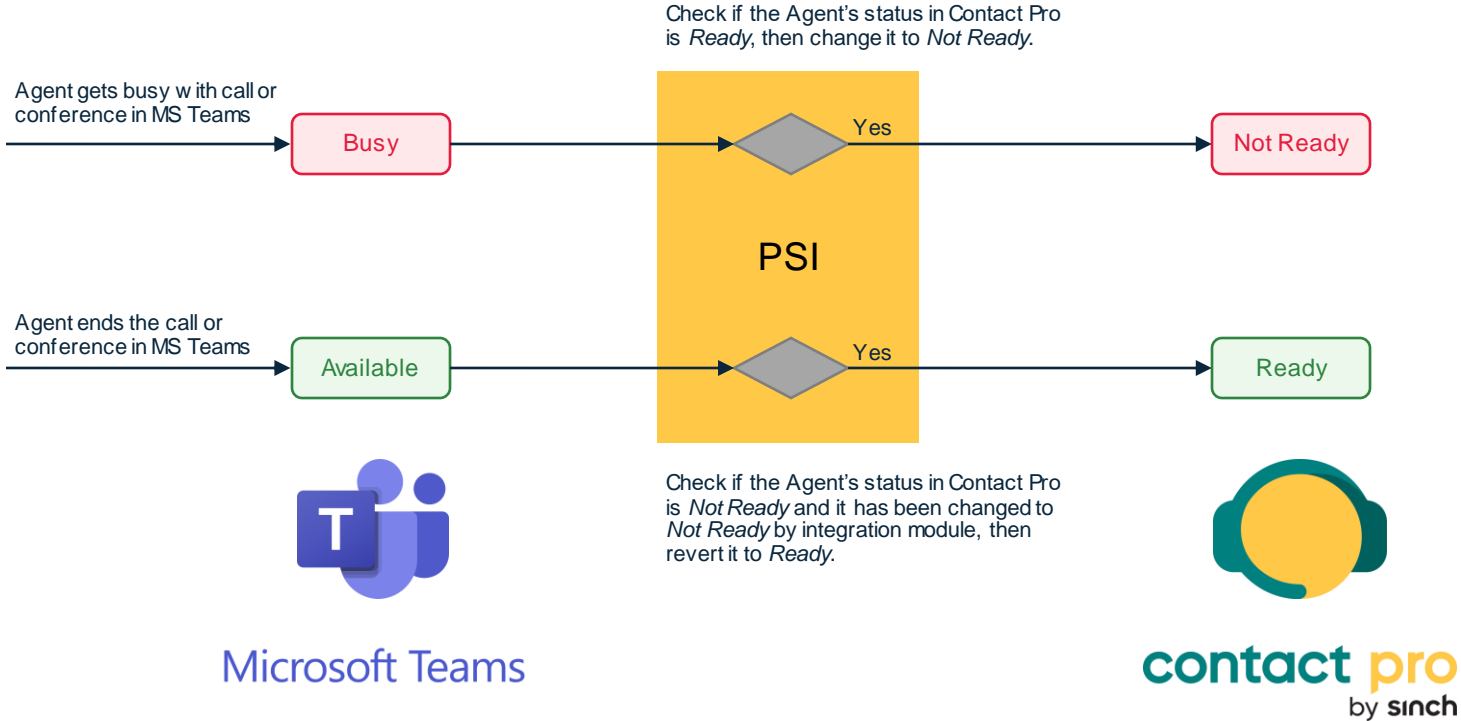
Status change from Contact Pro to MS Teams



Microsoft Teams Integration



Status change from MS Teams to Contact Pro



Microsoft Teams Integration Configurations



The screenshot displays the Sinch Contact Pro System Configurator interface. The left sidebar shows a tree view with 'Messaging Services' selected. The main panel is titled 'System Management : Messaging Services : MS Teams'. It contains two sections: 'Basics' and 'Authentications'. The 'Basics' section includes fields for Name (MS Teams), Type (Microsoft Teams), Service Connection (5960c78e-f7cc-45fd-b509-...), Authentication URL (https://cc-notification-eu-w3.cc.sinch.com/PSI/...), and Authentication Scope. The 'Authentications' section is a table with columns for Authentication ID and Password.

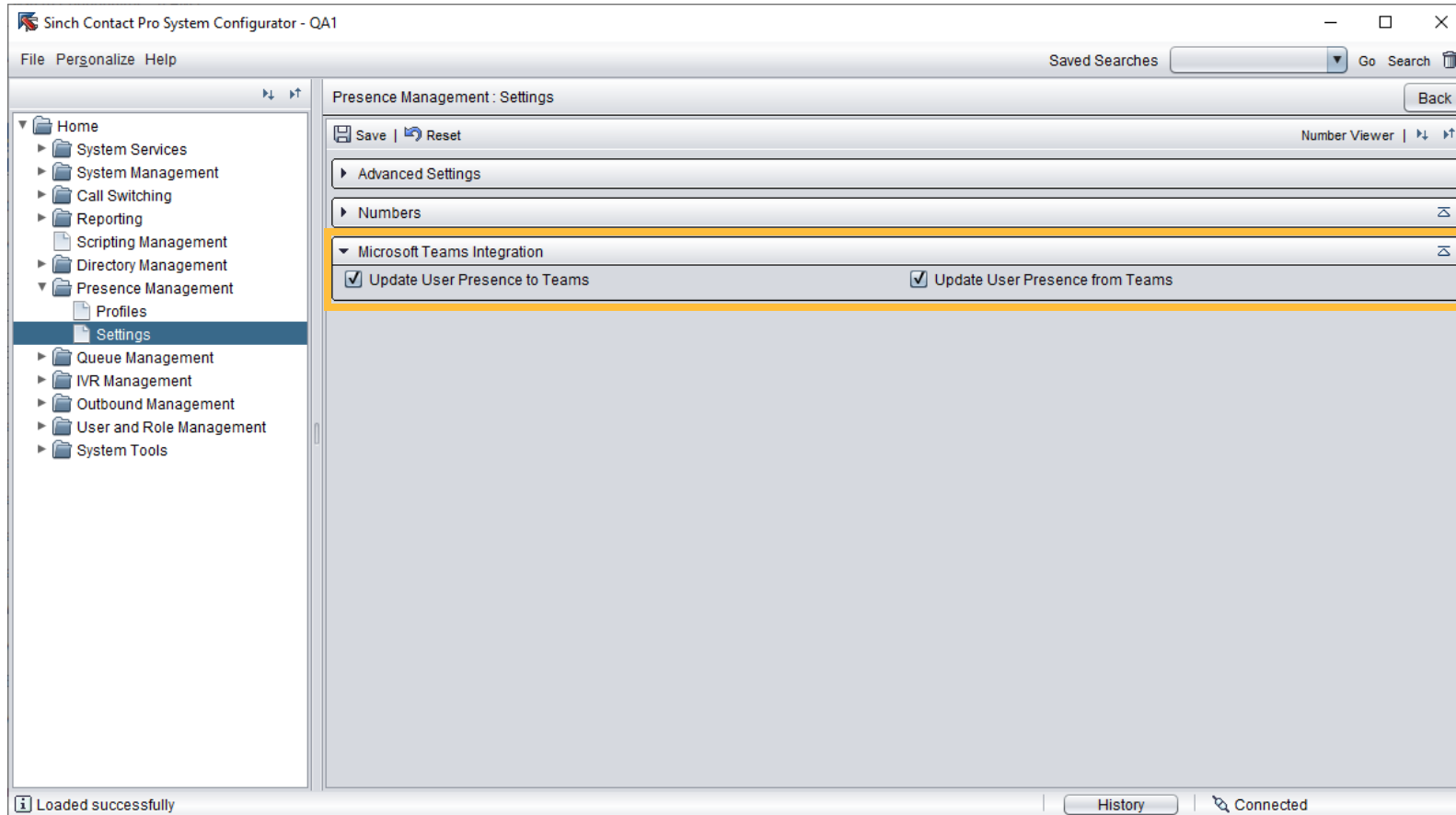
Authentication ID	Password
2a6ab106-3fe5-4337-a53a-...	****
...onmicrosoft.com	****

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



Presence synchronization are configured in Presence management Settings.

- Update User Presence to Teams from Contact Pro
- Update user presence from Teams to Contact Pro.

System Configurator / Presence Management / Settings / Microsoft Teams Integration

Microsoft Teams Integration Configurations

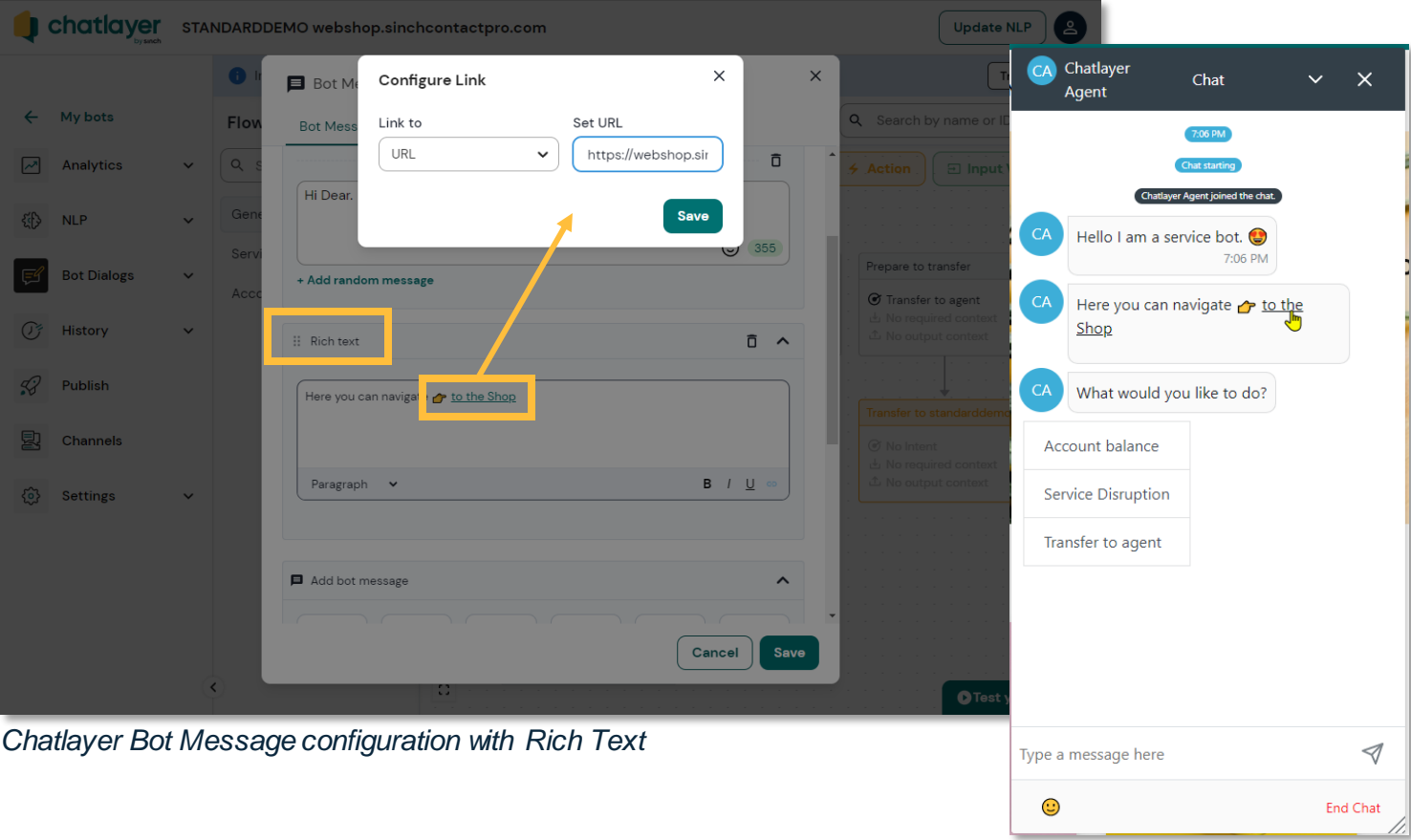


The screenshot shows the 'Sinch Contact Pro System Configurator - QA1' interface. The left sidebar contains a tree view with 'User and Role Management' expanded to 'Users'. The main area displays the configuration for user 'Victoria Jones'. The 'Authentication' section is expanded, and the 'Presence Synchronization ID' field is highlighted with an orange box. Other fields include First Name (Victoria), Last Name (Jones), Title (test person for docu graphics), Location, Time Zone (Africa/Bamako), User Interface Language (English (US)), Prompt Language (English (US)), User Settings Template (CC Agent), Number (742), Chat Address (Vicky@chat.com), Chat Name (Vicky), E-Mail Address (victoria.jones@example.com), and Mobile Number (1234567). The 'Password Settings' section includes options for 'Set Password' and 'Assign Expiration Time for Service Account'. The 'Directory Information' section is collapsed. The 'Authentication' section includes fields for Logon Name (Jones), Password Expiration (10 Mar 2023, 15:35:12), External ID, and checkboxes for 'Set SIP Password', 'Set PIN Code', 'Business Objects', and 'CRM Logon Name'. The 'Presence Synchronization ID' field is highlighted with an orange box.

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

System Configurator / User and Role Management / Users / Authentication

Chatlayer Agent Bot supporting URLs



Chatlayer Bot Message configuration with Rich Text

Contact Pro Chat Visitor Client

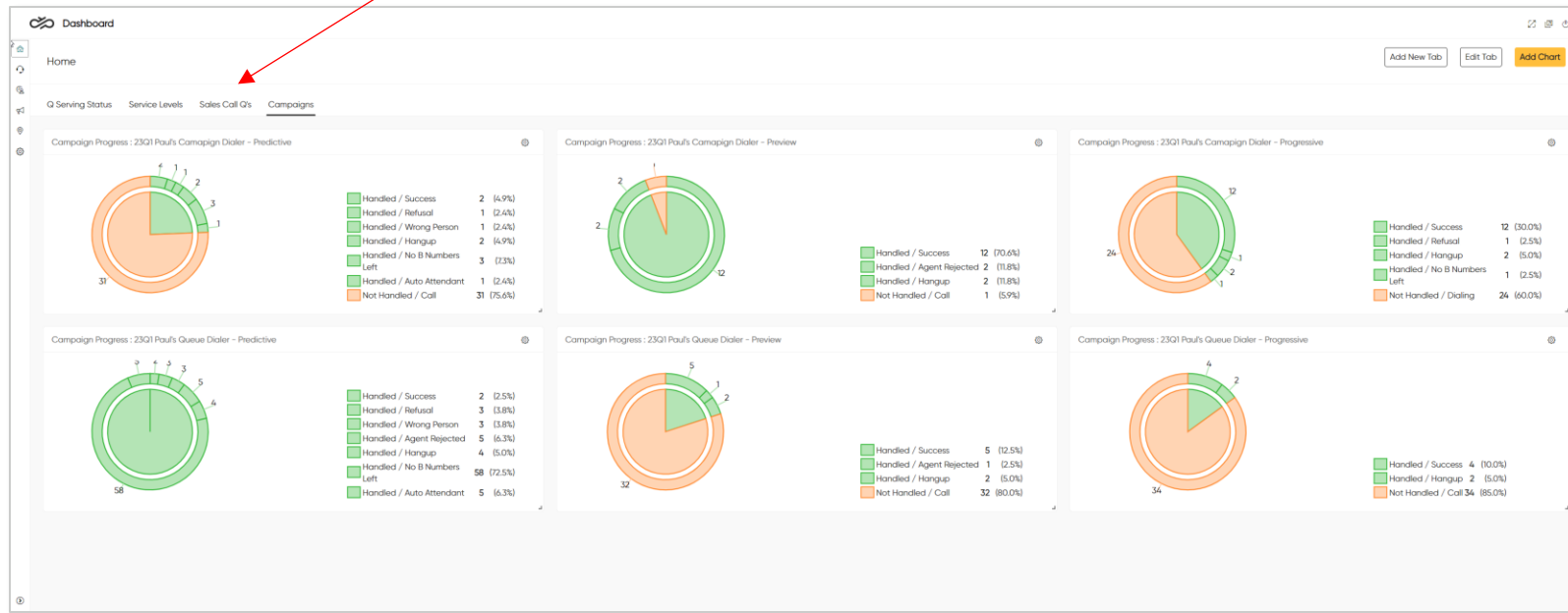
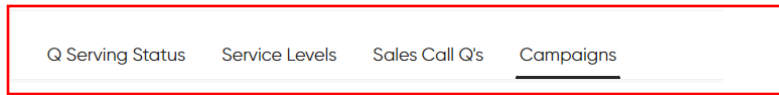
Chatlayer as Agent Bot now supports hyperlinks.
Rich text Bot message in Chatlayer allows entering URLs, which work on Contact Pro Chat Visitor Client as clickable links.



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
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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

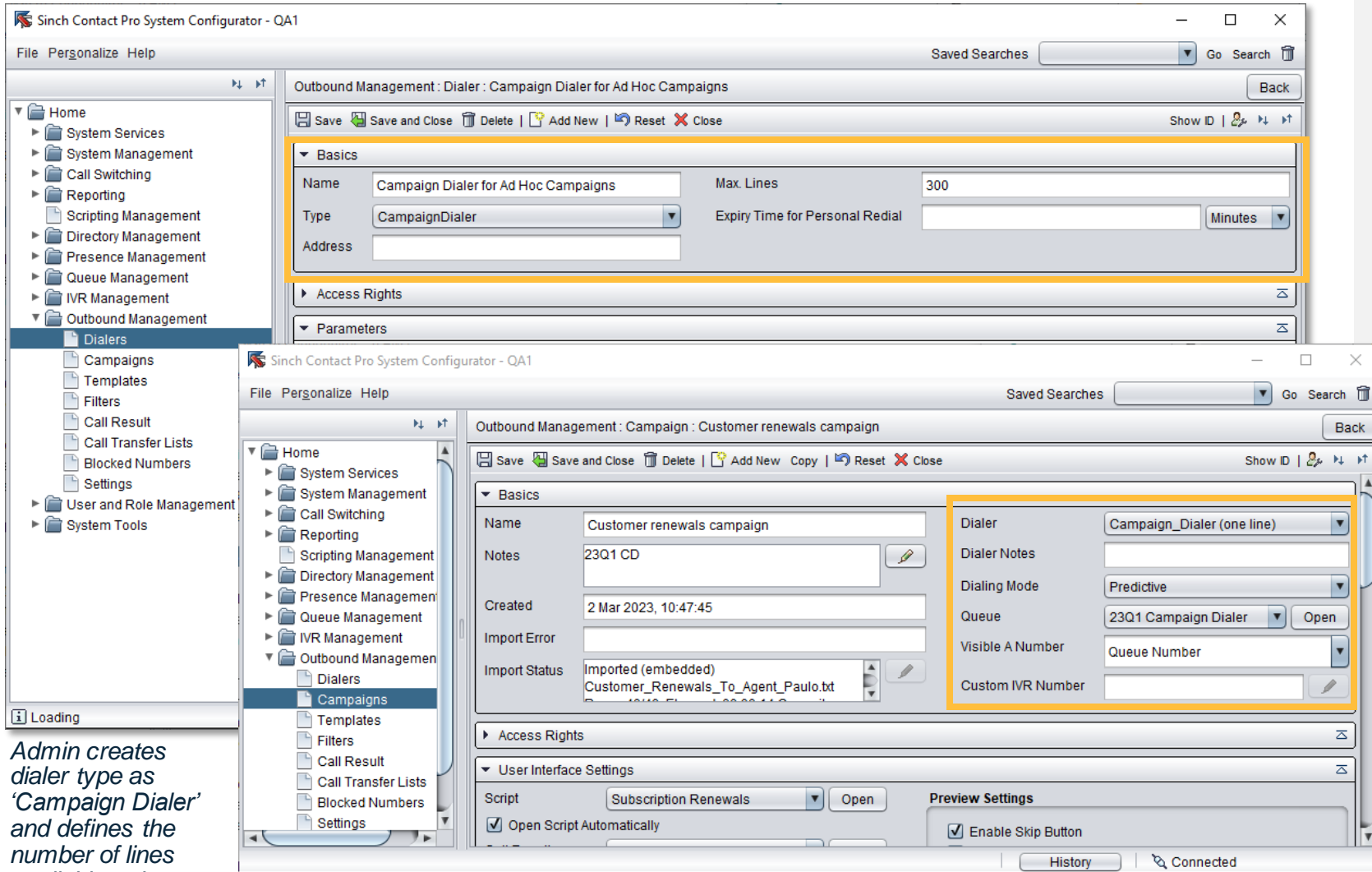
Time	Duration	Cumulative Duration	Event	State 1
3/1/2023, 11:56:48 AM	00:00:00	00:00:00	Subject of conversation	Subject: Hello Hello
3/1/2023, 11:56:48 AM	00:00:00	00:00:00	Chat (new) to queue	Chat type (such as text chat or video chat): whatsapp Original chat ID: 594A1C9E-B812-11ED-AB82-02B4C76E288D



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'

Group Header	Campaign Name	Mode	Progress	Availability
Campaign Queues	Marketing, Sales and Promotions Hotline (3)			
	Customer retentions campaign (Preview)	Open	40/40	0/0
	Marketing & Promotions campaign (Progressive)	Open	40/40	0/0
Campaigns	Sales confirmation call campaign (Predictive)	Open	18/18	0/0
	Customer follow-up campaign (Preview)	Open	40/40	1/1
	Customer renewals campaign (Predictive)	Open	40/40	0/0
	Customer wellbeing call campaign (Progressive)	Open	40/40	0/0

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



Queue Management : Phone Queue : 8281

Save Save and Close Delete Add New Copy Reset Close

Show ID | Number Viewer | Back

▶ Contact Management

▶ Reporting and Monitoring

▶ Prompts

▶ Queue Groups

▶ Access Rights

▶ Skills

▼ Skill Reduction

Delete

Time (s)	Skill Requirement
10	3

Use Absolute Waiting Time * Not Defined

Extend Skill Reduction * On

▶ Voicemail and Notification Call Settings

▶ External Agent

History Connected

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.

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



Java installed on workstation

Pre-requisite for using System Configurator

The screenshot shows a web browser window with the address bar containing `login-eu-w1.dev.cc.sinch.com/team3/scweb/sc/default.jsp`. The page title is **Sinch Contact Pro SC(10.0.2302.776)**. The main content area displays a message: "We will discontinue support for Java 8 in Contact Pro 23q2 release. For more information, see [Discontinuation of Java 8 support - Sinch Community](#)." Below this message is a dialog box titled "Open Launcher for j...ding to JSR-56?". The dialog box contains the text "https://login-eu-w3.cc.sinch.com wants to open this application." and a checkbox labeled "Always allow login-eu-w3.cc.sinch.com to open links of this type in the associated app". At the bottom of the dialog box are two buttons: "Open Launcher for .jnlp applications according to JSR-56" and "Cancel".

Below the browser window is a dark blue banner for **OpenWebStart** by **KARAKUN**. The banner includes the text: "OpenWebStart is released under the GNU General Public License, Version 2, with the Classpath Exception. It is based on IcedTea-Web. For more information please visit <https://openwebstart.com>".

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.



End slide