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Contact Pro 23q2

Show and Tell

This release contains a large number of optimizations, performance and quality improvements, and also some new interesting capabilities.

I'm glad we actioned these topics. I think our customers will benefit from these greatly.

Markku Helin, Head of Product Management, Sinch Contact Pro

Agenda

This 23q2 Show and Tell presentation is available on Sinch Contact Pro [SharePoint Site](#)

1. Communication Panel content and usability enhancements

2. Chat, messaging and email improvements

3. Integration improvements

4. Dashboard content and usability enhancements

5. Sinch other products integrations for Contact Pro

6. Miscellaneous improvements

Communication Panel
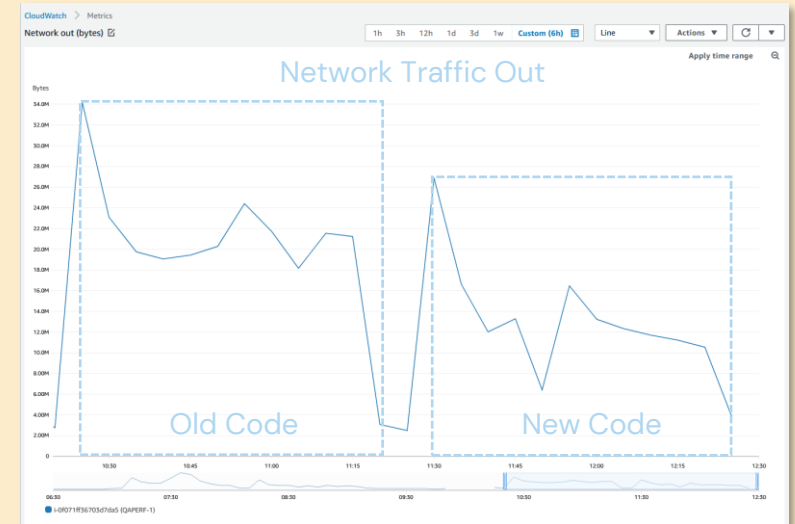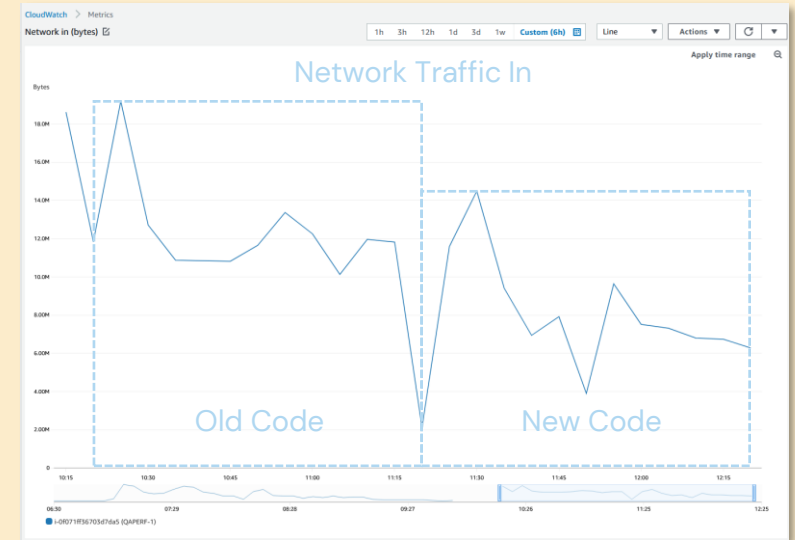
content and usability enhancements

Performance optimization for Queue Statistics

Communication Panel's home view (queue statistics) now has an improved method for relaying updates to the UI.

Achievements from this change

- Simplification of data between server and client

- Communication Panel subscribes to queue statistic data 'only when needed'

- Reduction in network usage

- Improved client performance

- Stability in queue statistic updates

Improved performance by consuming less network.

Communication Panel Logging improvements

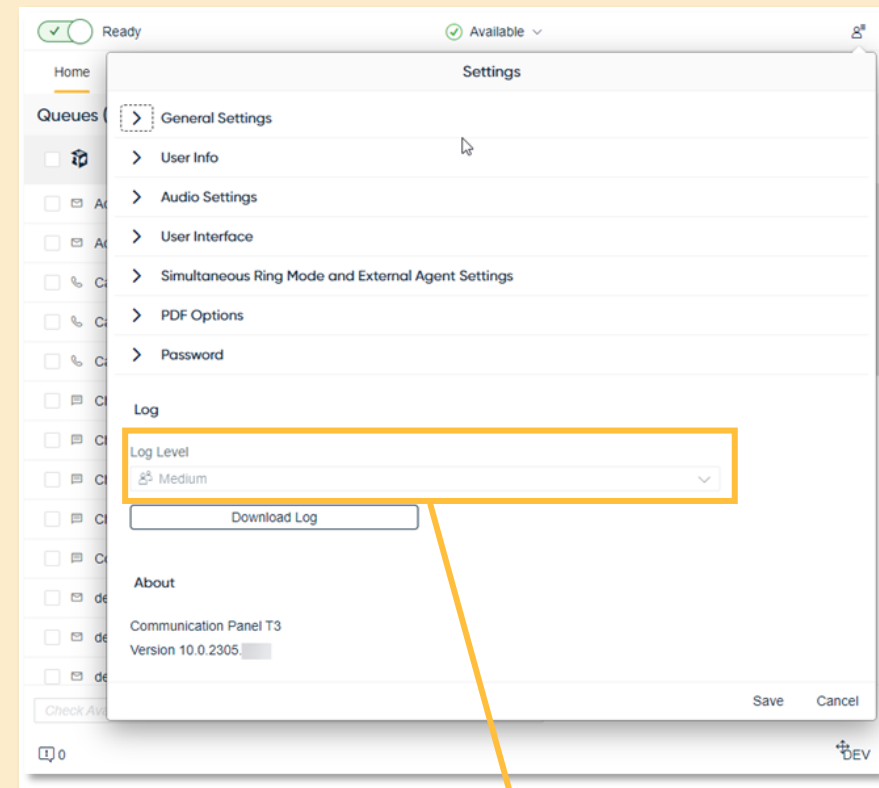Communication Panel's logging has now been simplified to three levels of logging:

Low - Errors only

Medium – Recommended by Sinch

High – When advised by Sinch support

Additional changes

- Logging events in English only

- Certain data moved to 'High' only

- Prevent changes to log level from Communication Panel (Configurable)

- Icon denotes where log level is defined

Communication Panel logging is now specified as three levels

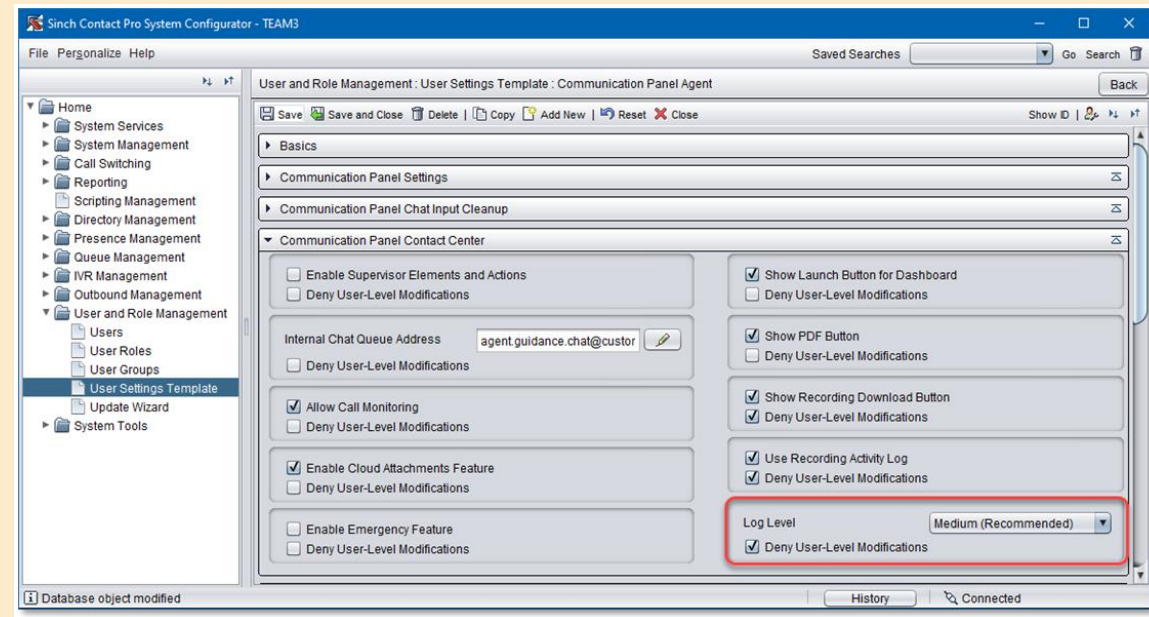# Communication Panel Logging System Configurator Settings

Communication Panel's logging settings can now be maintained centrally from System Configurator either on a template level or user level.

Template level

Deployed in 23Q2 with the Sinch recommended template setting as 'Medium' logging with 'Deny user level modification' activated.

User Level

Option to set a user's Communication Panel logging to 'High'. This is a timed event and will revert to the template level thereafter. For cases when recommended by support.

Default (Recommended) CP log level as seen from System Configurator > User Setting Template
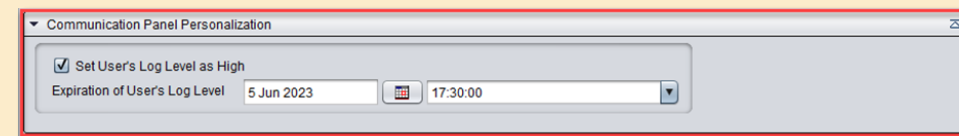

In special cases, a user's CP logging can also be set as 'High' for a period before reverting to template setting

# Communication Panel Outbound Call Failure Reason

Communication Panel's call handling view now provides a reason for a failed called attempt (*where known*)

Such reasons could be

- Number Busy

- No Answer

- Call Declined

- Invalid Number

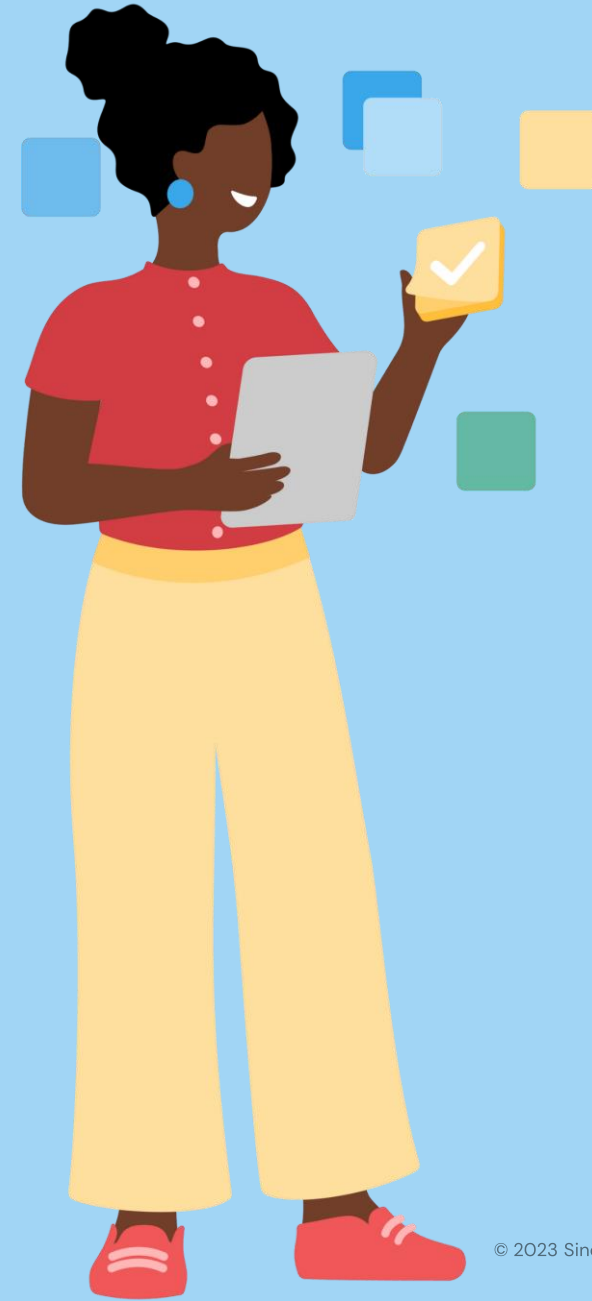- Number Barred

- Other network related issues
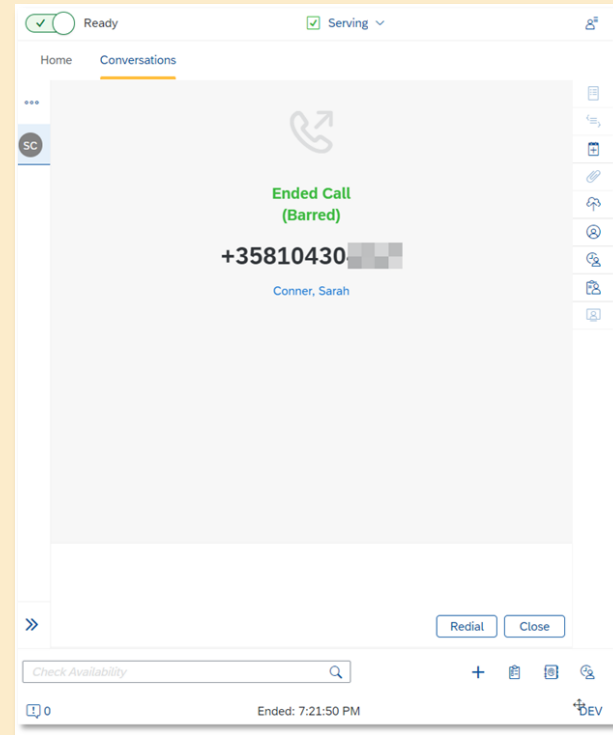
Communication Panel showing that outbound call is not allowed due to destination number is barred.
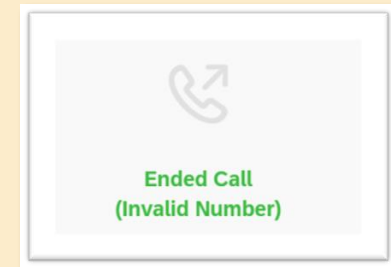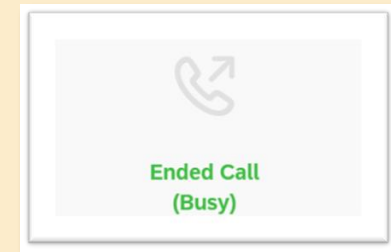
Chat, messaging and email

improvements

Enhanced MMS Support

Communication Panel now supports MMS for both text and rich content.

Sinch Flows

To use MMS channel, the current deployment requires the usage of Sinch Flows between Conversation API and Contact Pro.

XMS via Conversation API

Contact Pro is ready to consume the planned XMS format, that combines the text-only messages and rich content under single subchannel XMS.

XMS is a Conversation API capability planned to be released later in 2023.
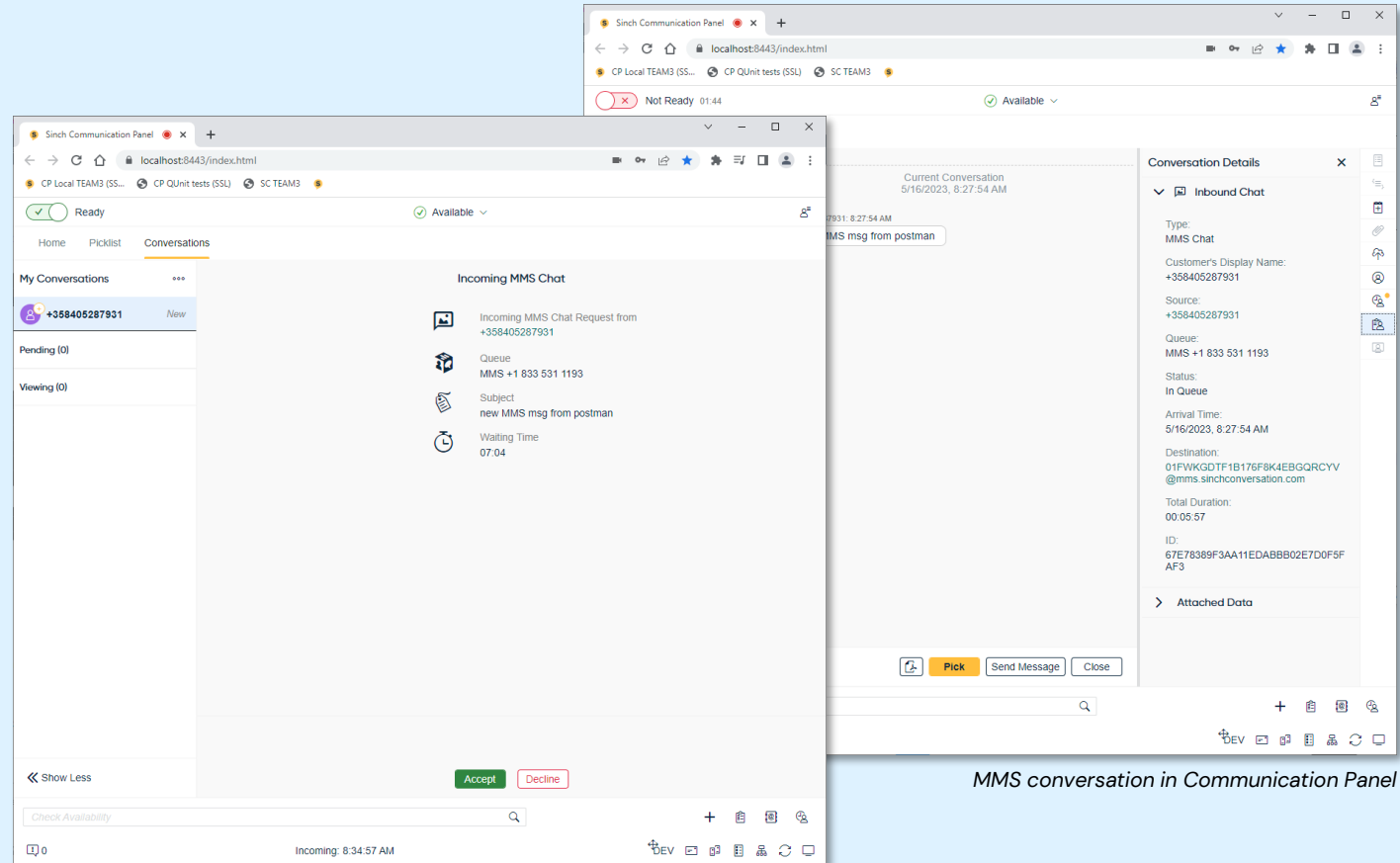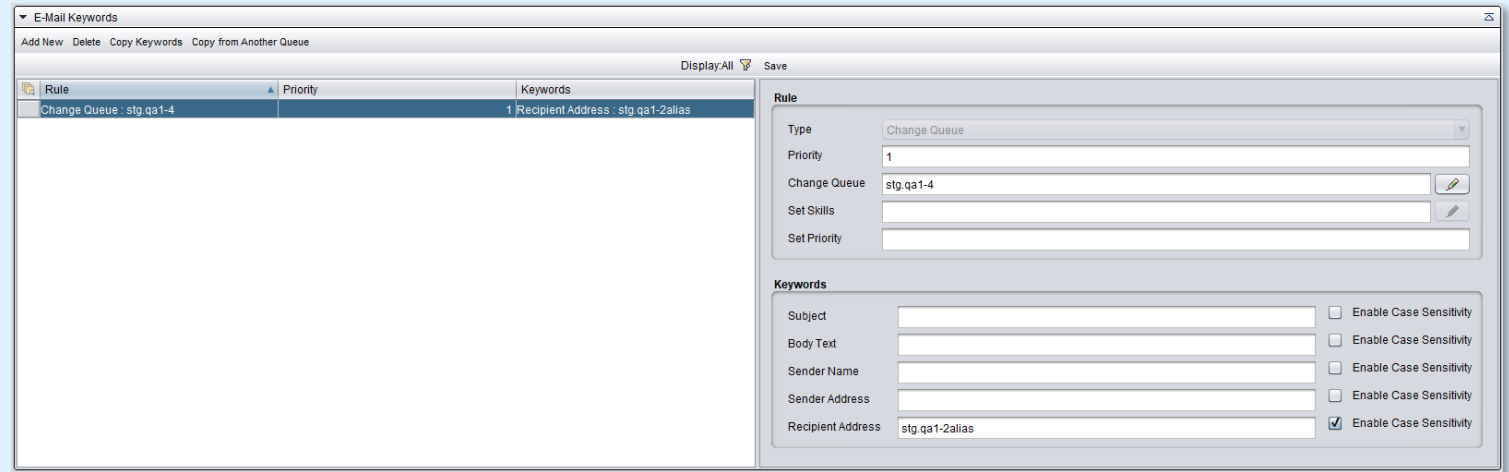

Incoming MMS chat in Communication Panel

MMS conversation in Communication Panel

Email keyword routing, including original email address

Customers with email alias addresses can now utilize keyword routing also with the alias addresses.

Email keyword setting in System Configurator.

6. In the **Keyword** section, enter the words or a piece of text that are searched for in **Subject**, **Body Text**, **Sender Name**, **Sender Address**, or **Recipient Address** of e-mails.

A keyword rule that is specified for **Recipient Address** is searched from the mailbox address and from the **To** address list of the message. This way messages sent using an email alias address are also found.

Updated documentation for email keyword routing.

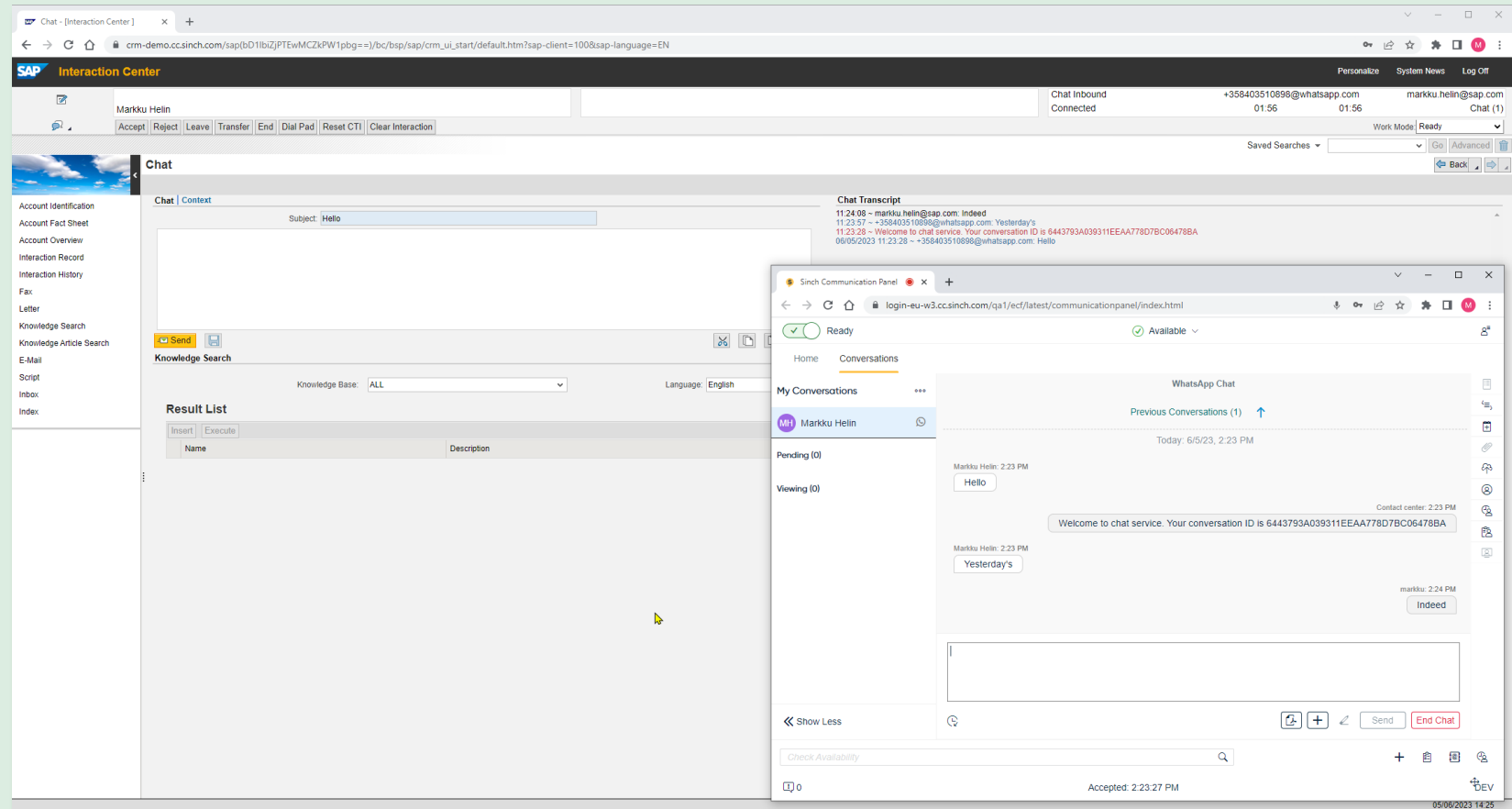# Integrations

enablers and improvements

SAP CRM Interaction Center supporting conversational messaging channels

Conversational messaging (chat) customer identification in SAP CRM is based on email addresses.
For CRM IC use case we have now "emailified" the addresses.

CRM should store "emailified" conversational messaging addresses as follows:

SMS: +358403510898@sinchsms.com

WhatsApp: +358403510898@whatsapp.com

Viber: +358403510898@viber.com

ViberBOT: nTs7lk7e51jOE7N3oA3j2Q==@viber-bot.com

Facebook :   4196263130461770@facebook.com

LINE: U89af071b77a88f31ec483b7920406edc@line.com

Instagram: 3857545314344275@instagram.com

Sinch Chat: 01FY3ZF7SPFJ16VDSHYKWX56K4@sinchchat.com

WhatsApp conversation with SAP CRM Interaction Center. Customer identified as Markku Helin on CRM IC.
Contact's WhatsApp number/address is "emailified" to enable customer identification in Interaction Center.

SAP Service Cloud – enhancing indication of conversational messaging subchannels

Conversational messaging with SAP C4C now shows correct subchannel.

All conversational messaging channel work with SAP Service Cloud (and Sales Cloud), but now WhatsApp and Facebook Messenger channels are identified correctly on C4C Timeline.

The configuration of Subchannels is done in C4C under Live Interaction Widget Settings.
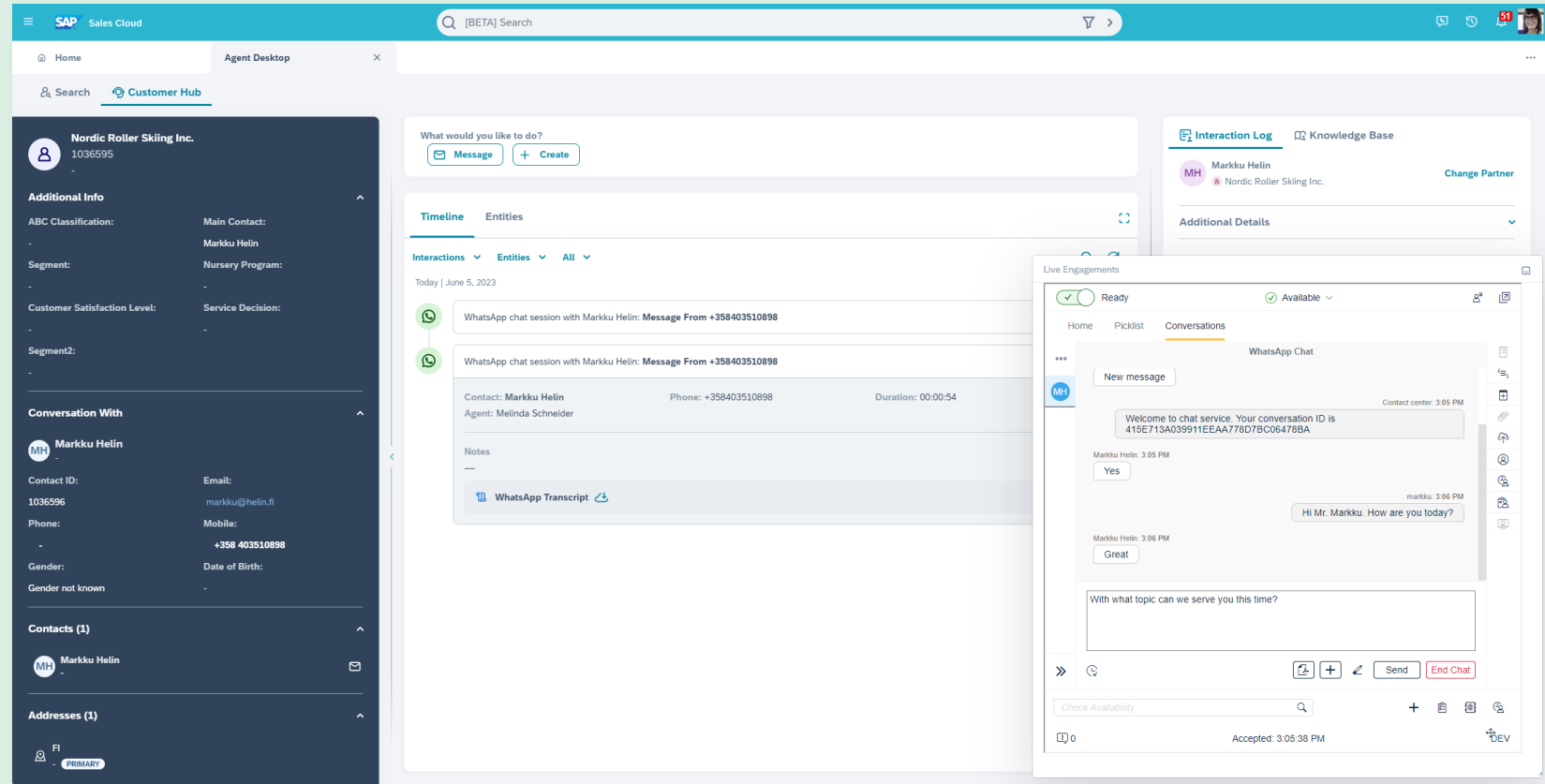
WhatsApp conversation with Contact Pro Communication Panel embedded in SAP Service Cloud (here SAP Sales Cloud) Agent Desktop. The conversation indication on C4C Timeline shows the conversation correctly as WhatsApp.

Client side integration/embedding enhanced with messaging and joining calls capabilities
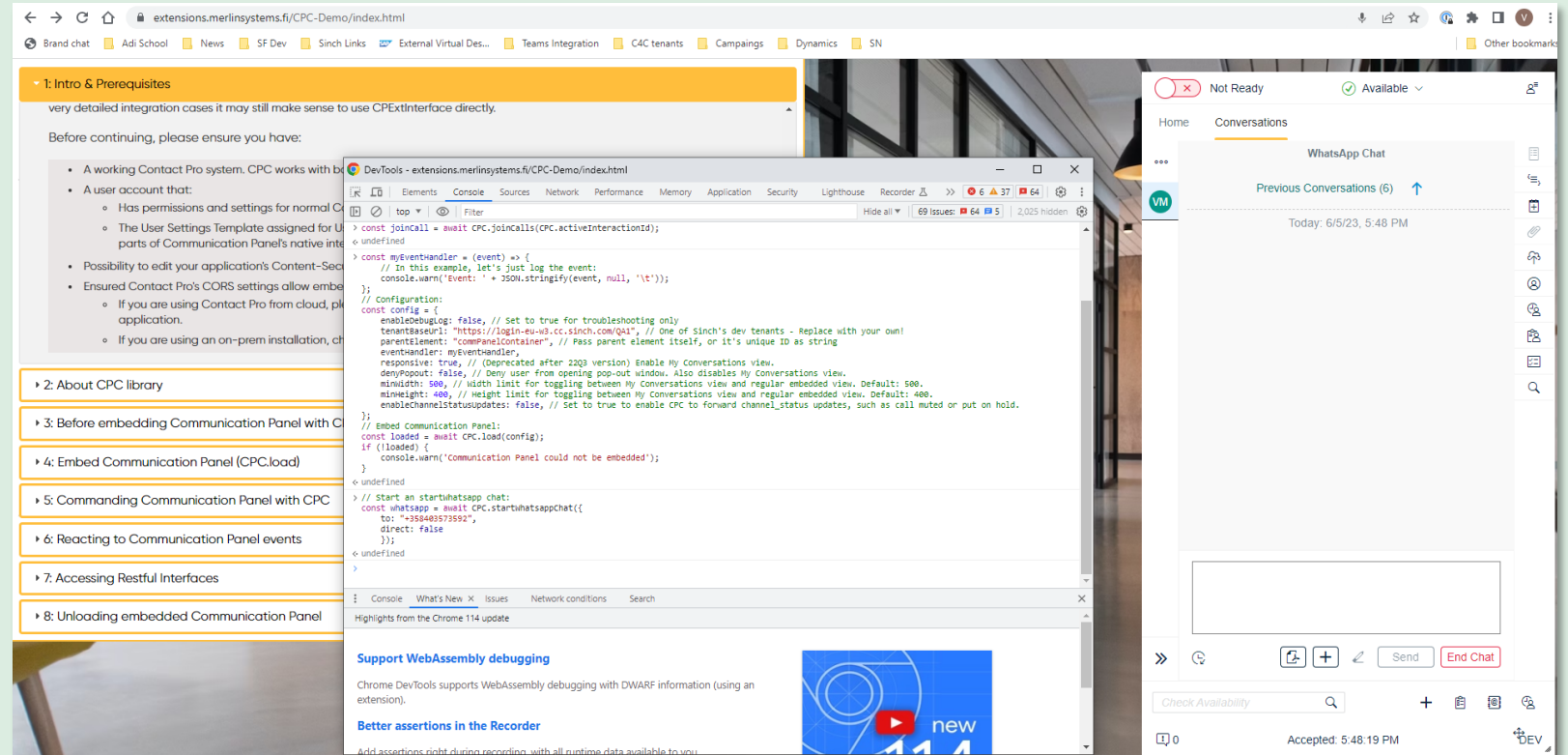
CPC and CPE capabilities extended to allow enterprises to build automated and/or embedded capabilities to serve the business.

Triggering WhatsApp messages

```
// Start an Whatsapp chat:
const whatsapp = await CPC.startWhatsappChat({to:
"+358403573592",direct: false});
```

Joining two active calls (transfer)

```
const joinCall = await
CPC.joinCalls(CPC.activeInteractionId);
```


CPC example showing programmatically triggered WhatsApp Chat message
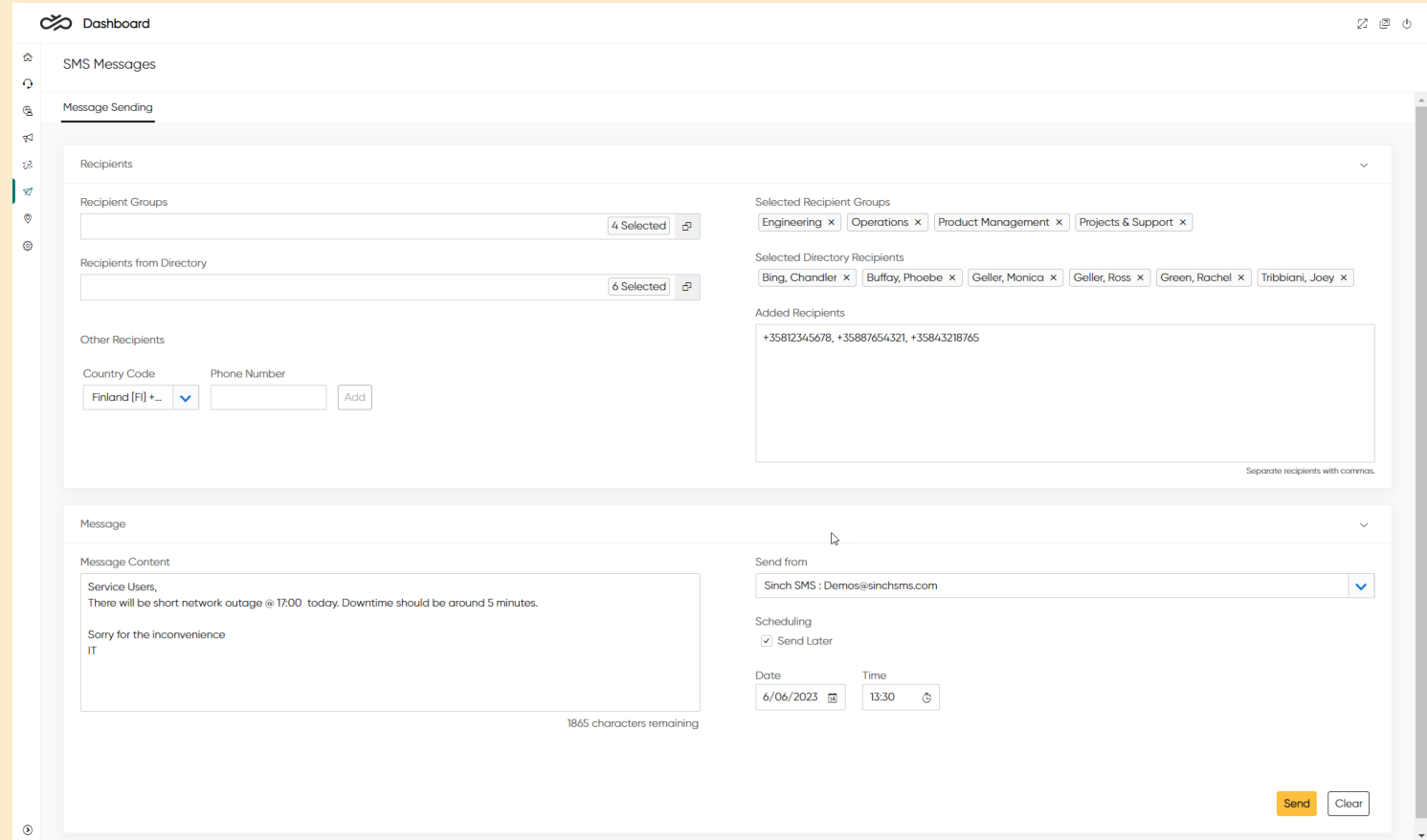
Dashboard

content and usability enhancements

SMS Message Sending from Dashboard

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New view and feature to Dashboard:
Ability to send SMS messages on an individual or broadcast level.

Key features:

- Send to all recipients of a directory group
- Send to individual directory recipients
- Add recipients as ad-hoc entries
- Paste as comma separated list
- SMS with max 2000 characters
- Utilizes rights to SMS queues
- Schedule SMS for later
- Linked to Disruption view

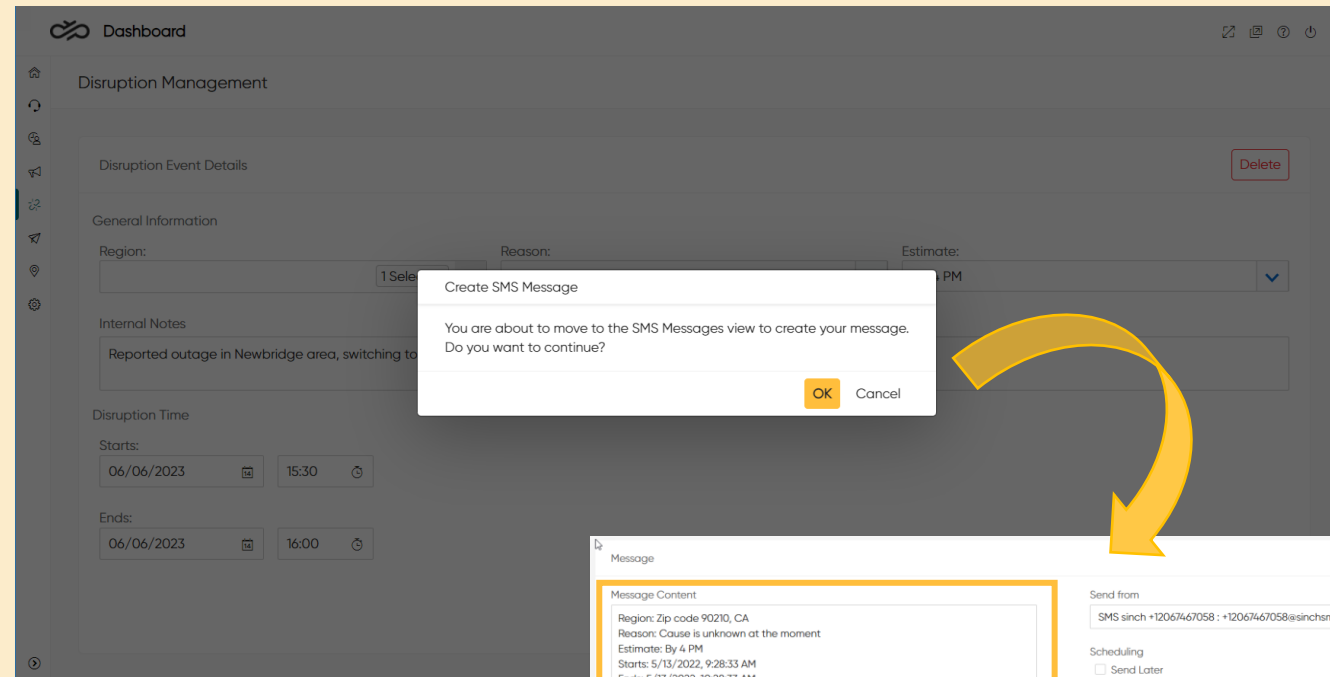*Dashboard SMS Message Sending to multiple recipients.*
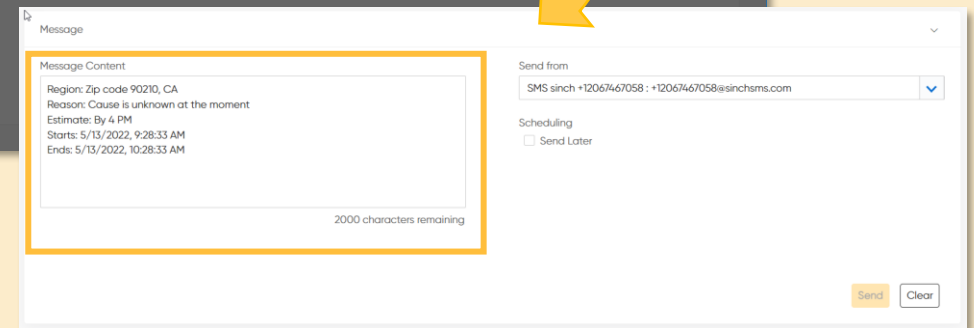
SMS Message Sending from Dashboard

Service based SMS messages can be send from a disruption event

Key features:

- Quick link to SMS Messages

- Key information used in SMS

From Dashboard's Disruption view user can create and associated SMS to a disruption event

*Key disruption event information is auto populated into SMS message*

Outbound Campaign Details

Outbound campaign details improved.

Previously named tab 'Customers' now becomes 'All Called Customers'.
This view has an additional column named 'Agents' based on rights to agents an out bound admin can now see which agent made a specific campaign call.

New tab 'My Called Customers' based on the same features offered in the 'All Called Customers' tab, albeit the view is only showing campaign calls made by the current Dashboard user.
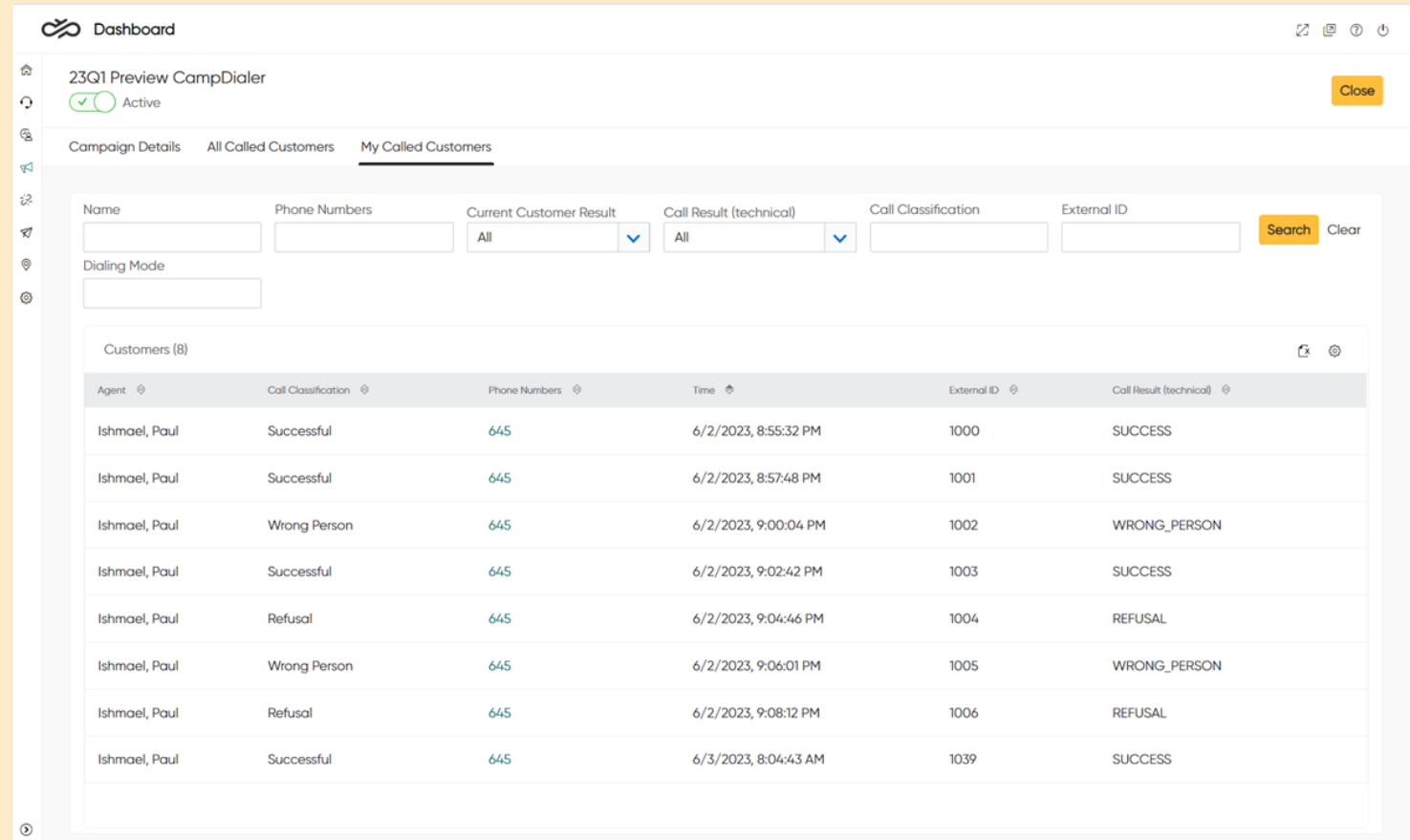
My Called Customers view in Dashboard
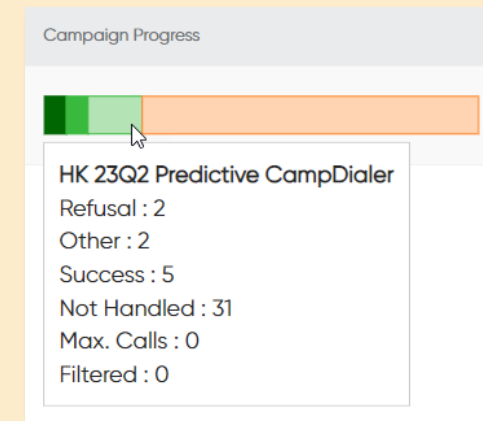
Outbound Campaign list view improvements

Outbound campaign list view improved.

- New column data '**Calls Made**' provides a total count of calls made for the current day vs calls made over all for the campaign. Displayed as *Current day total / Overall total*

- New column data '**Average Talking Time**' provides the average talk time per call for the current day vs the average talk time overall for the campaign. Displayed as average talk time for *current day / Overall average* talk time for campaign.

- **Campaign Progress** chart improved to show a simplified breakdown of handled calls per classifications of Success, Refusal or Other

Outbound campaigns list view.

Green tones represents 'Handled' calls

- Handled - Classified as 'Refusal'
- Handled - Classified as 'Other'
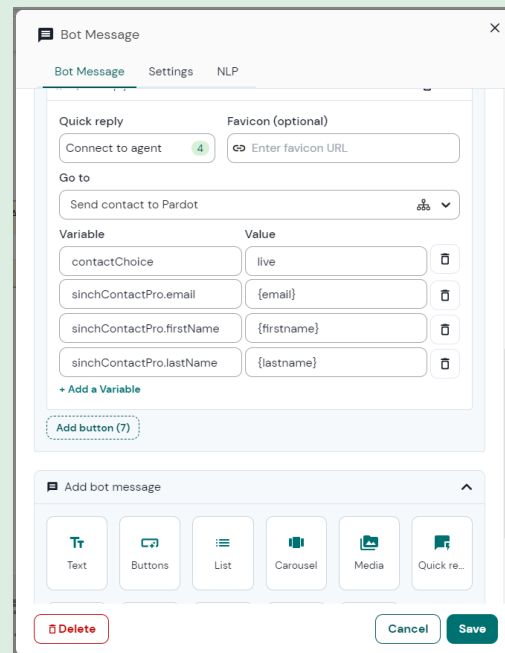- Handled - Classified as 'Success'

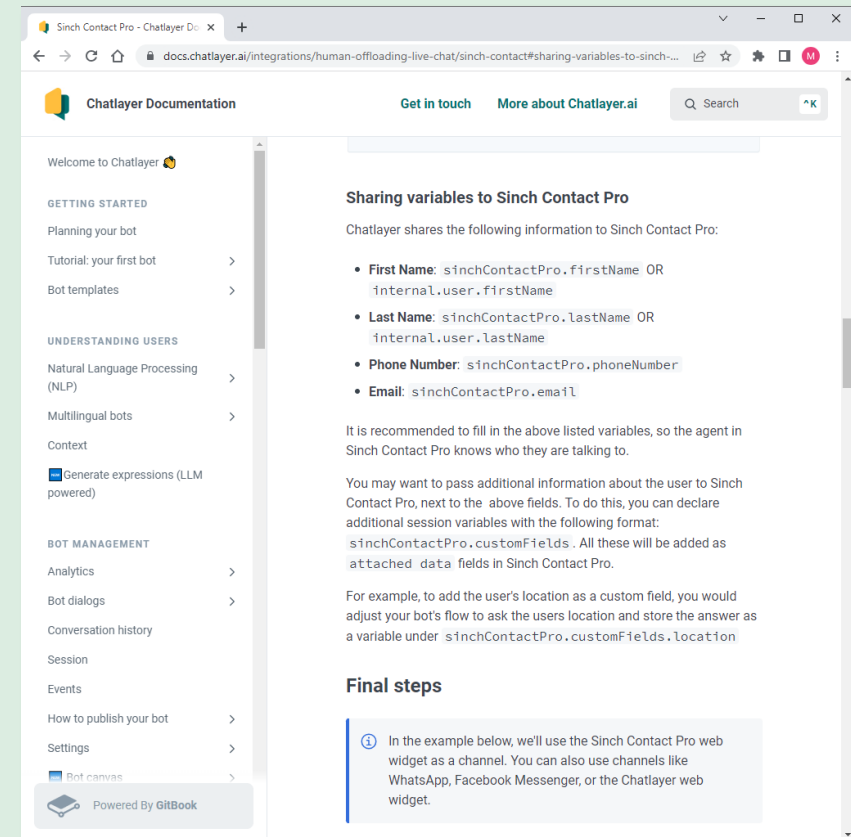# Sinch Integrations

for Contact Pro customers

Chatlayer sending variables to Contact Pro

Data collected in Chatlayer can be transferred to Contact Pro with offloading

*Content captured in Chatlayer sent to Contact Pro using variables.*

Chatlayer documentation explaining the variables sharing.

Chatlayer creating SAP Service Cloud ticket

Chatlayer can create an SAP Service Cloud (C4C) ticket while customer interacts with the bot.

If the conversation is offloaded (transferred) to human agent, the agent will see the newly created ticket in Service Cloud.

In case conversation is not transferred, the bot can create an Action Item to Contact Pro, allowing the newly created ticket to be routed to one of the available agents via Contact Pro queues.
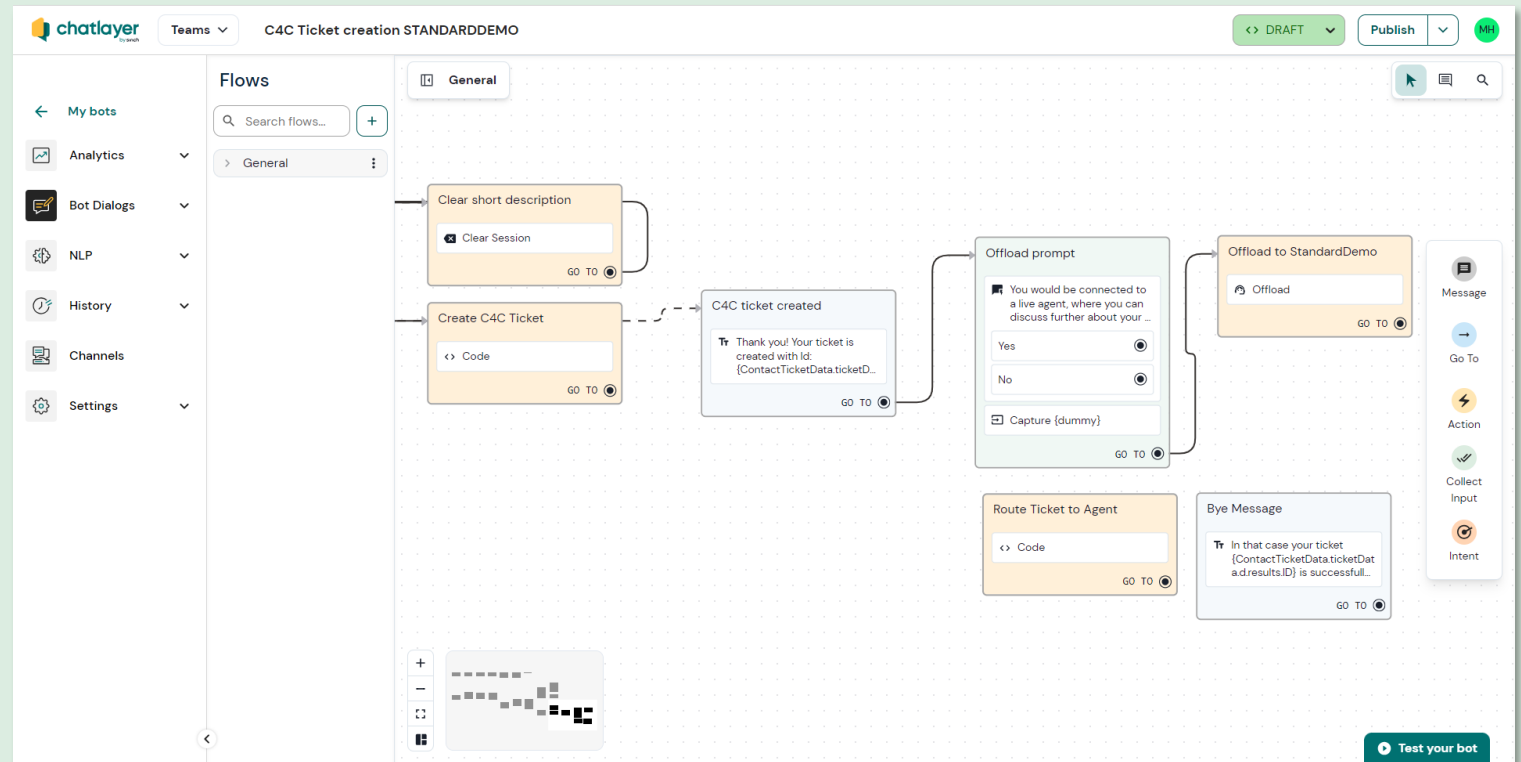

Example of Chatlayer Bot Flow with creating C4C ticket and asking if customer would like to be connected to a live agent.

Chatlayer checking Contact Pro queue status before offloading

Chatlayer can consume Contact Pro APIs to create more advanced flows.

Sinch Contact Pro APIs enable multiple interesting use cases and scenarios for building more user friendly and "intelligent" Chatbots:

- Checking if the target queue is having serving agents

- Creating callback requests to Contact Pro

- Uploading customer satisfaction results to Contact Pro so that they can be linked to original conversation and shown in Dashboard and Reporting

- Creating action items and emails to Contact Pro for human agents to handle the tasks

- …
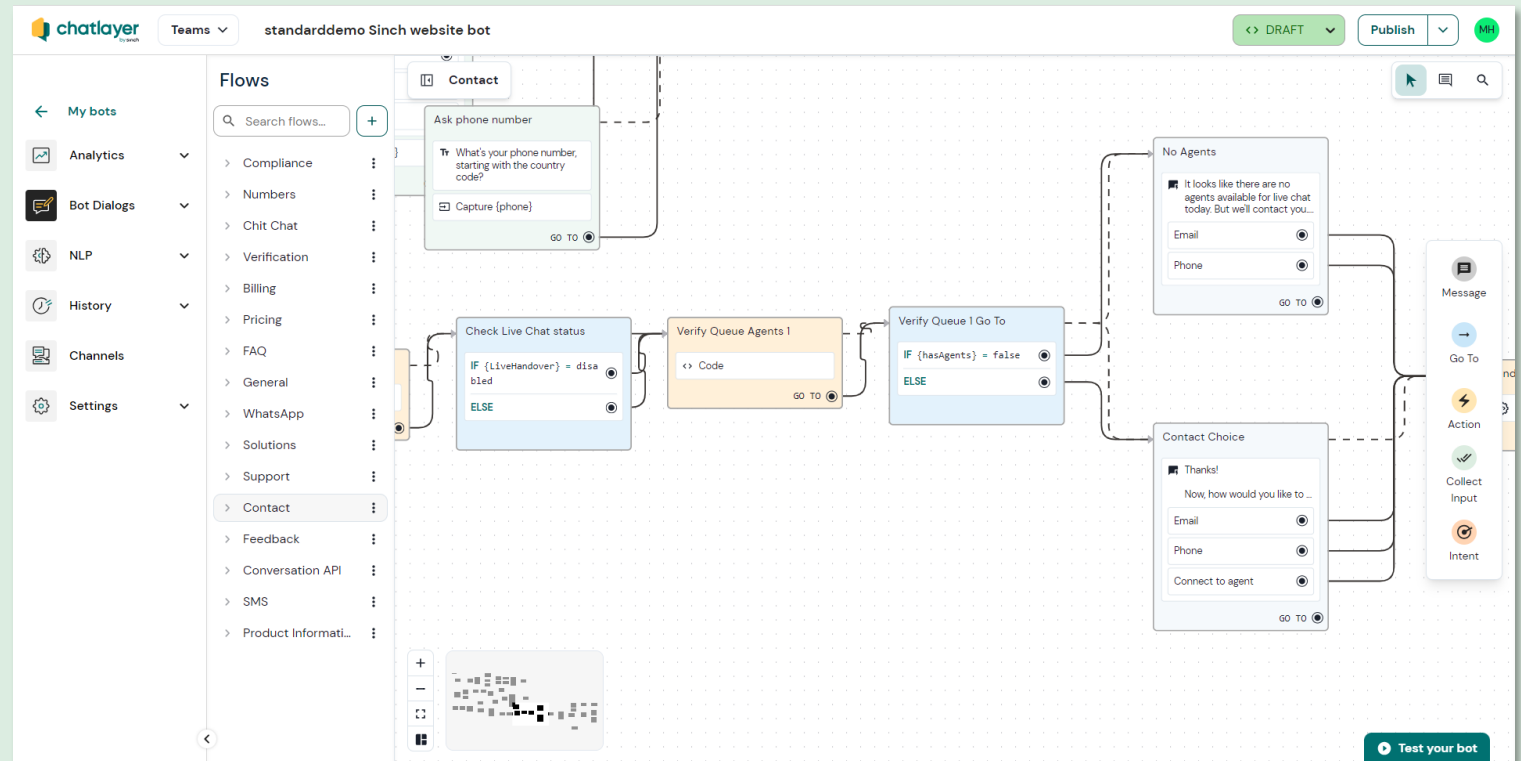
Example of Chatlayer flow, where Chatlayer verifies if there are serving agents in the destination queue. If yes, visitor is offered with "Connect to agent" option, but if no, Chatlayer creates an email or call back request for customer service.

Sinch Chat enhancing the integration to Contact Pro

Sinch Chat expands the chat usage possibilities to mobile apps and enables seamless user experience for the customers.
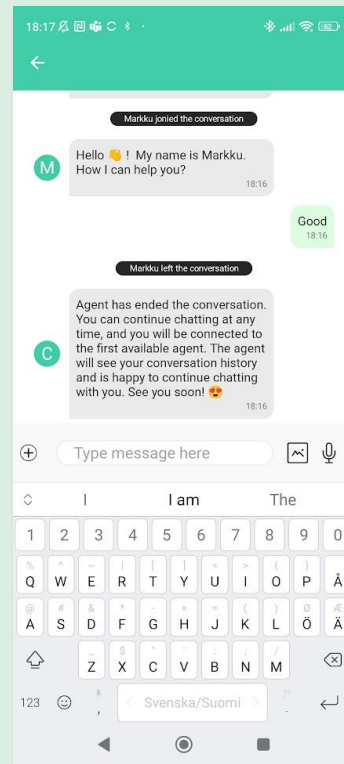
Sinch Chat on Android application, showing Contact Pro Agent name "Markku joined the conversation", as well as message when agent has left the conversation. Furthermore, this destination queue has a chat disconnect prompt active.

```javascript
// Sample HMAC/SHA512 function implementation - signing should be performed server-side!
async function hmacSha512 (key, secret) {
  const encoder = new TextEncoder("utf-8");
  const cryptoKey = await window.crypto.subtle.importKey(
    "raw",
    encoder.encode(secret),
    {
      name: "HMAC",
      hash: { name: "SHA-512" }
    },
    false,
    ["sign", "verify"]
  )
  const signature = await window.crypto.subtle.sign(
    "HMAC",
    cryptoKey,
    encoder.encode(key)
  )
  const b = new Uint8Array(signature);

  return Array.prototype.map.call(b, x => x.toString(16).padStart(2, '0')).join("")
}

// The actual code that should be installed on the front-end
var script = document.createElement('script');
script.type = 'text/javascript';

script.addEventListener("load", async () => {
  const uuid = "your-user-id"; // email in your case
  const uuidHash = await hmacSha512(uuid, "secret"); // uuidHash should be signed server-side!

  await SinchSdk.initialize();
  await SinchSdk.setIdentity({
    clientId: 'your-client-id',
    projectId: 'your-project-id',
    region: 'your-region',
  }, {
    uuid,
    uuidHash
  });

  SinchSdk.Chat.mount();
})

script.src = 'https://cdn.sinch.com/sinch-chat/latest/sdk.js';
document.head.appendChild(script);
```
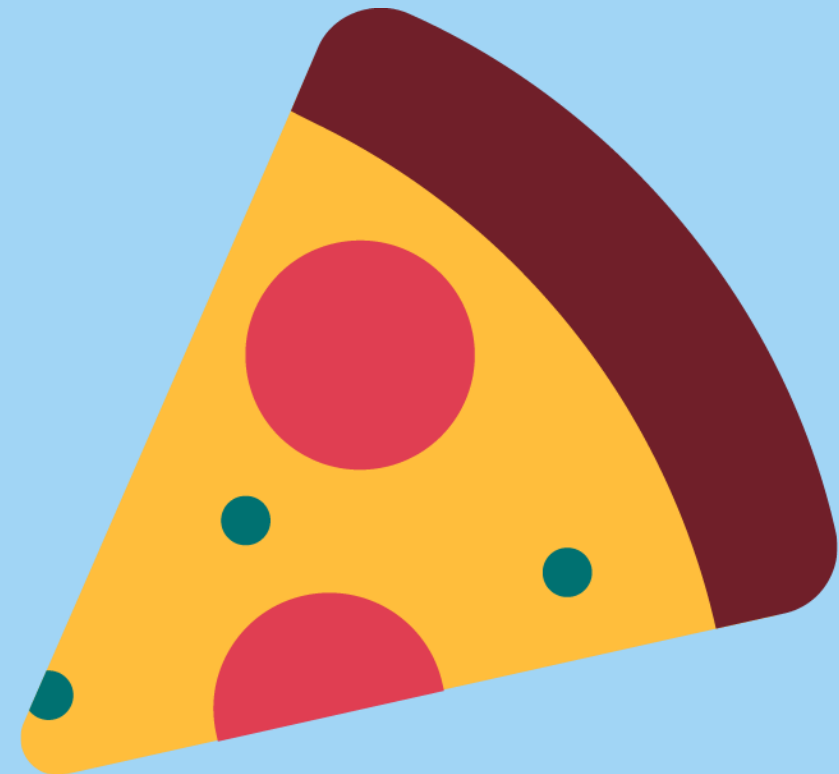
Sample script where Sinch Chat can capture the user details from the host web page and pass the data to Contact Pro using Attached Data.
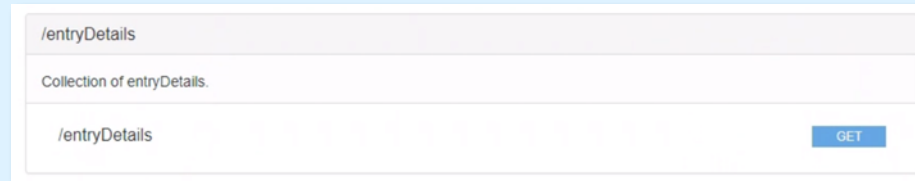
Miscellaneous

improvements

New capabilities to Contact Pro APIs
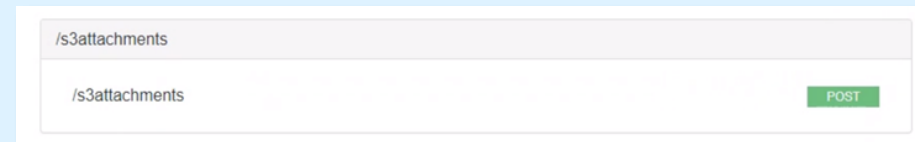
DPI – Directory and Presence Interface

- **/entryDetails** as new resource for directory group entries

CMI – Contact Management Interface

- **/s3attachments** improved file types allowed

OBI – Outbound Campaign Interface

- **/campaigns** has additional campaign statistics

More detailed API information upon publication of the 23q2 RAML documentation

Addition to Restful Directory and Presence Interface (DPI)

Addition to Restful Contact Management Interface (CMI)
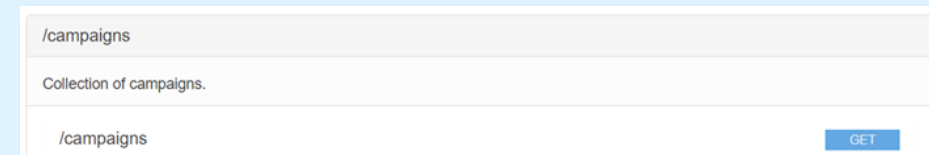
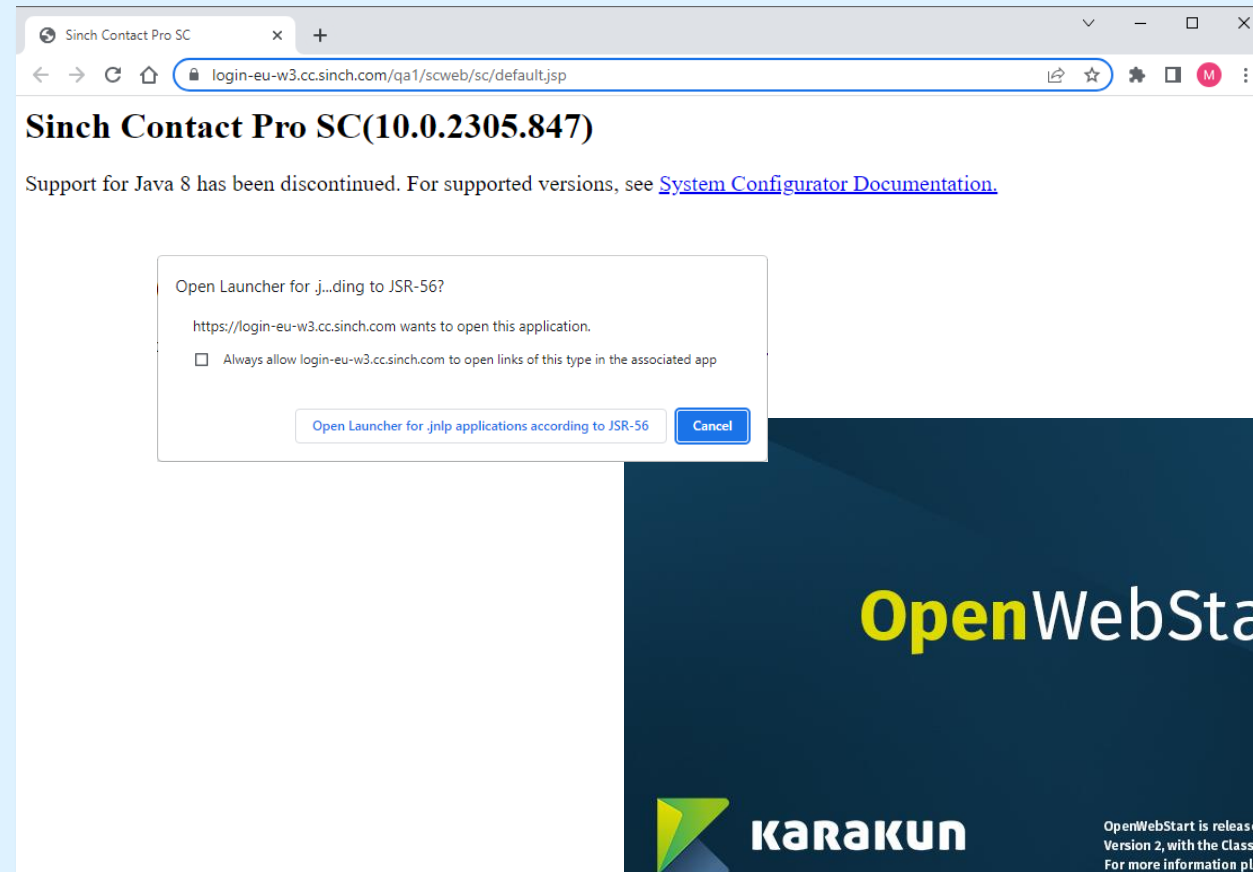*Addition to Restful Outbound Campaign Interface (OBI)*

Java 8 support ended – Long live Java 11 or Java 17 !

Java 8 supported ended as per announcement in community
[Discontinuation of Java 8 support – Sinch Community – 11160](#)

From 23q2 onwards use either Java 11 or Java 17

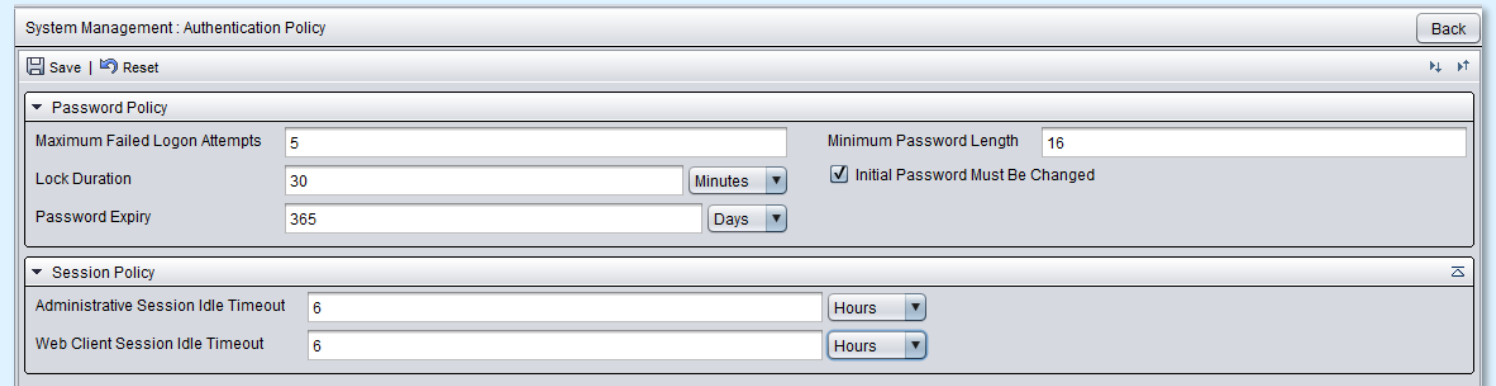For instructions, please see above community announcement

System Configurator Web Start

Default Password Policy

- Minimum password length is now 16 characters (default)

- Initial password must be changed is on by default

- Maximum failed logons are 5 and after that account is locked for 30 min

- Password expired in 365 days

- Change do not affect to existing customers

- Customers can change the defaults to match their requirements

System Management : Authentication Policy	Back
💾 Save | 🔄 Reset	

Password Policy

Maximum Failed Logon Attempts	5		Minimum Password Length	16
Lock Duration	30	Minutes ▾	☑ Initial Password Must Be Changed	
Password Expiry	365	Days ▾		

Session Policy

| Administrative Session Idle Timeout | 6 | Hours ▾ |
| Web Client Session Idle Timeout | 6 | Hours ▾ |

Authentication Policy ins System Configurator

Misc of Misc

- Failed forwarded call from agent1 to agent2 now returns to agent who did transfer

- Communication Panel JSsip version upgraded to 3.10.0

- SAP UI5 version upgraded to 1.71.55

- Tomcat version upgraded to 9.0

- Comply with India TRAI when using public cloud by
    - disabling the answer button from softphone
    - forcing agents in India to use Simultaneous Ring Mode (SRM)

- Communication Panel didn't ask permission to send operating system notifications. Clicking a notification now moves the focus on Communication Panel.

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End

of Show and Tell presentation