

Contact Pro 24q1

Show and Tell – December 2023



Agenda

This 24q1 Show and Tell presentation is available in the [Contact Pro Community](#).

And as always list of all changes including corrections will be available at <https://docs.cc.sinch.com/>

1. Communication Panel content and usability enhancements
2. Chat, messaging and email improvements
3. Dashboard content and usability enhancements
4. Outbound Campaign improvements
5. Sinch integrations for Contact Pro
6. Integration enablers and improvements
7. Miscellaneous improvements

Communication Panel

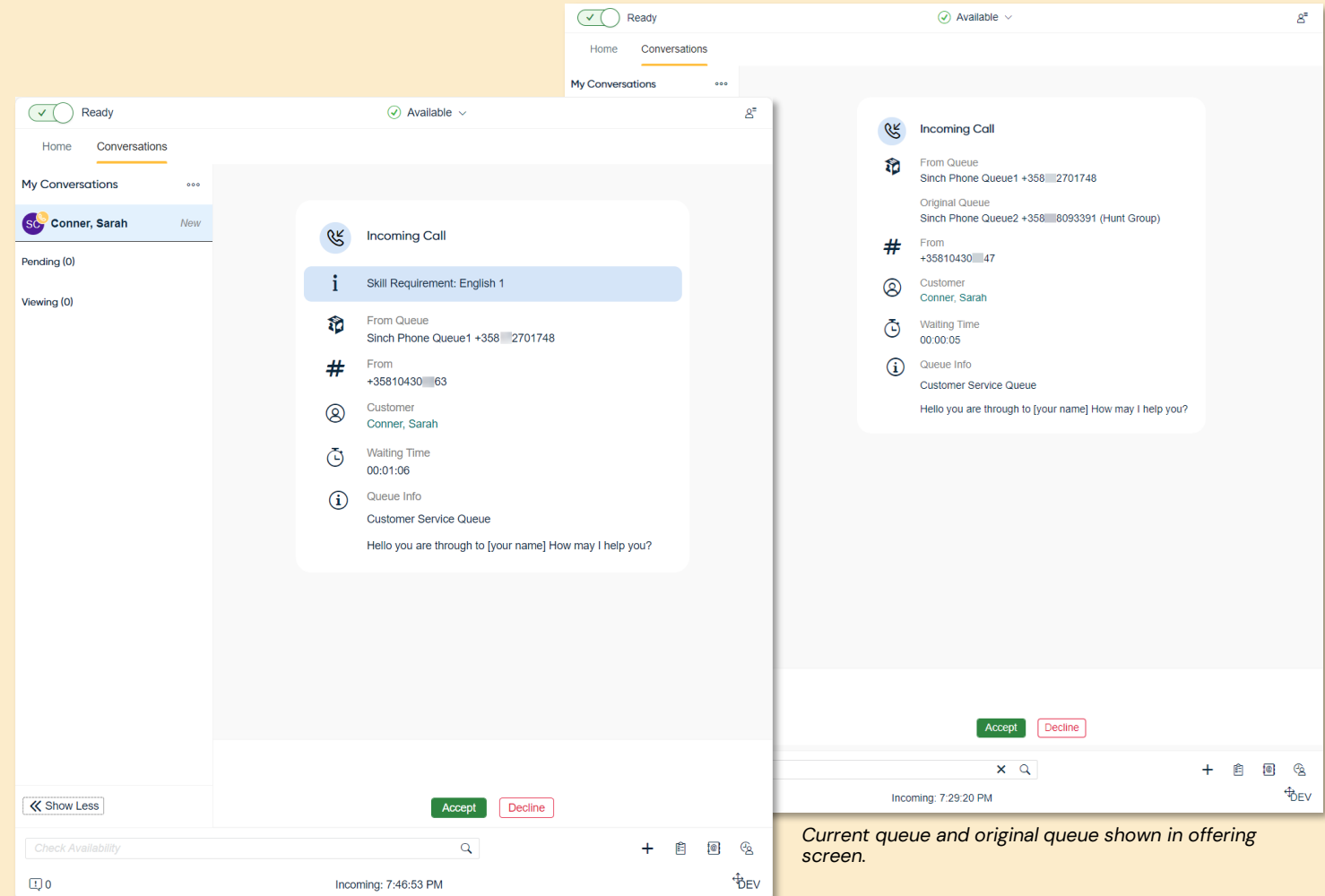
content and usability enhancements



Offering screens improvements

Improvements to the conversation offering screens.

- Revised look
- Info Bar (blue area) provides additional conversation specific information related to answering a conversation
- Define from SC whether to display a skill name and/or skill value requirement. *(off by default)*
- Callbacks show with scheduled time
- 'Original Queue' shown if conversation has been forwarded from its originating queue
- Waiting time now shown increasing during conversation offering



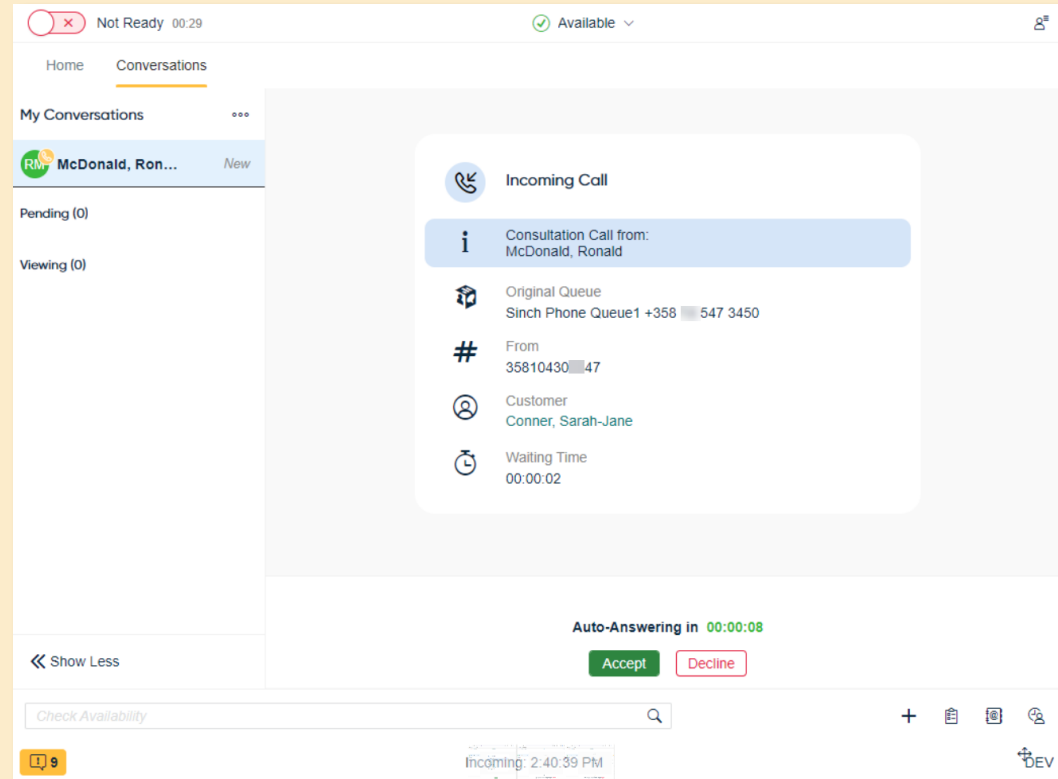
Current queue and original queue shown in offering screen.

Skills and skill value can be shown when enabled in SC

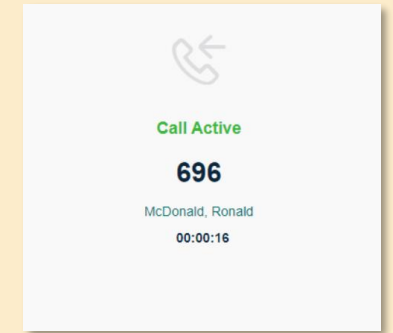
Offering screens improvements

Warm Transfer / Consultation Transfer

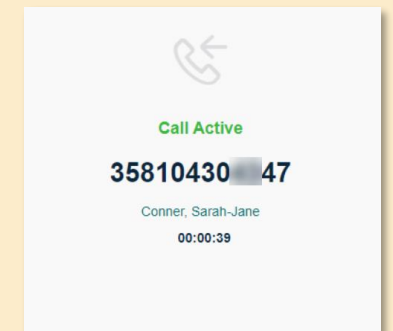
- Offering screen of a consultation call now shows info of both the consulting agent, the associated customer call and the original queue.
- During consultation call stage the consulted agent sees info related to the calling agent in the active handling screen
- Upon consultation ending and joining of calls, agent sees info related to the customer in the active handling screen



Offering screen for a consultation call. Info bar contains agent info followed by customer call info



Active call view during consultation call



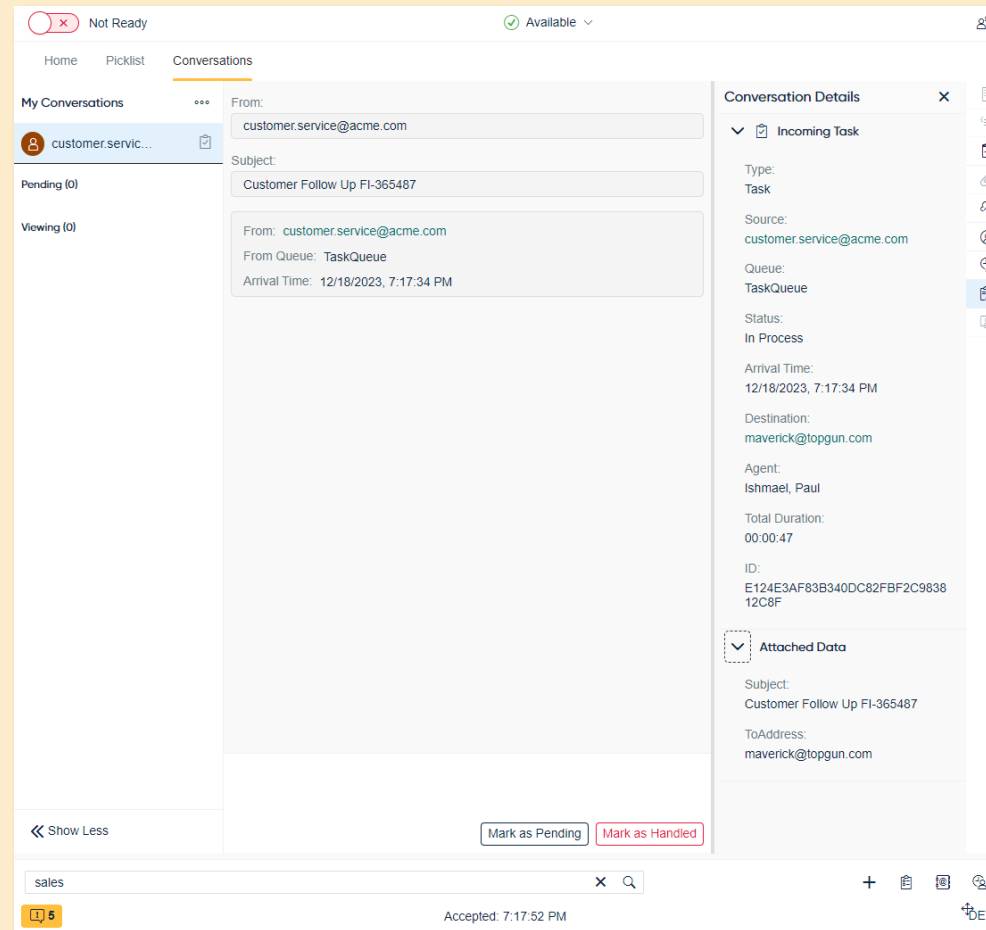
Active call view after joining calls

Improvements to Task based conversations

Tasks allow business to allocate an agent's time and resource to carry out an activity.

Improvements;

- Revised layout
- Pending state support for Tasks
- Mark as Handled when Task in completed
- XRI task can be transferred to another user or to a queue.

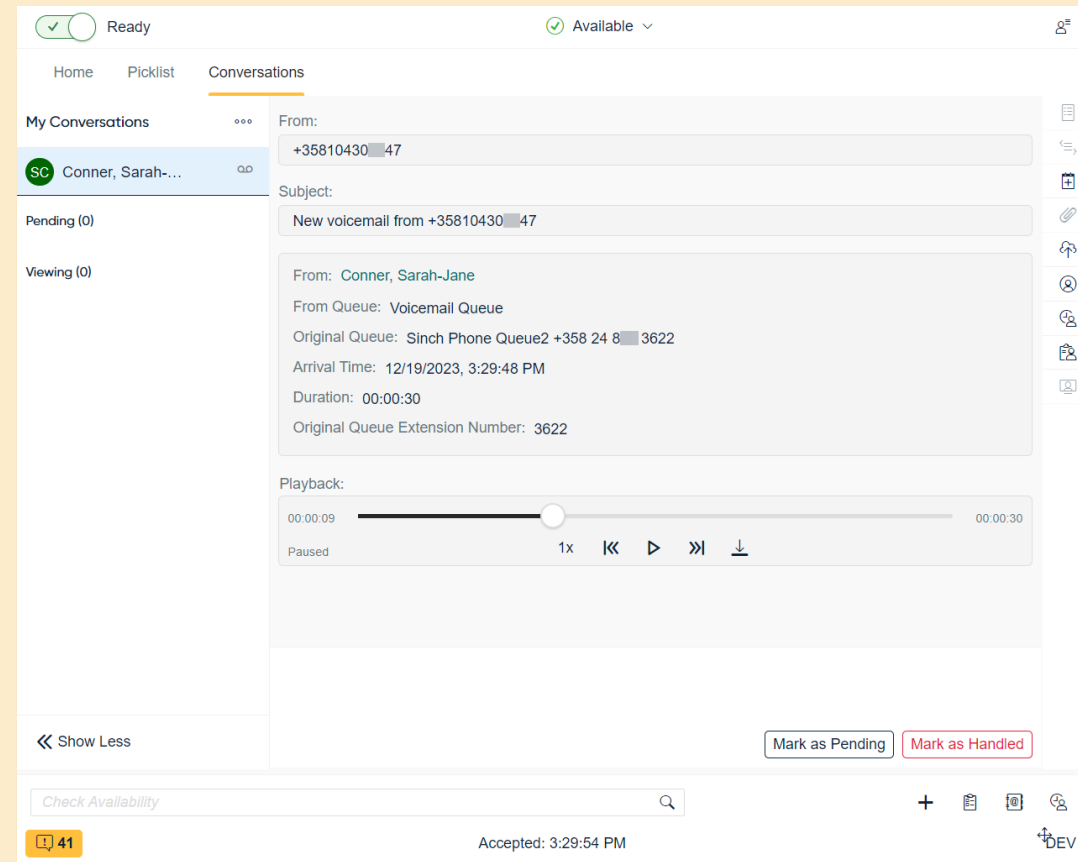


An XRI task in conversation view, Mark as Pending or Mark as Handled options

Queue voicemail for actioning as a task

A task can now be created for a voicemail left to queue

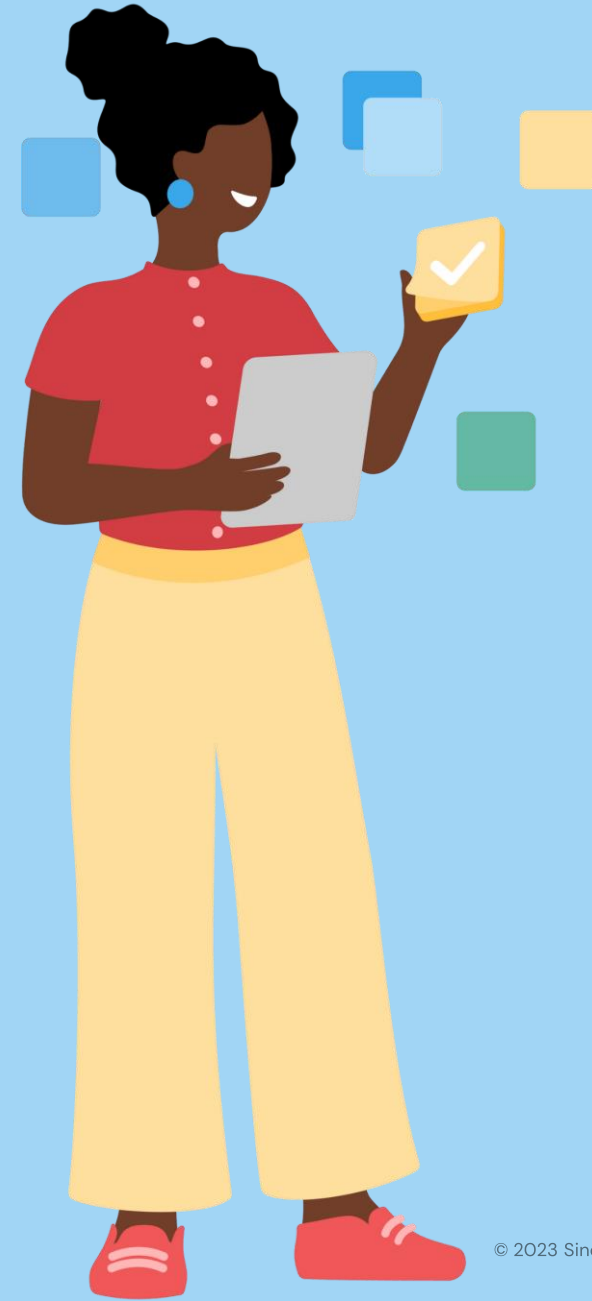
- Based on usage of the newly offered Contact Pro custom voicemail IVR
- A task is then created and allocated to desired queue
- Agent receives voicemail as a task
- Embedded player for playback
- Use context menu option for desired next action
- Being a task, it can be set to a pending state to action later
- Voicemail recording can be downloaded locally based on user template permission



Voicemail as a task. Agent can take next action from same view: listen to voicemail, call customer, create a callback or end the task.

Chat, messaging and email

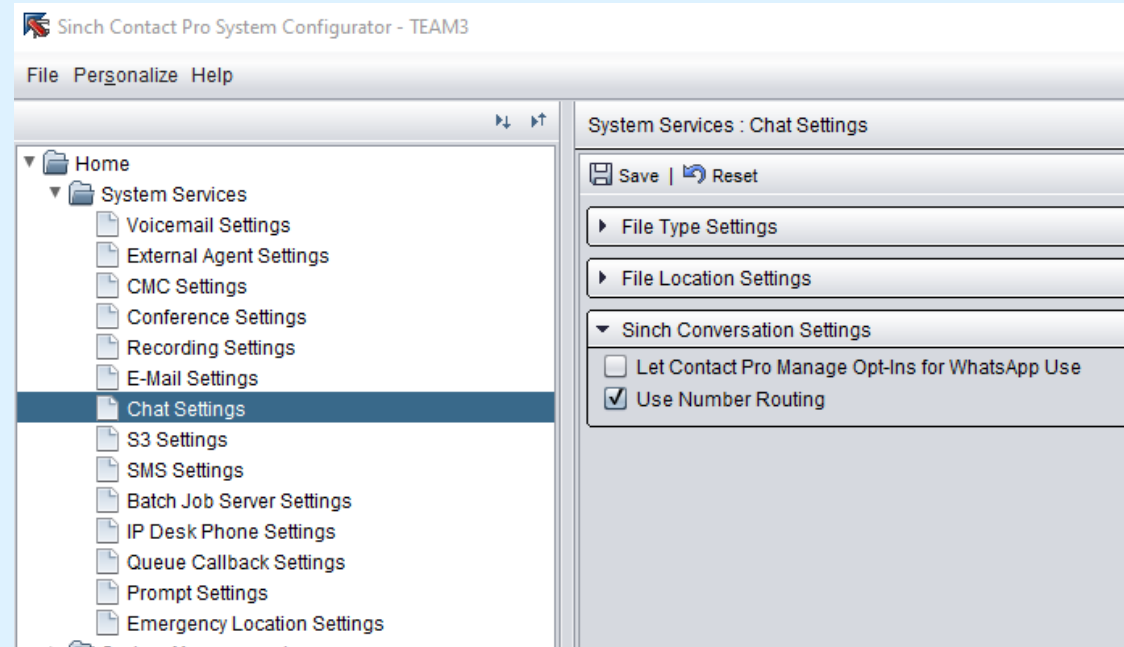
improvements



Several SMS numbers in one Conversation API app

Added support for business scenario where one Sinch Conversation API application has two or more SMS numbers and SMSs are handled in Contact Pro

- By default, Contact Pro routes incoming Conversation API conversation based on application ID, for example
01FWKGDTF1B176F8K4EBGQRCCC@sms.sinchconversation.com
- New functionality enables routing decision based on application ID and number, for example
01FWKGDTF1B176F8K4EBGQRCCC.358123123@sms.sinchconversation.com
- Customer needs to select which format to use, both are not support simultaneously. Option to enable number routing is in Chat Settings (default off).

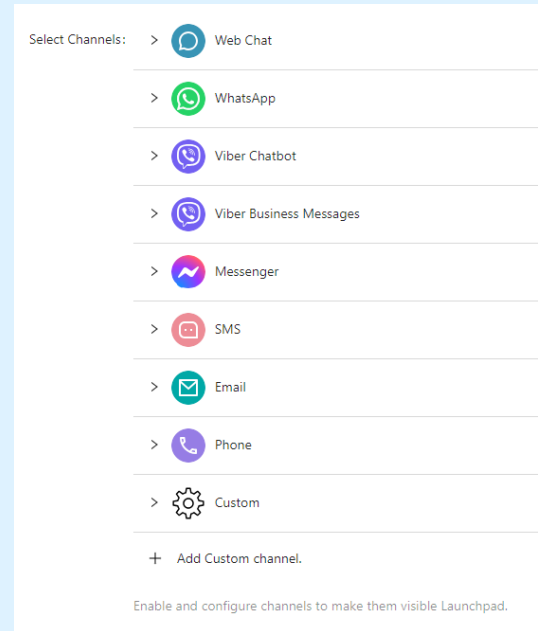


Use Number Routing option in Chat Settings

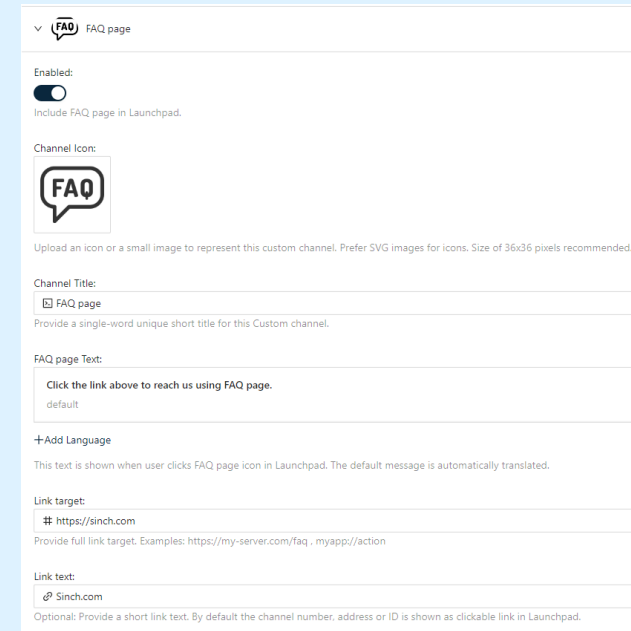
Launchpad Improvements

New functionality for Chat Launchpad widget

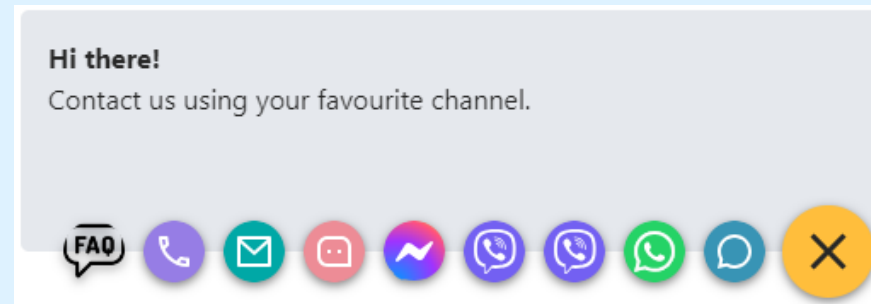
- Separated Viber Business Message and Viber Bot to own channels
- Ability to add multiple custom channels



Viber BM & Viber Bot separated



Custom channel config



Dashboard

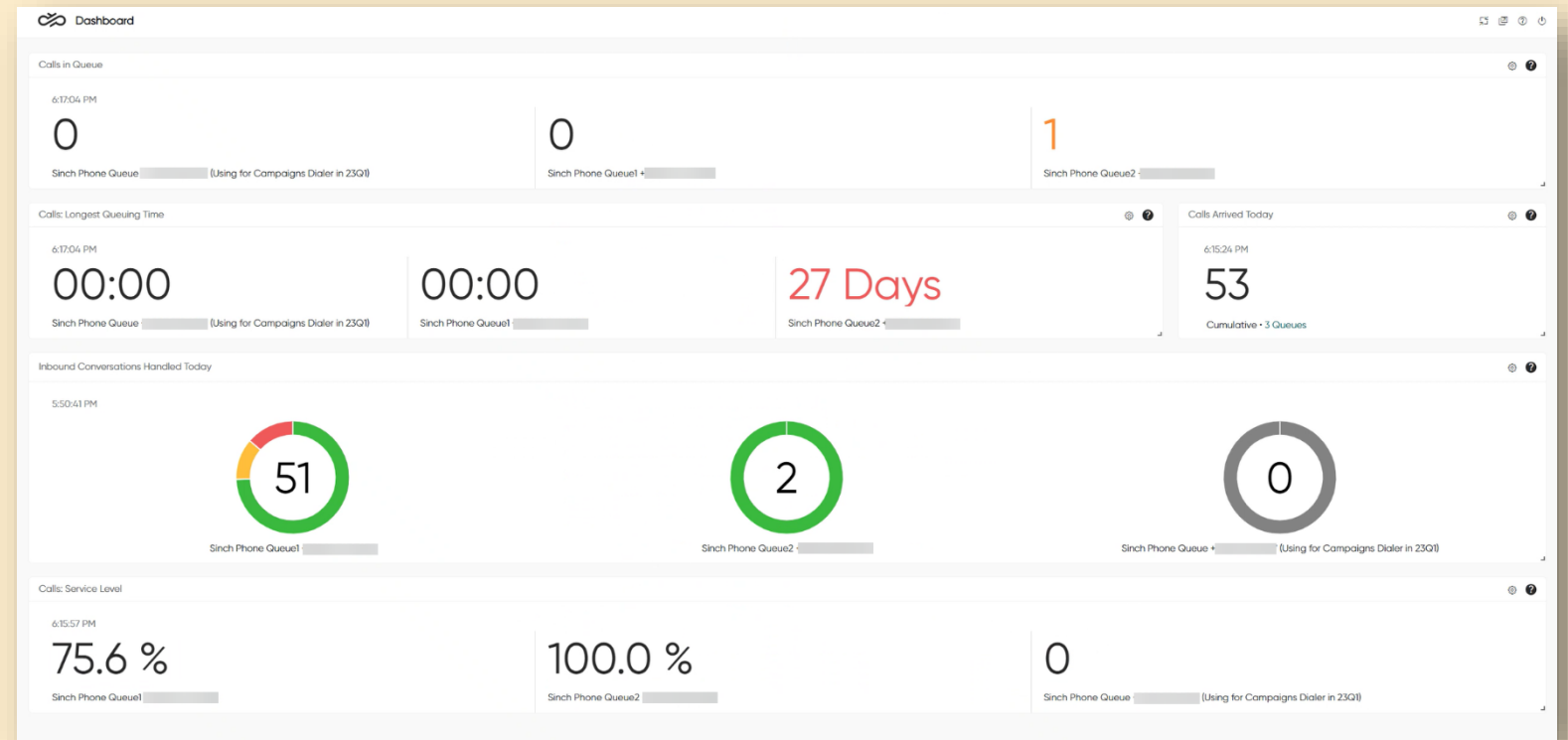
content and usability enhancements



Home view statistic presented in numerical format

Card statistics can optionally be shown in a numerical format.

- Key figures are shown in a larger font making them especially useful when shown on a contact center's wallboard
- Any threshold criteria defined are then indicated via the font colour when threshold is met
- Donut charts represent ratio of calls handled vs false attempt and abandoned



Dashboard in wallboard mode

Home view tab settings and carousel mode

User can define that the Home view tabs be cycled via an automated process

- Ideal for wallboard usage!
- User defines via Home view settings menu
- Rearrange tabs and define which to cycle through in carousel mode
- Set display duration for each tab
- Enable carousel mode

Tab Settings

Enable Carousel Mode

↑ ↓ Search

Tabs	Display Duration (sec.)
<input checked="" type="checkbox"/> QSS	5
<input checked="" type="checkbox"/> Campaigns	10
<input checked="" type="checkbox"/> Q Status Table	20
<input checked="" type="checkbox"/> Serving Status	20
<input type="checkbox"/> WB 1 - In Queue	5
<input checked="" type="checkbox"/> Agents View	5

OK Cancel

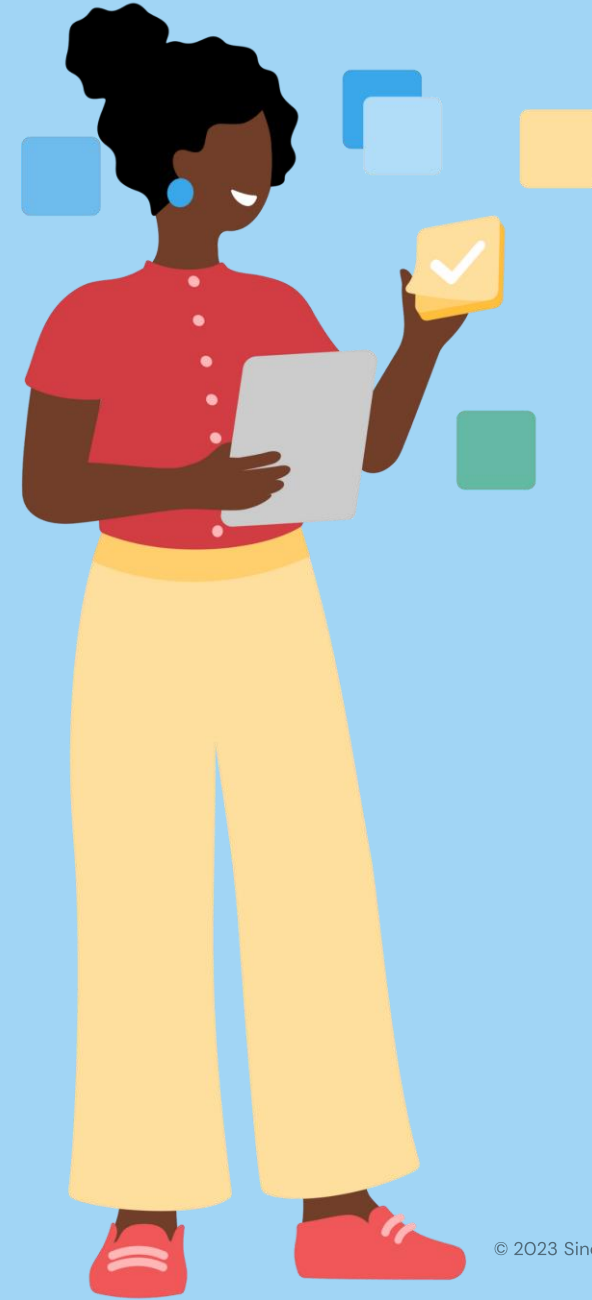
Dashboard Data:

- Home view tabs: QSS, Campaigns, Q Status Table, Serving Status, WB 1 - In Queue, Agents View
- Phonecalls in Queue: Cumulative
- Chats in Queue: Cumulative • 19 Queues
- Campaign Progress: 23Q3_miniE2E...
- Call Status Legend:
 - Handled / Refusal: 1 (10.0%)
 - Handled / Hang-up: 3 (30.0%)
 - Handled / No B Numbers Left: 1 (10.0%)
 - Handled / Success: 4 (40.0%)
 - Not Handled / Call: 1 (10.0%)

Carousel mode allows more statistics to be viewed via a contact center's wallboard

Outbound campaigns

improvements



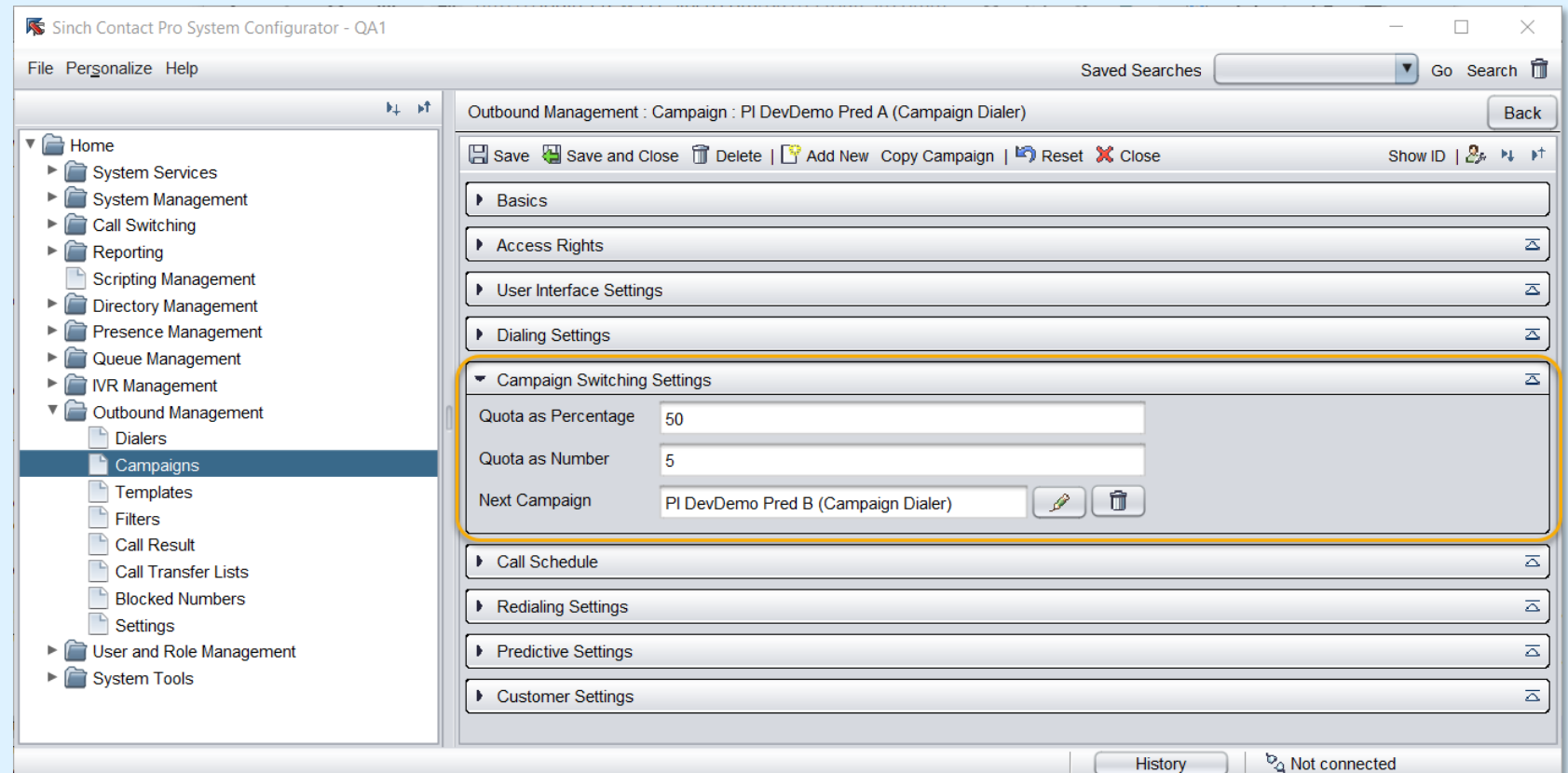
Automated campaign switching once quota achieved

Objective of a campaign may require a certain quota to be met (instead of calling 100% of customers on the list).

Business may then require agents move over to another campaign.

This procedure can now be automated:

- Set quota criteria as a percentage or as a value or either
- Define next campaign to switch to upon quota met
- More info in documentation



Campaign Switching Settings as seen in SC

Sinch Integrations

for Contact Pro customers



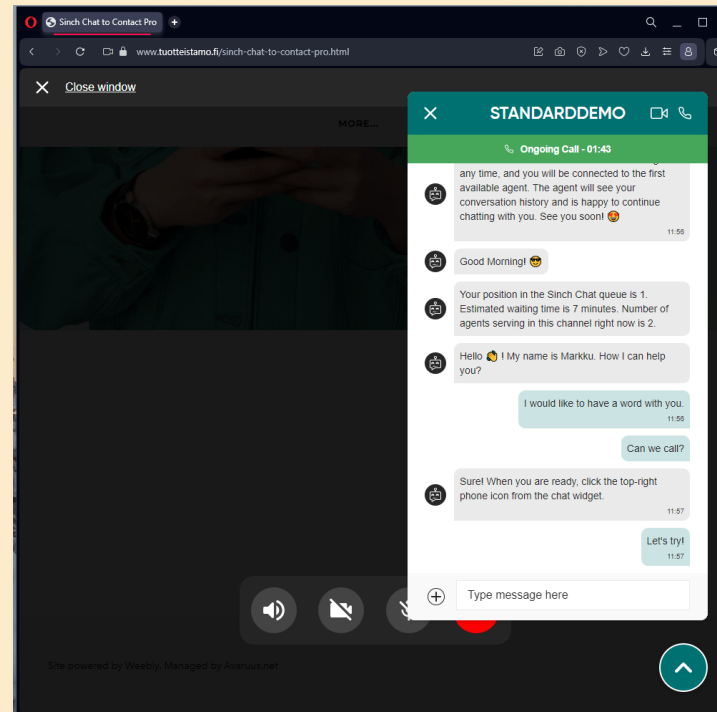
Sinch Chat – voice and video

Customer and agent can now add voice call or video call on top of an on-going Sinch Chat conversation

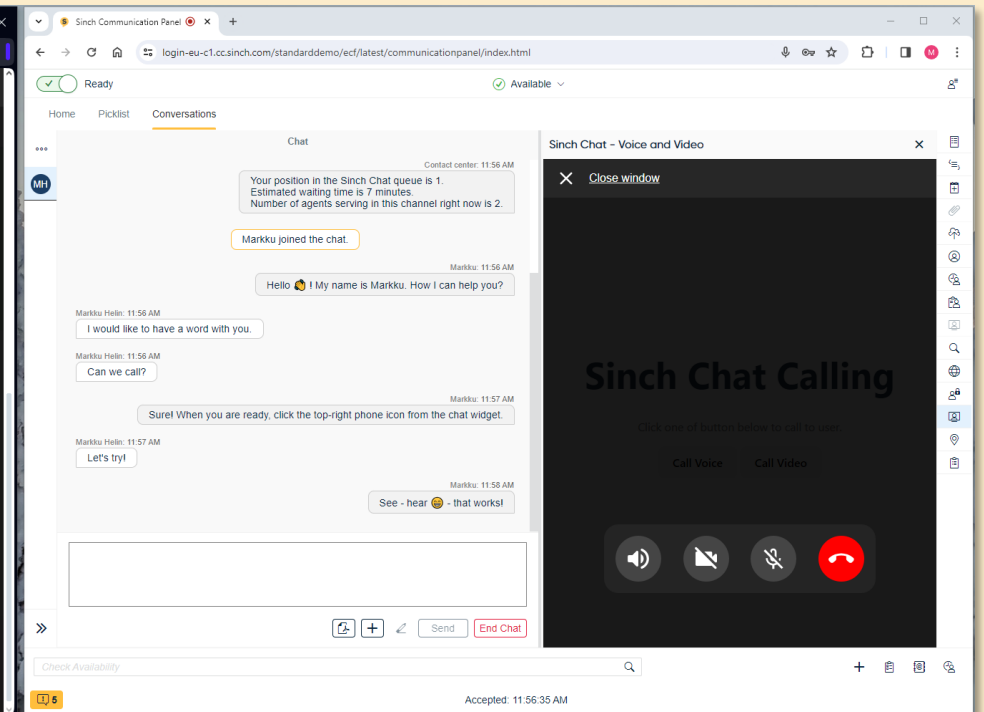
The functionality is supported in all Sinch Chat visitor-facing clients:

- Web chat widget
- IOS SDK
- Android SDK

The calling can be started by agent or by customer.



Customer on Sinch Chat + Audio call on a host web page.



Agent on Sinch Chat + Audio call on Communication Panel.

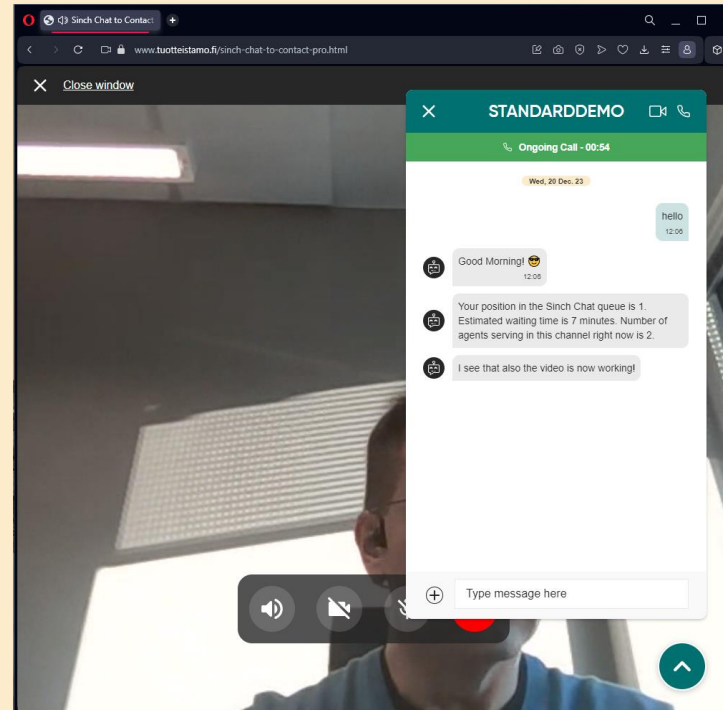
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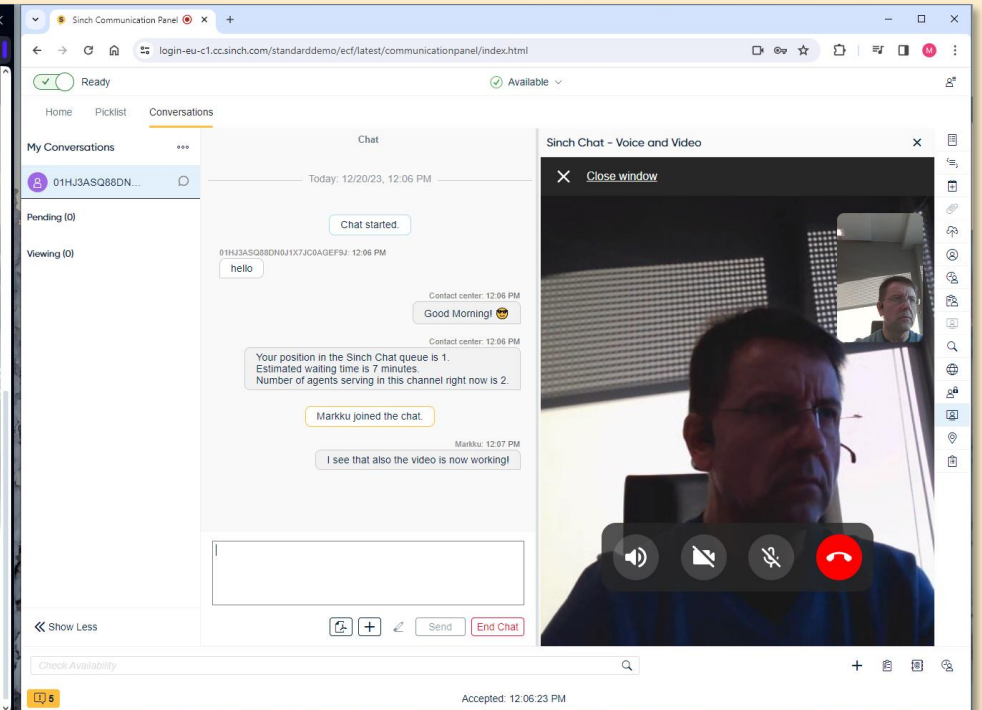
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- Web chat widget
- IOS SDK
- Android SDK

The video is shown behind the visitor chat widget, enabling customer continue chatting while having the phone/video active.



Customer on Sinch Chat + Video call on a host web page.



Agent on Sinch Chat + Video call on Communication Panel.

Integrations

enablers and improvements



Restful APIs & OAuth 2.0

All Restful APIs are now available via strong authentication

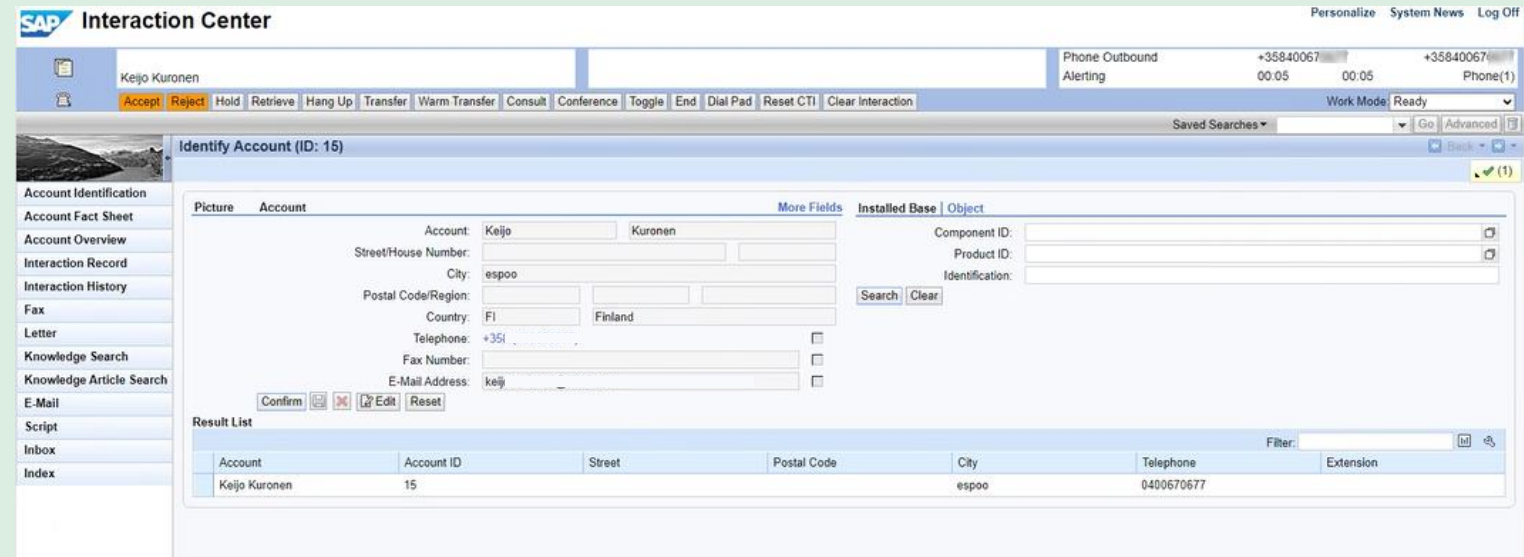
- In 1st phase we ask you to request enabling of strong authentication via service ticket.
- Current authentication will be available until further notice.
- The new authentication is based on SAML or OpenID Connect and customer need to use own IDP service.
- Legacy SOAP based APIs are not affected.



Outbound Campaigns support added to OII interface

Outbound Campaigns are supported along with SAP CRM On-Premise.

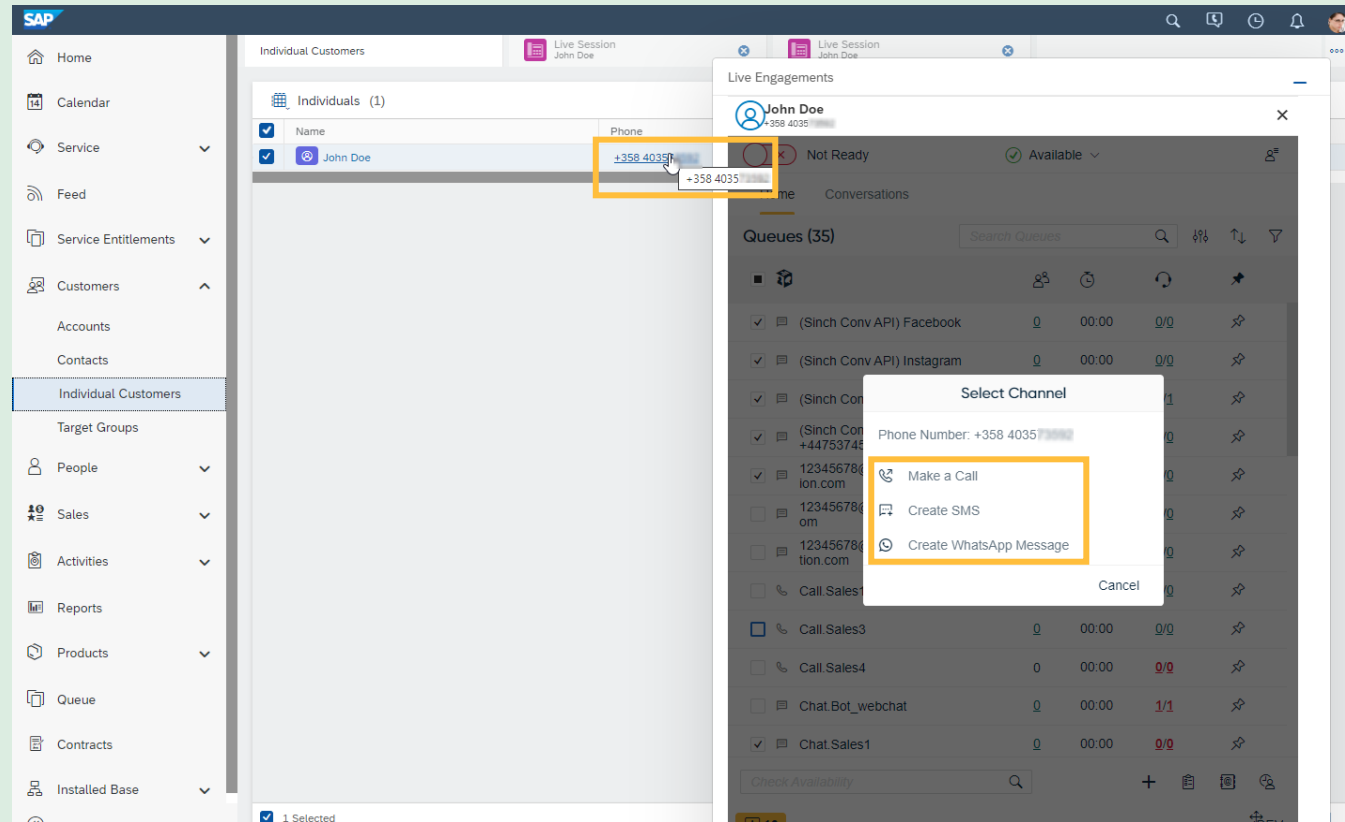
- SAP Phone can be used to import Outbound Campaign contact list to Contact Pro.
- Supervisor can configure the Imported campaigns as per their requirements and execute them.
- In Preview mode, agents in the SAP Interaction Center are automatically presented with contact previews, offering the option to either Accept or Reject initiating a call.
- In Progressive mode, campaign calls are initiated automatically, with contacts opening in preview mode within the SAP Interaction Center.
- In Predictive mode, campaigns first connect with the customer, upon customer response, the call and contact preview are displayed to the agent in the SAP Interaction Center.



SAP CRM On-Premise Interaction Center

Click to Connect – Click to Call extended to make outbound calls, create SMS and WhatsApp messages

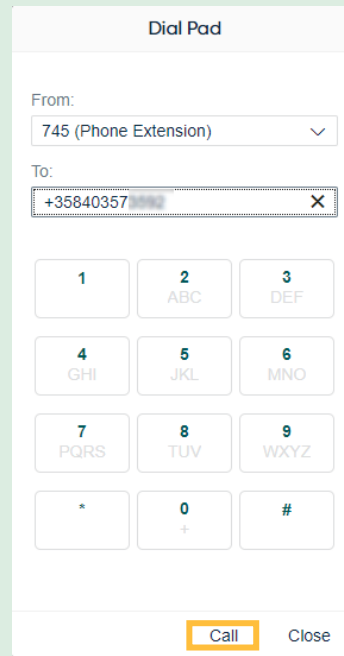
- In SAP Service Cloud, an agent can connect with a customer through many channels by clicking on the customer's phone number, which opens the channel options in Communication Panel.
- The *Make a Call* option in the Communication Panel allows the agent to make an outbound call to the customer.
- The *Create SMS* option in the Communication Panel allows the agent to send an outbound SMS to the customer.
- The *Create WhatsApp Message* option in the Communication Panel allows the agent to send an outbound WhatsApp message to the customer.



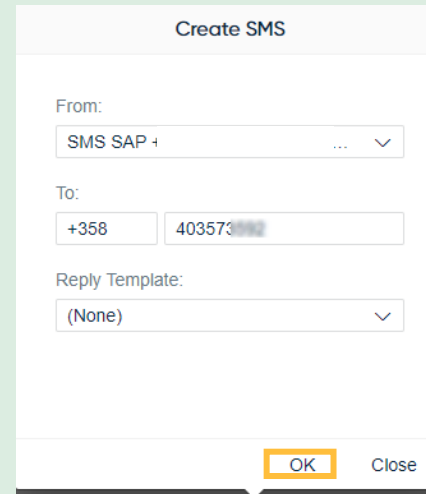
SAP Service Cloud

Click to Connect – Click to Call extended to make outbound calls, create SMS and WhatsApp messages

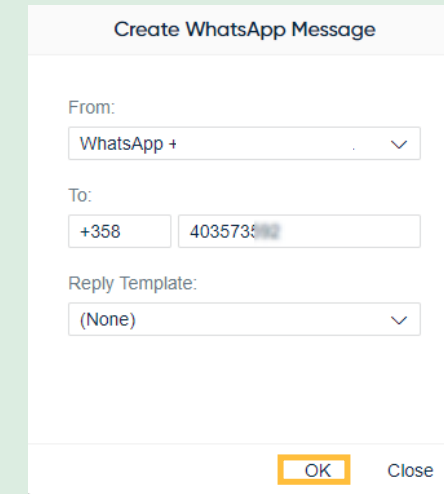
- Selecting to *Make a Call* allows agent to select the *From* number and initiate an outbound call by clicking on *Call* button.
- Selecting to *Create SMS* allows agent to choose the *From* queue number and *Reply Template* for the outbound SMS message. Clicking on *OK* sends the message with selected Template.
- Selecting to *Create WhatsApp message* allows agent to choose the *From* queue and *Reply Template* for the outbound WhatsApp message. Clicking on *OK* sends the WhatsApp message with selected Template.



Create outbound call



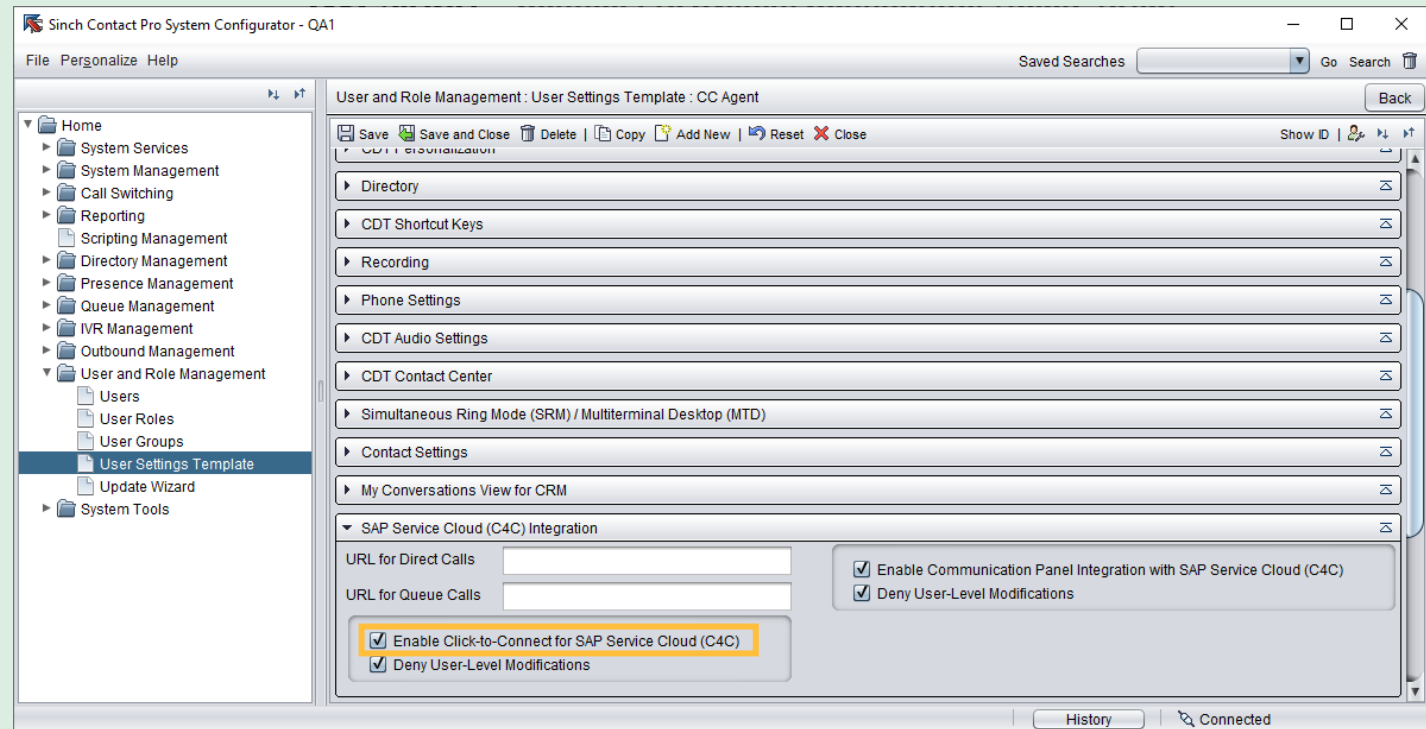
Create SMS



Create WhatsApp message

Click to Connect configurations

- This capability can be activated for SAP Service cloud through User Settings Template.
- By default, this setting *Enable Click-to-Connect for SAP Service Cloud (C4C)* is turned off and requires explicit activation from System configurator.



System Configurator

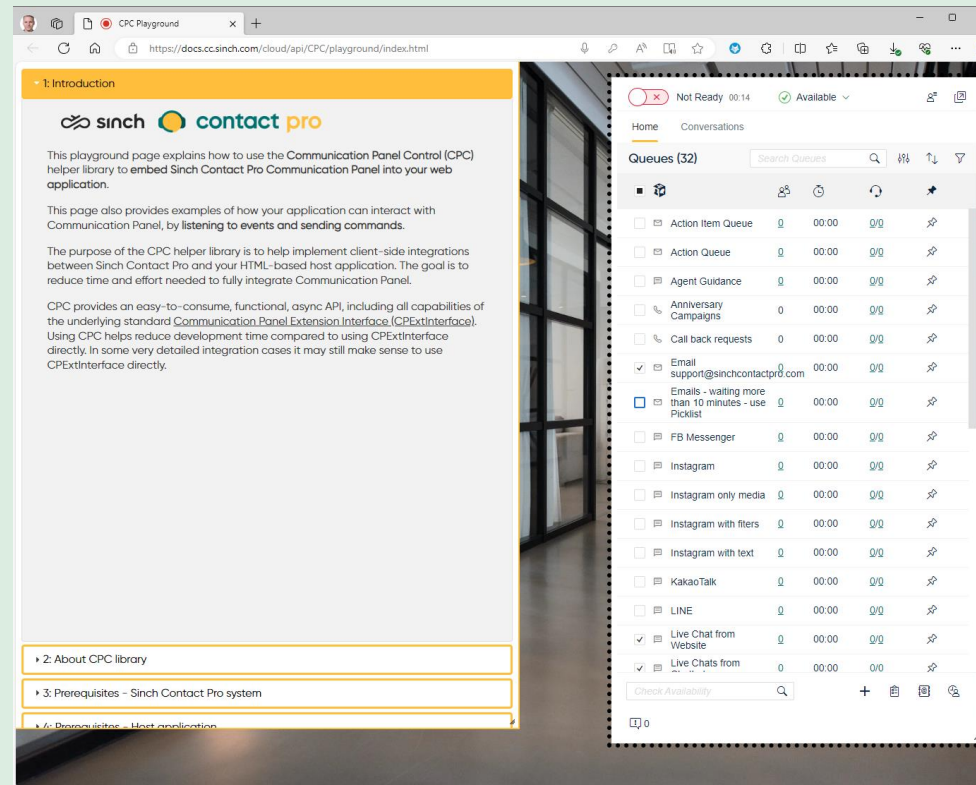
Communication Panel Control (CPC) library

Communication Panel Control (CPC) documentation is now officially available at documentation site

- **Link to documentation**
<https://docs.cc.sinch.com/cloud/api/CPC/index.html>
- **Link to test app**
<https://docs.cc.sinch.com/cloud/api/CPC/playground/index.html>

To recap, CPC library enables you to:

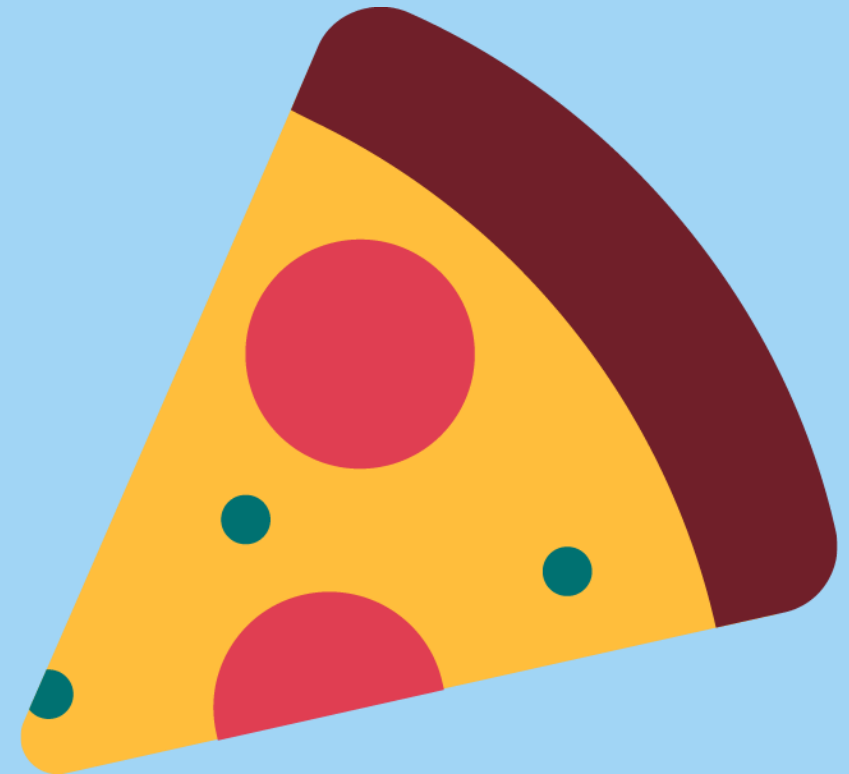
- Embed Communication Panel to any website
- Utilize conversation data in your host page, such as phone number for searching business partner
- Command Communication Panel from your host page, such as make a call or create new SMS or WhatsApp conversation.



Communication Panel embedded to a website using CPC library

Miscellaneous

improvements



Voicemail Custom IVR

New voicemail IVR will be available for our customers.

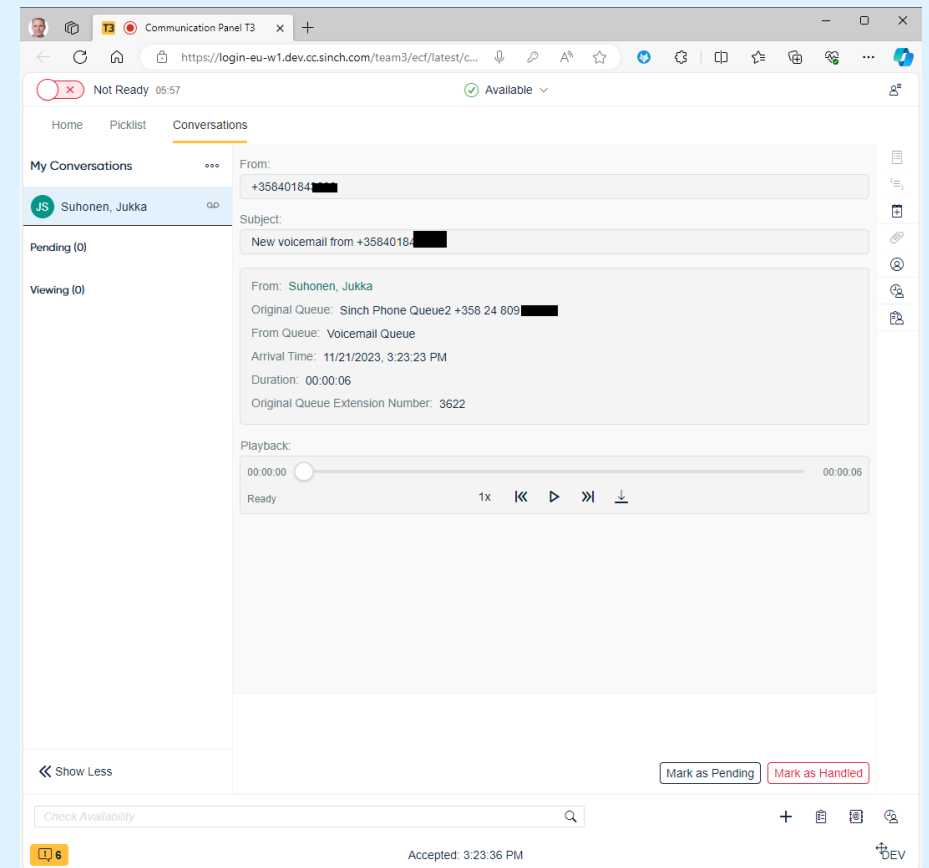
Key benefits of the IVR are:

- Ability to manage greetings in SC
- Customize the voicemail experience to meet your needs and to collect additional business data to be shown for an agent
- Ability to create task from voicemail into a queue for an agent to handle

For agent, the new method enables:

- Build-in audio player and possibility to download the recording (limited via User Settings Template parameter)
- Ability to place voicemail as pending
- Ability to forward voicemail to a colleague or to a queue

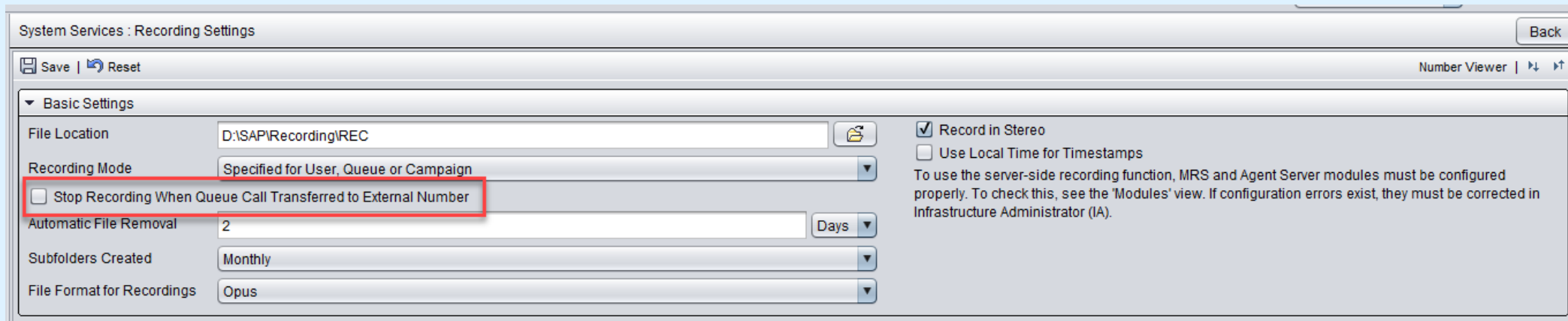
End-to-end description will be available in [Voicemail IVR document](#)



Recording enhancement

Administrator can now define if external leg of call is included to queue recording.

Use case: Call transferred to external destination...



System Services : Recording Settings Back

Save | Reset Number Viewer | ↕ ↗

▼ Basic Settings

File Location: D:\SAPI\Recording\REC 📁

Recording Mode: Specified for User, Queue or Campaign ▼

Stop Recording When Queue Call Transferred to External Number

Automatic File Removal: 2 Days ▼

Subfolders Created: Monthly ▼

File Format for Recordings: Opus ▼

Record in Stereo

Use Local Time for Timestamps

To use the server-side recording function, MRS and Agent Server modules must be configured properly. To check this, see the 'Modules' view. If configuration errors exist, they must be corrected in Infrastructure Administrator (IA).

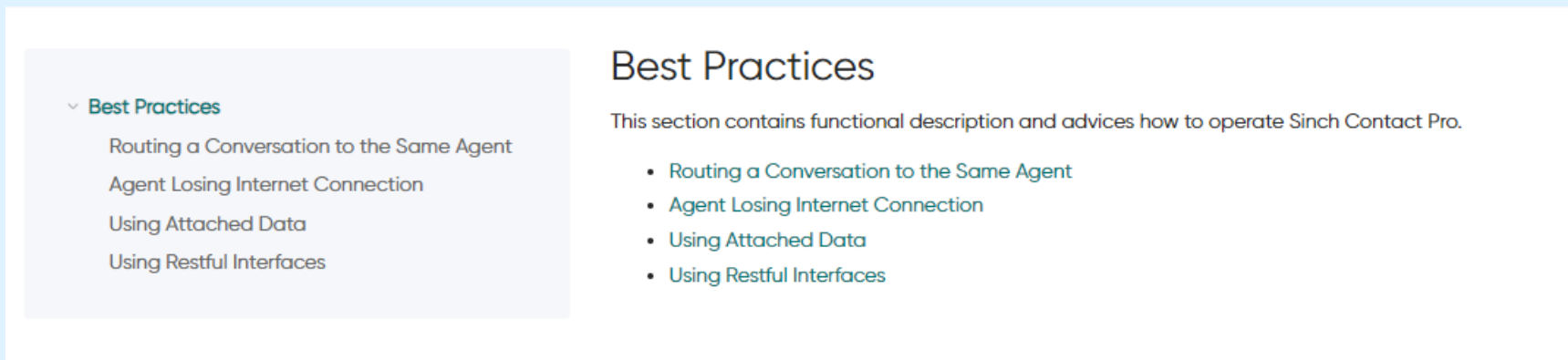
Best practice documents

We have started to write end to end type of documentation.

Please see what we have available now at Operation Guide → Best Practices

https://docs.cc.sinch.com/cloud/operation-guide/en/oxy_ex-1/common/best_practices.html

We are looking forward for feedback and proposals for different topics!



The screenshot shows a navigation menu on the left with a dropdown for 'Best Practices'. The main content area is titled 'Best Practices' and contains a paragraph followed by a bulleted list of topics.

Best Practices

This section contains functional description and advises how to operate Sinch Contact Pro.

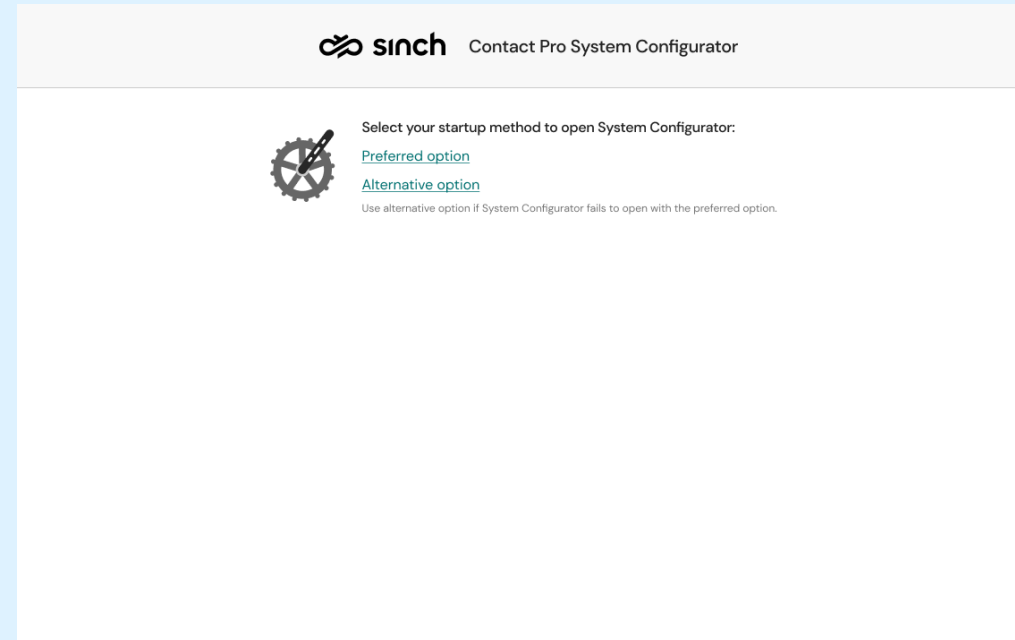
- Routing a Conversation to the Same Agent
- Agent Losing Internet Connection
- Using Attached Data
- Using Restful Interfaces

System Configurator

Navigating to System Configurator launch page now gives to two options for Windows users to select from.

- Recommend option
- Alternative option for cases where recommended doesn't work

No changes for Mac users.



Misc of Misc

Restful Interfaces

- RCI / Call Switching Locations

Misc

- Barring Groups are now supported in User Import and Export

Release dates

Release to customers' test tenants : 3rd of January 2024

Release to customers' production tenants : 20th of January 2024



- Follow us on YouTube – Sinch Contact Pro
https://www.youtube.com/channel/UC_OEOXSWzDnApxK1kSLMPiQ
- Sinch Contact Pro community page
https://community.sinch.com/t5/Contact-Pro/bd-p/Contact_Center
- Help pages
<https://docs.cc.sinch.com/>

End

of Show and Tell presentation