



Release Notes – December 2017

Enhancier Cx Product Development

December 2017

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C – Created A – Added, M – Modified, D – Deleted

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1. How to use this document

This December, Enhancier Cx has delivered version 1.1 of Adura product. This release notes offer brief, high-level descriptions of

1. New features added to the product
2. Enhancements carried out in existing channels and modules
3. Important bug fixes
4. Feedback

2. New Features

2.1. Ticket

1. Cascading attribute: By addition of dependent variable into multi-level hierarchy of attribute, it is possible to further streamline customer information.

2.2. Email

1. Search Attachment: Search with the content of attachment or email body is enabled.
2. String Search: Scan subject line with strings in auto allocating emails.

2.3. Telephony

1. Country code configuration: Addition of a configuration panel (client side) so that clients may flexibly make domestic or international calls.

3. Enhancements

3.1. Ticket Module

1. Added an extra field in ticket management to search the remarks of tickets

3.2. Phone

1. ECD Report - included new filters via contact ID, ACW and date

3.3. Quality

1. Unification of customer data is optimized and as a result, time taken to fetch the data has reduced.

4. Bug Fixes

4.1. Telephony

1. In **Outbound Module | Click on Next Call Feature** -- Solved the issue of duplicate contact ID generation in outbound call while updating customer interaction with list validation.
2. In **Admin and Supervisor Panel | Call abandon Report** -- Client drop down invisibility in Call Abandon report resolved.
3. In **Admin And Supervisor Panel | CDR Report** -- Difficulty of fragmentation of data base and delay in fetching records from CRM database was taken care.
4. In **Outbound Module | ClickOn Next Call** -- Fixed the display of inactive list even after uploading new outbound campaign
5. In **SMS Panel** -- Inability to map the customized message to customers was fixed.
6. In **Interaction Module** -- Solved the issue of incomplete display of customer information in interaction report.
7. In **Admin panel** -- Solved the issue of unavailability of alternate email ID, added the condition to eliminate NULL from the field.
8. In **Telephony** -- The issue of agent queue mapping issue showed ID after adding queue was taken care.
9. In **Telephony** -- Mismatch error of client and agent tabs in queue mapping panel was fixed.

4.2. Ticket

1. In **Ticket API** | Solved the error of last updated state of ticket which was not visible
2. In **Ticket API** | The bug of ticket redirection on notification of a shared ticket was fixed

4.3. Email

1. In **Email Case Management | Work Queue | Email Case** -- On clicking 'next case', email body was not visible. This was resolved.
2. In **Email Case Management | Work Queue | Email Case** -- In emails with CSV attachments, thumbnails and download buttons were missing. The buttons were added for download.
3. In **Email Management** | Data focussed search in email panel was enabled.
4. In **Email Management** | On imposing a date range to search box, allocation of emails stopped. This bug was eliminated.

4.4. Quality

1. In **Quality Monitoring | Engage Panel | Quality Monitoring Form** -- Solved the issue of unavailability of agent or transaction details on consecutive transactions.
2. In **Quality Monitoring | Dashboard** -- Reports were not made available to agents (for better reports) and access was limited to supervisor only. The access was extended to agents and masking is calibrated as per requirement.
3. In **Quality Monitoring | Dashboard | Reports** -- While double clicking on view button in agent panel data table error occurred. This error was fixed.
4. In **Quality Monitoring | Quality Management** -- The bug of score not being updated on editing, was fixed.

4.5. Customer

1. In **Supervisor Panel** Customer information was not visible on email on editing customer interaction. It was made visible.
2. In **Supervisor Panel** Resolved the issue of customer information not being visible to telephony agents on editing customer interaction.
3. In **Supervisor Panel** While saving interaction of customer, special characters were not recognized. The recognition is enabled.

5. Feedbacks

Our constant effort is to upgrade the process and make the product suited to customer needs. Please share your valued feedback and suggestion at product.feedback@enhancier.com