



Release Notes – February 2018

Enhancier CX Product Development

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1. How to use this document

This February, Enhancier CX has moved its product to a whole new level and hence we are now delivering the version 2.0 of our Adura product. We have upgraded our underlying technology stack to the latest version. We have upgraded our product to latest PHP version and moved our product to NGINX web server. This upgrade will help us serve you with faster application response and better stability.

We have added lots of new feature in this release which dramatically upgrades our product service offering. This release has added Auto Outbound Dialer and Predictive Dialer. We have also added features like Team Hierarchy , Relationship Manager , Same Queue Transfer etc.

With release 2.0, we have commenced our journey towards PaaS (Platform-as-a-Service) offerings. This will complement our existing SaaS products like Adura. This month we have released a bunch of APIs in various modules.

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. How to share your ideas or feedbacks to make Adura a better product

2. New Features

2.1. Telephony

1. Same Queue Transfer : This new feature allows an agent to transfer the call in the same where he is logged in. This is driven by a configuration in Admin panel where Admin can define if the transfer is same que is allowed or not allowed.
2. Auto Outbound Dialer and Predictive Dialer : We add this new feature for predictive dialer. Enhancier CX has built an algorithm that automatically calculate the lead lock and lead call based on Agent Availability in the Queue and Queue Ratio. The Predictive Dialer feature enables Admin to define an Operation along with Queues based on skills. The product allows Admin to upload leads in CSV format. Upon uploading the product segregates the leads with respect to skills. Admin has the rights to configure the hopper upper limit and lower limit which impacts the number of calls generated for a campaign. We have also added Outbound attributes which are mapped to Campaigns and these appear in OB Attribute section to the Agent while taking a call. There is also a provision to have OB Attributes as editable so that the Agent can capture customer details while on the call. The product first calls and connects the customer and later the agent to ensure that the agent is not wasting time in queue to connect with the customer. We have added Customer Name and Queue Name in the CTI popup for easy recognition even before the Agent answers the call. Only Supervisor can start and stop campaigns. We have added new report to Auto Outbound and Predictive dialer as listed below

2.1. New reports related to Outbound : Data Management Report

2.1.1.Campaign Wise Details Report - Fetching number of customer list uploaded for campaign.

2.1.2.Campaign Wise Connectivity Report - Fetching number of phone connected or not connected.

2.2. New reports related to Outbound : Agent Management Report

2.2.1.APR Report - Fetching Agent performance details.

2.2.2.Login / Logout Report - Fetching login hours / active hours.

2.3. New reports related to Outbound : Performance Report

2.3.1.Call by Call Report - Fetching each call details.

2.3.2.Call by Call Campaign Report - Fetching campaign wise call details.

3. Relationship Manager : We have introduced a new feature of Relationship Manager (Sticky Agent) which enables allocation specific agent to a specific customer. This feature must be deployed as an add-on to the existing product. With this feature whenever an agent or a supervisor creates a customer, the customer is attached to that agent. Next time whenever the calls come from that customer, the call automatically lands at that agent's extension is the agent is in ideal or ready state. If agent is on call the call is landed in queue.

2.2. Customer

Team Hierarchy : We have introduced a concept to Team hierarchy which enables Admin to create a team structure in Adura. The current structure supports creation of Team Leader and General Manager in the team hierarchy. Admin can map Agents to Team Leader and Team Leaders to their respective Managers. This setup enables Admins to form team and reporting relationship within the team. By adding this feature, we have provided flexibility in reports to track performance of Agents ; Team Leaders and Managers on daily, monthly, quarterly and annual bases. Reports updated with this new feature are :

Phone Inbound : APR ; Phone Inbound : Login History ; Phone Outbound : Agent Management Report and Phone Outbound : Performance Reports

All the above reports will now fetch record of Agent performance by their respective Team Leader who will eventually report to a Manager.

2.3. Self Service API

As CX company Enhancier CX have observed pattern on how our clients expanded their outreach to their customer using various channels. One of their biggest pain for clients has been to set up web site where their customers can login to create tickets and get update on their tickets. Enhancier CX developed a PaaS product to enable our clients to do exactly the same. We have developed a set of APIs which will enable our client to build their own mobile apps or websites where customer can login , raise tickets and track updates on their tickets. We have created the following API in our Self-Service offering :

1. Signup API : Signup API allow new user to create new account / profile in client portal. User needs to register using mobile number and email address. When the portal sends signup request, it will first check for existing customer by using mobile number or email address provided in API request. If the mobile number or email address exist, the API will send message as account already exists. If the mobile number or email address are new, then the API creates new account with the provided information and send success message of account creation.
2. Login API : Login API allows user to login into client portal. User needs to send email address OR mobile number and password with request to Login API. After authentication and authorization process is completed the API will check if the customer exists with given credential. If there is a match it will allow login and send log ID for the session. If the API fails, then it sends login failed message back to portal.

3. Forgot Password API : In case the user forgets his / her password, the Forgot Password API allows user to send newly generated password to users email address. User must send forgot password request with his register email address. Forgot password API validate email address and send new password by mail.
4. Change Password API : This API allows users to change his password from client portal. User need to add his current password with new password. If current password matches, then only password changed to new password.
5. Update Profile API : User will be able to update his/her personal details like his first name, last name, DOB, mobile number etc.
6. Logout API : This API is used to logout users from customer portal. Current login details are sent with logout API request. The API validates login id and update status and send success message.

2.4. Ticket

1. Next Follow Up : This new feature in Ticket allows Agents to set the follow-up date for that ticket. This information is now available in the ticket work queue.

2.5. Ticket API

Like Self Service API Enhancier CX have extended their ticket features as API as PaaS offering that will enable their customers to raise ; track updates and close tickets. We have release the following API's under this category to begin with. Based on market response and client feedbacks we will add more such API's to enrich our offering.

1. Create Ticket : This API is to create ticket from external source which allows client applications to save the ticket detail along with interaction details. Only valid ticket types and valid ticket attributes can create ticket of ticket type.
2. Update OR Close Ticket API : To add new note on created ticket with ticket state update. You can also update ticket attribute of ticket.
3. Get Ticket Details : To get ticket details of ticket ID. Details includes Interaction details, Attribute Details, Notes added on tickets.
4. Get Ticket List : To get all ticket list of Customer by using customer ID.

3. Enhancements

3.1. Email

1. In **Email History** – We have removed the row limit of history of emails. Prior to this we were showing only 10 mails of customer in Email History and Email Ref Id History.

3.2. Telephony

4. RTM : Th RTM can now differentiate between the inbound and outbound queue as per client and shows the data accordingly.

1. **ECD Report** : We have included new filters to better refine the data. The new filter added are Contact ID, ACW and Date.
2. **Intra Day SL Report** : We have added two columns for showing productive agent time and total agents count.

3.3. Quality

1. We have unified the customer data and it is now optimized. As a result, the time taken to fetch the data has reduced.

4. Bug Fixes

4.1. Telephony

1. In **Supervisor Panel | Manage | Phone Outbound** : We have fixed the issue related to data sorting which are affecting the sorting function for "Created On" column.
2. In **Admin Panel | List Upload** : We removed the PHP error while OB list was getting uploaded.
3. In **Supervisor Panel | Engage | Phone Outbound** : We fixed the issue where the "Break After Call" icon was hidden after Agents clicked on "Break" icon.
4. In **Supervisor Panel | Manage | Inbound & IVR Report** : We increased the limit of rows to fix the issue where users were unable to download ECD Report.
5. In **Supervisor Panel | Engage | Work Queue | Phone Outbound** : We fixed the issue where email templates were not visible when Agent clicks on "Next Call" button.

4.2. Ticket

1. In **Admin | Campaign | Process Ticket Map | Ticket State Mapping** : We fixed issue where the Admin was not able to map the ticket to state.
2. In **Ticket API** : The bug of ticket redirection on notification of a shared ticket was fixed.
3. In **Supervisor Panel | Dashboard | Real Time | Ticket** : We fixed the issue where Ticket Date-wise Report not showing proper data based on the date selected.
4. In **Supervisor Panel | Dashboard | Real Time | Ticket Dashboard** : We have fixed the issues where the ticket count in ticket dashboard of current process was not showing and we also removed client drop-down which are redundant.

4.3. Email

1. In **Email Case Management** : We fixed the issue where Agent was not getting auto response for inbound emails.
2. In **Email Case Management | Work Queue | Email Case** : In emails with HTML attachments, thumbnails and download buttons were missing. We added buttons where Agent can now download these attachments.

3. In **Email Management** : We added an email lock functionality in the email Work Queue. This removed the error of allocating an email from the Work Queue even when the agent was working on that email.
4. In **Supervisor Panel | Dashboard | Historical | Email Management | Email Response Report** : We fixed the issue where the product was showing PHP error while downloading the Excel file.
5. In **Email Historical Report** : From this report we removed the Agents who are deactivated.
6. In **Email Report** : We fixed the issue where there was a mismatch of count between SL Report and All Email Report

4.4. Quality

1. In **Quality Monitoring | Engage Panel | Quality Monitoring Form** – We fixed the issue where the call recordings are not available for some customers.
2. In **Quality Monitoring Supervisor Panel | Dashboard | Self | Monitored Forms** – In Transaction Info page we have fixed the distorted QA Feedback user interface.
3. In **Quality Monitoring | Quality Management** : The bug of quality score not getting updated when edited was fixed.

4.5. Customer

1. In **Interaction Report** : We have added Social Interaction which was not earlier available in this report.
2. In **Supervisor Panel | Work Queue | Phone Outbound** : We fixed the issue where the editing of customer information was not visible to telephony agents when the agent was editing customer interaction.
3. In **Supervisor Panel | Add New Customer Form** : While saving interaction of customer, special characters were not recognized and hence the customer were not saved. We have now fixed this to save the customer details with special characters.
4. In **Supervisor Panel | Customer Interaction History & Report** : We fixed the issue where Agents is not able to search the “Issue Name” (Topic) due to upper-case and lower-case words.
5. In **Supervisor Panel | Engage | Create Disposition** : We fixed the issue related to Topic and Sub Topic selection and de-selection.
6. In **Supervisor | Engage Panel** : We fixed the issue to customer always showing as B2B in Customer Type when the agent is editing the Customer details.

4.6. Admin

1. In **Admin | User Creation** : We fixed the issue where the Email ID is getting save into address field not in email field when the User is being edited.
2. In **Admin Panel | Email Inbound** : We fixed the issue where Admin used to get PHP error in Email Auto Response panel.
3. In **Admin Panel | KM** : Fixed data table warning issue along with the issue related blank display of articles.
4. In **Admin Panel | Program Management | List & Data Management** : We fixed issues of data table warning due to customer source name being blank.

5. In **Admin Panel | User Management** : We fixed the issue where Admin used to get alert to assign supervisor first time User was getting created.
6. In **Admin Panel | User Management | User and User Group | User Team and Group Management** : Fixed the PHP error on the page.
7. In **Admin | User Creation** : When a new User is getting created, at the time of assigning a supervisor to the user (RM frontline), we added a check to ensure that a Supervisor is in the User Group.

4.7. Social

1. In **Supervisor Panel | Manage | Social Management | Un Allocated Message Panel** : Fixed the data table warning issue in the Social Unallocation panel.
2. In **Supervisor Panel | Manage | Social Management | Rejected Messages** : Fixed the data table warnings issues when the Rejected Messages was clicked.
3. In **Supervisor Panel | Manage | Social Management | Un Allocated Message Panel** : Fixed the issues of PHP error when Reject button was clicked.

4.8. CSAT

1. In **Supervisor Panel | Dashboard | Team Wise | Real Time | CSAT | Trends** : Fixed the PHP error while downloading csv.
2. In **Supervisor Panel | Dashboard | Team Wise | Real Time | CSAT | Trends | CSAT Periodic Based Report** : Fixed the issue where the data was available but download file was blank. Also fixed the issue where Supervisor was not able to view the report.

5. Feedbacks

We love to hear from you. Ours is a continuous improvement process and we are very happy to build product features for our customers. Please send your valued feedbacks and product improvement suggestion on product.feedback@enancier.com