



## Release Notes – July 2018

### Enhancier CX Product Development

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## 1. How to use this document

July 2018, Enhancier CX has made significant changes to its product offering and have delivered version 2.1 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 Capacity Planner

#### **Plan your Inbound Telephony Production within the CRM**

Capacity Planner helps the Admin, Supervisor to plan production capacity for processes involving Inbound Telephony Communication Platform of the CRM.

This module will help you plan your production capacity using information supplied like AHT, Attrition and SLA etc. and help you to give seamless customer experience to your customers.

### 2.2 Notification Center

#### **Send customizable notifications to customers , CRM users via SMS, Email**

The objective of the module is to provide single panel for the Admin to enable / disable notifications for events across modules. This enables the CRM to send notifications to different people when certain events occur through various channels pre-configured in CRM.

Notification Center helps the admin to send external notifications to customers, agents, supervisors via E-mails, SMS for various events within the CRM (Ex: Ticket Created, Ticket Closed, Ticket Allocated).

Notifications can be configured, enabled, disabled by the Admin.

Dynamic information can be configured within the notification content to provide transaction-based dynamic information to the recipient.

### 2.3 Auto-Allocation & Prioritization Engine

#### **Make Adura CRM prioritize your email cases before allocation and allocate in real time.**

Auto-Allocation Engine will drive the allocation related activities (i.e prioritization , allocation) in real time for all channels/ modules. In real-time chat , agent does not fetch the incoming chat . The incoming chat is allocated to the agent. The allocation of chat is driven by the chat itself and not the agent.

High-Value Customer & VIP Customer's emails always have to be prioritized for quicker resolution & seamless service, as they have bigger business impact. Adura CRM now has the capability to prioritize your inbound email cases based on your own rules.

If the feature is enabled, the email cases will be monitored for prioritization every 5 minutes.

## 2.4 Google Single Sign On

### Integration of Adura CRM user login with Google ID.

Adura now supports Google Single Sign on Capabilities. This means that for a user that has the same primary email in the Adura and Google accounts can login into the Adura. Now User can log in to an Adura with a single set of credentials and is then automatically signed into the multiple Google applications like Google Drive, Google Photos, YouTube and other Google Products. With Google Single Sign On, a user gains access to multiple applications without maintaining different login credentials such as Username and Passwords.

Since corporate Google ID is used for login into Adura, the control of managing user logins is managed in Google G-Suite. In case the employee leaves the company and Admin disables the Google ID, the login to Adura is also disabled.

## 2.5 IP Based Authentication

### Secure Adura CRM usage with restricted IP Logins

Adura now supports IP Based Authentication Capability. We have achieved a way to secure our CRM by restricting access based on the Public IP address. Administrator will have the rights to add the white list IPs from which the particular user group can access CRM from the list of specified IPs. The admin will have rights to blacklist the specific IPs from which user will not able to login from the specified blacklist IPs. The admin will have the rights to restrict the access at the user group level by enabling either whitelist or blacklist IP based authentication. Admin can either opt either for white list specific IPs or Blacklist specific IPs. Access permissions are defined in the User group Level, but the authentication is set at the client level.

## 2.6 RTM for Outbound Telephony

### Monitor Outbound Campaign in real time

Adura now has a Real Time Monitoring panel to monitor agents and outbound calls made from Preview Dialer. The panel displays details of Outbound Campaign ( Preview Dialing ) on list basis. User can monitor list data and details of agent using the panel.

## 3. Enhancements

### 3.1 Telephony

1. **Inbound Telephony RTM** : The RTM can now differentiate the waiting call applied color code for waiting customer.
2. **Telephone OB Interaction Map** : We have started the saving of interaction id against to each call for outbound recording. Before this we are getting mismatch recording of customer.
3. **Outbound List Upload** : Currently list upload function is simple no validation or alert for upload and no assign campaign to two or more user groups for outbound call. We have changes the submit Excel functionality and added AJAX submit Excel file and check validation of all columns are correct. And proper validation of column and give the alert to agent how many junk, duplicate and callable data.
4. **One step for Import Leads, its attributes and Outbound Operation attributes** : We have simplified the Lead Import by reducing the steps required to do the task. User can upload lead data, the additional information related to the leads and information of the lead for outbound campaign in one single list. No more hassling of creating multiple lists to upload multiple information related to the same lead. This will bring down time to upload information to initiate a outbound campaign & creation of garbage information within the CRM.

## 3.2 Email Case Management

1. **Download PDF** : We have added option in the ECM to download emails in PDF format. The email in an email case can be downloaded in PDF for record keeping in the user's system.
2. **All Email Report** : We have added a new report called **All Email Report** which gives a record of all the emails ( Not email cases ) received within the date range specified by the user.
3. **API to receive email in Adura** : We has developed an API to receive emails in Adura. Currently the only source to get emails into Adura was to directly access the inbox of the configured email. With this API Adura now has the ability to fetch emails from other external endpoints.

## 3.3 Engage Panel Enhancements

1. **Visibility of Outbound Operation Variables** : Customer information specific to outbound campaigns will be visible to agent in Engage Panel. Only the information for active outbound campaigns will be visible.
2. **Phone History** : The history of communication with the customer on Inbound & Outbound Telephony will be visible in the agent Engage Panel.
3. **Chat History** : The history of communication with the customer via chat will be visible in the agent Engage Panel.

## 3.4 Admin

1. **New Color Palette for Admin Panel** : Admin Panel now has a new and uniform color palette. We have changed the color of all Admin related navigation boxes to make them look and feel the same.

## Bug Fixes

### 4.1 Telephony

1. **Queue join issue** : We have fixed the issue of telephony where we are not able to join queue.
2. **RNR Report** : We have fixed the issue of Start time and Disconnect time issue in RNR Report.
3. **ECD** : We have fixed the issue of single queue selection in ECD
4. **APR** : APR report added in Auto mailer to email.
5. **Inbound** : We have fixed the issue of Inbound answered calls history which is not showing in UI.
6. **Configuration** starts to save process, user group ids in telephony db.
7. **In Auto dialer** Handle auto dialer condition in incoming function.
8. **In Outbound** Handle blank response data in success function for outbound performance report.
9. Handle the issue of redirection on wrong navigation page from outbound phone reports to ticket report.
10. In Telephony management handled the issue while try to click on back button going to wrong direction.
11. **Admin Panel | Report Setup | Outbound Phone Reports** : Redirecting on wrong navigation page from outbound phone reports to ticket report management while try to click on back button resolved.
12. In **Telephony** : Handle issue of Customer Search UI.
13. In **Telephony | Outbound RTM** : Remove agent issue handle.
14. In **Telephony | Phone OB RTM** : Campaign dropdown reset on work queue issue Handle.
15. In **Telephony** : Inbound abandon call handling time added for the abandon call list.
16. In **Telephony** : Handle issue of Unable to view telephony history in phone inbound
17. In **Telephony** : Extension logins process wise handled.
18. In **Telephony** : Next call increment no of calls issue resolved.
19. In **Telephony** : Next call function issue resolved.
20. In **Telephony** : Callback UI Issue Handle.
21. In **Telephony** : Outbound By default showing phone outbound view issue resolved.
22. In **Telephony** : Hardcoded list id issue has been fixed.
23. In **Telephony** : Added user group dropdown in interaction report and fetch recording path by user group id.
24. In **Telephony** : Handle issue of not getting telephony history of customer in telephony tab after detect customer details with customer's history.
25. In **Telephony** : Handle issue of login hours summation issue in Login Logout Report.
26. In **Telephony | Engage | Phone Inbound** : Handle issue of showing telephony details after logout telephony extension
27. In **Telephony** : Handle issue of multiple list accept for next call campaign
28. In **Telephony** : Process user group mapping issue has been resolved.
29. In **Telephony** : Added check reply all email functionality for email case management



30. In **Telephony** : New abandon call report added columns first handled channel and first handled time.

## 4.2 Ticket

1. **Auto Allocation** : We have fixed the issue of quick dispose the call getting an error-Please reselect channel.
2. In **Ticket** : Resolved issue of showing query in ticket history.
3. In **Ticket** : Handle issue of getting notification mails on ticket allocation and ticket sharing to agent without configure notification center.
4. **Dashboard | Self | Periodic** : Handle of click on ticket reset button data table not clear.
5. In **Ticket** Login with agent | Engage customer | Showing default value of testing attribute while try to view ticket history of created tickets.
6. **Admin Panel | Report Setup | Ticket Report Management | Periodic Ticket Report** : Ticket state column- Handle the issue in periodic ticket report, showing deactivated state name in state name drop-down.

## 4.3 Email

1. In **Email Auto Allocation** : In Supervisor | Engage | Work Queue | Email Management, we have handle the issue where auto allocation of email is not working.
2. In **Email Dashboard** : We have fixed the issue of count.
3. Added validation on email case callback.
4. In **Email Module** Issue after merging missing bracket.
5. In **Email Module** remove lower case error for search email id
6. In **Email** added OB variable ranking functionality
7. In **Email | Admin Panel** : Handle issue of showing alert '555555555555'.
8. In **Email Admin | Inbound Email Management | Header-Footer Setup** : Handle issue of taking by default no value if select choose value.
9. In **Email Admin Panel** : Added validation for password and SMTP password in email setup if it blank.
10. In **Email Dashboard | Team Wise | Historical | Email Case** : Handle error while try to download email case reports with select all configured email id's.
11. In **Email Chat History** : Handle Query for call position change.
12. In **Email** : Showing blank contact channel name field. while click on edit button and keep blank input type then update it Handle.
13. In **Email** : Handle issue of email rejection.
14. In **Email** : Added validation for special characters.
15. In **Email** : Added status for active users
16. In **Email** : Handle Issue of reloading web page after submission of form.
17. In **Email** : Handle the issue of Marathi key words not visible in mail body.
18. In **Email** : Handle issue In email-case changes made for info display.



19. In **Email** : In email-case reply-all functionality doesn't have cc and bcc button handle issue.

## 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.

## 4.5 Customer

1. We have handled invalid URI error while Customer Special list upload
2. Added validation for customer list uploads.
3. Handle error while uploading other customer details.
4. **Admin | List and Data Management** : On create list source In Source creation after saving source, incorrect "select client "alert is populated Handled.
5. **Admin | List and Data Management | Customer Special Attribute| Edit Attribute** : Handle issue of unable to view multiple options on edit button.

## 4.6 Admin

1. In **Admin | User Management | Forgot Password** : We have fixed the issue of getting user name as email id of user in mail body.
2. In **Admin Panel** : We fixed issue of remark on opportunity management panel not visible.
3. In **Admin Panel** : Handle issue While try to reassign user group there are getting existing user group of another client. Required where clause to show only users group of selected client.
4. Login as Admin | Knowledge management | Knowledge setup unable to see process on edit km Edit KM not selecting process drop down
5. In **Campaign Management Admin | Campaign Management | Opportunity Setup | Escalation Matrix | Select Client | Select Campaign | Select Ticket | View Escalation State** : Handle issue of Edit state escalation details When i edit the "Escalation form" in "Ticket escalation matrix" there is a predefined text "Enter Email ids with comma separated" in this separated spelling is wrong
6. **Fixed UI issue related to Text Area** : Across Admin panel we have fixed the issue of data spreading out of modal popup.
7. **Campaign Management | Opportunity Setup | Opportunity State Setup** : In opportunity state when add "new state" than "state count" is not show added "state", when click on "view" button than "state count" is count resolved.
8. **Admin | Campaign Management | Opportunity Setup | Escalation Matrix** : Spelling Mistake in Escalation Matrix-Spelling Mistake in Escalation Matrix- In Escalation Matrix when i click on symbol ( ), then the add escalation matrix form is open, there is spelling mistake of "Escalation Matrix" resolved.
9. In **Supervisor | Dashboard Panel | Ticket Historical Report** : We have fixed issue of database error while downloading the ticket report.
10. **Ticket Attribute** : We have fixed the error of ticket attribute while updating ticket.

## 4.7 Social

1. In **Social** : Every time open customer showing Request data not found issue resolved.
2. In **Social Description | Frontend | Manage | Social Management** : All messages Handle issue of All messages not getting data according start-date and end-date after click on GO button.
3. In **Social** dashboard data is not reflecting the correct value.
4. In **Social** : Handle issue of process wise social dashboard report.
5. In **Social** : Handle issue of Reply and Reply All button Issue.
6. In **Social** : Added client id filter for social customer search.

## 4.8 Order Management

1. In **Order Module** : Handle issue of not populating warehouse name in store dropdown on frontend while try to place order.
2. In **Order | Order List** : Handle showing duplicate entries according to sub-order issue.
3. In **Order | Order Creation** : handle issue of showing order list into agent panel.
4. In **Order** : Added Filter Order / Sub-Order, approve functions.
5. In **Order** : Delete suppression rule and approve new order functionality.
6. In **Order Cancellation** : When Agent Logins In , engages Customer and view customers Order history. When Agent clicks on **Cancel** button without selecting any cancellation reason the cancellation request was getting saved. We have now added a validation to ensure that the Agent fills the cancellation reason before cancelling the order.
7. In **Order Module** : We fixed the issue where Agent was getting default date as 1970-01-01 in View Oder screen.
8. **Order report in Team Panel** : Fixed the issue of Order Periodic Report.

## 4.9 Customer CSAT

1. **Dashboard | Team Wise | Periodic Based** : Handle of not getting alert for “Select Mode” while try to view the CSAT report on click view button. Getting alert on download CSV dump.
2. **Dashboard | Team Wise | Periodic Based** : Handle issue of reset button is not in working for mode and survey name.
3. **Admin Panel | Report Setup | CSAT Report and Survey Report** : Unable to view survey form in CSAT Periodic Report of CSAT report and Survey Report resolved. Participant
4. In **Survey** : Handle the issue of Survey question when try to click on save button, survey questions are not saved.
5. In **Survey** : Handle issue of special character when enter survey expiry in number of days.

## 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@enancier.com](mailto:product.feedback@enancier.com)