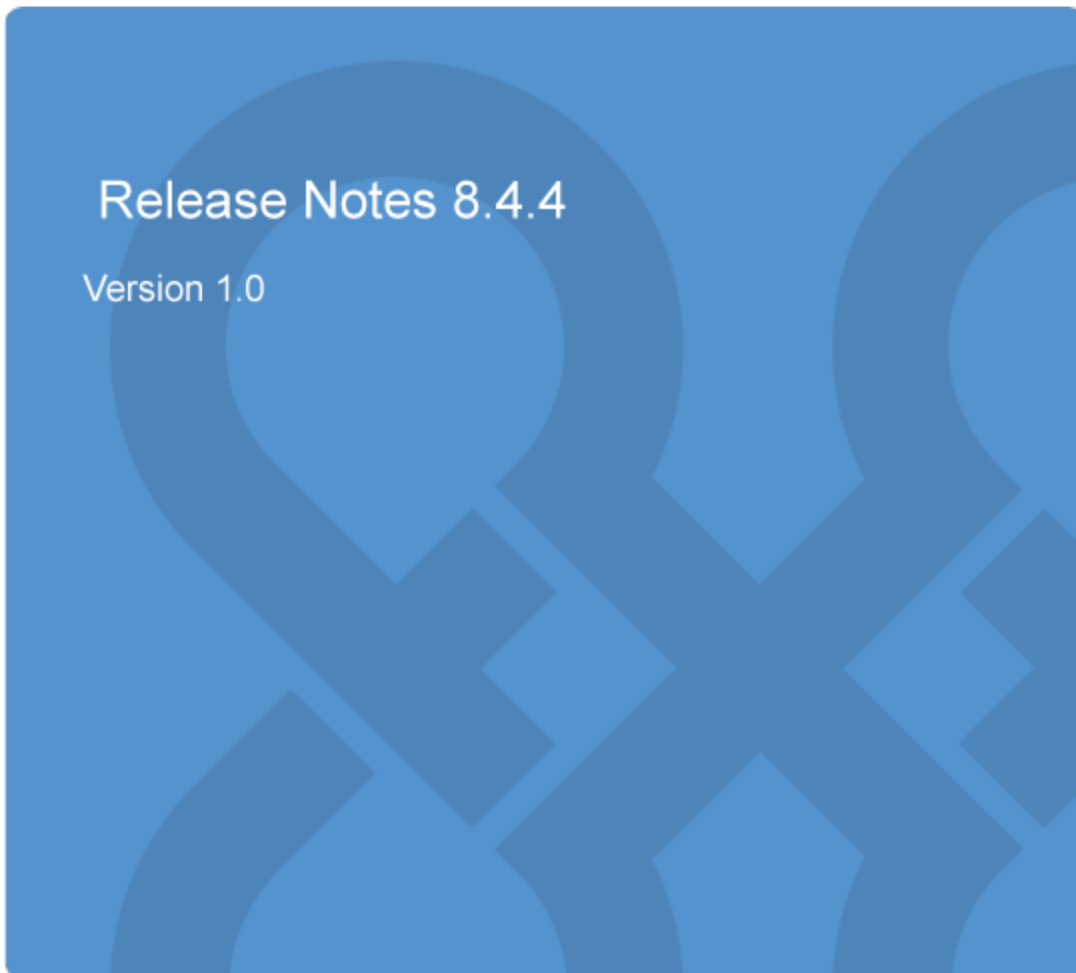


# Virtual Contact Center



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## Overview

In this release, 8x8 Virtual Contact Center introduces new features, enhancements, and bug fixes to improve the overall productivity of agents and supervisors in your contact center.

The key features and improvements in this release are:

- [Improved Login Time for Agents](#)
- [Increased Length of messages in Chat Interactions](#)
- [Ability to Clone Tasks in Local CRM](#)
- [Streamlined Access to Virtual Contact Center Analytics](#)

You can also access the list of [major bugs](#) addressed in the release.

## Features and Enhancements

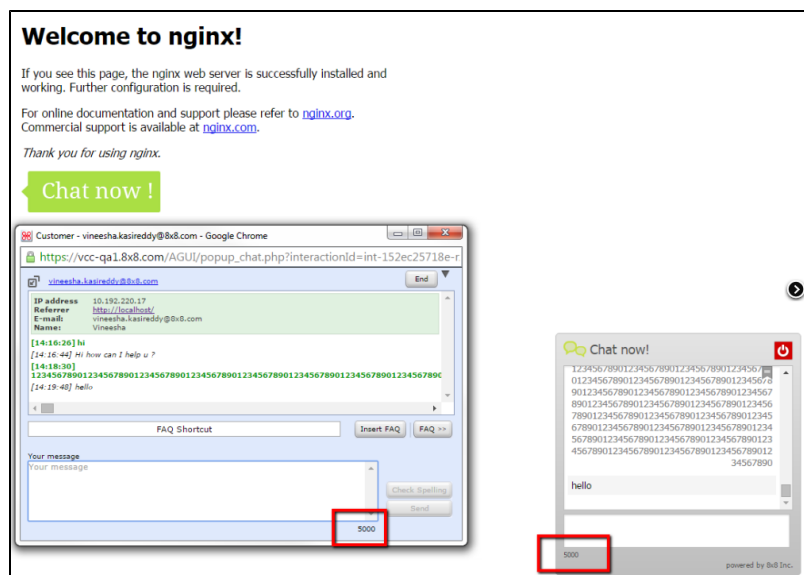
In this release we have made the following improvements and enhancements:

### Improved Login Time for Agents

The time to log in to Agent Console has been greatly improved in this release.

### Improved Chat Window Capacity

We have increased the chat window capacity to 5000 characters. This enhancement allows users to communicate large body of text, such as FAQs, via chat window. Refer to [Agent Console Guide](#) to learn about [chat interactions](#).



**Note:** Chat interactions via support center have a limitation of 500 character limit on the customer side.

### Ability to Clone Tasks in Local CRM

In Agent Console with the ability to clone tasks, agents can replicate tasks quickly with a click on the task form. The new feature allows agents to clone a task creating a new task ID and associate each cloned task ID with the same original inbound transaction ID.

## Features

- If an agent tries to delete a parent task, a warning is shown to inform the user that the parent task and its information is being permanently deleted.
- Only one parent level is allowed for each cloning task.
- Transaction ID is cloned, but a new task ID is generated every time you clone.
- A new task ID is created and all field values in the task form are cloned except history, create date/time and last modified date.
- The parent task shows all tasks being cloned from the parent listed under the History tab.
- The child task shows a link to the original task, and next to the task number.
- If a parent task is deleted, the child task shows the parent task in the history, but the link to the parent task is removed from the top.
- The agent can only see the clone button if the administrator has enabled the agent to edit and create tasks under **Users> Internal CRM** in Configuration Manager.

## Use case

The receptionist at a dental clinic uses tasks to create appointments. Once he creates an appointment for a family member through a task, he can copy the task to create appointments for the rest of the family. Using the clone feature, agents can increase their efficiency, eliminate manual work of entering data, and speed up the process.

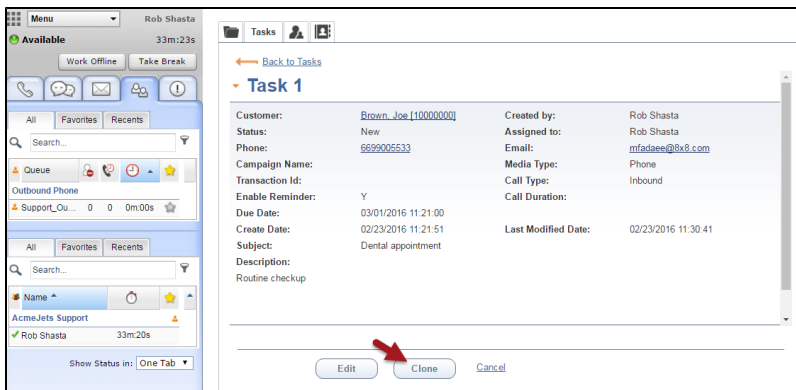
The history entry of the cloned task shows:


- The date and time the task was created.
- The agent who created the task.
- If the task is a clone task.
- Description such as the parent task number.

Within an individual task, a clone button is introduced. Click the button to clone the task.

### To clone a task:

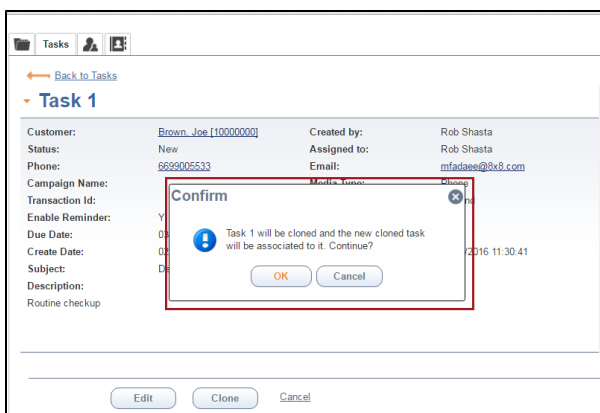
1. In the Agent Console, click **Tasks** tab.  
A list of your open tasks appears.
2. Open an existing task from the list.



 **Note:** If you wish to create a new task, you need to save it first before being able to and then clone.

3. Click the **Clone** button.

A confirmation window pops up.



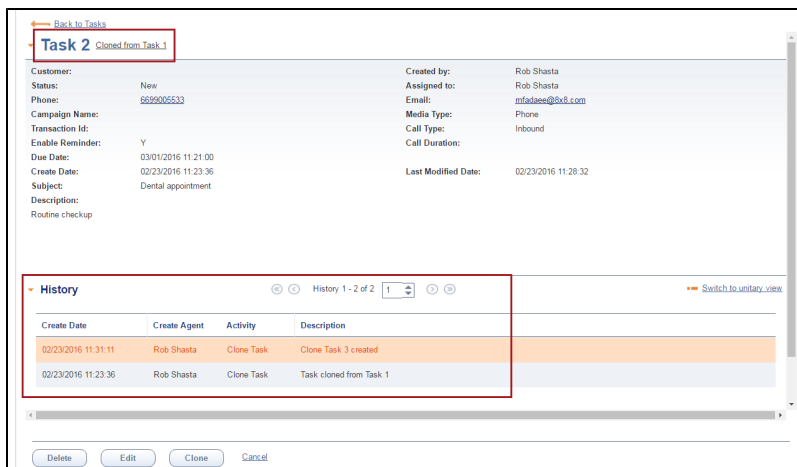
4. Click **OK** to confirm cloning.

The edit task page opens with the information already populated. Note that the task number indicates it is cloned from another task.

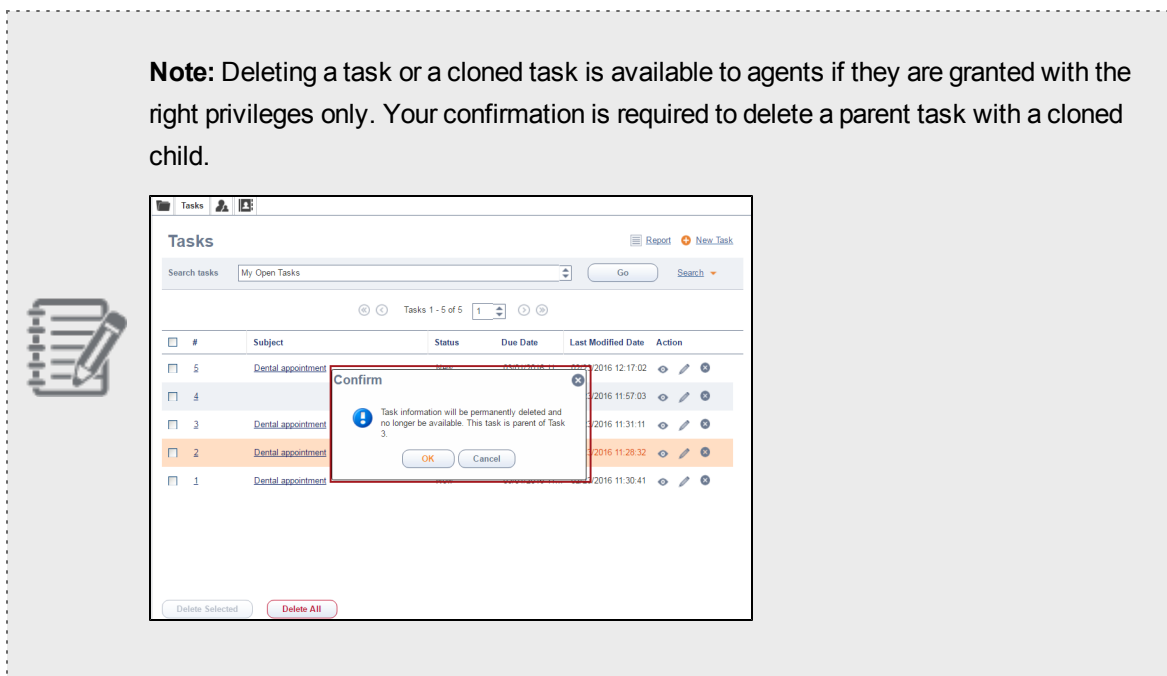
5. Click **Save**.

The cloned task appears in the list.

The new task shows the link to the original task.



**Note:** Deleting a task or a cloned task is available to agents if they are granted with the right privileges only. Your confirmation is required to delete a parent task with a cloned child.




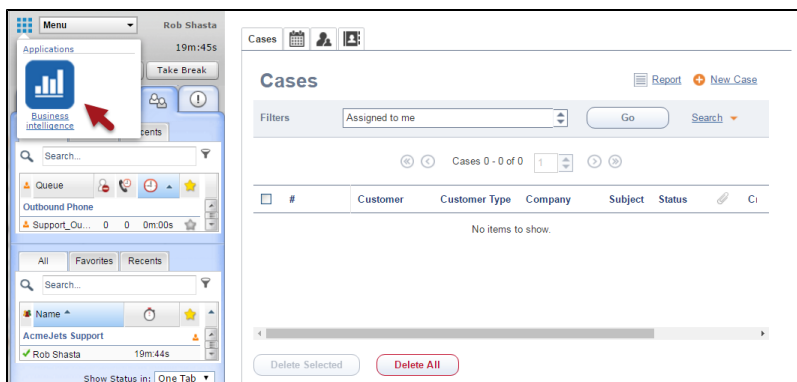
## Streamlined Access to Virtual Contact Center Analytics

Supervisors can now launch 8x8 Virtual Contact Center Analytics from Agent Console eliminating the need for a separate login. Virtual Contact Center Analytics provides industry-leading insights about the performance of your contact center. It is more than just data. It brings powerful graphical tools that reveal actionable business information. Virtual Contact Center Analytics goes beyond traditional call center reporting. You can track the performance of your agents and contact center, and see how your customers are being served across all channels.

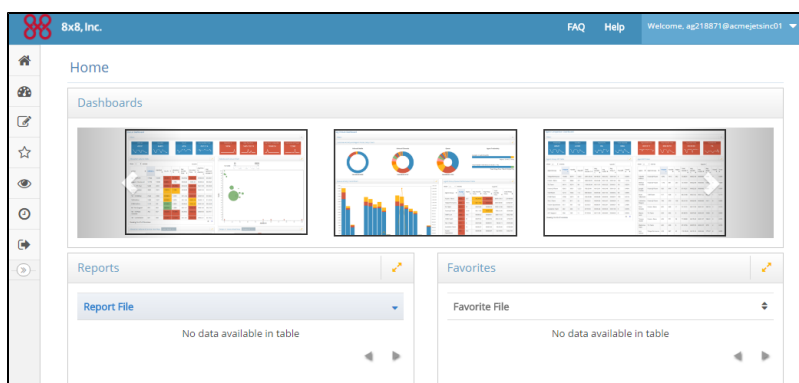


## To access Virtual Contact Center Analytics:

1. Log in to Agent Console.
2. Click  next to the drop-down menu.



3. Click **Business Intelligence** to launch the 8x8 Virtual Contact Center Analytics tool.  
The dashboard launches in a separate browser window.



4. Use the navigation menu on the left to access dashboards and create custom reports.  
For more information on the capabilities of this tool, refer to [Virtual Contact Center Analytics Guide](#).

## Bug Fixes 8-4

The following bugs are fixed in this release.

Bug Number	Bug Description	Comment
VFIX-1575	Tomcat server stops responding.	Fixed Tomcat pool connection issues for memory leak.
VFIX-1371	Selected transactions codes shows as N/A in historical reporting when an agent transfers a transaction to another agent.	Transaction code is now recorded for all legs of a multi-leg call in Historical reporting. The transaction codes selected by agent A is recorded. When a call is transferred, the codes selected by the agent are populated in the historical report.
VCC-9992	In Quality Rocket management application recording files not found.	Added a new event to SAPI. The Quality Rocket management application can easily locate recording files on VCC servers.