8x8 Global Cloud Communications

Virtual Contact Center

Release Notes 9.5.2

Contents

What is New in Virtual Contact Center 9.5.2?

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

- Enhanced Queued Callback
- Ability to Reserve Idle Agents for Inbound Queues
- Enhanced Voicemail Email Notification
- Improved Control to Allow or Prevent Agents to Reject Interactions
- Ability to Set Playback Speed of Text-To-Speech Prompts
- Enhanced Email Routing Based on Customer Data
- Ability to Sort Pending Emails by Waiting Time or Case ID

Enhanced Queued Callback

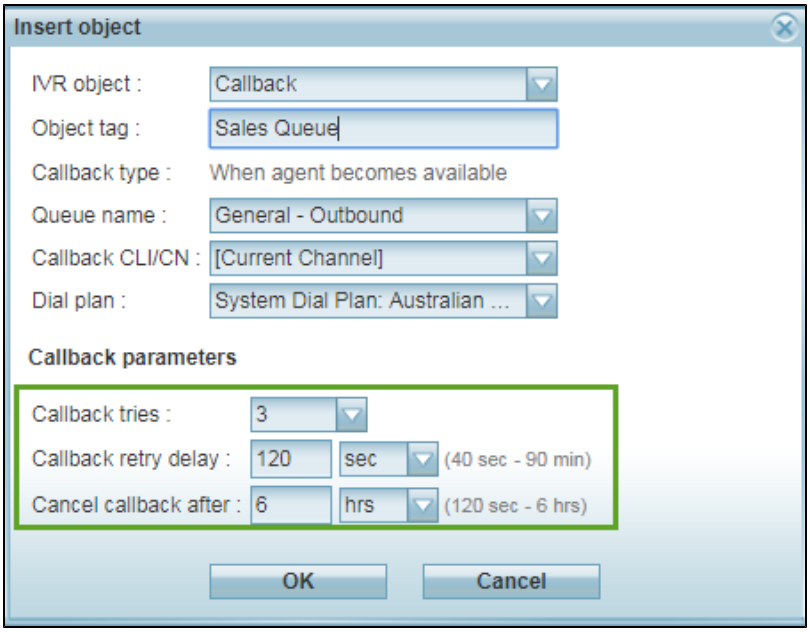
In Queued Callback we offer the callers who are waiting in a queue an option to opt out of the queue, but be called back when an agent becomes available to speak with them. We have introduced the following enhancements to this IVR object:

- **Increased callback time:** The cancel callback time can now be set to an increased maximum of 6 hours. The requested callback remains in an outbound queue for the duration of that time until the specified time. Any callback attempt is prevented after the time expires. The callback request is removed from the outbound queue after Cancel Callback duration has expired.
- **Improved granularity for callback retry delay:** You can now set callback retry attempts using hours, minutes, and seconds. Previously, you could only set it up in seconds.
- **Improved granularity for Cancel callback after:** You can now set the time duration to cancel call back using hours, minutes, and seconds.
- **Improved efficiency for selecting the callback channel number:** Using the new option **[Current Channel]** for **CLI/CN**, you can now display the original channel number, which the caller used as the caller ID for the callback. This option is selected by default. If you wish to display any other channel number during the callback, you can select from the list of available channels.

To configure Queued Callback:

1. From the Configuration Menu, open **Scripts**.
2. Scripts are grouped by media in separate tabs: Phone, Chat, Email, and Social.
3. Go to the **Phone** tab.
4. Click to edit an existing script.

5. In the **Scripts > Phone > Script**, click to add the **Callback** object.



6. In **Callback parameters**, select the number of callback tries, specify the delay time between tries in seconds or minutes, and enter the duration (in seconds, minutes, or hours) after which the callback request needs to be canceled.
7. Click **OK**.

Ability to Reserve Idle Agents for Inbound Queues

In many contact centers, queued inbound calls are more important than queued outbound calls. In situations where there is an ample supply of queued outbound calls waiting, all agents will be kept busy all of the time. When a new inbound call comes in, chances are, the caller has to wait for an agent to finish their less important outbound call. The Reserve Idle Agents feature allows a configurable number of agents to be reserved, in “Available and idle” state, to improve the probability of quickly attending to a new inbound call. While there are fewer than the assigned number of reserved “Available and idle” agents, no queued outbound calls will be presented to agents. Whenever the “Available and idle” agents reserve is exceeded then the most idle agent will receive a queued outbound call.

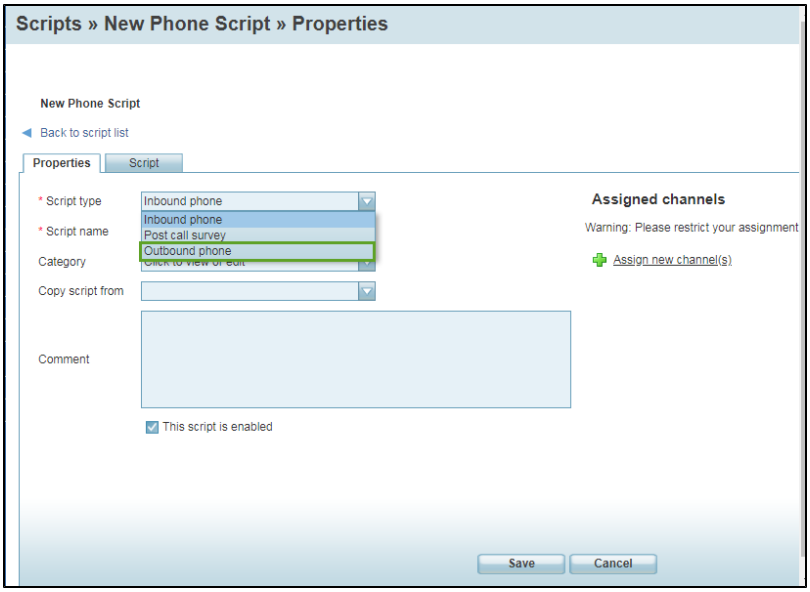
To improve handling of inbound queues when queued outbound calls are less important, you must first define an outbound phone script and assign it to an outbound phone queue. In the outbound phone script, specify the inbound queue you wish to prioritize and the number of “reserved” agents at a time to be prevented from handling queued outbound calls.

Note: This feature only applies to outbound calls that are assigned to go through an outbound queue. Click-to-dial is a direct outbound call that does not go through a real outbound queue.

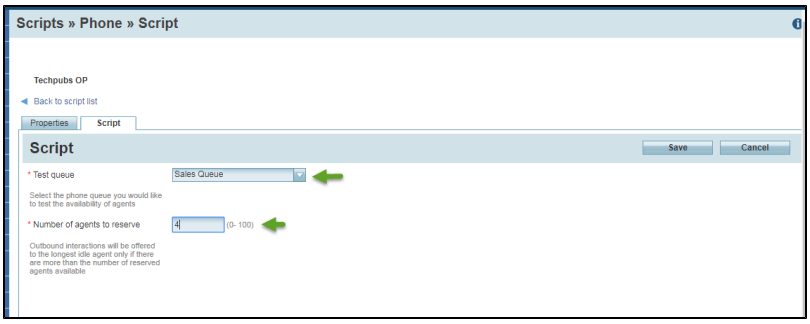
To reserve an inbound phone idle agent:

1. From the Configuration menu, open **Scripts**. Scripts are grouped by media in separate tabs: Phone, Chat, Email and Social.
2. Go to the **Phone** tab and click to **Add new phone script**.

3. In **Script type** drop-down menu, select **Outbound phone**.



4. Enter a **Script name** for the script.
5. In **Assigned Queues**, link the outbound phone script to an outbound phone queue, and click **Save**.
6. Go to the **Script** tab.
7. In **Test Queue**, select the phone queue you like to protect and test the availability of its agents.
8. Specify the **Number of agents to reserve** and save.



Whenever an outbound interaction such as a customer callback needs to be made, it will be offered to the longest idle agent only if there are enough reserved idle agents for that queue. For example, if you designate four agents as reserved in an inbound queue, the outbound interaction will be offered to the longest idle agent whenever the fifth agent becomes available in the queue.

Enhanced Voicemail Email Notification

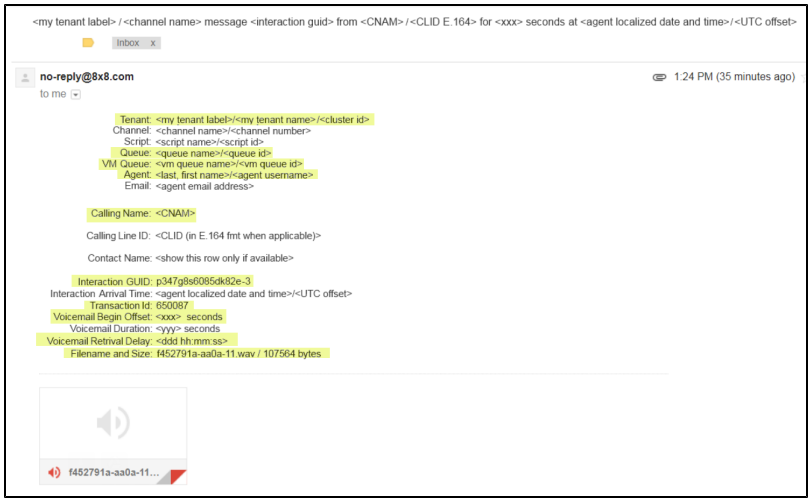
The voicemail email notification now provides the transaction ID, allowing you to track the queued voicemails better. An email notification for a voicemail is generated as a result of:

- **Voicemail Queue Notification:** When a caller leaves a voicemail via a voicemail queue, an email notification is sent to the email address configured for the voicemail queue.
- **IVR Settings for Voicemail:** A voicemail being sent to an agent from the voicemail queue. The agent requests an email to be sent to the agent.
- **Transferring to Agent Voicemail:** A voicemail being sent to an agent after the caller calls and leaves a voicemail in the agent's voice box.

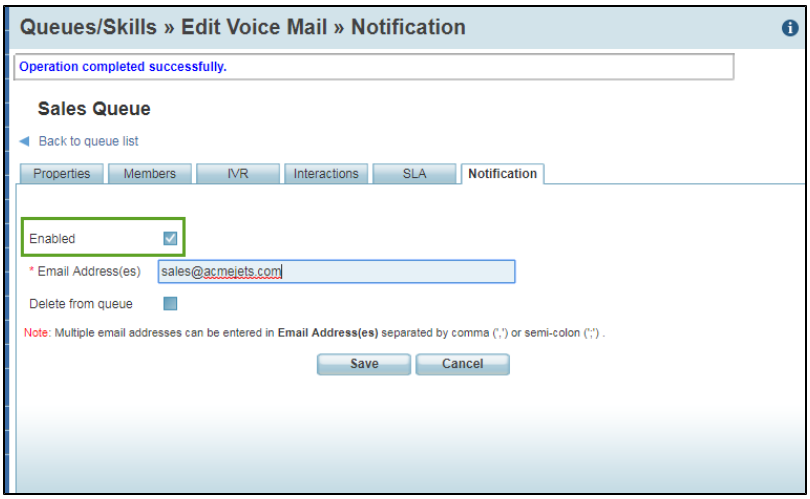
Additionally, you can retrieve the following information from a voicemail notification sent by email:

- Tenant name
- Cluster ID
- Phone queue ID
- Voicemail queue ID
- Calling name
- Interaction GUID of the inbound phone queue
- Transaction ID of the inbound phone interaction
- Voicemail begin offset
- Filename
- Agent name

- Voicemail retrieval delay

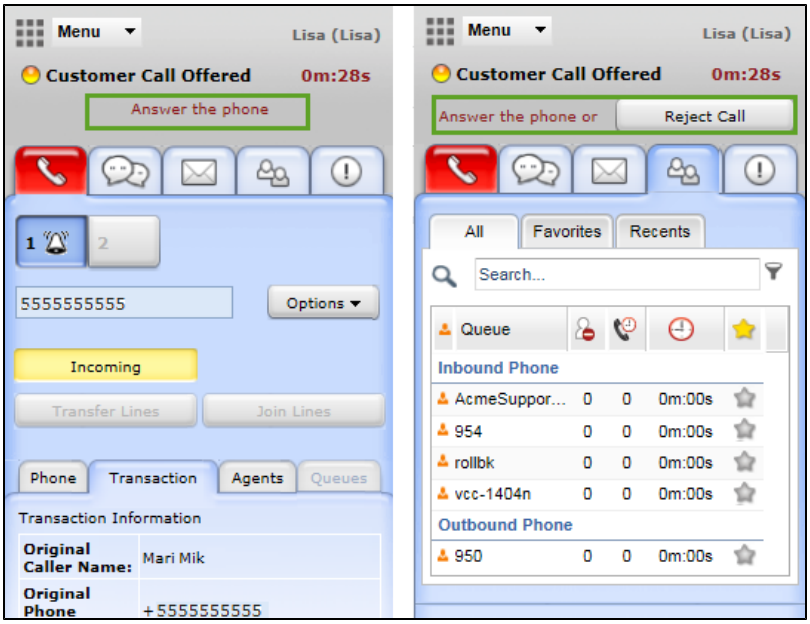


To configure voicemail notification, go to **Queues/Skills > Voicemail Queue > Notification** and select the **Enabled** checkbox. You can enter more than one email address for the notification. See Configure Voicemail Notification for more information.



Improved Ability to Prevent Agents from Rejecting Interactions

We have improved the ability in Configuration Manager to allow or prevent agents from rejecting interactions. You can set up this ability for a tenant, an agent group, or individual agents. By default, this option is enabled allowing agents to reject interactions. When disabled, the Reject button in Agent Console is disabled preventing agents from rejecting the interactions they are offered. The Reject button in Agent Console appears when an interaction is offered to the agent.

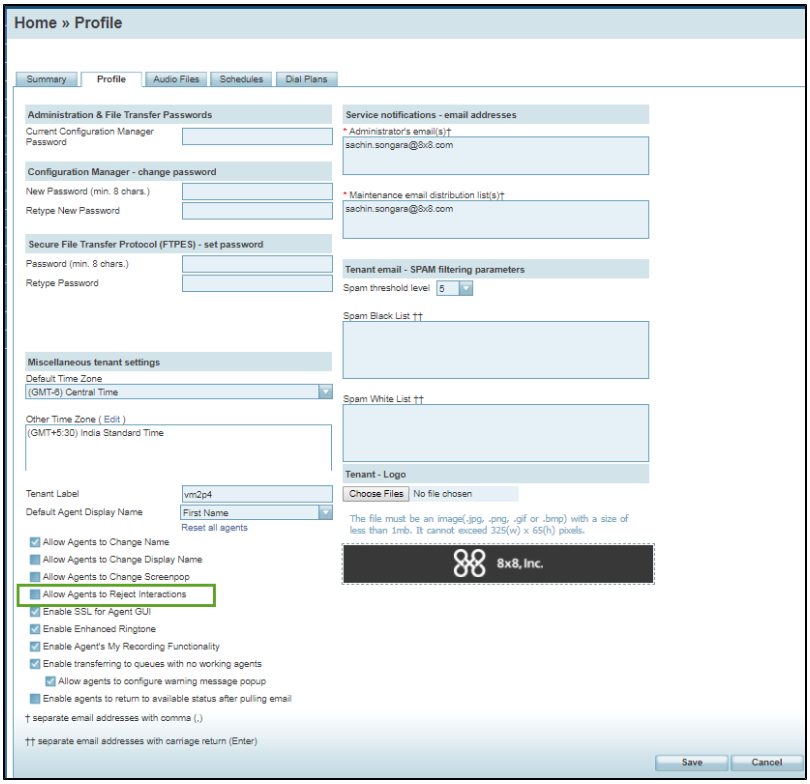


To disable the Reject button for the whole tenant:

1. From the Configuration Menu, open **Home**.
2. Go to the **Profile** tab.
3. Clear the **Allow Agents to Reject Interactions** checkbox. This option prevents agents from rejecting interactions at the tenant level.

4. Click **Save**.

   Once this option is removed at the tenant level, it is not visible at agent groups and agent level.

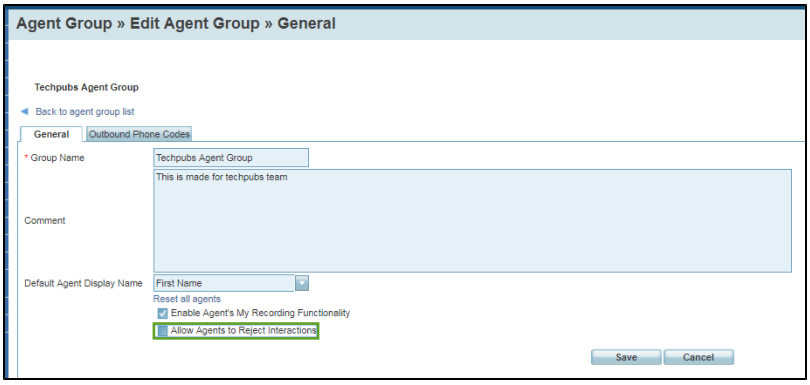


To disable the Reject button for agents group:

1. From the Configuration Menu, open **Agent Groups**.
2. Go to the **General** tab.
3. Clear the **Allow Agents to Reject Interactions** checkbox. This option prevents agents from rejecting interactions at the group level.

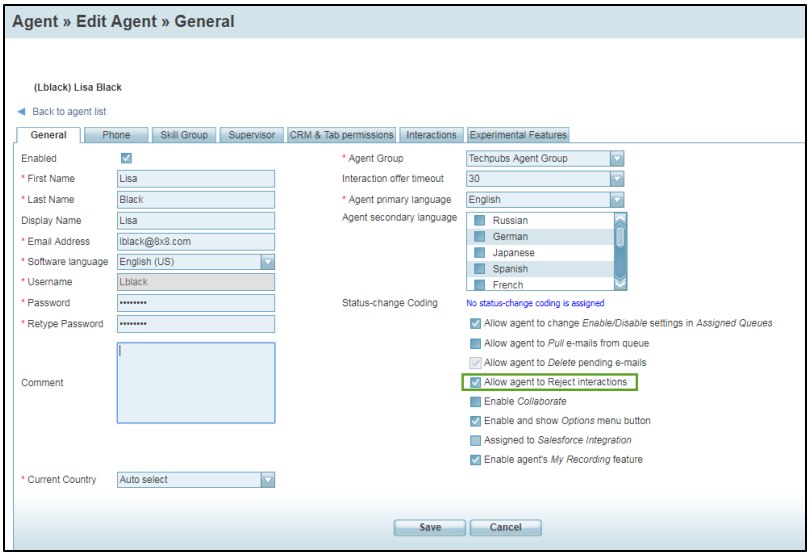
4. Click **Save**.

   Once this option is removed at the agent group level, it is not visible at the agent level.



To disable the Reject button for individual agents:

1. From the Configuration Menu, open **Agent Groups**.
2. Go to the **General** tab.
3. Clear the **Allow Agents to Reject Interactions** checkbox. This option prevents an agent from rejecting interactions at the agent level.
4. Click **Save**.



Ability to Define Playback Speed of Text-To-Speech Prompts

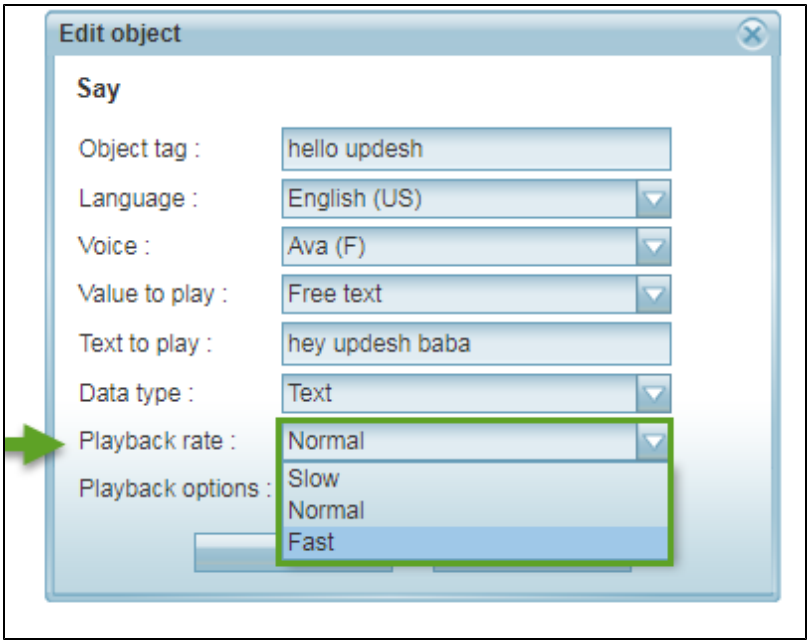
You can now define the playback speed of IVR Text-To-Speech (TTS) prompts when using the Say object. The Say object converts programmed text and variable objects such as phone number and queue position into speech. You can play these prompts slowly, at a normal speed, or at a faster pace. Using the playback rate option, you can control the speed of the speech that reads your text so your callers do not miss the important information such as names, numbers, or account balances. The default speed is Normal.

Note: The playback speed is set per IVR Say node.

To change the Text-To-Speech Playback rate in the phone IVR script:

1. From the Configuration Menu, open **Scripts**.
2. Scripts are grouped by media in separate tabs: Phone, Chat, Email, and Social.
3. Go to the **Phone** tab.

4. While editing an existing script, edit the **Say** object.



5. Click **Playback rate** and select a value: Slow, Normal, or Fast. The default rate is Normal.
6. Click **OK** and then **Save**. See the Say object in Summary of Phone IVR Script for more information.

Enhanced Email Routing Based on Customer Data

Emails can now be routed based on the CRM customer field of picklist type. For example, if a company wishes to prioritize their premium customers and offer to assist them quickly, agents can prioritize and route the emails from customers based on their account type, say Platinum, Gold, and Bronze. Emails received from Platinum customers can be routed to a dedicated queue for faster processing. Using the Check Picklist object in the email script, you can filter emails based on the customer type and send them to their respective queues for better customer experience. To take advantage of the check picklist object, you must first define the desired Customer field of picklist data type in the Local CRM and then select this field in the email script.

To route emails based on customer data, you must take the following steps:

Step 1: Define a new customer field in the Local CRM:

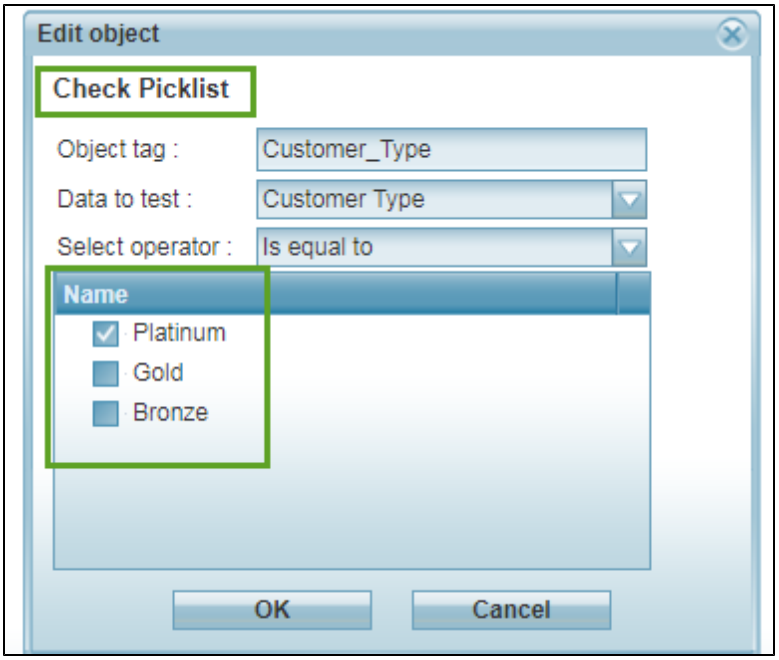
Use the default customer type field or create a new customer field in the Local CRM and then utilize it in the email script.

1. From the Configuration Menu, open **CRM**.
2. Go to the **Fields > Customer Fields** tab.
3. Click **Customer Field**.
4. Select **Pick List** for the Data Type.
5. Enter the **Field Properties** such as Field Name, Display Label, Pick List values, etc.
6. Click **Save**.
   See how to Configure CRM Fields.

Step 2: define a check picklist in the Email script:

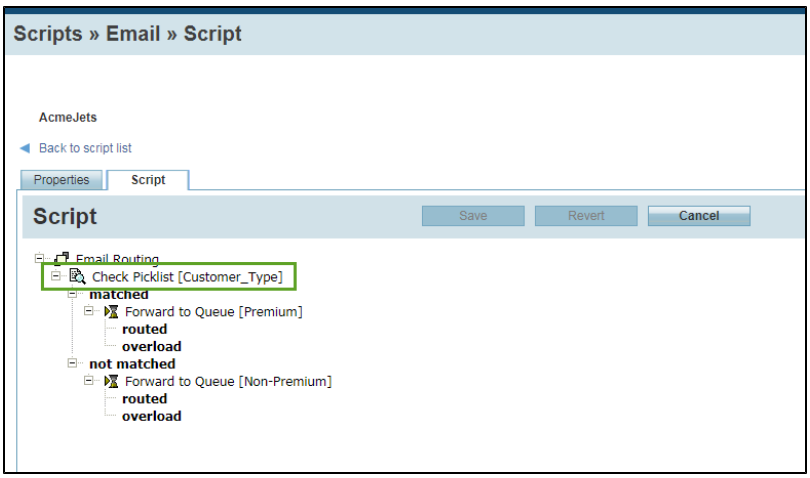
1. From the Configuration Menu, open **Scripts**.
2. Scripts are grouped by media in separate tabs: Phone, Chat, Email, and Social.
3. Go to the **Email** tab.
4. Find the email script and while editing the script, open the **Script** tab.

5. Click to add the **Check Picklist** object.



6. Enter an **Object tag**.
7. Select your picklist field to evaluate and click **OK**.
8. Click **Save**.

   The check picklist is added to your script with the exit points matched or not matched.



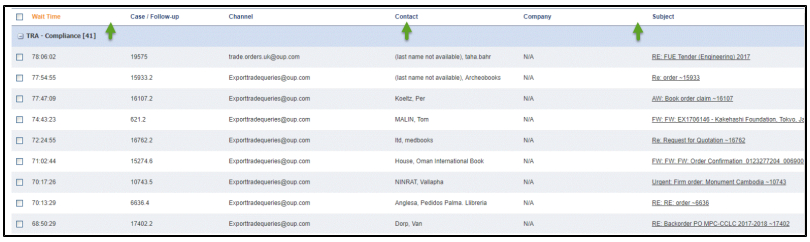
9. Define the routing options when the customer data is matched or not matched.

Ability to Sort Pending Emails by Waiting Time or Case ID

In Agent Console, agents can now sort the pending emails by longest waiting time, case ID, contact name, company, subject, and more. All the column headers in the grid view of pending emails are now active for sorting.

To sort the pending emails by column headings:

1. In Agent Console, set your status to Working Offline.
2. If your status is Available, Agent Console may offer you a new interaction before you can complete pulling email interactions from an email queue.
3. Go to the **Status** tab in the Control Panel.
4. Click **Pull** or on the number of emails.
   Agent Console pulls all emails from the queue, and presents them all in the Emails tab. Change the order of emails by clicking the column heading. You can sort by wait time, case or follow-up number, email channel, contact name, name of the company, or the email subject.



Wait Time	Case / Follow-up	Channel	Contact	Company	Subject
TRA - Compliance [41]					
78:06:02	19575	trade.orders.uk@oup.com	(last name not available), taha.bahr	N/A	RE: FUE Tender (Engineering) 2017
77:54:55	15933.2	Exportfradequeries@oup.com	(last name not available), Archeobooks	N/A	Re: order ~15933
77:47:09	16107.2	Exportfradequeries@oup.com	Koeltz, Per	N/A	AW: Book order claim ~16107
74:43:23	621.2	Exportfradequeries@oup.com	MALIN, Tom	N/A	FW: FW: EX1706146 - Kakehashi Foundation, Tokyo, Jp
72:24:55	16762.2	Exportfradequeries@oup.com	ltd, medbooks	N/A	Re: Request for Quotation ~16762
71:02:44	15274.6	Exportfradequeries@oup.com	House, Oman International Book	N/A	FW: FW: FW: Order Confirmation_0123277204_906909
70:17:26	10743.5	Exportfradequeries@oup.com	NINRAT, Vallapha	N/A	Urgent: Firm order: Monument Cambodia ~10743
70:13:29	6636.4	Exportfradequeries@oup.com	Anglesa, Pedidos Palma. Libreria	N/A	RE: RE: order ~6636
68:50:29	17402.2	Exportfradequeries@oup.com	Dorp, Van	N/A	RE: Backorder PO MPC-CCLC 2017-2018 ~17402

Bug Fixes

We have fixed the following bugs in this release:

Bug	Summary
VCC-24720	In Agent Console, Post Call Survey is not offered to agents intermittently.
VCC-24641	Supervisor's audio is captured in call recording during a conference call and while monitoring.
VCC-24346	In Agent Console, calls are not queued up in campaign manager after a certain point.
VCC-23886	In Agent Console's Monitoring > Playbacks, the audio duration for recorded conversation does not match the actual recorded time.
VCC-23864	In Agent Console, the Case Reports output returns different results when you include attachment fields: File Name, File Size, and Description.
VCC-23781	In inbound telephony, the audio is intermittent after transferring a line from Agent 1 to Agent 2, and before Agent 2 answers the call.
VCC-23631	Incoming calls go to the closed schedule even during an open schedule.
VCC-23084	In Agent Console, when an agent who is on a live chat accepts a second chat, what he types in the first chat window, appears in the second chat window.
VCC-22458	In Agent Console's historical reports, transactions analysis shows long outbound calls.
VCC-1837	JCM process exits unexpectedly.