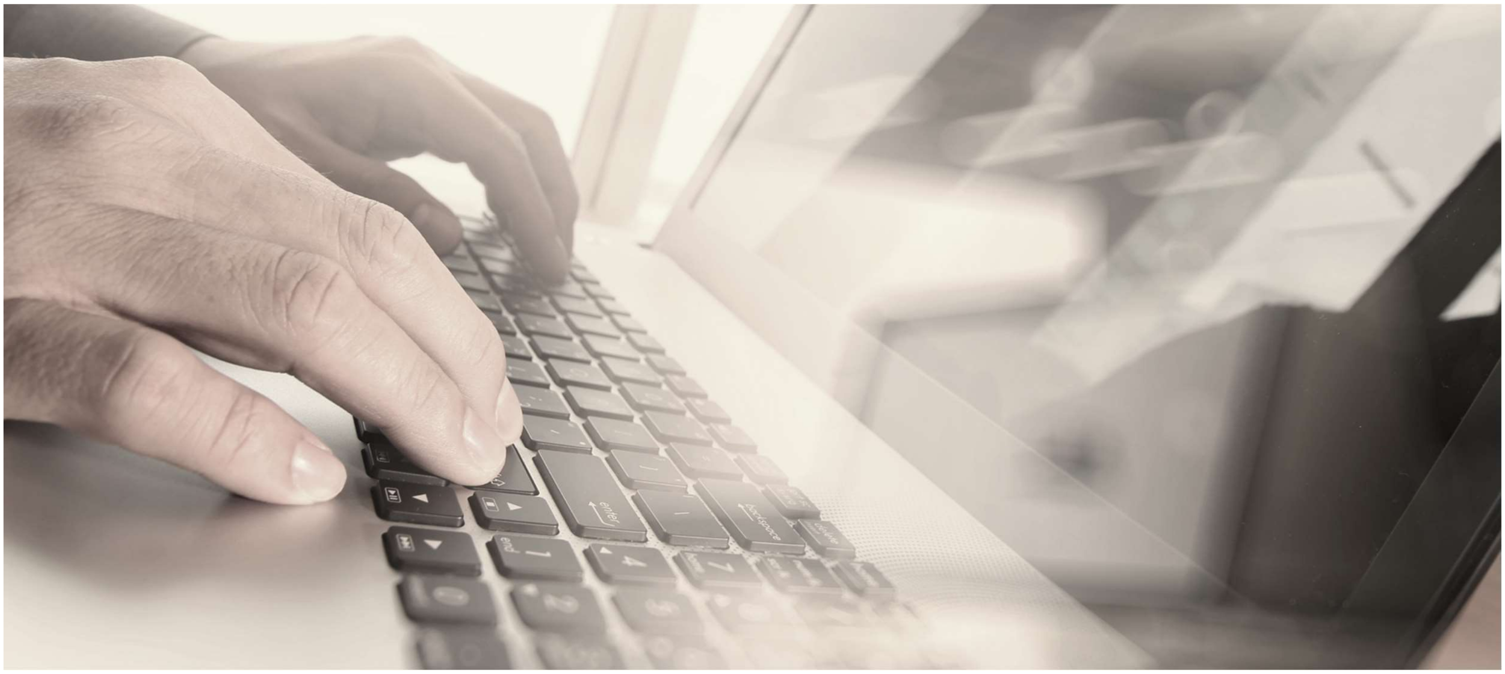


Novus

Release notes v. 1.10

January 31, 2022
Rev. 1.00

Contents

1 Introduction

This document describes new features, improved features/changes, and bug fixes included as part of the Novus 1.10 roadmap release.
The release is deployed week 05/2022.

2 New features

2.1 Call recording

It is possible to enable recording on a queue to record incoming calls. When call recording is configured on a queue, the calls entering the queue will be recorded throughout the entire call lifetime.
For instance, if a user calls a queue with recording, is transferred to another queue with no recording setup, and is further transferred to a user, the recording will comprise the full conversation.

Multiple call recording configurations can be defined. For each of these it can be configured, what level of information the user performing the incoming call should receive. The options are:

- None – recording happens, and no message is provided to the user
- The user is informed that the call will be recorded
- The user must accept recording by pressing 1. If the user does not accept, then recording does not happen.

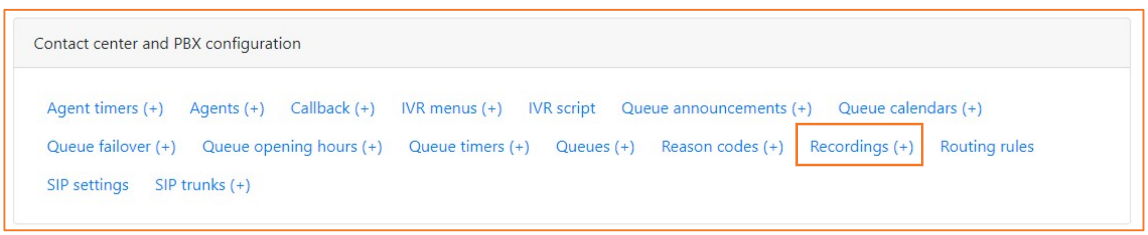
2.1.1 How to configure Call recording

The configuration of recording is done in a two-step process:

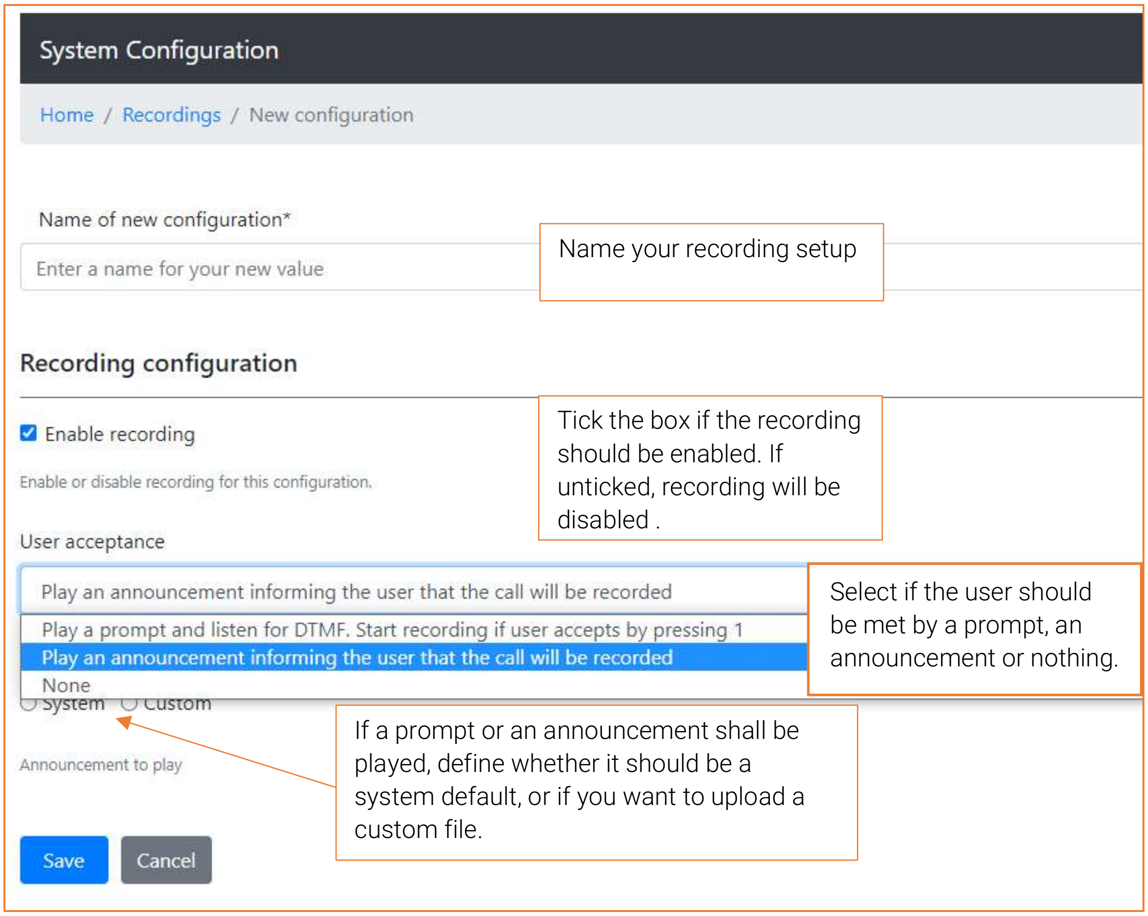
1. Define the recording settings
2. Assign the recording to the queue(s)

2.1.1.1 Define the recording settings

- Go to System Configuration – Contact Center and PBX configuration - > Recordings -> Create new



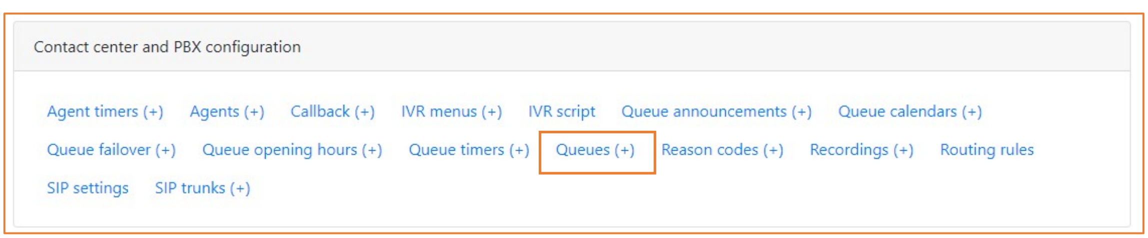
- Define the settings for the recording. It is possible to create & save different recording settings, for easily applying these on queues.



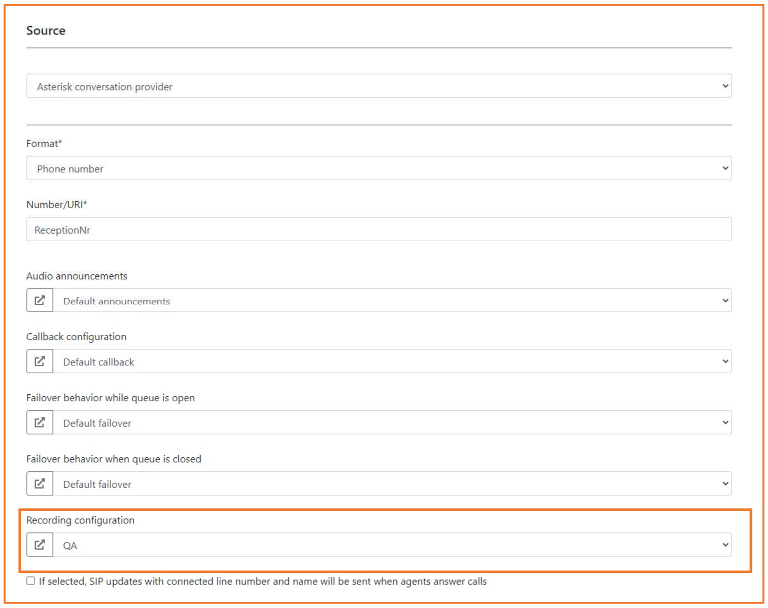
2.1.2 Assign the recording to the queue(s)

To enable call recording it is necessary to select a recording configuration from the "Queue configuration":

- Go to System Configuration – Contact Center and PBX configuration -> Queues
- Select the queue where recording should be applied, and press edit



- Scroll down to source and select the recording configuration that shall be applied on the queue

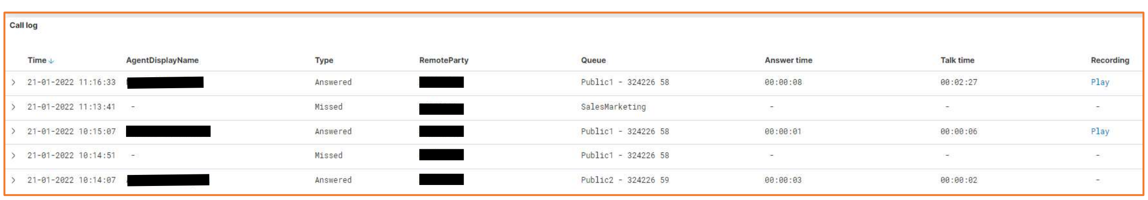


2.1.3 How to find the recordings

It is only the Call Supervisor who can access the recording files. These are stored in the Supervisor Agent Statistics Dashboard. Note that there can be a delay of up to 15 minutes before recordings are available.

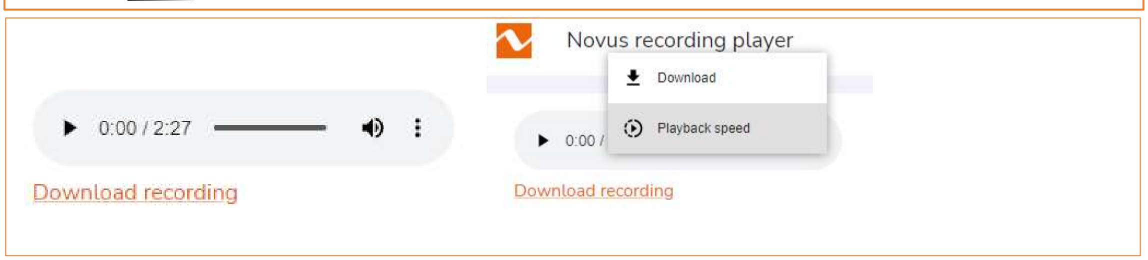
The supervisor will get an overview:

- Date & time for the recording
- Name of the agent
- Incoming number
- Queue
- Time in queue
- Duration of the conversation
- "play" file, with possibility to listen and download for storing elsewhere.



Call log

Time ↓	AgentDisplayName	Type	RemoteParty	Queue	Answer time	Talk time	Recording
21-01-2022 11:16:33	[redacted]	Answered	[redacted]	Public1 - 324226 58	00:00:08	00:02:27	Play
21-01-2022 11:13:41	-	Missed	[redacted]	SalesMarketing	-	-	-
21-01-2022 10:15:07	[redacted]	Answered	[redacted]	Public1 - 324226 58	00:00:01	00:00:06	Play
21-01-2022 10:14:51	-	Missed	[redacted]	Public1 - 324226 58	-	-	-
21-01-2022 10:14:07	[redacted]	Answered	[redacted]	Public2 - 324226 59	00:00:03	00:00:02	-



2.2 CSV file upload

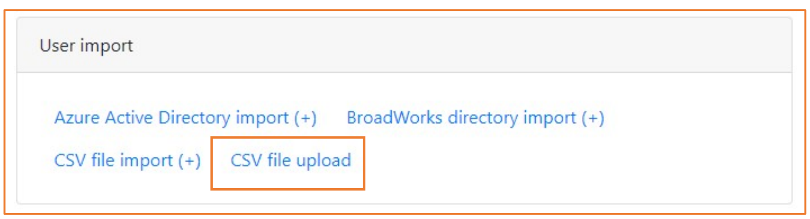
It is now possible to make a “one time CSV file upload”, not to confuse with “CSV file import”.
CSV file upload can be used to upload user/contact information from a file located on the PC. The information in the file is treated completely like if the same information was manually edited on each user through configuration manager. Hence, when using the CSV file upload, all previous information will be replaced with data from the file. Empty fields in the CSV will be ignored, and the existing value for the user will remain. It is therefore important to be careful in using the feature, to avoid inadvertently overwriting a colleagues manual data editing.

The difference between CSV file upload and CSV file import is that CSV file import is designed to regularly import information from a CSV file that could automatically be updated with changing information for the organization, whereas CSV file upload can be used to do a one-time upload of data that e.g. needs to be entered on initial system configuration.

If you want to manage the CSV files in Excel, please open the CSV file using ‘Data -> From Text/CSV’ and select ‘65001: Unicode (UTF-8)’ in the ‘File Origin’ dropdown to ensure that ‘special characters’ are handled correctly.
Also remember to save the file using ‘Save-As’ and select the ‘CSV UTF-8 (Comma delimited)’ as the file type to ensure that ‘special characters’ are handled correctly.

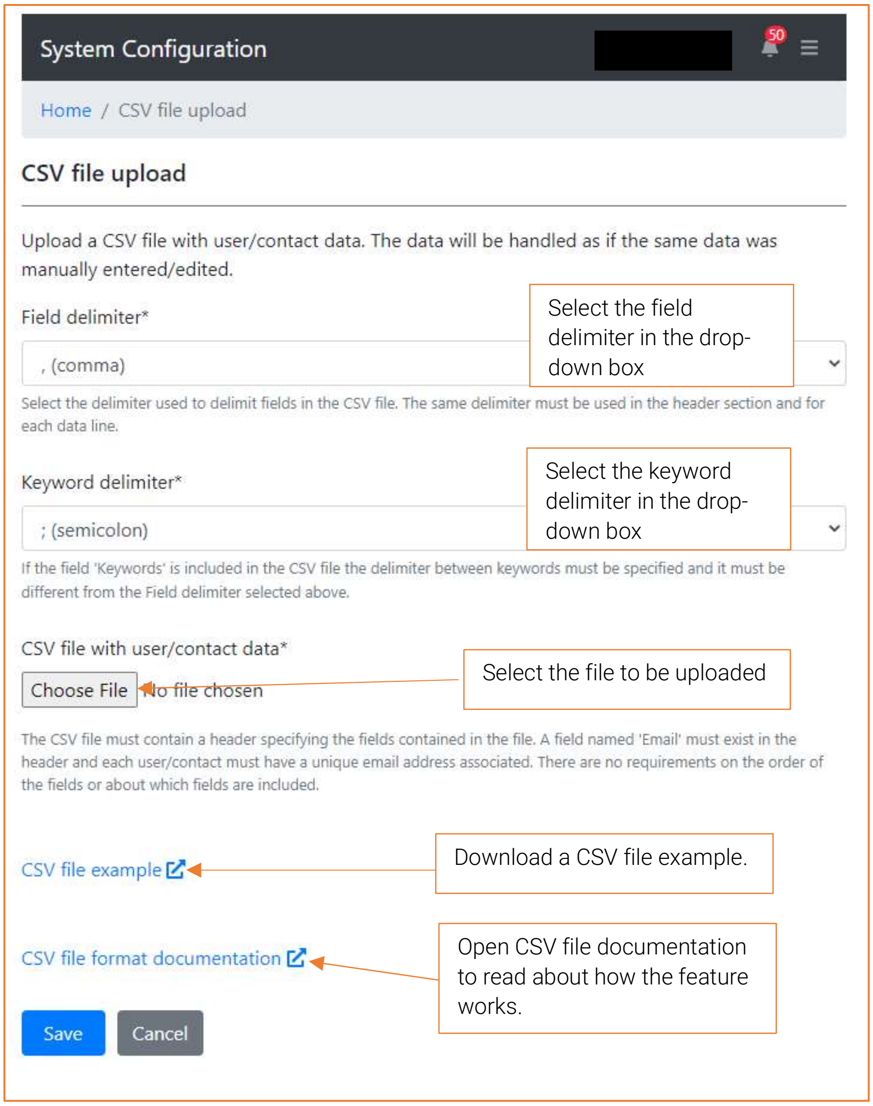
2.2.1 How to configure CSV file upload

- Go to System Configuration -> User import -> CVS file upload



- Fill out the configuration fields, fulfilling the requirements for a valid CSV file:
  - ✓ must include a header with field names
  - ✓ allow field names in any case
  - ✓ must include the field “Email”
  - ✓ does not require a specific order of included fields
  - ✓ can contain unrecognized columns of data without breaking import/upload
  - ✓ can contain rows with illegal data without breaking import/upload

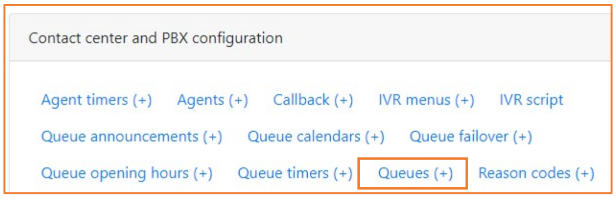
Note:
When the new version of Novus is installed, then existing configuration for CSV file import will be migrated to a new format. This will preserve all relevant data, but can result in configurations that will not work. This is due to the fact that the Keyword separator now can be configured, which can lead to invalid configurations. On errors, simple correct the configurations.



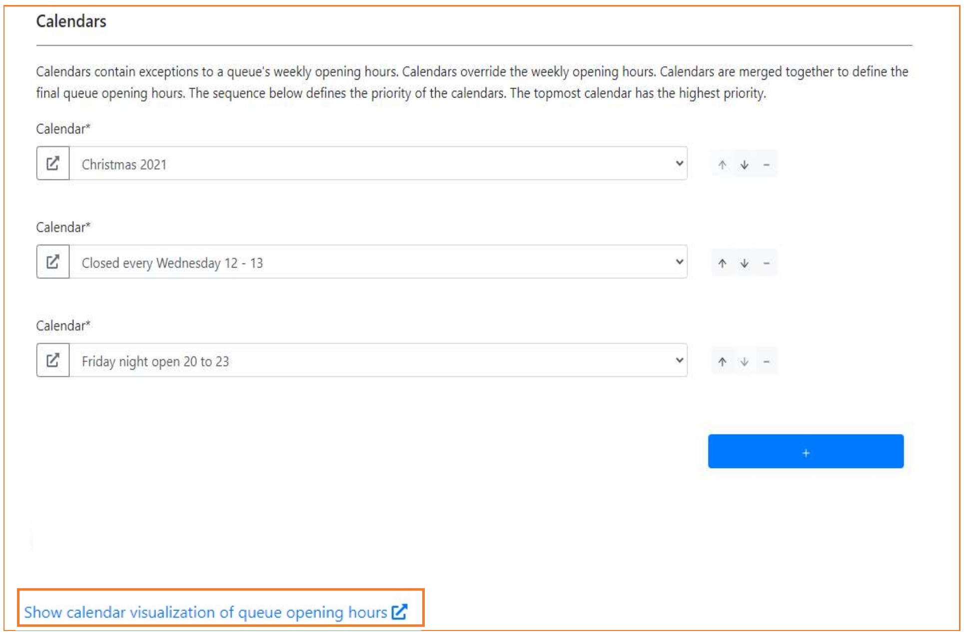
2.3 Queue calendar visualization

It is now possible to have a calendar overview on queues.

- Go to Configuration manager -> Contact center and PBX configuration -> Queues
- Select the queue you would like to see the calendar for
- Scroll down to Calendars



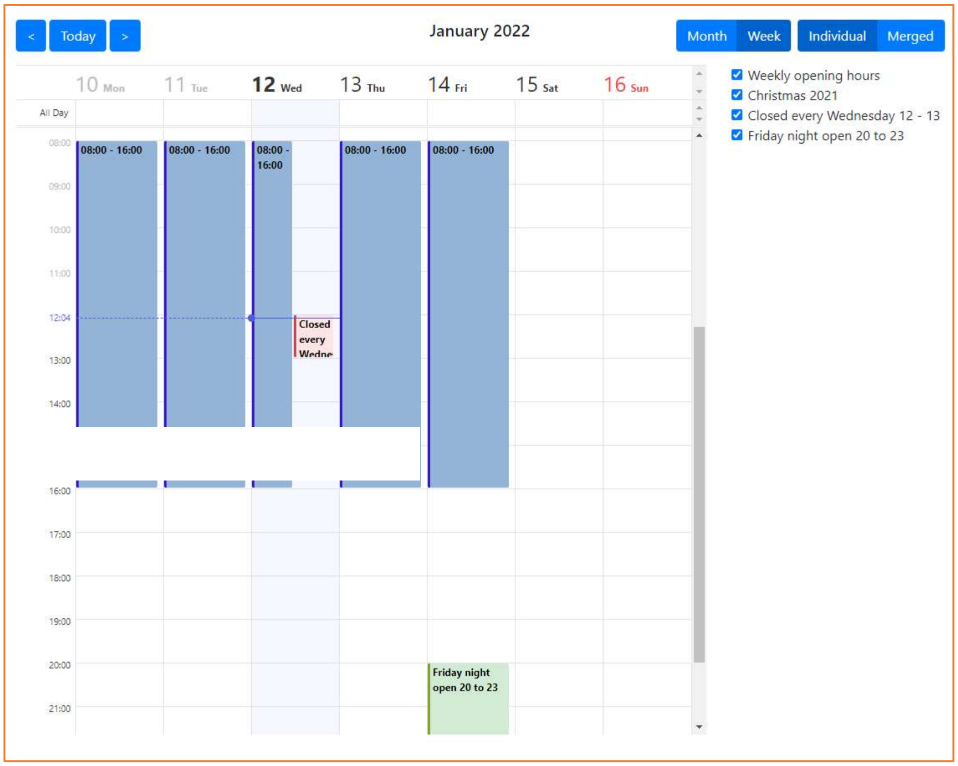
When pressing **Show calendar visualization of queue opening hours**, a new browser tab will open, showing the opening hours for a given queue.



The colors in the visualized opening hours are as follows:

- Blue entries are showing the normal openings hours
- Red entries are showing closed calendar opening hours
- Green entries are showing open calendar opening hours

All the opening hour entries can either be shown **Individually** or **Merged**. When **Merged** is selected the opening hours visualization will present the result of when a queue will be open.

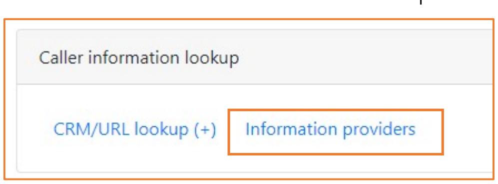


2.4 Integration with Norwegian number lookup (Front)

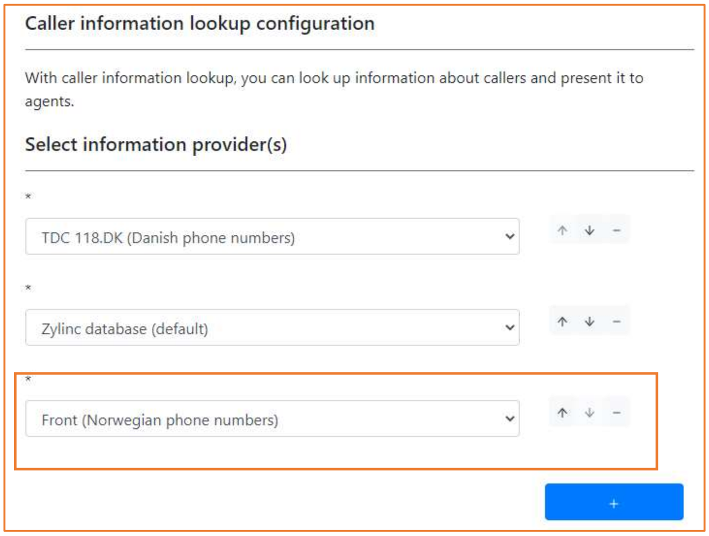
Novus now support information lookup on Norwegian incoming calls, through an integration with the Norwegian lookup provider 'Front' (www.fro.no).

2.4.1 How to configure

- Go to Caller information lookup -> Information providers



- Select 'Front' in the drop down menu, and prioritize the information providers

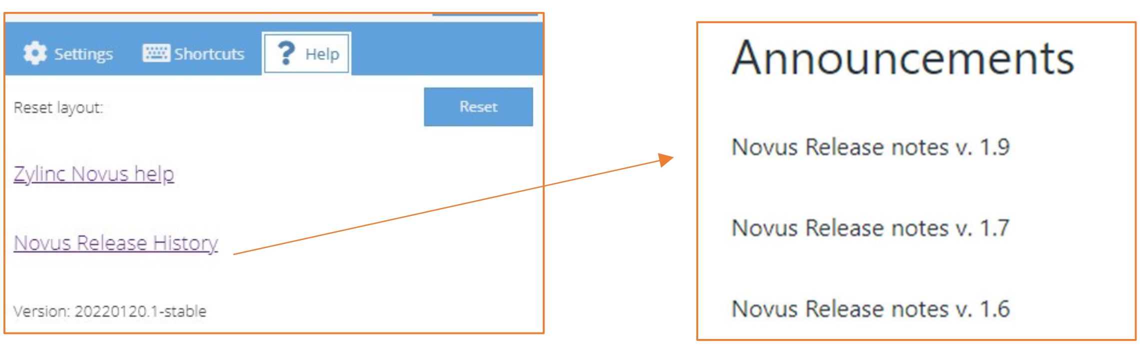


2.5 Link to release history

From within the web client there is now a convenient direct link to the release history of Novus with further information about the content of each release.

How to access the release notes

- Click the menu tab in web agent client
- Click the help tab
- Select Novus Release History
- Select the Release notes you would like to read. A new tab will open with redirection to Zendesk, where the Release notes are to be found.

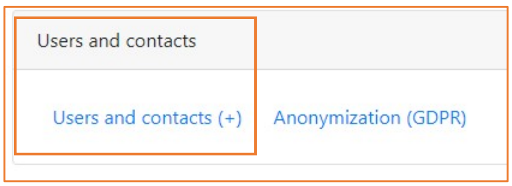


3 Improved features

3.1 Modifications to License Overview

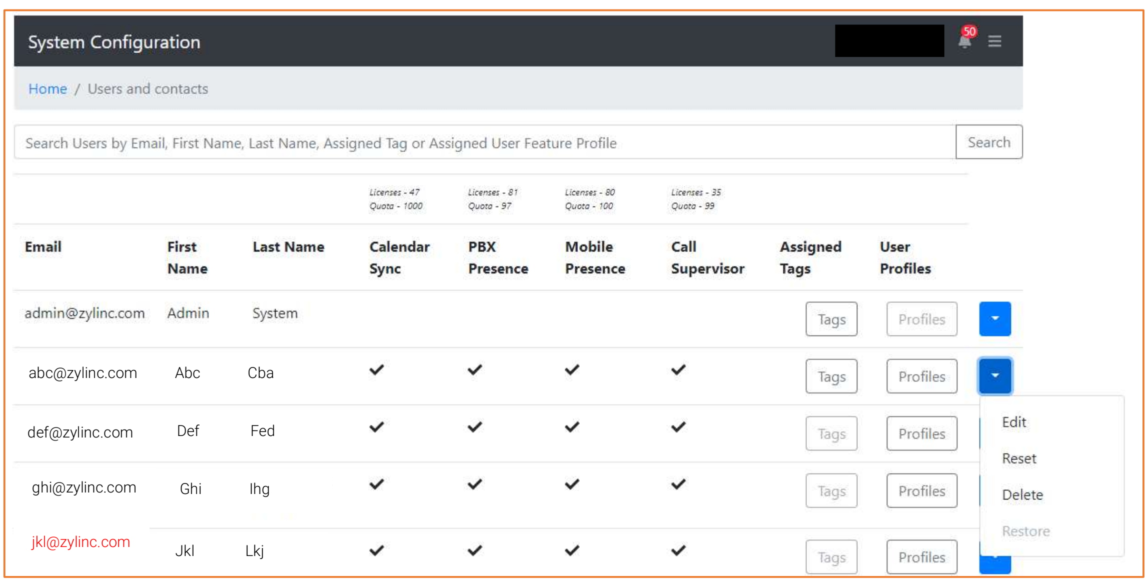
In the former release, license overview was launched, where the configuration was done under: System Configuration -> License -> assigned licenses. This is now changed, so it is part of the user administration settings, found in:

- System Configuration -> Users and contact -> Users and contacts.



The administrator is now able to modify the users through the drop-down menu:

- *Edit*: opens the user edit page where all information on the user/contact can be edited
- *Reset*: resets any changes that have been made through the user/contact edit page
- *Delete*: deletes the user, but the data is kept hidden in the system. When a user is deleted, then the email address is painted red. Hence you can find users that have been marked as deleted. If you regret deleting a user, you can select *Restore*.

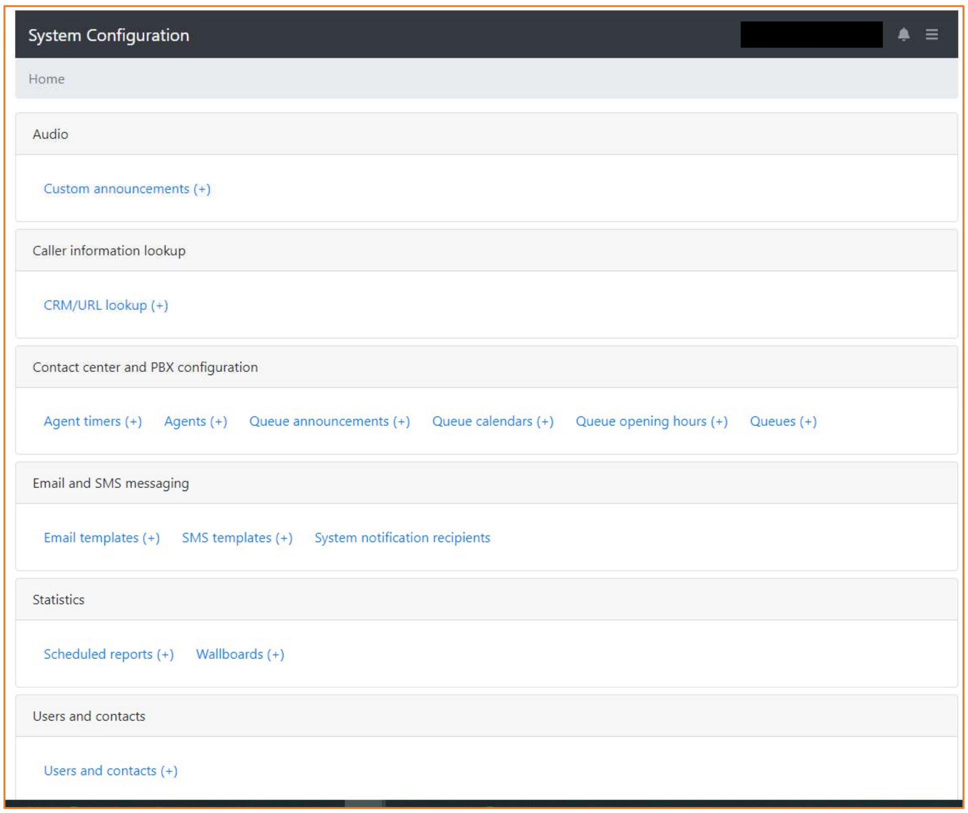


3.2 Added functionality for Super user profile

Super users now have access to more configuration pages than earlier, among others

- Queue calendars
- Queue opening hours
- Queue announcements
- Queues

The full list of configuration pages that are accessible for super users are displayed in the below picture:

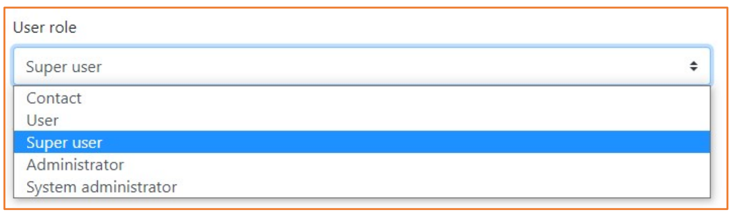


3.2.1 How to grant a user a super user profile:

- Go to Configuration manager -> Users and contacts -> Users and contacts
- Search for the user -> select **edit** in the drop down menu
- Select **Super user** in the drop down menu for **User role**

It is also possible to grant a user the super user profile through the AD integration by:

- Go to Configuration Manager -> User import -> Azure Active Directory import
- Scroll down to **User role**
- Select the **Super user** profile in the drop down menu



Be aware the change would apply all users in the selected AD configuration scope.

3.3 Improved search

Earlier, it was necessary to type exact search word/title in order to get a match.
It is now possible to type the beginning parts of the word/title in, and get a match on e.g. :

- Title
- Department
- Company
- Keywords

If the search is performed with multiple entries e.g. "Jenna sales", the search engine will show all contacts related to either "Jenna" or "Sales". Inputs can be a combination of all available data points.

4 Bug fixes

No major bug fixes in this release.