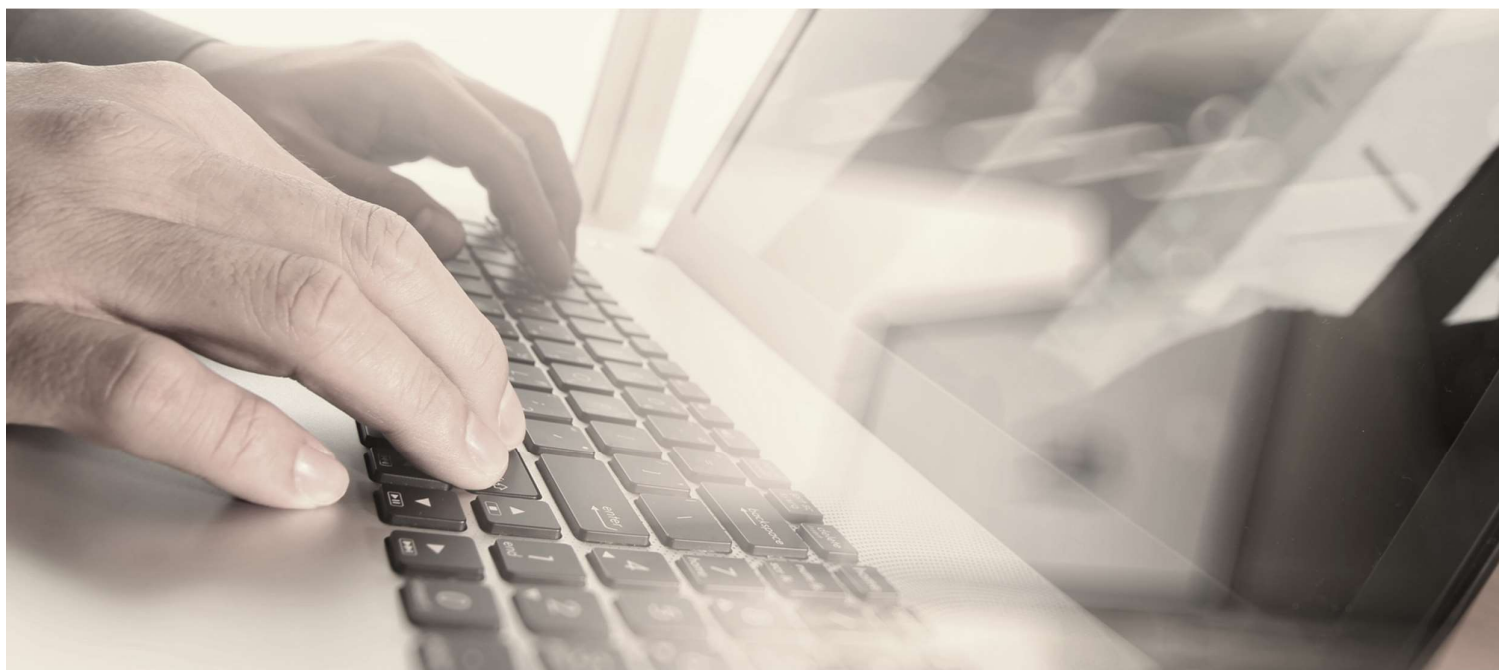




Novus

Release notes v. 2.1

March 29, 2022
Rev. 1.00

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1 Introduction

This document describes new features, improved features/changes, and bug fixes included as part of the Novus 2.1 roadmap release.

The release is deployed week 13/2022.

2 New features

2.1 New Agent

We have launched a New Agent which all new customers will be onboarded. For existing customers, a migration plan is going to be planned in tight cooperation with our Partners. For further information, see separate information e-mail.

2.2 Agent work mode codes

In the New Agent client, the user can now assign reasons as to why, the Agent is inactive. This is done when selecting "Inactive" as work mode. Afterwards, the admin can track how long agents have been in various states, giving a better overview of time spent.

2.2.1 Create work mode codes

To create a list of work mode codes,:

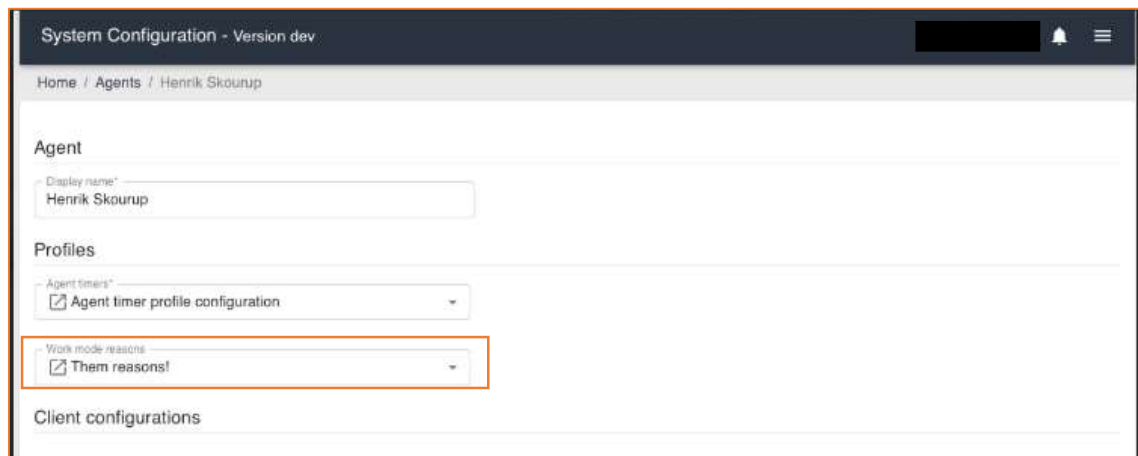
- Go to **Contact center and PBX configuration > Work mode reasons**.
- Create a new list by clicking **Create new**, which will require you to name the list and then add each reason as item.

2.2.2 Assigning work mode codes

It is possible to assign the work mode codes to either specific agents or to agent groups.

- Go to **Contact center and PBX configuration > Agents** or **Contact center and PBX configuration > Agent groups**.

- In both cases this drop down box is found at the top of the page under **Profiles**.

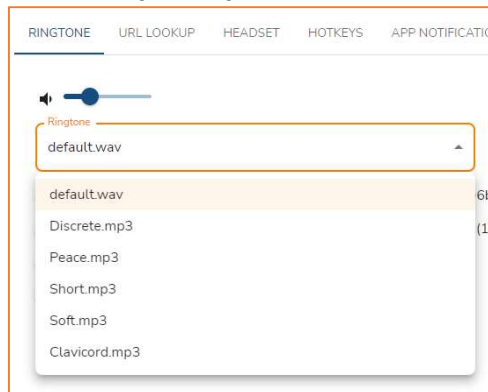


- Select your configuration in the list of **Work mode reasons**, and then the agent(s) will be asked to select a reason next time they change to an "Inactive" state.

2.3 Choose between multiple ringtones

In the client, multiple ringtones can be chosen, as well as controlling the volume for each.

Go to **Settings > Ringtone**



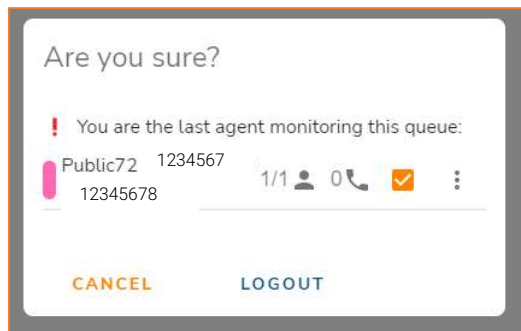
These new ringtones can be changed to and from freely, however we will still use the default for new agents.

2.4 Agent warnings

When an agent tries to log out, while being either:

- the last agent staffing the queue, or
- having at least one call currently parked

The agent will receive a warning, stating that either one or both scenarios are in effect.



When the warning pops up, the agent can choose to cancel or continue to log out.

NB: The warning will only pop up, if the user logs out. If he closes the window, the pop-up will not appear.

2.5 Storing client settings

Client settings are now stored in permanent storage in the cloud. This means that the settings an agent has chosen individually will be available when logging into another computer or in another browser.

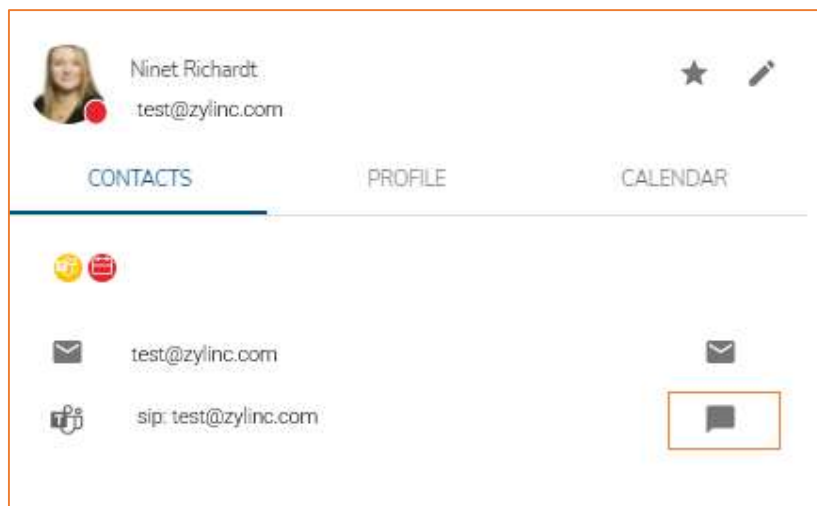
Persisted settings are:

- Ringtones
- URL lookup
- Hotkeys
- App notifications
- Language

Settings involving sound cards and headsets are not persisted in the cloud but only locally in the browser, as they will not work on other computers.

2.6 Start MS Teams chat directly from the New Agent

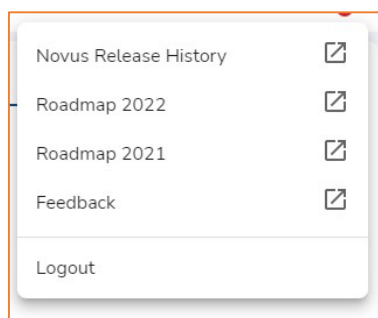
When looking at a contact sheet for a Teams user, the agent can now initiate a MS Teams chat with that contact through the icon next to the SIP address.



The icon will prompt the MS Teams webpage, where you can select to initiate the chat either through the web or the MS Teams client. If you select the MS Teams client as default, the webpage will still be opened, but you will be redirected to the MS Teams client immediately.

2.7 Links to Roadmap, Release History, and Ideas portal

When clicking on the initials in the top right corner, links to the Novus roadmap, as well as patch notes and our Ideas portal (labelled Feedback) will be accessible. This lets the agent access and see what is planned for the client going forward, and if they spot something they miss – they can leave it as a suggestion on our ideas portal.



3 Bug fixes

3.1 Accidentally cancelling calls via hotkeys

Changed hotkey for canceling calls from "Escape", to "Alt+Delete" as standard for dropping calls.

3.2 Agent logs out while being offered calls

When agents were offered calls in automatic mode, they got logged out. This is now resolved.

3.3 Rejected calendar event

Calendar event time after 23:00 was rejected. This is now resolved.

3.4 Updating agent group configuration

The updating of agent group configuration when an agent timer profile changes was incorrect. This is now resolved.

3.5 Reason codes pop up

Reason codes did not pop up when transferred call is ended. This is now resolved.

3.6 Updating agent session

When updating a user, the agent session was not correctly updated. This is now resolved.