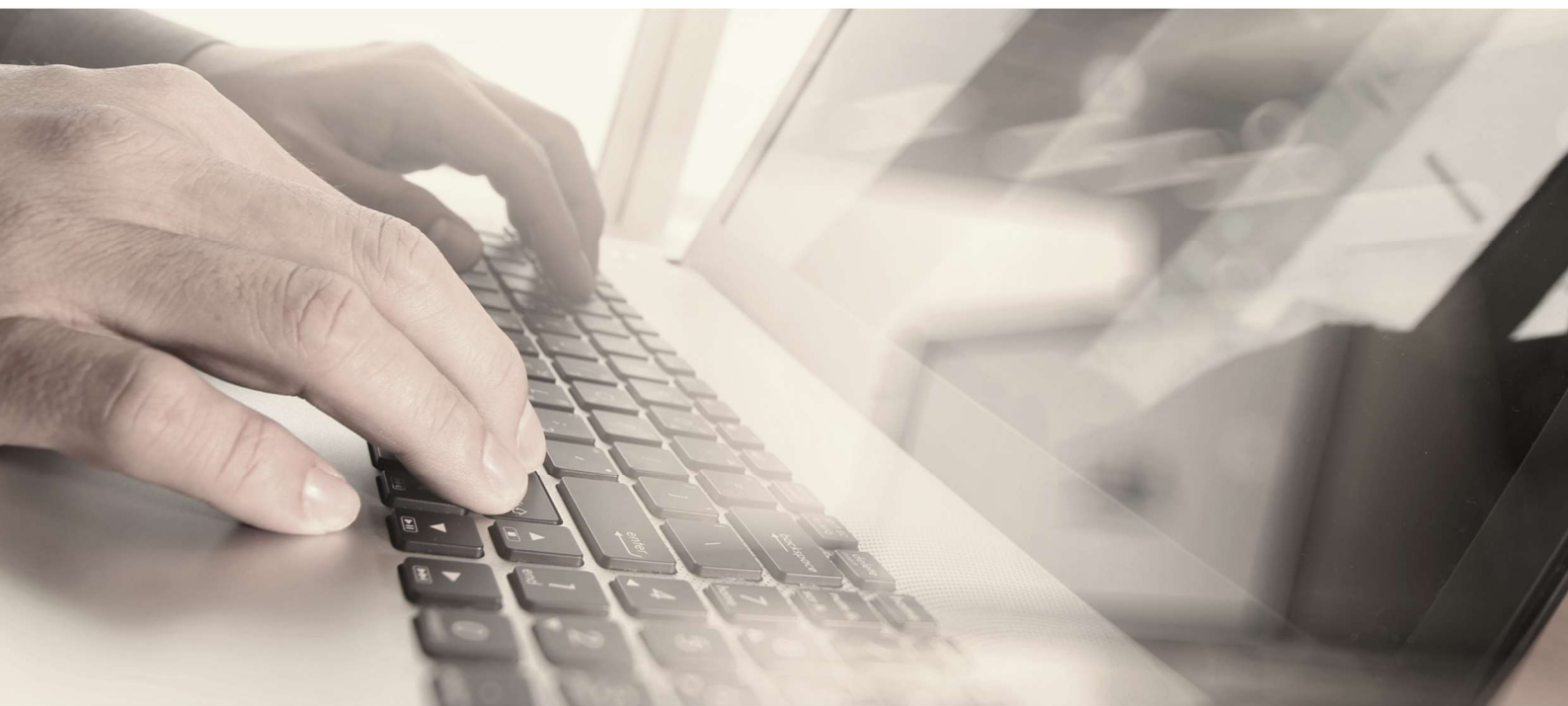




Novus

Release notes v. 2.2

May 2, 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 2.2 roadmap release.

The release is deployed week 18/2022.

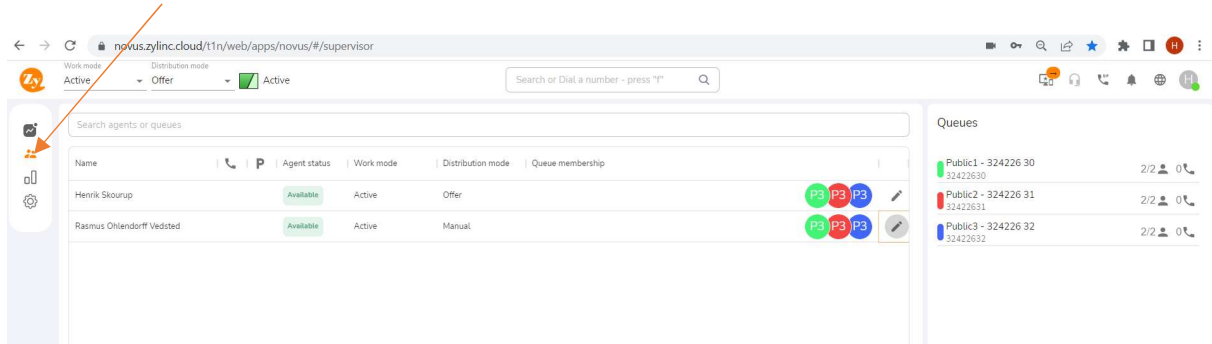
2 New features

2.1 Supervisor

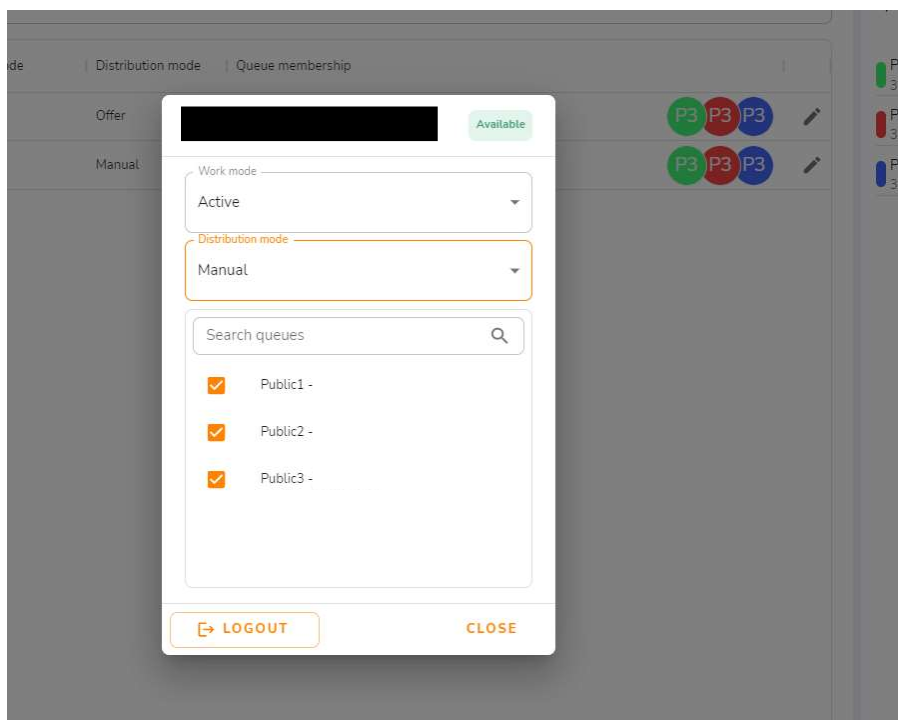
With release 2.2 we introduce the Supervisor feature in our web client. This allows the supervisor to change the state of agents as well as their current membership of queues. This feature is based on the new supervisor license and will be available for all agents who have this additional license.

The supervisor will get access to a new tab in the client, where all the agents are listed, as well as the queues the agent are currently a member of.

New Tab in the client



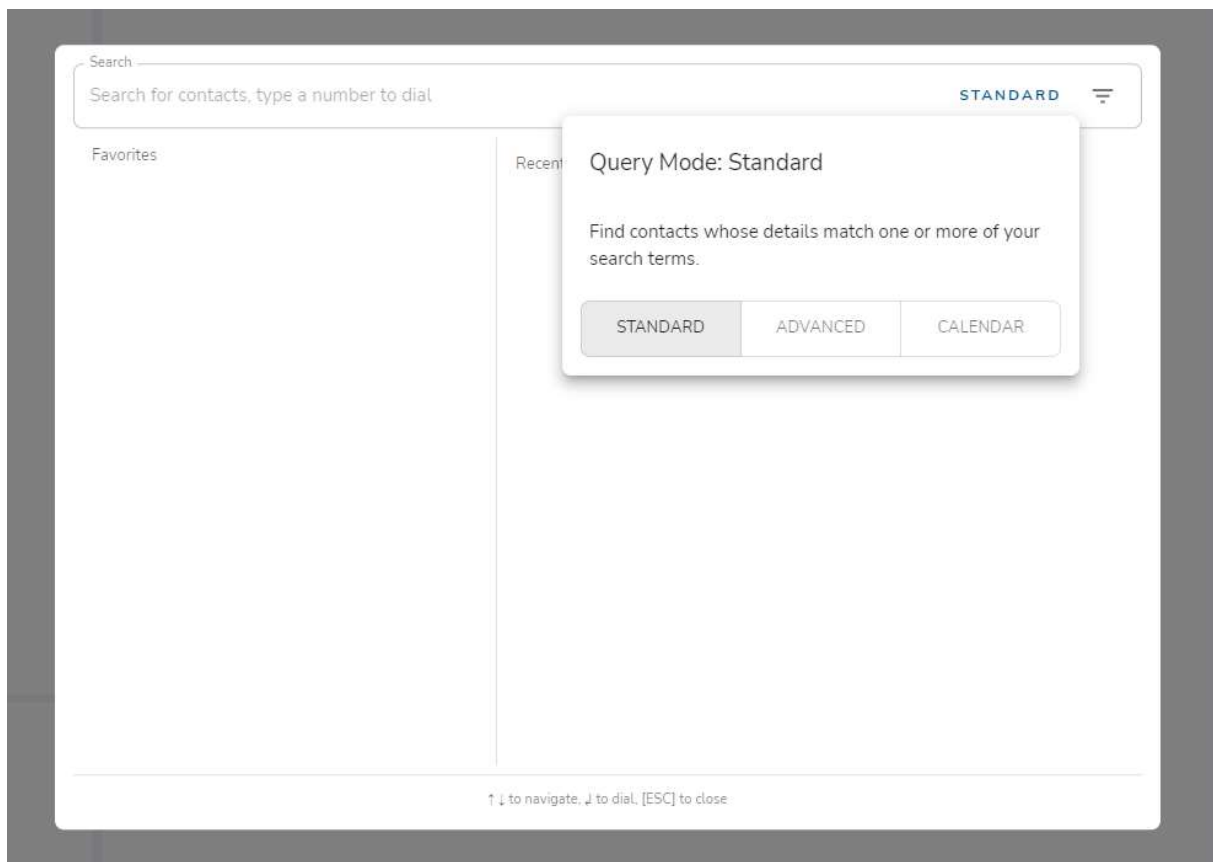
To change the state of the agent either generally or on a specific queue, click on the pencil on the right-hand side. Then change the state, or the queues associated with the agent and then close the pop-up.



If workmode reasons are enabled, these will have to be selected when changing state. As well, they will be shown in the overview of the agents, thus giving the supervisor the full picture of available resources at any given moment.

2.2 Search Engine settings

In our search field, you can now enable different search modes. When kept in Standard mode, the search will operate as normal. If changed to Advanced, the search will support Lucene syntax ([Search options](#)) meaning it will be able to do search based on different modes (Such as AND, OR etc). Finally, there is the Calendar option, which allows for a search based on calendar events. Calendar search will search in meeting topics and return users that participate in meetings that are found in the search.



2.3 Historical Routing

In release 2.2 we are introducing the option for historical routing. This means that, the caller will be connected to the same agent as before, if the caller calls back within x amount of time after the previous call. The timeframe for this service is defined by the customer and can span multiple days if so desired.

The feature can be found under **Routing rules** on the frontpage.

System Configuration - Version 1.6.2.34063
Ragnar Ómarsson

Home / Routing rules

Camp on busy

The maximum waiting time that a camped call may be camped

Hours
Minutes
Seconds

0
2
0

Historical Routing

Historical routing status

Disabled

SAVE
CANCEL

System Configuration - Version 1.6.2.34063
Ragnar Ómarsson

Home / Routing rules

Camp on busy

The maximum waiting time that a camped call may be camped

Hours
Minutes
Seconds

0
2
0

Historical Routing

Historical routing status

Enabled

Historical routing period *

Hours
Minutes
Seconds

1
25
0

SAVE
CANCEL

2.4 Federate mobile & agent presence to teams

In configuration manager, under Presence federation, its now possible to select which Novus states to federate to MS Teams. In doing so, Novus will set the agent as busy in MS Teams, if the agent is in a call. Likewise it is possible to select the presence from mobile and office phone, to change the MS Teams client to busy, to avoid the agent receiving direct calls while handling the queue calls as well. The setting can be found in the configuration manager under **Presence Federation** from the front page.

System Configuration - Version 1.6.2.34063

Henrik Skourup

Home / Presence federation

Select sources for presence federation to Microsoft Teams

☒ Agent state
Federate the agent presence into Microsoft Teams.

☐ Mobile phone
Federate the mobile phone presence into Microsoft Teams.

☐ Office phone
Federate the office phone presence into Microsoft Teams.

☐ Calendar
Federate the calendar presence into Microsoft Teams.

SAVE CANCEL

Furthermore, you will need to make a change to **Microsoft Teams presence integration**, where you must pick **"Presence with Federation"** instead of just **"Presence"** in **"Presence feature"**. Once selected you will need to enter the client secret from your Azure AD.

System Configuration - Version 1.6.2.34077

Henrik Skourup

Home / Microsoft Teams presence integration / Teams

Microsoft Teams presence integration configuration

☒ Enable
Enable or disable the presence provider.

Presence feature *
Presence with Federation

Presence provider features. Different features require additional configuration.

Tenant ID *
638e6429-f994-41eb-98d6-df9f49c1fa2a
Tenant ID in Azure. Example: example.org or d25dc698-e2d3-410f-9b48-b8abaf2cf231

Client ID *
f7d53fca-540b-41e4-a046-f5b1f66af6e4
Azure client ID in GUID format. Example: d25dc698-e2d3-410f-9b48-b8abaf2cf231

Client secret *
Azure client secret necessary to enable Federation feature.

Finally you will need to enable **Pressence.Readwrite.All** under **Application** on you Azure AD.

▼ Microsoft Graph (8)					...
Calendars.ReadWrite	Application	Read and write calendars in all mailboxes	Yes	✔ Granted for Zylinc A/S	...
Group.Read.All	Application	Read all groups	Yes	✔ Granted for Zylinc A/S	...
GroupMember.Read.All	Application	Read all group memberships	Yes	✔ Granted for Zylinc A/S	...
Presence.Read.All	Delegated	Read presence information of all users in your organization	No	✔ Granted for Zylinc A/S	...
Presence.ReadWrite.All	Application	Read and write presence information for all users	Yes	✔ Granted for Zylinc A/S	...
User.Read	Delegated	Sign in and read user profile	No	✔ Granted for Zylinc A/S	...
User.Read.All	Delegated	Read all users' full profiles	Yes	✔ Granted for Zylinc A/S	...
User.Read.All	Application	Read all users' full profiles	Yes	✔ Granted for Zylinc A/S	...

2.5 Agent state aggregation

In release 2.2 the agent state has been updated, to take into account the various presence state an agent can be in. Thus it is now an option to have the agent state change to busy, if the agent receives a call outside of Novus, which would leave the agent unable to answer calls.

Select sources for presence federation to agent status

☐ Microsoft Teams
Federate the Microsoft Teams status to the agent Status.

☒ Mobile phone
Federate the mobile status to the agent Status.

☐ Office phone
Federate the office phone status to the agent Status.

☐ Calendar
Federate the calendar status to the agent Status.

The setting can be found under **Presence federation** on the frontpage of configuration manager.

3 Smaller issues and/or improvements:

3.1 Search engine optimization

For the search engine in Novus, there has now been enabled phonetic search to enhance the experience. This means that it is now possible to see contacts with names that might differ slightly from the search query e.g Phillip/Fillip. However since this does give more hits, it has been implemented at the same time as our new various search modes, such as to give the agents the option to still search specific names spelled as typed.

3.2 Calendar update

In release 2.2 we have updated our calendar view for calendars marked as "private". All appointments in the calendar will now show up as "Busy" instead of "private", where as appointments marked as private, will still show up as "private". This distinction should make it easier for the agent to differentiate between the two, without divulging anything about the appointment.

4 Bug fixes:

4.1 Wallboard active agents

The wallboard has been updated to now show agents who are active on one or more of the queues shown. If the agent is not active on any of the queues, he will not be shown on the wallboard.

4.2 Wallboard time zone and daylight saving

The wallboard has been updated, so that we can now assign time zone to the wallboard. This will fix the issue with daylight saving as well, thus making the wallboard show correct time all the time.

4.3 Queues closed one more day than specified – Holiday calendar

We have fixed a bug in our calendar, that closed queues one day more than configured when using the Holiday Calendar.

4.4 Problem dialing Teams numbers

We have fixed a bug, making it now possible to call Teams numbers in E164 format.

4.5 Privately queued call (Agent Transfer) visible to all subscribed agent

Fixed a bug, where transferred calls would appear in the incoming queue for all agents. This has been fixed, so the call won't appear for agents not related to the specific call.