Novus

Release notes v. 1.7

November 5, 2021
Rev. 1.00

Contents

1   Introduction

This document describes new features, improved features/changes, and bug fixes included as part of the Novus 1.7 release.
The release is deployed week 44.

2　　New features

This section provides information regarding newly developed features & functionality that is part of this release.

2.1　　Anonymize user data - GDPR

Manually or automatically anonymize personal identifiable data (PID).
Phone numbers and email addresses received during Agent conversations can be set up to be anonymized in statistics. When anonymizing user data, the data will not be able to be recovered afterwards.

There is no anonymization of data received from Azure AD, Broadworks Directory, CSV files, Exchange Calendar or manually entered. The latter data must be removed by removing synchronization from these data sources.

2.1.1　　Automated anonymization of user data

In order to configure automated anonymization, go into Configuration Manager, under" Users & contacts", and select "Anonymization (GDPR)":
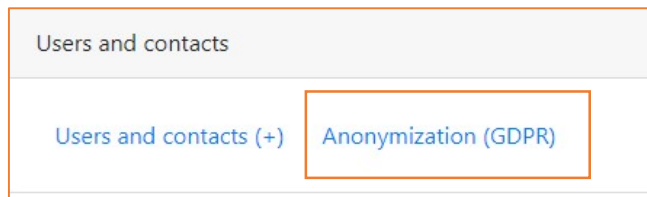

It is possible to select the retention period, for how long the data should be kept as stored.
As soon as the statistical data is older than the defined retention period, then the data will be anonymized:
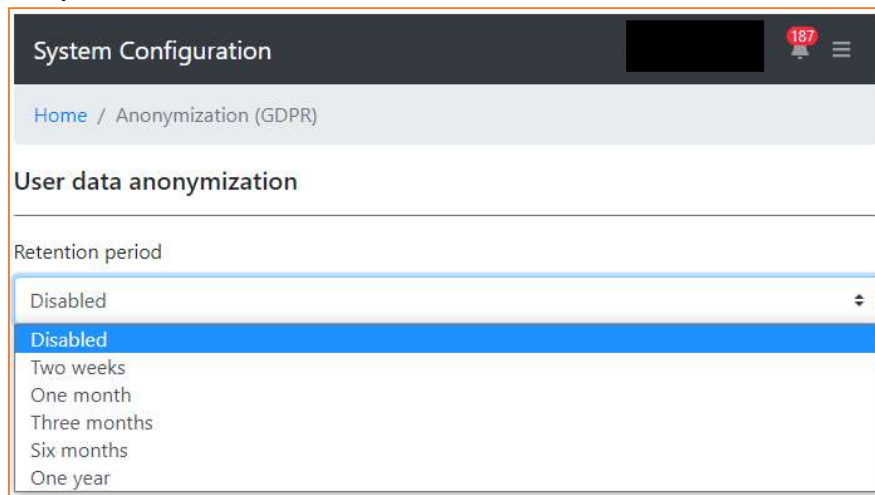
2.1.2 Manual anonymization of user data

If a user asks the company to delete all their data, it is possible to manually activate anonymization of the user's data by going into Configuration Manager, press the drop-down menu and select "Anonymize user info (GDPR)".
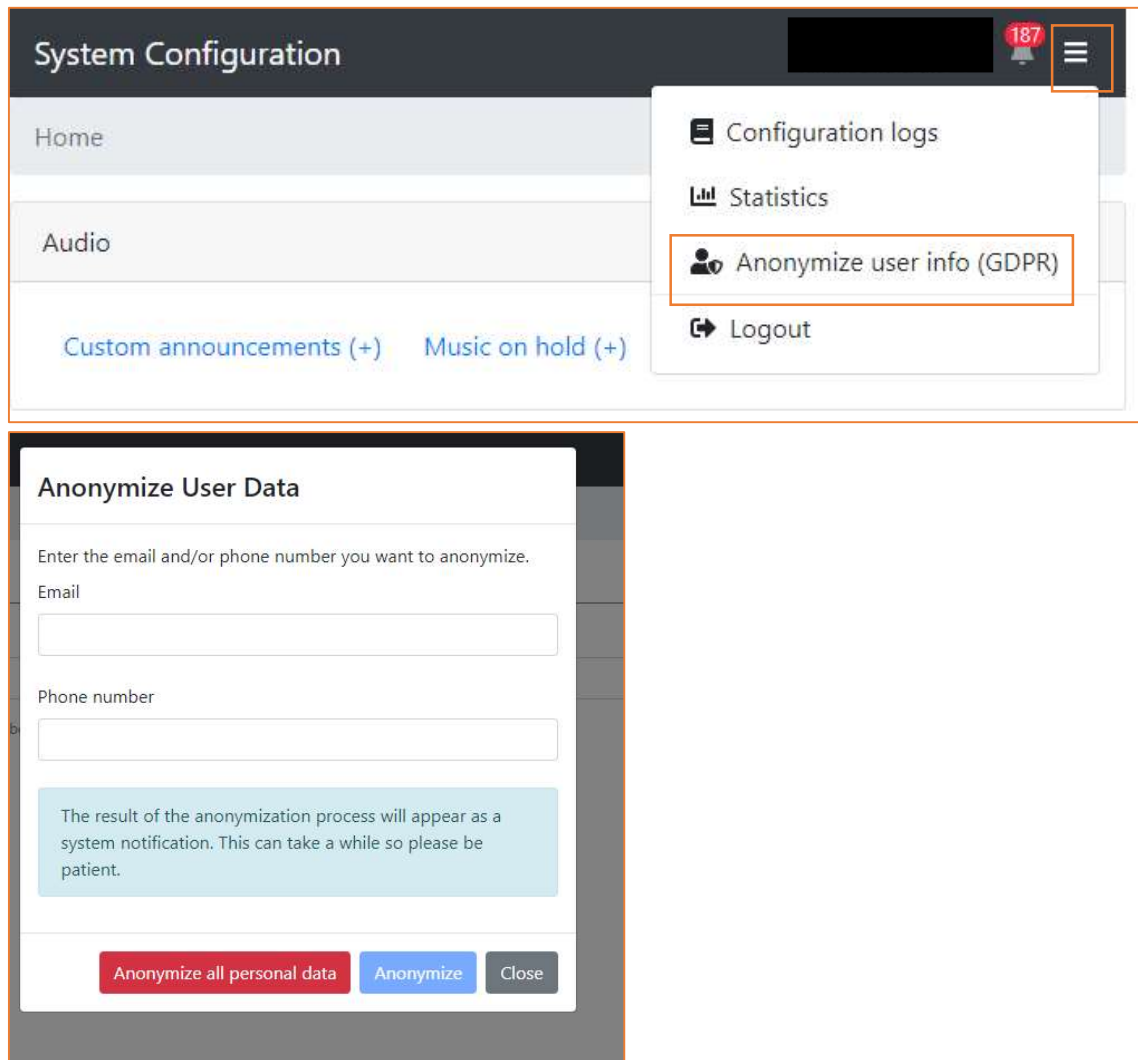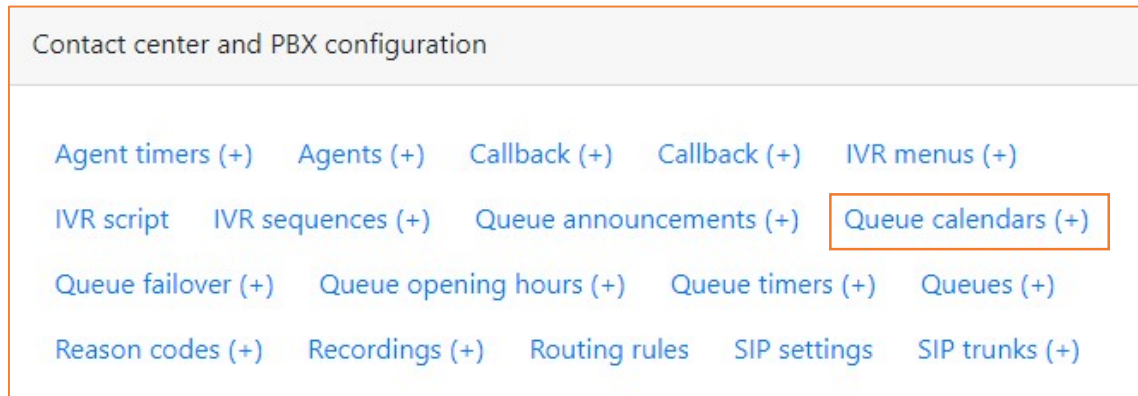

2.2 Queue Calendar

The queue calendar gives the possibility to schedule queue's opening and closing hours in the future. This is used to make sure that routing policies are applied correctly on the queues during holidays or for single red days.
Calendar events can be imported through an iCalendar file or manually configured.

2.2.1   Configuration of queue calendar

In order to configure queue calendar, go to Configuration Manager under "Contact center and PBX configuration", and select "Queue Calendars".

It is now possible to set up opening/closing of the queue, as well as failover policies.

2.3   System notifications to external recipients

Important system notifications can be sent directly to specific recipients as email or SMS messages. Notification through email will only work if the email server settings have been configured.

The administrator has the possibility to create and maintain a list of recipients who should receive the information as email or SMS messages.

The user cannot define which system notifications are important, these are defined by Zylinc. The list will currently be updated, but as for now comprises the following:
- Lack of licenses
- Anonymization of user data (GDPR)

Email and SMS messaging

Email server settings   Email templates (+)   SMS templates (+)

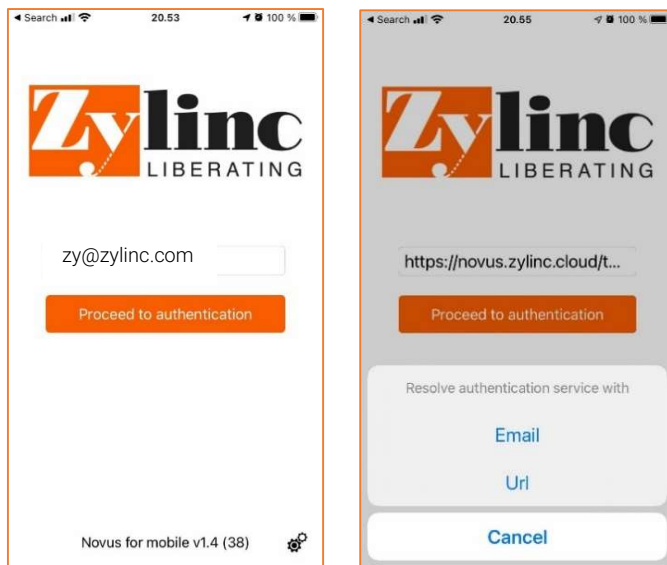System notification recipients
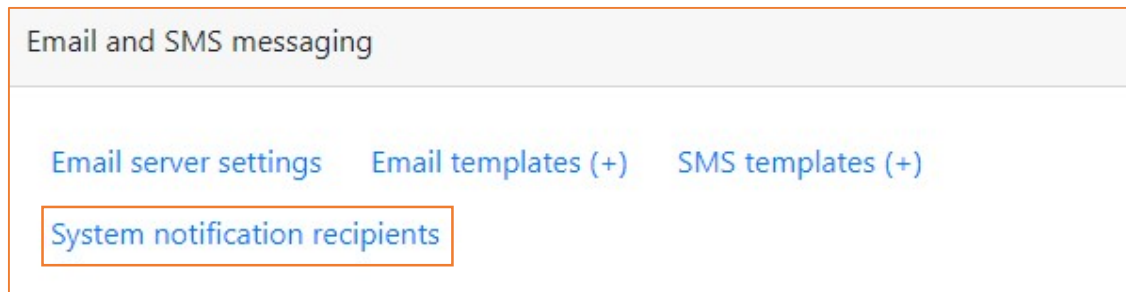
3   Improved features

3.1   Simplified ZyMobile Login

ZyMobile is updated to version 1.4.
In earlier versions, it was only possible to login to ZyMobile using a tenant URL, which could be difficult to remember.

From version 1.4, it will be possible to choose whether to use the tenant URL or the users email address to login.

4 Bug fixes

4.1 Remove spaces in phone number when dialling

When pasting phone numbers from other sources into the Web Agent, there could be characters (e.g. spaces) that the Web Agent could not identify, thus impeding dialing.

Now these empty spaces would automatically be removed, and it would be possible to dial the entered phone number.

4.2 Simple agent for web is no longer terminated if the session expires

When the browser was closed, the agent would be logged out.

Now it is possible to continue being an agent, receiving the calls on the defined number in the web agent, even if the browser is closed.

4.3 Some calendar events were not deleted

Calendar appointments which were deleted on the users' calendar were not reflected correctly in the clients. This is now corrected.

4.4 Opening hours are 2 hours off

There was a time displacement of 2 hours, which is now corrected.

4.5 Lack of hanging-up mobile agent call upon transfer

When the mobile agent transferred a call, the agent could not receive a new incoming call before the transferred call between the parties were finished.
Now, the mobile agent will be available for incoming calls upon transferring calls.

4.6 Microsoft presence

Presence disappears for users that should have presence. We have improved the way we provide presence from Microsoft, being more robust against incorrect data received from Microsoft through Graph API.