InGenius Connector Enterprise

June 2018 – Version 6.0

Introduction

These release notes provide information on the latest features and changes to existing functionality for InGenius® Connector Enterprise. For specific release patch updates, contact InGenius Sales.

Features for Salesforce, Microsoft and ServiceNow Customers:

End user productivity enhancements that include:

1. Click to Create feature with New and Pre-fill options on a case or incident.
2. Efficient Call Result Logging to allow for disposition assignment while on a call.
3. Extended Call Log Notes.
4. Read-only Call Log Notes.

Enterprise Administration enhancements include:

5. License Optimization.
6. Per Group Administration.
7. Automatic Synchronization to Redundant Servers.

Additional Features for ServiceNow:

8. Screen Transfer Support for ServiceNow.

Features for Mitel MiVoice Business and Mitel Contact Center Business:

9. Blind Transfer Support.
10. Screen Transfer Improvements.

New Genesys Support:

11. InGenius integration with Genesys PureEngage for:
    - ServiceNow.
   - Microsoft Dynamics.

End User Productivity Enhancements

InGenius decreases call handle time with call logging features designed to improve agent productivity and standardize call reports. With InGenius Connector Enterprise 6.0, InGenius has extended the call log capability to make call logging even faster and reports easier to read.

1. Click to Create allows a user to Pre-fill or Create new records dynamically

InGenius introduced a new Click to Create feature that improves productivity by reducing case creation clicks by more than 60%. When a case is created, the record is pre-filled with subject, comments, contact information from a popped record, and then saved and opened in edit mode. InGenius automatically saves and relates the call activity to the case for accurate reporting.

And since the case is saved, then opened in edit mode, the Agent can make additional notes if required. When the Agent hangs up, the case information is saved, and the call results are automatically saved and attached.
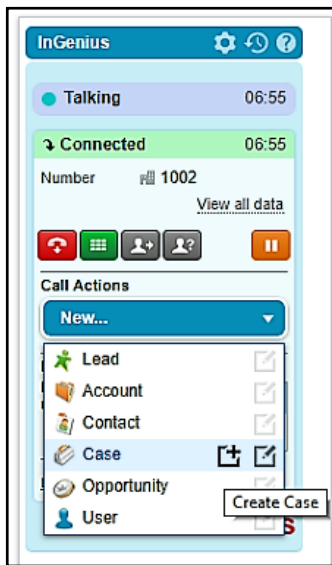
Agents who have a workflow requirement to create a case or incident for every call can create the record with two clicks. InGenius automatically saves and relates the call activity to the case for accurate reporting.

The InGenius click-to-create feature reduces call handle time, reduces data entry errors and allows the Agent to focus on delivering exceptional customer service.

For more information, please watch the video https://www.ingenius.com/resource/click-create-ingenius/

## 2. Efficient Call Result Logging

InGenius has introduced a feature designed to minimize wrap up time and improve overall call handle time. With InGenius Connector 6.0, Agents can disposition a call while the call is active. This feature integrates seamlessly into a workflow that requires agents to move quickly to the next call.
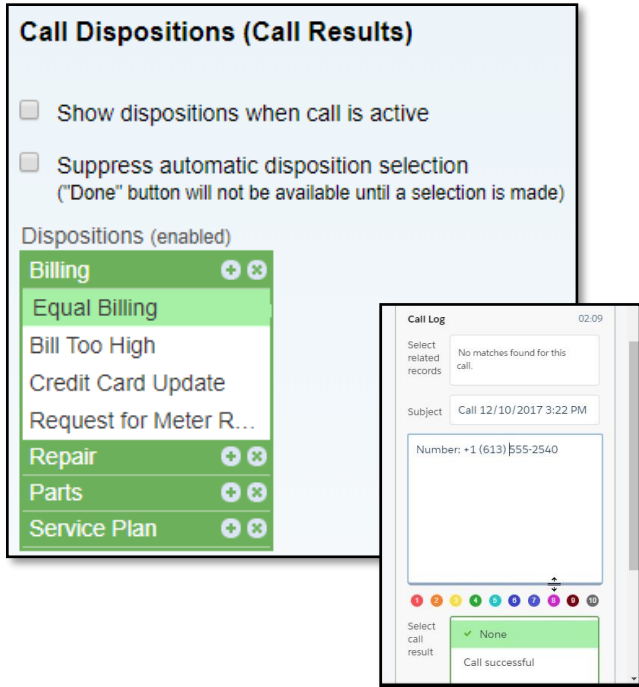
The administrator can select the option to show dispositions from with the Runtime Admin. This feature will be off by default.

The user will observe that the "Select Call Result" option is available to them while the call is in progress.

3. Extended Call Log Notes Field
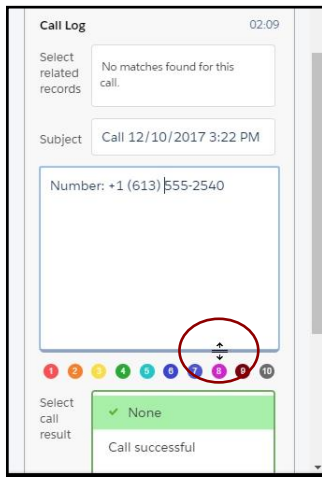
End users now have the ability to enter and view exhaustive notes without the need to scroll. The Agent can personalize the size of call log note field and will observe that the call log field size persists across tabs and sessions.

4. Read-only Call Log Notes

InGenius introduces new call log template capability that allows one-click entry for call log notes, resulting in faster note creation and standardized report data. This means Administrators can create read-only call log templates such as "Left Voicemail %DATE%". The agent would then be able to simply select the

correct call log template button to drop the following information into the note "Left Voicemail 13/12/2017".

No additional information can be added to the note if the Admin has selected 'Lock call log notes' ensuring that the reports are standardized, and that sensitive customer information does not get added to the customer database.
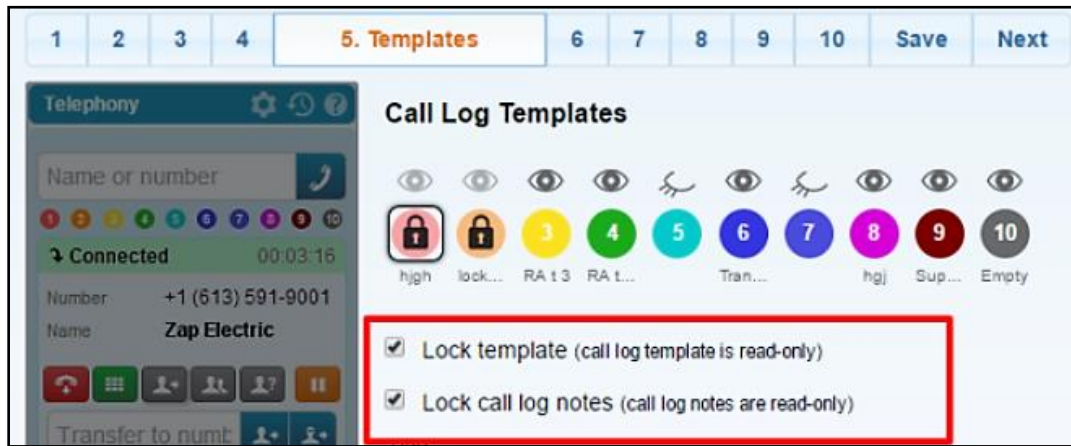
With this addition the Administrator now has three options for call logging templates. They can allow Agents to create their own templates, they can drop specific information that is then editable by the Agent, or they can drop specific information that cannot be edited by the Agent.

Enterprise Administration

InGenius has created an update to the licensing management and granularity of permissions on an organizations basis.

5. License Optimization

InGenius provides a time-saving capability for administrators, so that they do not need to manually determine which users have been inactive. The new License Optimization feature ensures that the customers are maximizing their investment by removing licenses from inactive users. Administrators can choose to remove inactive users after a specific interval (2 - 52 weeks). The program runs nightly and is managed from the Runtime Admin Users tab | Manage Users | Advanced View.

6. Per Group Administration

Organizations can now restrict or grant ADMIN rights to specific groups of users. Different administrators to manage settings like speed dials, call log templates and call dispositions for different teams within an organization. The Super Admin can optionally assign admin access to the configuration tab, and the user and licensing tab for all users in the system.
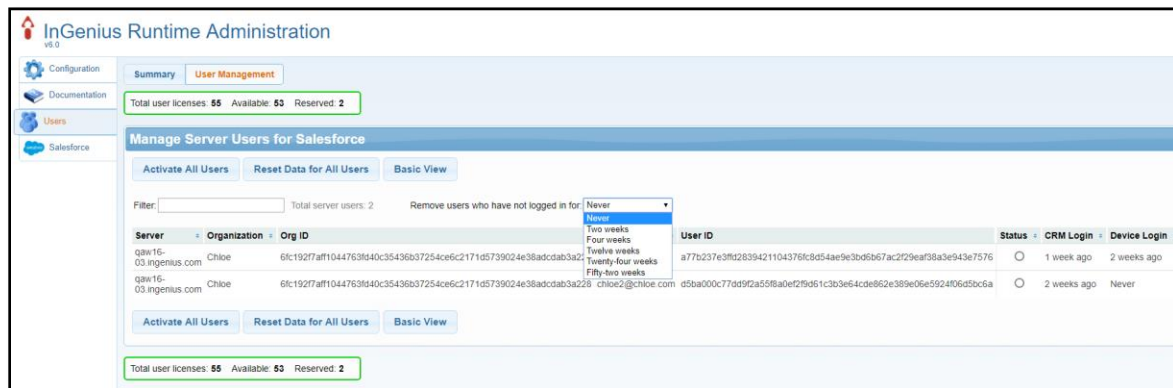
Automatic Synchronization to Redundant Servers

Any changes made with the Runtime Admin tool are automatically synchronized with the redundant servers. This feature automatically maintains consistency of configuration data across redundant servers. Previously the changes were synchronized by selecting a Sync button, which is no longer required.

ServiceNow Features

8. Screen Transfer Support for ServiceNow ITSM and CSM

InGenius introduces Screen Transfer support to ServiceNow ITSM and CSM customers. Screen Transfer gives a warm start to all calls for a better customer experience, and more efficient hand off between reps. Information captured and logged by a rep is easily transferred to a subsequent agent so that customers never have to repeat themselves.

To see how Screen Transfer works, please watch the Video https://www.ingenius.com/resource/screen-transfer/.

Mitel MiVoice Business & Contact Center Features

9. Blind Transfer Support

Blind Transfer support for MiVoice Business allows an agent to quickly transfer calls to another agent. Blind transfer may be used with screen transfer, so all relevant data is captured and passed on to the receiving agent.

10. Screen Transfer Improvements

In Mitel MiVoice Business environments, screen transfer now includes related records as information included in the screen transfer. The transferred data allows the receiving agent to quickly access case details and related records at a glance.

New Genesys Support

11. InGenius Connector Enterprise integration with Genesys PureEngage

InGenius now connects Genesys PureEngage to ServiceNow® Customer Service Management or IT Service Management applications and Microsoft Dynamics 365 CRM. The Genesys integration helps voice-centric personnel increase agent productivity, call capacity and overall customer satisfaction.

The new InGenius integration for ServiceNow and Microsoft Dynamics with Genesys PureEngage supports screen pop, click-to-dial, automated call logging and other standard InGenius features within the ServiceNow interface.

For more information please visit https://www.ingenius.com/resource/servicenow-ingenius-telephony-integration/.

Contact Us

For any queries about the latest release or to update, please contact your support team at icesupport@ingenius.com. To add additional licenses, please contact our sales team at sales@ingenius.com.