

# InGenius Connector Enterprise Overview

November 2018 - Version 6.2



## Introduction

These release notes provide information on the latest features and changes to existing functionality for InGenius® Connector Enterprise.

## Software Version

InGenius Release 6.2

Salesforce APEX Release 1.49

## Customer Portal Access

The InGenius Customer Portal is available from the Resources section on [www.ingenius.com](http://www.ingenius.com). The Customer Portal provides customer access to Documentation, Report Packages, and detailed Release Notes. Please contact [icesupport@ingenius.com](mailto:icesupport@ingenius.com) to request access.

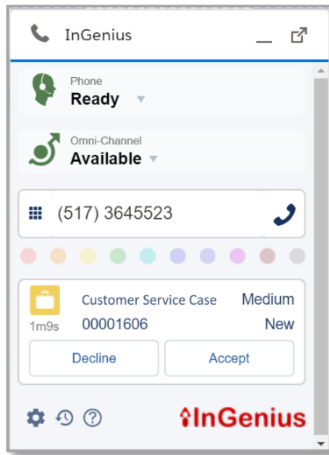
## New and Updated Features

This document details important new features, enhancements, and changes to the latest software version of InGenius Connector Enterprise 6.2.

### Features for Salesforce:

1. Blended Agent Support for Omni-Channel Lightning Experience.
2. UI Diagnostics Update.

## Blended Agent Support for Omni-Channel in Lightning Experience

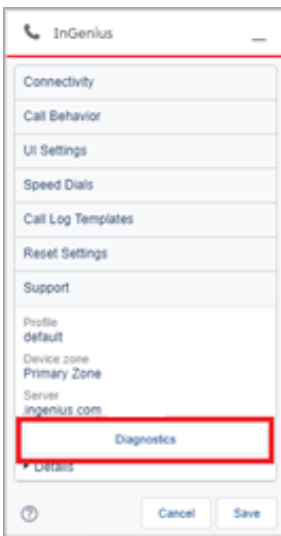


InGenius blended agent support keeps agent status in sync between Omni-Channel and the phone system, allowing agents to handle other channels during breaks in phone activity. With InGenius Connector Enterprise 6.2, InGenius is now compatible with Salesforce Omni-Channel in Lightning.

Using InGenius, all calls and Salesforce Omni-Channel work items are integrated directly into the InGenius interface, so agents have a consolidated view of all their tasks in a single window. This integration also means that InGenius keeps agent status in sync between Omni-Channel and the phone system.

Bringing telephony and Salesforce Omni-Channel together means that contact center managers can easily view each agent's state and productivity with Salesforce reporting, without needing to get reports from the phone system.

## UI Diagnostics Update



A new button has been added to the InGenius UI setting. A user can select the Diagnostics button to download the browsers local storage to the local machine.

This Diagnostics file can be sent to InGenius customer care to help debug and troubleshoot issues quickly.

## Frequently Asked Questions (FAQs)

**Q1:** I am still using a platform that may be unsupported by InGenius. How can I find out more about the support options available to me?

**A1:** Please contact your account manager or [sales@ingenius.com](mailto:sales@ingenius.com) to discuss options.

**Q2:** Do I have to do anything to receive these new features and enhancements?

**A2:** Yes. Simply contact [icesupport@ingenius.com](mailto:icesupport@ingenius.com) to schedule your upgrade. InGenius customer care will take you through the upgrade process.

**Q3:** Is there a fee associated with this upgrade?

**A3:** No, as part of the license fee with InGenius, these features and enhancements are at no cost to our clients.

**Q4:** What is involved in upgrading?

**A4:** Upgrades are assisted by an InGenius customer care agent. Upgrades may be arranged outside of regular business hours as required. Contact Customer Care for more information.

## Contact Us

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