InGenius Connector Enterprise

December 2018 - Version 6.3

Introduction

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

Software Version

InGenius Release 6.3
Salesforce APEX Release 1.50

Upgrades

To upgrade to the latest version, please contact support at icesupport@ingenius.com. We will request logs from your active system to determine your install requirements, including any workflow integrations you may have. Once your configuration has been verified, a member of our deployment team will contact you to coordinate the upgrade.

Customer Portal Access

The InGenius Customer Portal is available from the Resources section on www.ingenius.com. The Customer Portal provides customer access to Documentation, Report Packages, and detailed Release Notes. Please contact 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 6.3.

Features for Salesforce:

1. Blended Agent Support for Omni-Channel in Classic Console.
2. Pop Out Support in Lightning.

Features for Microsoft:

3. Unified Interface Support with Channel Integration Framework.

4. Collapsible InGenius UI Support in the Classic Web Interface.

5. New Screen Pop Settings.

6. Relate Current Capability.

7. Browser Tab Synchronization Improvements.

Features for Salesforce and Microsoft:

8. Runtime Admin User Management Enhancements.

9. Improved Scalability.

Salesforce Features

1. Blended Agent Support for Omni-Channel in Classic Console
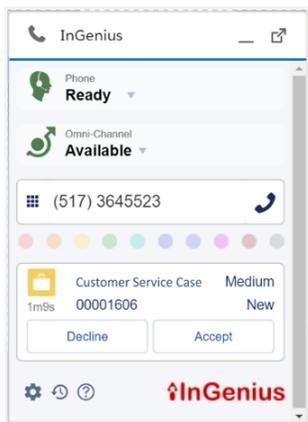

InGenius blended agent support keeps agent status in sync between Omni-Channel and the phone system, allowing agents to handle other channels during breaks in phone activity. With InGenius Connector Enterprise 6.3, InGenius is compatible with Salesforce Lightning and now as a vertical interface within Salesforce Omni-Channel in Classic Console.

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.

2. Pop Out Support in Lightning

The InGenius pop out feature for Salesforce lets agents to place their UI in a new browser window, so important information is not blocked in Salesforce. Increased screen real estate improves the usability of Salesforce Lightning, because all relevant information can be viewed at once.
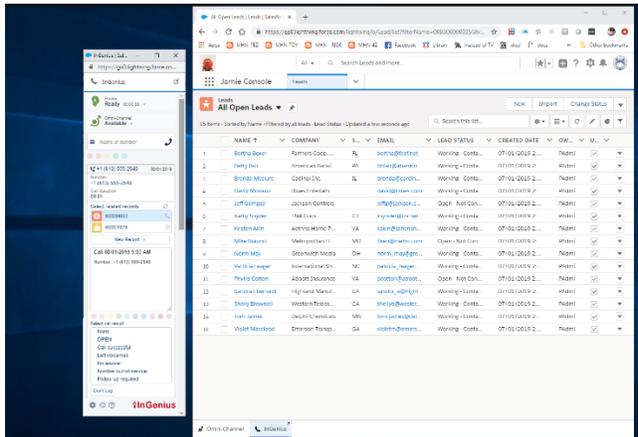

Microsoft Features

## 3. Unified Interface Support with Channel Integration Framework
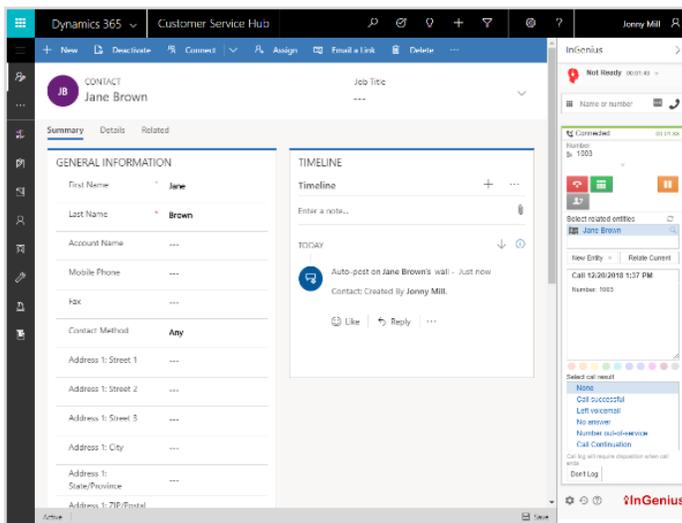
InGenius is now integrated into the latest Microsoft Dynamics Unified Interface Framework with Channel Integration Framework. End users will notice the usability improvements! The InGenius UI resides within the Microsoft Dynamics window, ensuring that the CTI window never covers important CRM information. Additionally, the new layout allows the CTI window to slide open or closed, adapting to the needs of the agent.

4. Collapsible UI Support in the Classic Web Interface

The InGenius UI can be collapsed to allow users more real estate to view contact details on their entire screen.
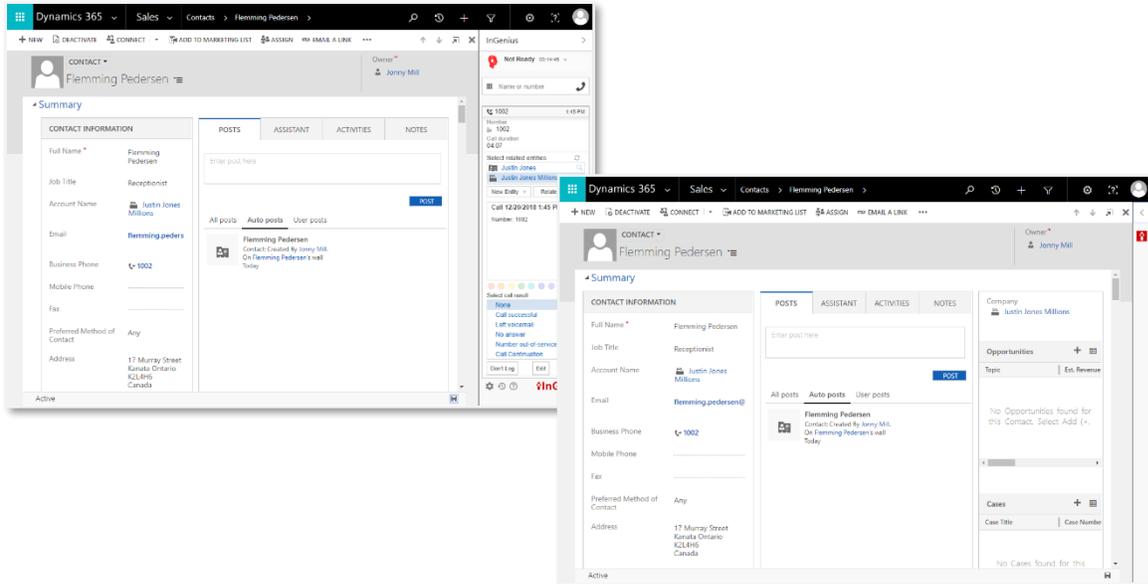
5. Relate Current Capability
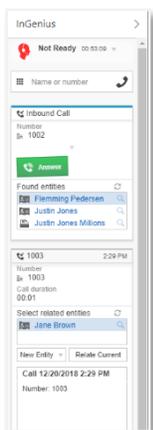
Relate Current is a new feature which allows users to quickly and easily associate any object to a call log, ensuring that call logs are complete and accurate. Users can select entities from a list of search results or navigated items from within Microsoft Dynamics. Multiple records can be associated to one call log and remain visible to the user in the related records list.

An administrator configures the supported objects within the Runtime Admin tool. Additional custom objects can be added and used in the Relate Current function.

6. New Screen Pop Settings

Administrators can enable a setting for their end users that allows Screen Pops to open in a pop up window. This new window allows the end user to continue to work on their existing work, while also viewing a screen pop. This ensures that work on the active call is preserved when a new call comes into an agent.
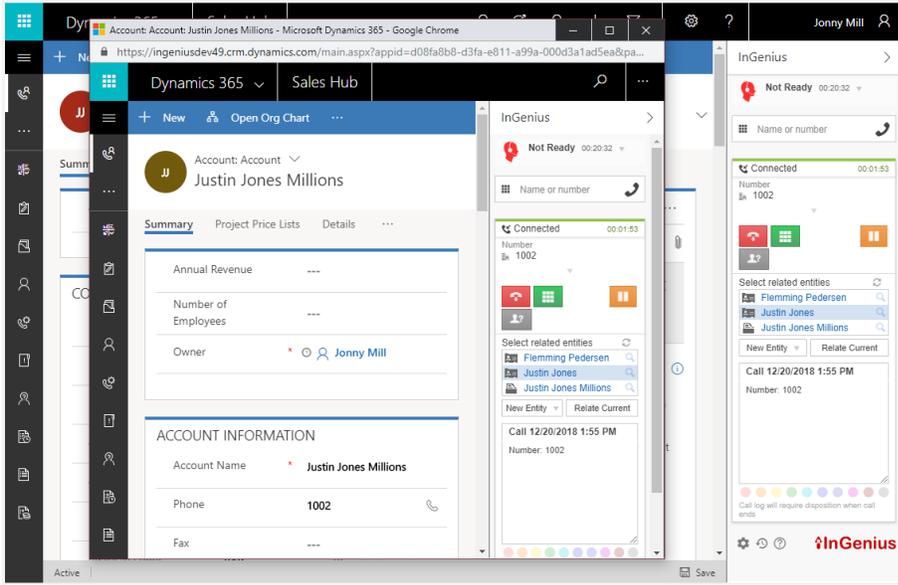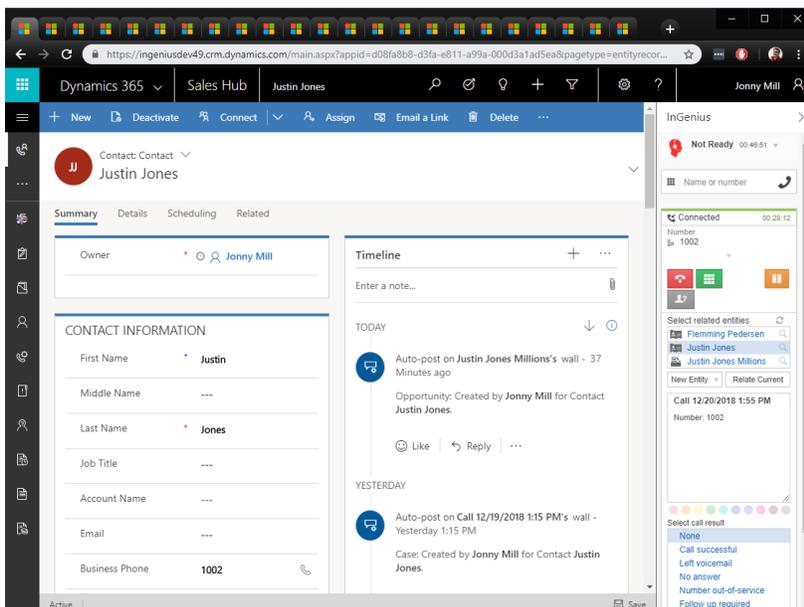
6. Browser Tab Synchronization Improvements

InGenius provides a stable framework to allow users to have multiple tabs open in a single browser. Users can quickly access multiple screens of data by selecting the relevant tabs. InGenius renders consistently from one window to the next.

7. Runtime Admin User Management Enhancements

The Runtime Admin User Management has been updated with a sleek design enabling administrators to easily view logically grouped information. All data about a user or agent and their license is highlighted in one table. Filtering and sorting on columns enables administrators to capably manage up to 2,500 users.

8. Improved Scalability

InGenius Connector Enterprise provides support up to 2,500 users on one server handling inbound and outbound calls. Administrators can manage multiple call centers and users with the Runtime Admin tool, and leverage enterprise performance with a single installation. InGenius supports a multi-server model for Enterprise organizations that want support for more than 2,500 users.

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 to discuss options.

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

A2: Yes. Simply contact 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. To add additional licenses, please contact our sales team at sales@ingenius.com.