

Improved Real Time Split/Skill Report

Users can now view multiple Splits/Skills in a single Real Time Split/Skill Report, filter Splits/Skills by Name or Command Group, and view Agents In Field Reports for the following fields: Staffed, Avail, AUX, ACD, ACW, Other. Users can also aggregate Split/Skill Reports by command group.

Split Status Auto Refresh Window Triggers Report ⚙️ ✎️

Date: 02/23/2015 15:52
 Split Group: Group A

Split filters: pro Group A

Split Name	Num	Calls Waiting	Oldest Call	Acc Calls	Aband Calls	% In Svc Lvl	Staffed	Avail	AUX	ACD	ACW	Extn Calls	Other
Product A	6	1	0:04	52	0	73	12	6	3	0	0	3	0
Product B	7	1	0:04	53	0	91	14	7	1	2	0	1	1
Product C	8	1	0:04	54	0	57	14	7	2	0	0	2	0

Clicking opens tab (with red arrow pointing to the AUX value '1' in the Product B row)

Splits Agents ACD Agents in Product B ✕ **AUX Agents in Product B ✕**

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Agent Name	Login Id	Ext	State	Elapsed Time	Reason	DA In Queue	Split Name	Split	On Hold
Carly Malt	4175	2110	AUX	1:58	Personal	1	Customer Service	2	1

Use Open ID Connect to log-in to N-Focus

N-Focus can be configured to use an OpenID Connect provider to authenticate users.

Added repeat option for audio alert Web Triggers

Audio alerts will repeat at the refresh rate specified for the Real-Time Auto Refresh Report containing the Web Trigger.

Web Alert Trigger

The screenshot shows a configuration window for a 'Web Alert Trigger'. The 'Name' field is 'New Alert'. The 'PBX' dropdown is set to 'Reports'. The 'Field' dropdown is set to 'Real-time', with sub-dropdowns for 'System' and 'Calls Waiting'. The 'Trigger when' dropdown is set to 'above' with a value of '10'. Under 'Display properties of web alert', 'Color of text' is '#0000ff', 'Background color' is '#00ffff', 'Bold text' is checked, 'Italic text' is unchecked, and 'Popup window' is checked. The 'Play a sound (URL)' field contains 'alert.mp3' and has a 'Choose' button. The 'Keep playing a sound' checkbox is checked and circled in red. 'Submit' and 'Cancel' buttons are at the bottom.

MySQL Optimization improves historical data retrieval

Improved querying of MySQL Database allows users to view Historical Data faster.

Open Real-Time Reports using Visual Basic Script

Configure the RealTimeLink.vbs file to open customized Real Time Reports on startup / login. See Admin guide for more information.