

Import available fields from CMS database

N-Focus can now be configured to import any available fields from the hourly CMS database tables. Custom labels can also be provided for each field imported. See the customfields.xml file in <installation directory>/tomcatbase/webapps/niks/extensions/cms/conf/ folder for configuration details.

Real-time Split Report can now open Agent tab for Extn Calls

Clicking on an Extn Calls cell will open a tab in the Agent's section listing all agents on extension calls for the selected split.

Split filters:

Split Name	Split Number	Calls Waiting	Oldest Call	Acd Calls	Aband Calls	Accept Svc Lvl	% In Svc Lvl	Staffed	Avail	ACD	ACW	AUX	Extn Calls	Other
Customer Service	2	0	0:00	0	0	20		11	1	1	2	6	5	1
Insurance	3	0	0:00	0	0	21		9	0	1	2	4	3	2
International Service	6	0	0:00	0	0	20		9	0	1	2	5	5	1
International Support	7	0	0:00	0	0	20		8	2	2	1	2	2	1
Mortgage	4	0	0:00	0	0	20		10	2	1	3	4	4	0
Sales	8	0	0:00	0	0	20		8	0	1	2	3	3	2
Support	5	0	0:00	0	0	20		10	1	1	1	7	6	0

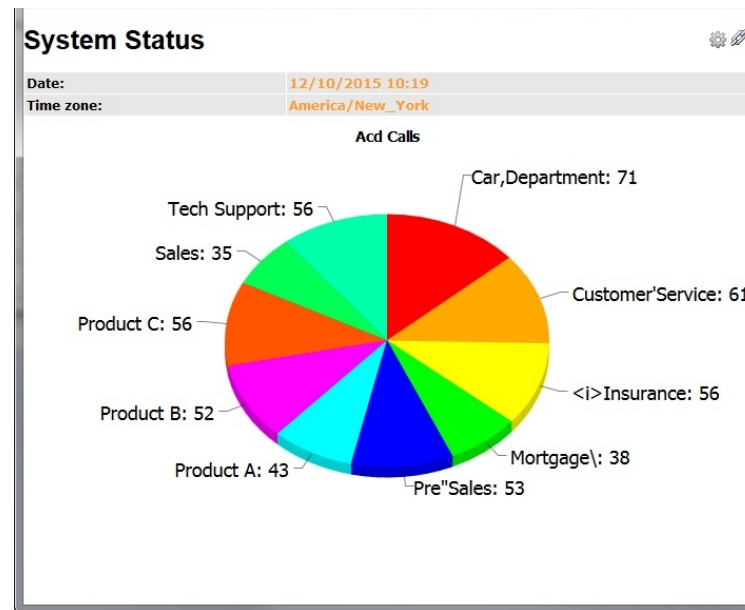
Splits Agents Extn Agents in Support

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Agent Name	Login Id	Ext	State	Elapsed Time	Reason	DA In Queue	Split Name	Split	On Hold
Agent 21912	21912	21912	AUXIn	20:21:01	gone	0			0
Agent 21913	21913	21913	AUXIn	20:21:01	gone	0			0
Agent 21914	21914	21914	AUXIn	20:21:01	gone	0			0
Agent 21915	21915	21915	AUXIn	20:21:01	gone	0			0
Agent 21916	21916	21916	AUXIn	20:21:01	gone	0			0
Agent 21917	21917	21917	AUXIn	20:21:01	gone	0			0

Display Legend option added to Real-time chart report options

Display:
Update interval: 2 seconds (minimum is 2)
Display headers:
Display Legend:
Font sizes:
Title: 20 pixels
Headers: 20 pixels
Chart title: 15 pixels
Chart data: 15 pixels
Submit Cancel

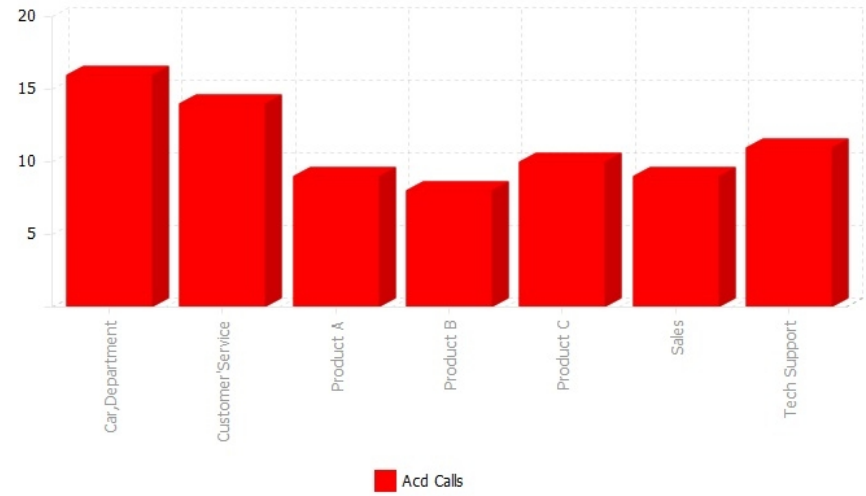


Bar graphs now rotate labels if there are more than 6 items included in the graph.

System Status



Date:	12/10/2015 10:33
Time zone:	America/New_York



Improved historical fields in real-time reports data collection

Daily interval data is now accumulated during import, reducing the number of queries to the N-Focus database.

Additional improvements and bug fixes

N-Focus can now be configured to collect data for any number of AUX Reason codes from 0 to 100.

Administrators can now upload new license keys through the web interface.

The database size estimator tool allows administrators to estimate their storage needs.