

Added User Administrator Permission and Group Administrator User Administrator: **Permission**

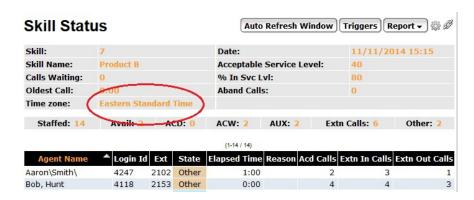
- Permit a user to create/modify/delete all users or only modify selected users
- Permit or restrict ability to grant permissions and group membership.

Group Administrator:

- Permit a user to create/modify/delete all users or only modify selected users
- Permit or restrict ability to grant permissions and group membership

Users can choose which time zone to display date and time

After a user edits their time zone, call center data is reported on the basis of the selected time zone.



Real time reports can be aggregated by groups

Select Real Time Reports aggregated by Command Groups:

System Status





Upgraded Split Stat Report to full fledged report

The Split Stat Report now contains Auto Refresh Windows, Custom Reports, Web and Email Triggers, and custom display options.



Added Centralized Custom Report Control

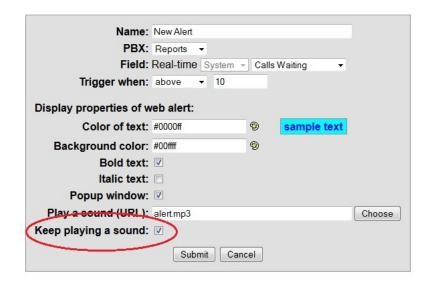
Open a Custom Report in a new Auto Refresh Window and add the command 'useReportSel=true'. When the report has been modified and saved, the Auto Refresh Window will update automatically.



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



Improved robustness and performance of data import from the PBX	Note that this doesn't apply for connections using data modules.
Collect all Split / Skill data in Real Time System Reports	N-Focus now retrieves real-time system data for all Splits / Skills rather than only the first 100.
Preventative measure added for JTAPI connections	If a JTAPI connection is lost for more than 60 seconds the session is restarted, to prevent blocking the connection.
Updated 'database backup / restore' to support MySQL 5.5 and greater	MySQL 5.5 and greater can be backed up automatically or on demand. Go to the Database page to configure how often your database should be backed up: Admin>Database>Database backup Database Restore can be performed executing 'NfBasicRestore.bat' file located in <install directory="">/bin/.</install>