

Added User Administrator Permission and Group Administrator Permission

User 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.

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.

Skill Status Auto Refresh Window Triggers Report

Skill:	7	Date:	11/11/2014 15:15
Skill Name:	Product B	Acceptable Service Level:	40
Calls Waiting:	0	% In Svc Lvl:	80
Oldest Call:	0:00	Aband Calls:	0
Time zone:	Eastern Standard Time		

Staffed: 14 Avail: 2 ACD: 0 ACW: 2 AUX: 2 Extn Calls: 6 Other: 2

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Agent Name	Login Id	Ext	State	Elapsed Time	Reason	Ac'd Calls	Extn In Calls	Extn Out Calls
Aaron\Smith\	4247	2102	Other	1:00		2	3	1
Bob, Hunt	4118	2153	Other	0:00		4	4	3

Real time reports can be aggregated by groups

Select Real Time Reports aggregated by Command Groups:

System Status

Report: Aggregate By Group ▾ ▶ Set As Default
 Filter: Standard
 Choose Aggregate By Group
CustomSystemReport
 SkillGroup1

System Status **By Group** Auto Refresh Window Triggers Report ▾ ⚙️ ✎

Date: 11/12/2014 09:13

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Group Name ▲	Calls Waiting	Oldest Call	Avg Speed Answer	Aband Calls	Avg Aband Time	Ac'd Calls	Avg Talk Time
SkillGroup1	0	0:00	0:22	0	0:00	84	0:26

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.

Split Stats Auto Refresh Window Triggers Report ▾ ⚙️ ✎

Date: 11/12/2014 09:19

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Name ▲	Num	Avail	AUX	Oldest Call	Calls Waiting
<i>Insurance	3	1	1	0:00	0
Car' Department	1	3	1	0:00	0
Car' Department	1	0	0	0:00	0

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.

Name	Num	Calls Waiting	Oldest Call	Avg Speed Answer	Avail Agents	Aband Calls	Avg Aband Time	Acd Calls	Avg Talk Time	Avg After Call	% In Svc Lvl
Mortgage	4	0	0:00	0:23	1	0	0:00	33	0:28	0:45	60
Pre\Sales\	5	1	0:56	0:27	2	0	0:00	46	0:20	0:46	50

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

Name: New Alert

PBX: Reports

Field: Real-time System Calls Waiting

Trigger when: above 10

Display properties of web alert:

Color of text: #0000ff sample text

Background color: #00ffff

Bold text:

Italic text:

Popup window:

Play a sound (URL): alert.mp3 Choose

Keep playing a sound:

Submit Cancel

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/.