

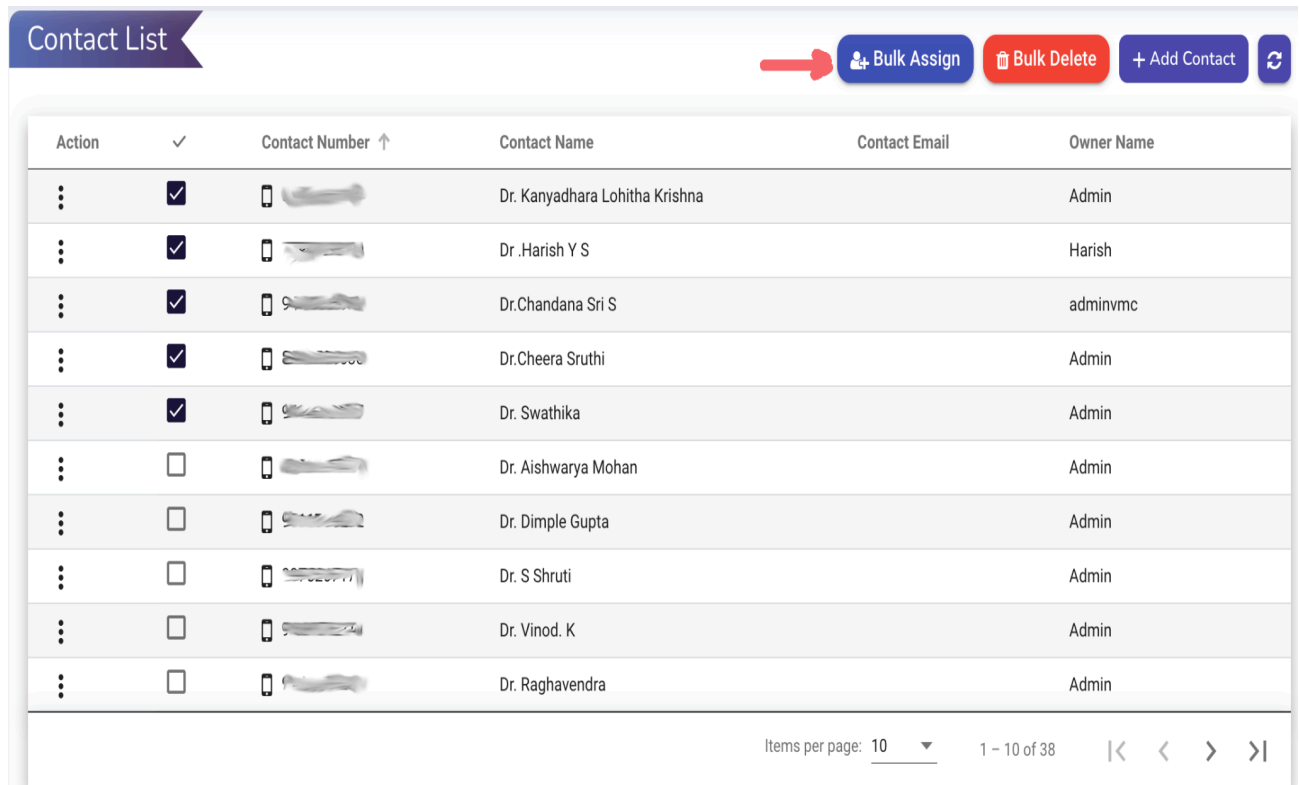
Release Note

What's New!

Contact List :

Bulk Assign :

- Admins can assign the owner name for multiple contacts at once.
- By selecting the checkboxes for desired contacts, the "**Bulk Assign**" option will appear on the dashboard, allowing for easy bulk assignment.
- Multiple contacts can be assigned by clicking the checkbox.



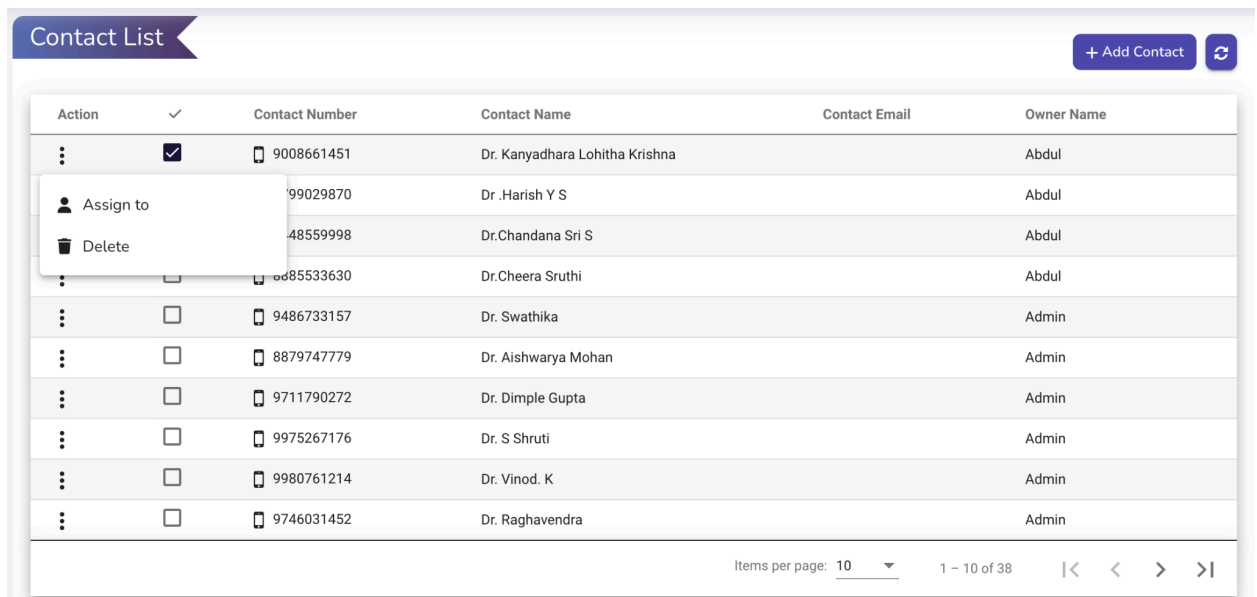
The screenshot displays the 'Contact List' interface. At the top right, there are four buttons: 'Bulk Assign' (highlighted with a red arrow), 'Bulk Delete', '+ Add Contact', and a refresh icon. Below the buttons is a table with the following columns: Action, Contact Number, Contact Name, Contact Email, and Owner Name. The table contains ten rows of contact data. The first five rows have their checkboxes checked, while the last five rows have their checkboxes unchecked. At the bottom right of the interface, there is a pagination control showing 'Items per page: 10' and '1 - 10 of 38'.

Action	✓	Contact Number ↑	Contact Name	Contact Email	Owner Name
⋮	<input checked="" type="checkbox"/>	📞 [Redacted]	Dr. Kanyadhara Lohitha Krishna		Admin
⋮	<input checked="" type="checkbox"/>	📞 [Redacted]	Dr. Harish Y S		Harish
⋮	<input checked="" type="checkbox"/>	📞 [Redacted]	Dr. Chandana Sri S		adminvmc
⋮	<input checked="" type="checkbox"/>	📞 [Redacted]	Dr. Cheera Sruthi		Admin
⋮	<input checked="" type="checkbox"/>	📞 [Redacted]	Dr. Swathika		Admin
⋮	<input type="checkbox"/>	📞 [Redacted]	Dr. Aishwarya Mohan		Admin
⋮	<input type="checkbox"/>	📞 [Redacted]	Dr. Dimple Gupta		Admin
⋮	<input type="checkbox"/>	📞 [Redacted]	Dr. S Shruti		Admin
⋮	<input type="checkbox"/>	📞 [Redacted]	Dr. Vinod. K		Admin
⋮	<input type="checkbox"/>	📞 [Redacted]	Dr. Raghavendra		Admin

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Single Contact Assign:

- Admin can select a single contact by clicking the checkbox of the desired contact that will be assigned to the user.



The screenshot shows a 'Contact List' interface with a table of contacts. The table has columns for Action, Contact Number, Contact Name, Contact Email, and Owner Name. The first row is selected, and a dropdown menu is open over it, showing 'Assign to' and 'Delete' options. The table contains 10 rows of contact data.

Action	Contact Number	Contact Name	Contact Email	Owner Name
<input checked="" type="checkbox"/>	9008661451	Dr. Kanyadhara Lohitha Krishna		Abdul
<input type="checkbox"/>	99029870	Dr. Harish Y S		Abdul
<input type="checkbox"/>	48559998	Dr. Chandana Sri S		Abdul
<input type="checkbox"/>	85533630	Dr. Cheera Sruthi		Abdul
<input type="checkbox"/>	9486733157	Dr. Swathika		Admin
<input type="checkbox"/>	8879747779	Dr. Aishwarya Mohan		Admin
<input type="checkbox"/>	9711790272	Dr. Dimple Gupta		Admin
<input type="checkbox"/>	9975267176	Dr. S Shruti		Admin
<input type="checkbox"/>	9980761214	Dr. Vinod. K		Admin
<input type="checkbox"/>	9746031452	Dr. Raghavendra		Admin

- Bulk Delete:

Agents can delete multiple selected contacts in one action, or also choose the option for a single delete from the action tab.

Contact List					
Action	✓	Contact Number ↑	Contact Name	Contact Email	Owner Name
⋮	<input checked="" type="checkbox"/>	9008661451	Dr. Kanyadhara Lohitha Krishna		Admin
⋮	<input checked="" type="checkbox"/>	7799029870	Dr .Harish Y S		Harish
⋮	<input checked="" type="checkbox"/>	9448559998	Dr.Chandana Sri S		adminvmc
⋮	<input checked="" type="checkbox"/>	8885533630	Dr.Cheera Sruthi		Admin
⋮	<input checked="" type="checkbox"/>	9486733157	Dr. Swathika		Admin
⋮	<input type="checkbox"/>	8879747779	Dr. Aishwarya Mohan		Admin
⋮	<input type="checkbox"/>	9711790272	Dr. Dimple Gupta		Admin
⋮	<input type="checkbox"/>	9975267176	Dr. S Shruti		Admin
⋮	<input type="checkbox"/>	9980761214	Dr. Vinod. K		Admin
⋮	<input type="checkbox"/>	9746031452	Dr. Raghavendra		Admin

Items per page: 10 1 - 10 of 38 < > >> <<

Shift Timing Configuration :

- **General Shift:**
 - User can assign shifts to particular agents in daywise, specific time shifts.

Shift Timings

General Shift Round the Clock Shift

<input checked="" type="checkbox"/> Sunday	From * 00:00	To * 23:59
<input checked="" type="checkbox"/> Monday	From * 00:00	To * 23:59
<input checked="" type="checkbox"/> Tuesday	From * 00:00	To * 23:59
<input checked="" type="checkbox"/> Wednesday	From * 00:00	To * 23:59
<input checked="" type="checkbox"/> Thursday	From * 00:00	To * 23:59
<input checked="" type="checkbox"/> Friday	From * 00:00	To * 23:59
<input checked="" type="checkbox"/> Saturday	From * 00:00	To * 23:59

Round the Clock Shift:

In this feature users would have the feasibility to configure shifts around the clock. Users would need to configure by configuring each half of the day at once.

Shift Timings

General Shift Round the Clock Shift

Sunday

	From	To
First Half	00:00	11:59
Second Half	12:00	23:59

Monday

	From	To
First Half	00:00	11:59
Second Half	12:00	23:59

Tuesday



	From	To
First Half	00:00	11:59
Second Half	12:00	23:59























Wednesday

Calling Group:

In this two new columns have been added in which users would have the feasibility to see if the created group has the below options enabled or not.

- Sticky Agent : If the sticky agent is enabled for a group it would have the green tick “” in the column or would have the red cancel mark “”.
- Group Timings : If the group timings is enabled for a group it would have the green tick “” in the column or would have the red cancel mark “”.

List Group [16] + Add Group  

Action	Group Name / Group Identifier	Associated Number(s)	Manager Role	No. of Employees	Sticky Agent	Group Timings
⋮	SP Demo (30)	8899887799 (in)	Admin	1		
⋮	Sales (31)	8047351817 (in)	testing	1		
⋮	Support (32)	8048634602 (in),80...	Uttarayan Mukherjee	2		
⋮	testing call group (33)	8040746435 (in),80...	Narunkumar	3		
⋮	testgroup (35)	8047351998 (in)	Testing Manager	1		
⋮	newgrp (36)		testing	3		
⋮	uattestgrp (37)		Narunkumar	2		
⋮	testinggrpinfra (38)		Narunkumar	1		
⋮	testpredictive (39)		Uttarayan Mukherjee	1		
⋮	testing server (40)	8062378749 (in)	Admin	6		
⋮	testgrpNew (41)	8071735004 (in)	Narunkumar	6		

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Bulk Assignment for Agents

Calling Mode Configuration:

- When multiple agents are selected, the **“Select Mode”** feature becomes available.
- Admin can choose agents preferred mode, switching between softphone and mobile options.

List Agents [63]

Select mode [Download] + Add Agent [Bulk Upload] [Refresh]

Action	Mode	Agent Name	User Name	Role	Calling Mode	Reporting To	Email	Phone Number	Ext
⋮	<input checked="" type="checkbox"/>	Abdul	dks09	Agent	Softphone	Testing Team Lead	abdujabbarmech06@gmail.com	[Redacted]	812
⋮	<input checked="" type="checkbox"/>	Admin	businessadmin@mcube.com	Admin	Softphone		dinesh.kumar@mcube.com	[Redacted]	818
⋮	<input checked="" type="checkbox"/>	adminvmc	adminvmc	Admin	Softphone		admin@mcube.com	[Redacted]	0
⋮	<input checked="" type="checkbox"/>	Audit	audituser	Admin	Softphone		useraudit@gmail.com	[Redacted]	
⋮	<input checked="" type="checkbox"/>	bkal	bkalpana	Agent	Softphone	Team Lead		[Redacted]	
⋮	<input checked="" type="checkbox"/>	demo	demo@gmail.com	Admin	Softphone		demo@gmail.com	[Redacted]	
⋮	<input checked="" type="checkbox"/>	dnew	dnew	Agent	Softphone	Team Lead		[Redacted]	
⋮	<input checked="" type="checkbox"/>	gnan	gnaneshwar.g@gmail.com	Agent	Softphone	Team Lead	@Test	[Redacted]	
⋮	<input checked="" type="checkbox"/>	Harish	sai.harish@mcube.com	Agent	Softphone	Team Lead	@Test	[Redacted]	801
⋮	<input checked="" type="checkbox"/>	Kalpana	kalpana	Admin	Softphone		kalpana.bogathi@mcube.com	[Redacted]	830
⋮	<input checked="" type="checkbox"/>	Manager@Test	manager@test.com	Manager	Softphone	Testingsrmanager	manager@test.com	[Redacted]	829

Select a mode

- Softphone
- Mobile

Agents Group Configuration:

- By selecting the checkboxes' the admin can add the selected agents directly into a calling group.

List Agents [63]

[+ Calling Groups] Select mode [Download] + Add Agent [Bulk Upload] [Refresh]

Action	Agent Name	User Name	Role	Calling Mode	Reporting To	Email	Phone Number	Ext	Login Stat
⋮	<input checked="" type="checkbox"/>	Abdul	dks09	Agent	Softphone	Testing Team Lead	[Redacted]	812	Logged out
⋮	<input checked="" type="checkbox"/>	Admin	businessadmin@mcube.com	Admin	Softphone		[Redacted]	818	Logged out
⋮	<input type="checkbox"/>	adminvmc	adminvmc	Admin	Softphone		[Redacted]	0	Logged out
⋮	<input type="checkbox"/>	Audit	audituser	Admin	Softphone		[Redacted]		Logged out
⋮	<input type="checkbox"/>	bkalpana	bkalpana	Agent	Softphone	Team Lead	[Redacted]		Logged out
⋮	<input type="checkbox"/>	demoacc	demo@gmail.com	Admin	Softphone		[Redacted]		Logged out
⋮	<input type="checkbox"/>	dnew	dnew	Agent	Softphone	Team Lead	[Redacted]		Logged out
⋮	<input type="checkbox"/>	gnaneshwar	gnaneshwar	Agent	Softphone	Team Lead	[Redacted]		Logged out
⋮	<input type="checkbox"/>	Harish	useralpha	Agent	Softphone	Team Lead	[Redacted]	801	Logged out
⋮	<input type="checkbox"/>	Kalpana	kalpana	Admin	Softphone		[Redacted]	830	Logged out
⋮	<input type="checkbox"/>	Manager@Test	manager@test.com	Manager	Softphone	Testingsrmanager	[Redacted]	829	Logged out
⋮	<input type="checkbox"/>	March, test02	DKS020	Agent	Softphone	Team Lead	[Redacted]	506	Logged out

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Audit Trails:

- Every activity in the panel is now recorded in a log report, making it easy to track and review all actions.
- Admin can search these activities by date for easy tracking and review.

Audit List [520]

#	Date	Modified Message	Unmodified Message	Audit Message
1	25-Jun-2024	"The IVRS testing vodafone ivrs updated successfully by DKS08 from 14.194.218.42 at 2024-06-25 17:59:06"	--	Record update successfully
2	25-Jun-2024	"Logged in successfully by Nandini Chittari ::1 at 2024-06-25 17:55:09"	--	Record update successfully
3	25-Jun-2024	"The Test Group group updated successfully by DKS08 from 14.194.218.42 at 2024-06-25 17:45:07"	--	Record update successfully
4	25-Jun-2024	"Changed to softphone mode by Abdul from 14.194.218.42 at 2024-06-25 17:44:29"	--	Record update successfully
5	25-Jun-2024	"Logged in successfully by Abdul 14.194.218.42 at 2024-06-25 17:43:35"	--	Record update successfully
6	25-Jun-2024	"Changed to softphone mode by testing from 14.194.218.42 at 2024-06-25 17:43:01"	--	Record update successfully
7	25-Jun-2024	"The Test Group group updated successfully by DKS08 from 14.194.218.42 at 2024-06-25 17:41:57"	--	Record update successfully
8	25-Jun-2024	"Logged in successfully by Uttarayan Mukherjee 14.194.218.42 at 2024-06-25 17:37:38"	--	Record update successfully
9	25-Jun-2024	("is_logged_in":0,"authtoken":")	"online to offline"	Record update successfully
10	25-Jun-2024	"The agent Abdul is updated by DKS08 14.194.218.42 at 2024-06-25 17:14:11"	--	Record update successfully

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- In this a search option has also been added in which we have a date search for the audit log.

Audit List [520]

#	Date	Modified Message	Unmodified Message
1	25-Jun-2024	"The IVRS testing vodafone ivrs updated successfully by DKS08 from 14.194.218.42 at 2024-06-25 17:59:06"	--
2	25-Jun-2024	"Logged in successfully by Nandini Chittari ::1 at 2024-06-25 17:55:09"	--
3	25-Jun-2024	"The Test Group group updated successfully by DKS08 from 14.194.218.42 at 2024-06-25 17:45:07"	--
4	25-Jun-2024	"Changed to softphone mode by Abdul from 14.194.218.42 at 2024-06-25 17:44:29"	--
5	25-Jun-2024	"Logged in successfully by Abdul 14.194.218.42 at 2024-06-25 17:43:35"	--
6	25-Jun-2024	"Changed to softphone mode by testing from 14.194.218.42 at 2024-06-25 17:43:01"	--
7	25-Jun-2024	"The Test Group group updated successfully by DKS08 from 14.194.218.42 at 2024-06-25 17:41:57"	--
8	25-Jun-2024	"Logged in successfully by Uttarayan Mukherjee 14.194.218.42 at 2024-06-25 17:37:38"	--
9	25-Jun-2024	("is_logged_in":0,"authtoken":")	"online to offline"
10	25-Jun-2024	"The agent Abdul is updated by DKS08 14.194.218.42 at 2024-06-25 17:14:11"	--

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Search Audit Trail

Date

6/24/2024

S M T W T F S

JUN 1

2 3 4 5 6 7 8

9 10 11 12 13 14 15

16 17 18 19 20 21 22

23 24 25 26 27 28 29

30