

S-NET CONNECT 6.0 Release Notes



Unified Chat

With S-NET Connect 6.0 you can enjoy unified chat messaging between Desktop and Mobile applications. Your chat history is now stored on redundant servers in S-NET's data center, enabling your conversations to be synched between all your devices. In addition, features such as chat history, group creation and adding participants to a conversation are all integrated into the Chat window.

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Roderick Welch Online on Desktop	¢	. 4 ⊑ & O i	Chats
Sales Soles Volanda Lloyd Hoti			C Sales Tou OK thinks Volanda Lloyd Harris Kodenck Welch
Roderick Welch 11.37 Thanks, rill take a look right away.	Today Roderck Welch H Matt mit		Rođerick Welch Tharks, I'l take a look right away. Frances Dennis Come to my office when you've got a
Frances Dennis 11:34 Come to my office when you've g	Here are the release notes you requested.		
	Release notes pdf 3 30 1 1111		0
	Thanks, I'll take a look right away.	11.37 🛷	
You have unread messages	ype message	🗖 🙂	Phone Directory Chats Conferences More

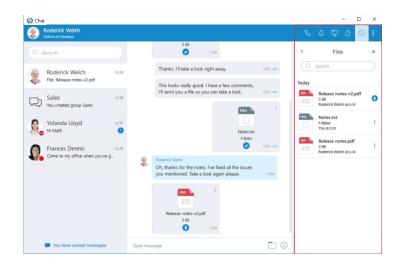
Additional chat features:

- **Chat Groups |** In S-NET Connect 6.0, you remain part of any group that you have been added to, even after you log out of the application. In addition, all participants are now able to see group information and can manage the conversation with actions such as Delete, Leave, Change Group Name, or Mute/Unmute.
- Search Bar | Conveniently search for conversations and specific messages within a conversation by typing your keywords into the search bar.
- **Message Sending |** For each message sent, S-NET Connect displays an icon indicating the status: Sending, Sent, Delivered, Seen or Failed. You can now click Try Again to resend failed messages.
- New Messages | S-NET Connect 6.0 indicates unread messages in the chat window.

Chat			– 🗆 ×	S Chat		- 🗆 X
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Messages				Sales Thursday You added Yolanda Lloyd into t		Sales
Roderick Welch Thursday You: Thanks, I'll take a look righ		Thursday		Roderick Welch Thursday Thanks, ril take a look right aw		Chat Admin
		Rodenick Welch Hi Matt 1630		Frances Dennis Thursday Come to my office, please.		(You) Matt Ferguson Participants (3) +
		Here are the release notes you requested 16.31		Yolanda Lloyd Thursday Hi Matti	-	Frances Dennis
		Release Notes pdf 11 MB 15 July 16.32			Thursday You created group Sales added France: Dennis Into the group	Roderick Welch
		Thanks, I'll take a look right away.	1636 🖋	You	added Yolanda Lloyd into the group	
C No unread messages	Туре	message	D O	No unread messages Type message	Ē ©	Mute Leave



S-NET CONNECT | Version 6.0 Release Notes



File Sharing Across Devices

S-NET Connect 6.0 enables you to share files in both regular and group chats. Files are stored and can be downloaded until they reach an expiration time set for your organization in the S-NET Admin Portal.

S-NET Connect automatically downloads thumbnails for image and video files.

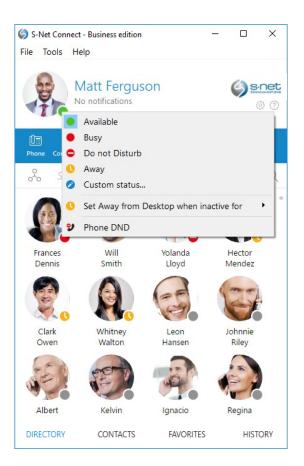
S-NET Connect now features a Files overview screen in the chat window, making it easy to see all files associated with a conversation in one place.

Unified Presence

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S-NET Connect 6.0 provides unified presence synched across all your devices (Desktop and Mobile).

- For all current online users, a status of what device they are using is provided.
- For users who are not currently online, the time of their last activity is shown, providing a better understanding of their availability.
- Every user can set a personal status to describe their current availability. In addition to predefined options such as Available, Busy, Do Not Disturb or Away, each user can customize their status to describe their current availability in their own words.
- When setting your availability, you can also set an expiration time to let the application revert your status to Available after a certain period of time.
- Setting your status to Do Not Disturb will now disable chat messages, conference invitations and other user login notifications.



Central Phone Book

Central Phone Book is a centralized list of contacts managed by your system administrator. It is shared across all your organization's S-NET Connect users, and is combined with the rest of each user's contacts from sources such as Google or your company CRM.

Beside contacts managed by the system administrator, each user can manage a personal list of contacts as well. You can manage your personal phone book through Online Self Care.

S-Net Connect - Business edition — File Tools Help	D X
Matt Ferguson No notifications	snet © 0
Phone Conference Chut My Dialer Send Fax Cell Parking	8
Search contact	Q
CENTRAL PHONE BOOK (3070)	CZ
Abagail Finey (Dazzlesphere) Home: 5805	1
Abby Western (Edgewire) Home: 7480	
Abdel Sebrook (Oyoba) Home: 7394	
Abe Maryon (InnoZ) Home: 7138	
Abel Klimochkin (Kare) Home: 7649	
Abelard apennyo3 Penny (Devshare) Home: 5867	
DIRECTORY CONTACTS FAVORITES	HISTORY

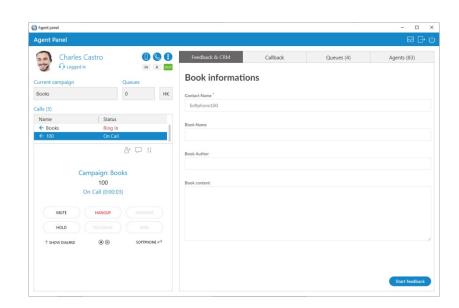


Improved Department Filtering

In S-NET Connect 6.0, department filtering is easier than ever. Review the label to see which department's contacts are currently displayed, or open the drop down menu to switch your view to another department in your organization.

New Design for Call Center Agent Edition

S-NET Connect Call Center Agent Edition now comes with a new, userfriendly design. All agent features are now located in the 'Agent Panel' window, making it easier for the agent to handle multiple calls, manage feedback forms, CRM popups, callbacks, as well as see other agents and queues.





Outbound Call Center

The S-NET Connect Outbound Call Center was designed with campaigns in mind. Agents can be members of multiple campaigns, but can be active in only one during a login session. Agents can work a campaign or queue at a time, but not both simultaneously.

Agents can be required to submit information about call outcomes (dispositions) and campaign-specific feedback forms after each call. Dispositions and feedback forms can be customized to your organization's unique needs in the S-NET Communications Admin Portal.

gent Panel						₽ 🕞
			Feedback & CRM	Callback	Queues (4)	Agents (15)
urrent campaign	Queu		Book information	ons		
Books	0	НК	Contact Name*			
alls (1)			Softphone100			
Name	Status		Book Name			
← 100	Finished		BOOK Name			
1 Retry	CALL FINISHED 100 0:00:26	I.	Science Fiction Book Author			
 Personal Not availab Finished 	le		Book content			
5 DNC Globa	() () () () () () () () () ()					
6 DNC						
7 Completed	list					
						Submit Cancel

Call Center Managers can manage outbound teams in various ways:

- **Power Strategy |** Agents log in to a campaign and wait for the next call from that campaign.
- **Preview Strategy |** Agents can preview lead details and decide which leads to contact and which leads to skip.
- **Progressive Strategy |** Agents can preview lead details but are not able to skip leads. There is also a specific time frame during which they must perform the dialing.

Blended Call Center

S-NET Connect 6.0 now supports blended call center functionality. In blended mode, agents can be moved from inbound to outbound calling when the queue is not busy, and from outbound to inbound if there are people waiting in the queue. The switch can be handled manually or automatically:

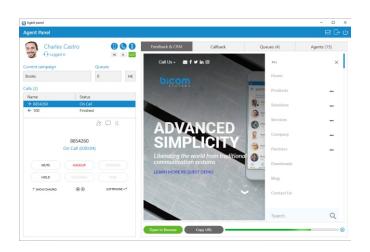
- Automatic Blending | S-NET Connect can automatically move agents from inbound to outbound calling or from outbound to inbound based on the number of idle agents per queue. Idle agent thresholds can be customized to your call center's unique needs.
- **Manual Blending |** Manual blending allows agents to choose between inbound, outbound and blended modes manually when they log in to the S-NET Connect Agent Edition application, or while the application is in use. Call center supervisors also have the option to change an agent's direction manually in the S-NET Connect Supervisor Edition.



Personal Callback

Agents can chose to call leads again by selecting the Callback disposition and setting a callback time after a call. The Callback tab provides agents with a list of all of their upcoming and expired callbacks in one place, displaying information such as a lead's name, phone number, the date and time of the last call to the lead, and the date and time a callback is scheduled.

0							
Charles Cas	tro		Feedback & CRM	Callback	Queues	(4)	Agents (15)
Logged in		IN 8 OUT	Name	Number	Last dial date	Next dial dat	e
urrent campaign	Queu	es		100	07 Nov. 2019 11:14	21 Nov. 201	
Books	0	нк	-	100	07 Nov, 2019 11:14	20 Nov, 201	9 11:14
alls (1)							
Name	Status						
← 100	Finished						
	100						
1 Retry							
Retry Personal	100						
 Retry Personal Not available 	100						
Retry Personal Not available Finished	100						
 Retry Personal Not available 	100						
Retry Personal Not available Finished DNC Global	100						
Retry Personal Not available Finished	100	~					



Integrated Web Browser for CRM Popup

Screen Pops and CRM information can now be displayed within the Agent panel window instead of opening a web page in your default browser.

Project Codes

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In S-NET Connect 6.0, agents can now view and select project codes for all outgoing calls. Project codes can be found in the phone dialog.

Supervisor Edition with Agent Features

The S-NET Connect 6.0 Supervisor Edition now enables supervisors to log in as agents and use all Agent Edition features.





SIMPLIFYING CLOUD COMMUNICATIONS

Call Statistics for the Entire Call Center

In S-NET Connect 6.0, call center supervisors can now review call statistics for the entire call center and compare queue performance. Previously restricted to queue-specific statistics, this newly added functionality provides more efficient performance monitoring.

Supervisor Panel												- 0 ×
Supervisor		Queues		gents Graphs	Agent Statistics					Campaigns		\$ O I
NAME	TOTAL CALLS	ANSWERED	UNANSWERED	WAITING	IDLE	BUSY	PAUSED	AVG WAIT TIME	MAX WAIT TIME	ANSWERED (%)	UNANSWERED (%)	SERVICE LEVEL (%)
All queues	2	0	2	0	1	0	0	0	0	0	100	100
Support	0	0	0	0	0	0	0	0	0	0	0	100
Sales	1	0	1	0	1	0	0	0	0	0	100	100
Marketing	0	0	0	0	0	0	0	0	0	0	0	100
Development	1	0	1	0	0	0	0	0	0	0	100	100
⑦ Total numb	er of queues: 5										•	Close

Improved Agent Statistics

Compared to previous editions that only displayed inbound call statistics for each agent, S-NET Connect 6.0 now includes all agent calls in reporting, including inbound, outbound and direct.

	Last refresh 07 Nov 2019 15:55:	50							Sear	ch		
Calls				Talk Time			Idle Time		Sessions		Pauses	
agent -	• Total 0	Answered	Unanswered	Total	Mean 0	Mean Delay	Total	Mean 0	Total	Count	Total 0	Count
Agent/1009 (Amber Howell)	0	0	0	00d 00h 00m 00s	0	00d 00h 00m 00s	0					
Agent/2323 (Betsy Barnes)	0	0	0	00d 00h 00m 00s	00d 00h 00m 00s	00d 00h 00m 00s	00d 15h 55m 50s	00d 00h 00m 00s	00d 15h 55m 50s	1	00d 00h 00m 00s	0
Agent/3232 (Leroy Summers)	0	0	0	00d 00h 00m 00s	00d 15h 55m 50s	1	00d 15h 55m 50s	1				
Agent/5000 (Enrique Mann)	0	0	0	00d 00h 00m 00s	0	00d 00h 00m 00s	0					
Agent/5001 (Dominic Parker)	0	0	0	00d 00h 00m 00s	0	00d 00h 00m 00s	0					
Agent/5005 (Jean Tucker)	0	0	0	00d 00h 00m 00s	0	00d 00h 00m 00s	0					
Agent/5006 (Milton Norman)	0	0	0	00d 00h 00m 00s	0	00d 00h 00m 00s	0					
Agent/5101 (test test)	0	0	0	00d 00h 00m 00s	0	00d 00h 00m 00s	0					
Agent/5102 (test test)	0	0	0	00d 00h 00m 00s	0	00d 00h 00m 00s	0					
Agent/5103 (test test)	0	0	0	00d 00h 00m 00s	0	00d 00h 00m 00s	0					
Agent/5104 (test test)	0	0	0	00d 00h 00m 00s	0	00d 00h 00m 00s	0					



Campaign Statistics

S-NET Connect Supervisor Edition now includes daily campaign statistics under the Campaigns tab.

			Calls			Agents			Contacts		
		Campaign •	Dialing	Connecting 0	Connected 0	Logged 0	Paused 0	Idle •	Busy 0	Total 0	Rate
	Lill		0	0	0	0	0	0	0	0	0.00%
	<u>[.11]</u>	Books	0	0	0	1	0	1	0	0	0.00%
	<u>[.11]</u>	Campaign 505 Power	0	0	0	0	0	0	0	0	0.00%
1.0	[11]	Preview999	0	0	0	0	0	0	0	0	0.00%
	<u>lılıl</u>	TuzlaCallcenter	0	0	0	0	0	0	0	0	0.00%
10	<u>[.11]</u>	ZagrebCallcenter	0	0	0	0	0	0	0	0	0.00%
-	Life	ZZZZCallcenter	0	0	0	0	0	0	0	0	0.00%

Change Agent Direction as Supervisor

In S-NET Connect 6.0 call center supervisors can:

- Monitor information for all logged-in agents set to visible in the Preferences dialog.
- See each agent's direction and watch blending in real time as agents are moved from inbound calls to outbound campaigns or the other way around.
- Manually change the direction of any agent by using the directions buttons.
- See which project code each agent is using and monitor campaigns.

Supervisor			ward Agents	Graphs A							€0
AGENT	NAME	AGENT ID	STATE	TIME IN STATE	UNIQUE CA	ALL ID CAL	L DIRECTION	CALL TYPE	CALL INFO	LOGIN TIME	LOGIN TY
C Leroy Summers	IN 8 CUT	3232	PAUSED	14:34:44						14:34	Callback
Betsy Barnes	N B CUT	2323	IDLE	01d:03h:27m:22s						14:34	Callback
Charlotte		181	OFFLINE	01d:03h:27m:22s						N/A	Member
Charles Castro	N 8 OUT	5176	IDLE	00:08:31						00:28	Callback

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