Asteria Software Suite 8

Configurator   Shower

Reporter   Q+Assist

Rev 3.2

8.0 Change Log

Highlights

Users

- Alternative Contact numbers for InfoCast
- Improved administration scheme
- Advanced permissions control
- Audit Logging

Trunks and Applications

- Added support for configuration of DUNDi trunk
- Primary and Backup trunk configuration for outbound routing
- Capability to configure and customize voicemail settings via the interface

Phones

- New Polycom phone detection and management
- Expanded options for Polycom phones
- Set individual phone settings with capability to force global settings
- New remote phone capabilities

User Interface

- Updated layout
- Create and assign skins for customizations
- Spanish support

System

- Runs on Ubuntu 12.04 and Asterisk 11
- Service monitoring via monit
- Advanced and improved call logging includes Call Event Logs (CELS)

Security

- Built in firewall
- Improved security with fail2ban
- Ability to encrypt PINs

70+ NEW FEATURES AND IMPROVEMENTS

With over 1000 files modified, Asteria Software Suite 8.0 is our largest update to date.

Users

- Hotdesking for Polycom phones
- Improved recording management
- Improved adding of Users
- Alternative Contact Numbers for users to be contacted via InfoCast
- Superuser and better administration access levels

Devices / Phones

- Audit logging
- New Polycom detection and management
- Expanded options for Polycom phones
- Set individual or global settings for phones
- Ability to force global settings for phones
- New remote phone capabilities between Asterisk and remotely registered phones
- Ability to configure DUNDi trunks
- Outbound routing rules for primary and backup trunk configuration
- New view and filtering for Extensions and DIDs
- CID routing rules
- New default routing included to eliminate need for user configuration
- Improved digit mapping
- Added ability to set multiple routes to a different trunk
- Account code based routing

CDRs

- Improved call logging with Call Event Logs (CELs)
- Asterisk log view available for CELs

Extensions

- Added ability to use internal Caller ID for site to site situations
- Standalone voicemail
- New Infocast extension type
- New Hotdesk login extension type
- Ability to segregate extensions types
- New call park settings
- Ability to customize voicemail via the interface
- Call by name in departments across multiple PBX deployments

Interface

- Skins with 20+ points of customization
- Change fonts
- New login and launch pages
- Debranding capability

Queues

- Edit multiple queues simultaneously
- Auto pause for agents
- Improved adding and managements of queue members
- Add and remove queue members without restarting the queue viewer
- Inclusion of a default set of pause reasons

Security

- Improved security with fail2ban
- Built in firewall

IVRs

- Global time periods resulting in the ability to create a global holiday list
- Added capability for IVRs to interact with databases
- Tag Reports for IVRs
- Ability to add Javascripts to IVRs (See included example Weather IVR)
- Add, remove, and reorder multiple sound in an IVR state
- Ability to preview sounds directly inside the IVR builder
- Improved graphical IVR visualizations
- Improved navigation of graphical IVR visualizations with the ability to pan, zoom, highlight, and select states
- Improved AMD detection
- Improved display of folders and subfolders for custom sounds
- Delete multiple IVR states
- Ability to set dial plan variables without using AGI commands
- Switch state added for IVRs
- Addition of IVR states to send email or SMS
- Add to number list state

Call Groups

- Infocast moved to call groups
- Improved Infocast statistics display
- Ability to change music on hold for individual Find Me / Follow Me

Sounds

- Better language support for sounds
- Upload entire folders of sounds
- Increased upload file size limits

System

- Backups now include important license information
- Ubuntu 12.04
- Asterisk 11
- PostgreSQL 9.2
- PHP 5.3
- Process monitoring using monit
- Replication Mmonitoring

8.1 Change Log

New features

- Individual Agent reports track an agent's daily activity in one report
- Individual supervisor report track a supervisor's daily activity in one report
- Inbound CID routing
- Account code based outbound routing
- Added per user timezones for voicemail and hard phones
- Added ability record or replace sound files
- Added ability to configure failover trunk per outbound pattern
- Configure and reboot Yealink phones
- Remove duplicates when uploading number pools
- Process monitoring and self healing capabilities

Enhancements and fixes

- Enhanced hotdesk support
- Extended Polycom configuration capabilities
- Expanded and improved documentation
- Extended DUNDi support
- Improved performance for NFS call recording storage
- Improved voicemail management from configurator interface
- Fixed time period handling
- Skinning improvements
- Improved AMD performance on older hardware
- Meetme recording

New Application: Q+Assist

- Extensive feature enhancements
- Multi-window views
- Supervisory call monitoring capabilities
- Agent can choose between the user or queue outbound CID when placing outbound calls
- Standalone application for Windows and Mac

8.2 Change Log

New features

- Added Queue Callback functionality
- Added ability to push call data to a remote system after each call
- Added ability to send listen, barge, and triage to arbitrarily selected extensions
- Added TCPSIP (SIP over TCP)
- Added ability to view agent recordings and wait time with notes
- Added minimum announce frequency to queue settings
- Added ability to create custom directories for Polycom phones
- Added user option for attended transfer beep
- Added option to respect Daylight Saving time on a per phone basis on Polycom phones
- Added qualify frequency option to devices
- Expandable CDRs
- Added ability to test outbound routes
- New IVR report
- New Audit Log keeps detailed track of changes made in Configurator.

New Application: Shower

- New Operator Panel application Shower
- View all Users and call statuses
- Transfer calls to other users or directly to voicemail
 - Pick up incoming ringing calls

Q+Assist New Features and Improvements

- Integrated Insight into Q+Assist so users and supervisors can use the same software
- New Q+Wallboard app created (no longer an Adobe Air application) for displaying call center statistics in real time
- Added blind and attended transfer buttons
- Added countdown for wrap-up time in Q+Assist
- Added colors for agent status
- Added pause time column
- Added last triage column
- Ability to enable/disable agent pausing by supervisors in Q+Assist on a per agent basis
- Added ability to chose which queue outbound calls originate from
- Added disposition pause to Q+Assist
- Added option for agents to be automatically logged in and out of queues when starting and exiting Q+Assist
- Added to All Agents option for supervisors to see information on all agents in all queues
- Added Additional Columns
- Added ability to Show/Hide Columns.
- Improved layout. Added a supervisor and agent layout options.
- More flexible nesting of windows.
- Improved table display.
- Dynamic Agents have a queue status and a device status.

Improvements

- Improved how Pai handles renaming of queues
- Extended DUNDi support even further
- Improved accuracy and speed of reports
- Improved ability for supervisors to follow agent or caller for listen function in Assist
- Change default datatable view to show 100 rows and added ability to display up to 1000 rows in data tables
- Database modifications and added indices for improved performance
- Improved support for XORCOM USB telephony devices
- Extended documentation
- Passwords and secrets hidden by default
- Copying IVRs now populates the name field automatically
- Restricted deletion of sounds in use by IVRs
- Updated Polycom firmware supports wider range of phones (including VVX series phones).

New Reporter features

- New Queue Callback report
- Added yesterday option to Reporter
- Added adjustable quality wait time cutoff for SLR reports
- Added individual agent report and supervisor reporting to Reporter
- Added more periodic email reports
- Added option in Reporter to filter outbound calls made from Assist or view all outbound calls by agent
- Added mimimim abandon time in SLR reports

New add/edit/delete features

- Added ability to clone outbound routes
- Added multi-delete to conference rooms
- Added multi-delete to IVRs
- Added multi-delete for extensions
- Added multi-delete and reboot for multiple phones
- Added multi-delete to call groups
- Added multi-delete to InfoCast groups
- Added multi-delete to skins
- Added multi-edit for outbound routes
- Added multi-edit for queues
- Added user password confirmation
- Added play button to play all sounds in the 'Play Sound' IVR state
- Added ability to create/assign DID when creating an extension
- Added ability to archive users
- Added ability to copy queues without copying members