

News in Teleopti Pro Service Pack 1

We are releasing Teleopti Pro Service Pack 1 on November 30th. This is a Service Pack packed with news and improvements. Much of this are developed on the demand from our customers. Here is a selection of new functions;



The Cost cube – longed-for news!

First we had the Response quality cube and now we are releasing the cube that is handling your cost data. With help of the Cost cube you can tailor-make your own reports and create KPIs that are important and specific for your business.

You can slice and dice your statistics about costs anyway you want.

Handling of MEX extensions

More and more of our customers converge to a One phone solution. Therefore the need of handling so called MEX extensions has increased. In SP1 we have a solution for that.

Attribute improvements

We are focusing on usability and we have made several improvements within the attribute area; easier and more efficient search functions, possible to multi edit attributes, you can hide attributes that you do not want to use etcetera. When you are booking services on objects you can also work with the attributes on the same page to make the workflow smoother.

Handling of uncategorized calls

Now there is a user interface for handling calls that are missing traffic - or a log case.

Repricing with rollback-function

Now you can regret the latest repricing you have done if it was not to your satisfaction.

Possible to unlock a locked out user

If a user has typed in a wrong password several times his account will be locked up. Teleopti used to have to unlock it in the database. Now it is possible to do so in the user interface. A locked up account will be red in the user list.

Special searches - objects

Now you can search the object, or number series, that has been free longest.

Easier to read response quality reports

Thanks to new colors the response quality reports are easier to read.

Number of services per page

You can choose how many services you want to list on each page.

