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ELSBETH Communication Manager

Release Highlights – Version 6.6

Enghouse Interactive

Multi-Time zone support

The Communication Manager supports the operation of mandants, telephony services and campaigns in different time zones. The respective time zone can be defined both at the mandant level as well as for individual services and campaigns. All time-related operations of the system are carried out taking into account the respectively assigned time zone.

Expiration Time for Call Jobs

For each call job to be transmitted to the Communication Manager, an individual expiration time can be assigned by the frontend system. If the call job cannot be started until the expiration time has been reached, it is automatically removed from the call job cache and returned to the frontend system via the backend interface.

Localization-Independent Processing of Report Files

The writing and reading of report file data by the Communication Manager, the Data Manager and the Recording Manager has been changed to a non-localization format. Thus, statistics data can now be processed independently of the localization settings of the executing computer.

Delete Recording Files

The recording manager has been extended with the new transfer mode DeleteOrders for deleting recording files. The connected frontend system sends deletion requests to the Communication Manager, which are then processed by the Recording Manager. The processing results are logged in the statistics file of the Recording Manager.

Support for Loose SIP Routing

The Aculab driver of the Elsbeth Communication Manager was extended by the support of loose SIP routing on the part of the remote station. This allows providers to be connected, which for their part mandatory use loose SIP routing.

Extraction of Dialed Numbers for Incoming SIP Calls

The gate offers the possibility of extracting the dialed number of incoming SIP calls from the SIP URI and processing them as a purely numerical number. On the one hand, this simplifies the configuration of hotline numbers and, on the other hand, contributes to a better readability of dialed numbers in call statistics and on graphical interfaces.

Calling Number Suppression for Anonymous Incoming SIP Calls

In the case of incoming SIP calls, it is possible at the gate to filter out the transmitted calling number for anonymous calls and to process it as an empty calling number. This allows a dial-in for a device via SIP call without calling number transfer, while making it easier for the frontend system to classify the call as anonymous.

Unification Naming Scheme in Aculab Gate Configuration File

The naming scheme in the configuration file for the Aculab component of the gate has been unified to avoid configuration errors due to misinterpretations of parameter names. In addition, the sample entries of the SIP account parameters are now based on typical use cases.

Support of New Elasticsearch Version

The logging feature of the Communication Manager for Elasticsearch has been extended to include support for the new Elasticsearch 7 release. The previous versions 5 and 6 are still supported.

Support of New MySQL Connector/NET Version

The version of the MySQL Connector used to develop the Data Manager has been upgraded to version 8.0.16. This upgrade allows the Data Manager to be linked to current MySQL Server versions using the MySQL recommended authentication method.

New Installer

The installation program of the Communication Manager has been replaced by a new version. In addition to the previous installation options, it now offers additional options for modifying and repairing existing installations. It also forms the basis for future extensions of the installation routines of the system.

Database Update Tool

A Database Update Tool is provided for updating the database tables of the Data Manager and Email Manager. Using this tool, database tables from previous versions can be adapted to the current software version, in terms of both their structure and the data they contain.

SNMP Monitoring Interface Extended by Channel Data

The SNMP monitoring interface of the Communication Manager has been extended by the entity 'Channel', which provides detailed characteristics for a channel of a telephone line. This allows monitoring of the status of all individual channels of the system.

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About Enghouse Interactive

Enghouse Interactive delivers technology and expertise to maximise the value of every customer interaction. The company develops a comprehensive portfolio of customer interaction management solutions. Core technologies include contact centre, attendant console, predictive outbound dialler, knowledge management, IVR and call recording solutions that support any telephony environment, on premise or in the cloud. Enghouse Interactive has thousands of customers worldwide, supported by a global network of partners and more than 800 dedicated staff across the company's international operations.

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