

*Always
your best
contact.*



ELSBETH PowerContact

Release Highlights – Version 6.9

Multi-Time zone support

This feature allows to run campaigns and manage any data across different time zones, e.g. allowing agents to either set a callback time using their local time or the local time of the customer.

Benefits:

- Allows to run campaigns across several time zones.
- Improves capabilities for cross-border outsourcing.

Configurable calling hours per phone number type

This feature allows users to define the permissible time windows to call certain phone number types (mobile phone, office phone, home phone).

This is particularly aimed at the US market, where regulation limits the times that certain types of numbers can be called.

Benefits:

- Calling hours can be defined both on system and campaign level, with campaign-level settings taking precedence over the system-level settings.
- Works in predictive and preview campaigns.

Compliance strict mode & Compliance pre-sets

The compliance strict mode allows users to ensure that calls for a campaign will only be made once and as long as all regulatory conditions are being met.

This adds another layer of confidence that breaches of regulation cannot occur.

Compliance pre-sets allow users to define limits for campaign and outbound service settings to match standard regulators and/or industry body regulations. Once defined, a pre-set can be applied to a campaign which will ensure that a campaign cannot accidentally be misconfigured.

RESTful interface

We have introduced a standardised, productised, RESTful interface to facilitate third-party data integrations.

The following resources can be retrieved and/or modified using the REST API: addresses, address lists, address phone numbers, blacklist entries, calls and call recordings, campaigns, contact lists, contacts, negative and positive call reasons, user properties (agents and administrative users).

Benefits:

- TCO reduction for integrations and PS engagements
- Improved stability across version upgrades

Suppress/un-suppress contacts through contact management dialog

Wir haben im Dialogfeld "Kontakte verwalten" des Administrators die Möglichkeit We have made the ability to suppress or un-suppress contacts available to users in the Mange Contacts dialog of the Administrator. Previously, this flag could only be set on the database level.

Benefit:

- Improved control over existing contacts in campaigns and contact lists for ad-hoc operational needs

Call recordings - hold periods and scheduled deletion

- Add data retention settings for call recording files on system and campaign level
- Once the hold period has expired, the call recordings are automatically deleted

Benefits:

- Call recording retention settings can be defined both on system and campaign level, with campaign-level settings taking precedence over the system-level settings
- Enhances customer's ability to stay ahead of privacy regulations, such as GDPR and DSGVO.

Global and campaign-specific blacklists

- Complete overhaul of the blacklisting capabilities of PowerContact
- Added both a global blacklist and campaign-specific blacklists.
- Users can choose whether a blacklisted number leads to the entire contact being excluded from dialling (which prevents any non-blacklisted number that belongs to the same contact from being called) or just the blacklisted number itself (which means that the contact may still be called if it contains other numbers that are not on the blacklist).
- The feature is complemented by import/export functionality.

Contact

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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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