



OnviCenter 6.1.2 Release Summary

OnviCall Systems

New Features

Default page for each account can be scheduled by time of day and day of week. This capability enables TAS owners to configure an on-hours greeting page and an off-hours greeting page.

The interface between the Telephony Server and Portal voice mail can now be T1. This T1 interface also enables caller ID to be recorded by the Portal when callers leave voice mail.

Operational Updates

- The message numbering issue introduced in 6.1.1 has been resolved in 6.1.2
- Message Recall retrieves more messages and returns faster
- In OnviWeb, the time stamp of messages is presented in the client's time zone
- Corrected account call schedules to recognize holidays
- Created a notification alert if database replication fails
- Added time synchronization for dispatch server with data server
- Message logs present the send time in the client's time zone
- Corrected alphabetizing of the Agent Summary Report
- ICD is now configurable to route calls to operators at the end of a call or the completion of account wrap-up.

OnviCord Systems

Operational Updates

- Improvements were made to full screen viewing of screen captures
- Improvements to positioning of OnviCord Agent pop-ups were made
- OnviCord privileges are now presented in OnViews
- Improved call recording start and stop response in Client Device Mode (with Proxy)