



## OnviCenter 6.1.3

April 20, 2009

*OnviCenter 6.1.3* Software Release is complete. It is the result of thousands of hours of development work, detailed coordination with the OEO Technical Committee and months of beta testing. *OnviCenter 6.1.3* is the best *OnviCenter* software release to date incorporating resolved operational issues and new features.

**Listed below are new TAS features coordinated with the OEO Technical Committee and prioritized by survey response from the OEO membership.**

1. Operator playback and history is now accessible for the past 24 hours. Previously, the operator could only access history and call recordings from the last time they logged into the system.
2. Echo history is now available. The Echo log presents the operator name and time when echo is closed.
3. Night bell is now available.
4. OnViews Manager permission levels have been expanded to enable individual permission for each log view.
5. Caller ID is now presented on the Operator screen for incoming calls. Caller ID can also be send to programmed pages.
6. The F4 Operator List now presents the account the operator is working.
7. Date and time of each display is presented on the Dispatch Display.
8. Note that Failed dispatches can trigger an echo so an agent can easily identify and follow-up for any failed dispatches. This feature was present in earlier OnviCenter releases and only requires configuration to enable.

### **7 More TAS requested features added to 6.1.3:**

1. Fax dispatches can now be set with maximum transmission rates and with audio monitoring enabled. Specific Clients that have difficulty receiving faxes can now be set to slower transmission speeds which typically improves the success of fax transmission while allowing all other accounts to be transmitted at maximum speed. Listening to the fax transmission can also assist with identifying fax transmission issues.
2. Reports can now be saved in .CSV format as well as .ZIP format.
3. A new Message Summary report is available that maintains compatibility with TASBILLER when you use Legacy Account Summary Report.
4. When an Operator requests a message history, the time of the dispatches is now presented in the Client's time zone.
5. Global time zones are now supported. This enables clients in Alaska and Asia to be supported.
6. A minor issue in Wrap time and Account Update time reports was resolved that was encountered if the update straddled midnight.
7. ICD call distribution was improved to better handle Priority Accounts.

Contact **OnviSource Sales** at **(800) 311-3025** to learn more about requirements for upgrade to OnviCenter 6.1.3. or schedule your upgrade through the **One Call Solution Center** at **(800)388-8402**.