



# V42 UPDATE- WHAT TO EXPECT

- Maintainability
- Supportability
- Call Center
- Mobility

# V42 Scope Summary

**Enhanced 911 Integrations (BETA)**

**Call Center Enhancements/Improved Reporting  
(Cradle to grave call tracing)**

Collaboration/VCaaS Enhancements

Call Transcriptions & Sentiment Analysis (BETA)

Apt Packages - Single Command Line Updates

Portal Performance Update

Ubuntu 20 Support

Apple SSO Integration

UI Config User Interface with Portal

Improved Call Trace User Experience (coloring/word wrap)

HD Audio for Calls & Collaboration

Migrate Queues to be User Driven (maintain  
support for devices in queues)

Pickup Calls Waiting in Queue (Forum Request)

# Feature Details

## Call Center Enhancements

Significantly improve call center statistics and reports – deliver on client expectations of how a contact center should behave and generate reliable reports as well as enhance the client experience with Axxess Networks Mobile Web, call queues, charts etc.

### Requirements

- Enhanced call trace - Origin to Termination endpoint details, including across GEO redundant hops (a.k.a Cradle to Grave), color coding, word wrap - human-readable
- Ability to manage queues by User (new) and/or by device
- WebPhone enhancements - call parking, improved agent features and integrated reporting
- CDR tool fixes and improved reporting and accuracy (aided by enhanced call trace)
- Ability to pickup calls waiting in queue





# Feature Details

## UI Config in Manager Portal

Ability to manage UI configs in the portal as well as add support for reseller level UI configs. Ultimate goal: Make UI configs more approachable and less error-prone.

Users today are currently using Admin UI to alter and set UI configs with many instances of typo's and misunderstanding or misinterpreting syntax, etc. Moving Users out of this environment and into one that is more user friendly will reduce issues.

### Requirements

- Search feature that searches UI config descriptions (not just unique name)
- User Interface driven - prevents invalid data from being entered
- Reseller support (in portal)
- Full list of UI configs in portal, with tags that relate to a product or feature



# Feature Details

## APT Package Upgrades for real-time components

Update automated APT package updates to include Core, NCS, Admin UI, Responder, LiCF, NMC, VoCode, etc.

### Requirements

- One command install and update
- Documented process for easy roll-back to prior version
- Reduced burden on system upgrades and spinning up new hardware



# Feature Details

## e911 Enhancements (BETA)

Provide better location accessibility for end users and managers, and attach location information to the SIP invite for better compliance with new e911 regulations. Send the location via a PIDF-LO attachment to the SIP invite to the various carriers. Here is a brief [article](#) that describes the requirements to comply with Ray Baum Act and Kari's Law.

### Requirements

- Validate addresses with correct format
- Editable addresses for sites, users and devices
- Easy interface for users to switch between available addresses and set to current for accurate 911 calling
- Detect a location change and prompt user to update address (configurable)





# Feature Details

## Sentiment Analysis (BETA)

### Add full call transcription & Sentiment analysis

- Design database structure for storing transcription and sentiment
- Sentiment scores for whole conversation and each sentence
- Sentiment score per channel

### Portal and Webphone Integration for viewing full call transcription

- Highlight phrases and sections of transcription with sentiment
- Transcription mapped to recording playback
- Graphical representation of recording with sentiment highlights

Scrubber handle to allow easier seeking and clearer playback position.

Clicking anywhere on the progress bar will scroll the conversation to

Hover over block to show Play and Copy buttons.

Play starts playback at the associated timestamp.

Unselected sentiment badges turn into outlined versions.

Text associated with the sentiment are hidden.

As conversation plays, highlight sentence currently being spoken.

Speaker bolded: Sentiment color thickened; Container border thickened.

All speakers and sentiments are shown by default. Clicking on each deselects the badge and the associated parts within the conversation are hidden.

Call Transcript

00:00 2:32

Search

Speakers

Speaker A

Speaker B

Sentiments

Positive (4)

Neutral (1)

Negative (2)

00:00 - Speaker 1

Sed posuere consectetur est at lobortis. Aenean eu leo quam?

00:04 - Speaker 2

Sed posuere consectetur est at lobortis. Aenean eu leo quam. Pellentesque ornare sem lacinia quam venenatis vestibulum.

00:10 - Speaker 1

Sed posuere consectetur est at lobortis.

00:13 - Speaker 2

Sed

00:14 - Speaker 1

Sed posuere consectetur est at lobortis.

00:17 - Speaker 1

Sed posuere consectetur est at lobortis.

Download Transcript Close

Call Transcript

00:00 2:32

Search

Speakers

Speaker A

Speaker B

Sentiments

Positive (4)

Neutral (1)

Negative (2)

00:04 - Speaker 2

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00:10 - Speaker 1

Sed posuere consectetur est at lobortis.

00:13 - Speaker 2

Sed

00:14 - Speaker 1

Sed posuere consectetur est at lobortis.

01:06 - Speaker 2

Sed posuere consectetur est at lobortis.

02:13 - Speaker 2

Sed posuere consectetur est at lobortis.

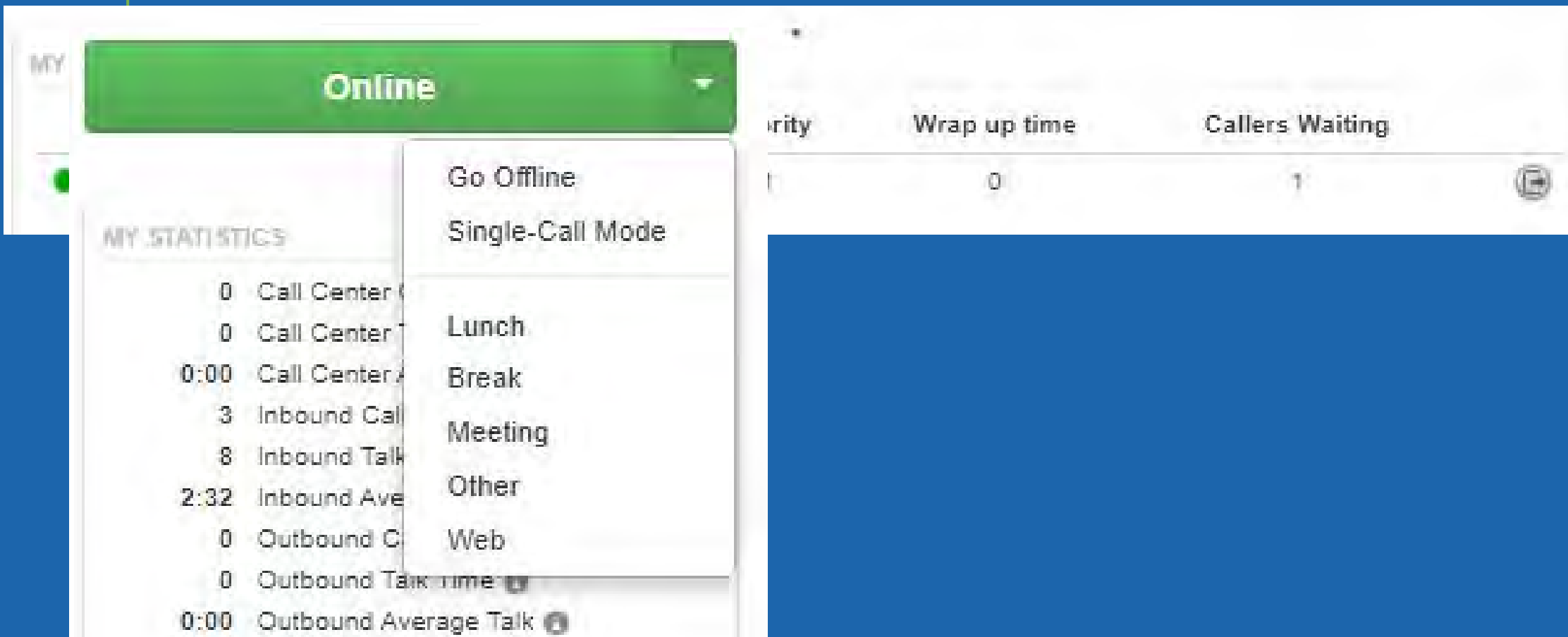
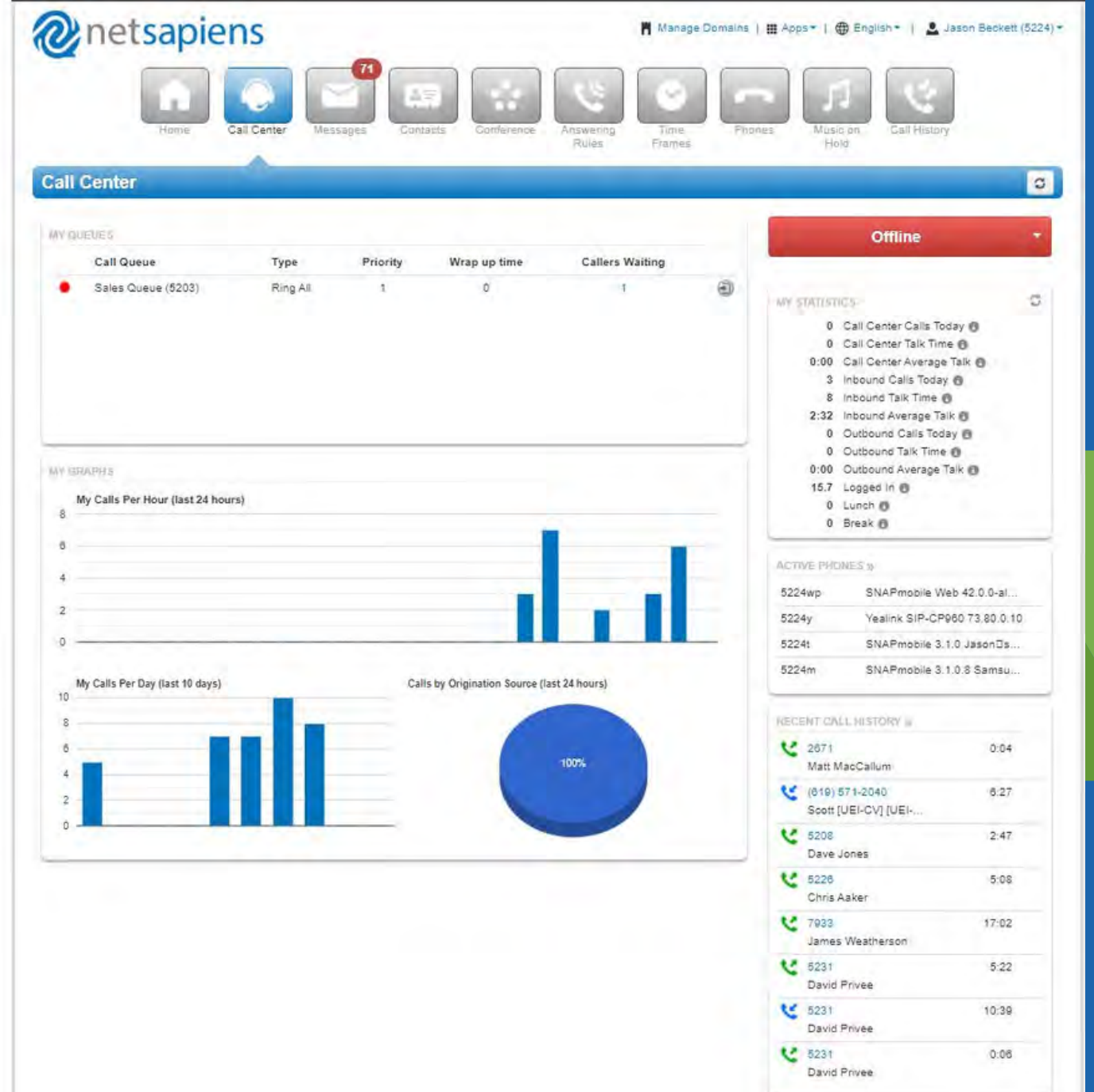
Download Transcript Close

# Feature Details

## Contact Center

### Key Enhancements:

- Better stats on call queue and agent activity
- Cradle to Grave
- Managing Agent activity by User, Device, or both
- Agent module within Axxess Networks Mobile App
- Improved call control within Axxess Networks Mobile Web
- Better statistics on Call Queue and Agent Activity





# Feature Details

## Contact Center

- Better statistics on Call Queue and Agent Activity



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Home

Call Center

Messages

Contacts

Conference

Answering Rules

Time Frames

Phones

Music on Hold

Call History

Call Center

MY QUEUES

Call Queue	Type	Priority	Wrap up time	Callers Waiting
Sales Queue (5203)	Ring All	1	0	1

Offline

MY STATISTICS

ACTIVE PHONES

RECENT CALL HISTORY

My Calls Per Hour (last 24 hours)

My Calls Per Day (last 10 days)

Calls by Origination Source (last 24 hours)

MY QUEUES

Call Queue	Type	Priority	Wrap up time	Callers Waiting
Sales Queue (5203)	Ring All	1	0	1

Online

Go Offline

Single-Call Mode

Lunch

Break

Meeting

Other

Web

MY STATISTICS

MY STATISTICS

Date	Duration	Release Reason
Today, 4:35 pm	0:27	DTMF <1760> entered
Today, 4:32 pm	0:00	Orig: Cancel
Today, 4:06 pm	0:22	Orig: Bye
Today, 4:06 pm	14:39	Orig: Bye
Today, 4:03 pm	0:19	Orig: Bye
Today, 4:01 pm	0:51	Orig: Bye
Today, 4:01 pm	0:17	Orig: Bye
Today, 3:56 pm	5:37	Orig: Bye
Today, 3:54 pm	10:31	Term: Bye
Today, 3:46 pm	6:27	Term: Bye
Today, 3:43 pm	11:51	Orig: Bye
Today, 3:26 pm	7:22	Term: Bye
Today, 3:23 pm	0:00	Orig: Cancel
Today, 3:18 pm	0:21	Orig: Bye
Today, 3:18 pm	1:27	Orig: Bye

# Feature Details

## Contact Center

- Cradle to Grave

### Example 1 - To a Ring-all Sales Queue

14:01:47 • Call from (972) 897-2800 to (858) 764-5203

14:01:47 • Connected to CallQueue

14:01:48 • 5215 is ringing

14:01:48 • 5231 is ringing

14:01:48 • 2671 is ringing

14:02:17 • No Answer. Forwarding to 5203

14:02:17 • No Answer. Forwarding to vmail\_5203

14:02:17 • Connected to VMail 5203

14:02:24 • BYE from Orig

### Example 2 - Following a Call Forward

13:56:23 • Call from (760) 846-3385 to (858) 926-7917

13:56:23 • Forward Always to (858) 775-8262

13:56:23 • (858) 775-8262 is ringing

13:56:28 • Call answered by (858) 775-8262

14:02:05 • BYE from Orig

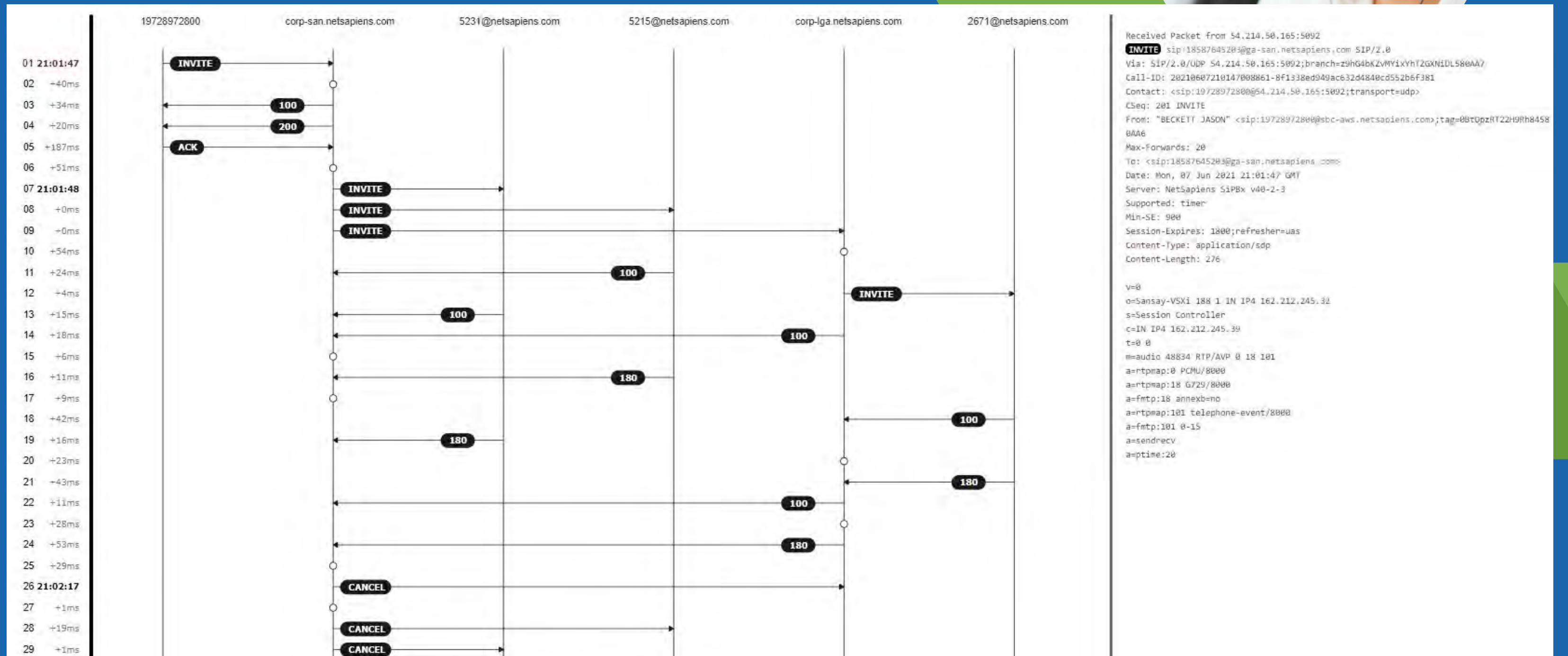




# Feature Details

## Contact Center

- Embedded Call Trace for visual routing of Queued call

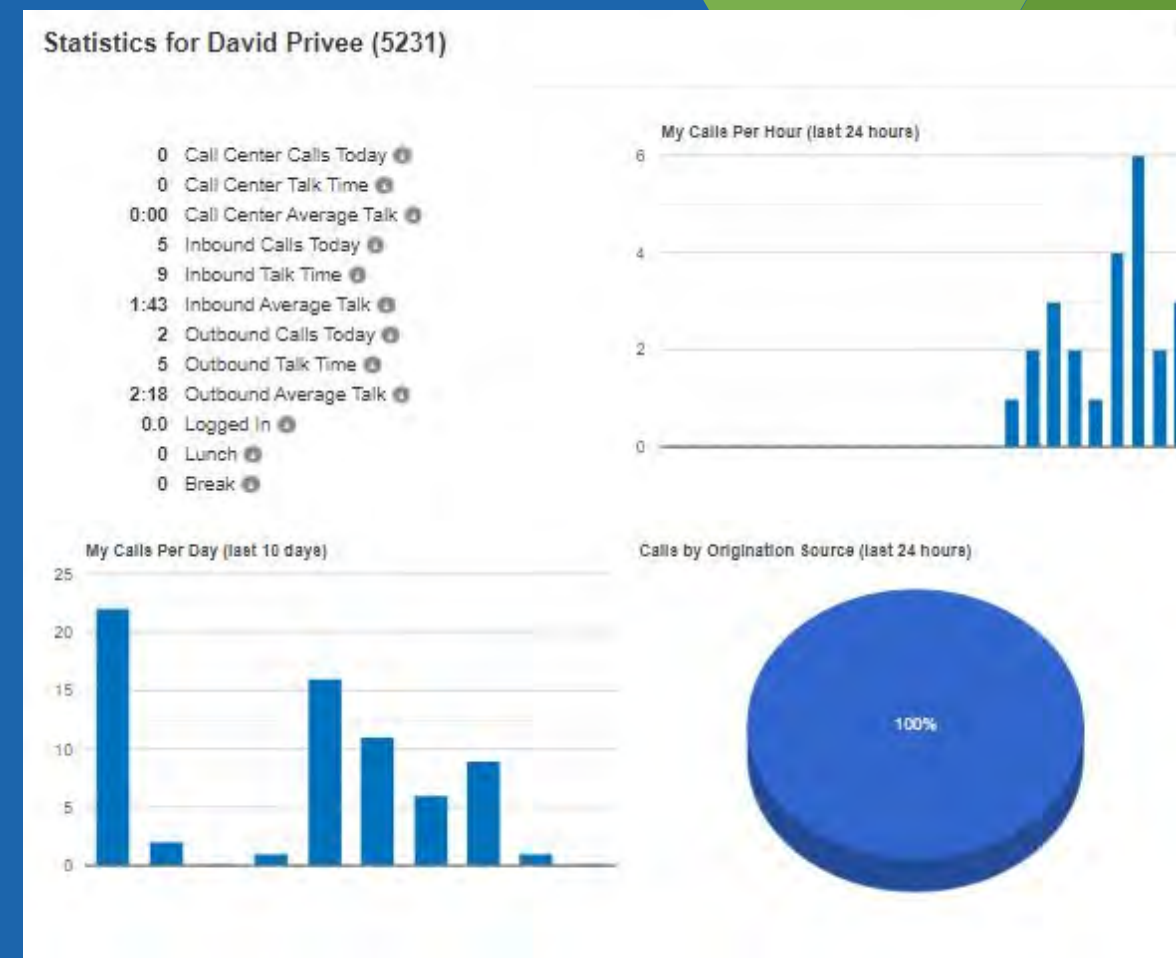
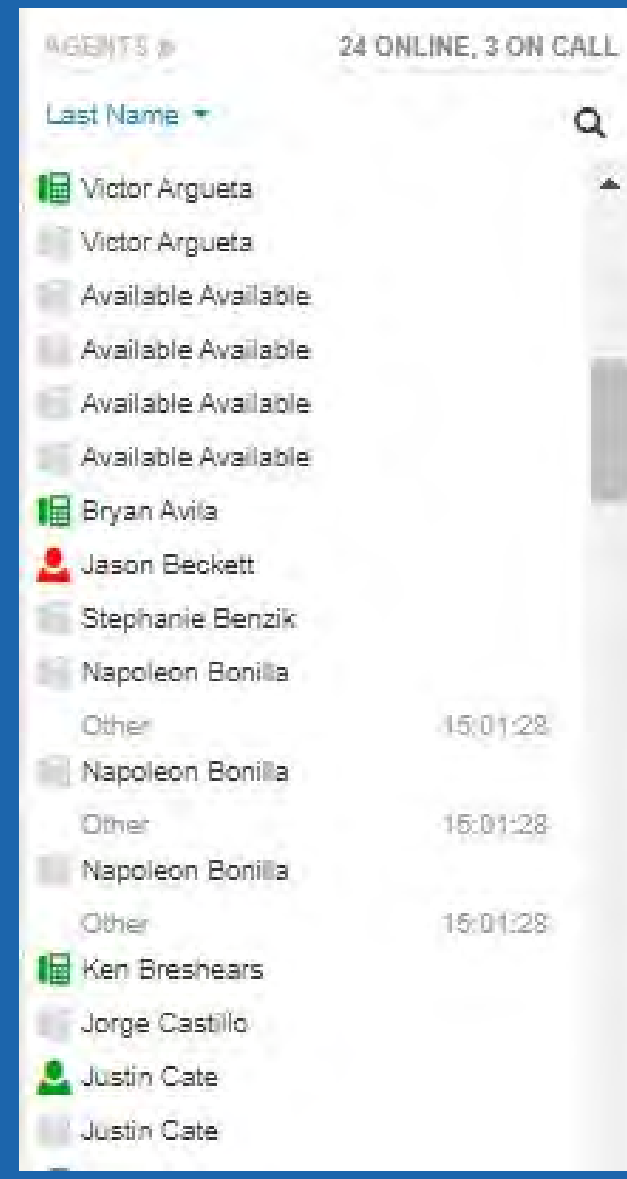
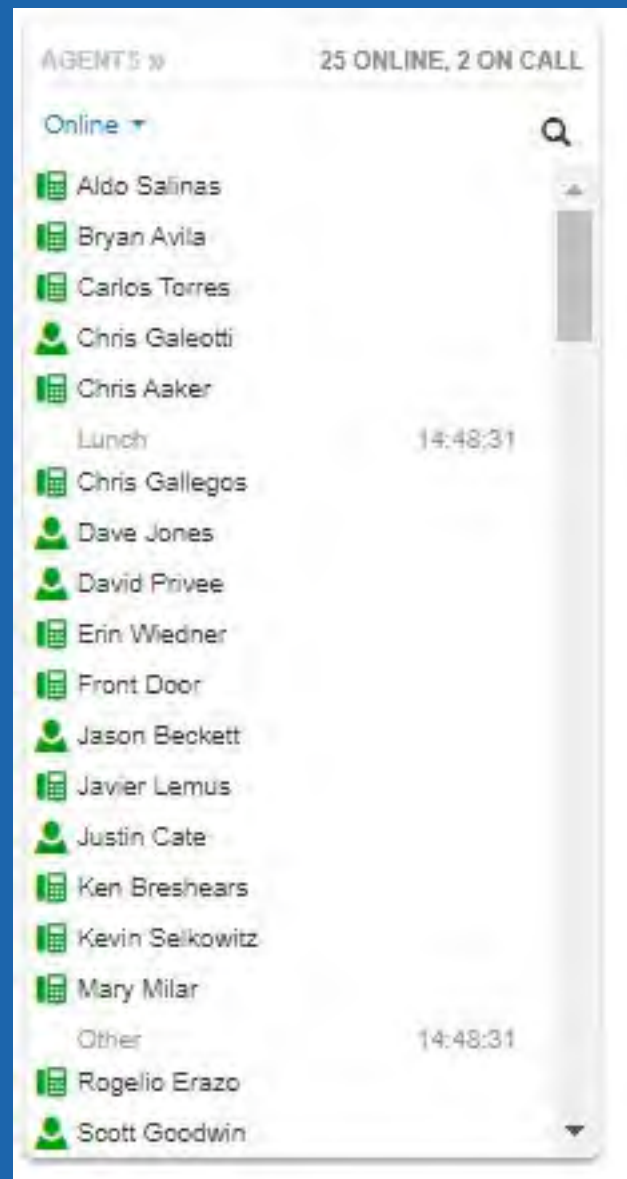




# Feature Details

## Contact Center

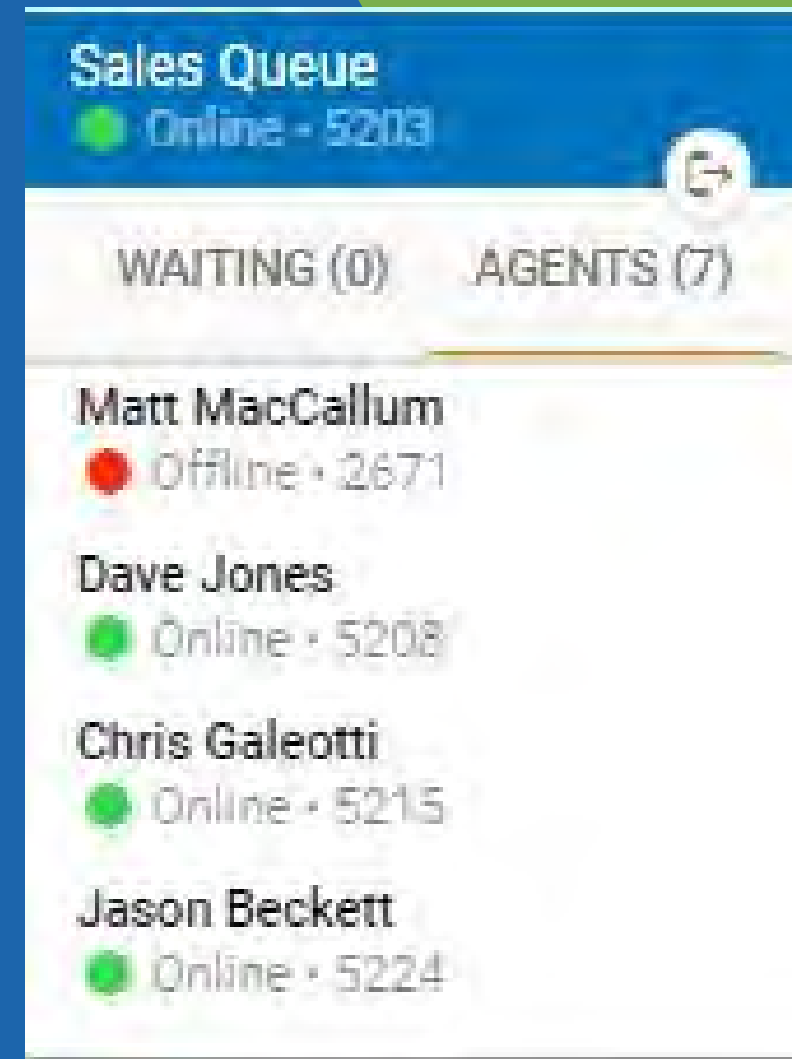
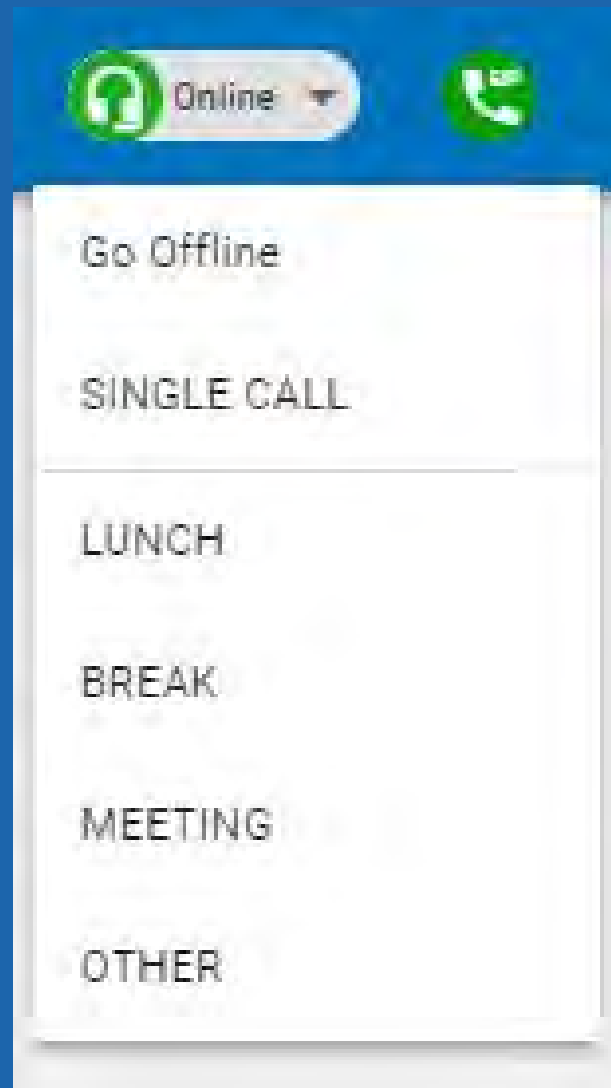
- Managing Agent activity by User, Device, or both



# Feature Details

## Contact Center

- Improved call control within Axxess Networks Mobile Web





# Thank You!

Please contact your Axxess Networks  
Representative with any questions you may have!

