



Instant Technologies Queue Manager 4.6 What's New

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What's New in Queue Manager 4.6

Overview:

Queue Manager extends the core Queue Manager platform and includes many new features and updates requested by several large call center deployments. Queue Manager expands the staging of queues with scheduling, queue rollover and queue “reach out”, and 3 new charts for After-Chat-Work tasks. For developers we have made significant updates to the UI and the developer resources and documentation. In addition to the developer resources, for administrators, a new module is available to monitor queue availability and provide immediate notifications of queue outages or interruptions.

What's New in 4.6 – November 2013

This release includes the following modules:

Queue Server:	4.6
ITMeasure.nsf database:	1.38
ITQConnect.nsf database:	V1B102
IQM Plugin:	1.0.93

New Features:

- Queue can now be enabled on a pre-determined schedule
- Queue rollover – if a user is waiting too long on a specific queue it can be rolled over into a new queue
- Ability for the queue to “reach out” and connect a queue to a user
- New options to broadcast messages to all waiting seekers in a queue (i.e. – we are aware of the outage and are working on it)
- Added support for XMPP based queues – the system now supports new IM service layer XMPP
- Privacy list management via Queue Admin UI
- 3 new charts for ACW (after call work) mode
- Created new click to chat icons for customers to download and add to their UI
- Major updates to all developer documentation
- Admin UI support for IE10
- Custom values from web portal can now be easily added to text resources

What's New in 4.5 – November 2012

This release includes the following modules:

Queue Server:	4.5.261
ITMeasure.nsf database:	1.38
ITQConnect.nsf database:	V1B98
IQM Plugin:	1.0.84

New Features:

- Ability to roll over conversations automatically from one queue to another queue. Roll over option can be accessed by editing the Queue definition via Queue Configuration database under the Broadcast tab
- Ability to broadcast messages to all waiting seekers in a queue via the Monitoring Panel
- Queue can now reach out to a seeker and start a conversation with them
- Ability to give agent time off after each chat i.e. for Agent after-call/chat-work (ACW)
- Logging and reporting on seekers dropping out of a chat – seeker closed session or it timed out
- Logging and reporting on agent availability in a queue
- Logging and reporting on number of conversations agent accepted or declined per queue
- Logging and reporting on number of concurrent chats done by an expert in a day
- Logging and reporting on time spent by agent per day on chats
- Updated to allow expert to transfer conversation to a different queue. This is supported both via plug-in and the Monitoring panel
- Updated alerts – expert chat window will flash in case of extended periods of inactivity
- Added API (JavaScript Bridge) to all integration with custom canned messages solutions. It allows you to make a JavaScript call “**JSBridge(<Canned Message Text>)**” via an embedded browser panel to push the canned message to seeker
- Added utility options – allowing user to quickly copy chat text to clipboard