

# InGenius

## Connector Enterprise 4.0

Release Overview v1.5

February 2016

 InGenius



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## Introduction

These release notes provide information on the latest features and changes to existing functionality for InGenius Connector Enterprise.

## Software Version

InGenius Release 4.0.1.12422

Salesforce APEX Release 1.20

## Upgrades

To upgrade to the latest version, please contact support at [ICESupport@ingenius.com](mailto:ICESupport@ingenius.com).

We will request logs from your active system to determine your install requirements including customizations. Once your configuration has been verified, a member of our deployment team will contact you to coordinate the upgrade.

## Server Requirements

The following configuration will support up to 1,000 users, on a virtual or physical machine:

- Operating System: Windows 2008 R2 or Windows 2012 R2 Server (32 or 64 bit)
- Processor:
  - 3+ GHz - 4 cores (*up to 1000 concurrent users*) or
  - 2.6 GHz - 4 cores (*up to 800 concurrent users*)
- Memory: 8GB
- Disk: 20GB available space
- Network: 1GbE network interface card.
- .NET Framework 4.5.2 or .NET Framework 4.6

NOTE: InGenius recommends going to .NET Framework 4.6 which will be required for InGenius Connector Enterprise 4.1

## Supported Platforms

The following browser, phone system, and CRM platforms are supported with this release.

### Phone System

- Cisco UCM 8.5, 9.5, 10.5 & 11
- Cisco UCCE 8.5 & 10.5
- Cisco UCCE Finesse 10.5 & 11
- Cisco UCCX 8.5, 9.5 & 10.5
- Cisco UCCX Finesse 10.5 & 11
- Avaya AES 6.3 & 7
- Asterisk 11 & 13
- Mitel 3300 6.0 SP2 & 7.1 PR2
- Broadsoft Broadworks R21

### Microsoft .Net Framework

- 4.5.2 and 4.6

### CRM

- Salesforce Winter 16
- Salesforce Spring 16
- Microsoft Dynamics 2011, 2013, 2015 and 2016  
(Online and On-Premise)

### Client OS and Browser

- Windows 8.1 & 10
  - Chrome (latest)
  - Firefox (latest)
  - Internet Explorer 11
- Mac OS 10.11
  - Safari 9.0.3

## New and Updated Features

This document details important new features, enhancements or changes within InGenius Connector Enterprise 4.0

1. Increased server scalability
2. Telephony integration for Salesforce Omni-Channel
3. Screen Transfer support for all platforms
4. Enhanced agent user interface
5. Updated Avaya DevConnect certification

## Single Server Scalability Increased to 1000 users

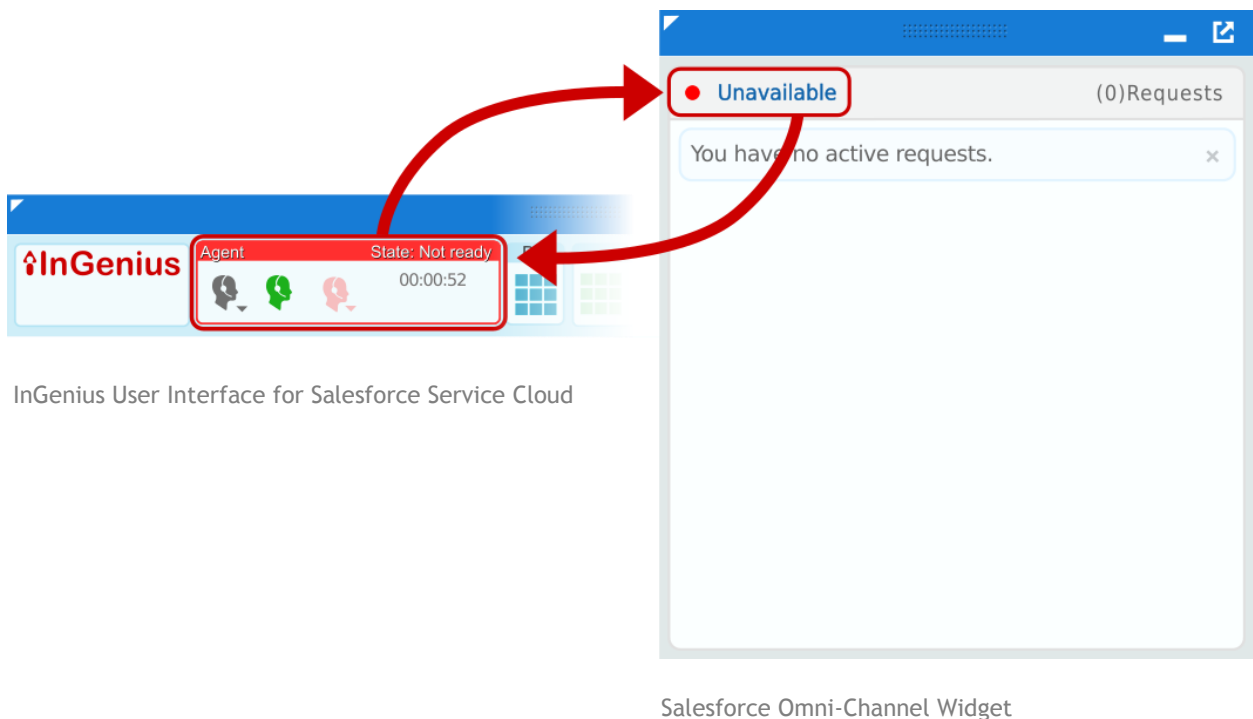
In this release, InGenius doubles the server scalability to 1000 users. This reduces the total cost of ownership and allows IT to quickly add many users to a single server.

## Telephony Integration for Salesforce Omni-Channel

InGenius Connector Enterprise supports blended agents by integrating telephony into a Salesforce Omni-Channel implementation.

InGenius and Salesforce Omni-Channel work together to increase agent productivity for blended agents who handle other channels during breaks in phone activity. InGenius integration stops Salesforce Omni-Channel work items from being pushed to an agent on a call so that the agent can focus on the customer voice interaction. When agents are not on a call, InGenius notifies Salesforce, so that work can be pushed to the agent via the Omni-Channel widget

Pre-requisites: Customers require a Salesforce Omni-Channel implementation and agent support provided by Cisco UCCE, Cisco UCCX or Avaya AES.



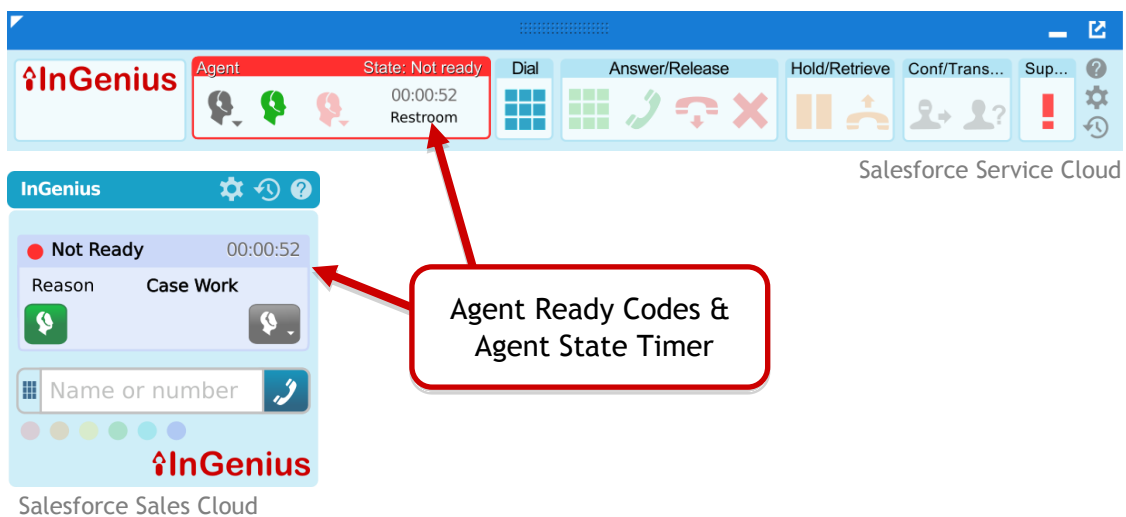
## Enhanced Agent User Interface

Agents need to work quickly and log information accurately to successfully meet their performance targets. With InGenius Connector Enterprise 4.0, the UI is faster and provides more visual cues to help agents attain the organizations productivity targets.

The following new UI elements were introduced with InGenius Connector Enterprise 4.0.

**Agent Reason Code** improves the accuracy of reporting because agents have a visual cue to confirm they are logged in with the correct Reason Code.

**Agent State Timer** improves compliance to productivity targets because agents have a visual indication of the time spent working in a specific state.



## Extended Support for Screen Transfer

Service organizations experience caller complaints or lost revenue when calls get transferred between customer service agents. InGenius can significantly improve the customer experience by transferring not only the call but also the CRM screen and related information to the agent receiving the transfer. This provides a warm start for the agent receiving the transfer, eliminates redundant questions to the caller and improves the overall customer experience.

In this release, InGenius extends the Screen Transfer feature to support Microsoft Dynamics CRM, Cisco Call Manager, Asterisk, Mitel and Broadsoft single server environments, ensuring that all supported telephony platforms and CRMs can benefit from this feature. Please contact InGenius Support to set up Screen Transfer for your organization.

Video: <http://ingenius.com/screen-transfer-salesforce/>

## Avaya DevConnect

InGenius Connector Enterprise 4.0 received certification to Avaya DevConnect Test program. This means a closer relationship with Avaya for better integration and support of the InGenius Enterprise Connector 4.0.





## Frequently Asked Questions (FAQs)

**Q1.** Do I have to do anything to receive these new features and enhancements?

**A1.** Yes. Simply contact [icesupport@ingenius.com](mailto:icesupport@ingenius.com) to schedule your upgrade. InGenius Customer Care will take you through the upgrade process.

**Q2.** Is there a fee associated with this upgrade?

**A2.** No, as part of the license fee with InGenius these features and enhancements are at no cost to our clients.

**Q3.** What is involved in upgrading?

**A3.** Upgrades require 30 minutes on average and are assisted by an InGenius Customer Care agent. Upgrades may be arranged outside of regular business hours as required. Contact Customer Care for more information.

## Contact Us

For any queries about the latest release or to update, please contact your support team at [ICESupport@ingenius.com](mailto:ICESupport@ingenius.com). To add additional licenses, please contact our Sales team at [sales@ingenius.com](mailto:sales@ingenius.com).