



Infinity v5.51 Features

Changes and Additions to version 5.51

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Additional Options for Infinity 5.51

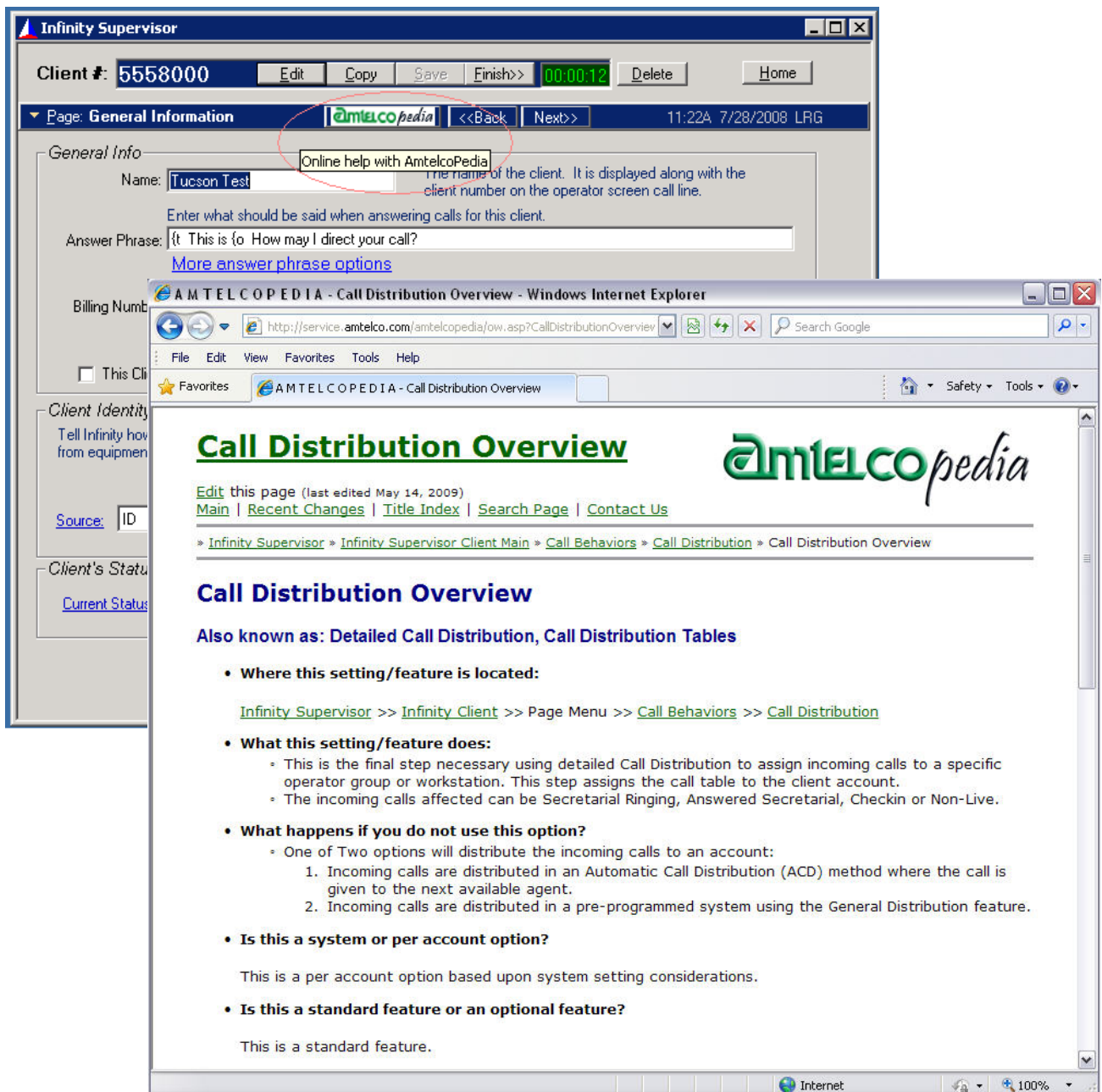
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AmtelcoPedia

AmtelcoPedia allows you to find definitions/descriptions of items, links to others features involved with a feature, as well as the links to documentation, FAQ's, white papers and training videos all from one page. Just click on the AmtelcoPedia logo within Infinity Supervisor to get more information!

This is an extension of our TechHelper Web site. You will need to know your support code to access the AmtelcoPedia pages (just like with TechHelper, your user name is the first four digits of you support code, the password is all five digits).

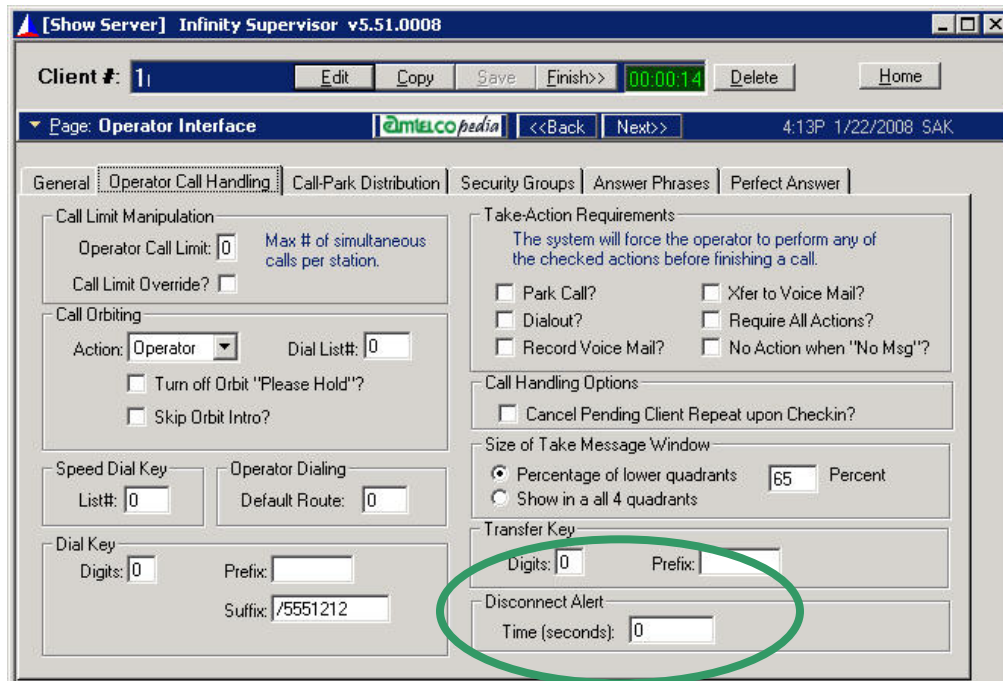
You can also access these pages by clicking on the logo when in TechHelper (<http://service.amtelco.com>) or by this address: <http://service.amtelco.com/amtelcopedia>



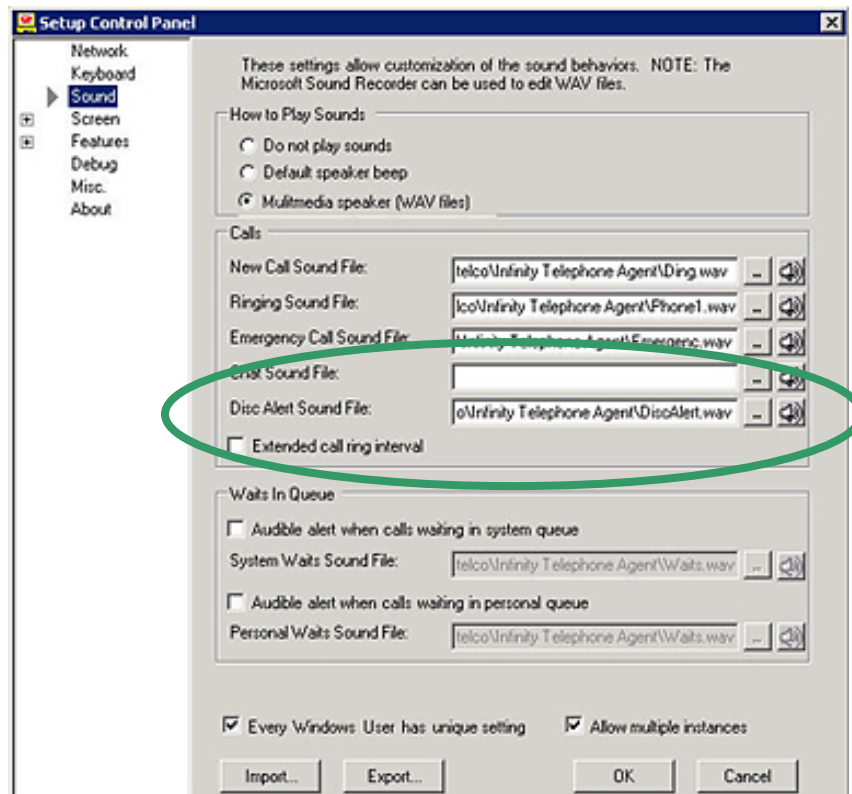
Disconnect Alert

A Disconnect Alert, per/account setting is now available in 5.51 Infinity. If an operator leaves a call on the screen for a certain amount of time, in seconds, an alert can sound. The sound that plays is set in the Ctrl F12 settings for Telephone Agent.

Location: Infinity Supervisor > Client > Operator Interface > Operator Call Handling



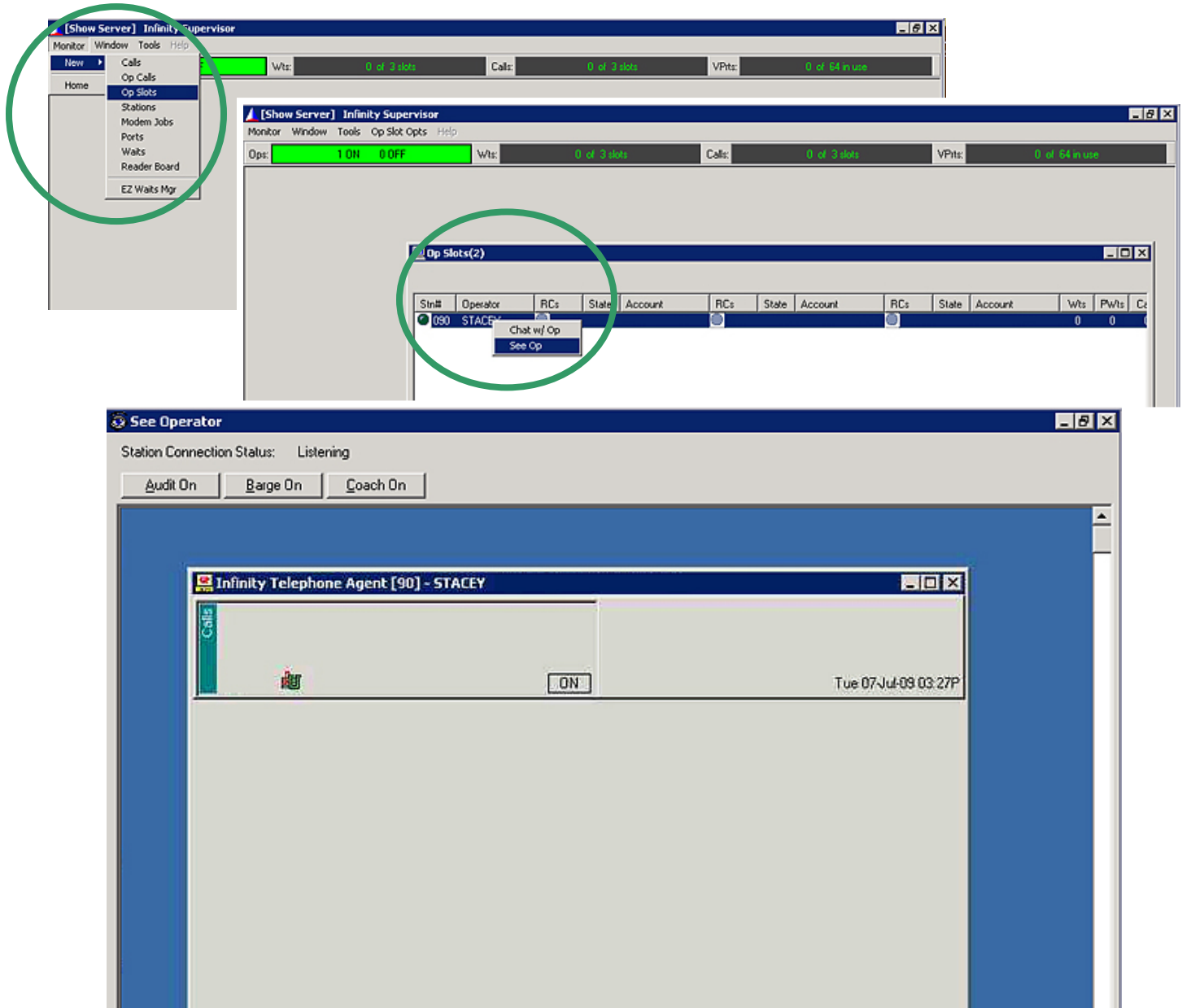
Location: Infinity Telephone Agent > CtrlF12 > Sound



The rest of this document includes pay-for features for Infinity 5.51, indicated by an asterisk*.

Audit Barge Coach*

This OpSee-based tool is now available for purchase, the better to coach your operators with those difficult calls. Your supervisor can enter the call at any point, or be invited to join the call by the operator. Two-way conversation is possible, either while in the call, or by keeping the call open after the caller has disconnected.



In Monitor, under “OpSlots”, right-click on a station and choose “OpSee”. You are given the opportunity to:

Audit – enter the call and listen to both the Op and the caller, one way audio

Barge - enter the call and speak with both the Op and the caller, three way audio

Coach – enter after the call and speak with the Op only, two way audio

Call Distribution Expansion*

With 5.51 Infinity, Call Distribution capacity doubles. You can now use 64 Call Distribution Groups instead of 32. Distributions can be set to switch to another group after a certain number of rings, allowing other local and remote operators to answer when one location is swamped.

Location: Infinity Supervisor > System Settings > System Forms and Lists > Distribution

A Call Distribution Table controls how and when Infinity routes calls of all types. By assigning the settings in a table, you create a customized call-traffic pattern for each client you assign to that table in the Client Set-up pages

(000) General Dist
(001) Pt Info
(002) EXternal
(003) ZERO
(004) Aft HRS
(005) CODES
(006)
(007) dispatch
(008) train
(009) triage
(010) CODES
(011) DISPATCHER

Edit Name

After 6 rings, switch to <NONE>

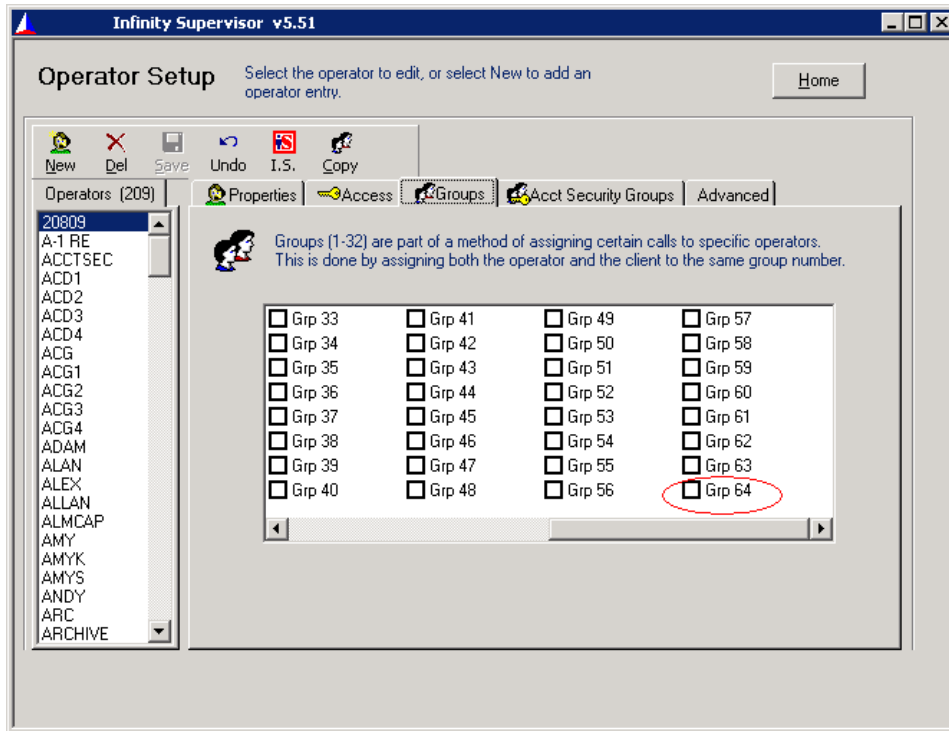
Re-Seek operator instead of waits?

Code call - popup alert to operators?

Group	Secretarial Answered	Secretarial Ringing	Check-In	Non-Live Call
49	00	00	00	00
50	00	00	00	00
51	00	00	00	00
52	00	00	00	00
53	00	00	00	00
54	00	00	00	00
55	00	00	00	00
56	00	00	00	00
57	00	00	00	00
58	00	00	00	00
59	00	00	00	00
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61	00	00	00	00
62	00	00	00	00
63	00	00	00	00
64	00	00	00	00

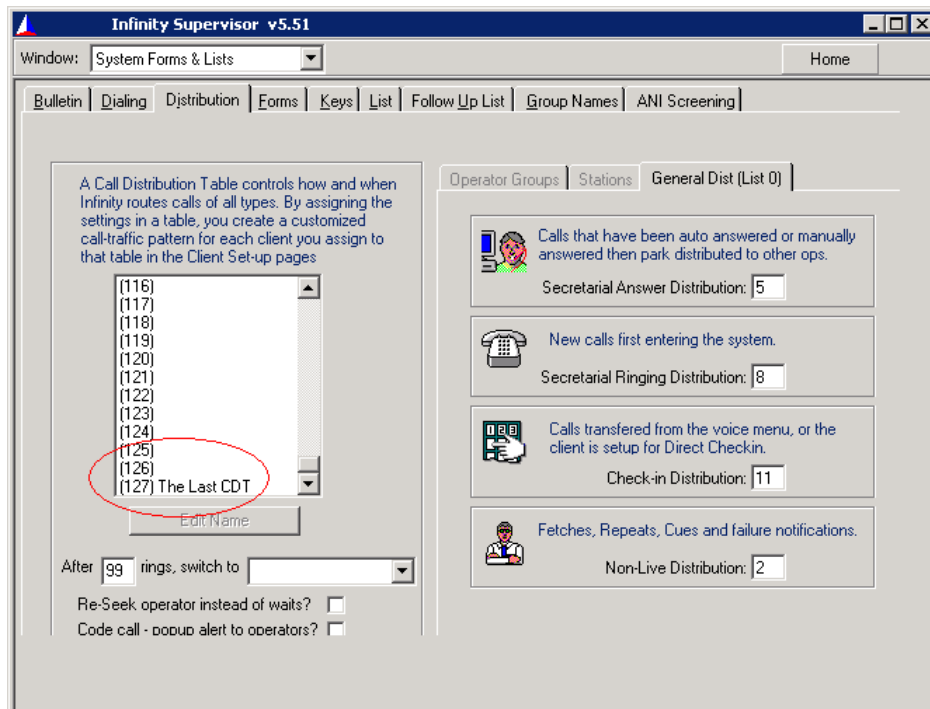
This setting in System Call Distributions refers to the same Operator group set up in individual Infinity Operator set up.

Location: Infinity Supervisor > Operator > Groups



In addition, you now have 128 Call Distribution Tables instead of 100. This allows Infinity to serve larger call centers, institutions and corporations by further opening the design capabilities for prioritizing calls.

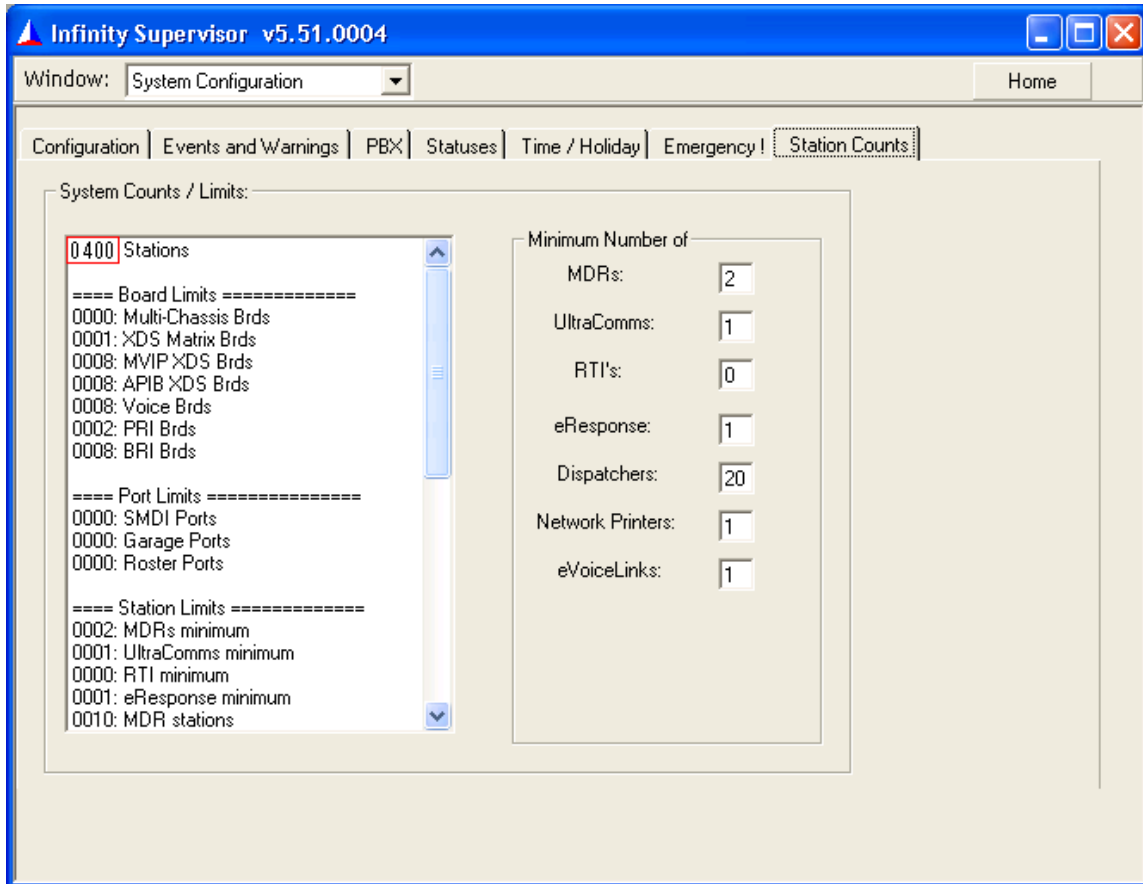
Location: Infinity Supervisor > System Settings > System Forms and Lists > Distribution



Stations Capacity Expansion*

For those who wish to enlarge their system capacities, Infinity 5.51 can now support 400 stations on one Infinity box, running other than Net Bios.

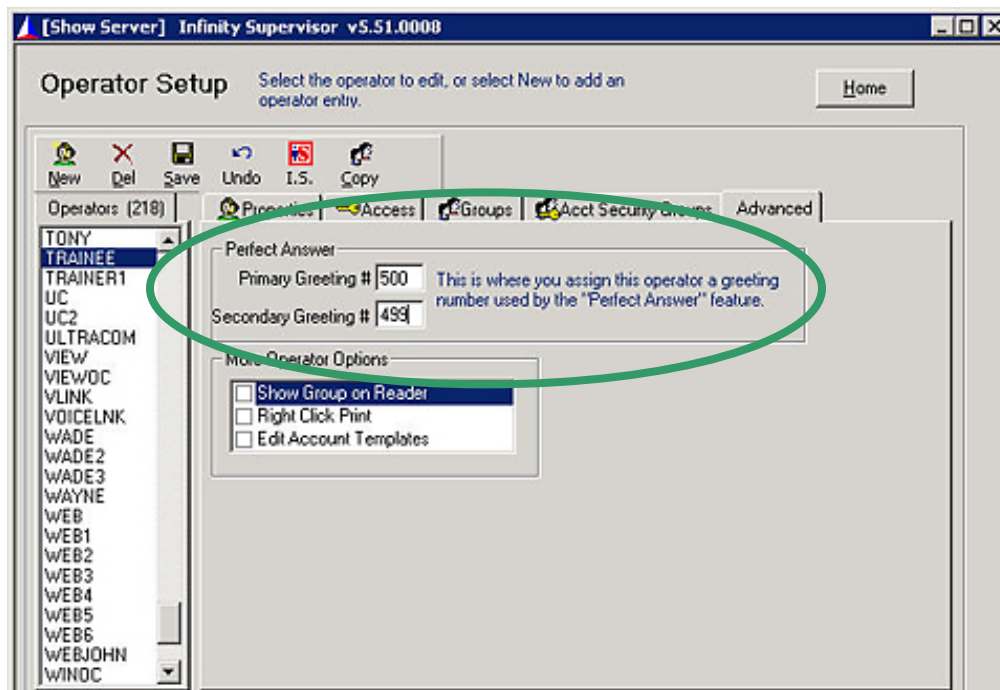
Location: Infinity Supervisor > System Settings > Station Counts



Perfect Answer Greetings Expansion*

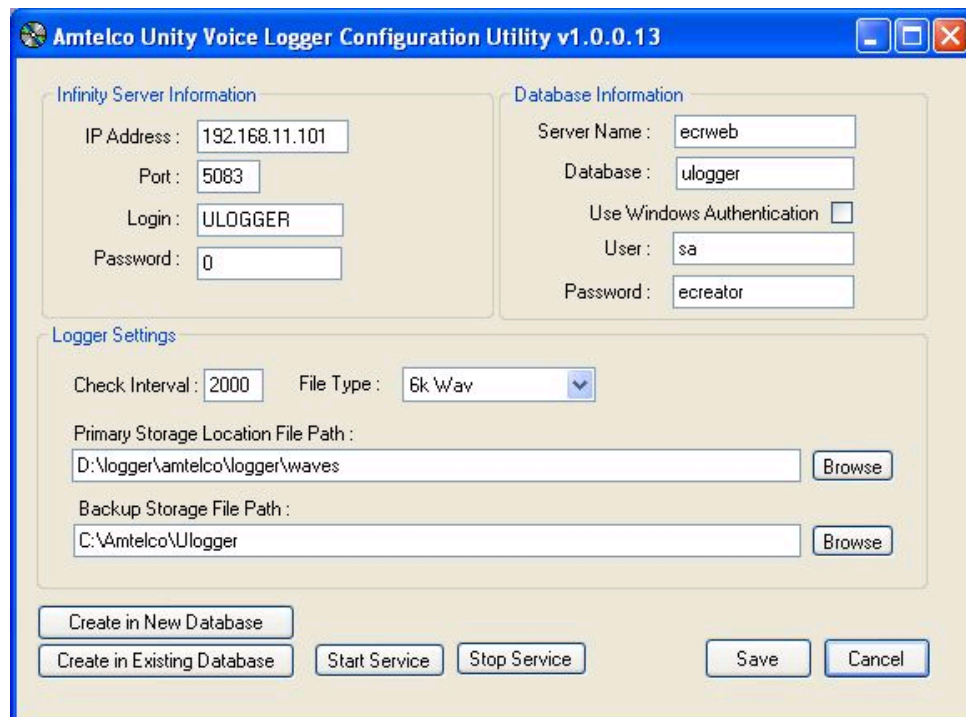
5.51 Infinity offers twice the number of Perfect Answer Greetings per account – 500.

Location: Infinity Supervisor > Operator > Advanced



Unity Voice Logger Changes*

Multi Chassis Infinity Server Owners – now the Conference Ports for Unity Voice Logger occupy the numbers above 1537, with 64 ports per telephony server, thus freeing the Infinity port numbers for incoming calls and dialouts.



Infinity Dashboard*

The new, developing Dashboard monitoring application can be set up on a Supervisor station, on a PC flat screen that is hung on the wall like a reader board, or even on a Blackberry through a web connection.

Since Dashboard is an evolving piece of 5.51, Please click below for more information about our Dashboard application.

<http://service.amtelco.com/ftp/download/Brochures/23%20IS%20Dashboard.pdf>

Infinity SMS*

Working within the expanding and developing text messaging industry, Amtelco now offers the next level of SMS connectivity for dispatching text messages. Clients who receive SMS text messages can reply. The message can be automatically marked delivered, or even be forwarded to an operator for handling. When replies sent by the owner of the text messaging device (e.g. Blackberry), are received by your Infinity Intelligent system, the notation becomes part of the message history.

A major difference with the text response to the Operator is that your customer does not need to call a phone number to respond. They are responding in text mode from their Blackberry, or another similar type of communication device.

Since SMS is an evolving piece of 5.51, Please click below for more information about SMS and your Infinity.

<http://service.amtelco.com/ftp/download/Brochures/12%20IS%20SMS.pdf>

If you have any questions regarding these Infinity 5.51 additions and changes, please contact us!

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