



Technical Features

NOTE: This infographic shows Collab’s released features in 2023

Q1

Add new permission to access all interaction history and recordings
Independently of their relations or user profile (agent, supervisor).

Added new Maintenance Task for Datawarehouses
A new maintenance task is now available to delete old data from the Datawarehouse until a specified date.

Integration with Microsoft Bot Framework
This new Flow node connects to the Microsoft Bot Framework to orchestrate dialogs between the Bot and the customer.

Speech engines metadata update
New TTS and STT voices are currently accessible in all available speech engines.

Skill slider with Manual value
Skills has a slider that allows a user to easily input a Skill level.

Set Ready/NotReady in realtime overview
Set the agents ready and not ready from the real-time overview agent and agent/campaigns table.

Q2

Add "Voice Name" parameter to Speech Configuration
Allow customers to choose "WaveNet" or "Standard" voices, depending on their chosen language/location.

Filter by agent in Realtime agent view
The supervisor will be able to filter the agent Realtime view in OnePortal by agents.

OneContact DataStudio EAP
One Platform, all your insights.

Configure STT hints for Microsoft Speech Engine configuration

Save agent sign-in state
The goal of this feature is to hold the ready and not ready states per service between logout and login operations.

Added 'Go to provisioning' operation

Q3

Join conference
Invites a third party to an existing and connected call (audio or video) without placing the client on hold.

Configure password never expires for the user

Show readiness state in agent address book
Change the current address book agent states to combine their them global readiness state.

Q4

Import/Export scripts in AgentScripting
A user can import/export supported json scripts and all their dependencies to the AgentScripting designer.

More coming soon!