



# SOFTWARE RELEASE VERSION 8.1711

## Highlights

### Enhanced Capabilities User Experience Improvement

Each software release from HigherGround, Inc. is designed to improve the user experience. Adding new integrations, smoothing installation and system operations, as well as Reporting and Coaching enhancements are all elements to make your job easier. Our goal is to satisfy our customers and provide software they can rely on.

With our V8.1711 release, we are introducing new capabilities, enhancements, and flexibility in the following areas:

- QA/Coaching
- Remote Access
- Data Management & Administration
- Integrations
- Security

This document provides a quick summary of new features and capabilities. Complete release notes and documentation will be provided at the anticipated release date, November 2017.

#### QA/COACHING

Release 8.1711 expands the user experience in QA and coaching with new features designed to ease the procedural aspects of this necessary function.

Enhancements include:

- Multiple recording/one grading. When calls are broken up into multiple recordings, this new feature enables the user to find a grading that is attached to any segment of the call.
- QA Management Improvements: The Coaching Feature allows supervisors to automate a process of agent improvement by automatically sending training materials to agents when their grading scores warrant this action.

These enhancements will make the QA and coaching experience more efficient and effective.

#### REMOTE ACCESS

Sometimes data and information need to be accessed from a remote location. Following our stringent security standards, we have developed methods to access our solutions remotely. This release capabilities include:

- Improvements for Hosted Environments: Customers can enjoy the benefits of a hosted solution without on-premises recording equipment.
- Autorecord Handle Mute Improvements: Customers can program their systems to automatically mute recordings and hide screen captures to prevent exposing sensitive information, which is based on past data or events collected by a third-party application.

## DATA MANAGEMENT & ADMINISTRATION

HigherGround's Interaction Storage Solutions are based on robust methodologies that manage the collection and storage of records, and allow you to work more effectively. We offer reliable data management when the recreation of specific interactions is needed. We have added the following capabilities to reduce administrative time:

- **Improved Filter Synchronization:** When the grid and filter columns are synchronized, the addition or removal of a column from one grid is automatically changed in the other grid.
- **Expanded Replication:** With the PullReplica Processing Module, the user can configure a Nextgen server to "pull" replicas from one or more remote HigherGround systems. This is an alternative to the normal "push" method of replication.
- **Copying recordings from one group to another:** Users now can easily copy recordings from one recording group to another by simply using a drop-down menu.
- **Improved Change Administration:** Administrator flexibility is improved with added functionality of managing channels and users in the Manage utility.
- **Multiple recordings per channel on one timeline:** This feature allows the user to see all the segments of a call or interaction on a single timeline, as opposed to viewing recordings that are split over multiple timelines.

## INTEGRATIONS

HigherGround's Interaction Storage solutions focus on flexibility and customization, and are characterized by the multiple integrations we support. Integrations added with this release include:

- Gateway to Gateway recording with Cisco SCCP
- NEC SMDR
- Unify OpenScape Voice
- Hitachi S3 media server

## SECURITY

HigherGround is known for its reliability and secure algorithms that keep your data safe. With every new release, we add capabilities to ensure that our security and reliability remain current.

**FOR SECURITY PURPOSES, WE ARE NOT INCLUDING DETAILS IN THIS ANNOUNCEMENT, BUT WE ENCOURAGE YOU TO CONTACT YOUR HIGHERGROUND REPRESENTATIVE TO LEARN MORE ABOUT SECURITY ENHANCEMENTS INCLUDED IN THIS RELEASE.**

The HigherGround software release version 8.1711 is slated to be available in November 2017. If you are interested in learning more or wish to install this latest release, please contact your HigherGround representative.



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