

Majuda Voice 6.0.5 Release Notes

Updated November 2009

Compiled by: Majuda Corporation

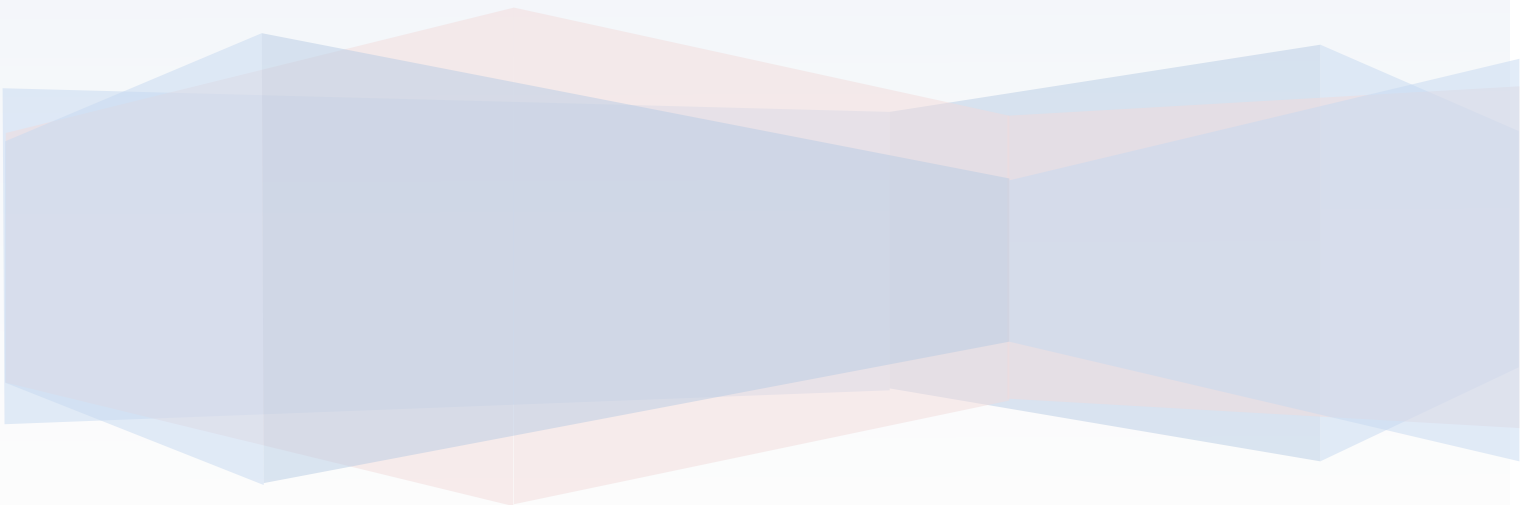


Table of Contents

What's new in the Majuda Voice 6.0.5 Release?	3
---	---

What's new in the Majuda Voice 6.0.5 Release?

Version 6.0.5 includes some patches to the 6.0.0 release particularly regarding the Majuda roles and logging of errors. New features have been added for transferred calls and flagging of calls for MQC – Majuda Quality Control.

Enhanced backend logging

A more comprehensive and detailed set of logs have been added to assist when troubleshooting.

PBX Specific Plug-ins

Majuda Voice now provides integration with several new PBX's.

Enhanced Majuda Connector functionality

To cater and assist with problematic sites where the PBX or Network connections are unstable

Version Numbers displayed

The Majuda Web version and DB version are now displayed on the login page

Email on Demand

More appropriate wording of body of email

MQC Flagging - transferred calls

In sites that show transferred calls, it is now possible to flag either the last party in a call or all parties.

MQC Flagging - Direction of calls

It is now possible to tell the system to flag all calls, or only on incoming or only on outgoing calls

Call Listing Page

At sites showing transferred calls, calls will be displayed for any call that a user was involved in, whether or not they were the last party to handle the call.

Call Listing Page

If you only want to display calls where the user was the last person to handle the call, you can now use *xxx (extension number) to show only these calls.

Majuda Roles

2 new Roles have been added and the other existing roles have been modified.

Majuda System Administrator – only the Majuda staff have access via this role, which allows for complete administration of the system.

Administrator – This role is given to the IT Manager or Call Center Manager and allows the administrator access to all areas of Majuda, except in Admin, where some areas are restricted to only the Majuda Administrator. Users can be added, edited, deleted, etc., Templates added and Extensions managed, amongst various other functions.

Super Administrator – This role is designed for the MD and/or Directors as it allows them to listen to ANY calls without setting this up and they can review and edit Score Sheets that have been completed by the MQC Supervisors.

Senior Supervisor – This role gives the supervisor partial access to most areas of Majuda, except for Admin, where they can only access calls. The senior supervisor role was designed mainly to cater for QA department staff that needs to review any person in the company. A senior supervisor has limited access to users and my account, and they cannot elevate his own role or that of anyone else.

Supervisor – This role gives the supervisor limited access to most areas of Majuda, except for Admin, where they can only access MQC Templates and Questions, which gives them the ability to write, edit and delete Templates. A supervisor has limited access to users and my account and they cannot elevate his own role to anything higher than that of Supervisor.

MQC Supervisor – A MQC supervisor only has access to the Call listing, MQC page, Reports and Support. They can only listen to calls and MQC calls, where an administrator has allocated the agent to them. The Users and My Account icons are grayed out for this level.

For more information about Majuda Voice, contact us at 888-9MAJUDA or visit www.majuda.com