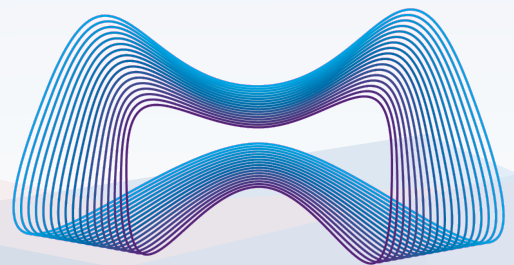


Majuda Voice 6.0 Release Notes

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V O I C E

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What's new in the Majuda Voice 6.0 Release?

Version 6.0 includes significant enhancements to most areas of the Majuda Voice application. Each update is explained in detail below:

MQC Matched Call Flagging Calculation

Following a survey with numerous clients around the world, the calculation for which calls are flagged for Majuda Quality Control (MQC) has been altered. The automatic MQC assigning of matched calls will now be based on a simple step count. For example: if the MQC flagging is set at 1 out of 10, then every 10th matched call that the agent makes or receives will be assigned for MQC. Now, when a call is automatically assigned for MQC, or when it is manually set, Majuda Voice also records the information in the audit trail of the recording

MQC Export via Reports

Majuda Voice reporting and quality control functions have long supported user-definable metrics. An added feature now allows managers to export any reporting or quality control data in a .csv format to any back end system (i.e. Crystal Reports, Microsoft Excel, etc). The export can be performed per individual score-sheet or multiples thereof, for a predefined date or date range.

Enhanced User Roles Security

1. **Administrator** – This role is given to the IT Manager or Call Center Manager and allows the administrator access to all areas of the Majuda, application. Users can be added, edited, deleted, etc., Templates added and Extensions managed, amongst various other functions.
2. **Supervisor** – This role gives the supervisor access to areas of Majuda, where they can access MQC Templates and Questions, which gives them the ability to write, edit and delete Templates. A supervisor can also add new users, edit and delete, assign an agent to a supervisor, but they cannot assign a higher role than they have to any other user. A supervisor cannot elevate his own role to anything higher than that of Supervisor.
3. **MQC Supervisor** – A MQC supervisor only has access to the Call listing Page, MQC page, Reports and Support. They can only listen to calls and MQC calls, where either a supervisor or an administrator has allocated the agent to them. The Users and My Account icons are grayed out for this level.

Agent Vs Group Reports

A new report has been added to the existing list of reports currently offered by Majuda Voice. The “Agent vs. Group – Section” report, which gives statistics via section has now been added to complement the existing report “Agent vs. Group – Totals” report. The section report allows managers to identify weaknesses amongst staff members and serves as a guide for future training requirements.

User Extension Profile

An additional column has been added to Users section that indicates which extension has been assigned to each agent. An extensions search field has also been added.

Help and Support

Information pertaining to specific countries, dealers and service-providers has been updated to assist the client in easily submitting support requests or contacting their support line (i.e. email or telephone).

Sorting

An additional criterion has been added into numerous sections of the system (i.e. extension, channel-link and user listings) to accommodate alphanumeric data and the ability to sort accordingly.

Audit Trail

Every action that is taken on a recording is documented in the notes of the recording - as an Audit Trail. Listening to a call or being denied access to a call if you don't have the necessary permission will be noted. In addition, If the call is emailed to the current user, or a 3rd party and if the call is MQC'd or if the MQC Score-sheet is edited, these events will all be documented.

Deleting of Templates

Templates can now be deleted while still preserving score-sheet data that had previously been scored using said template. This data will remain in the database and will still be available for reporting and printing.

Call List and MQC List Enhancements

To allow for easier viewing of multiple entries in the Call Listing and MQC Listing pages, we have added alternating background colors to the rows, as well as a mouse over which underlines the phone number of the call.

Weighting of Sections, Questions and Answers in Templates

The weighting for these 3 sections is now the same, with 1 being the first, followed by 2, 3, 4 etc.

Call List and MQC Agent drop down list

When searching through calls for a specific agent, you can now simply click on the Agent drop down list and select the agent name, rather than typing an agent name into a search field. This enhancement drastically simplifies the searching experience for the client.

Call List and MQC session saving

Additional enhancements to the Call List page will assist the client in navigating away from the Call List page without their search criteria being lost. Any criteria entered into the Call List will be saved until the session is ended or cleared.

MQC Template writing – Copying

This new feature allows a supervisor to copy and amend existing Templates, by renaming them and then amending the questions and answers. Questions and Answers can now also be copied into different templates.

MQC Call Scoring using different templates

It is now possible to score the SAME CALL with different named templates and to have the results saved individually. When accessing a call, all score-sheets will be shown separately and can be printed individually for staff filing.

Access to Completed Score-sheets

Any completed score-sheet can now be accessed via the MQC Completed screen OR via the individual recordings screen, which displays a line for each score-sheet that has been completed against that call. By hovering over the line, a summary of each section and total score will be show, and by clicking on the line, you will be taken to that particular score-sheet.

MQC Call Scoring by Different Supervisors

This unique feature allows ONE CALL to be scored on the SAME Template, by many DIFFERENT Supervisors with ALL the different results saved individually. All the score-sheets can be printed individually for staff filing.

Editing of Completed Score-Sheets

Any completed score-sheet can now be edited, however the changes made will be tracked in the Audit Trail of the recording.

Outstanding MQC's

The Outstanding MQC report can now be viewed on a date range or predefined dates, giving a manager a better insight into a supervisors performance.

Outstanding vs. Completed MQC's

This report gives you a comparison on the number of MQC's that are outstanding per supervisor vs. numbers of MQC's completed, and now has the added feature the report can be viewed based on a date range or a predefined date.

Preferred Template Selection

This new feature allows you to choose a preferred template to be scored, per AGENT or per SUPERVISOR, making it quicker and easier to review calls.

Support for VOIP Recordings

Majuda Voice now supports a number of VOIP protocols including support for the following PABX brands : Alcatel, Avaya, Cisco, Ericsson, InterTel, NEC, Nortel, Siemens
Confirm with your sales person for more details on the exact model number and phone set type supported.

Call Archiving and Retrieval Enhancement

Majuda now supports the dynamic archiving and retrieval of calls with extensive enhancements in our ability to archive and access archived calls within seconds.

Extension / Telephone Number Exclusion

Clients are now able to specify which recordings are saved or recorded by instructing Majuda Voice NOT to record sensitive or private calls. This is useful for clients who ONLY want to record certain groups or departments whilst monitoring ALL incoming and outgoing calls.

Support for Mitel data via MiTAI

Thanks to our partnership with Mitel, Majuda Voice is proud to announce the release of version 1.0 of our MiTAI application. This application allows us to integrate directly with Mitel infrastructure to provide up to the second reporting and monitoring of calls.

For more information about Majuda Voice visit www.majuda.com