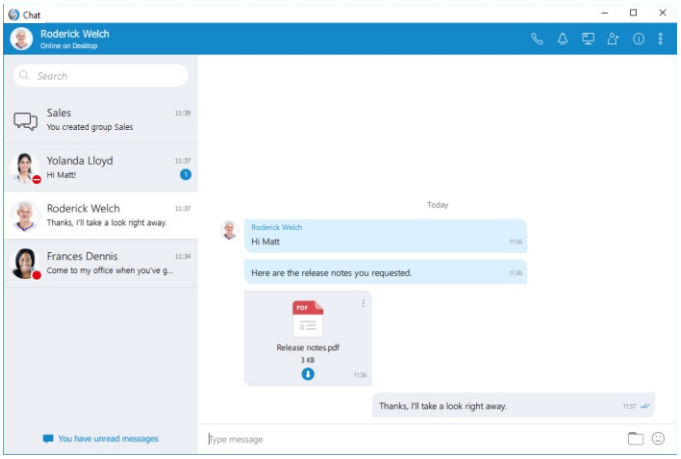
S-NET CONNECT 6.0

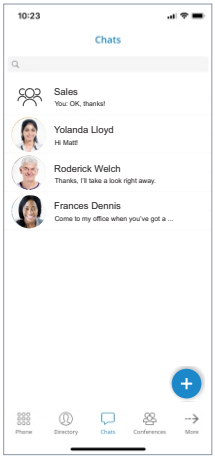
Release Notes

www.snetconnect.com

Unified Chat

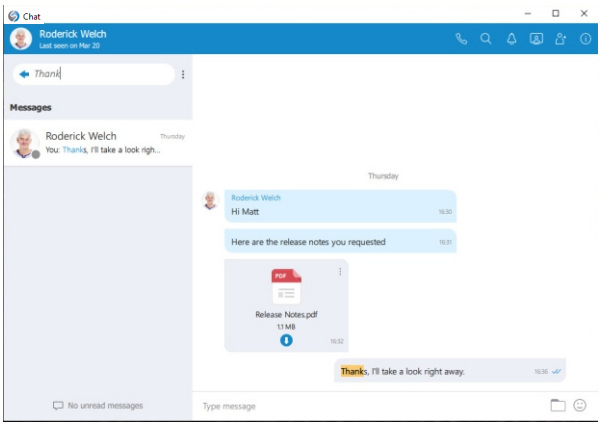
With S-NET Connect 6.0 you can enjoy unified chat messaging between Desktop and Mobile applications. Your chat history is now stored on redundant servers in S-NET's data center, enabling your conversations to be synched between all your devices. In addition, features such as chat history, group creation and adding participants to a conversation are all integrated into the Chat window.

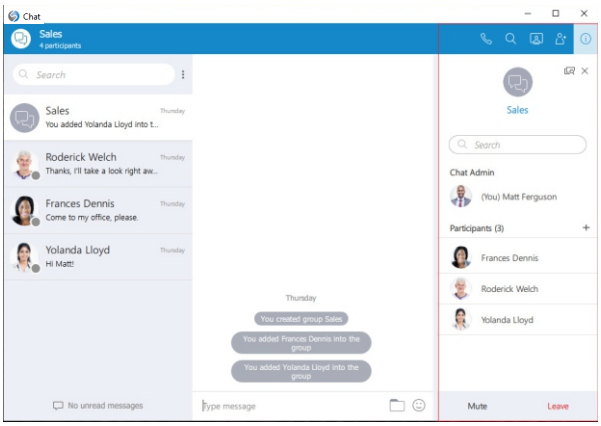


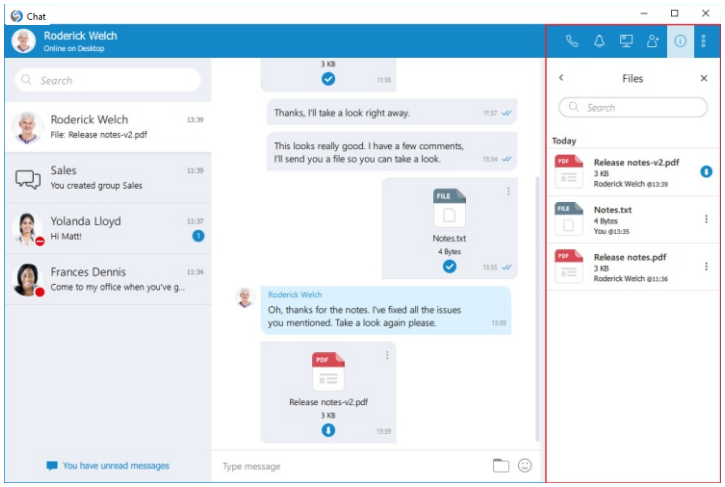


Additional chat features:

- **Chat Groups |** In S-NET Connect 6.0, you remain part of any group that you have been added to, even after you log out of the application. In addition, all participants are now able to see group information and can manage the conversation with actions such as Delete, Leave, Change Group Name, or Mute/Unmute.
- **Search Bar |** Conveniently search for conversations and specific messages within a conversation by typing your keywords into the search bar.
- **Message Sending |** For each message sent, S-NET Connect displays an icon indicating the status: Sending, Sent, Delivered, Seen or Failed. You can now click Try Again to resend failed messages.
- **New Messages |** S-NET Connect 6.0 indicates unread messages in the chat window.







File Sharing Across Devices

S-NET Connect 6.0 enables you to share files in both regular and group chats. Files are stored and can be downloaded until they reach an expiration time set for your organization in the S-NET Admin Portal.

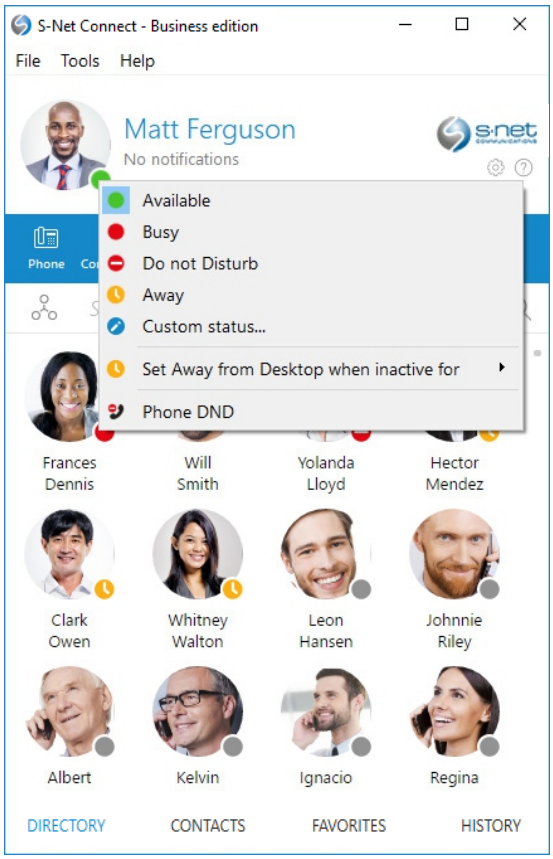
S-NET Connect automatically downloads thumbnails for image and video files.

S-NET Connect now features a Files overview screen in the chat window, making it easy to see all files associated with a conversation in one place.

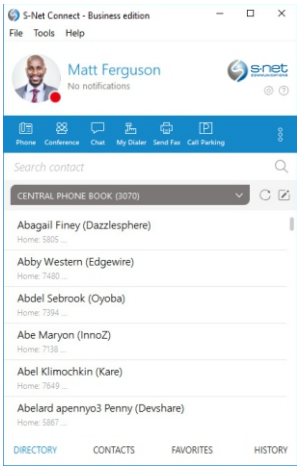
Unified Presence

S-NET Connect 6.0 provides unified presence synched across all your devices (Desktop and Mobile).

- For all current online users, a status of what device they are using is provided.
- For users who are not currently online, the time of their last activity is shown, providing a better understanding of their availability.
- Every user can set a personal status to describe their current availability. In addition to predefined options such as Available, Busy, Do Not Disturb or Away, each user can customize their status to describe their current availability in their own words.
- When setting your availability, you can also set an expiration time to let the application revert your status to Available after a certain period of time.
- Setting your status to Do Not Disturb will now disable chat messages, conference invitations and other user login notifications.

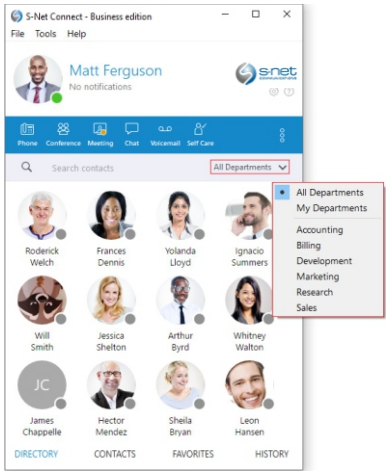


Central Phone Book



Central Phone Book is a centralized list of contacts managed by your system administrator. It is shared across all your organization's S-NET Connect users, and is combined with the rest of each user's contacts from sources such as Google or your company CRM.

Beside contacts managed by the system administrator, each user can manage a personal list of contacts as well. You can manage your personal phone book through Online Self Care.

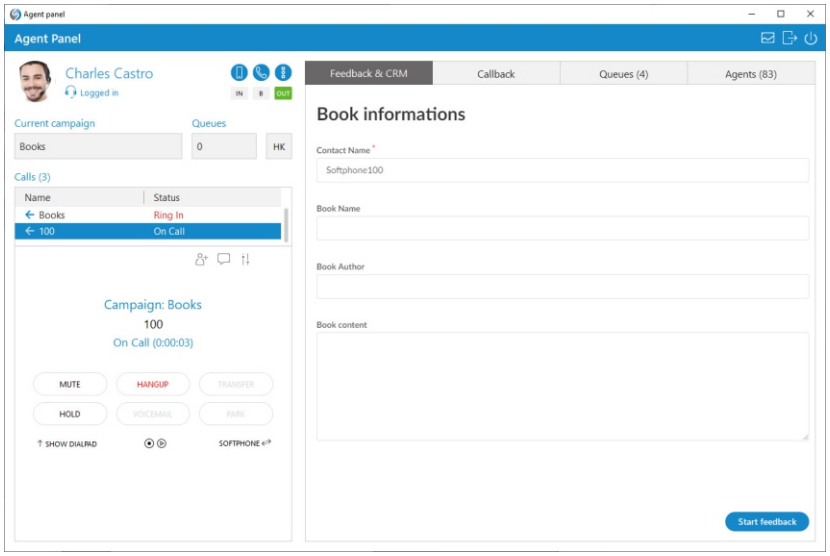


Improved Department Filtering

In S-NET Connect 6.0, department filtering is easier than ever. Review the label to see which department's contacts are currently displayed, or open the drop down menu to switch your view to another department in your organization.

New Design for Call Center Agent Edition

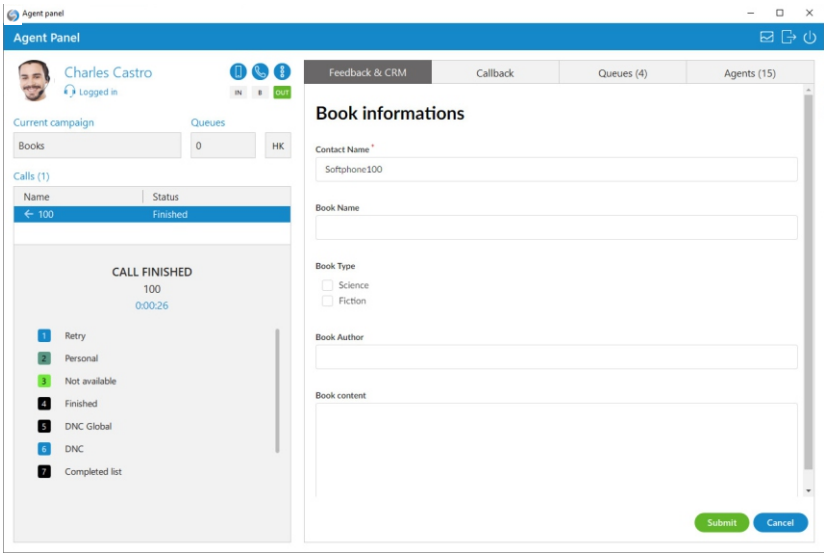
S-NET Connect Call Center Agent Edition now comes with a new, user-friendly design. All agent features are now located in the 'Agent Panel' window, making it easier for the agent to handle multiple calls, manage feedback forms, CRM popups, callbacks, as well as see other agents and queues.



Outbound Call Center

The S-NET Connect Outbound Call Center was designed with campaigns in mind. Agents can be members of multiple campaigns, but can be active in only one during a login session. Agents can work a campaign or queue at a time, but not both simultaneously.

Agents can be required to submit information about call outcomes (dispositions) and campaign-specific feedback forms after each call. Dispositions and feedback forms can be customized to your organization's unique needs in the S-NET Communications Admin Portal.



Call Center Managers can manage outbound teams in various ways:

- **Power Strategy |** Agents log in to a campaign and wait for the next call from that campaign.
- **Preview Strategy |** Agents can preview lead details and decide which leads to contact and which leads to skip.
- **Progressive Strategy |** Agents can preview lead details but are not able to skip leads. There is also a specific time frame during which they must perform the dialing.

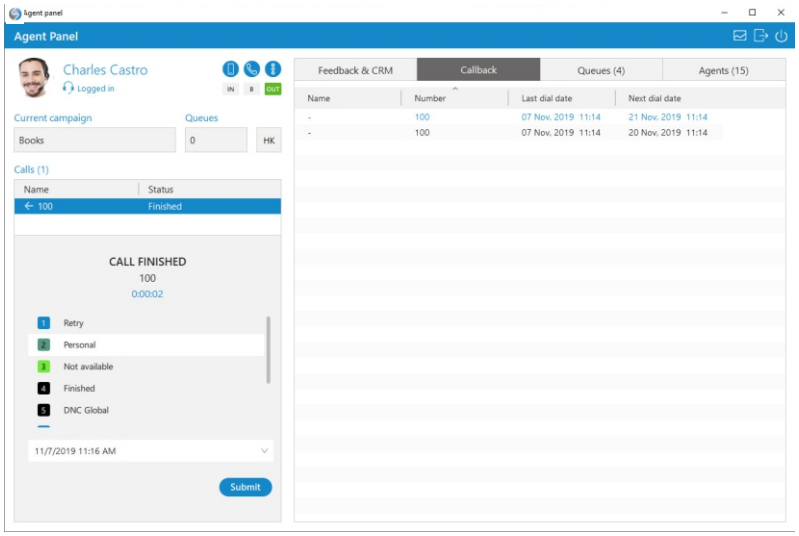
Blended Call Center

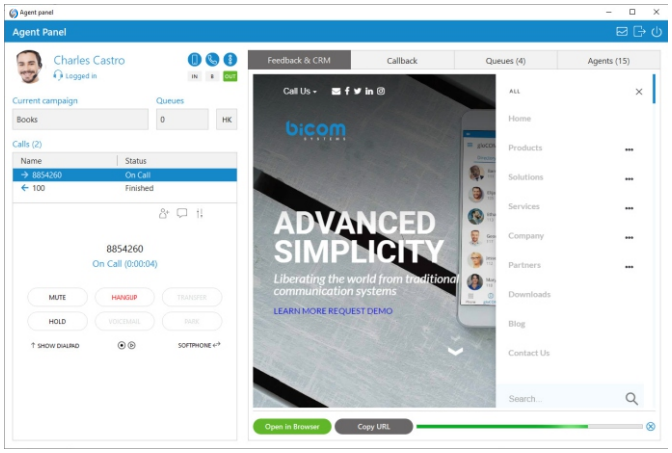
S-NET Connect 6.0 now supports blended call center functionality. In blended mode, agents can be moved from inbound to outbound calling when the queue is not busy, and from outbound to inbound if there are people waiting in the queue. The switch can be handled manually or automatically:

- **Automatic Blending |** S-NET Connect can automatically move agents from inbound to outbound calling or from outbound to inbound based on the number of idle agents per queue. Idle agent thresholds can be customized to your call center's unique needs.
- **Manual Blending |** Manual blending allows agents to choose between inbound, outbound and blended modes manually when they log in to the S-NET Connect Agent Edition application, or while the application is in use. Call center supervisors also have the option to change an agent's direction manually in the S-NET Connect Supervisor Edition.

Personal Callback

Agents can chose to call leads again by selecting the Callback disposition and setting a callback time after a call. The Callback tab provides agents with a list of all of their upcoming and expired callbacks in one place, displaying information such as a lead's name, phone number, the date and time of the last call to the lead, and the date and time a callback is scheduled.



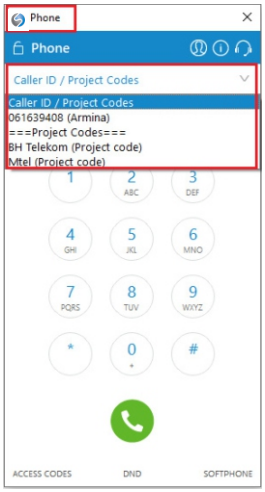


Integrated Web Browser for CRM Popup

Screen Pops and CRM information can now be displayed within the Agent panel window instead of opening a web page in your default browser.

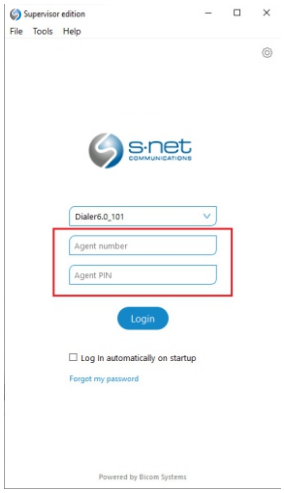
Project Codes

In S-NET Connect 6.0, agents can now view and select project codes for all outgoing calls. Project codes can be found in the phone dialog.



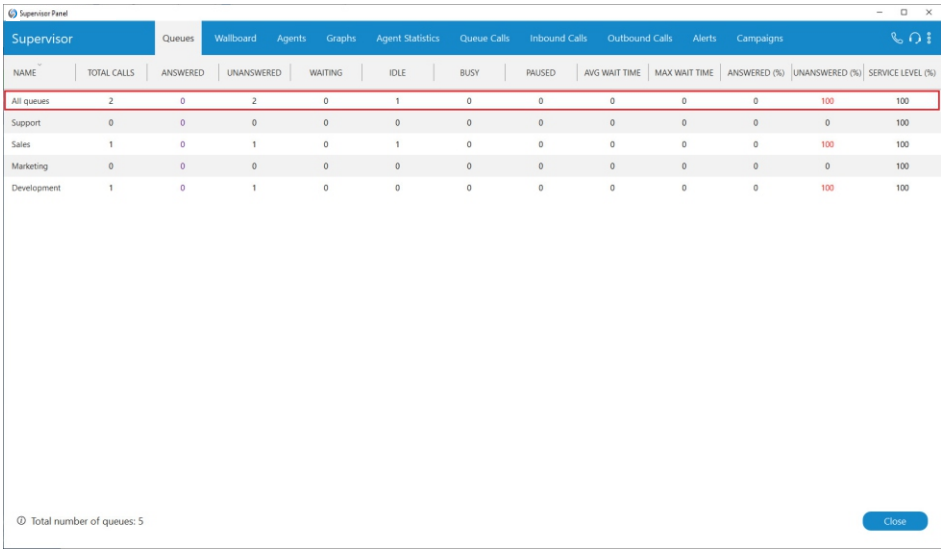
Supervisor Edition with Agent Features

The S-NET Connect 6.0 Supervisor Edition now enables supervisors to log in as agents and use all Agent Edition features.



Call Statistics for the Entire Call Center

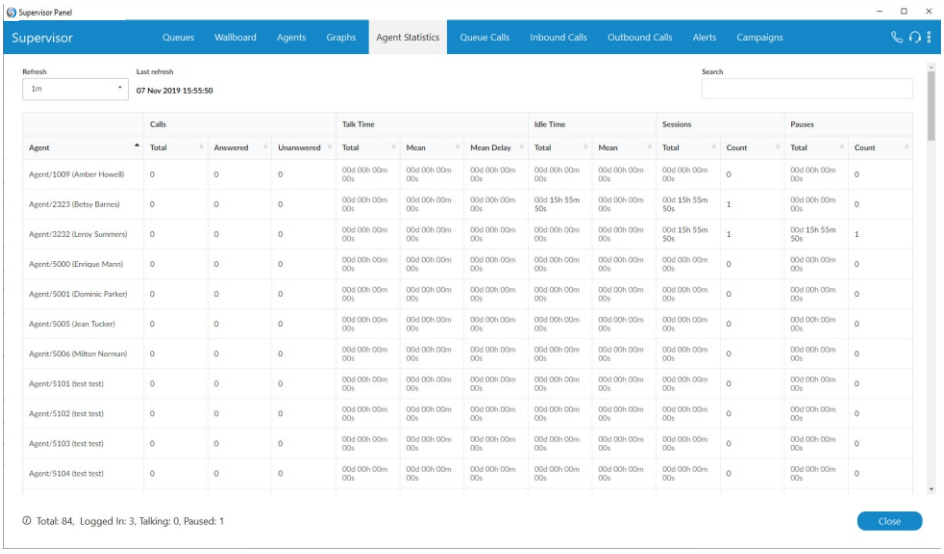
In S-NET Connect 6.0, call center supervisors can now review call statistics for the entire call center and compare queue performance. Previously restricted to queue-specific statistics, this newly added functionality provides more efficient performance monitoring.



NAME	TOTAL CALLS	ANSWERED	UNANSWERED	WAITING	IDLE	BUSY	PAUSED	AVG WAIT TIME	MAX WAIT TIME	ANSWERED (%)	UNANSWERED (%)	SERVICE LEVEL (%)
All queues	2	0	2	0	1	0	0	0	0	0	100	100
Support	0	0	0	0	0	0	0	0	0	0	0	100
Sales	1	0	1	0	1	0	0	0	0	0	100	100
Marketing	0	0	0	0	0	0	0	0	0	0	0	100
Development	1	0	1	0	0	0	0	0	0	0	100	100

Improved Agent Statistics

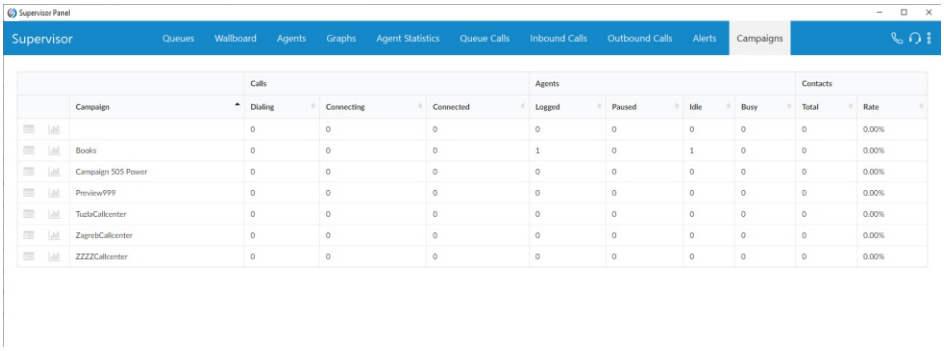
Compared to previous editions that only displayed inbound call statistics for each agent, S-NET Connect 6.0 now includes all agent calls in reporting, including inbound, outbound and direct.



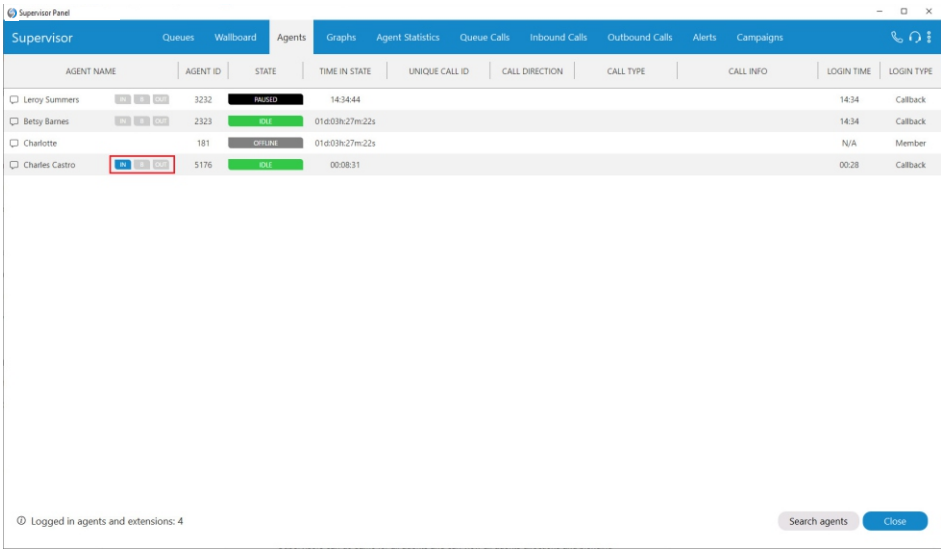
	Calls			Talk Time			Idle Time		Sessions		Pauses	
Agent	Total	Answered	Unanswered	Total	Mean	Mean Delay	Total	Mean	Total	Count	Total	Count
Agent/1009 (Amber Howell)	0	0	0	00d 00h 00m 00s	00d 00h 00m 00s	00d 00h 00m 00s	00d 00h 00m 00s	00d 00h 00m 00s	00d 00h 00m 00s	0	00d 00h 00m 00s	0
Agent/2323 (Betsy Barnes)	0	0	0	00d 00h 00m 00s	00d 00h 00m 00s	00d 00h 00m 00s	00d 15h 55m 50s	00d 00h 00m 00s	00d 15h 55m 50s	1	00d 00h 00m 00s	0
Agent/3232 (Leroy Summers)	0	0	0	00d 00h 00m 00s	00d 00h 00m 00s	00d 00h 00m 00s	00d 00h 00m 00s	00d 00h 00m 00s	00d 15h 55m 50s	1	00d 15h 55m 50s	1
Agent/5000 (Enrique Mann)	0	0	0	00d 00h 00m 00s	00d 00h 00m 00s	00d 00h 00m 00s	00d 00h 00m 00s	00d 00h 00m 00s	00d 00h 00m 00s	0	00d 00h 00m 00s	0
Agent/5001 (Dominic Parker)	0	0	0	00d 00h 00m 00s	00d 00h 00m 00s	00d 00h 00m 00s	00d 00h 00m 00s	00d 00h 00m 00s	00d 00h 00m 00s	0	00d 00h 00m 00s	0
Agent/5005 (Jean Tucker)	0	0	0	00d 00h 00m 00s	00d 00h 00m 00s	00d 00h 00m 00s	00d 00h 00m 00s	00d 00h 00m 00s	00d 00h 00m 00s	0	00d 00h 00m 00s	0
Agent/5006 (Milton Norman)	0	0	0	00d 00h 00m 00s	00d 00h 00m 00s	00d 00h 00m 00s	00d 00h 00m 00s	00d 00h 00m 00s	00d 00h 00m 00s	0	00d 00h 00m 00s	0
Agent/5101 (test test)	0	0	0	00d 00h 00m 00s	00d 00h 00m 00s	00d 00h 00m 00s	00d 00h 00m 00s	00d 00h 00m 00s	00d 00h 00m 00s	0	00d 00h 00m 00s	0
Agent/5102 (test test)	0	0	0	00d 00h 00m 00s	00d 00h 00m 00s	00d 00h 00m 00s	00d 00h 00m 00s	00d 00h 00m 00s	00d 00h 00m 00s	0	00d 00h 00m 00s	0
Agent/5103 (test test)	0	0	0	00d 00h 00m 00s	00d 00h 00m 00s	00d 00h 00m 00s	00d 00h 00m 00s	00d 00h 00m 00s	00d 00h 00m 00s	0	00d 00h 00m 00s	0
Agent/5104 (test test)	0	0	0	00d 00h 00m 00s	00d 00h 00m 00s	00d 00h 00m 00s	00d 00h 00m 00s	00d 00h 00m 00s	00d 00h 00m 00s	0	00d 00h 00m 00s	0

Campaign Statistics

S-NET Connect Supervisor Edition now includes daily campaign statistics under the Campaigns tab.



Change Agent Direction as Supervisor

In S-NET Connect 6.0 call center supervisors can:

- Monitor information for all logged-in agents set to visible in the Preferences dialog.
- See each agent's direction and watch blending in real time as agents are moved from inbound calls to outbound campaigns or the other way around.
- Manually change the direction of any agent by using the directions buttons.
- See which project code each agent is using and monitor campaigns.