

Dear Competella Customer and Partner,

With this newsletter, we are pleased to announce the release of our new Competella UCS 2.5 version (in the following just 'R2.5').

Please feel free to distribute the newsletter inside your organization (To Whom It May Concern) - as we say: *'The more, the merrier'*

This newsletter will cover the following sections

- Useful information
- GDPR information
- Top 3 news
- Product Overview
- Solution Description
- Product Specifications
- Next Step

Useful information

As a valuable Competella Customer/Partner, this newsletter contains some useful information and documents related to our new release, R2.5.

The official release date is May 15, 2018

From that date, the R2.5 is the current release of our product portfolio that interacts with our Competella UC server.

The products have features that have previously already been released to some of our customers but the new release has general availability and contains new features as well.

The R2.5 is automatically covered by the Competella SW Assurance on your current SW licenses; no additional cost is related to retrieving the R2.5 release (except i.e. consultant costs charged by our Partners for upgrading your current Competella system).

All software is accessible for download from our website;

<https://www2.competella.com/Download/DownloadRelease?release=UCS2013R25&sublink=current>

via your normal login and password for this part of our website www.competella.com.

Please contact Competella on info@competella.com, for access and a personal login if needed.

The R2.5 is a simple *in-place* upgrade (no need for a *side-by-side* upgrade). The prerequisites for this R2.5 *in-place* is that current Competella system run as a R2 version (to upgrade from R1 ->R2, please look on our download area for additional instructions).

Finally, we encourage all our Customers to use our skilled Competella Partners for any upgrade you may want (R2 -> R2.5 or R1 -> R2 (and then to R2.5)).

They are there to assist you.

GDPR information

To help our customers to comply with GDPR, Competella will release a minor GDPR-update to R2.5, which will be available for download as of May 21, 2018.

More information about GDPR inside Competella is available here (you will need login/password for access our download site):

Competella GDPR Information	click here to download
Competella Private Policy	click here to download
Competella UCS GDPR Guide	click here to download

Competella urge all our customers to add this GDPR-update ASAP after May 21, 2018.

Please observe - the prerequisites is to have R2.5 in place before adding this update.

Top 3 news

There are many new and nice features in our R2.5 of which Competella would like to highlight some that might be of great benefit to most of our Customers. This mainly relates to how our Customers use their current Competella system which can vary a lot (i.e. only Attendant, mix of Attendant and Contact Center, only Contact Center etc.).

The following Top 3 news are just three features that Competella think could be of benefit for most of our customers:

Enhanced CCW Queue Status

In the R2.5 the CCW queue contains more and enhanced details. Useful presence information will be displayed when looking up a CCW queue, both in the SfB client and in the Competella agent (AC/CCE client).

Example:

Green (SfB icon) = the queue is open and attendants are logged in (and ready)

Yellow = queue is open, but no agents are logged in

Red = queue is busy (calls waiting)

Grey = queue is close

Information about the *actual number of agents available in the queue* and the *number of calls waiting in the queue* will now also be displayed.

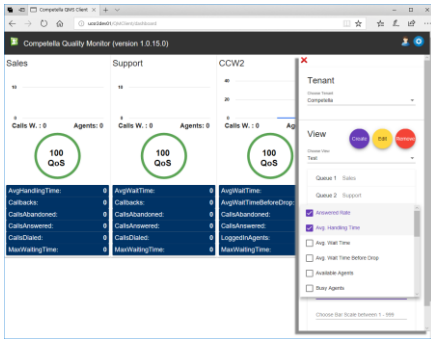
Given this new information excellent customer service can be provided by the attendant when transferring a call from the switchboard to a department using a CCW queue for calls!

For more information – look for the link at the end of this section.

Competella Queue Monitor 2.0

This is a true upgrade of our current release Queue Monitor 1.0 as a result of many customer requests. The Queue Monitor 2.0 has a flexible configuration of the wallboard including the option of customized layouts and designs.

The Queue Monitor 2.0 also support mix of CCW and CCE queues (in the same queue monitor/screen).



This is an example of a view.

For more information – look for the link at the end of this section.

Enhanced Skilled Based Routing – introducing Profiles

Skilled based routing is a commodity in any Contact Center solution today.

With R2.5 we introduce *Profiles* as an addition to our current way of delivering skilled based routing, based on Agent Groups.

This affects customers requiring a more advanced (or flexible) administration regarding call routing to agents in a Contact Center. By simply choosing *Profiles* as a service to the current agent group, an administrator can easily change which service and priority group an agent is currently supporting. This includes the use of templates for easy setup and manage profiles for a group of agents.

Hopefully *profiles* will facilitate the administration and set-up for customers with the need for advanced/complex skilled based routing.

For more information – look for the link below.

The above 'Top 3' news (and many more) new features are highlighted in the *Competella R2.5 Updates PowerPoint presentation* – [click here to download](#)

Product Overview

To get a general overview of our product offering with R2.5 within the Unified Communication area, please download our product overview here – [click here to download](#) (scroll down on main page, and look for the pdf)

Solution description

In addition to the above Product Overview, a Solution Description is available, that gives a detailed explanation how the different products works together and lists some of the prerequisites among the different products.

Look for more details in our Solution description – [click here to download](#) (scroll down on main page, and look for the pdf)

Product Specifications

Finally, we also have a full set of product specifications (fact sheets) for each of our products in our current R2.5 release.

You find the different product specifications on our download site;
<https://www2.competella.com/Download/DownloadRelease?release=UCS2013R25&sublink=current>
(requires login/password).

Once again, please contact Competella on info@competella.com, if you need access/your own personal login.

Next Step

At Competella we are proud of what we have achieved so far with R2.5 and we hope that You and the rest of our customers will feel the same when upgrading and start using the new R2.5.

A suggested next step could be to reach out for one of our Partners to plan and book an upcoming upgrade.

If you would like to know more about R2.5, book a meeting or get a demo - please feel free to contact your Partner or Competella directly.

After all, we are only a click away on your Skype for Business!