

MyCalls



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MyCalls

The Complete Call Management Suite



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1. PRODUCT SUMMARY

MyCalls is a range of call management solutions that are easily expanded and upgraded as a business grows.

MyCalls Basic:

A single user entry-level application that helps provide a real-time snapshot of all calls. Free for the first 12 months.

MyCalls Call Manager:

A more sophisticated version for businesses providing a full complement of call management information.

MyCalls Desktop:

Provides Desktop users with the with instant Customer Relationship Management (CRM) information such as screen-pops, and much more.

MyCalls Desktop Lite:

A cut down version of MyCalls Desktop giving standard call control and dialling functionality.

MyCalls Console:

A feature rich Operator Console allowing calls to be delivered professionally and efficiently.

MyCalls Enterprise:

Enables easy call management and reporting across multiple sites such as main offices and branch offices.

MyCalls Call Centre / Agent Control:

An essential application for any contact centre and specialist call centres. Provides supervisors with full control of extensions and Automatic Call Distributor (ACD) groups from their desktop.

MyCalls Call Recorder:

Equips MyCalls Call Manager and MyCalls Call Centre with full call recording capability. Calls are recorded securely, encrypted and easily accessed.

2. OVERVIEW

MyCalls continues to expand its rich set of features with the release of MyCalls 5.0, most noticeably its new reporting engine gives users quicker access to the detailed reporting they need. A full list of brand new features are listed below:

New Reporting Features:

- Report Summaries – A snapshot of the key reporting data found within the report.
- Drill Down Reporting – From a high level report, break down into details of the report.
- Charts in reports – a selection of bar and pie charts can be displayed in the reports.
- Un-Returned Calls Reporting – Un-returned calls can now be reported against.
- Call Playback through reports – If you have MyCalls Call Recorder then calls can be played back through call detail reports.
- Favourites – Add reports to the favourites menu to allow quick access to your commonly used reports.
- Customisable Report Logos – Use your own company logo in any report.
- Custom / Vertical Reports – Availability to make bespoke reports.

Real Time Windows:

- Real Time Windows can be created to cover periods more than the current day.
- Generate reports from Real Time Windows.

MyCalls Desktop:

- Outlook 2016 can now be screen popped.

Misc:

- Windows Server 2016 is now supported.
- The license manager application has been re-worked to show more details about licenses that are installed.
- Extension Logon, users can now be given the option to logon without selecting an extension.
- The call records database is now enabled in the 'auto backup' routine by default.
- SQL Server Express 2014 is now installed by default.

This document goes on to explain each of the new features in more detail including which features are available in the different products.

3. NEW AND ENHANCED BUSINESS FEATURES – REPORTING ENHANCEMENTS

Several new features have been added to the MyCalls reporting engine that gives an overall greater look and feel.



Director's Report: Directors Report: Daily Summary

Created On **11/07/2017** 14:58:45

Head Office								
Number of Calls			Average Duration		Average Ring Time			
Answered	Abandoned	Outgoing	Answered	Outgoing	Answered	Abandoned		
68	52	76	00:04:23	00:03:50	00:00:13	00:00:16		

Head Office	Time Of Call	User	Extension	Total Duration	Ring Time	Dialled Number	Location	Call Cost
Longest Waiting Incoming Call	05/05/2015 11:12:16	None	002	00:00:00	00:01:05	01156520		-
Longest Waiting Abandoned Call	05/05/2015 14:10:04	None		-	00:03:00	1159695700	Nottingham	-

3.1 Report Summaries

All reports now show a Report Summary that show all of the key data contained within the report. This will show the total number of calls included in the report and then some duration based statistics relating to the calls in the report.

Group Summary: Summary: All Calls

Created On **22/06/2017** 10:24:04
 Covering Period **01/06/2017** 00:00:00 - **30/06/2017** 23:59:59

Report Filtered To:
 Show summaries for the device type: Trunk.
 Transferred calls are being reported as a single call.

Report Summary														
Calls			Min. Dur.		Max. Dur.		Avg. Dur.		Min. Ring		Max. Ring		Avg. Ring	
Inc.	Abd.	Out.	Inc.	Out.	Inc.	Out.	Inc.	Out.	Inc.	Abd.	Inc.	Abd.	Inc.	Abd.
5	1	16	00:00:01	00:00:01	00:00:03	00:00:52	00:00:02	00:00:06	00:00:01	00:00:04	00:00:08	00:00:04	00:00:04	00:00:04

3.1.1 Benefits

Users can quickly identify detail within the report that in previous versions of MyCalls might have taken a little while to establish.

3.1.2 Required Licenses, Software and Hardware

- MyCalls v5.0.0.4 and above.
- No additional licensing required.

3.1.3 Required Training

- No additional training required.

3.2 Drill Down Reporting

Drill Down Reporting allows reports to be analysed by simply clicking on areas in the report summary. By clicking on the number of calls, a call details report is generated that shows the individual calls that make up the figure in the report summary.

Report Summary														
Calls			Min. Dur.		Max. Dur.		Ave. Dur.		Min. Ring		Max. Ring		Ave. Ring	
Inc.	Abd.	Out.	Inc.	Out.	Inc.	Out.	Inc.	Out.	Inc.	Abd.	Inc.	Abd.	Inc.	Abd.
30	4	41	00:00:00	00:00:01	00:35:25	00:32:10	00:04:04	00:02:41	00:00:02	00:00:03	00:00:23	00:00:19	00:00:09	00:00:11

Time Of Call	User	Call Type	Duration	Caller Name	Dialled Number	Location	Ring Time	Cost
05/05/2015 09:10:50	Dave Price	Inc	00:01:28		07818596137	Mobile	00:00:02	£0.0000
05/05/2015 09:30:39	Derek Adey	Inc	00:00:57		07962650912	Mobile	00:00:16	£0.3167
05/05/2015 09:46:08	Allan Dillon	Inc	00:02:27		03336006999	Non-Geographic Area Code	00:00:11	£4,084.1500
05/05/2015 10:13:00	Allan Dillon	Inc Tfr	00:02:10		01536267139	Kettering	00:00:03	£3,611.8333
05/05/2015 10:22:14	Tim Molyneux	Inc	00:00:00		01156539		00:00:10	£0.0000
05/05/2015 10:32:22	Derek Adey	Inc	00:02:39		08458717788	Non-Geographic Area Code	00:00:05	£4,417.5500
05/05/2015 10:38:00	Tim Molyneux	Inc	00:00:08		01156518		00:00:17	£0.0000
05/05/2015 10:38:29	Tim Molyneux	Inc	00:00:01		01156510		00:00:07	£0.0000
05/05/2015 10:39:54	Tim Molyneux	Inc	00:00:09		01156518		00:00:10	£0.0000

It's also possible to click the duration / ring duration stats to see the call details for those stats too.

From a Group Summary Report, you can click the clock icon to the left hand side of the group name to break the report down into a Group Summary Time Profile Report.

	Calls	Inc. Avg. Dur.	Avg. Ring	Abd. Calls	Avg. Ring	Out. Calls	Avg. Dur.	Cost	Tfr Calls
Tech Support	30	00:04:04	00:00:09	4	00:00:11	41	00:02:41	£148,916.40	4
05/05/2015 09:00:00	3	00:04:52	00:00:09	1	00:00:03	1	00:03:48		
05/05/2015 10:00:00	7	00:10:19	00:00:08	1	00:00:04	15	00:13:37		
05/05/2015 11:00:00	4	00:51:35	00:00:09	0	00:00:00	8	00:00:37		
05/05/2015 12:00:00	3	00:04:32	00:00:07	0	00:00:00	0	00:00:00		
05/05/2015 13:00:00	1	00:07:39	00:00:08	1	00:00:19	6	00:50:00		
05/05/2015 14:00:00	7	00:21:03	00:00:09	1	00:00:19	5	00:34:39		
05/05/2015 15:00:00	5	00:22:16	00:00:11	0	00:00:00	1	00:00:03		
05/05/2015 16:00:00	0	00:00:00	00:00:00	0	00:00:00	4	00:03:20		
05/05/2015 17:00:00	0	00:00:00	00:00:00	0	00:00:00	0	00:00:00		

In a Group Summary Report, you can click the Group name in the report to see a list of members in the group and the associated calls.

	Calls	Inc. Avg. Dur.	Avg. Ring	Abd. Calls	Avg. Ring	Out. Calls	Avg. Dur.	Cost	Tfr Calls
Tech Support	30	00:04:04	00:00:09	4	00:00:11	41	00:02:41	£148,916.40	4
Tech Support									
5663 - Dave Price	4	00:11:48	00:00:04	2	00:00:19	10	00:04:00		
5664 - Adam Page	0	00:00:00	00:00:00	1	00:00:04	9	00:03:40		
5740 - Mark Fryer	1	00:14:31	00:00:26	1	00:00:03	14	00:00:09		
5741 - Tim M	0	00:00:00	00:00:00	0	00:00:00	0	00:00:00		
5747 - Katrina D	0	00:00:00	00:00:00	0	00:00:00	0	00:00:00		
5754 - Tim Molyneux	4	00:00:04	00:00:11	0	00:00:00	3	00:00:01		
5760 - Derek Adey	13	00:01:54	00:00:09	0	00:00:00	2	00:03:42		
5761 - Allan Dillon	8	00:04:25	00:00:08	0	00:00:00	3	00:09:15		
Totals	30			4		41			

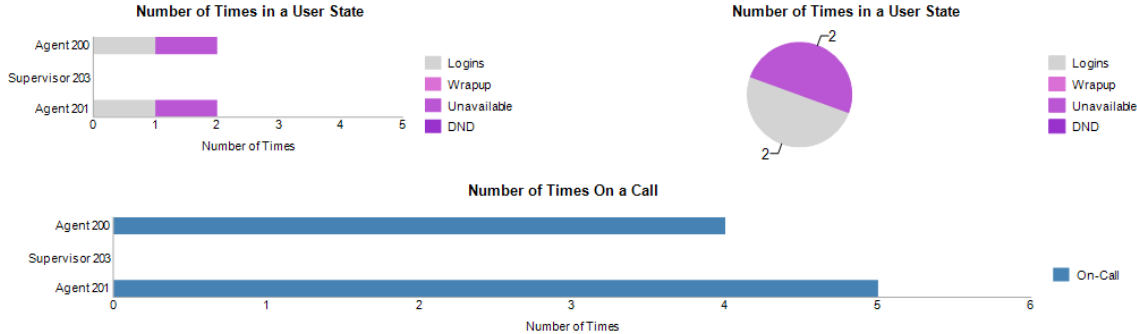
With MyCalls Call Centre you can drill down from the User Availability report into the Login / On-Call / Wrapup / Unavailable details.

User Availability:

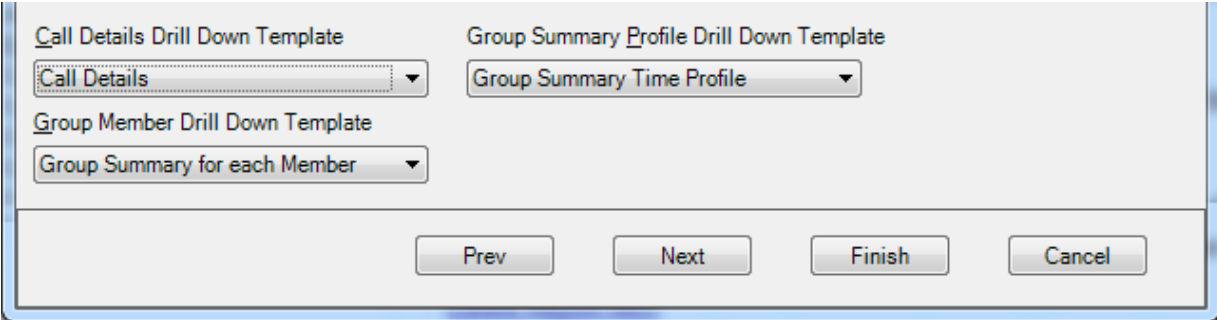
Created On 27/06/2017 15:24:51
Covering Period 27/06/2017 00:00:00 - 27/06/2017 23:59:59

Report Filtered To:
 Only include organisation groups: Sales Team.

User	Logins			On-Call			Wrapup			Unavailable			DND		
	Num	Avg. Dur.	H. Cost	Num	Avg. Dur.	H. Cost	Num	Avg. Dur.	H. Cost	Num	Avg. Dur.	H. Cost	Num	Avg. Dur.	H. Cost
Agent 201	1	00:35:05	0.0000	5	00:02:59	0.0000	0	00:00:00	0.0000	1	00:04:21	0.0000	0	00:00:00	0.0000
Supervisor 203	0	00:00:00	0.0000	0	00:00:00	0.0000	0	00:00:00	0.0000	0	00:00:00	0.0000	0	00:00:00	0.0000
Agent 200	1	00:35:15	0.0000	4	00:00:00	0.0000	0	00:00:00	0.0000	1	00:04:32	0.0000	0	00:00:00	0.0000



In the report configuration, you can select which drill down templates are used for the report. It's possible to customise the drill down templates too, this allows different columns to be selected in the drill down report.



3.2.1 Benefits

Detailed reporting and analysis of reporting data is simply a case of clicking on statistics of interest. This saves a lot of precious time for managers and supervisors who use MyCalls reports.

3.2.2 Required Licenses, Software and Hardware

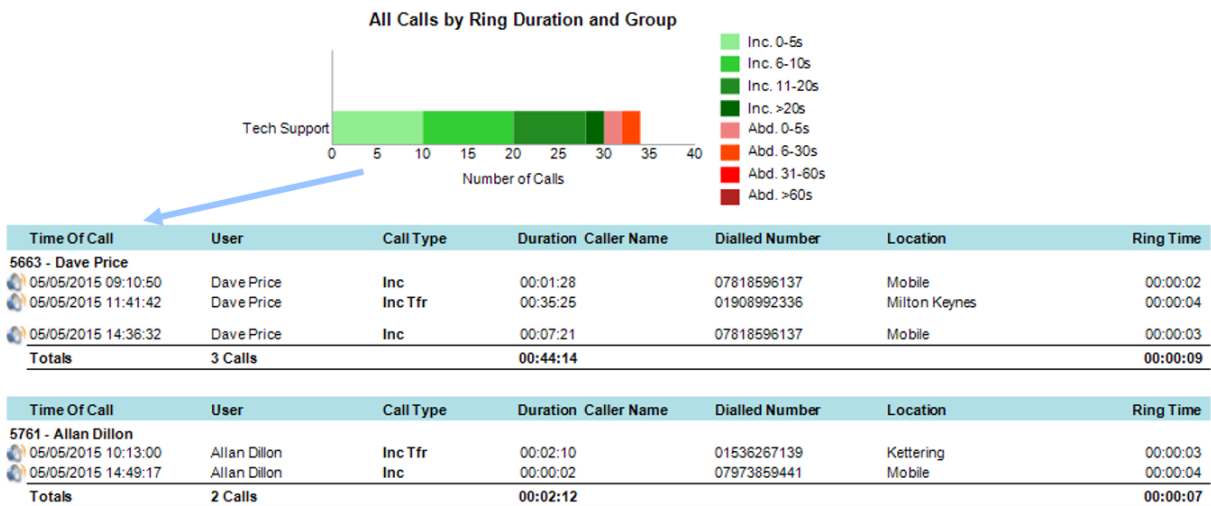
- MyCalls v5.0.0.4 and above.
- MyCalls Call Manager / MyCalls Call Centre.

3.2.3 Required Training

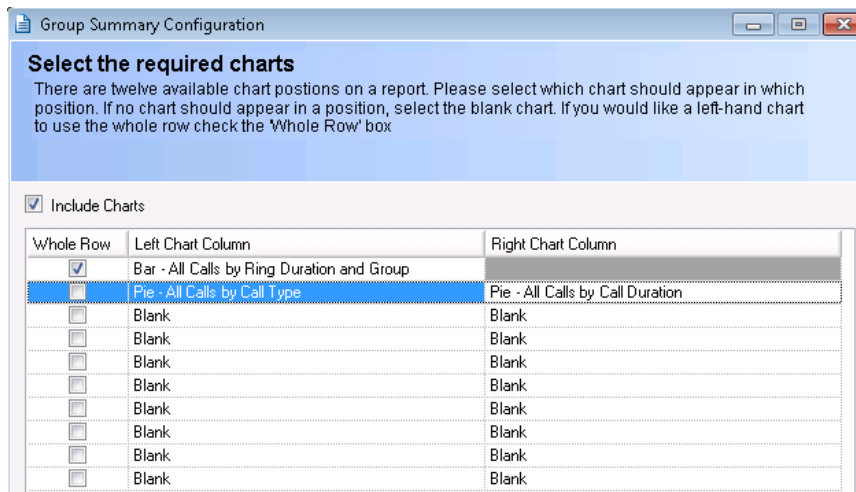
- No additional training required.

3.3 Charts in Reports

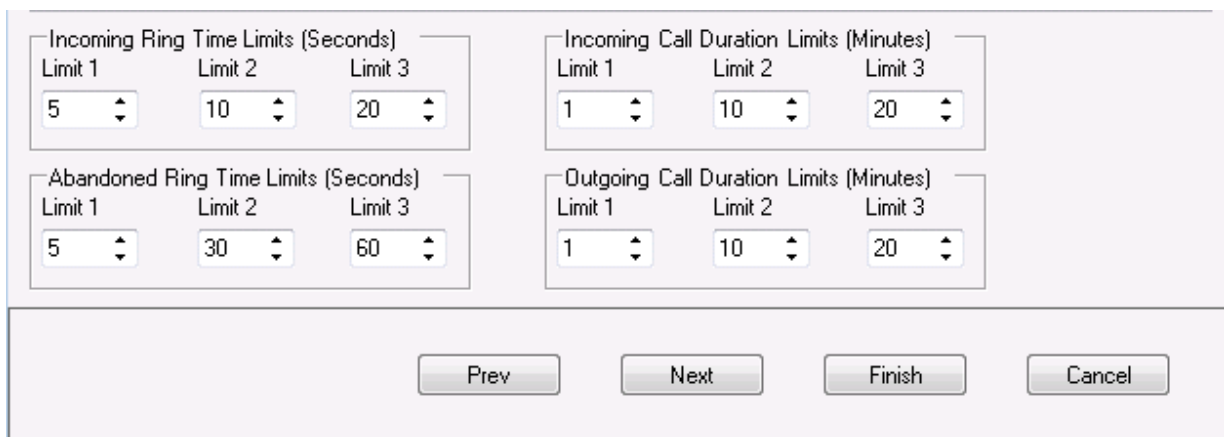
Several bar and pie charts are available in Group Summary, Group Member Summary and Group Profile reports. It's possible to drill down in the charts to see the calls that make up the chart.



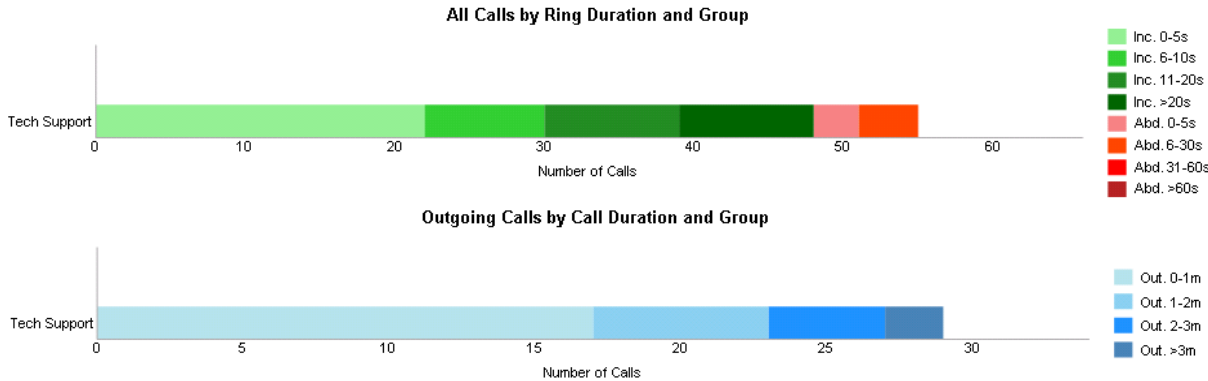
In the report configuration, charts can be configured to occupy a whole row within a report or 2 can be side by side.



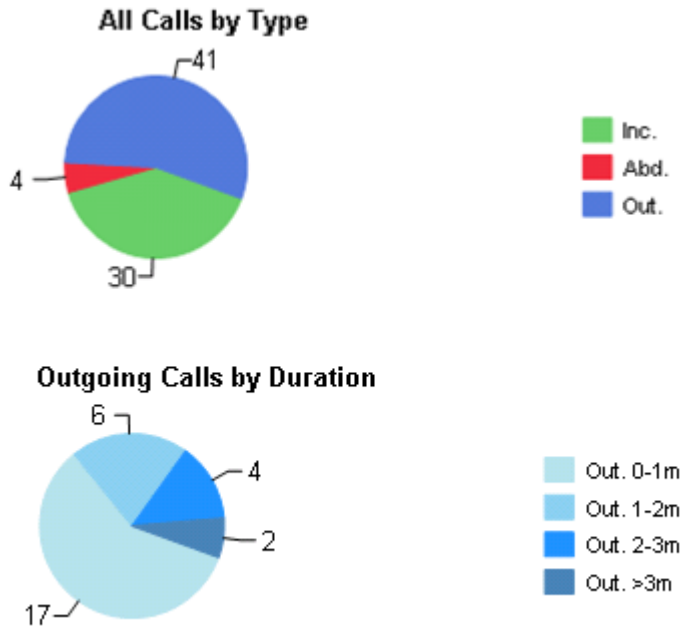
The charts can either show call volumes or call duration data. It's possible to define the limits for different call types, these are then highlighted in the charts and labelled with a legend.



Example Bar Charts



Example Pie Charts



3.3.1 Benefits

Charts show a visual representation of data which users can easily relate to, combined with the drill down feature detailed data is easy to access.

3.3.2 Required Licenses, Software and Hardware

- MyCalls v5.0.0.4 and above.
- MyCalls Basic / MyCalls Call Manager / MyCalls Call Centre.

3.3.3 Required Training

- No additional training required.

3.4 Un-Returned Calls Reporting

Un-Returned Calls were previously available to view in Real Time Windows in the MyCalls application. It's now possible to run reports that show the same data, the reports can be run system wide or be filtered against any device.

Unreturned Abandoned Call Details

Created On 11/07/2017 10:31:21
Covering Period 10/07/2017 10:31:21 - 11/07/2017 10:31:21

Report Summary			
Calls	Min. Ring	Max. Ring	Avg. Ring
3	00:00:02	00:00:05	00:00:03

Time Of Call ↕	User ↕	Caller Name ↕	Dialled Number ↕	Location ↕	Ring Time ↕
11/07/2017 10:28:50	None	Test PRI 890	01159315890	Nottingham	00:00:02
Time Of Call ↕	User ↕	Caller Name ↕	Dialled Number ↕	Location ↕	Ring Time ↕
200 - Test 200					
11/07/2017 10:28:57	None	Test PRI 890	01159315890	Nottingham	00:00:04
Time Of Call ↕	User ↕	Caller Name ↕	Dialled Number ↕	Location ↕	Ring Time ↕
201 - Console 1					
11/07/2017 10:29:41	None	Test PRI 890	01159315890	Nottingham	00:00:05
Totals	3 Calls				


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3.4.1 Benefits

Un-returned calls allow a business to enhance their customer service levels by proactively calling back customers whose calls had abandoned. Being able to run reports on un-returned calls allows the data to be accessible to more people.

3.4.2 Required Licenses, Software and Hardware

- MyCalls v5.0.0.4 and above.
- MyCalls Call Manager / MyCalls Call Centre.

3.4.3 Required Training

- No additional training required.









3.5 Call Playback Through Reports

When MyCalls Call Recorder is used, calls can now be played back through any Call Details report. Calls that have an associated recording will have the speaker icon next to them, the user can click the speaker to playback the call.

Call Details: List: All Calls

Created On 11/07/2017 10:40:04
Covering Period 05/08/2015 00:00:00 - 07/08/2015 23:5

								Report S
Calls			Min. Dur.		Max. Dur.		A	
Inc.	Abd.	Out.	Inc.	Out.	Inc.	Out.	Inc.	
6	0	4	00:00:01	00:00:01	00:01:54	00:09:17	00:00	

Time Of Call	User	Call Type	Duration	Caller Name
5705 - R Horsley				
 05/08/2015 10:59:23	Richard Horsley	Out	00:00:07	BT News Line
 05/08/2015 11:01:18	Richard Horsley	Inc	00:00:08	
 05/08/2015 11:02:11	Richard Horsley	Inc	00:00:01	
 05/08/2015 11:03:21	Richard Horsley	Inc	00:00:09	
 05/08/2015 11:03:38	Richard Horsley	Inc	00:00:07	
 05/08/2015 11:33:48	Richard Horsley	Out	00:01:38	
 06/08/2015 09:15:30	Richard Horsley	Inc	00:00:04	
 07/08/2015 08:46:44	Richard Horsley	Inc	00:01:54	
Totals	10 Calls		00:13:26	

3.5.1 Benefits

Call playback is now quicker to access and can be used in combination with the drill down reporting feature.

3.5.2 Required Licenses, Software and Hardware

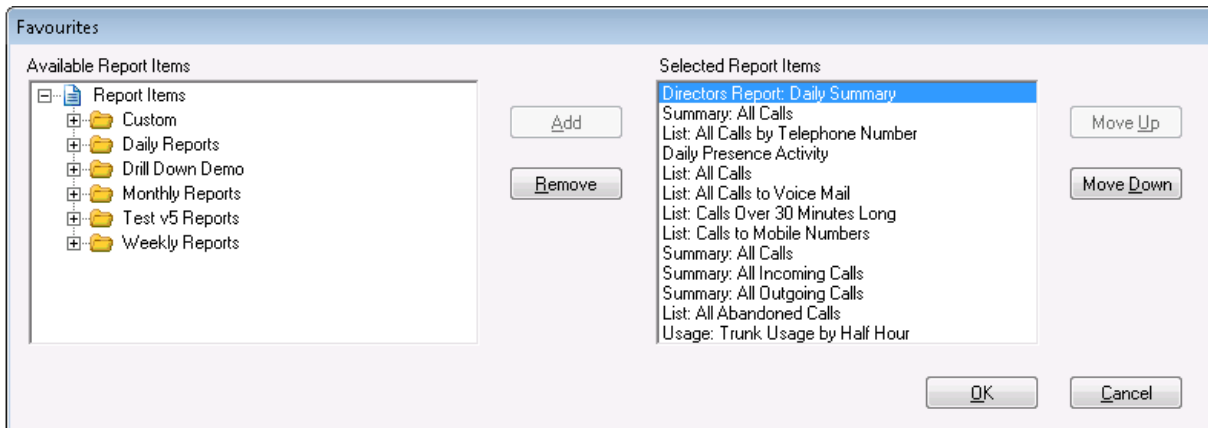
- MyCalls v5.0.0.4 and above.
- MyCalls Call Recorder

3.5.3 Required Training

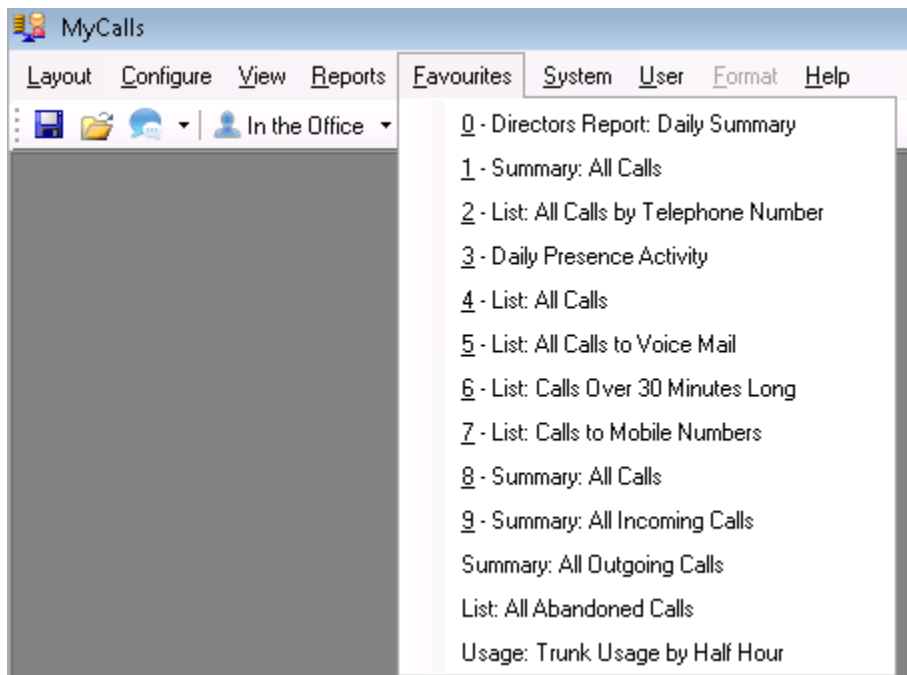
- No additional training required.

3.6 Favourites

Reports can be marked as favourites in Reports > Reports > Favourites, this allows a user to select their commonly used reports for quick access.



Once selected and put into order, they can be easily accessed via the Favourites menu in MyCalls.



3.6.1 Benefits

Users can access their commonly used reports in just 2 mouse clicks!

3.6.2 Required Licenses, Software and Hardware

- MyCalls v5.0.0.4 and above.
- MyCalls Basic / MyCalls Call Manager / MyCalls Call Centre.

3.6.3 Required Training

- No additional training required.

3.7 Customisable Report Logos

The report logo that appears in the bottom left hand corner of reports can be replaced with another image. To replace the logo, locate the file 'ReportLogo.png' in the MyCalls installation folder and take a copy of it. This can be used should the changed logo have a problem. The ReportLogo.png file can then be edited to use a new logo, the image needs to be 90mm wide by 15mm tall.

Group Summary: Summary: All Calls

Created On 11/07/2017 11:47:55
Covering Period 07/05/2015 00:00:00 - 07/05/2015 23:59:59

Report Summary											
Calls			Min. Dur.		Max. Dur.		Avg. Dur.		Min. Ring		
Inc.	Abd.	Out.	Inc.	Out.	Inc.	Out.	Inc.	Out.	Inc.	Abd.	
48	7	29	00:00:05	00:00:03	00:45:43	00:07:13	00:06:41	00:01:03	00:00:02	00:00:00	
			Inc.			Abd.					
			Calls	Avg. Dur.	Avg. Ring	Calls	Avg. Ring	Calls	Avg. Ring	Calls	
🕒 Tech Support			48	00:06:41	00:00:22	7	00:00:07	29			



The logo in the directors report can also be replaced, to do this follow the same process as the normal report logo replacing file ReportHeaderLogo.png. This image needs to be 280mm wide by 50mm tall.

3.7.1 Benefits

Reports look more bespoke and tailored to a company.

3.7.2 Required Licenses, Software and Hardware

- MyCalls v5.0.0.4 and above.
- MyCalls Basic / MyCalls Call Manager / MyCalls Call Centre.

3.7.3 Required Training

No additional training required

3.8 Custom / Vertical Reports

It's now possible to make bespoke reports in MyCalls, further information will be made available about this in due course.

3.8.1 Benefits

Very specific reports can be made exactly to customers requirements.

3.8.2 Required Licenses, Software and Hardware

- MyCalls v5.0.0.4 and above.
- MyCalls Call Manager / MyCalls Call Centre.
- Licenses / Technical Services changes may apply to create bespoke reports.

3.8.3 Required Training

Separate training may be required for bespoke reports.

4. NEW AND ENHANCED BUSINESS FEATURES – REAL TIME WINDOW ENHANCEMENTS

4.1 Interval Periods

When creating Real Time Windows, the following intervals can be selected:

- Today – All calls for the current day.
- Today (by hour) = 24 different values for the current day.
- Current Shift – If shift patterns are defined, this is the number of calls for the active shift pattern.
- Hourly – All Calls covering one hour back from the current time.
- Last Week – All Calls from Monday – Sunday for the previous week.
- This Week – All Calls from Monday – Sunday for the current week.
- Yesterday – All Calls covering the 24 hours from the previous day.

4.1.1 Benefits

The new set of Interval periods allow users to see calls over different time frames, they could for example compare daily / weekly service levels in MyCalls.

4.1.2 Required Licenses, Software and Hardware

- MyCalls v5.0.0.4 and above.
- MyCalls Basic * See Note 1 / MyCalls Call Manager / MyCalls Call Centre.

*Note 1 – Shift patterns are not available in MyCalls basic.

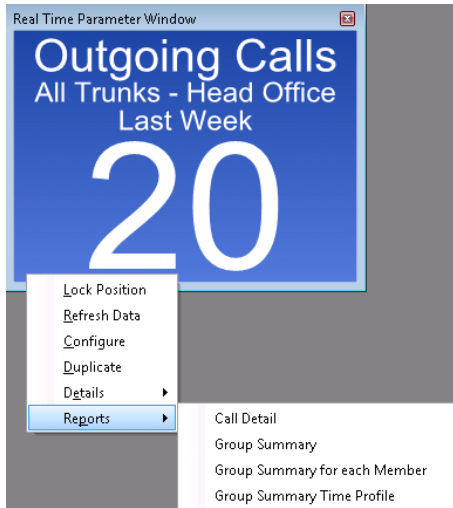
4.1.3 Required Training

No additional training required.

4.2 Generate Reports from Real Time Windows

Reports can be made on the data in a Real Time Window by right clicking on the window and then select a report template to use. There are 4 report templates available:

- Call Details – This will show a list of individual calls.
- Group Summary – The total number of calls for the device group.
- Group Summary for each Member – The total number of calls for each device in the group.
- Group Summary Time Profile – The total number of calls broken down into intervals.



Group Summary:

Created On 11/07/2017 12:48:33
Covering Period 02/07/2017 00:00:00 - 08/07/2017 23:59:59

Report Filtered To:
 Only include call types: Outgoing or Outgoing Abandoned or Outgoing Line to Line
 Show summaries for the device type: Trunk.
 Transferred calls are being reported as multiple calls.

Report Summary									
Calls			Min. Dur.		Max. Dur.		Avg. Dur.		
Inc.	Abd.	Out.	Inc.	Out.	Inc.	Out.	Inc.	Out.	
0	0	20	00:00:00	00:00:04	00:00:00	00:36:40	00:00:00	00:04:11	

	Inc.	Abd.
All Trunks	0	0

4.2.1 Benefits

Any alarming Real Time Statistics can quickly be analysed through reports without have to navigate through the Reports menu.

4.2.2 Required Licenses, Software and Hardware

- MyCalls v5.0.0.4 and above.
- MyCalls Basic * See Note 1 / MyCalls Call Manager / MyCalls Call Centre.

*Note 1 – Group Summary for each Member and Group Summary Time Profile reports are not available in MyCalls basic.

4.2.3 Required Training

No additional training required.

4.3 Real Time Statistics Retrieved from the Database

Real Time Windows now display data that is directly retrieved from the MyCalls database. Previously they would be held in memory meaning that if the MyCalls Sever was restarted the Real Time Windows would all reset back to zero. The stats are now automatically re-populated when the MyCalls server is restarted.

4.3.1 Benefits

Sometimes customers could be sensitive to the stats being put back to zero, meaning installers would have to schedule a restart of the MyCalls server out of working hours. This is no longer the case.

4.3.2 Required Licenses, Software and Hardware

- MyCalls v5.0.0.4 and above.

4.3.3 Required Training

No additional training required.

5. NEW AND ENHANCED BUSINESS FEATURES – MYCALLS DESKTOP

5.1 Outlook 2016 Screenpop

It's now possible to Screenpop Outlook 2016 through MyCalls Desktop. The Outlook plugin can also be installed in Outlook 2016.

5.1.1 Benefits

This extends the support of MyCalls to the current version of Outlook.

5.1.2 Required Licenses, Software and Hardware

- MyCalls v5.0.0.4 and above.
- MyCalls Desktop Lite / MyCalls Desktop

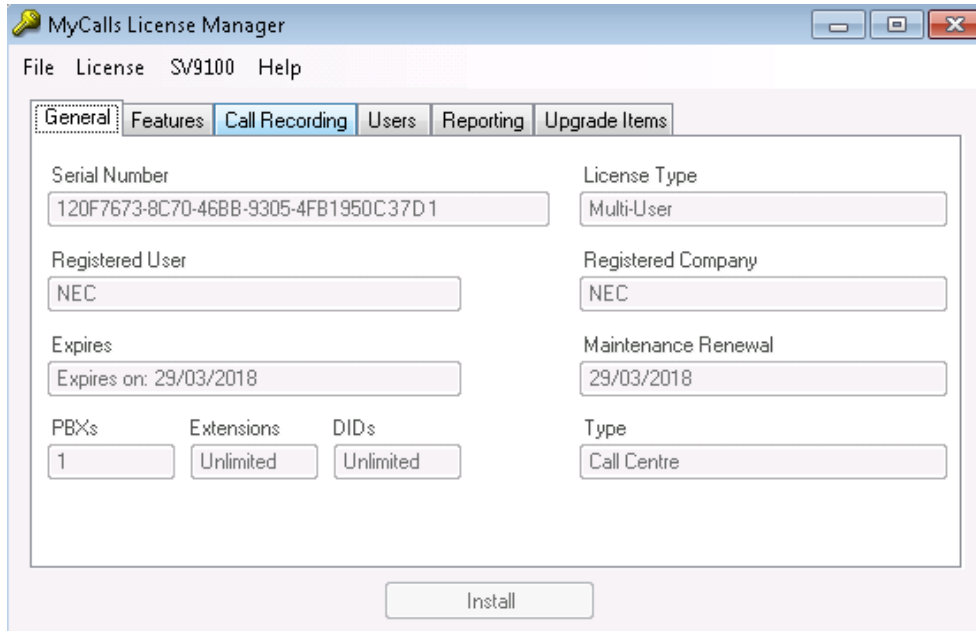
5.1.3 Required Training

No additional training required.

6. NEW AND ENHANCED BUSINESS FEATURES – MISCELLANEOUS FEATURES

6.1 License Manager

The license manager has been re-worked to show more details about any licenses that have been installed. To view an installed license, open the license manager and click File > Open.



6.1.1 Benefits

The new look license manager makes it easier to see what licenses are active in MyCalls.

6.1.2 Required Licenses, Software and Hardware

- MyCalls v5.0.0.4 and above.

6.1.3 Required Training

No additional training required.

6.2 Windows Server 2016

MyCalls can be installed on Windows Server 2016, further details of supported operating systems and minimum hardware requirements can be found in the MyCalls Installation manual.

6.2.1 Required Licenses, Software and Hardware

- MyCalls v5.0.0.4 and above.

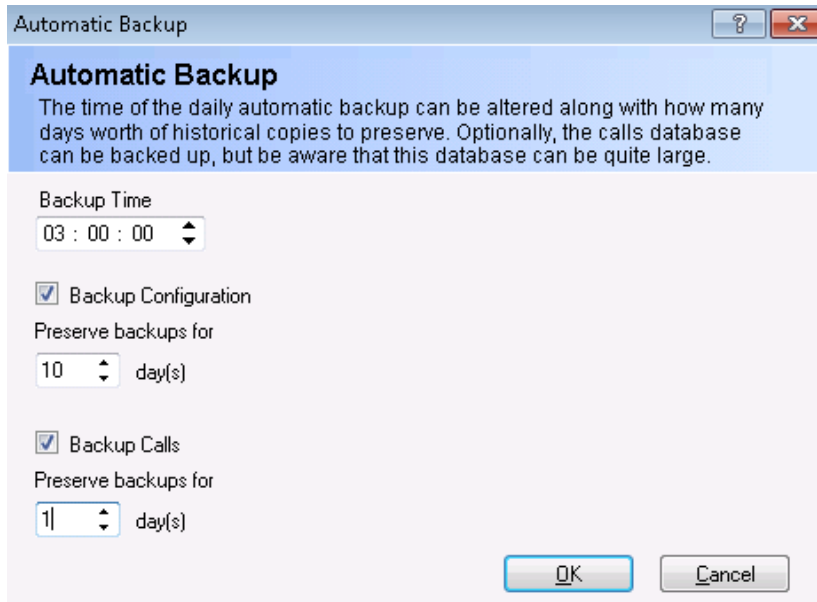
6.2.2 Required Training

No additional training required.

6.3 AutoBackup of the Call Records Database

By default MyCalls has always automatically performed a rolling 10 day backup of the configuration database. This was useful in case the database became corrupted and an older instance needed to be restored. The Call Records database wasn't automatically backed up by default. The Call Records database is now automatically backed up and a 1 rolling day backup is kept. This set to 1 day by default because the Call Records can potentially grow quite large in size.

Autobackups can be configured in System > Automatic Database Backup.



6.3.1 Benefits

It's handy to have a backup of the Call Records database should one be required.

6.3.2 Required Licenses, Software and Hardware

- MyCalls v5.0.0.4 and above.
- MyCalls Call Manager / MyCalls Call Centre

6.3.3 Required Training

No additional training required.

6.4 SQL Server Express 2014

SQL Server 2014 is now installed by default.

6.4.1 Required Licenses, Software and Hardware

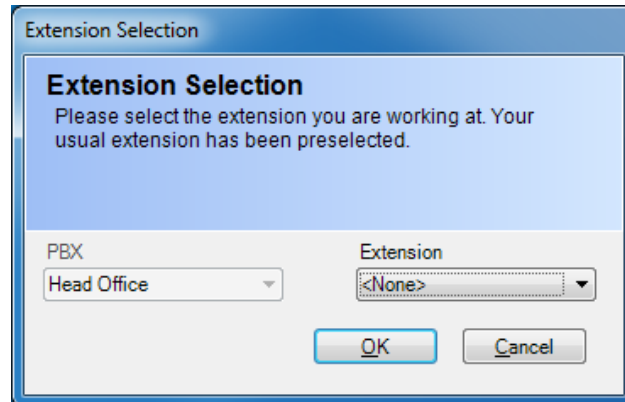
- MyCalls v5.0.0.4 and above.

6.4.2 Required Training

No additional training required.

6.5 Extension Logon

Users have always been required to select an extension when logging on to MyCalls, this was required so that extension calls would be associated with a user. Some users, for example Wallboard users may not want to select an extension so it's now possible to logon without having to select an extension. If a user is enabled for hot desktop, they can logon and select extension <none> .



Users that are not enabled for hot desking and aren't assigned to an extension will automatically logon to extension <none>.

6.5.1 Benefits

This change simplifies the logon process for users that don't want to assign extension calls to users.

6.5.2 Required Licenses, Software and Hardware

- MyCalls v5.0.0.4 and above.

6.5.3 Required Training

No additional training required.

7. HARDWARE AND SOFTWARE

MyCalls version 5.0.0.4 is available to download from Business. The following licenses are available to allow installations to be upgraded to 5.0.0.4.

Product code SV9100	MyCalls Upgrade Licences	Description
EU400117	LK-MyCalls Single Ver. Upgrade	MyCalls Application upgrades
EU400118	LK-MyCalls Any Ver. Upgrade	
EU400122	LK-My Calls Agent Single Version Upgrade	MyCalls Agent upgrades
EU400123	LK-My Calls Agent Any Version Upgrade	
EU400120	MyCalls CTI Desktop Single Version Upgrade - Per user	MyCalls CTI Desktop upgrades
EU400121	MyCalls CTI Desktop Any Version Upgrade - Per user	
EU400146	MyCalls CTI Desktop Single Version Upgrade - 512 User Sites	
EU400147	MyCalls CTI Desktop Any Version Upgrade - 512 User Sites	

8. TECHNICAL DOCUMENTATION

Updated manuals will be available to download on BusinessNet.

All of the new features in this release are covered in the MyCalls User Guide, which is available in the \UserManuals folder in the MyCalls server.

9. TECHNICAL COURSES

All new features are covered in the Technical training courses.

10. DOCUMENT HISTORY

Date	Issue	Changes
11/07/2017	1	First Release
08/08/2017	1.1	Removed reference to SV8100 in the table in section 7. Replaced it with SV9100.