

# SpitFire Enterprise New Manager Platform

<b>V.2.0.2.0</b>
Chat Window Movable/ Resizable
Agent Permissions for Lookup & Reschedule Callbacks
Low Leads Notification (Audible & Notification)
Manager Refresh on Login Page
Agent Refresh on Login Page
SQL Statement Builder Tool
Added Dial Ratio on Campaign Statistics Dashboard
<b>V.2.0.0.6 – V.2.0.1.0</b>
Manager App Fully Web-based Using Latest Angular Technology
Access From Any Web-browser
Customizable Alert Ribbon
Fast & Responsive Platform
Manager Notification Center
<b>Customizable Dashboards</b>
Campaign Dashboard
Agent Dashboard
Disposition Dashboard
Comprehensive Sorting on All Dashboards
Eject All Agents from Campaign
Pause/ Stop All Campaigns
<b>Campaign Module</b>
Enhanced Script Editing
Enhanced Custom Fields (Text, Drop Down, Date, Time)
<b>Rework Module</b>
Search Templates
<b>Callback Module</b>
Enhanced Callback Filtering
Enhanced Filtering & Searching Capabilities
Customizable Columns
<b>List Module</b>

Search Phone Number in All Lists
Enhanced Filtering
Customizable Columns
Enhanced Find & Replace
Comprehensive Sorting
<b>DNC Module</b>
Search Phone in All DNC Lists
Display All lists the Number Exists or Not Found
Comprehensive Sorting
<b>Agents Management</b>
Upload Agent Picture or Icon
<b>Supervisor Module</b>
Improved Supervisor Functionality
Customizable Columns
Agent Search
Boot-out individual agent or all agents
<b>Reports</b>
Download
Customizable Columns
<b>File Management</b>
Download and Upload Functionality
<b>Email Templates</b>
Enhanced Editor