

SpitFire Enterprise New Manager Platform

V.2.0.4.0
Campaign Scheduler
Clone Email Template
Clone Recording Template
Clone HTML
Clone IVR
Update Notes in History
Search History Template
Callback Search Template
Last Result Search Template
Database Size w/ Notification (System Info)
Database Reorganization (System Info)
Add Disposition to All Campaigns
V.2.0.2.0
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
V.2.0.0.6 – V.2.0.1.0
Manager App Fully Web-based Using Latest Angular Technology
Access From Any Web-browser
Customizable Alert Ribbon
Fast & Responsive Platform
Manager Notification Center
Customizable Dashboards
Campaign Dashboard
Agent Dashboard
Disposition Dashboard
Comprehensive Sorting on All Dashboards
Eject All Agents from Campaign

Pause/ Stop All Campaigns
Campaign Module
Enhanced Script Editing
Enhanced Custom Fields (Text, Drop Down, Date, Time)
Rework Module
Search Templates
Callback Module
Enhanced Callback Filtering
Enhanced Filtering & Searching Capabilities
Customizable Columns
List Module
Search Phone Number in All Lists
Enhanced Filtering
Customizable Columns
Enhanced Find & Replace
Comprehensive Sorting
DNC Module
Search Phone in All DNC Lists
Display All lists the Number Exists or Not Found
Comprehensive Sorting
Agents Management
Upload Agent Picture or Icon
Supervisor Module
Improved Supervisor Functionality
Customizable Columns
Agent Search
Boot-out individual agent or all agents
Reports
Download
Customizable Columns
File Management
Download and Upload Functionality
Email Templates

Enhanced Editor