

SpitFire Enterprise Pro Update Log

V.2.0.6.0
Manager Dashboard- Select Campaigns to View
History- Edit Disposition Add Reason for Change
History- Add Note with Time & Date Stamp
Agent Application Setting- Tone Selection & Volume Control for Chat & Preview
Agent Application- Added Break Statistics
Disposition Decision
Agent Call Detail Report
Campaign Call Detail Report
Favorite Report Priority
Global Settings- Caller ID Management
V.2.0.5.0
Campaign Scheduler & Job History
Update History Notes
Search Templates in History, Callback & Last Results
Report Templates
Hide or Display Rows in Reports
Added Connect%, Drop%, Abandon% and Hit %
Download Report in PDF Format
Database Size & Warning Notification
Select Groups in Agent Dashboard
Inbound IVR (IE: press 1 for sales, 2 for customer service)
Create Dispositions for All Campaigns
License Updater- Global Settings
Clone Email Template
Clone IVR
Clone HTML
Database Size w/ Notification (System Info)
Database Reorganization (System Info)
Manager Permissions Updated
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