

SpitFire Enterprise Update Log

Version 1.7.8.9	06/29/19
NEW Supervisor Module- Monitoring, Coaching & Barging	
Live User Statistics in Campaign Window	
Download Recordings from History Module	
Enhanced Email Authentication Improving Delivery Rate	
Test Email Added to Email Template	
Import Extensions	
Web Agent Notes Time & Date Stamped with Agent Name & Disposition	
History Search by List, Disposition & User	
Cloud Backup Reminder	
Group Chat & Improved Broadcast Chat	
Callback Audio Notification	
New Report- User Disposition Statistics by Campaign & List	
Time Zone Exception	
Version 1.7.7.0	2/05/18
Chat Module Windows Agent- Licensed Feature (Broadcast, Campaign, Group, User)	
Chat Module Web Agent- Licensed Feature (Broadcast)	
ReCAPTCHA Manager App Login	
Clone Agents	
List Module- Delete Multiple Lists	
List Management Module- Search Records- Delete All	
End Call Flashing Button (Web Agent Only)	
Inbound Queue Count (Web Agent Only)	
Agent Exceeded Status Notifications	
Note: AGENT APPLICATION MUST BE UPDATED TO V.1.7.7.0	
Version 1.7.6.0	4/15/17
Outbound Channel Pooling	
Dial Ratio Starts at 1 to Avoid Dropped Calls When Campaign is Started	
Auto Start Campaign with Services Restart	
Administrator Role-Admin Assigns Managers Privileges	

System Lists in Callback Manager
Setting Allowing for Blank Records to be Imported
Improved Manual Dialing
System and Custom Fields in HTML Script
Agent Notification- List Exhausted
Added Callback Calendar on Agent Application
ReCAPTCHA Agent Login
No Call and Callback Automatically Dispositioned
Note: AGENT APPLICATION MUST BE UPDATED TO V.1.7.6.1
Version 1.7.5.0 9/15/16
Export Custom Fields from List Management
Listen to Inbound Voicemail from History
Manual Lines Global (shared with all campaigns)
Delete Groups
Inbound "Abandoned" added to Statistics Dashboard & Reporting
Inbound Calls on Hold in Statistics Dashboard
Average Wait Time added to Statistics Dashboard and Reporting
Setting for Time Zone Check on Callbacks
Transfer Caller ID Type Added to Campaign Settings
"Move Up" and "Move Down" Added to Custom Fields, Dispositions & Groups
SQL Query Builder
Email Settings for POP & Exchange Server
Additional Recording Option- Auto Start with Agent Stop & .wav File Append
Picker Added in List Modules List & DNC Scrub
Setting for "Hide System Dispositions"
Export DNC
Dynamic Caller ID- 3 rd Party Application Interface
Note: AGENT APPLICATION MUST BE UPDATED TO V7.4
Version 1.7.3.0 Released 1/26/16
Move Lead to DNC Based on Disposition
Search Added to Campaigns, Users & Lists
Round Robin Agent to Agent Transfer
New Rework Module

Rework Template- Create, Edit, Save
Export Available Records
Back Button to Report Main Menu
Tool Tips Added
Enable DNC Verification
Global Transfer Channels
Display Channel Info in Footer
Manager Password Recovery
User Type Added (Manager/Agent)
Displaying Number of Agents Logged into a Campaign
Display Agents Logged into a Campaign
Full Screen View- Campaigns, All Users & Campaign Statistics
Edit Added to User Status Color Code
Callbacks On Agent App Displayed in Chronological Order
Note: AGENT APPLICATION MUST BE UPDATED TO V7.3
Version 1.7.1.0 Released 8/12/15
Custom Break Types
User Break Statistics by Date Report
All User Break Statistics Report
Break Type in All User Window
Campaign Disposition Statistics by Hour Report
Display List Priority Number in List Assignment Window
Move Lead to Another List based on Disposition
Rename List in List Module
Add Email to History Tab on Agent Application
Create Manager
Show inbound XML configuration on Manager App
Display List Name on Agent App
Tooltip on "All List" View will show what campaign(s) list are assigned to
Sort by User in "All User" View
Show System List Setting Added in Global Settings
Added Preview Timer in Campaign Settings
Note: AGENT APPLICATION MUST BE UPDATED TO V7.1
Version 1.0.6.9 Released 02/12/2015

User Status Color Code Based On Time
Import Unique Caller ID for Each Record
Assigned DNC Lists Can No Longer Be Deleted When Assigned To Campaign
Campaign Can No Longer Be Re-Named While "Executing"
VoicePhone Added To Alt Dial On Demand- Used To Redial Disconnected Call
Count of Number Of Agents Logged In Added On "All Users" Display
Ping Test from Agent App
View Multiple Agents in Dashboard
Allowing @.: In Dynamic Extension
Note: AGENT APPLICATION MUST BE UPDATED TO V5.7
Version 1.0.6.7 Released 09/02/2014
Alternate Number Dialing on Demand avail on Pred/Quick Connect/Preview
New Report List Analysis by Campaign
Hyperlink to Helpdesk and Feature Request from Manager Screen
Allow Dynamic Extension for Agent Login
Stored Procedure (Optional)
Version 1.0.6.5 Released 6/23/14
Export API (Optional)
Show Callbacks for the day on Agents Screen
Last Result Call Attempts report search by < = , = , > =
Enable List Priority checkbox in the campaign edit list tab
Export CallType from History
Allow Question mark in custom fields
Reset Custom Fields setting in User settings
Version 1.0.6.4 Released 06/13/14
Viewable Agent password in Edit User
New Hit Counter on All Users Screen on the Manager
Version 1.0.6.3 Released 04/10/14
Expand Custom Fields on the Agent screen automatically
Version 1.0.6.1 Released 04/08/14
Recording Templates based on disposition (Optional)
Email Templates based on disposition (Optional)
Last Call Result export to a new and existing DNC list

User Email added while creating or adding Agents	
Version 1.0.5.7	Released 12/18/13
History displays Call type	
Last Call Result search by number of redial attempts	
Version 1.0.5.6	Released 10/22/13
Custom dispositions can be ordered according to a priority	
CNI option added on this Version	
History export to a new DNC list	
Version 1.0.5.5	Released 06/26/13
Last Call Result Feature View and Export	
Campaigns, Lists and Agent Names sorted in alphabetical order	
New Report List Penetration Statistics	