

# SpitFire Enterprise Update Log

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| <b>Version 1.8.0.0</b>   | <b>12/11/19</b> |
| SMS Module- View Long Codes, Search Opt-in's, Add & Delete Opt-in's, Import SMS Opt-in's |                 |
| Unlimited SMS Template Creator   |                 |
| SMS Template Assignment in Campaign Settings   |                 |
| Long Code Assignment in Campaign Settings  |                 |
| Web Agent SMS Opt-In with Two Factor Authentication                                      |                 |
| Web Agent SMS Module- Send SMS Template Messages   |                 |
| SMS Msg with System & Custom Field Merge   |                 |
| Web Agent- SMS History   |                 |
| Real-time Opt-in Stats on Campaign & Users   |                 |
| Opt-in Stats in Campaign & User Statistics Reports                                       |                 |
| Rework by Date Range   |                 |
| Time Zone Tool Tip and Link to Example   |                 |
| New Support Platform & Ticketing System  |                 |
| History Create Search Templates  |                 |
| <b>Version 1.7.8.9</b>   | <b>06/29/19</b> |
| 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  |                 |
| <b>Version 1.7.7.0</b>   | <b>2/05/18</b>  |

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| 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  |
| <b>Note: AGENT APPLICATION MUST BE UPDATED TO V.1.7.7.0</b>                    |
| <b>Version 1.7.6.0</b> <b>4/15/17</b>  |
| 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                               |
| <b>Note: AGENT APPLICATION MUST BE UPDATED TO V.1.7.6.1</b>                    |
| <b>Version 1.7.5.0</b> <b>9/15/16</b>  |
| 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                  |

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| 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 <sup>rd</sup> Party Application Interface                    |
| <b>Note: AGENT APPLICATION MUST BE UPDATED TO V7.4</b>                            |
| <b>Version 1.7.3.0</b> <span style="float: right;"><b>Released 1/26/16</b></span> |
| 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                           |
| <b>Note: AGENT APPLICATION MUST BE UPDATED TO V7.3</b>                            |
| <b>Version 1.7.1.0</b> <span style="float: right;"><b>Released 8/12/15</b></span> |
| Custom Break Types  |

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| 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   |
| <b>Note: AGENT APPLICATION MUST BE UPDATED TO V7.1</b>                               |
| <b>Version 1.0.6.9</b> <span style="float: right;"><b>Released 02/12/2015</b></span> |
| 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  |
| <b>Note: AGENT APPLICATION MUST BE UPDATED TO V5.7</b>                               |
| <b>Version 1.0.6.7</b> <span style="float: right;"><b>Released 09/02/2014</b></span> |
| 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)  |

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| <b>Version 1.0.6.5</b>  | <b>Released 6/23/14</b>  |
| 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                  |                          |
| <b>Version 1.0.6.4</b>  | <b>Released 06/13/14</b> |
| Viewable Agent password in Edit User                          |                          |
| New Hit Counter on All Users Screen on the Manager            |                          |
| <b>Version 1.0.6.3</b>  | <b>Released 04/10/14</b> |
| Expand Custom Fields on the Agent screen automatically        |                          |
| <b>Version 1.0.6.1</b>  | <b>Released 04/08/14</b> |
| 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              |                          |
| <b>Version 1.0.5.7</b>  | <b>Released 12/18/13</b> |
| History displays Call type                                    |                          |
| Last Call Result search by number of redial attempts          |                          |
| <b>Version 1.0.5.6</b>  | <b>Released 10/22/13</b> |
| Custom dispositions can be ordered according to a priority    |                          |
| CNI option added on this Version                              |                          |
| History export to a new DNC list                              |                          |
| <b>Version 1.0.5.5</b>  | <b>Released 06/26/13</b> |
| Last Call Result Feature View and Export                      |                          |
| Campaigns, Lists and Agent Names sorted in alphabetical order |                          |
| New Report List Penetration Statistics                        |                          |
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