

SpitFire Enterprise Update Log

Version 1.8.0.4	07/15/20
SpitFire Softphone- Add corresponding letters to keypad	
Click2Dial Chrome Extension	
Inbound IVR- Press Key for Callback	
Add Redials to Available Records Count on Manager Dashboard	
Add Callbacks to Available Records Count on Manager Dashboard	
Version 1.8.0.0	12/11/19
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	
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