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Mindful Callback Features by Release - Release Note Archive

Historical release notes can be found here as a reference for internal users. Items will be moved from [Mindful Platform Release Notes](#) to this article at least three months after each release.

IMPORTANT

Archived release notes can describe features and settings that are no longer available in the Mindful Callback application. Consult the current documentation of the product if you are unsure whether or not a feature listed here is still available.

CONFIDENTIAL - Mindful Cloud Platform Release Process

General Overview

As a cloud application/service provider, Mindful will often release software updates and upgrades. Usually, these releases deliver updates and upgrades to a subset of the platform feature set.

Periodically updates and upgrades to underlying infrastructure supporting the Cloud Platform will also be delivered. Updates and upgrades, unless otherwise indicated, are performed transparently to Mindful Cloud customers in a resilient manner supporting Mindful's provided service and delivery obligations.

All changes are designed and prioritized by a team of senior technical resources and product managers. Changes are developed in close collaboration with product, engineering, and quality assurance team members.

Code changes are tested iteratively during the development process. When features are complete, a more exhaustive test process validates the feasibility of a candidate release. Our build process bundles and tags the code. These bundles are then deployed to private test environments using automation scripts prepared by our operations team. The environment and the application are simultaneously evaluated by both automated and manual testing. After passing the test suite, Mindful holds a formal release signoff meeting. After that, the code bundle is tagged and handed off to the operations team for the scheduled release.

Following a release schedule, Mindful customers are notified by Mindful of the pending change(s) to the production environment. Customers are issued a complete set of release notes outlining all the changes in behavior and given prior notice for the release activity. Code elevation deployments are scheduled during less busy days or times of day as a precaution.

Code Elevation

At the time of scheduled code elevation, a deployment team composed of operations engineers, software developers, quality assurance analysts, and product manager(s) assemble (virtually) to begin the deployment.

The deployment of updated application code is a completely automated process. New server instances are created and provisioned with the new code bundle. These servers are then brought online through an automated process of updating load balancers and other edge components. Old application servers are removed from service and retired. This automation is executed by our operations group; by design, no one who worked on the application code has direct access to the production environment. Following automated code elevation there is a validation of the production system by our quality assurance group. Operations personnel remain online, observing the behavior of the system during the testing window. Software developers participate as subject matter experts and troubleshooters until code elevation is deemed complete.

Infrastructure Changes

Mindful infrastructure is hosted at Amazon AWS and is configured with automation tooling, leveraging "infrastructure as code" best practices. Not only does this make the deployment more predictable, but it has the added benefit of simplifying the rollback process. Infrastructure changes are similar, but subtly different, from application code changes. Notable differences are:

1. The authors of the "infrastructure as code" may be the same individuals responsible for executing that deployment.

2. There is virtually no automated testing directly targeting the infrastructure. However, all infrastructure changes are subjected to verification of the application running on the modified infrastructure.

As with code changes, all infrastructure changes are deployed to private test environments in AWS to confirm that production deployments will run smoothly. The environment is then validated to prove that infrastructure changes have not had any undesired effect on the functionality of the system.

Emergency Change

During operation, it is possible Mindful will need to perform emergency maintenance due to unexpected defects, or an unanticipated evolution of an external system. In this situation, Mindful works very closely with impacted customers; Customer Success Managers will engage very directly with customers and walk them through every step in near-real-time. No steps in the formal deployment process are skipped. However, each step is accelerated as dictated by the priority of the emergency. The release notes may, initially, be communicated verbally — with written documentation to follow. Expected delays between notification and execution will not be honored.

Rollback

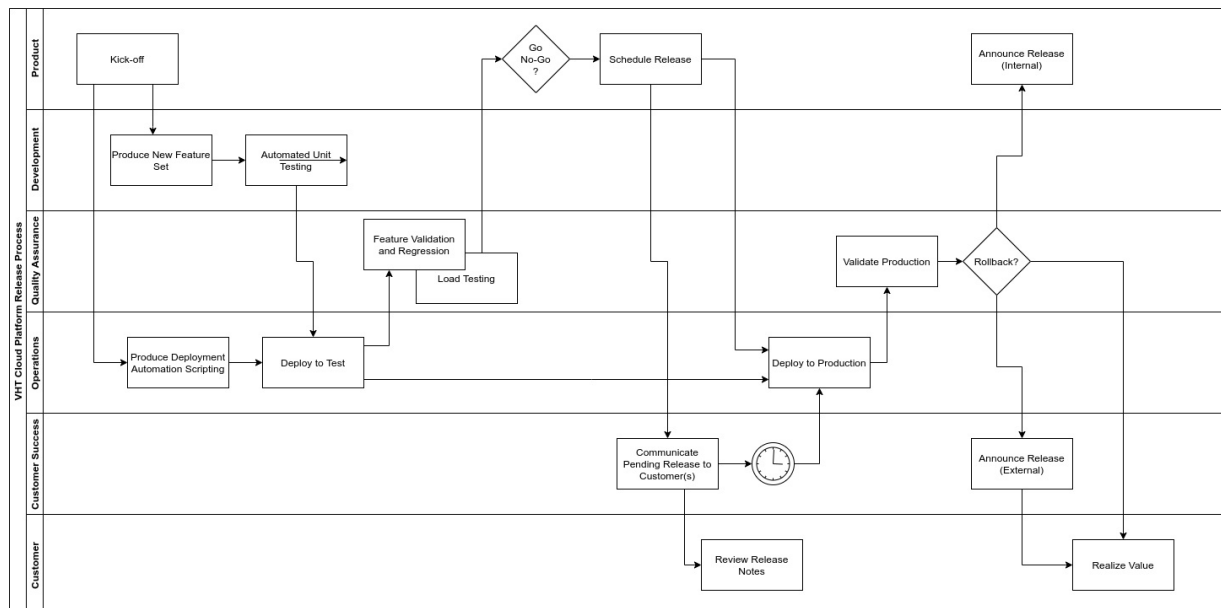
All deployments are required to include a rollback plan, should the quality assurance team and product owners conclude that the deployment is not successful/desirable. Rollback plans are standardized where possible to provide consistent rollback operations and expectations.

Callback features of Mindful Cloud Platform have a fully automated and managed infrastructure. Best practice for rollback procedures is to implement the prior release of the callback features. As such, the rollback plans note the existing production version of the code as the target for the rollback.

Digital assets of the Cloud Platform, including those for web/mobile/digital callback, are additional applications sharing Cloud Platform infrastructure. Rollback plans for these applications are to restore application servers that existed prior to the deployment. As such, these servers are kept active in containment (silo) until the release is declared a success. Should Mindful need to roll back, the original servers are returned to shared infrastructure, and the new ones are removed.

Diagram

The following diagram outlines the general flow of information and processes in releasing a new version of the Mindful Cloud Platform.



Disclaimer - Mindful Cloud Release Processes are subject to change/update/addition as necessary to best support our customers, deliver new capabilities or enhancements, or to deliver new solutions into the Mindful Cloud suite of services. The release processes described herein do not supersede Mindful's support SLAs.

2023 April 25

Announcement

 ANNOUNCEMENT	General maintenance note We continue to make incremental improvements to the user interface, voice infrastructure, and system security throughout Mindful Callback.
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2023 February 10

Fixed issues

 FIXED ISSUE	Added in a small missing Spanish voice prompt A small Spanish translation, the word “the”, was missing from the Date/Time voice prompt section on the Media Set edit page. This has been added in and is now available for use.
 FIXED ISSUE	Speech prompt did not match text-to-speech (TTS) text The speech prompt Offer Text Message or Schedule did not have matching spoke prompt and TTS text. This has been corrected so that both speak/display, “Please say communicate via text message or callback for a later time.”

Announcement

 ANNOUNCEMENT	General maintenance note We continue to make incremental improvements to the user interface, voice infrastructure, and system security throughout Mindful Callback.
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2023 January 25

Fixed issues

 FIXED ISSUE	Callback phone number validation improvements We have improved the way that we validate phone numbers for callbacks requested via widgets. Callers now receive the same phone number validation no matter which method they use to request a callback.
 FIXED ISSUE	Missing prompt now added to Spanish audio time prompts We discovered that a prompt was missing from the Spanish audio prompts for the phrase <i>in the</i> . EXAMPLE Where this would be used: • At 2 <i>in the</i> afternoon • A las dos <i>en la</i> tarde We added the prompt <i>en la</i> to the Spanish audio prompts under the Date/Time section in Media Sets.
 FIXED ISSUE	Corrected issue with Hours not matching current timezone when switching timezones at the Org level We identified a scenario where times were being set for specific Hours, then the user switched timezones and the hours did not update to reflect the new timezone. This has been corrected so that if you set Hours in one timezone, switch the timezone at the Org level, and check the Hours again, the Hours should match the current timezone.

Announcement

 ANNOUNCEMENT	General maintenance note We continue to make incremental improvements to the user interface, voice infrastructure, and system security throughout Mindful Callback.
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2023 January 11

New features and major changes

 UPDATED FEATURE beta	Speech recognition improvements As we continue to build out the Speech Recognition feature in Mindful Callback, we also make improvements to our prior beta release contents. In this release, you will see: • Improvements made to the Customer and Agent experiences. • Media Sets in Mindful Callback — A new tab for default Speech Prompts. You also can record custom voice prompts to tailor the words spoken. • Call Targets — A new section for enabling Speech Recognition on your Call Target and configuring how the Call Target offers the Speech Recognition to your customers. • Fixes made to defects identified in the prior release. TRY IT Want to try the new speech recognition beta? Email us at beta@getmindful.com to request access or contact your Mindful representative.
 UPDATED FEATURE	Improved audit detail on Smart Rule Outcome changes Within Audit Reports, when Smart Rule Outcomes are edited, there was previously no way to identify that a change was made. Now, all edited Smart Rule Outcomes shown in Audit Reports have an ID number associated with them.
 UPDATED FEATURE	Improved audit detail for Call Targets, Smart Rules, and Business Units We have added auditing detail to reporting for situations when: • A Smart Rule or a Business Unit was changed, and it had Call Targets assigned to it, or ... • A Call Target was deleted, and it had associations with Smart Rules or Business Units that were updated.

Fixed issues

 FIXED ISSUE	Setting Priority Queue Timeout to infinity after Agent Answer Voice Recognition is disabled Previously, when an Organization's Agent Answer Voice Recognition was set to infinite and you tried to change a Call Target's Priority Queue Timeout to any value other than infinite, the system would not allow you to publish the Call Target. This has been corrected so that in this situation you can save and publish your Call Target as expected.
 FIXED ISSUE	Activating a Smart Rule without an associated Call Target Previously, you could activate a Smart Rule without associating it with a Call Target. Since Smart Rules need a Call Target to act upon, you must now select a Call Target before you can activate any Smart Rule.
 FIXED ISSUE	Smart Rules not activating all settings Previously, if a Smart Rule was configured with certain settings, it could not execute those settings correctly when activated. This has been repaired so that all settings configured in a Smart Rule are executed when the Smart Rule is activated.
 FIXED ISSUE	Fixed an error message within Smart Rules configuration The Name field character length error message has been corrected so that it notifies the user when they have exceeded the character length for that field. That error message was previously incorrect.
 FIXED ISSUE	Fixed issue with Callback Status reports not filtering out deleted Call Targets Previously, when Callback Status reports were filtered by categories, all Call Targets were returned... including deleted Call Targets. This has been corrected so that when using a reporting category filter, only saved Call Targets are returned.

Announcements

 ANNOUNCEMENT	General maintenance note We continue to make incremental improvements to the user interface, voice infrastructure, and system security throughout Mindful Callback.
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2022 October 19

Announcements

 ANNOUNCEMENT	General maintenance note We continue to make incremental improvements to the user interface, voice infrastructure, and system security throughout Mindful Callback.
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2022 October 10

New features and major changes

 NEW FEATURE	Speech recognition By introducing speech recognition to the Mindful Callback IVR menus, your callers now have the choice to speak responses to the navigation menu or press digits. We are limiting this beta release to English-language ASAP callback requests only. Keep checking Mindful Callback release notes for updates to this exciting feature! TRY IT Want to try the new speech recognition beta? Email us at beta@getmindful.com to request access or contact your Mindful representative.
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beta

Fixed issues

 FIXED ISSUE	Custom Media files in a Media Set In some situations, when adding a Custom Media file to a Media Set, the Media Set was not saving the Custom Media files. This has been corrected for all situations. Now, when anyone adds a Custom Media file to a Media Set and then publishes the Media Set, all audio files are published correctly.
 FIXED ISSUE	Fixed an issue that occurred when using @cancel automation in AgentFirst mode Previously, if a customer canceled a callback via API—using the @cancel automation—and Mindful Callback was set to agentFirst mode, the call would cancel successfully but would alert the customer that their callback could not be canceled. This has been repaired so that when a customer uses the @cancel automation, Mindful Callback cancels the callback and the correct message confirming the cancelation is sent to the customer.
 FIXED ISSUE	Spanish text-to-speech (TTS) improvements We have reviewed our Spanish TTS files compared to our Spanish audio files and have made corrections to any files that didn't match. Now, Spanish audio and TTS files match.
 FIXED ISSUE	Correction to Executive Summary PDF export Previously, when exporting the Executive Summary as a PDF file, incorrect percentages were included in the Successfully Reconnected column of the report. The issue has been corrected so that the PDF file shows the correct values in all parts of the Executive Summary.

Announcements

 ANNOUNCEMENT	Telephony infrastructure updates We are introducing changes to our voice infrastructure, allowing us to make upgrades to voice components with minimal outage windows for almost all scheduled maintenance events.
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2022 September 16

Fixed issues

 FIXED ISSUE	Multipart SDP Previously, if a Multipart SIP invite was sent to Mindful Callback, it would cause an error. This has been fixed so that Mindful Callback can handle Multipart SIP invites without impacting the caller experience.
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2022 August 26

Updated feature

 UPDATED FEATURE <i>beta</i>	SSO improvements We've been taking the time to make the Mindful SSO experience even better! We made improvements to how we audit records and have performed general maintenance on this beta feature.
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2022 August 4

Fixed issues

 FIXED ISSUE	SIP message handling improvements We've made improvements to edge components to better handle some SIP messaging
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2022 July 15

Updated feature

 UPDATED FEATURE	Updating to Trusted CA Certificate for Secure SIP Updates are necessary to the security certificates used in Mindful Callback integrations. The current self-signed certificates need to be updated in order to use the new CA root and intermediate certificates. Configuration can be updated before the new certificates are required, so there should be no impact to regular operations.
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2022 May 25

Fixed Issues

 FIXED ISSUE	The following issues have been fixed, and Mindful Callback is now working as expected in these areas. • If an admin canceled a callback request, the process would be delayed for a period of time and the user would see a delay in the cancellation. Now, when an admin cancels a callback, there is no delay. • On the Call Details screen, the Cancel Callback button was not working properly. Now the Cancel Callback button is disabled after the first Cancel request is made, and disappears from the screen for any future cancellation attempts on that request. • A bug was preventing international callbacks from using the Status and Cancel endpoints on the Digital Callback API. Now, any phone number (with or without a country code) can request a Callback Status or Cancel Callback.
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Announcements

 ANNOUNCEMENT	General maintenance note We continue to make incremental improvements to the user interface, voice infrastructure, and system security throughout Mindful Callback.
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2022 May 6

Fixed Issues

 FIXED ISSUE	Different experience registering an international number in IVR vs. widget Previously, a situation arose when Allow International was enabled for an organization and a Call Target offered callbacks from both widget and voice. When first entering a callback phone number in that callback widget, the caller has to manually input the country code -- this is true now as well. If the number being entered in the widget didn't look like a valid number (if the country code is missing), the widget would not automatically add any country code after that validation check. But the same offer via voice automatically prefixes a U.S. country code onto the number and successfully registers the callback number. That created a different user experience for voice and widget users. Now, this discrepancy has been repaired. In an organization allowing international callbacks, as with voice, if the registered callback phone number does not appear to be a valid number, the system will assume the number is from the U.S. and will prefix the callback number with the default U.S. (or NANP) +1 characters.
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Announcements

 ANNOUNCEMENT	General maintenance note We continue to make incremental improvements to the user interface, voice infrastructure, and system security throughout Mindful Callback.
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2022 March 19

New features and major changes

 UPDATED FEATURE	Dynamic DNIS Mapping We are pleased to announce a new functionality of the Mindful Callback Call Target! Within any single Call Target, you can now map your call center phone numbers to the incoming phone number or another piece of attached metadata. This means that you can have multiple queues treated by the same Call Target, rather than having multiple Call Targets for each queue. If you use Dynamic DNIS Mapping, you can view the associated mapping key value on the Call Details screen and in exported reports.
 UPDATED FEATURE	Stuck calls improvements Mindful Callback now runs automatic, periodic reviews of stuck calls and clears them. Stuck calls happen occasionally when an event gets overlooked or missed on a call. Calls stay in this state until cleared. Prior to this release, clearing these calls was mostly a manual process.
 UPDATED FEATURE	Include ANI in Call Details report When exporting a Call Details report for all call types, we have added a column for the customer's ANI. If the call contains an ANI, the report will also display the ANI. This is because the ANI may be different from the customer's callback number.

Fixed Issues

 FIXED ISSUE	Agent availability status error has been fixed Prior to this release, when an Agent-First callback was initiated and the Agent was Unavailable (i.e. Agent hangs up before the call is connected to the customer), the system would recognize the scenario incorrectly. The system thought the Agent had answered the prompt. Now, when an Agent-First callback is initiated and the Agent is Unavailable, the system provides a Call Center Unavailable alert, and the Agent receives a prompt to connect to the callback.
 FIXED ISSUE	Mindful API callback retries count has been fixed When using the Mindful API, there was an issue where callback retries were not being counted correctly. We have fixed this issue so that Mindful API callback retries are now counted and reported correctly.

Announcements

 ANNOUNCEMENT	General maintenance note We continue to make incremental improvements to the user interface, voice infrastructure, and system security throughout Mindful Callback.
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2022 February 8

New features and major changes

 NEW FEATURE beta	The first endpoint of the new Mindful API will soon be available for use. We will soon release a new platform-wide Mindful API suite. This API suite will contain functionality useful to many services within Mindful, including Mindful Callback and Mindful Digital callback. The first available endpoint – Metrics – will provide the same real-time data that can be found on the Callback Status and Call Details screens in Mindful Callback, as well as some information that appears elsewhere in the application. You can request Metrics data for specific Call Targets or all Call Targets at once. NOTE Contact VHT Support to access our beta release of the Mindful API suite.
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Fixed Issues

 FIXED ISSUE	Callback Double-check fixed issue Previously, due to the application of our Callback Double-check feature at the Org level, when a customer scheduled a callback via the Mindful Callback IVR for one Call Target, and then scheduled a callback via a Digital Callback widget for a different Call Target, the client would receive a message that they have scheduled a duplicate callback and the system would not register that second callback (via Digital Callback). With the correction we are releasing, Callback Double-check is set to scan for duplicate callback registrations at the Call Target level only. This allows a customer to request callbacks from different Call Targets on the same Org.
 FIXED ISSUE	Corrected a Spanish voice file in Media Sets We have updated an older Spanish voice file for At approximately during End of Day Handling and Rescheduling where the translation for at approximately was spoken in two places when confirming a callback request. The file now speaks this once (aproximadamente) along with the correct translation for at (a la or a las, as appropriate). For example, this would apply when speaking the following to your customers in Spanish: - You can expect a callback Monday at approximately 5:15 pm. - Puede esperar una devolución de llamada Lunes aproximadamente a las cinco quince a la tarde. There are two use cases where this may apply. Please review both use cases and make adjustments to your Media Sets if either applies to your settings. Use Case 1 - Clients who were using the most recent Spanish-language media set had received an incorrect translation for the at approximately file. This file has been updated to sound more natural to native Spanish speakers. If you were using a custom file for at approximately, you may wish to review your translation to make sure it also has been corrected to sound more natural. Use Case 2 - Before we were able to offer a default Spanish media set, clients sometimes used an English media set as their base, and applied their custom audio files for Spanish translations to the English fields. Now that we offer a default Spanish media set, you will need to reset the Media Sets for your Call Target using the Spanish media set. After you start with the fresh Spanish media set, you can apply your relevant custom audio files to the Call Target as needed.

Announcements

 ANNOUNCEMENT	General maintenance note We continue to make incremental improvements to the user interface, voice infrastructure, and system security throughout Mindful Callback.
 ANNOUNCEMENT	Maximum Callback Retries Under your Call Target > General tab > Callback Strategy , you have the option to set the number of times you want your contact center to attempt to call someone back (Retries). The industry standard is to make three (3) retry attempts after the initial callback if the first callback is unanswered by your customer. If you need to do any system testing or integration testing, you may want to use more than three retry attempts. With this update, we have expanded the maximum number of callback retries to 40. Regardless of whether you set your Retries to zero to 40, once the maximum number of callback retries have been attempted, the Retry Call button will no longer be available on the Call Details for that callback request.

2021 December 15

Fixed Issues

 FIXED ISSUE	Ten-digit callback phone numbers that begin with 1 will no longer be rejected for customers outside of the United States. Mindful Callback enforces a safeguard to ensure that customers in the United States cannot provide a callback number beginning with 1 (the U.S. country code) when the Minimum Callback Number Length is set to 10. However, the safeguard previously applied to international customers, as well, which could prevent some customers from requesting callbacks. Now, the safeguard will be enforced for U.S. customers only.
 FIXED ISSUE	An issue causing choose-hold calls not to be disconnected in a specific scenario has been resolved. For SIP calls, when a customer chose to hold and then an agent rejected the call, Mindful Callback previously would not automatically disconnect the call. This left the customer on the line without an agent and prevented Callback from reducing the count of active calls in the system in a timely manner.

Announcements

 ANNOUNCEMENT	We have added a new layer of security to Mindful Callback web servers that impacts the way Digital Callback widgets are previewed. Starting with this release, it is no longer possible to use the Preview button in the Embed window directly to preview a widget. You must create a bookmark in your web browser to preview a widget on any webpage. To learn more about previewing widgets, see the Embed widgets reference article.
 ANNOUNCEMENT	General maintenance note We continue to make incremental improvements to the user interface, voice infrastructure, and system security throughout Mindful Callback.

2021 November 12

New features and major changes



UPDATED
FEATURE

SIP INVITES from Mindful Callback can now optionally include a P-Asserted-Identity (PAI) header in compliance with SIP RFC standards.

Mindful Callback can now be configured so that SIP INVITES contain a PAI header in the following format:

Plain

Copy

P-Asserted-Identity: "<E.164 compliant number>" sip:<SIP address>

For example:

Plain

Copy

P-Asserted-Identity: "+13305551234" sip:+13305551234@10.10.11.11

For calls to customers, the **Callback CID** setting will determine the number to include in the header. For calls to the contact center, the customer phone number will be used.

Contact the VHT Support team to enable this feature for your Organization.

Fixed issues

 FIXED ISSUE	An issue causing outdated Call Target names to be shown in system alerts in a specific scenario has been resolved. Previously, if a Call Target's name changed while there were unacknowledged system alerts related to that Call Target, the name of the Call Target would not update in the related system alerts. An update in this release now ensures that the Call Target name is updated in all existing alerts.
 FIXED ISSUE	An issue causing Organization-level SIP metadata headers to be excluded after a Smart Rule is triggered has been resolved. Previously, the activation of a Smart Rule caused Mindful Callback to unexpectedly stop including metadata headers in SIP messaging, which could cause call failures in environments that require specific headers to be present.
 FIXED ISSUE	Calls rescheduled for the next business day can no longer launch outside of Business Hours. At a time when there were callbacks pending to be dialed, if a customer rescheduled callback for the next business day, it was possible for the rescheduled callback to be dialed prior to the opening of Business Hours. An update to scheduling logic in this release now ensures that rescheduled callbacks are dialed within Business Hours.
 FIXED ISSUE	An issue causing the "+" to be excluded from the From number in SIP messages in a specific scenario has been resolved. For SIP calls with the SIP REFER setting disabled, the plus (+) symbol was excluded in SIP messages in the From number. An update in this release now ensures the symbol is included.
 FIXED ISSUE	It is no longer possible to save an empty First Name and Last Name on the My Profile screen. Users can no longer save changes to the My Profile screen if the First Name or Last Name fields are empty. Users will see an error message instead.
 FIXED ISSUE	An issue preventing some user details from being updated has been resolved. For user accounts that existed prior to the October 14th, 2021 release, it was not possible to update user details on the Users tab of the Organization screen. An update in this release has addressed this issue so that user details can be edited as expected.
 FIXED ISSUE	An issue preventing some users from resetting their password via email has been resolved. For user accounts that existed prior to the October 14th, 2021 release, those users were unable to use the Forgot Password link on the Mindful Callback login screen to reset their password. They received the Forgot Password email, but they were not able to save a new password for their account. An update in this release has restored this functionality to these users.

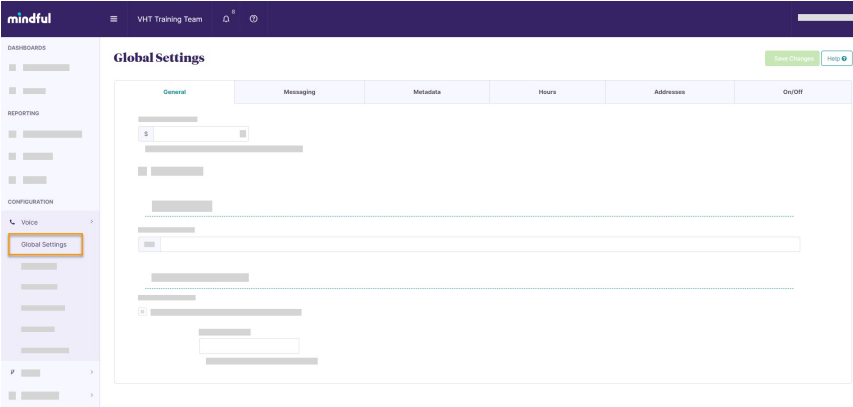
Announcements

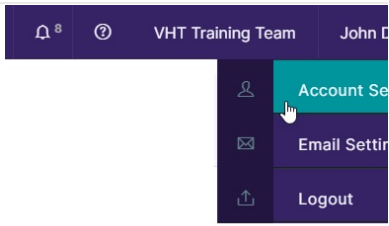
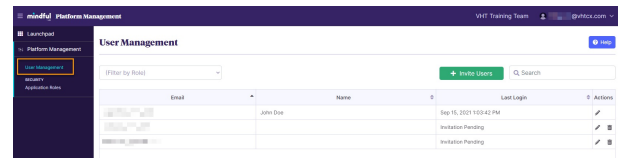
 ANNOUNCEMENT	General maintenance note We continue to make incremental improvements to the user interface, voice infrastructure, and system security throughout Mindful Callback.
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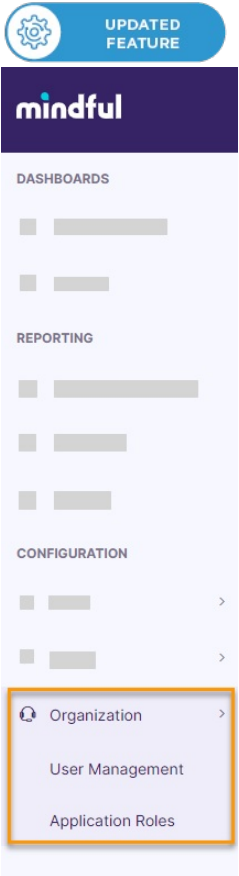
New features and major changes

NOTES

The changes coming in this release will be applied to individual client Organizations one at a time. Not all Organizations will see these changes take effect immediately. To enquire about the timeline for your Organization, contact the VHT Support team.

 NEW FEATURE	The new Global Settings screen is now available in the user interface. Global Settings is listed under the Voice heading in the sidebar menu. This screen provides a new location for most settings that were previously found on the Organization screen. Moving these settings into the new Global Settings screen aligns with our updated platform architecture and the new approach to managing Organizations across multiple Mindful applications.  Changes to the Organization and Global Settings screens include: • All settings in the General, Messaging, Metadata, Hours, Addresses (if applicable), and On/Off tabs previously on the Organization screen have moved to the Global Settings screen. • The Users tab has been replaced by the Your Account screen in the Mindful Platform Management application. • The Business Units tab has been replaced by a new Business Units screen accessible from the sidebar menu.
 NEW FEATURE	Clients with Enterprise tier subscriptions now have the ability to use their own single sign-on (SSO) identity provider for login authentication. Initially, we support Auth0 and Okta as third-party identity providers, and we plan to add support for additional providers in the future. NOTE - ACCESSING MULTIPLE ORGANIZATIONS When using your own SSO identity provider, you will not be able to use the same user account to access multiple Organizations. To discuss your options for integrating with a third-party SSO provider as an Enterprise tier client, contact the VHT Support team.
 NEW FEATURE	Clients with multiple Organizations can now access all of their Organizations with a single user account. Previously, you needed to maintain a unique account for each Organization you manage. With the change to user authentication via the Platform Management application, you will now be able to switch Organizations in the Mindful Callback UI via a dropdown selector in the top menu bar. Switching Organizations will not be possible for clients using their own single sign-on identity provider.

 UPDATED FEATURE	The Mindful Callback Profile screen has been replaced by an Account Settings link that opens the Platform Management application in a new tab.  Clicking this link will open the Your Account screen in Platform Management, which will allow you to edit your email address, name, and password. The Your Account screen also displays the Application Roles (permissions) assigned to your account. To access the familiar email settings for system alerts and daily reports, you can click the Email Settings link directly beneath Account Settings. To learn more about managing your personal profile after the release, see Get Started for Viewers in the Platform Management section of the Help Center.
 UPDATED FEATURE	The User Management screen in Platform Management has replaced the Users tab that was previously on the Organization screen in Mindful Callback. From here, you can invite new users and edit existing user accounts.  This is the most recent step in our effort to unify the user-management and login experience across all Mindful applications so that a single user account can access any Mindful application, depending on the account permissions. To learn more about managing users in the Platform Management application, see the How-To guides in the Platform Management section of the Help Center.

 The screenshot shows the Mindful application interface. At the top, there's a blue banner with a gear icon and the text 'UPDATED FEATURE'. Below this is the Mindful logo. The sidebar menu is on the left, with sections for DASHBOARDS, REPORTING, and CONFIGURATION. Under the CONFIGURATION section, three items are listed: 'Organization', 'User Management', and 'Application Roles'. These three items are highlighted with an orange border. The 'Organization' item has a small user icon next to it.	The Organization screen has been removed, and in its place you will find an Organization heading in the sidebar menu. Under the Organization heading, two new links are now accessible: • User Management: Allows you to add, edit, and remove users • Application Roles: Allows you to manage access and permissions across a Mindful applications Clicking either of these new links will open the Mindful Platform Management application in a new tab. Platform Management provides a single interface for managing user access across multiple Mindful applications, including Callback and Datastore. As time goes on, we will continue to bring more Mindful applications into Platform Management so that you can manage all of your users and application permissions from a single location. Platform management will also prevent the need for your employees to manage individual user accounts for each application, allowing them to use a single account within the Mindful ecosystem instead. NOTE The User Management and Application Roles screens will only be accessible to Administrators. Users with the Manager or Viewer role will only be able to manage their own accounts. To learn more about using Platform Management to manage users and permission: see the Platform Management section in the Help Center.
	Business Units are now managed differently in the user interface. Business Units are now managed on their own screen accessible from the sidebar menu. The new Business Units screen will introduce greater efficiency by allowing you to create, configure, and assign units to users in the same place. To learn more, see the Business Units reference article.
	Settings related to Mindful Datastore are no longer available in the Mindful Callback user interface. Instead, you will be able to access the Datastore application from the Platform Management Launchpad and perform all configuration there, as long as your account has the appropriate permissions.
	Additional information will now be logged in the Audit report. The Audit report will now log changes to Media Sets and Business Units, including creation, deletion, and updates.

Announcements

 ANNOUNCEMENT	General maintenance note We continue to make incremental improvements to the user interface, voice infrastructure, and system security throughout Mindful Callback.
 ANNOUNCEMENT	Mindful Callback has a new URL. The new URL (callback.mindfulcx.com) replaces the current URL (callback.mindful.cx) for Organizations that have been migrated to the new user authentication system. We recommend that all users update any saved bookmarks to the new URL after the changes have been applied to your Organization.
 ANNOUNCEMENT	System-generated emails will now come from a new email address. System alerts, daily reports, and user invitations will be sent from noreply@mindfulcx.com after this release is applied to your Organization. We recommend that all users make sure the new email address is added to your email whitelist, if needed.

2021 September 3

Fixed issues

 FIXED ISSUE	An issue preventing Call Target configuration changes from taking effect in a specific scenario has been resolved. This issue was introduced after the August 31, 2021 release, and only affected settings that are shared between the Organization and Call Target screens (for example, SIP Settings or Hours of Operation). If a setting was changed for the Organization that also affected a Call Target, the change would affect the Call Target as expected the first time. However, if the setting was changed again for the Organization, that subsequent change would not affect the Call Target. Now, changes to these settings at the Organization level will affect Call Targets as expected.
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2021 August 31

New features and major changes

 UPDATED FEATURE	The way that settings in the On/Off tab are presented has changed on the Organization and Call Target screens. • The Disable Callback setting has been renamed to Callback Processing, and the Disable Business Hours setting has been renamed to Callback Registration. • Both settings are now controlled by an On/Off toggle switch rather than a checkbox. • Helper text in the user interface has been updated to clearly indicate the current value of the settings. • The functionality of the settings has not changed, only the labeling and interactive elements.
 UPDATED FEATURE <i>beta</i>	Two additional settings are now configurable by Smart Rules. Smart Rules can now enable or disable the Prompt Customer to Confirm Callbac and Prompt Customer to Reschedule Callback settings. The Smart Rules feature is still in the beta testing phase at this time, and must be enabled by VHT staff for your Organization.
 UPDATED FEATURE	The configuration of SIP Header Metadata Items has been updated. • The Max Length, Terminator, and Prompt options are no longer available for SIP Header Metadata Items, since these fields do not apply to this type of metadata. • You can now specify a default value to be used if no SIP Header metadata is present on a call. • Optionally, you can now specify different default values for the customer leg and agent leg of a call. • A new Metadata tab has been added to the Organization screen. This tab allows you to configure Metadata Items that will be applied to all calls throughout your Organization.

Fixed issues

 FIXED ISSUE	An issue causing the Call Detail timeline to extend beyond the screen borders has been resolved. When a call in progress stored metadata in one long, unbroken UUI string, the Call Detail timeline would extend beyond the screen borders, requiring users to scroll horizontally to see the full details. Now, line breaks will be added to the display of the UUI string automatically to prevent the need to scroll. The transmitted UUI data will remain intact, and only the display on the Call Detail screen will be affected.
 FIXED ISSUE	A previously missing audio file in the default French (Canadian) Media Set has been added. The Utility: 'you entered...' audio file was previously not present in the French (Canadian) Media Set. This file has now been added into the set and will be played to customers as expected.
 FIXED ISSUE	An issue affecting the display of options in the sidebar menu has been resolved. Previously, the Voice heading remained highlighted in the sidebar menu when any other screen was active. An update in this release now ensures that only the currently selected sidebar option is highlighted.
 FIXED ISSUE	Smart Rules are no longer accessible to users with the Viewer role. Viewers had been granted full access to Smart Rules since its introduction in beta, but the Viewer role was not intended to have any access to this feature. Now, only the Admin and Manager roles will have access to the Smart Rules screen.
 FIXED ISSUE	An issue preventing some users from exporting an Executive Summary report has been resolved. Previously, any users with the Manager or Viewer role who were assigned to a Business Unit could not export an Executive Summary report. Now, all users are able to export the report as expected.

Announcements

 ANNOUNCEMENT	We will now announce new features and major changes directly within the Mindful Callback user interface. This new feature will greet users when they access the UI to keep them updated on the latest enhancements to Mindful Callback. The familiar Coming Soon notes and release notes will still be available, but this new feature will alert you to some of the most impactful changes we are making.
 ANNOUNCEMENT	We continue to make incremental improvements to the user interface, voice infrastructure, and system security throughout Mindful Callback.

2021 July 28

New features and major changes

 UPDATED FEATURE	Several updates have been made to the Audit report for Smart Rules: • When a Smart Rule is triggered, the name of the Smart Rule will be logged in the User column. • When a rule is created or deleted, SmartRule-created or SmartRule-delete will be logged in the Item column. • When a condition or action is edited, SmartRuleOutcome-<i><num></i> or SmartRuleCondition-<i><num></i> will be logged in the Item column.
 UPDATED FEATURE	A new system alert email has been added to alert users when a Smart Rule fails to trigger. The new email will alert you when a Smart Rule condition is met but the action cannot be performed. This can occur if a configuration change is disallowed for any reason. For example, if a rule attempts to update Notification text when Notifications are disabled, the changes would not take effect and the system alert would be triggered.

Fixed issues

 FIXED ISSUE	An issue causing Audit reports to be listed with an incorrect date range on the Reports screen has been resolved. Previously, one additional day was included in the name and label of Audit reports on the Reports screen. The issue only affected the display and naming of Audit reports and did not add an extra day of data into the reports. Now, the correct date range will be displayed for each report.
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Announcements

 ANNOUNCEMENT	We continue to make incremental improvements to the user interface, voice infrastructure, and system security throughout Mindful Callback.
 ANNOUNCEMENT	The UCCX and Mindful Callback integration is now fully validated. The integration has been fully validated by VHT engineers and has moved from proof of concept to fully supported.

2021 July 6

Fixed issues

 FIXED ISSUE	An issue found in Smart Rules beta testing that could prevent callbacks from being launched has been resolved. Previously, if a Smart Rule updated any setting that affected waitlist processing, callbacks would not be launched afterward. The issue has been resolved in this release.
 FIXED ISSUE	An issue that could cause callbacks not to be launched to customers in a specific scenario has been resolved. When an agent pressed 1 to accept a callback, in some cases the DTMF input was not recognized. When this occurred, the callback was not launched to the customer and was disconnected instead. This scenario has been addressed with an update in this release.

Announcements

 ANNOUNCEMENT	We have made updates to voice infrastructure components. These updates will help to meet our commitment to ensure maximum uptime and reliability for Mindful applications.
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2021 June 18

New features and major changes

 NEW FEATURE <i>beta</i>	Beta feature: For Customer First Call Targets, it is now possible to use speech recognition to determine that an agent is ready to accept a callback. The new Agent Answer Recognition toggle switch is now in the beta testing phase. This setting must first be enabled by VHT staff for your Organization. When enabled by VHT staff, the feature allows you to choose between voice recognition and DTMF input for agents to indicate they are ready to connect to a caller. Agent voice recognition will allow you to set a custom list of keywords or phrases that agents can speak to accept a callback, or you can optionally recognize any speech to connect. In addition, a new audio prompt has been added for agent voice recognition. When the Agent Answer Recognition toggle switch is set to Voice, the new Prompt Agent to Connect (Voice) audio prompt will be played to agents to advise them what to say to accept a callback. The default verbiage of the audio file is "To connect to the caller, say 'Connect'". The file can be customized to include any other words or phrases you have configured for speech recognition.
 UPDATED FEATURE <i>beta</i>	Beta feature: The Smart Rules feature is now in the beta testing phase and can be made accessible in the user interface. Smart Rules became available in May 2021 but could only be configured by VHT staff. Starting with this release, VHT staff can make the Smart Rules interface available to clients upon request. In a future release, we plan to make the feature accessible in the user interface for all clients by default. Smart Rules allow you to create a complex set of conditions that will trigger changes to Call Target settings. More than 35 settings can be automatically adjusted by Smart Rules, based on the day of the week and/or time of day. This new feature allows for a wide range of possibilities to automate your administrative workflows and dynamically manage your Call Targets. For assistance with accessing the Smart Rules interface, contact the VHT Support team.

 UPDATED FEATURE	It is now possible to designate different SIP Termination URIs for individual Call Targets. The previously existing SIP Termination URI setting is still available on the Organization screen to be used by all Call Targets by default. However, it is now possible to override this setting for individual Call Targets in the new SIP Settings section of the Call Target screen. In addition to the SIP Termination URI, which is accessible to Admins and Managers several other SIP-related settings are now configurable by VHT staff for individual Call Targets. A new SIP Settings section has been added to the Organization and Call Target screens to group these settings together for ease of access. SIP settings configured for a Call Target will override the defaults set on the Organization screen. For more information on the settings that can be overridden, see the Additional Options section of the Organization reference article.
 UPDATED FEATURE	It is now possible to provision SIP numbers directly in the user interface and assign them to Call Targets. The Phone Numbers screen is now separated into two tabs: PSTN and SIP. The SIP tab will allow you to provision available SIP numbers in a manner similar to PSTN numbers. For complete instructions, see the Phone Numbers reference article or Getting started with voice callbacks.

Fixed issues

 FIXED ISSUE	An issue causing inbound calls not to disconnect after registering a callback has been resolved. This issue could occur in specific environments using TLS where the Record-Route parameter sent after a SIP INVITE did not specify the expected protocol. In this case, after a customer registered a callback and hung up, the call was not disconnected by the ACD.
 FIXED ISSUE	On the Call Detail screen, in the Call Volume Timeline graph, inbound calls are now labeled differently to more accurately reflect the data. Previously, inbound calls were labeled as Calls Registered, which did not accurately reflect the fact that all inbound calls are included in the data point. The data includes callers that chose to hold or transition to a messaging conversation. Starting with this release, these calls will be labeled as Calls Inbound. In addition, the text shown when hovering over a Calls Registered bar on the graph previously showed a time value rather than a number of calls. When hovering over the newly labeled Calls Inbound bars, a call count will be shown.

Announcements

 ANNOUNCEMENT	Additional security updates, user interface enhancements and general maintenance updates have been applied. As part of our ongoing effort to incorporate user feedback and preempt security issues, this release includes several general enhancements to the Mindful Callback application code.
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2021 May 6

New features and major changes

 NEW FEATURE	The Smart Rules feature is available for use. Smart Rules will allow you to create a complex set of conditions that will trigger changes to Call Target settings. More than 35 settings can be automatically adjusted by Smart Rules, based on the day of the week and/or time of day. This new feature will allow for a wide range of possibilities to automate your administrative workflows and dynamically manage your Call Targets. For assistance with setting up Smart Rules for your Call Targets, contact the VHT Support team.
 UPDATED FEATURE	The Max Scheduled Callbacks per Interval setting has been expanded. We have redesigned the Max Scheduled Callbacks per Interval setting to provide more granular control over the number of scheduled callbacks allowed throughout the day. This setting will now allow you to configure specific time ranges for each day of the week to set different maximums at different times. With the new design of Max Scheduled Callbacks per Interval, you can shift callback traffic towards the times of day that work best for your call center.
 UPDATED FEATURE	Scheduling callbacks through the voice menu is now fully supported for the English, Spanish (North American), and French (Canadian) languages. We have added new voice files and updated the way voice scheduling works to accommodate differences between English, Spanish, and French. As a result, you can now use or clone the Spanish (North American) and French (Canadian) default Media Sets to provide a more natural scheduling experience for native speakers.
 UPDATED FEATURE	Hours of operation now include more validation logic to ensure that no overlapping time ranges have been configured. Issues could previously arise when the hours of operation were configured with overlapping time ranges or duplicate entries for the same day. New validation has been added to ensure that business hours cannot be saved and published while these issues are present. Instead, an error message will be displayed to advise the user that the configuration should be changed.

Fixed issues

 FIXED ISSUE	The default Customer Callback Greeting and Prompt without Reschedule Option audio file is now available for all languages. This audio file was not available for the Spanish (NA) and French (Canadian) languages prior to this release. For these languages, the audio file for the Customer Callback Greeting and Prompt with Reschedule Option was used for both prompts. Now, when the Prompt Customer to Reschedule Callback option is disabled, the greeting prompt will play without the rescheduling option as expected.
 FIXED ISSUE	Updates have been made to several audio files used for voice interactions. In addition to the prompt mentioned above, several other audio files have been updated, removed, or replaced to accommodate all languages. Updates relate to ECBT, scheduling, times of day, and other areas. See the updated spreadsheet in the Media Sets reference article for an up-to-date list.

 FIXED ISSUE	An issue causing callbacks to be dropped when the Disable Callback setting is selected has been resolved. When selected, the Disable Callback setting allows existing callbacks to be dialed while preventing the affected Call Targets from offering new callbacks. However, an issue with this setting was causing callbacks to be dropped unexpectedly prior to their release. Now, callbacks will be processed as expected in this scenario.
 FIXED ISSUE	An issue that allowed callbacks to be scheduled for a timeslot that was only partially within business hours has been resolved. Previously, if a particular 15-minute scheduling interval extended outside of business hours, customers could still schedule callbacks for that interval. Now, no scheduled callbacks will be allowed during the entire 15-minute interval in this scenario.
 FIXED ISSUE	Calls could be dropped after a messaging failure rather than continuing to present options to the customer in the voice menu. This intermittent issue could occur if a customer chose to transition to messaging and the message could not be sent for any reason. An update in this release now ensures that customers will be informed of the messaging failure and presented with additional options.
 FIXED ISSUE	The voice flow for confirming a scheduled callback has been updated to provide more clarity in a specific scenario. When a customer scheduled a callback for the next week, on the same day of the week as the present day, the confirmation voice prompts did not use the word "next" to specify that the next week had been chosen. As an example, if the current day was Friday, and a customer scheduled a callback for the following Friday, the confirmation would say "Friday at <time>" rather than "next Friday at <time>." As of this release, the word "next" will be used to specify that the callback is scheduled for a week in the future.
 FIXED ISSUE	An issue affecting the number of scheduled callbacks allowed in a 15-minute interval has been resolved. If a callback was scheduled for some point in the future, and then that callback was cancelled, the cancellation did not make room for one more callback in the affected 15-minute scheduling interval as it should have. Instead, the system considered the interval to have the same number of scheduled callbacks as it did before the cancellation. An update in this release now ensures that the callback count is decremented appropriately in this scenario.
 FIXED ISSUE	An issue causing the Priority Queue Timeout not to be honored in a specific scenario has been resolved. Previously, if the Priority Queue Timeout was set to a value greater than 50 seconds then the timeout could occur later than expected. An update in this next release now ensures that the timeout occurs closer to the configured value in this case.
 FIXED ISSUE	An issue causing the Executive Summary report to throw an error and not display data has been resolved. Previously, if the value returned for the Queue Time Saved column in the Executive Summary report was larger than the maximum value for Integers (2,147,483,647 seconds), an error would be displayed and the report would fail to load. An update to the way Queue Time Saved data is stored now prevents this error from occurring.

Announcements

	 ANNOUNCEMENT ju We have made a few changes to the Mindful Callback user interface. All of the familiar screens and workflows are still in place, but we have grouped a few items together for convenience and ease of use.
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2021 March 17

New features and major changes

 UPDATED FEATURE	The timeout period for password-reset links has been increased to 24 hours. The extended timeout period for resetting user passwords will allow users more time to create a new password while still ensuring high security by expiring the password-reset token.
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Fixed issues

 FIXED ISSUE	An issue affecting the timestamps shown in the user interface during Daylight Savings Time has been resolved. After the Spring change to Daylight Savings Time, times shown in Call Detail records and other elements of the user interface were off by one hour. This issue only affected the display of time. The system still used the correct time for callback processing and scheduling in the background. Now, timestamps will be displayed properly in this scenario.
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2021 March 5

New features and major changes

 UPDATED FEATURE	Additional historical data will now be made available to the Executive Summary report. The report was originally provided with data going back to December 2020 when released. As of this release, data prior to December 2020 will begin to be made available over time.
 UPDATED FEATURE	The single internal callback waitlist has been separated into two; one for normal priority and one for high priority. This change ensures that scheduled callbacks and retries are always handled at a higher priority than new ASAP callbacks in the waitlist.

Fixed issues

 FIXED ISSUE	An issue affecting the Allow Widget Callback Scheduling Outside Hours setting has been resolved. Previously, when this setting was not selected, Digital Callback Widgets would still offer callback scheduling outside of business hours. Now, Widgets will be disabled after hours when the setting is not selected.
 FIXED ISSUE	An incorrect final status was applied when customers chose to transition to a messaging conversation in a specific scenario. In the inbound voice menu, if a customer chose to transition to messaging and then disconnected immediately after confirming their ANI, the final status of the call would be marked as Not Completed. Now, the final status of the call will be Chose Messaging as expected.
 FIXED ISSUE	An issue affecting the Priority Queue Timeout setting has been resolved. The configured value for the Priority Queue Timeout could previously be reached without the caller being bridged into the high-priority holding queue. Priority Queue Timeouts still occurred, but the timing was not tied to the value of the setting. Now, the configured value will determine when a call will be timed out and bridged into the queue as expected.

Announcements

 ANNOUNCEMENT	New style enhancements to the user interface have been made. Continuing to build on our ongoing visual enhancements, we have made additional style changes and resolve text issues to deliver a modern, Mindful look.
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2021 February 5

New features and major changes

 NEW FEATURE	The Executive Summary report is now available for use. The new Executive Summary screen displays callback statistics for all Call Target in your Organization. Within this report, you can view a breakdown of the number of callbacks offered to customers as well as the number of offers accepted and their final outcomes. Executive Summary statistics are presented both graphically and in a table with data grouped by Call Target. To further analyze and compare data, you can also export the report in CSV format. Additional features will include: • Export to PDF • Aggregate volume by channel (Voice, Digital, or Messaging) • Return Call Service level metrics • Queue Time Saved per queue • Average Punctuality per queue The Executive Summary screen is accessible from the sidebar menu, alongside the existing Call Detail and Reports screens.
 NEW FEATURE	You can now offer customers the option to schedule a callback via SMS messaging. The new Scheduled Callback Experience toggle switch will allow you to choose whether to offer callback scheduling via voice or messaging. If the toggle switch is set to Text, customers will have the option to receive an SM message containing a secure link to a callback scheduling widget. Unique widgets can be created for individual Call Targets to customize the scheduling experience.
 UPDATED FEATURE	The Mindful Callback application now supports secure SIP communication in all regions. When using SIP rather than the PSTN for calls to and from the Mindful Callback application, it is now possible to enable secure SIP sessions via the Transport Layer Security (TLS) protocol in all regions. For assistance with enabling TLS for your Organization, contact a VHT representative.

Fixed issues

 FIXED ISSUE	An issue causing some outbound calls to experience issues with media and DTMF has been resolved. In <i>Direct SIP integrations</i>, during the outbound call to the customer and call center, if Mindful Callback received a SIP Re-INVITE message after the first party was connected but before the second party was connected, then the customer and agent sometimes could not hear each other or had trouble with DTMF input. An update in this release now ensures that SIP messaging is managed effectively in this scenario.
 FIXED ISSUE	Call Targets using the Default Spanish (North American) Media Set no longer disconnect calls unexpectedly. When the Default Spanish (North American) Media Set was assigned to a Call Target, that Call Target would drop calls immediately after customers confirmed they were ready to speak with an agent. An update in this release now ensures these calls are not dropped in this scenario.

 FIXED ISSUE	Deleted Call Targets will no longer be listed on the Media Set screen. Previously, if a custom Media Set was applied to a Call Target, and that Call Target was later deleted, the Media Set screen would still show that the deleted Call Target was associated with the Media Set. An update with this release will ensure that deleted Call Targets are removed from the Media Set screen as expected.
 FIXED ISSUE	An issue causing the Callback Double Check (CBDC) feature to unexpectedly disconnect calls has been resolved. Previously, if an agent transferred a callback to a number that offers callback treatment, and the customer accepted a new callback offer, the call would be disconnected. An update to the CBDC feature will now ensure that the caller will be able to accept the new callback offer and continue the interaction.
 FIXED ISSUE	The Audit report will now log updates to the <i>Opt In to Receive Daily Reporting Emails</i> setting. Previously, when a user selected or deselected the Opt In to Receive Daily Reporting Emails checkbox in their user profile, the Audit report did not capture the change. Now, the report will log the change as <code>{"receive_daily_call_report"=>[<old value>, <new value>]}</code>
 FIXED ISSUE	An issue preventing users from deleting a Media Set in a specific scenario has been resolved. When a Media Set was assigned to a Call Target, and the Call Target was later deleted, the Media Set itself could not be deleted afterward. The issue has been resolved in this release, and you can now delete a Media Set as expected.
 FIXED ISSUE	An issue slowing down the Callback Status refresh rate has been resolved. Previously the automatic refresh rate of the Callback Status screen was incorrectly slowed down to two minutes. As of this release, the screen will refresh every 15 seconds as intended.
 FIXED ISSUE	An issue causing inconsistent ECBT announcements in a specific scenario has been resolved. In rare cases prior to this release, the system announced an ECBT of 0 after a customer accepted a callback offer, even if the ECBT was announced correctly during the offer. An update in this release now ensures that the ECBT is calculated and announced properly in the affected scenario.
 FIXED ISSUE	When used for Messaging Notifications, the <code>{{scheduled-time}}</code> component could quote the wrong day in a specific scenario. Previously, when a callback was scheduled for a date on which the day of the week was the same as the current day of the week, the <code>{{scheduled-time}}</code> component would input "Today" into the message. For example, if today is Tuesday and the callback is scheduled for next Tuesday (one week from now), the <code>{{scheduled-time}}</code> component would input "Today". Now, the system will detect this scenario and input "next <day of week>" into the message instead. For example, "next Tuesday".
 FIXED ISSUE	An issue causing callback delays in some regions has been resolved. Previously, all Callback regions shared resources needed to launch callbacks. This could cause smaller regions to wait for those shared resources longer than larger regions, which in turn could cause callback delays. Now, regions will no longer need to compete with each other for the resources needed to launch callbacks.

Announcements

	The Submit Feedback button has been moved. We love to hear from you! To make it easier to submit feedback and suggestions to improve Mindful services, we have moved the Submit Feedback button directly into the sidebar menu. Your input helps us to continually refine and enhance the user experience in the Mindful Callback application! Feel free to reach out and let us know your thoughts any time.
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2021 February 5

New features and major changes

 NEW FEATURE	The Executive Summary report is now available for use. The new Executive Summary screen displays callback statistics for all Call Target in your Organization. Within this report, you can view a breakdown of the number of callbacks offered to customers as well as the number of offers accepted and their final outcomes. Executive Summary statistics are presented both graphically and in a table with data grouped by Call Target. To further analyze and compare data, you can also export the report in CSV format. Additional features will include: • Export to PDF • Aggregate volume by channel (Voice, Digital, or Messaging) • Return Call Service level metrics • Queue Time Saved per queue • Average Punctuality per queue The Executive Summary screen is accessible from the sidebar menu, alongside the existing Call Detail and Reports screens.
 NEW FEATURE	You can now offer customers the option to schedule a callback via SMS messaging. The new Scheduled Callback Experience toggle switch will allow you to choose whether to offer callback scheduling via voice or messaging. If the toggle switch is set to Text, customers will have the option to receive an SMS message containing a secure link to a callback scheduling widget. Unique widgets can be created for individual Call Targets to customize the scheduling experience.
 UPDATED FEATURE	The Mindful Callback application now supports secure SIP communication in all regions. When using SIP rather than the PSTN for calls to and from the Mindful Callback application, it is now possible to enable secure SIP sessions via the Transport Layer Security (TLS) protocol in all regions. For assistance with enabling TLS for your Organization, contact a VHT representative.

Fixed issues

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 FIXED ISSUE	An issue preventing users from deleting a Media Set in a specific scenario has been resolved. When a Media Set was assigned to a Call Target, and the Call Target was later deleted, the Media Set itself could not be deleted afterward. The issue has been resolved in this release, and you can now delete a Media Set as expected.
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 FIXED ISSUE	When used for Messaging Notifications, the <code>{{scheduled-time}}</code> component could quote the wrong day in a specific scenario. Previously, when a callback was scheduled for a date on which the day of the week was the same as the current day of the week, the <code>{{scheduled-time}}</code> component would input "Today" into the message. For example, if today is Tuesday and the callback is scheduled for next Tuesday (one week from now), the <code>{{scheduled-time}}</code> component would input "Today". Now, the system will detect this scenario and input "next <day of week>" into the message instead. For example, "next Tuesday".
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Announcements

	The Submit Feedback button has been moved. We love to hear from you! To make it easier to submit feedback and suggestions to improve Mindful services, we have moved the Submit Feedback button directly into the sidebar menu. Your input helps us to continually refine and enhance the user experience in the Mindful Callback application! Feel free to reach out and let us know your thoughts any time.
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2020 December 23

Fixed issues

 FIXED ISSUE	An issue causing the Next Business Day Callback Max setting not to be honored in a specific scenario has been resolved. The issue occurred when Offer Next Business Day Callbacks was enabled and there were still callbacks from the prior day remaining to be dialed. In that case, when the End of Day Handling period activated for the current day, the Next Business Day Callback Max setting would not limit the number of next-day callbacks allowed. Previously, the Next Business Day Callback Max setting was only honored when no next-day callbacks from previous days remained. Now, the limit will be strictly enforced in all cases.
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2020 December 15

New features and major changes

 NEW FEATURE	The Digital Callback Intents feature is now available for use. Digital Callback Intents allow you to create interactive dialogues to determine a customer's needs before offering a callback via web widget. You can use Intents to ask a series of questions that will determine which widget to use to request a callback. Customers can interact with an Intents dialogue in a single place, and they will be able to register a callback on different Call Targets based on their responses.
 UPDATED FEATURE	Messaging settings on the Organization screen are now accessible to Administrators at all times. Previously, Administrators could only access Messaging features at the Organization level if VHT staff had enabled Voice-to-Messaging transitions for the Organization. Now, Administrators can enable or disable Voice-to-Messaging and Notifications, and configure the related settings at any time.
 UPDATED FEATURE	The default message text for Confirmation Notifications has been updated to advise customers that they can cancel their pending callbacks via SMS. The new default text informs customers that they can cancel a pending callback by replying to the Confirmation Notification with @cancel. This leverages the @cancel Automation on the Mindful Messaging platform to make cancellation easier for your customers.
 UPDATED FEATURE	Date selectors have been updated with a new style. The previous From and To date selectors on the Metrics, Call Detail, and Reports screens have been updated to a single Select Date Range dropdown menu that allows you to select a custom range.

Fixed issues

 FIXED ISSUE	An issue causing the Type filter on the Call Detail screen to exclude retries has been resolved. When the Type filter was applied to show ASAP or scheduled callbacks, only the first attempt for each callback was included in the filtered data. No retry attempts were shown. Now, retries will be included with the filtered data.
 FIXED ISSUE	The Average Wait metric for customers has been updated to only include the intended data. When calculating the Average Wait metric for customers, the system previously included incomplete calls that were not connected to an agent. This metric is only intended to consider calls that were successfully connected to both the agent and the customer, and an update in this release now ensures that is the case.
 FIXED ISSUE	Two issues that could cause Call Detail records to show an incorrect call status have been resolved. Both issues could occur when Mindful Callback was configured to present the callback offer to customers. • If the ECBT Threshold setting was enabled and a call was received while the threshold was breached, the call state was updated incorrectly. • When customers chose to return to hold rather than requesting a callback, the system previously set the call status to Not Completed, which could cause confusion. Both issues have been resolved in this release.
 FIXED ISSUE	An issue causing Audit reports to display new user creation incorrectly has been resolved. Audit reports previously did not differentiate between user-added and user-deleted items. Instead, a user-deleted item was logged in both scenarios, whether a user was added or deleted. Each item is now logged with the appropriate event.
 FIXED ISSUE	An issue causing Customer First calls ending with the Unavailable status to generate incorrect alerts has been resolved. When a callback using the Customer First Callback Strategy ended in the Unavailable status, the system alert call center did not answer call was triggered in every instance. Now, this alert will only be triggered when a call center fails to answer.
 FIXED ISSUE	Creating a new Call Target by cloning an existing one will now copy all settings from the source Call Target to the new Call Target as intended. Previously, some settings still needed to be configured after cloning a Call Target, which was not the intention for the clone feature. Now, all settings will be automatically applied to a newly cloned Call Target.
 FIXED ISSUE	An issue affecting the timestamps of stuck Call Detail records has been resolved. Previously, in the rare case that a VHT staff member needed to manually finalize a call, the ended_at and finalized_at timestamps in Call Detail records were set to the same value. Now, the ended_at timestamp will reflect the last event processed for the call record, and the finalized_at timestamp will reflect the time that VHT staff manually finalized the call.

Announcements

 ANNOUNCEMENT	New back-end reporting functionality has been implemented to assist with future reporting enhancements. Mindful Callback now includes additional back-end reporting functionality that will be used in an upcoming release. This will help to build a foundation for future reporting features.
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2020 December 1

New features and major changes

 NEW FEATURE	It is now possible to utilize the Mindful Datastore application to save and update call data for Mindful Callback. The Mindful Datastore application provides a lightweight, user-friendly solution that helps enable world-class support by providing the ability to retain context and apply it to an interaction later. With Datastore, you can store and update call data in the cloud, including callback phone numbers, current ECBT, or scheduled callback times. For more information about integrating a Mindful Datastore account with Mindful Callback, please contact a VHT representative.
 UPDATED FEATURE	Additional security enhancements have been released. As part of our ongoing effort to enhance the security of the Mindful Callback application, this release contains additional maintenance updates to address vulnerabilities in third-party dependencies.
 UPDATED FEATURE	A new call Outcome has been added for calls abandoned by customers. The Callback Abandon Outcome will be applied if the customer abandons the call at any point after accepting a callback but before speaking with an agent. The new Outcome affects the Outcomes graph on the Metrics screen and Call Detail reporting data.

Fixed issues

 FIXED ISSUE	An issue causing SIP headers not to be retained when customers choose to hold has been resolved. In a specific scenario, when a customer chose to hold, any attached SIP headers were not sent back to the call center. This occurred when the Choose Hold Telephony Type was set to SIP and the SIP REFER checkbox was deselected (disabled). An update to the way that Mindful Callback manages SIP sessions has resolved this issue so that SIP headers are maintained.
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Announcements

 ANNOUNCEMENT	New style enhancements to the user interface have been released. Continuing to build on the changes we introduced in summer 2020, we have made additional visual enhancements to deliver a modern, Mindful look.
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2020 November 25

Fixed issues

 FIXED ISSUE	An issue causing interruptions to Digital Callback widget service has been resolved. Digital Callback's exception handling has been updated to handle interruptions to widget service, and widgets now function as expected. Previously, if Digital Callback's metrics and monitoring agent failed to respond to requests, it would not gracefully handle the error and cause widgets and APIs to become unavailable.
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2020 November 17

Fixed issues

 FIXED ISSUE	An issue that can cause unexpected silence on conferenced calls has been resolved. If an agent needed to conference a customer call into another line to play a compliance message or other recorded media, both parties would hear silence instead of the intended audio. An update to the way that Mindful Callback manages SIP sessions has resolved this issue so that the audio will be heard.
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2020 November 6

New features and major changes

 UPDATED FEATURE	The SIP Termination URI setting will now allow query string type parameters to be passed to the designated SIP endpoint. You can now include query string type parameters in the SIP Termination URI field, which will allow more flexibility to control the SIP communication process.
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Fixed issues

 FIXED ISSUE	An issue causing calls to drop in a specific scenario has been resolved. A known issue could cause calls to drop for SIP-based integrations when RTP traffic was not managed by the Mindful Callback application. An update in this release has resolved this issue.
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2020 October 30

New features and major changes

 NEW FEATURE	The Choose Hold Callback Failover setting is now available for use. This setting allows you to designate a backup phone number for customers who choose to wait on hold, which will be used if a call is not answered by the primary Choose Hold Phone Number. This setting will only apply if callback offers are made by the Mindful Callback application rather than within your telephony environment.
 UPDATED FEATURE	Configurable settings related to the Callback Offer feature are now available to Administrators and Managers. Previously, all settings related to Callback Offer were reserved for VHT staff only. Now, the Callback Offer setting is still reserved for VHT staff, but the following settings related to Callback Offer are configurable by Administrators and Managers: • Announce ECBT During Offer • Choose Hold Telephony Type • Choose Hold Phone Number • Choose Hold Callback Failover • Requested Callback Threshold • ECBT Threshold These settings will only appear if Callback Offer has been enabled.
 UPDATED FEATURE	Several new system alerts have been added. New alerts have been added to notify you when calls to the Call Center Phone Number or Choose Hold Phone Number are not answered, and when their respective failover numbers are used instead. The following scenarios will now generate alerts: • Callbacks are not answered by the Call Center Phone Number. • The system attempts to send callbacks to the Custom Failover Phone Number. • Callbacks are not answered by the Custom Failover Phone Number. • Calls are not answered by the Choose Hold Phone Number. • The system attempts to send calls to the Choose Hold Failover Phone Number. • Calls are not answered by the Choose Hold Failover Phone Number.
 UPDATED FEATURE	Estimated Callback Time (ECBT) algorithms have been updated. Additional settings are now available for VHT staff to attempt to correct overestimation and underestimation of ECBT.
 UPDATED FEATURE	On the Call Detail screen, the <code>scheduled_for</code> data point has been renamed to <code>processed_at</code>. The new processed_at label will more accurately reflect the data being presented, which is the time that the callback was actually launched.

Fixed issues

 FIXED ISSUE	An issue with default audio file formats has been resolved. Three default audio files (Day/Time:Afternoon; Agent Disconnected; Now Disconnecting) were in stereo format, and have now been converted to mono format like the other default prompts.
 FIXED ISSUE	An issue affecting the Requested Callback Threshold setting has been resolved. The Requested Callback Threshold setting previously only monitored callbacks scheduled to be launched in the future, but did not monitor those on the internal waitlist that were waiting their turn to be launched. Now, waitlisted calls will be included to ensure that the threshold limit is enforced as expected.
 FIXED ISSUE	An issue affecting call counts and page numbers on the Call Detail screen has been resolved. On the Call Detail screen, when the Type filter is used to view ASAP or scheduled callbacks, the text that displays the number of calls did not update as expected. In addition, the number of pages on the screen did not update after applying the Type filter. Now, call counts and page numbers will update as expected.
 FIXED ISSUE	A potential scenario that could cause inbound calls to be rejected by the Callback application will now be prevented. If an inbound SIP call had a <i>From:</i> header set to Anonymous and used a <i>P-Asserted-Identity:</i> header to provide the caller number, Callback would reject the call. This scenario will now be handled by Callback and no longer cause an issue.
 FIXED ISSUE	An issue causing calls not to end after the agent disconnects has been resolved. When the SIP REFER checkbox was deselected and a customer chose to wait on hold, the resulting call to the call center would not end when the agent disconnected. was possible for this to occur even if the Choose Hold Telephony Type was set to PSTN. Now, calls will end as expected in this scenario.

2020 October 14

New features and major changes

 NEW FEATURE	The Require Country Code setting is now available for use if international dialing is enabled for your Organization. When enabled, Require Country Code will require international customers to enter their country codes manually. Currently, the system chooses a country code from a pre-defined list based on the customer's ANI. The new setting will allow you to bypass the default behavior and prompt customers to enter their full callback number including country code.
 NEW FEATURE	A new API tab and organization-level endpoints are being added to Digital Callback. We have a new tab in Digital Callback for organization-level APIs which can cancel pending callback or return the status of all widgets and pending callbacks. Access Control Policies can be applied to these endpoints to enable secure integration with the API. • The Callback Status and Widget Status API endpoints share Digital Callback widget availability and the status of callbacks with integrators to offer a more seamless experience to the end user when presenting callback options via SMS messages, web widgets, or via phone systems. • The Cancel Callback Request API endpoint gives your customers another way to cancel a callback request. Now, with a call to the Cancel Callback Request endpoint, your customers can cancel a callback request with a simple text message or via a simple API call from your website. • Organization-level ACP - Apply one ACP to the API endpoints on the API tab for broad application of access policies.
 UPDATED FEATURE	Call Detail reporting now differentiates between a callback cancelled by an administrator, and a callback cancelled by a customer or the Digital Callback API. Previously, a cancellation event was logged simply as "Canceled" whether it was cancelled manually by an administrator or cancelled by a customer in the voice menu. Now, administrator cancellations will be displayed as AdminCancelRequested, and customer cancellations will be displayed as ApiCancelRequested. Cancellations processed through the Digital Callback API will also be displayed as ApiCancelRequested.
 UPDATED FEATURE	API Access Tokens have been added to the Access Control Policies tab in Digital Callback. When Cloning an ACP, API Access Tokens will also be included in the cloned ACP.

Fixed issues

 FIXED ISSUE	An issue affecting call counts on the Call Detail screen has been resolved Previously, when a customer chose to return to hold in specific rare scenarios, the Call Detail screen could show incorrect call counts or call statuses. An update to the reporting of Choose Hold calls now ensures that the call counts and statuses are accurate. This does not relate to Known Issue #174433892, which can still affect call counts displayed on the Call Detail screen.
 FIXED ISSUE	An issue causing Call Detail records not to display call data has been resolved. In rare cases, Call Detail records could previously fail to display data, resulting in a record that appeared blank. The cause of this issue has been identified and resolved.

Announcements

 ANNOUNCEMENT	New style enhancements to the user interface have been released. Building on the changes we introduced in the August 14, 2020 release, we have made additional visual enhancements to deliver a modern, Mindful look.
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2020 September 22

Fixed issues

 FIXED ISSUE	An issue affecting the Punctuality values on the Metrics screen has been resolved. The calculation for Punctuality previously included more than just the first callback attempt. This could negatively impact the metric's value and accuracy. Now, Punctuality will only consider how long it takes to make the first attempt.
 FIXED ISSUE	An issue with the Prompt Agent to Connect audio file has been resolved. A recent update to the default audio file for the Prompt Agent to Connect voice prompt could delay the announcement of metadata information when Metadata items had been collected via voice or DTMF. Now, the default file has been updated once more to prevent the announcement from being delayed.
 FIXED ISSUE	An issue affecting the ability to opt in to System Alert emails has been resolved. Previously, users who had selected the System Alert Emails checkbox on their user profile would not receive alert emails. Users who had deselected the checkbox to opt out would receive the alerts. Now, the correct selection is applied so that only users who have opted in to receive alerts will receive them.

2020 August 20

Fixed issues

 FIXED ISSUE	An issue causing Final Attempt notifications to be sent in the wrong scenario has been resolved. When using Mindful Callback to make the callback offer, any calls that were sent back to a holding queue while the ECBT Threshold was exceeded would trigger a Final Attempt notification. Now, Final Attempt notifications are only sent for calls that have reached the maximum number of retries allowed.
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2020 August 19

Fixed issues

 FIXED ISSUE	An issue causing user data not to remain attached to callbacks requested via Digital Callback widgets has been resolved. As of the August 14th, 2020 release, any user data attached to a callback that was requested via Digital Callback widget did not remain attached throughout the life of the call. This did not affect callbacks requested via voice or legacy widgets.
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2020 August 17

Fixed issues

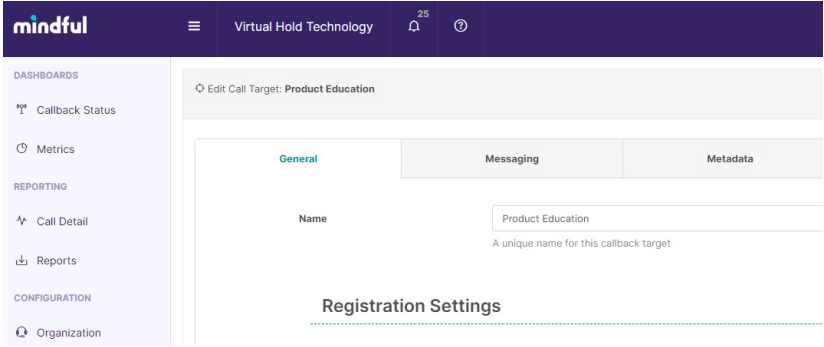
 FIXED ISSUE	Two issues have been resolved related to the Prompt Agent to Connect audio file. When using the Agent First Callback Strategy, the audio file that prompts agents to confirm they are ready to take a customer call previously included incorrect verbiage and did not provide the intended delay between repetitions.
 FIXED ISSUE	An issue causing legacy callback widgets not to load has been resolved. As of the August 14th, 2020 release, legacy widgets could not be accessed.

2020 August 14

New features and major changes

 NEW FEATURE	SMS notifications for successful callbacks are now available. Success notifications add a fifth use case to the SMS messaging features in Mindful callback. These notifications will be sent to customers after a successful callback is complete. You can use this notification message to share anything you would like, including • Links to after-call surveys to gather feedback for CSAT, NPS, and other metrics • Followup call to action or reminders • Targeted sales opportunities
 UPDATED FEATURE	Default Media Sets are now managed differently in the user interface. The Default Media Set no longer appears in the sidebar menu. Instead, you can now designate one of three default Media Sets (English, French, or Spanish) to clone when creating a new custom Media Set. It is also now possible to apply one of three default media collections directly to a Call Target without customization: • Default English • Default French (Canadian) • Default Spanish (North American) If any of your Call Targets previously used the Default Media Set, a copy of that set has been created automatically and applied to the affected Call Targets.
 UPDATED FEATURE	The First Party Called toggle switch now requires a VHT representative to change between Customer First and Agent First. New Call Targets will default to the Customer First Callback Strategy. Please contact a VHT representative for assistance in changing the Call Strategy of a Call Target.
 UPDATED FEATURE	The Billing checkbox has been removed from the Users tab on the Organization screen. Previously, the checkbox was still visible on the Users tab after billing features were discontinued.

Announcements

 ANNOUNCEMENT	The user interface has been updated with a new look! The new, modern look brings a Mindful touch to Callback. All of the familiar features and screens are still available.  VHT Callback cloud is now Mindful Callback. The logo in the top-left corner of the screen and colors throughout the application have been updated to reflect the Mindful brand. The Conversation Bridge screen has been renamed to Digital Callback, but all of the familiar features are still available.
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2020 August 1

New features and major changes

 UPDATED FEATURE	The ability to batch cancel multiple active callbacks at once has been temporarily disabled. This feature has been disabled until a resolution is published for a service-impacting issue related to batch cancelling callbacks.
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2020 July 15

New features and major changes

 NEW FEATURE	A new feature request link is available in the help menu in the top navigation bar. Clicking the link will allow you to submit an idea or provide any feedback you would like, or track the progress of an existing feature request.
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Fixed issues

 FIXED ISSUE	Dynamic text replacement buttons will are now available for Administrators on the Messaging tab of the Organization screen. Previously, Administrators could edit the message text for SMS notifications on the Organization screen but could not see or use the dynamic text replacemer buttons.
 FIXED ISSUE	An issue causing users' first names not to save to their profile has bee resolved. Previously, the first name was not saved after navigating away from the profile and back. This applied to both new and existing users.

2020 June 18

New features and major changes

 NEW FEATURE	Access Control Policies are now available for use with Conversation Bridge widgets. With an Access Control Policy, you can now add specific IP addresses to a whitelist to allow unlimited traffic from those addresses. This allows you to leverage your web server to send frequent requests to the <i>VHT Callback</i> cloud system while blocking traffic from all other sources. Access Control Policies are an optional feature that can be applied to Conversation Bridge widgets individually.
 UPDATED FEATURE	Channel parameter in API endpoint In the Submit Callback Request API endpoint, you can now specify the communication channel through which your customer made the callback request by using the optional channel parameter. The Conversation Bridge widget will pass the submitted channel value to the system for reporting purposes. For more information on submitting API requests, see Widget HTTP API for Developers in the <i>VHT Conversation Bridge</i> documentation.

Announcements

 ANNOUNCEMENT	Help links in the <i>VHT Callback</i> cloud user interface have been updated. All help links in the UI now lead to our new documentation platform at help.vhtcx.com. The new platform contains up-to-date information on all new <i>VHT Callback</i> cloud features and updates.
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2020 May 22

New features and major changes

 NEW FEATURE	SMS notifications for callbacks are available for use. If your <i>Callback</i> cloud account is linked with a <i>VHT Messaging</i> organization, you can now set up automatic SMS notifications to send to customers in three scenarios: • Confirming a callback has been registered • Reminding customers of upcoming scheduled callbacks • Notifying customers when all callback attempts have failed
 NEW FEATURE	Daily, automated Call Detail reports are available. A new option on the Profile screen allows users to receive daily Call Detail reports via email for selected Call Targets or reporting categories. The new option, Opt In to Receive Daily Reporting Emails, appears below the existing option Opt In to Receive System Alert Emails.
 NEW FEATURE	The Custom Callback Failover feature is now available for use. You can now designate a Custom Callback Failover Number for each Call Target. This number will be used in place of the Call Center Phone Number when the accumulated number of failed calls to the call center reaches 20. The current failure count for each Call Target will be visible on the Call Targets screen, along with a button that will allow you to reset the failure count for that Call Target's primary call center phone number.
 UPDATED FEATURE	Messaging settings have been moved into their own Messaging tab on the Organization and Call Target screens. In addition to Messaging options, these tabs also contain settings for SMS notifications.

Announcements

 ANNOUNCEMENT	Customer phone numbers are now stored in E.164 format for all interactions. Previously, only certain types of interactions complied with the E.164 format.
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Fixed issues

 FIXED ISSUE	The Metrics screen now shows Avg Wait for agents. On the Metrics screen, the Avg Wait display previously did not update the time shown in the Agent field. This field now populates Avg Wait correctly.
 FIXED ISSUE	An issue with callback prioritization has been resolved. This update places scheduled callbacks and retries at the highest priority in the callback waitlist.
 FIXED ISSUE	An issue slowing down the loading of Call Target data has been resolved. <i>VHT Callback</i> cloud accounts that utilize Conversation Bridge widgets could experience slower load times for Call Target information. New caching logic has been implemented to provide quicker load times.
 FIXED ISSUE	An issue causing incorrect outbound callback number formatting in some scenarios has been resolved. In certain scenarios, callbacks placed through a web widget or the Continuity feature did not prefix outbound phone number with a plus sign (+). Now, the plus sign is prefixed in all cases.

2020 May 5

New features and major changes

 NEW FEATURE	User Data Sets are now available for Conversation Bridge Widgets. User Data Sets allow you to define a set of user-data key-value-pairs (KVP) that can be received from a Conversation Bridge Widget. These KVPs can then be passed along to your call center using Metadata items.
 NEW FEATURE	The Prompt Customer to Reschedule Callback option is now available for use. This setting allows you to enable or disable the voice prompt that gives customers the option to reschedule their callback for a later time. The Prompt Customer to Reschedule Callback option is located at Call Target > Your Call Target > General Tab > Callback Strategy.
 UPDATED FEATURE	The Special SIP Profile setting has been split between a Company Calls setting and a Customer Calls setting. The Use Special SIP Profile for Company Calls setting allows a superuser to designate an alternative SIP profile to use for calls to your call center, and the Use Special SIP Profile for Customer Calls does the same for calls to customers. Contact a VHT representative for assistance with enabling either of these settings.
 UPDATED FEATURE	Customers are now able to schedule a callback for any time within your configured business hours, based on the Number of Days Out to Schedule Callbacks setting. Previously, callbacks could only be scheduled up to the current time on the final day of the configured range.

2020 April 14

Fixed issues

 FIXED ISSUE	An issue related to End of Day Handling has been resolved. Callback requests with a very large Estimated Callback Time (ECBT) could sometimes fail to activate the Offer Next Business Day Callbacks feature. This could cause an ASAP callback request to be registered when the ECBT extended beyond the current day's business hours, without advising the customer. A resolution to this issue has been published to ensure that the Offer Next Business Day Callbacks feature works as expected in all scenarios.
 FIXED ISSUE	An issue that caused disabled Call Targets to continue to process calls has been resolved. In a specific scenario, the system continued to process calls for Call Targets with the Disable Callback setting enabled. A resolution to this issue has been published to ensure that no calls are processed for disabled Call Targets.

2020 April 1

New features and major changes

 NEW FEATURE	Scheduled callback offer is now available in the VHT Callback cloud voice menu: VHT has added a new feature to the <i>VHT Callback</i> cloud voice menu. When your customers call in, they typically can be offered an A.S.A.P. callback, the option to stay on hold, or the option to continue their conversation via text messaging. Now, you can also offer customers the option to schedule a callback via the voice menu for a time that is convenient to them.
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2020 March 13

Announcements

 ANNOUNCEMENT	URL redirects for VHT Callback cloud application access: Our current URLs, <i>callback.vhtcx.com</i> and <i>callback.virtualhold.com</i> , will now be automatically redirected to a new URL: callback.mindful.cx .
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New features and major changes

 NEW FEATURE	The Agent Call In-Band DTMF Detection option has been added to address potential issues with recognizing DTMF input from agents. The option is available to the superuser role and located on the General tab of the Organization screen. Agent Call In-Band DTMF Detection can be enabled by selecting Enable in-band DTMF detection on the outbound agent call.
 NEW FEATURE	The Customer Prompt Loops setting is now available for use. This setting allows you to control the number of times the system will attempt to confirm that a customer is available after a callback is connected. By default, Customer Prompt Loops is set to 2 for agent-first interactions and 4 for customer-first interactions.
 UPDATED FEATURE	On the Phone Numbers screen, the Target Type column has been removed. As a result, users will no longer be able to associate call targets with SMS interactions. This change does not affect organizations using legacy <i>Callback Cloud</i> widgets.
 UPDATED FEATURE	On the Call Detail screen, it is now possible to cancel scheduled callbacks that are already in the queue waiting to be dialed, as well as calls that are currently active. It is also possible to cancel multiple active, pending, and queued callbacks at once. Previously, only pending callbacks not currently in queue could be cancelled.

2020 February 22

Announcements

 ANNOUNCEMENT	The VHT Messaging™ text messaging application is now available: Voice-to-messaging call transitions are now available via the <i>VHT Callback</i> cloud platform. This treatment feature, when enabled, will provide callers with the option to engage with an agent using SMS text messaging in addition to the option for registering for a voice callback. When the caller elects to engage through messaging, the <i>VHT Callback</i> cloud platform will request a message be sent to the caller's phone number to initiate communication with an agent using SMS text messaging. The caller can hang up their call and engage with an agent using messaging. The <i>VHT Callback</i> cloud platform includes new call outcomes to track and report on the number of callers who elect to transition from a voice callback to a message conversation with an agent. • <i>VHT Callback</i> cloud admins will have the ability to enable the <i>VHT Messaging</i> application. • More details on the <i>VHT Messaging</i> application are coming soon! Contact your VHT Support representative to learn how your organization can subscribe to the <i>VHT Messaging</i> application.
 ANNOUNCEMENT	New URL for VHT Callback cloud application access: The <i>VHT Callback</i> cloud application can be accessed via the current URLs, <i>callback.vhtcx.com</i> and <i>callback.virtualhold.com</i>, or our new URL, callback.mindful.cx Bookmark callback.mindful.cx in your browser address bar for easy access.

Fixed issues

 FIXED ISSUE	Improved DTMF number entry recognition: Some international customers were experiencing occasional unwanted sounds during DTMF (callback phone number or menu selection number) entry that would interfere with the correct recognition of the key presses. We have updated our system to filter these sounds out and ensure that both callback registration and menu selections are completed as expected for these customers.
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January 24, 2020



Updated VHT logo and colors to align with corporate brand standards: We're refreshing our look for 2020 at VHT. Look for the new VHT logo and color scheme in the *VHT Callback* cloud application in our upcoming release!

December 20, 2019



Planned deprecation of VHT Callback cloud web widget: With the introduction of the *VHT Conversation Bridge®* widget, VHT is also announcing a planned, phased deprecation of the legacy *VHT Callback* cloud widget with the next *VHT Callback* cloud release. VHT Customer Support is available to assist during this transition period.

What does this look like to our customers?

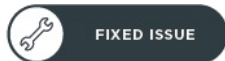
- Only the *VHT Conversation Bridge* widget will be offered to new *VHT Callback* cloud customers going forward.
- The *VHT Callback* cloud **Interactions** feature will not be made available to new customers.

- Existing customers who are not actively using the legacy widget or Interactions will no longer have access to these features.
- Customers actively using the legacy widget or Interactions feature will maintain access to these features, and will receive access to the VHT Conversation Bridge widget.

Because the legacy *VHT Callback* cloud widget will eventually be fully deprecated, we encourage everyone to familiarize themselves with the *VHT Conversation Bridge* widget.

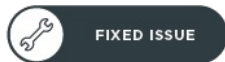


Mobile-friendly widget option coming soon: The *VHT Conversation Bridge*® widget will offer a stylized appearance that's optimized for mobile devices. This style will come with pre-formatted CSS to give your widget a seamless, professional appearance. All buttons and fields are touch-enabled, and the widget automatically sizes itself to fit a mobile device screen. You'll be able to preview in classic mode or with the new stylized appearance when embedding your *VHT Conversation Bridge* widget.

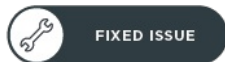


ECBT is only announced if Call Target is configured to do so: Now, when a duplicate callback is detected, the customer only hears the expected audio prompt. Previously, when a duplicate callback was detected, the customer would hear the audio prompt and the ECBT, even if the Call Target was not configured to announce ECBT.

November 22, 2019



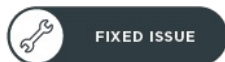
Voice prompts play one-at-a-time: A timing issue has been corrected to prevent voice prompts from playing simultaneously in select call flow scenarios. Now, voice prompts are played one-at-a-time.



Clearer instructions added to voice prompts: In the **Default Media Set**, the **Outside of Hours** and the **Next Day Callback Option** voice prompts now also play an instructional prompt for the customer requesting a callback. Previously, if a customer called outside of regular business hours and requested a Next Day Callback, they would not receive sufficient instructions for registering a callback request.



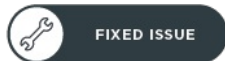
Redefined 12:00 AM open and closed times: The system now interprets a closing **Hours of Operation** time of 12:00 AM as 24:00 rather than 00:00 for both Call Targets and Organizations. This resolves the issue previously experienced when setting Open and Closed hours as 12:00 AM to 12:00 AM to select a 24-hour availability window. The system would incorrectly mark your facility as Closed when 12:00 AM was configured in both slots and interpreted it as being open for 0 hours.



Resolved issue when caller enters an asterisk during phone number entry: When a caller enters the * (asterisk / star) when entering their phone number, it is now ignored by the system during playback. Previously, this would trigger Text-to-Speech (TTS) for playback, rather than playing audio files.

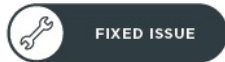


Prevent a stuck call when canceling a callback close to the time of the callback: During an edge-case scenario, if a callback was canceled while the customer was being dialed, the call would become stuck in the system. This nuance in timing has been corrected so that when a callback is canceled, it does not result in a stuck call.



Prevent disconnected calls when using single-digit Closed hour times: When an **Organization** or **Call Target** is set with a single-digit **Closed** hour time (1:00 through 9:59), the system now reads this time in 24-hour format with a leading zero (01:00 through 09:59). Previously, this issue caused in-progress calls to be disconnected during registration within the 60-minute end-of-day handling window.

November 8, 2019



International dialing now enabled in the VHT Conversation Bridge widget: Because the *VHT Conversation Bridge* widget does not offer international dialing, the first-listed **country code** in a *VHT Callback* cloud **Call Target** is applied to the *VHT Conversation Bridge* widget. Now, for example, if a customer registers an Austrian callback number with a call center in Austria, the customer will not need to include their country code in the phone number they enter.

October 12, 2019



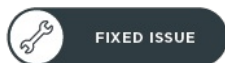
Colombia added to country list for provisioned phone numbers: When provisioning a phone number for your call target, you can now search and select phone numbers for the country of Colombia.



New alert when customer enters invalid digits: The callback greeting has been improved to include an audio alert when customers input invalid digits. For instance, if a customer enters 0 during the callback greeting, they will hear the new alert and a prompt to input a valid option.



Prevent accidental recording termination: When a customer was recording their metadata information for a callback, and any digit was pressed during the recording, the recording would terminate. This issue is now resolved, and only pressing the defined call target metadata terminator will end the recording.



Restore functionality of Cancel Callback button: Callback requests could not be canceled using the Cancel Callback button. This issue has been corrected. Now, the *VHT Callback* cloud administrator can fully cancel and remove a scheduled callback request via the Cancel Callback button.

October 11, 2019



The VHT Conversation Bridge® mobile-friendly callback widget is now available: The *VHT Conversation Bridge* widget is the new, preferred callback widget plugin for use with the *VHT Callback* cloud platform. The widget can be deployed on your website to offer ASAP, Scheduled, or both callback options, making requesting a callback convenient from both web and mobile browsers. Customize the widget's HTML and dialog to fit your organization's look and feel. For more details, and to activate this optional widget, contact your VHT Support representative.

August 13, 2019



Domestic phone numbers and international calling code entry: When a customer enters a North American phone number, and that phone number's first digit is 1 (the international calling code for North America Numbering Plan/NANP members), the system allows the customer to enter a complete 11-digit phone number.

Example of an 11-digit phone number: 1-330-123-4567

If the first digit is not 1, the system will only accept a 10 digit phone number.

Example of a 10-digit phone number: 330-123-4567



Batch-cancel active scheduled callbacks: The Call Details screen now offers a **Select All Calls** option for canceling active scheduled callbacks. For emergency shutdown situations, you can now perform a batch cancelation all at once. No more canceling scheduled callbacks one-at-a-time, with a page refresh each time.

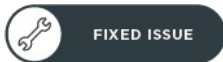


Improved voice prompt audio: We've updated the default voice prompt audio to provide your customers a higher quality experience. All default voice prompts are now spoken by the same voice, with care taken in how friendly and professional the voice sounds.

For those using the old default voice prompts, now called the Legacy Default Media Set, you can start using the improved voice prompts by selecting the Default Media Set.

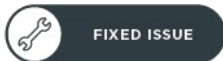


Deletion confirmation message: When deleting a callback from the Call Detail screen, the system previously displayed an incorrect error message saying that a failure occurred during the deletion. This error message has been corrected. The system now confirms a successful callback request deletion.

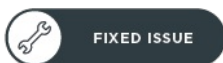


Filtered call reports: You can export call reports from the Call Details screen. These reports can either include all calls, or only the calls for a single call target or category. Previously, when users exported a single-category report, the report contained all calls. Now, if you export a call report from a single category, the report only includes the selected category's calls.

July 8, 2019



Defining phone number min and max digits: When configuring a web widget on the API & Applications screen, you can now indicate the minimum and maximum number of digits that entered phone numbers can contain. This prevents non-U.S./international phone numbers from failing in the VHT Callback cloud system.



Inherited callback region: When a new call target is created or an existing call target is updated, the callback region is inherited from the Organization screen's configuration. This fixes a gap identified in the April 2, 2019 code elevation where the callback region information was not available.

June 11, 2019



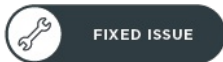
Prevent deletion of in-use media files: Deleting a media file (voice prompt or announcement) that is associated with a Call Target will cause the Call Target to malfunction when the system attempts to locate and play the media file, but cannot find it. To prevent this from happening, the *VHT Callback* cloud system now alerts users when they attempt to delete a media file associated with a Call Target. The system also prevents the media file from being deleted.



Improvements to the callback feature: When a caller selected the Reschedule option, callback options included times that were not possible when the ECBT was high, leading to a confusing experience. A change was made to only offer those options which are appropriate based on ECBT and to speak a callback time close to the option selected.



Prevent duplicate metadata item names: Call Target metadata item names must be unique. If a duplicate name is used, the system will display an error message prompting you to create a unique metadata item name.



Prevent duplicate interactions: Interaction names must be unique. If a duplicate name is used, the system will display an error message prompting you to create a unique interaction name.



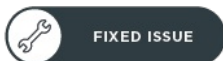
Resolve unsafe characters in metadata item names: Some characters allowed in the *VHT Callback* cloud UI fields were not usable in other applications, like web widgets. The system now automatically converts unsafe characters into hyphens without needing to edit the original fields.



Prevent nameless metadata items: When editing or creating a Call Target metadata item, the system will not allow you to save the metadata item until a name is entered in the Name field.



Prevent time travel: When specifying a date range on the Metrics screen, the From (range start) date must precede the To (range end) date. The system now prevents the end date from being further in the past than the range's start date by graying-out those dates.



Call Volume timeline data improvements: On the Metrics screen's Call Volume timeline graph, internal calculations and settings have been adjusted to prevent duplication of timeline data during a short time period between the end of one date and the beginning of the next date.



Call Detail reports return data from entire requested range: When generating reports on the Call Details screen, the report file now includes data from the entire requested date/time range. Previously, when this issue was originally discovered in March 2019, if the requested range was greater than a single day, only data from a portion of the date range would be included in the report.

May 17, 2019



FIXED ISSUE

Phone number recognition when registering a callback: Due to recent infrastructure changes, a phone number recognition error intermittently occurred when customers were entering their phone numbers to request a callback (ANI recognition turned off). To resolve this, we adjusted a configuration on our voice service. Now, when customers enter a phone number for a callback, the system recognizes the phone numbers being entered the first time they are entered.

May 10, 2019



ANNOUNCEMENT

Planned service outage: The *VHT Callback* cloud system will experience a planned service outage from 10:00 PM Friday, May 10, to 2:00 AM Saturday, May 11, EDT. During the outage, no callback service will be available, including access to the web interface. If you require assistance during the outage period, please contact VHT Cloud Support.

May 3, 2019



FIXED ISSUE

Data improvement for accurate ECBT value updates: Call and hold time data creation and collection has been improved to be consistently updated so that the ECBT (Estimated Callback Time) quoted to a customer is correctly spoken/displayed

April 16, 2019



UPDATED FEATURE

Progress indicators while loading data visualizations: Progress indicators now display while data visualizations are being generated by the system. Find them on the Call Volume Timeline on the Metrics screen, and on the phase counts table on the Call Details screen.



FIXED ISSUE

Browser cookie handling for canceled or completed callbacks: Callbacks that are requested via a widget employ the use of a browser cookie to track the status of the callback. When the callback reaches the Completed or Canceled phase, the system now fully deletes the browser cookie and stops tracking callback progress for that request. Prior to this fix, if a customer requested a call through the same browser interaction as the completed/canceled callback, the system would read the obsolete cookie and interpret this as a duplicate callback request. The newly requested callback would fail in that instance.



FIXED ISSUE

Call Volume Timeline displays all registered calls: The Metrics screen's Call Volume Timeline bar graph now represents the number of callbacks in the Registered and Processed phases as well as Registered calls that are in the Retry phase. Previously, if a registered callback was in the Retry phase, that call would not be included in the Registered graph until it reached the Processed phase.



FIXED ISSUE

Canceled call metrics match on Call Details screen and Metrics screen: By tightening up data queries that feed the Call Details and Metrics screens, both of these screens now display the same value when canceled calls are queried. Any historical data prior to this fix may be out of sync. But, from this fix onward, the data will be in sync.

Previously, the query feeding the Metrics screen was not as strict as the query feeding the Call Details screen, and the canceled calls value could differ.



Call Reports screen refresh after report deletion: When deleting a report from the Call Reports screen, the deleted item is automatically removed from the screen.



Page refresh after a callback cancelation via inline web widget: When a customer uses an inline callback web widget to cancel a callback request, the page containing the widget remains unchanged for a few seconds while the cancelation registers with the *VHT Callback* cloud system. Then, the page refreshes automatically with a new callback request form. Previously, the web page would remain unchanged and not clear the cancelation request.



Set custom value for Today and Tomorrow when creating web widget: When creating a callback widget on the API & Applications screen, the generated script now includes "Today" and "Tomorrow" if Scheduling is turned on for the Call Target selected. The default "Today" and "Tomorrow" text can also be customized to display other wording or translations.

March 28, 2019



Non-U.S. call center phone numbers: For organizations that have been set up to allow international dialing, on the call target General tab, under Dial Settings, the Call Center Phone Number field now supports international phone number formats in addition to the U.S. phone number format.

March 21, 2019



Spoken ANI prefix: Customers in many international regions are accustomed to hearing a prefix of 0 before their phone number. This option configures the callback so that it speaks the identified prefix/area code that customer typed in as their ANI.

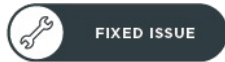


Callback web widget enhancements:

- **Cookies** – When a user registers a callback using a web widget, a browser cookie is stored in the cache. The system recognizes that cookie during a later visit, and the user will see a message in the web widget that includes the estimated callback time (ECBT) for their scheduled callback, as well as an option to cancel the callback.
- **Metadata** – The callback web widget now offers the `data-metadata-[metadata-name]=""` attribute within the JavaScript code, which allows your website to send customer metadata to the VHT Callback cloud platform along with the callback request. The customer metadata is associated with the callback, and the metadata information is whispered to the agent when they take the customer's call.
- **ReCAPTCHA** – A new ReCAPTCHA tab has been added to the API & Applications screen. By associating an existing API key with a ReCAPTCHA key, your callback widget will include a ReCAPTCHA prompt when the customer registers their callback request.



Max Queue Depth not overriding correctly: In the Customer First Strategy, when the Max Queue Depth was set above 0, this value would be used by the platform whether or not Unlimited was selected. The platform would continue to use the Max Queue Depth number even if Wait For Live Agent was disabled. Now, if the Max Queue Depth is set to Unlimited, or if Wait For Live Agent is selected, any previously-defined Max Queue Depth number is disregarded.



Correct option deactivation when selecting Prompt Customer to Confirm Callback: When defining the Agent First callback strategy for a call target, the system now hides and deactivates Leave Voicemail on Early Hangup when Prompt Customer to Confirm Callback is selected.

January 22, 2019



Customized CID announcement: You can control how the *VHT Callback* cloud platform announces a Caller ID (CID) number to your customer. Tailor your customer's voice experience, aligning it with your corporate branding, by using a custom recording instead of the default digital voice read-out of the CID number. Once you upload your custom recording to the platform, the recording can be selected for use on the Call Target screen.



Clearing on-screen error messages: Previously, some error messages would still be visible on-screen after an error was resolved (such as filling in missing form field information). This has been fixed in the platform UI. When error messages are displayed on-screen, they now clear within an appropriate amount of time once an error is resolved.

November 20, 2018



Number blacklisting: It is now possible to blacklist numbers so that they cannot be dialed. Specific portions of a phone number, individual phone numbers, or ranges of phone numbers, can all be blacklisted.



Increased control over collected metadata: Previously, metadata that was captured during callback registration would persist in the *VHT Callback* cloud system in a non-visible and non-retrievable state, even after the callback was concluded. Now, this call target metadata can be configured to persist in the system, or be deleted after the callback is concluded. There is also a new option to permanently delete all existing, collected metadata for any individual phone number.



Disappearing call targets: Previously, the Call Targets list in the navigation bar would disappear when changes were made to the organization. Updates have been made so the the Call Targets list now remains visible in the navigation bar when changes are saved to the organization.



Agent First customer call remains connected when agent disconnects: During an agent first call, the customer leg would remain connected to the call even after the agent disconnected. The system now plays a message that the agent has been disconnected, and the call ends.

October 30, 2018



NEW FEATURE

Customer dial timeout: When configuring a call target, the Callback Strategy section now provides an option to configure the Customer Dial Timeout. Set the number of seconds your system will maintain an outbound dial (without a customer response) before it disconnects the call.

- Available for both the Agent First and Customer First callback strategies.
- Option is available when creating a new call target, or editing an existing call target.
- Timeout range is 5 seconds to 120 seconds.
- 120 seconds is the default timeout.
- Timed-out calls can be found in the Call Detail report as Outcome: Unavailable, with a Retry Reason code of customer_leg_timeout.



NEW FEATURE

Cloning a call target: The Call Target Configuration screen now offers an option to clone an existing call target. While the cloning is in progress, you cannot configure the call target. Once the call target cloning process is complete, the call target information within the clone can be edited.



UPDATED FEATURE

Unique business unit names: The *VHT Callback* cloud system previously required that all business unit names in all organizations on the system be unique. Now, business unit names must only be unique within an organization.

October 15, 2018



FIXED ISSUE

Web widget: The web widget was not accepting and applying regional date/time settings when using certain browsers or regions. The issue has been resolved; the web widget now correctly displays and utilizes local date and time settings for all regions and major browsers.

October 1, 2018



NEW FEATURE

Support for custom SIP headers: Implementation of RFC 7433, user-to-user control information in SIP header as metadata. User-to-user control information can now be passed in the user-to-user SIP header following the recommendations of RFC 7433. Custom metadata can also be passed through SIP X headers. Configuration of X header metadata is done at the call target level, in the Metadata tab, by selecting the option SIP Header and entering the label for the metadata exactly as it would be passed in the header. The custom headers will be generated and passed when the outbound call is placed. Custom SIP and X headers require SIP connectivity to the *VHT Callback* cloud application.



UPDATED FEATURE

Database optimization: Database enhancements have significantly reduced the latency that is seen when requesting, filtering, and returning Call Detail and Metrics reports.



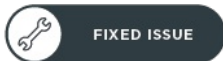
Agent disconnect workaround removed: A workaround that redialed the customer and agent legs for up to 10 times before placing the callback in its final outcome was implemented due to intermittent agent leg disconnect issues. Since the disconnect issue has been resolved, this workaround is no longer needed and has been removed.

September 6, 2018



Invalid ANIs interpreted as extensions: Invalid ANIs passed as part of the incoming call to the *VHT Callback* cloud application would be interpreted as extensions and would result in an exception in the platform that terminated those calls but remain active in Call Details. The platform now traps these invalid ANIs correctly and prompts the customer to enter a valid callback number.

September 3, 2018



Falsely reporting calls as agent hangups: Under certain circumstances, a small percentage of agent leg calls were being dropped by the *VHT Callback* cloud application, resulting in a hangup. This was due to a resource constraint issue on the platform which has been identified and resolved. Now the system properly connects these calls to an agent.

August 30, 2018



Web widget cannot identify the leading 0: The web widget now strips leading digits (0, other non-numeric entries) from an entered number prior to dialing the country code.



Metrics screen does not show timeline when same day is selected: The Metrics screen does not display any data in the timeline if the data timezone and the default timezone of the browser are not aligned. The page has been updated to display data in the default timezone associated with the organization, which has resolved this issue.



Filtering reports does not match the Call Details screen: The filtering on exported reports now matches the filtering on the Call Details page. Previously, the exported report would ignore those filters.



Early hangup calls are accumulating as stuck calls in the system: Incoming calls that are disconnected too quickly are being caught as stuck calls on the Call Details page. Calls are now properly cleaned up when this condition occurs.

July 28, 2018



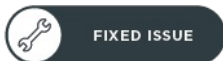
Estimated callback time (ECBT) improvements: The ECBT algorithm received improvements to help decrease callback delays on Agent First call targets.



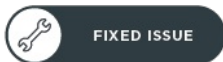
Separate country code from phone number: The system automatically separates the country code from the phone number string, if included, to ensure that the country code is not duplicated during callback registration.



International callback number trunk prefix (0): If a customer outside of the U.S.A. adds a leading zero to their phone number when registering a callback, the system manages this digit automatically so that the phone number reads correctly when the country code is placed at the beginning of the number.



Localized date and time not displaying correctly in web widget: The *VHT Callback* cloud web widget now displays the correct localized date and time format in Microsoft Internet Explorer.



Metrics page occasionally does not refresh: When refreshing the metrics page under specific circumstances, complete data now displays.



Timezone offset issue where Metrics page is missing timeline: When searching a single date within the metrics (start date and end date are the same date), the Metrics page now displays an accurate timeline. Additionally, the timezone now displays on the Metrics page.



Issue with relationship of roles and business units: Business units that are assigned to a role are still maintained by the system when the role of the user is upgraded to administrator, even though they are not seen in the user interface. This could cause difficulties in viewing screens associated with the administrator role.



Report exports with no data: Report exports have been corrected to include parameters from the Call Detail screen, the Event Filter data, and Call Target Filter data.



Increased caching lookup efficiency: Efficiency within the cache lookup reduces latency when a call is answered by an agent. Also, registration delays are reduced at the start of a call for international call targets.



Callback retry attempts improvement: The system will retry a callback, regardless of number of attempts. If the call ended with an agent hangup, the system will retry a callback a maximum of 10 times.

April 26, 2018



Online sign-up: It is now possible to sign up online for a free trial of the *VHT Callback* cloud application. This free trial allows you to receive your first 25 callbacks on us.



Account management: Manage your account by viewing your balance, by deciding when and how funds will be added, and by selecting the payment method that works best for you. **Discover it:** Read about account management in the *VHT Callback* cloud application.



SMS reporting: Now you can track SMS interactions through the call detail screen. Watch in real time as each step of your interaction is executed. See the end fate of your interaction and determine the next steps. If your SMS interaction times out for any reason, the call detail screen will display the time and at what step this happened so you can quickly restart the interaction where it left off.



Billing access: Allow users within the organization to help you manage the billing permissions for your account. With these permissions, they will be able to add funds and credit card information to your account.



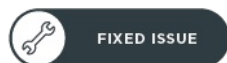
Subscription services agreement: You can now access the subscription services agreement via a link in the help menu.



Improved filtering and searching capabilities: With these improved capabilities, you can filter through large sets of data and receive an immediate search result without impacting the overall performance of the system.



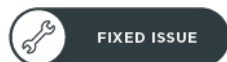
Busy Rescue event: A Busy Rescue event has been added to the system alerts to notify you when a call was rescued because the number to an agent was busy. This event will provide for more accurate reporting as it helps identify the specific reasons why a call is being rescued.



Wrong prompt plays when ECBT is 1 hour: The IVR plays the utility hours prompt when the estimated callback time is equal to 1 hour (i.e. 1 hours instead of 1 hour).



Duplicating country codes for international callers: Using a combination of country code settings for a call target and the observed ANI, the system identifies the country code of a caller and automatically applies it to the callback number. However, a duplication occurs when a customer also enters his or her country code during the registration process. Thus, causing the callback number to now be invalid.



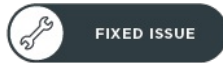
Mismatched parameters during call detail export: The parameters do not match when an export is executed from the call detail view. Some parameters, like the event and call target filter get removed during the export.



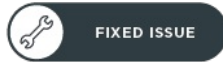
Duplicate call target names: The system does not check for duplicated names when saving a call target.



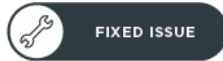
Missing Add API Key button from manager role: The Add API Key button does not appear for the role of manager on the API view.



International trunk prefix number is missing from the announced ANI: International customers are accustomed to hearing and saying their phone number prefixed with a zero. Currently, the system does not play the zero before the number when speaking the ANI back to the caller.



Registering early hangups as unavailable: The system identifies early hangup callbacks as unavailable instead of registered in the call detail view.



Issue with relationship of roles and business units: Business units, that are assigned to a role, are still maintained by the system when the role of the user is upgraded to administrator even though they are not seen in the user interface. This could cause difficulties in viewing screens associated with the administrator role.

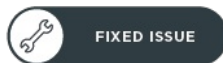
February 15, 2018



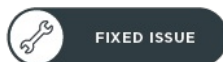
Australian phone number assignment: Australian phone numbers can now be assigned to a call target or interaction. To find these numbers, simply select the country from the drop-down list and search for a desired number.



Disable the Call Me button in the web widget: The Call Me button on the web widget can be selected prior to a customer selecting his or her time for the callback without throwing an error.



Post Dial DTMF field: Users are unable to remove the first character of the string in the Post Dial DTMF field when in edit mode.

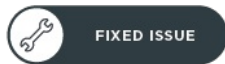


Metrics for the day: Metrics for the day do not display as interval statistics when the timezone of the customer does not match the timezone of an organization. The entire day of statistics is seen on the first interval of the day instead of being spread out over a 24 hour period.

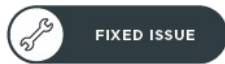
December 5, 2017



Register callback on early hangup: The *VHT Callback* cloud application can now register callbacks even if a customer hangs up before the end of the registration process. This allows for an enhanced customer experience for the caller and provides the business with additional options to use when considering the customer's journey.



Changes to labels do not dynamically refresh: The navigation menu does not dynamically update when changes are made to labels on the main page. A manual refresh of the browser is required in order to see changes in the navigation menu.



Business Managers can access global information: Business Managers can access and update global information like organizations, media, and phone numbers when assigned to a specific business unit. These managers should only be able to access and update settings associated to an assigned Call Target.

KNOWN ISSUE

Daily metrics do not display interval statistics: Metrics do not display interval statistics over a 24 hour period for a user whose local timezone does not match the timezone configured by the organization.

November 1, 2017



Dialed extensions: It is now possible to have the *VHT Callback* cloud application dial an extension as the callback number. This option is designed for organizations whose customers come from within the company and would like to use their dialed extensions for their callback number.



Scheduled Callbacks: Customers now have the option of requesting a scheduled callback through your web widget. They can now request a callback at a date and time that is more convenient for them.

August 16, 2017



Business units: It is now possible to create a business unit within your organization and assign specific call targets to that business unit. When creating users, you can now also assign them business units so that they only have visibility into the associated call targets and only those call targets.



Web widget improvements: A number of web widget improvements have been made to enhance the usability of the widget as well as making them more customizable by incorporating custom style sheets (CSS). Also, the widget can now be configured to be associated directly with a call target so that the user is immediately prompted for a callback number instead of requiring them to step through an interaction.



Country codes: If enabled as an option for your organization, the country code option available in the Call Target Dial Settings can be used to set country code prefixes. These codes are removed from the announced ANI, but prefixed to the customer's callback number.



NEW FEATURE

Metadata prompts: When configuring metadata for a specific call target, a prompt selector is now available. The prompt selector allows you to pick from three standard prompts or to select a custom prompt to upload.

June 24, 2017



NEW FEATURE

Non-US phone number assignment: Phone numbers for Canada, Mexico and other countries can now be assigned to a call target or interaction. To find numbers for a specific country, simply select the country from the drop-down list and filter/search for a specific desired number.



NEW FEATURE

Audit reports: Audited events such as system errors and configuration changes are now audited and made available via a downloadable CSV formatted report. Custom date ranges can be selected to generate the report.



UPDATED FEATURE

Call Detail summary: The summary section for the Call Details report has been broken up into two sections:

Callbacks Active: Those callbacks that are currently being handled by the system and that do not have a final outcome.

Callbacks Ended: Those callbacks that have completed and that have an outcome.



FIXED ISSUE

Agent confirmation loopback: When the wait for live agent option is selected under Call Target configuration, the agent will hear a message asking them to confirm they are on the line by pressing "1". That message currently loops back after a 5 second interval. That interval was considered to be too long by many customers, so it has been reduced to 3 seconds.



NEW FEATURE

Multiple time periods for business hours: It is now possible to schedule multiple time periods for a single day within which callback can be offered. This gives users the flexibility to pick multiple time periods within a day to offer a callback.



NEW FEATURE

Retry delay: In addition to Minimum Callback Delay, an additional option now exists to configure a delay for retries. This is called the Retry Delay and is now configurable as a Call Target option.



NEW FEATURE

Turn on/turn off thresholds: Call targets can now be configured to stop offering callbacks if Estimated Callback Time (ECBT) surpasses a certain threshold and/or number of callbacks registered (Requested Callback Threshold) passes a certain threshold. Callback offers would resume once both fall under threshold.



UPDATED FEATURE

SMS and widget based Callback registrations in Call Details report: The Call Details reports now allows you to see SMS and widget Callback registration events (as would come from completing an Interaction) as well as standard IVR-based callback registration requests.

April 7, 2017



NEW FEATURE

Media Sets: The *VHT Callback* cloud application now offers the ability to define a Media Set which can be used by multiple Call Targets within an organization. This saves a significant amount of time in the configuration of a new call target, as an administrator or manager no longer needs to upload and override the media items for each Call Target, but rather, it can be performed once and then applied to as many call targets as needed. See Media Sets for more information.



NEW FEATURE

Next Day Callback: Offering callbacks at or near the end of the business day can be challenging because it is difficult to know whether or not the call center will be available for the callback. Next Day Callback offers callers, when the scheduling of a callback is within the End of Day period defined by the system, the option to wait on hold for the next available agent or schedule a callback for the next business day. The End of Day period can be set as a fixed value or as a variable amount of time equal to the current Estimated Callback Time (ECBT) of the call target.

Next Day Callback also provides an option for the *VHT Callback* cloud application to delay next day callbacks by a predetermined amount of time so callers are not called back early in the morning. Finally, an additional option is available that limits the number of next day callbacks allowed per day by the *VHT Callback* cloud application. See End of Day Callback for more information.

December 5, 2016



NEW FEATURE

Usability enhancements: The user interface and overall user experience has been redesigned to facilitate self onboarding and configuration of the *VHT Callback* cloud application. This includes:

- simplifying the user interface to provide intuitive access to all configuration and reporting capabilities
- auto-refresh capabilities
- additional configuration objects available such as phone numbers, call target creation and number association and interaction creation
- the ability to save, review and publish changes as well as discard changes or delete published objects



NEW FEATURE

Dashboards: Improved real-time graphical dashboards that provide information at a glance, including:

- a customer experience timeline
- average punctuality
- average wait times
- average response times
- average talk times
- details of callbacks in progress, and their status
- callback outcomes
- a call volume timeline



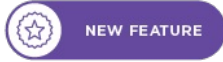
NEW FEATURE

Call Detail reporting: Enhancements to call detail reporting that include:

- more detailed status updates on progress and final disposition of the callback
- enhanced filtering using tags



Improved interaction management: Administrators can now create better two-interactions that can be delivered via an SMS enabled number or a widget application.



Telephony configuration: Administrators can now update their own telephony configuration:

- by adding new phone numbers and assigning them to call targets
- by assigning their own SIP trunks to a specific call target



Media files: Administrators can now upload their own media files per call target or at the organization level.



Call target configuration: Call targets can now be created and configured directly from the user interface.
