

CCT ContactPro ®

Roadmap

V5.2 Q2-2019

V6 Q4-2019

Updates:

ContactPro Desktop for Avaya Interaction Center IC 7.3.8

ContactPro Desktop for Avaya EMC 6.5 and EMC 6.6

ContactPro Desktop for Avaya Elite Voice V7 and V8

ContactPro Desktop for Avaya Breeze 3.6

ContactPro Desktop for Avaya Oceana 3.6 Update

ContactPro Desktop for Avaya POM 3.1.1 (Outbound Dialer)

ContactPro Omni-Automation V6

ContactPro Analytics V6

Avaya DevConnect Compliance (Aura8, AES 8, Breeze SDK4.1)

Congratulations! It is with great pleasure we present your company with this Letter of Compliance for successful completion of Avaya DevConnect Compliance Testing with Avaya Inc.'s Avaya Aura® Communication Manager r8.0 and Avaya Aura® Application Enablement Services r8.0.

Your company's ContactPro r5.2 for Avaya Breeze Client SDK r4.1 solution has completed testing by Avaya's DevConnect technical team, and is officially recognized as compliant on 20 February 2019. The Avaya DevConnect Letter of Compliance is valid based on the stated version of each party's solution(s).

Avaya is committed to providing our customers with third party solutions that are fully compatible with the Avaya Aura® Communication Manager r8.0 and Avaya Aura® Application Enablement Services r8.0. By continual pursuit of product integration, we offer customers greater options and solutions to meet their communication and collaboration needs.

With this successful Compliance Testing, Avaya provides customers increased confidence in product interoperability and successful deployments of our respective products within their enterprise environment.

Please look to the Avaya DevConnect Program for continued marketing and development support of your integration activities with Avaya solutions, and to future DevConnect Compliance Testing activities.

Again, congratulations for attaining this milestone!

Regards,



Jonathan Alperin



AVAYA
DevConnect
Select Product



AVAYA
DevConnect
Select Product - Tested



AVAYA
DevConnect
Technology Partner

Demo und Vorschau ContactPro 5.2 und 6.0

Update CCT ContactPro Desktop for Avaya Interaction Center IC 7.3.8

- continued Support for older IC 7.3.x
- enhancements for Desktop Email handling
- integrated Omni-Channel WorkItem List & Automation
- integrated Omni-Channel History/Customer Journey
- continue support for Avaya phantom or non phantom Call model
- connect with ContactPro Automation
- support for Aura AES 8 - Support for Aura CM 8 – CMS 18.x
- IC 7.3.8. Customer Sparda Bank Germany Beta 300 seats
- IC 7.3.6 Customer ComputaCenter UK Production 1700 seats
- IC 7.3.8 Customer Bosch 6000 seats

V5.2 GA Date 15th May 2019

Avaya DevConnect Compliance Testing in Q2/2019

Update CCT ContactPro Desktop for Avaya EMC 6.5 and EMC 6.6

- continued Support for older EMC 6.x
- enhancements for Desktop Email handling
- continue support for Avaya phantom or non phantom Call model
- integrated Omni-Channel WorkItem List & Automation
- integrated Omni-Channel History/Customer Journey
- support for Aura AES 8 - Support for Aura CM 8 – CMS 18.x
- connect with ContactPro Automation
- support CP Automation 6 Media Channel model

V5.2 GA Date 15th May 2019

Avaya DevConnect Compliance Testing in Q2/2019

Update CCT ContactPro Desktop for Avaya Elite Voice V7 and V8

- continued Support for AES 5.2, 6.x, 7.x
- new support for Avaya AES 8.x super patches Q1/2019
- integrated Omni-Channel WorkItem List & Automation
- integrated Omni-Channel History/Customer Journey
- support for Aura AES 8 - Support for Aura CM 8 – CMS 18.x
- add on AES DMCC Features for Softphone
 - EC500 Mobile Agent, Message Waiting Indicator, Send Calls coverage, DTMF add on, others
- integrated Avaya Equinox SIP Softphone Phone SDK with CP Client
 - CP Client registered with Avaya Session Manager, add ons USB Headset support
- connect with ContactPro Automation
- support CP Automation 6 Media Channel model

V5.2 GA Date 15th May 2019

Avaya DevConnect Compliance Testing in Q1/2019

Update CCT ContactPro Desktop for Avaya Breeze 3.6 Update

- continued support for IM / Presence module
- continued support for Breeze Co-Browsing module
- update CP Snap In for Avaya System Manager
- continued support for AES 5.2, 6.x, 7.x, 8.x
- integrated Omni-Channel WorkItem List & Automation
- integrated Omni-Channel History/Customer Journey
- support for Aura AES 8 - Support for Aura CM 8 – CMS 18.x
- integrated Avaya Equinox SIP Softphone Phone SDK with CP Client
 - CP Client registered with Avaya Session Manager, add ons USB Headset support
- connect with ContactPro Automation
- support CP Automation 6 Media Channel model

**V5.2 GA Date for Breeze 15th July 2019 (service pack)
Avaya DevConnect Compliance Testing in Q4/2019**

Update CCT ContactPro Desktop for Avaya Oceana 3.6 Update

- support Avaya Web Gateway for web based CP Client
- continued Support for IM / Presence module with Avaya
- integrated Omni-Channel WorkItem List & Automation
- integrated Omni-Channel History/Customer Journey
- support for Aura AES 8 - Support for Aura CM 8 – CMS 18.x
- support Avaya Oceana HA Release
- integrated web based Avaya Equinox SIP Softphone Phone SDK with CP Client
 - CP Client registered with Avaya Web Gateway, WebRTC support
- connect with ContactPro Automation
- support CP Automation 6 Media Channel model

V6 GA Date for Oceane Q4/2019

Avaya DevConnect Compliance Testing in Q1/2020

Update CCT ContactPro Desktop for Avaya POM 3.1.1 (Outbound Dialer)

- add on`s for ContactPro scripter (look and feel modifications)
- continue Support for POM 3.05, 3.06
- support POM 3.1.1 enhancements with CP desktop
- integrated Omni-Channel WorkItem List & Automation
 - with inbound and outbound Blending
 - Support with AIC, EMC, CP Automation
- integrated Omni-Channel History/Customer Journey
- support for Aura AES 8 - Support for Aura CM 8 – CMS 18.x
- connect with ContactPro Automation
- support CP Automation 6 Media Channel model
- beta customer: Claro Mobile Argentina 400 seats (3.1 test finished)
- beta customer: ShellPoint Mortgage 300 seats (3.1 test finished)

V5.2 GA Date for POM June 2019 w SP

Avaya DevConnect Compliance Testing in Q4/2019

CCT ContactPro manual outbound manager MOM

- listmanager enhancements (import/export formats)
- integration with Agent Scripter
- inbound-Outbound Blending support
- intelligent automation for preview and automatic dialing
- integrated Omni-Channel History/Customer Journey
- connect with all ContactPro Channels and any Avaya integrations
- connect with ContactPro Automation
- support CP Automation 6 Media Channel model
- beta customer: ShellPoint Mortgage 300 seats (3.1 test finished)

ContactPro OmniChannel / Automation Q2 SP

- extended Chat API for customers website (via java script / API)
- Support for additional payment gateway providers
- add on to Agent Scriptor (better look and feel)
- enhancements for email management with auto-response templates
- add on for keyword analysis/automation rules
- support additional SMS gateway providers (Twilio, Vonage, others)
 - inbound & outbound
- enhancements CP Automation
 - business hours table, holidaytables, multiple time zone support, additional language support
- add on for keyword analysis/automation rules

ContactPro OmniChannel / Automation

- Apple Business Chat Gateway (CP is approved by Apple product house)
 - full API support for Apple Business Chat gateway with Apple Pay
- * Apple Business Chat Gateway (CP is approved by Apple product house)
- Whats App Business Chat Gateway (Docker Gateway support)
- continue Facebook Messenger & Facebook bot support
- continue Twitter feed & direct message support
- * Cognigy Chat bot integration (IBM Watson, Google Dialogflow, Twilio)
 - Cognigy Gateway to conversational AI (Alexa, Google Home, Cortana)

V6 GA Date Q4/2019

*** initial integration with 5.2 planed for Q2/2019, selected customers only**

ContactPro Manager SP`s

- simplified CP Manager views
- enhancements for server monitoring views
- bulk skill manager integration .net to web vlient
- CP Manager mobil app release for beta testing
- Support 6 media channel model with CP Automation
 - for Chat, Email, SMS, all other channels
 - Support SNMPv2, v3 with Nectar/ConvergeOne and Stablenet

ContactPro Application

- Quintus CustomerQ replacement CP Web Client V5 upgrade
- Customer Management, Request Management, Webshop Integration
- full Connect with ContactPro automation for any Avaya or ContactPro

ContactPro Scripter

- Inbound Scripting enhancements
- Outbound Scripting enhancements
- Pre- and Post Survey Script on any channel
- API, DB Acces, Visual Script

ContactPro Channel Scripter 6

- Javascript/html based customer GUI with API
- Scripter rules for any channel automation inbound & outbound
- Agent speech assistance package / speech analytics integration Verint/Avaya

ContactPro Manager 6

- Support 7+ media channel model with CP Automation
- Web based Integration with „new“ ContactPro Speech/Voice
 - integrations with CCT VXML applications,
 - call survey (pre/post), auto attendant, meter reading, credit card payment (Excelsis code base)
 - Support for CP Analytics with CP Speech/Voice (Excelsis code base)
 - Continue Support for voxeo / Aspect platform >15
 - add Dialog IVR MPP via VXML

ContactPro Analytics

- OmniChannel Data capture to support 7+ channel model
- dashboard improvements
- simplified realtime Reports
- simplified historical Reports
- scheduled Report engine
- export, Graphical improvement, SQL Scripting
- More real-time data reports for external subsystems (e.g. Verint)
- continue improvements Mongo DB performance
- optimize Mongo indexes to increase reporting performance
- support for Mongo 4.0 (with 5.2)
- reduce Mongo footprint for smaller installations
- browser refresh, Edge, IE, Firefix, Google Chrome

ContactPro Architecture

- DB migration options, SQL, Oracle, Mongo
- extract all data to sql Database
- increase server performance to support 7+ channel model
- Optimize chat gateway api server protector rules (started with 5.2)
- OS Updates MS 2016+, SQL 2016+, Exchange 2019, O365 support
- Support Mongo 4.x
- Twilio WebRTC Client support update (V4 To V6 update)

ContactPro new Automation channels for 5.2 SP in Q3/2019

- *Line
- *WeChat

*** selected customers only**

Certification PCI Data Security Standard (PCI DSS Version >3.2)

- **secure Coding Update Training Session Q3/2019**
 - **Renewal background screening international resources**
- **audit re-newal PCI DSS Q3/2019 with USD Auditor**
- **Update PayPal Payment Gateway**
- **Update TokenEx payment tokenizations**
- **Ongoing with V5.2 and V6**

≡ CCT internal reviews Q3 2019

- Business continuity plan
- Insurance E&O policy
- Code of conduct
- Customer information security program policy and GLBA policy
- Global data privacy policy
- privacy statement
- employee acceptable use policy
- employee complaint form
- Employee non disclosure agreement (plus EU DSVGO)
- Incident management support statement of work template
- Physical security plan
- policy employee company privacy
- training records
- Update vulnerability penetration testing template by external auditor