

February 2022 Infortel Cloud Release

February 9, 2022

New

1. Support for collection from multiple NEC phone systems – With this release, our Remote Collector can now connect to more than one NEC telephone systems on a network. For customers who have multiple systems, this eliminates the need for either buffer boxes or multiple collection servers.
2. Enhanced support for Avaya Reliable Session Protocol (RSP) – RSP, also known as survivable CDR, ensures that all call records are received from a network of Avaya systems even if the network goes down. After a network failure, our Remote Collector will gather missing data from each individual system to ensure no records are lost.

Enhancements

1. Enhanced our directory import utility so the preview view honors field exclusions.
2. Added the ability to turn off, if desired, the automatic adding of directory information in Microsoft Teams.
3. Various performance enhancements.
4. Various stability enhancements.

Fixed

1. Fixed an issue with MS Teams call processing where duplicate records were created.
2. Fixed an issue in MS Teams processing where SFTP collection had errors.