

# December 2022 Infortel Cloud Release

December 14, 2022

## New

### Support for Single Logoff

In addition to support Single Sign on (SSO), we now support Single Logoff (SLO). With single logoff, the system will sign users out of all sessions in the users' Identity Provider for enhanced security.

### Continued Enhancements to Webex Queue Reporting

We continue to enhance our Webex queue reporting to provide users with the tools they need to better manage their Webex call queues.

Key enhancements include:

1. Enhancement of Cradle to Grave reporting to better reflect Webex call flows
2. Suppression of extraneous calls in simultaneous ring situations
3. The ability to report how long a user was in queue before an agent accepts the call
4. The ability to report on how long a user was in queue before abandoning the call