

Webitel 3.6.x release notes

On the page

We are pleased to announce the new release of **Webitel 3.6!**

In this version, we spent a lot of time on the predictive dialer: the definition of a person, the types of numbers, the types of communications, monitoring and much more. Simplified the mechanism for [obtaining and updating licenses](#). In addition to the [new provider](#) to convert text to voice, we taught webitel to [recognize speech](#) and convert it into text.

We expect your wishes for the further development of the new functionality on [Customer portal](#).

Updated to the latest stable versions of [Docker v17.04](#), [FreeSWITCH 1.6.16](#), [Elasticsearch 5.3](#), [Kibana 5.3](#), [MongoDB 3.4](#) [NodeJS 7.8](#).

Thanks to the **whole team** that worked on this release.



[Vitaly Kovalyshyn](#), CTO

Updated to the latest stable versions of

v3.6.0 - April 14, 2017

The release contains new functionality. Closed more than 40 User Story and Bug Reports.

v3.6.1 - April 24, 2017

Fix of detected errors. Update [NodeJS 7.9](#) and [FreeSWITCH 1.6.17](#).

v3.6.2 - May 4, 2017

Correction of detected errors in the predictive dialer. Added a mechanism for selecting subscribers, taking into account the chime time or without. Update [NodeJS 7.10](#).

v3.6.3 - May 10, 2017

For the predictive dialer mode, the ability to continue dialing attempts for lost subscribers has been added. Update [Elasticsearch 5.4](#) and [Kibana 5.4](#).

Let's encrypt webitel!

Starting from this version, we have included in the basic scripts the ability to automatically obtain and extend security certificates from the project [Let's Encrypt](#). Obtaining and renewing https certificates has [never been so easy!](#)

Domains

In the [05 Domains](#) section appeared to create a token to execute the API:

Users

The [06 Directory](#) section was able to create multiple users by importing from a CSV file.

And here is Polly!

Polly is one of the [Amazon AI services](#), in which advanced deep learning technologies allow you to synthesize speech that is similar to a human voice. Polly contains 47 realistic voices for 24 languages. This allows you to select the appropriate voice and develop an IVR menu with speech interface support for different countries. Until 01.06.2017, all users of webitel on-demand have the opportunity to test [Amazon Polly](#) for free. Code example:

- [v3.6.0 - April 14, 2017](#)
- [v3.6.1 - April 24, 2017](#)
- [v3.6.2 - May 4, 2017](#)
- [v3.6.3 - May 10, 2017](#)
 - [Let's encrypt webitel!](#)
 - [Domains](#)
 - [Users](#)
 - [And here is Polly!](#)
 - [Predictive Dialer](#)
 - [New monitoring](#)
 - [Kibana](#)

```
{
  "tts": {
    "provider": "polly",
    "voice": "Maxim",
    "text": ",    ?"
  }
}
```

Predictive Dialer

Completely updated algorithm!

? Unknown Attachment

New monitoring

Stats, .

General

1. Operator Status
2. Voicemail Definition Status
3. Attempts by termination codes
4. Percentage of subscriber processing completed
5. **Abandoned** - Percentage of lost subscribers (phoned but could not connect with the operator (current Service Level)
6. **Attempts** - the total number of dialing attempts made to subscribers for the campaign
7. **Connect rate** - the indicator of the number of unsuccessful dialing attempts for 1 successful dialing to the subscriber
8. **Active** - the current number of active calls for the campaign.

Agents

1. Operator number
2. Current status of the operator
3. **Call count** - the number of calls directed to the operator
4. **ATT** - average talk time
5. **ASA** - average time to connect with the operator
6. **Last Offered Call** - time of the last call distribution to the operator

Resources

Current line usage status

Kibana

More new charts:

933132991