

Simplicity VoIP now offers a fresh and dynamic feature upgrade for Office Managers and Call Center Supervisors in the portal. These features cover a wide variety of functionality and efficiency, including:

- **Bulk User Edit**
 - Allows the selection of multiple users and then the ability to edit specific values all at once. There is currently no limit to the number of users who can be selected to bulk edit.
- **Portal Page Changes**
 - Portal page views are now expanded to view and manage users/agents using 12 settings, such as department, site, and emergency address.
- **Caller Que Prioritization**
 - Call Center Supervisors can now prioritize a call by sending it to the top of the call queue to be the next one dispatched to a call center agent.
- **Custom Agent Status**
 - Allows for up to 8 extra organizational specific definitions for a period of time when the agent is not available to take calls, providing increased granularity on call center reports. Examples of custom statuses are "appointment" or "bathroom."
- **Tiered Round Robin**
 - A call queue enhancement that incorporates linear cascade functionality allowing multiple ring groups to support customers while rerouting to the top tier(s) when agents become available.
- **Enhanced QoS Scoring**
 - All call traffic is decrypted, analyzed and scored for QOS regardless of the device, application, or transport method used such as desk phone, webphone or mobile app.