

New TASKE® Contact Release

TASKE Technologies has released a new version of TASKE Contact and Reporter (version 2016.4) that works with Toshiba's IPedge ACD and Strata® CIX™ ACD.

New Features

The following enhancement and improvements are included in this new release of TASKE:

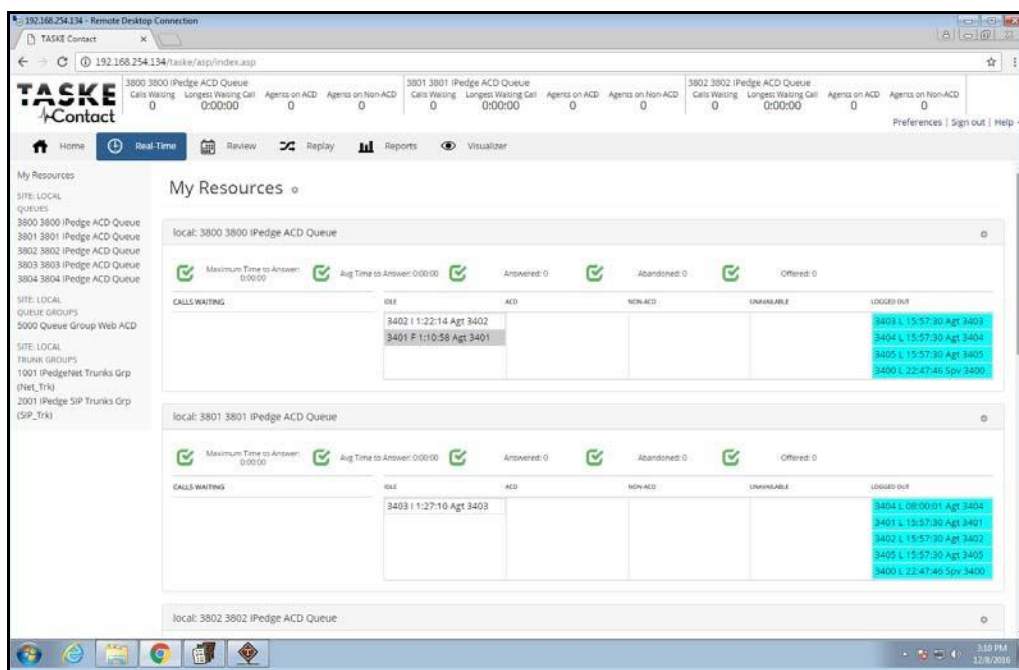
- Java™-less client access
- New design/user Interface
- Fixes and Changes

Java-less Client Access

Most of browsers are moving away from Java for security reasons and smartphone compatibility. The new release of TASKE Contact and/or Reporter does not depend on Java for the real time display or report generation so that a variety of browsers can be used.

New Design/User Interface

The new release of TASKE Contact and TASKE Reporter adopt a simple and clean look for the real time display and report generation interface with easier access and readability.



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System Requirements

Server Requirements

TASKE Contact 2016.4 requires Microsoft® Windows® 7, Windows2008 or Windows 2012 server. It can support the virtual machine.

Client Requirements

The following browsers are supported.

- Microsoft Edge
- Microsoft IE 11
- Google® Chrome
- Mozilla™ FireFox

Strata ACD and IPedge ACD

TASKE Contact 2016.4 requires the latest version of ACD software, available on Toshiba's FYI website.

Important! The initial IPedge 1.7.4 systems shipped with TASKE may not include TASKE 2016.4. If necessary, please follow the link from Toshiba Internet FYI to download and install TASKE 2016.4.

License

TASKE Contact 2016.4 requires a new license version available on Toshiba's FYI website.

TASKE system licenses generated after October 16, 2016 should already have the license compatible with TASKE 2016.4 as well as backward compatibility with TASKE Contact 8.9.

If the initial license generation was generated before October 16, 2016 but is covered under TASKE maintenance, the license can be updated by applying LICMAS-TASLICUP.

If the system is not covered by maintenance, it must be renewed by:

LICMAS-TASCONB – Base renewal. Required one for each TASKE system.

LICMAS-TASCONA – Required for the number of agents.

LICMAS-TASCONR – Re-enlist fee. Required to renew maintenance for expired system. LICMAS-TASCONB and LICMAS-TASCONA must be ordered, and the licenses generated together.

Fixes and Changes

- Replaced Real-Time Java applets with Javascript HTML5 widgets.
- Added secure SMTP to Desktop Rules email configuration options.
- Fixed an issue where an IP Address could not be resolved for a computer name 15 characters long.
- Removed Chat
- Fixed an issue in Administrator where an email address could not begin with a number.

- Added the ability to maintain a user's web preferences when renamed in Administrator.
- Added the ability to delete a user's web preferences when deleted from Administrator.
- Added the ability to configure a background Alarm color for webSign.
- Changed My Resources and Home section so that Queues will have Calls Waiting and default Summary Indicators enabled by default.
- Added Print and Email Schedule properties to Report Template lists.
- Added resource IDs to all Resource Lists.
- Added a Normal state color to Performance Indicators.
- Added a link for Software Update Center to the Tools menu of Console.
- Added the ability to email a link to a specific Call Detail from Visualizer.
- Added the ability to organize the order of Report Templates. By default they are alphabetic.
- Changed Review tables so that they will adjust to the screen size.
- Fixed an issue where Trunk Group members were not displayed under My Resources in the Review section.
- Added the ability to Download All exported reports in a single Zip file.
- Increased the maximum Extension length to be 10 digits for Toshiba MAS and Strata CIX.

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