

Swyx releases version 12: Improved design, new redundancy concept and feature enhancements for its VisualGroups queue management

Submitted by: TTA Communications (Bath)

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The new version 12 of the Swyx (<http://www.swyx.com>) communication solution is now available with a new design of its Windows client and updates to the Swyx VisualGroups queue management tool.

The release of version 12 brings a new, fresh design to the Windows client. Users now have even more interfaces to choose from, so they can adapt them optimally to their specific needs. Swyx has also integrated a new redundancy concept for automatic failover and a monitoring service based on standardised virtualisation mechanisms ensures maximum availability.

Secure VPN-less connections in the home office

In addition, the certified Yealink end devices, which have recently become part of the Swyx product portfolio, are optimally supported. For example, employees in the home office can be securely integrated into their company's communications environment without having to set up a Virtual Private Network (VPN). Yealink telephones can also be integrated into the corporate network via port authentication according to IEEE 802.1x. Swyx thus offers an authentication method for the highest security requirements.

Improved customer service with VisualGroups

At the same time as the version 12 release there is an update of its VisualGroups queue management tool. With VisualGroups 1.4, each contact centre agent can individually adjust the after call work time. In addition to administrators and users there is now the new role of queue supervisor that gives the ability to add users to groups and edit queue settings. The new 'last agent routing' feature allows companies to further improve their customer service so that if customers call repeatedly, their call can be routed directly to the same agent they previously spoke to and do not need to describe their request again.

Enhanced statistical reporting capabilities in the queue management tool now make it even easier to monitor service quality. Swyx relies on the UC Analytics specialist aurenz for comprehensive reporting. Swyx Analytics 12 allows the call data generated with VisualGroups to be fully evaluated. The range of management information includes key figures on service quality, performance of groups and agents, average and maximum waiting times and measuring results and trends of specific periods. With Swyx Analytics' ready-made dashboards, managers can view all important data at any time and thus further increase their company's telephone availability.

Swyx partners can find further information about the product news in the Swyx Partner Net.

Swyx your business

Swyx Solutions GmbH, headquartered in Dortmund, Germany, develops software-based communication solutions for the requirements of medium-sized companies and distributes them via a two-tier system of distributors and specialist dealers. With Swyx's award-winning Unified Communications solution, users benefit from

all the advantages of optimally networked communication: they can increase accessibility, improve processes and ultimately increase productivity. Swyx offers a unified range of functions across all deployment forms, regardless of whether it is an in-house solution, a variant from a partner cloud or SwyxON, the UC solution from Swyx's own cloud. A range of suitable phones and other hardware devices complete the product portfolio of the company founded in 1999, as a pioneer in the field of IP communications.

Swyx is part of Enreach, an international group of companies with more than 850 employees at sites in eight European countries and business in 25 countries. As one of the leading European UC suppliers the group provides over 2 million users with innovative communication services. In addition to Swyx, its brands also include Voiceworks, Eazit, Centile Telecom Applications, Network Telecom and ipnordic. Together, the companies cover a comprehensive Unified Communications portfolio and enable customers to optimise their communication.

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