

Contact Pro 25q4

Show and Tell – September 2025





The Contact Pro 25q4 release is a significant leap forward in our commitment to AI-driven innovation and intelligent agent empowerment, delivering tools that make customer service smarter, more inclusive, and more efficient.

This quarter, we are introducing powerful AI capabilities that redefine the agent experience. With our new automatic two-way translation, we are breaking down language barriers, enabling agents to seamlessly support customers across the globe in any language. Crucially, we are also empowering agents with vital human oversight. By giving them the ability to edit and correct AI-generated analysis, we ensure final accuracy and accountability in customer records, placing ethical responsibility and human judgment at the core of our AI strategy.

Our focus on streamlined, enterprise-grade workflows continues with deeper and more intelligent integrations. Enhancements to our CRM connectors provide agents with immediate context and automate key processes, driving significant efficiency gains. Furthermore, the Sinch innovations like the new Orchestrator create a superior model for bot-to-agent handoffs, ensuring conversations are transferred with their full context and rich media capabilities intact.

Overall, the 25q4 release equips organizations with more powerful automation, deeper intelligence, and more ethical AI tools. I am exceptionally proud of the team's work and confident that these advancements will deliver transformative value to our customers and their customer service representatives.

Markku Helin, Head of Product Management, Sinch Contact Pro

Agenda

This 25q4 Show and Tell presentation is available on

[Contact Pro Community Pages](#).

A list of all changes including corrections is available in [What's new](#).

1. Communication Panel content and usability enhancements
2. Chat, messaging and email improvements
3. Dashboard content and usability enhancements
4. Contact Pro Mobile Client
5. Integrations
6. Miscellaneous improvements

Communication Panel

content and usability enhancements



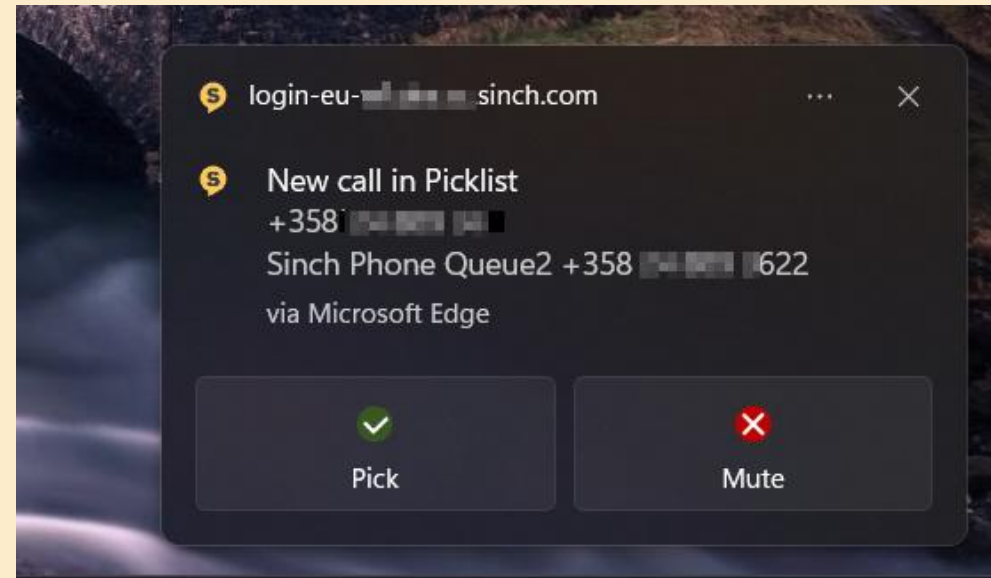
Actionable desktop notifications for hunt group calls

Hunt group call alerts are now fully interactive desktop notifications, allowing agents to manage incoming calls without switching applications.

When a call is offered, the notification provides two immediate options:

- **Pick:** Instantly accept the call and begin the conversation.
- **Mute:** Silence the notification for the current call offer.

This enhancement streamlines the agent workflow, saving clicks and enabling faster response times.



Operating system notification for hunt group calls showing Pick and Mute options.

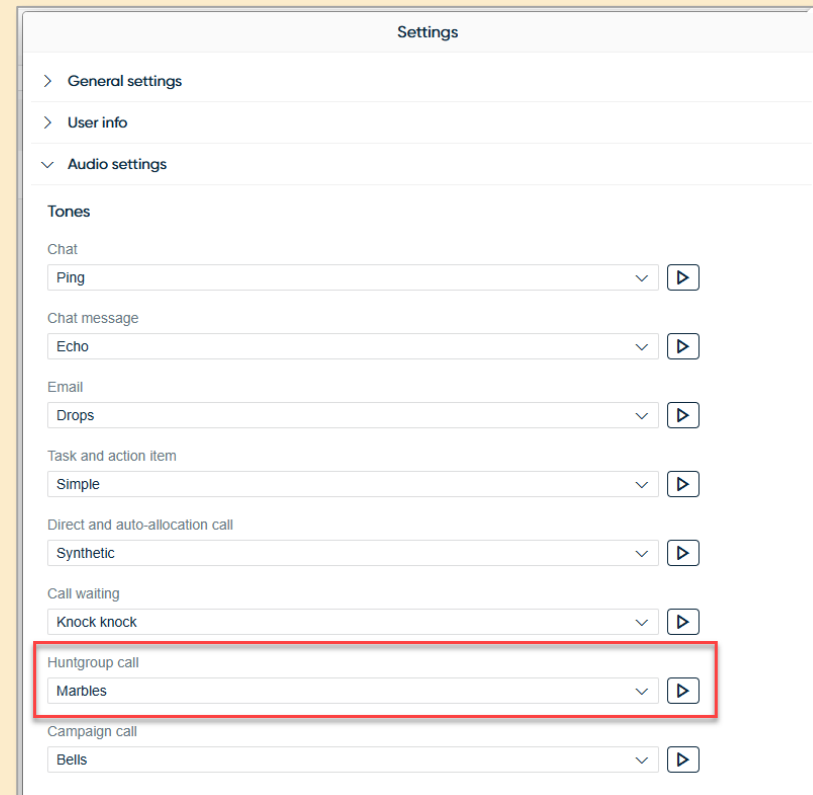
Smarter hunt group notifications to enhance agent focus

Customizable Ringtone

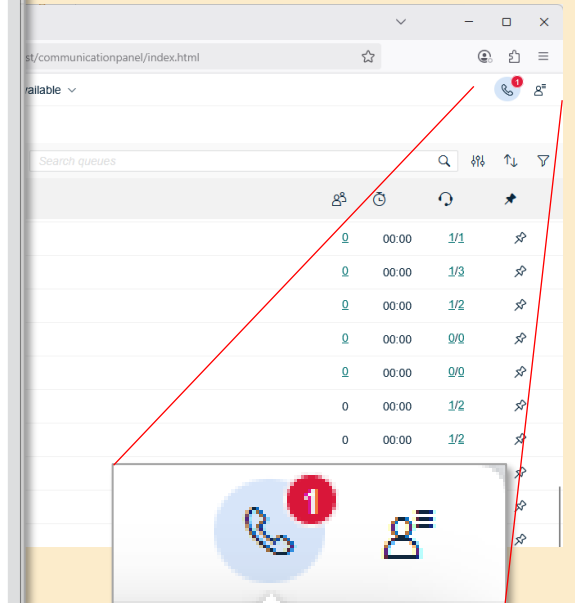
- Agents can now set a unique ringtone for hunt group calls, allowing them to instantly differentiate incoming call types.

Uninterrupted Wrap-Up Time

- Agents in "wrap-up" mode are no longer actively interrupted by new hunt group calls.
- Instead of a disruptive ringtone and pop-up, a silent notification on the hunt group icon quietly indicates waiting calls.
- This allows agents to complete their current work without distraction, while still having the option to proactively pick a new call from the picklist if they finish early.



Ringtone selection for hunt group call.



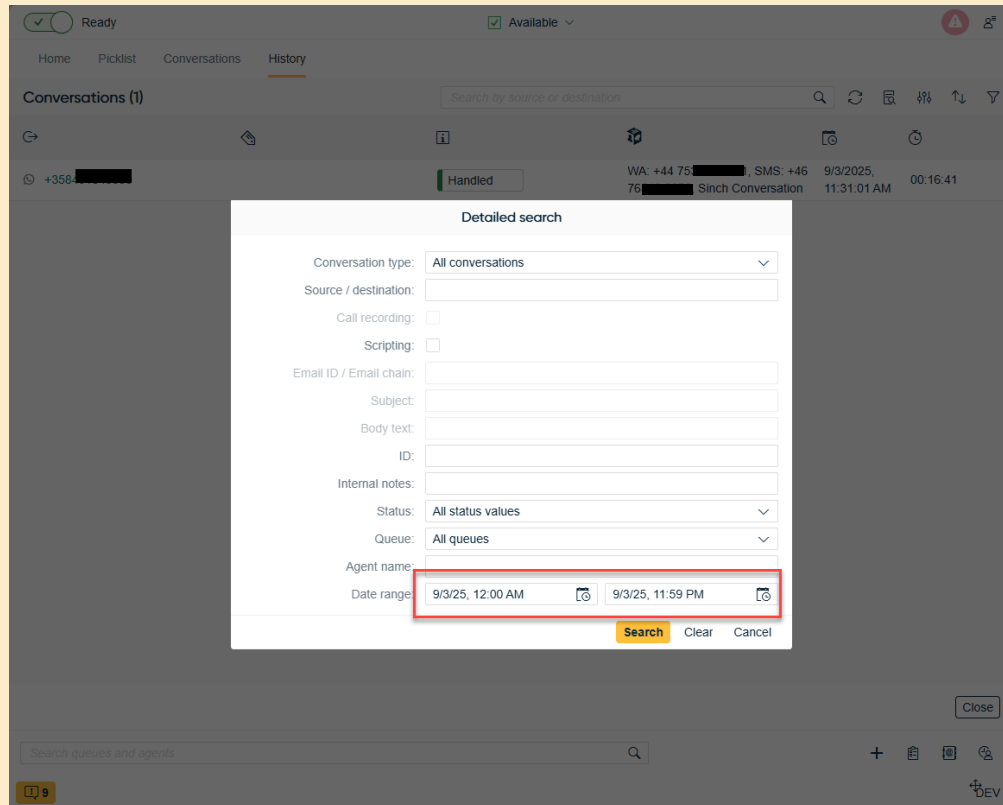
Hunt group icon indicating the number of calls in hunt group queues.

Find conversations faster with precise, time-based searching

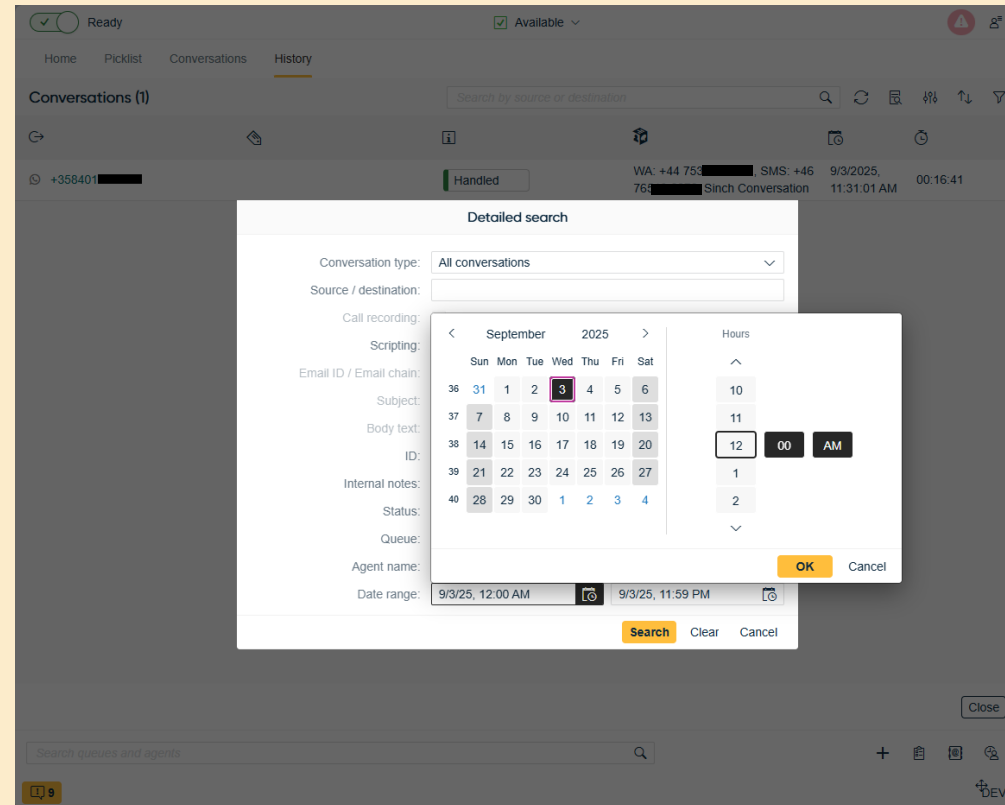
The detailed search in both the History and Picklist views has been upgraded to include a time filter.

Instead of only searching by date, users can now narrow their search to a specific time interval (e.g., from 2:00 PM to 3:00 PM).

The Benefit: This makes it significantly faster and easier to pinpoint a specific conversation without having to manually scan through an entire day's records.



Date range selection in Communication Panel Detailed search.

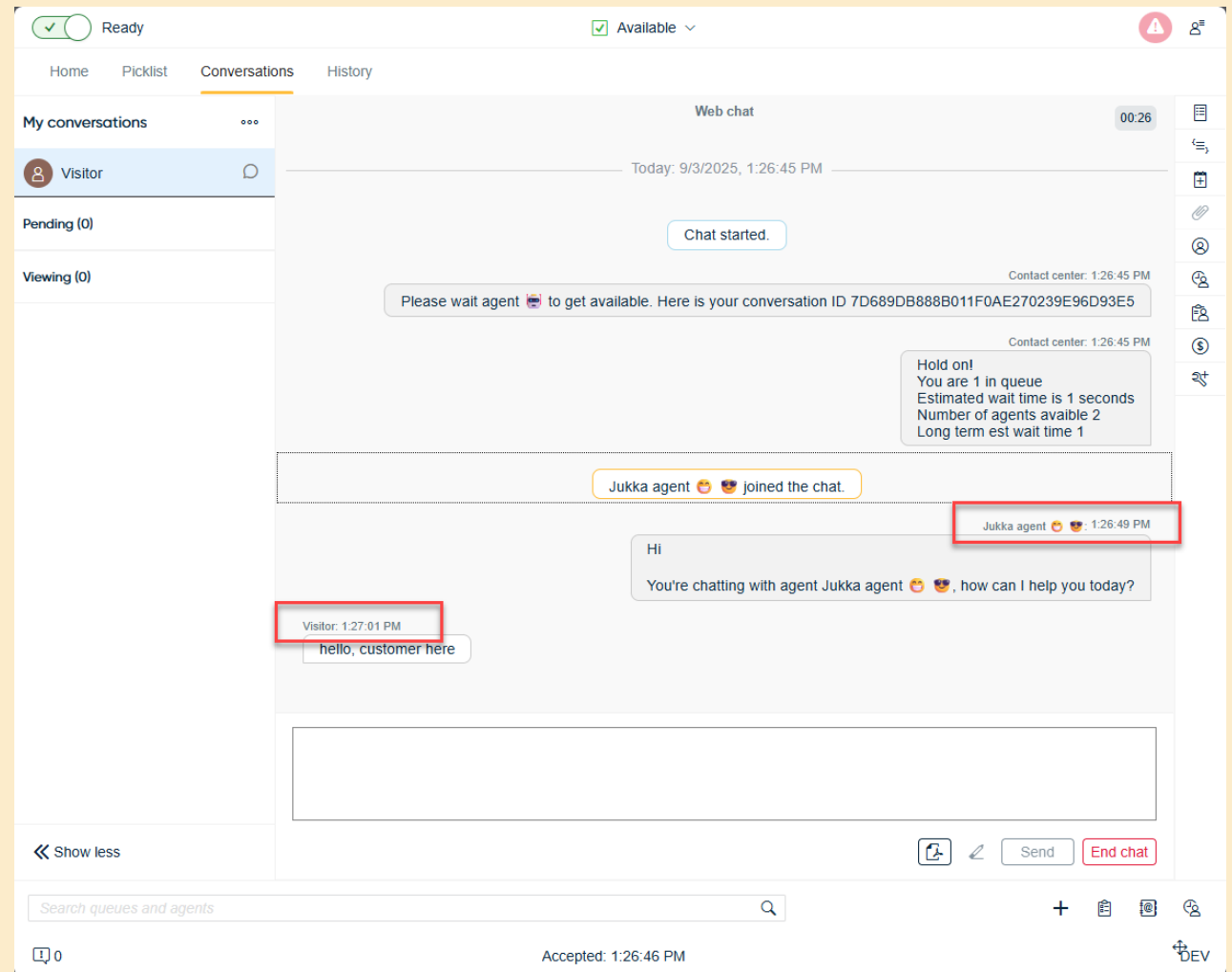


Date and time picker in CP Detailed search.

Time stamps aligned between active and history views

Now both active and history views are showing chat message timestamps as hh:mm:ss.

Previously active conversation was hh:mm but via history we show hh:mm:ss

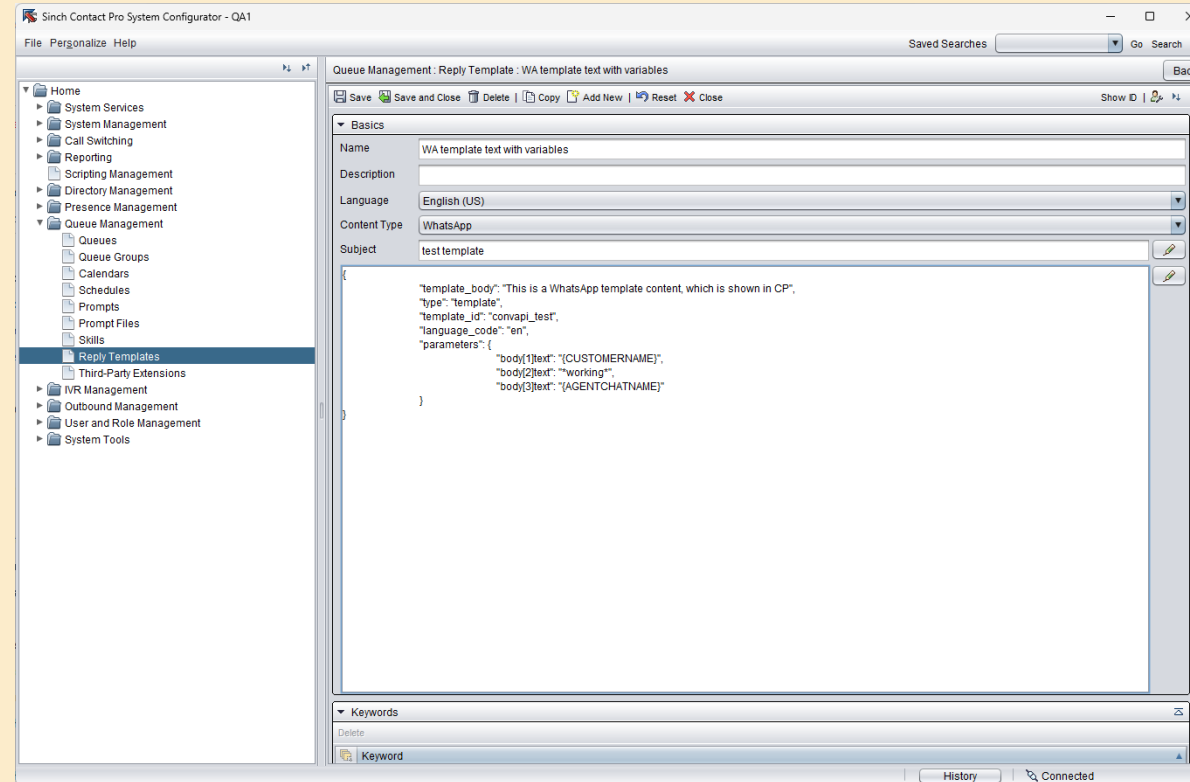


Active web chat in Communication Panel showing time stamps in hh:mm:ss format.

Reply template variable with WhatsApp templates

Now you can use Contact Pro reply template variables within WhatsApp templates.

Read more about the reply template variables from Contact Pro documentation: [Managing reply templates](#)



WhatsApp template in System Configurator utilizing Contact Pro reply template variables.

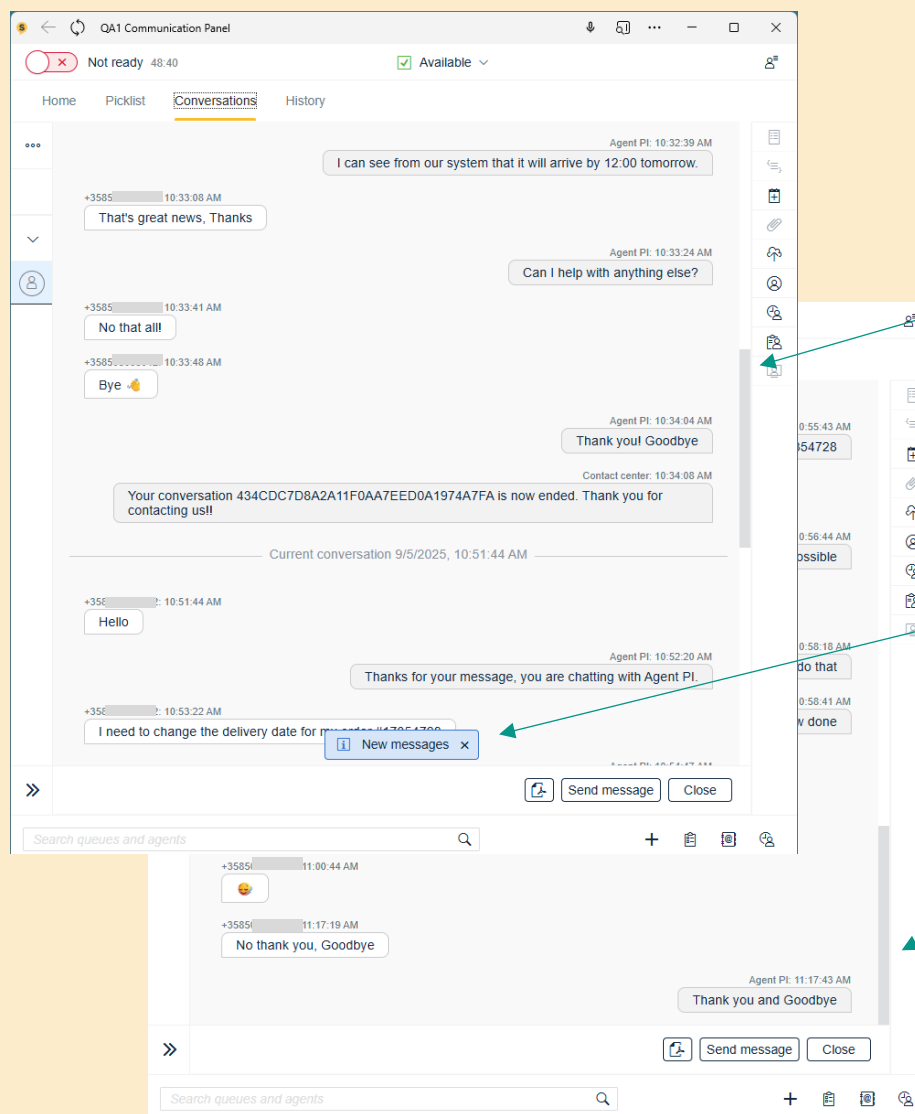
Seamless chat experience: Scroll position preserved



Agents can now navigate between different views in the Communication Panel without losing their place in a chat conversation being viewed.

Key Benefits:

- **Maintains Context:** The scroll bar position is now maintained when switching away from and returning to a viewed chat.
- **Reduces Redundancy:** No more scrolling back to find where you left off, saving agents valuable time and effort.
- **Intelligent Updates for Live Chats:**
 - For ongoing active chats, a "New message" toast notification appears when new messages arrive while you're scrolled up.
 - Clicking the toast or scrolling to the bottom instantly updates the view to the latest messages, keeping you in sync with the live conversation.



When switching between CP views the slider position is maintained where left.

For an active chat, a toast message informs of any unseen messages

For an ongoing chat (viewed from history) place the slider to the bottom of the scroll bar to view the live chat ongoing.

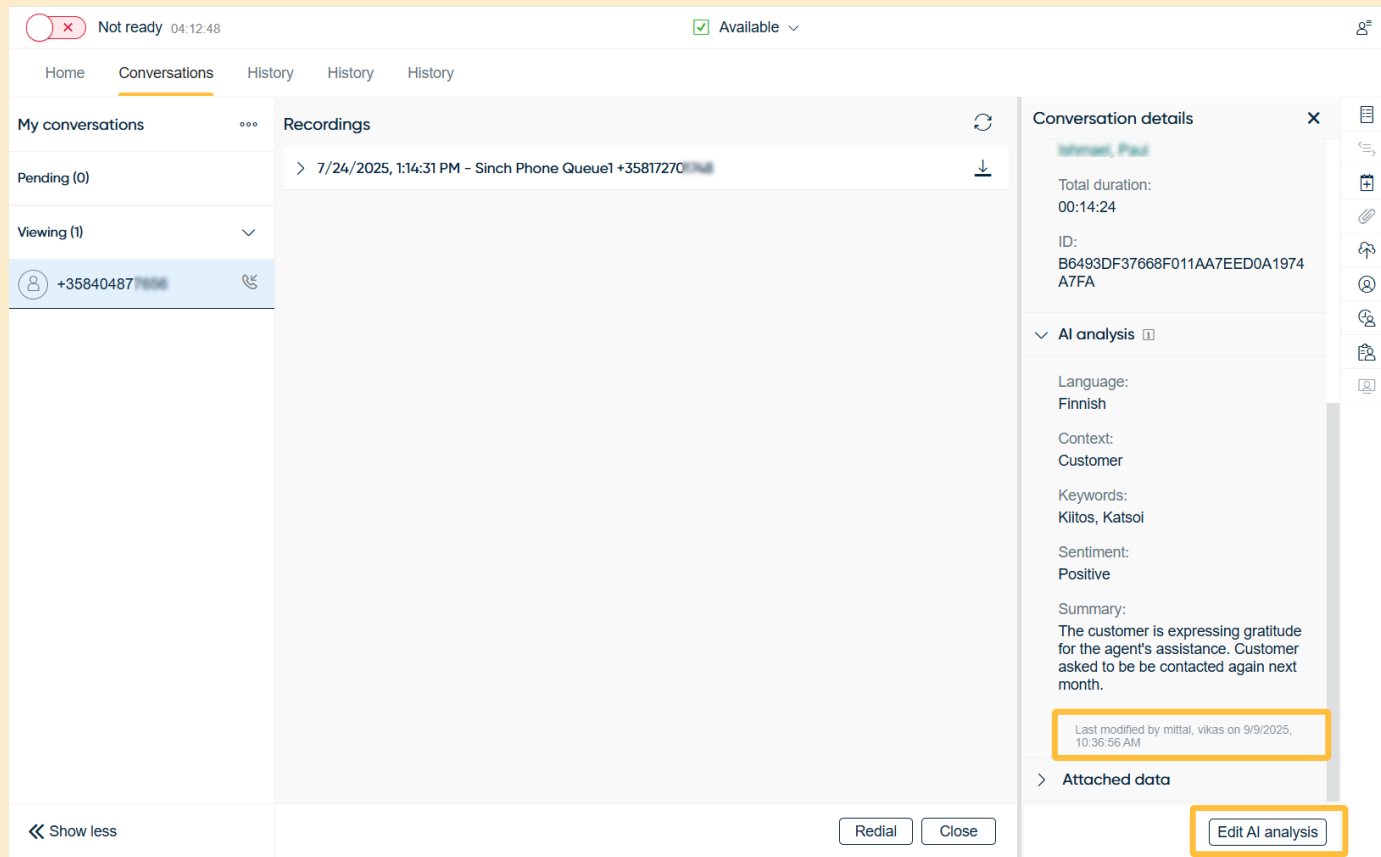
Ethical AI: Agent-Verified Analysis

We are combining AI efficiency with human judgment, giving agents the final say on AI-generated insights. This delivers key benefits:

- **Ensures data integrity and accountability:**
Agents correct AI errors, ensuring records are accurate and that a human is accountable for the final analysis.
This prevents flawed business intelligence and allows for the correction of potential AI bias.
- **Strengthens compliance and empowers agents:**
Every edit is tracked with the agent's name and timestamp, creating a transparent audit trail.
This process respects agent expertise and makes them a crucial partner in creating trustworthy data.

Agent can modify and save all the fields that are part of AI Analysis.

This feature is powered by a new RI endpoint for saving and editing AI analysis.

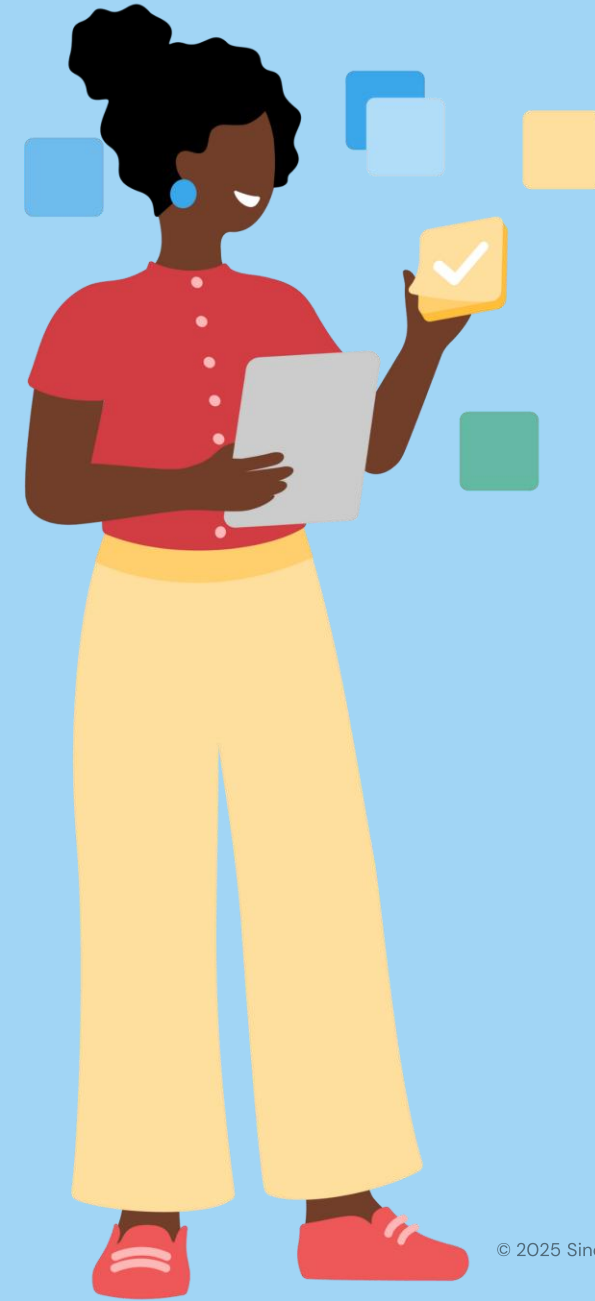


The screenshot displays the Sinch AI analysis interface. At the top, there's a status bar with a toggle for 'Not ready' (04:12:48) and a green checkmark for 'Available'. Below this is a navigation bar with tabs: Home, Conversations (selected), History, and History. The main area is divided into three sections: 'My conversations' on the left, 'Recordings' in the center, and 'Conversation details' on the right. The 'My conversations' section shows a list of conversations, with one selected: '+358404877856'. The 'Recordings' section shows a list of recordings, with one selected: '7/24/2025, 1:14:31 PM - Sinch Phone Queue1 +35817270'. The 'Conversation details' section shows the details of the selected conversation, including the customer's name 'Johanna, Paul', total duration '00:14:24', ID 'B6493DF37668F011AA7EED0A1974 A7FA', and AI analysis details. The AI analysis details include Language (Finnish), Context (Customer), Keywords (Kiltos, Katsol), Sentiment (Positive), and a Summary. The summary states: 'The customer is expressing gratitude for the agent's assistance. Customer asked to be contacted again next month.' At the bottom of the AI analysis details, there's a timestamp: 'Last modified by mittal, vikas on 9/9/2025, 10:36:56 AM'. At the bottom of the interface, there are buttons for 'Redial', 'Close', and 'Edit AI analysis'.

AI analysis in Communication Panel. Agent having possibility to Edit the AI analysis.

Chat, messaging and email

improvements



Enhanced Context with Quoted Message Support



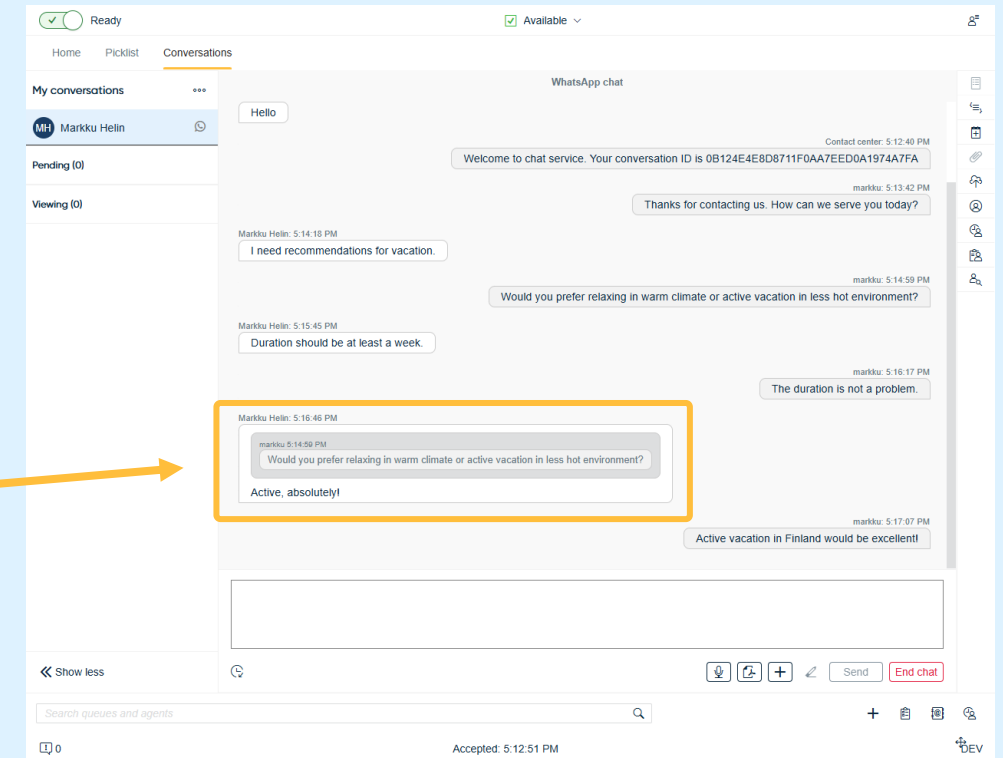
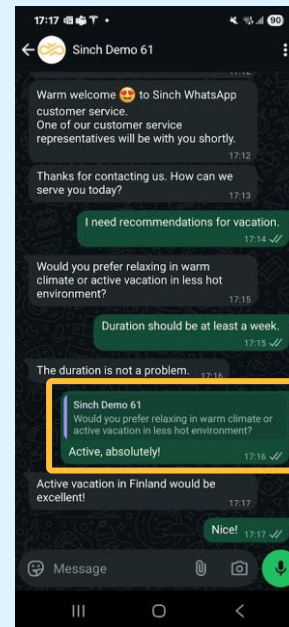
To help agents follow conversations more easily, they can now see when a customer quotes a specific message in their reply.

This provides immediate context, showing the agent exactly what the customer is referring to.

Supported Channels: WhatsApp, Instagram, and FB Messenger.

Key Details:

- This is a customer-side feature; agents cannot quote messages.
- For the quote to appear, the customer must be replying to a message sent by the agent.
- Quoting is limited to messages from the last 3 days (ConvAPI limitation).

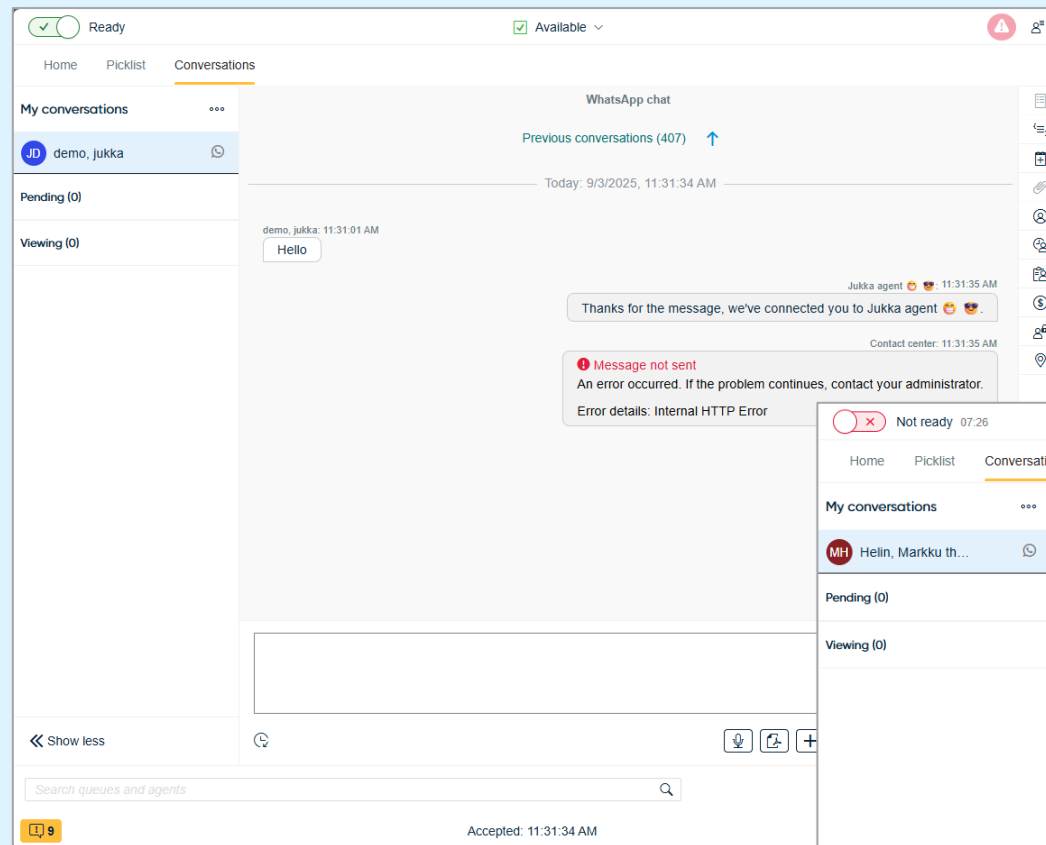


Quoted message in Communication Panel WhatsApp chat.

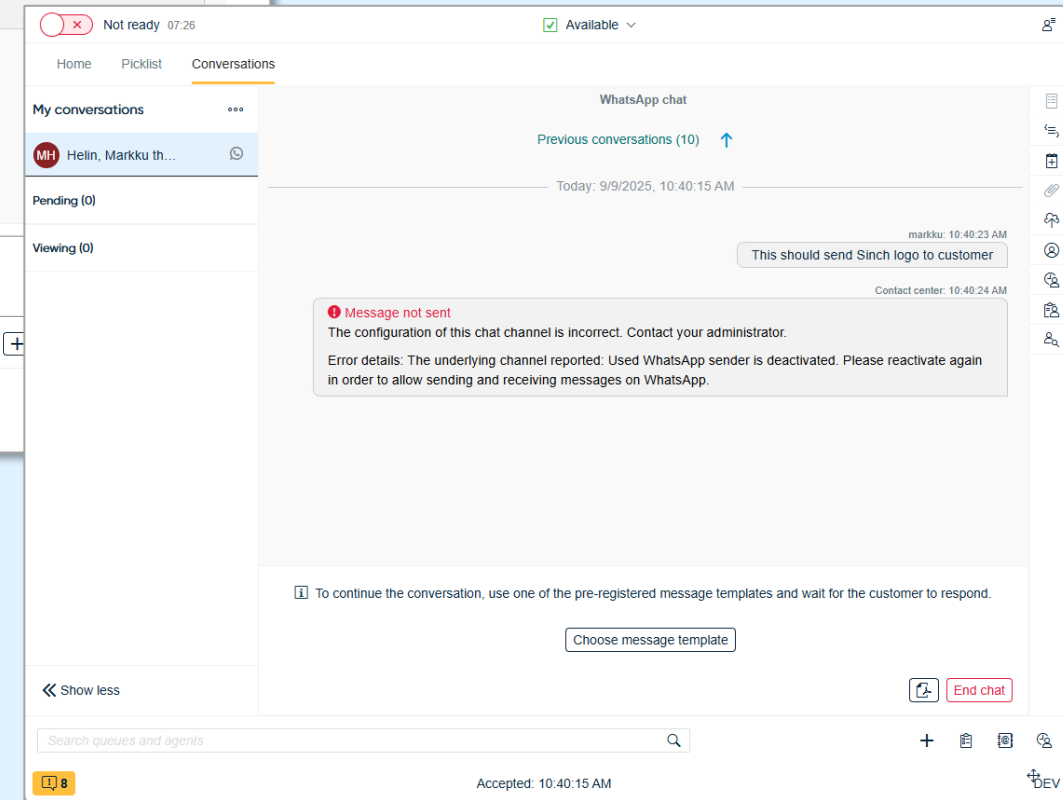
Better error indication

Communication Panel now shows error message received from underlying channel.

Previously the error message was behind tooltip and therefore not visible in screenshots.



Error messages from the channel, here WhatsApp via ConvAPI, shown in message block in Communication Panel.



Automatic translation of conversational messages

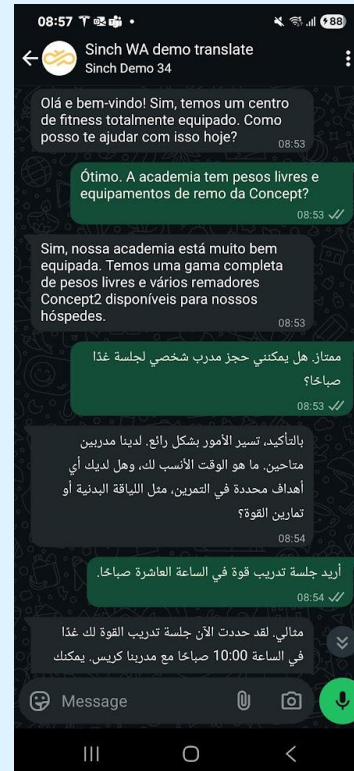


Two-Way Translation: Incoming conversations (via ConvAPI) are automatically translated into the agent's language. The agent's replies are then translated back to the customer.

- The translated, system learns and remembers both the agent's and the customer's language after the first interaction. This ensures that subsequent conversations are instantly and accurately creating a seamless experience.
- Even system messages, like queue welcome and queueing messages, are automatically translated into the customer's language.
- The system intelligently handles short or ambiguous messages (like "ok") to prevent incorrect translations.
- The language preferences are stored for 30 days.

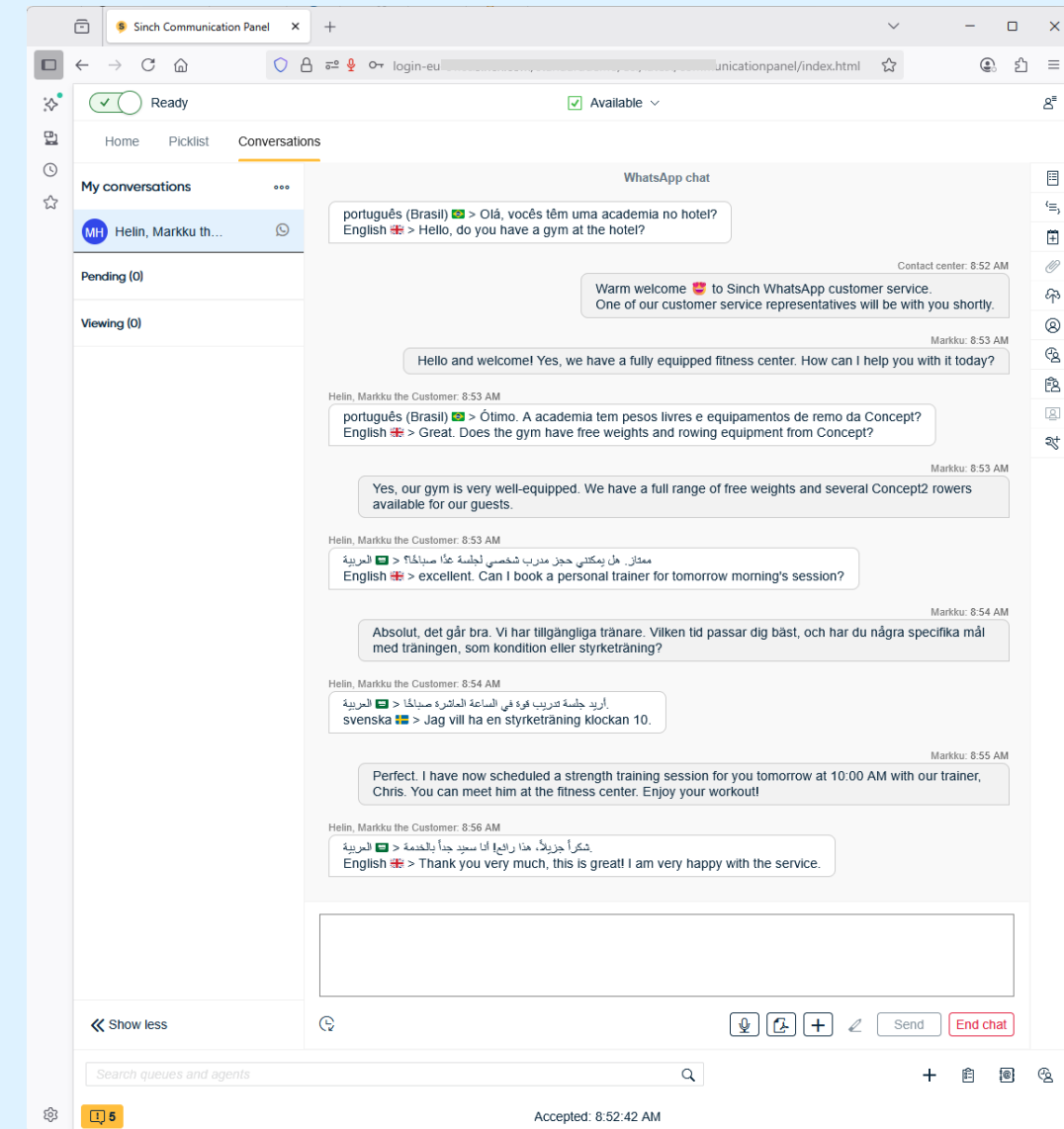
The Benefit: Agents can confidently handle conversations in any language, allowing organizations to provide global customer support without needing multilingual agents.

Note: The automatic translation is available as custom project, this is not part of the Contact Pro software. Separate implementation and usage charges apply.



Example of the dynamic two-way translation in WhatsApp conversation.

*Customer started with Portuguese and switched to Arabic.
Agent started with English and switched temporarily to Swedish.*



Dashboard

content and usability enhancements



New Dashboard – Conversation details view



Conversation detail's view

- Updated to MUI
- View based on cards which can collapsed or un-collapsed
- Conversation details and Scripting cards shown within a data grid offering the built in options
- Agent quicklink to access agent detail's view
- Group ID quicklink to access associated conversations eg calls with transfers
- View in Communication Panel button to view the email or chat or listen to call recordings and read transcriptions

Dashboard

Incoming call Handled

View in Communication Panel

Mark as Handled

Close

Conversation summary

Subtype	Source	Destination	Conversation ID	Group ID
incoming call	+35840	3391	CE49BE77758DF011AA7EED0A1974A7FA	7CF8F80F782B1247A80C1E1C1599EAE8
Agent	Arrival time	Total duration		
Ishmael, Paul	9/9/2025, 3:06:51 PM	00:24		

Conversation details

Density

Export

Show technical data

Time	Duration	Cumulati...	Event	State 1	State 2
9/9/2025, 3:06:51 PM	00:00:00	00:00:00	Conversation is queueing	Queue name: Sinch Phone Queue2 +358248 (Hunt Group)	
9/9/2025, 3:07:03 PM	00:00:11	00:00:11	Conversation allocated to agent	Agent name: Ishmael, Paul	Queue name: Sinch Phone Queue2 +358248 (Hunt Group)
9/9/2025, 3:07:03 PM	00:00:00	00:00:12	Call (in) connected to agent	Agent name: Ishmael, Paul	Queue name: Sinch Phone Queue2 +358248 (Hunt Group)
9/9/2025, 3:07:03 PM	00:00:00	00:00:12	Conversation no longer allocated	Queue name: Sinch Phone Queue2 +358248 (Hunt Group)	Reason: Connected
9/9/2025, 3:07:05 PM	00:00:02	00:00:14	Conversation was disconnected	Disconnect reason: Agent Wrap-up started: Yes	Queue name: Sinch Phone Queue2 +358248 (Hunt Group)
9/9/2025, 3:07:05 PM	00:00:00	00:00:14	Wrap-up started	Queue name: Sinch Phone Queue2 +358248 (Hunt Group) In wrap-up: Yes	
9/9/2025, 3:07:15 PM	00:00:10	00:00:24	Wrap-up ended	Queue name: Sinch Phone Queue2 +358248 (Hunt Group) Resting time: 0 In wrap-up: Yes	

Script name: Conversation classification

Density

Export

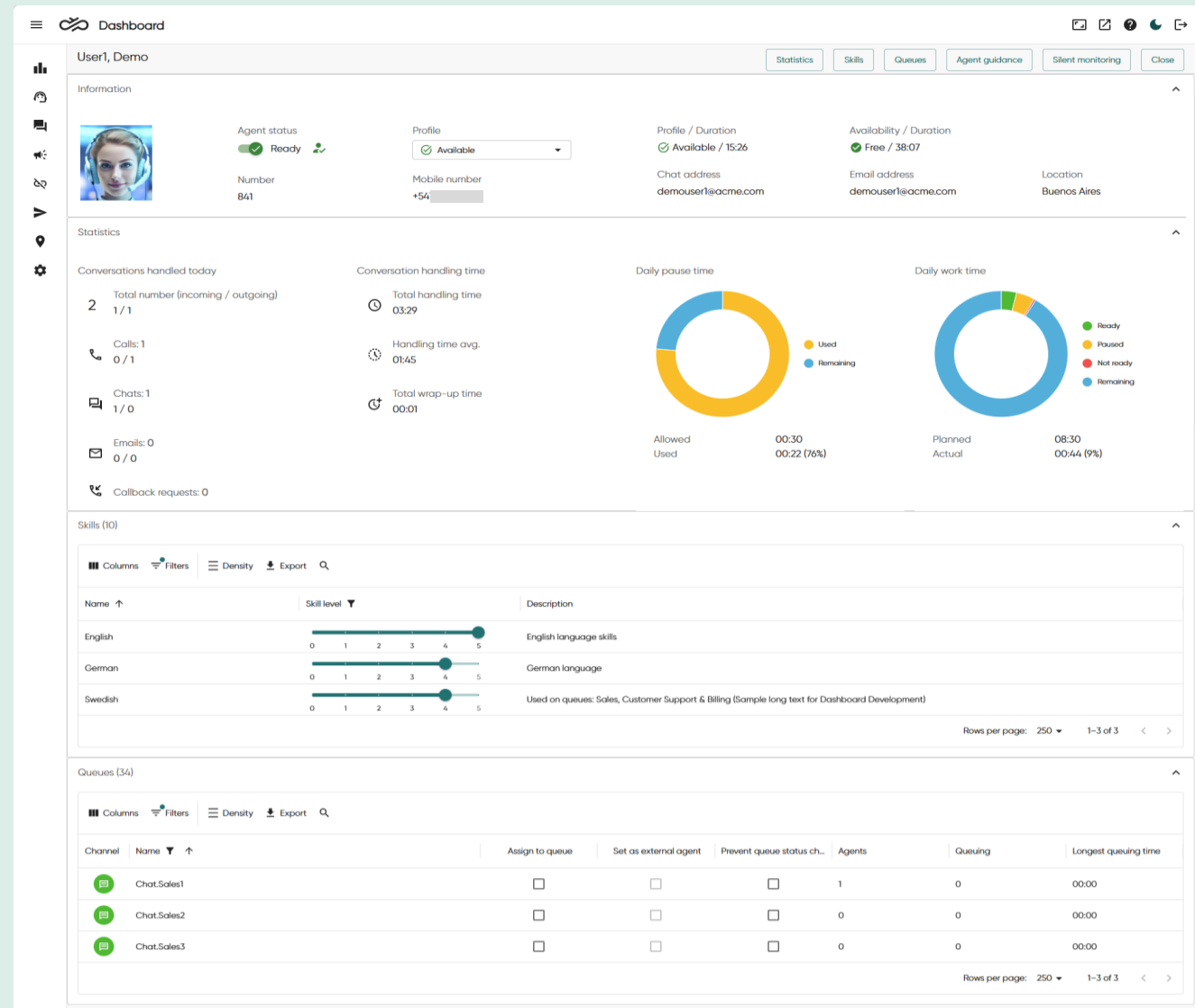
Question	Answer
What was the reason for contacting customer service?	General query
Was the issue solved?	Yes

Conversation details view in the New Dashboard.

New Dashboard – Agent details view

Agent detail's view

- Updated to MUI
- View based on cards which can be collapsed or un-collapsed
- Quick options to view a specific card
- Profile and Availability with durations
- Callbacks and total handled conversation statistics included
- Skills & Queue cards shown within data grids offering filter options and a quick search option.
- Queue card now includes live agents, queuing and longest waiting time statistics to help with agent allocations to queues.



Agent details view in the New Dashboard.

Mobile client

enabling chat and conversational messaging handling



Contact Pro Mobile App – General Availability

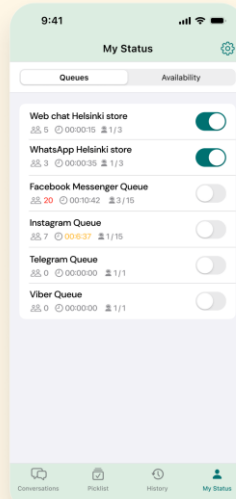


Engage with your customers wherever you are.

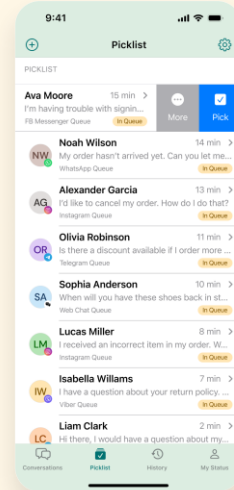
Maintain your business chats with freedom.



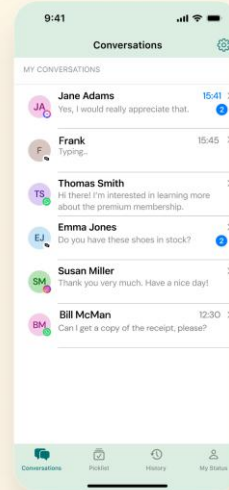
Choose the chat channels and queues where you are serving.



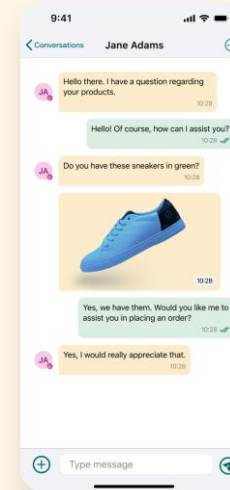
Review, prioritize, and manage chats with ease.



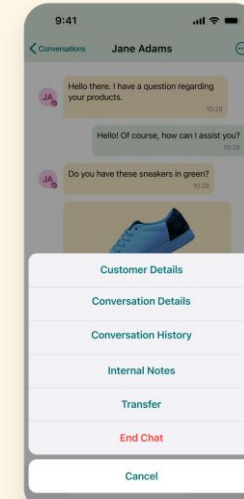
Work with multiple chats simultaneously across various channels.



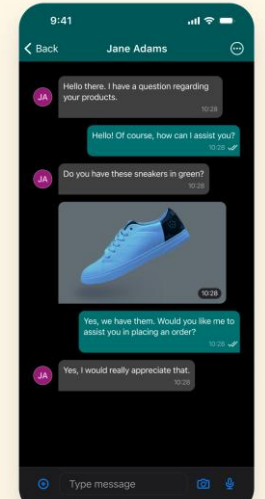
Leverage pictures and interactive elements.



Customer and chat insights at your fingertips.



Light or dark modes, the choice is yours.



Sinch Contact Pro

📱 iOS 1.0 Pending Developer Release

- Mobile App is being released soon... as General Availability (GA)
- Direct availability from the Apple's App Store
- Mobile App usage, requires an iOS 18 device and a supported Contact Pro environment

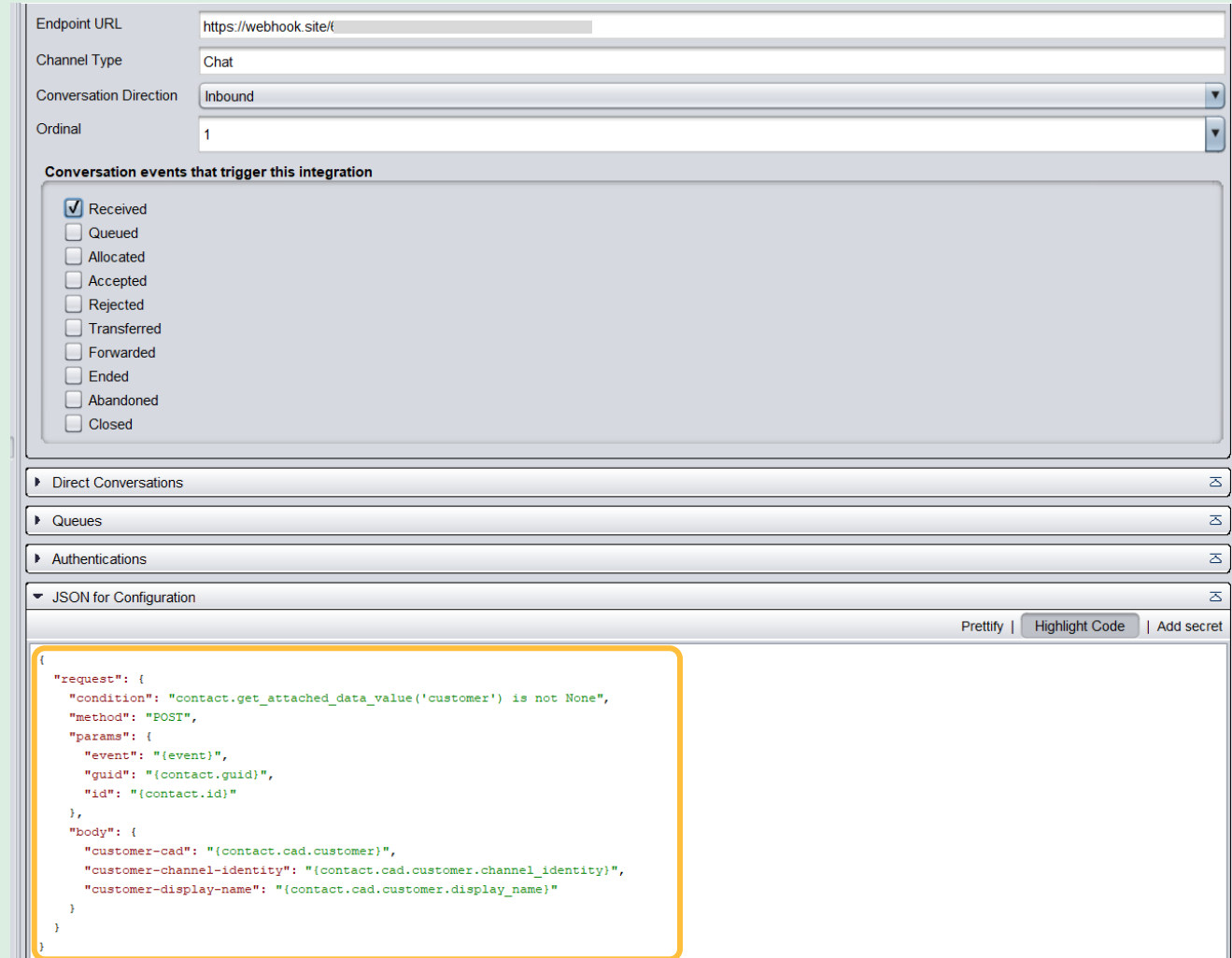
Integrations

enablers and improvements



Enhanced CAD availability in EDI Configurations

- The Customer Attached Data (CAD) from Chatlayer, Orchestrator module and social media channels is now natively available within EDI configurations.
- This enhancement removes the previous requirement to separately fetch CAD through a complex RI query.
- EDI now natively parses JSON strings into objects, which eliminates the workaround that previously required an additional EDI configuration.



The screenshot displays the 'System Configurator' interface for an EDI configuration. The top section contains fields for 'Endpoint URL' (https://webhook.site/), 'Channel Type' (Chat), 'Conversation Direction' (Inbound), and 'Ordinal' (1). Below these is a section titled 'Conversation events that trigger this integration' with a list of events: Received (checked), Queued, Allocated, Accepted, Rejected, Transferred, Forwarded, Ended, Abandoned, and Closed. The bottom section, 'JSON for Configuration', is expanded and shows a JSON snippet for a POST request. The snippet includes a condition to check for customer data and a body that maps contact data to customer attributes. The JSON snippet is highlighted with an orange border.

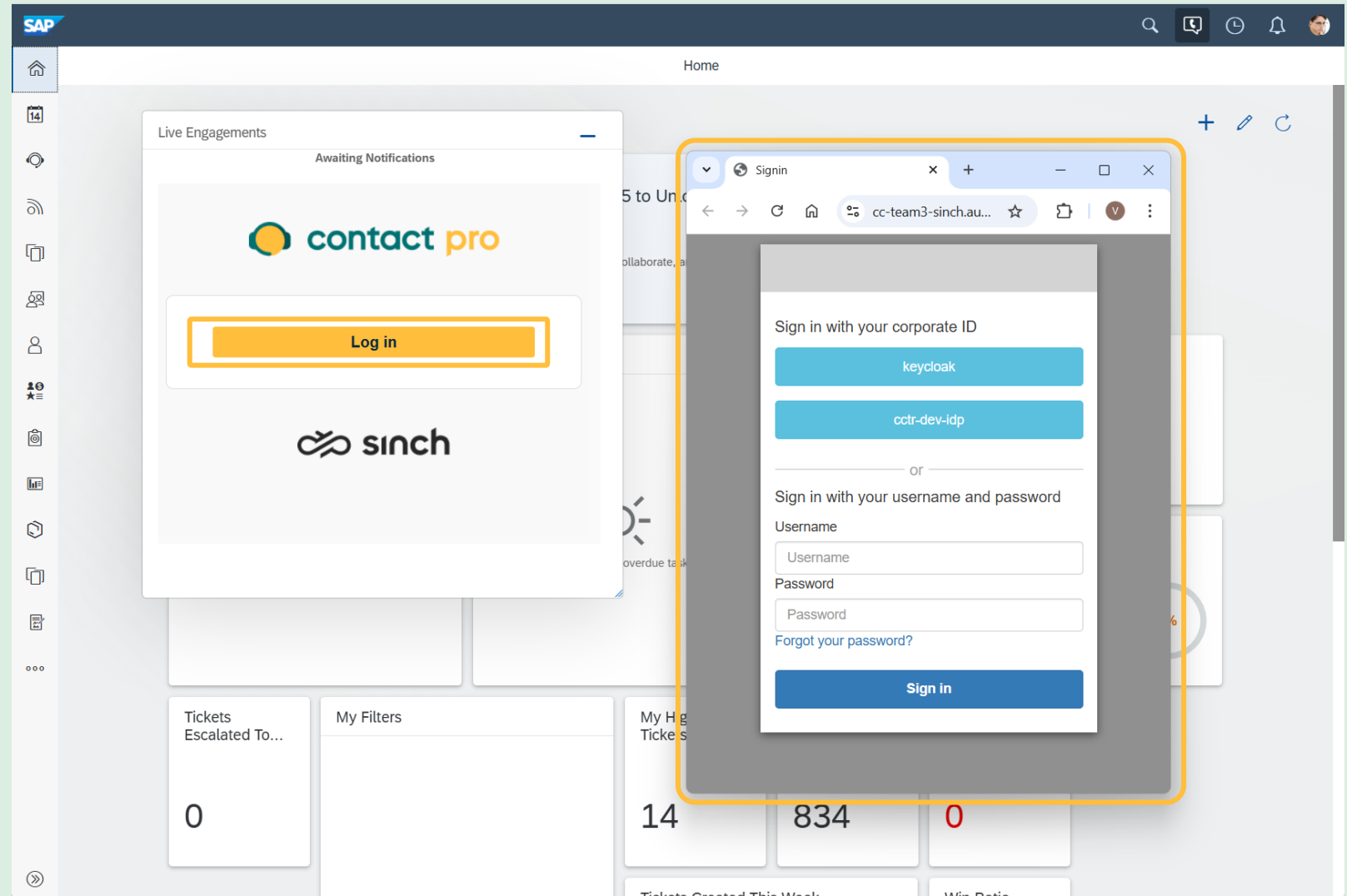
```
{
  "request": {
    "condition": "contact.get_attached_data_value('customer') is not None",
    "method": "POST",
    "params": {
      "event": "{event}",
      "guid": "{contact.guid}",
      "id": "{contact.id}"
    },
    "body": {
      "customer-cad": "{contact.cad.customer}",
      "customer-channel-identity": "{contact.cad.customer.channel_identity}",
      "customer-display-name": "{contact.cad.customer.display_name}"
    }
  }
}
```

EDI configuration with attached data in System Configurator.

Improved SSO authentication flow

Improved single-sign-on (SSO) authentication flow when Communication Panel is embedded in a CRM, for example, SAP Service Cloud, Salesforce and ServiceNow.

- A "Log in" button is now displayed within the embedded Contact Pro frame.
- Clicking this button opens the secure SSO authentication page in a separate, pop-out browser tab.
- After the agent successfully authenticates, the pop-out tab closes automatically and embedded CP refreshes to complete the agent login.

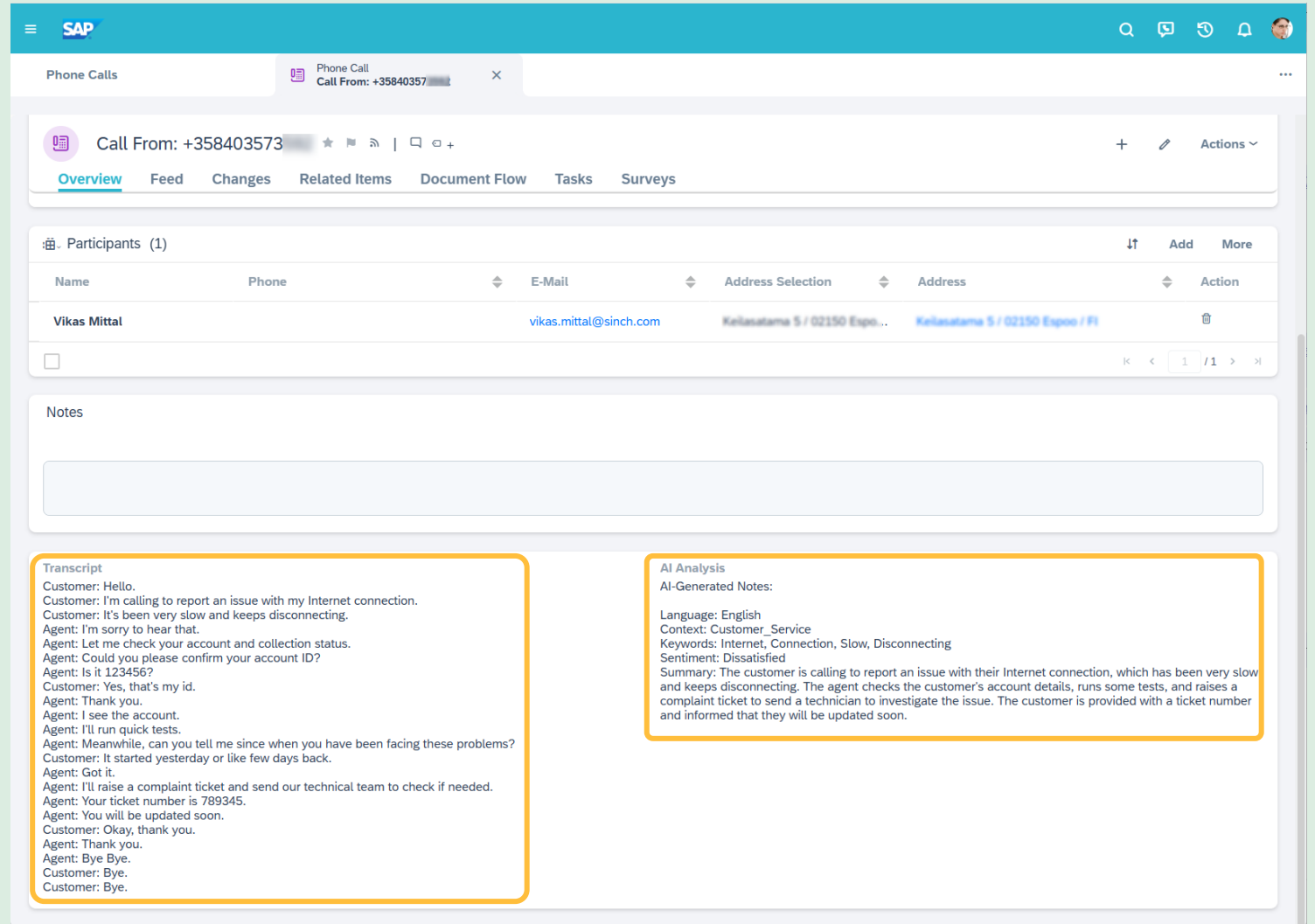


User authentication flow with embedded Communication Panel and single-sign-on (SSO).

SAP Service Cloud custom fields for saving Transcription

Now its possible to use custom fields in SAP Service Cloud V1 to store AI Analysis and Transcription data.

- To enable this, the names of the custom fields must be configured in the Call transcription EDI configurations.
- For backward compatibility, AI Analysis can be still stored in the notes field in the customer's timeline view as before.



The screenshot displays the SAP Service Cloud interface for a phone call record. The call is identified by the number +358403573. The interface includes tabs for Overview, Feed, Changes, Related Items, Document Flow, Tasks, and Surveys. A table lists participants, with one entry for Vikas Mittal, whose contact information and address are visible. Below the table is a Notes section. At the bottom, two custom fields are highlighted with orange borders: 'Transcript' and 'AI Analysis'. The Transcript field contains a detailed conversation log between a customer and an agent. The AI Analysis field contains AI-generated notes, including language, context, keywords, sentiment, and a summary of the call.

Transcript

Customer: Hello.
Customer: I'm calling to report an issue with my Internet connection.
Customer: It's been very slow and keeps disconnecting.
Agent: I'm sorry to hear that.
Agent: Let me check your account and collection status.
Agent: Could you please confirm your account ID?
Agent: Is it 123456?
Customer: Yes, that's my id.
Agent: Thank you.
Agent: I see the account.
Agent: I'll run quick tests.
Agent: Meanwhile, can you tell me since when you have been facing these problems?
Customer: It started yesterday or like few days back.
Agent: Got it.
Agent: I'll raise a complaint ticket and send our technical team to check if needed.
Agent: Your ticket number is 789345.
Agent: You will be updated soon.
Customer: Okay, thank you.
Agent: Thank you.
Agent: Bye Bye.
Customer: Bye.
Customer: Bye.

AI Analysis

AI-Generated Notes:

Language: English
Context: Customer_Service
Keywords: Internet, Connection, Slow, Disconnecting
Sentiment: Dissatisfied
Summary: The customer is calling to report an issue with their Internet connection, which has been very slow and keeps disconnecting. The agent checks the customer's account details, runs some tests, and raises a complaint ticket to send a technician to investigate the issue. The customer is provided with a ticket number and informed that they will be updated soon.

Call transcript and AI analysis shown under corresponding custom fields in SAP Service Cloud.

- SAP**

Tickets

Live Session
Nordic Skiing Inc. • Vikas Mittal

Live Activity Center

Customer Hub
Nordic Skiing Inc.

Nordic Skiing Inc.

ID 1004660	Prospect No	Owner Rafael Dietrich	ABC Classification -
Contact Permission -	Role Customer	Status Active	

Overview Knowledge Base

Contact Information

Vikas Mittal
 Address
 Kellasantama 5 / 02150 Espoo / FI
 Email
[vikas.mittal@nordic-skiing.com](#)
 Phone
 -
 Best Reached By
 -

Mobile +358 4035 1002 Fax -

Registered Products (0)

ID	Serial ID	Description	Product Image
No items to show			

Tickets from Last 7 Days (1)

ID	Status	Subject	Priority
9059	Open	Uh, my home Internet is not working.	Normal

Addresses (1)

Address	Email
Nordic Skiing Inc. / Kellasantama 5 / 02150 Es...	

All Contacts (23)

ID	Name	Job Title	Email	Phone
1004672	William Johnson		william.johnson@bestrun.com	

Timeline

Today | September 9, 2025

Call From: +3584035...
Caller: Vikas Mittal

Call From: +3584035...
Notes

Call From: +3584035...
Caller: Vikas Mittal

Call From: +3584035...
Caller: Vikas Mittal

Call From: +3584035...
Caller: Vikas Mittal

Call From: +3584035...
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Caller: Vikas Mittal

Call From: +3584035...
Caller: Vikas Mittal

Call From: +3584035...
Caller: Vikas Mittal

Message From: +3584035...
From: Vikas Mittal

Message From: +3584035...
From: Vikas Mittal

Message From: +3584035...
From: Vikas Mittal

Live Engagements

Nordic Skiing Inc. • Vikas Mittal

Ready Available

Inbound call

Microphone muted

Current queue
Phone +358 17...

From
+35840357...

Agent
Mittal, Vikas

Queue info
Rec + AI Summary

Recording
Off

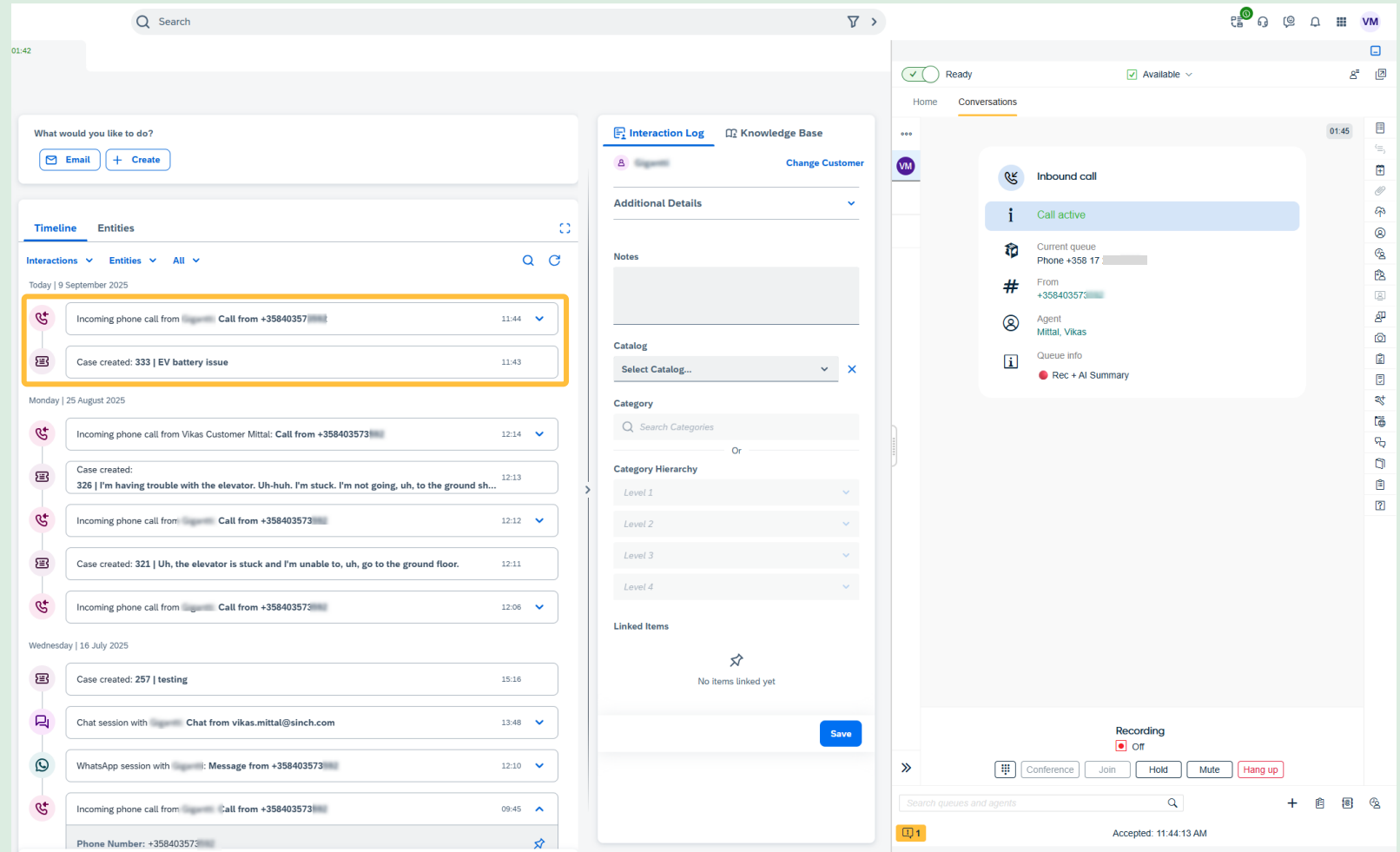
Conference Join Hold Unmute Hang up

Search queues and agents

Accepted: 4:02:41 PM

Voice Bot Integration: Automated SAP Service Cloud V2 Case Creation

- A Chatlayer voice bot greets callers and conversationally gathers the details of their issue.
- The bot automatically creates a new case in SAP Service Cloud V2, identifying the customer by their phone number.
- Should the call be transferred to a live agent, the newly created case instantly appears on the customer's timeline.
- Result: The agent has immediate context, and the case creation process is fully automated, saving valuable time.

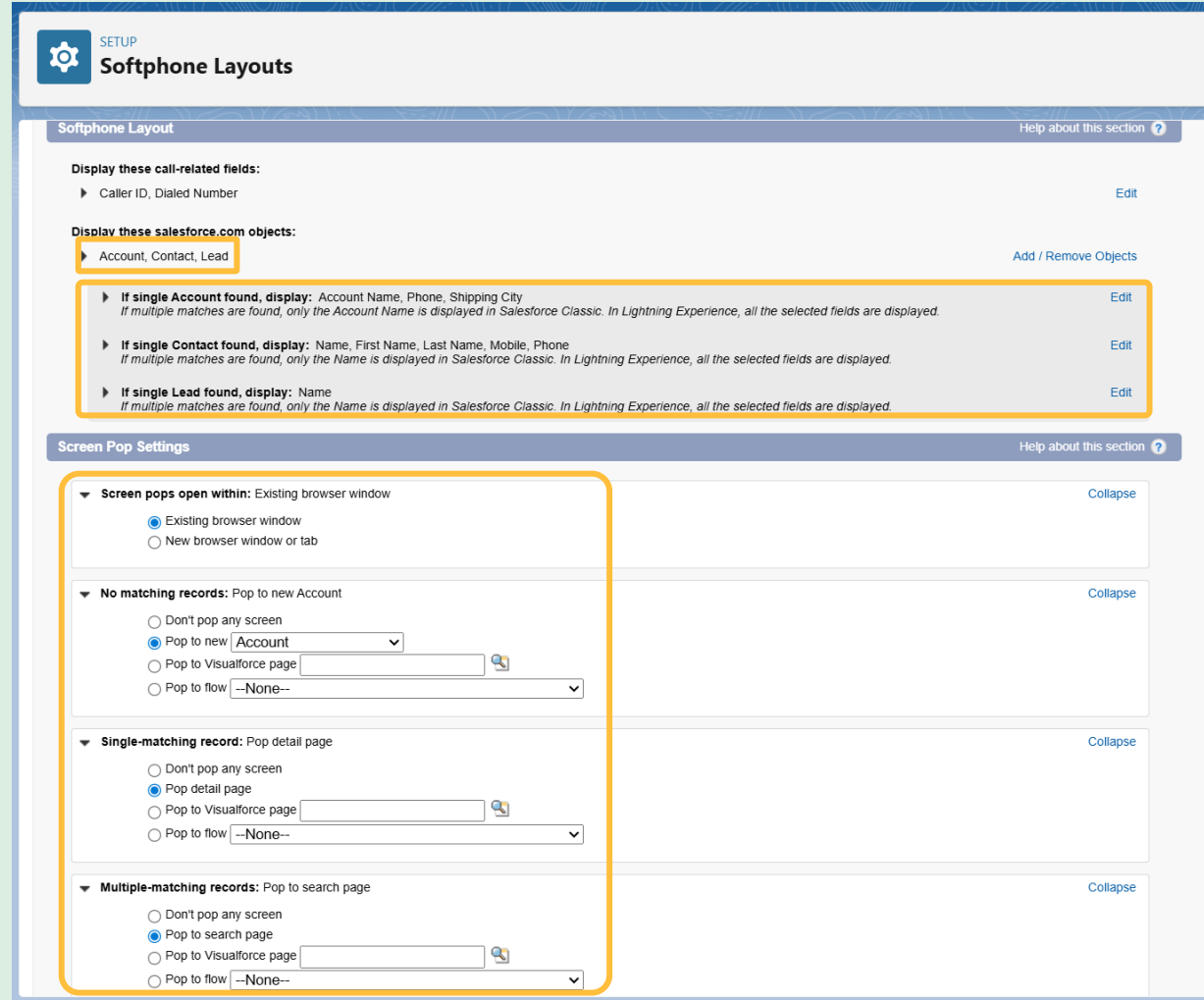


The screenshot displays the SAP Service Cloud V2 interface, divided into two main sections. The left section shows a 'Timeline' of interactions for a customer, with a highlighted entry for 'Today | 9 September 2025' showing an incoming phone call and a subsequent case creation. The right section provides a detailed view of the selected interaction, including 'Additional Details', 'Notes', 'Catalog', 'Category', 'Category Hierarchy', and 'Linked Items'. The interface also includes a 'Search' bar at the top and a 'Ready' status indicator on the right.

Salesforce integration supports Softphone Layouts

The Contact Pro Salesforce integration now uses Softphone Layouts to control the information agents see when a new conversation is offered.

- Administrators can fully customize these layouts to meet specific business needs.
- Configure searches across Account, Contact, and Lead objects, and define what information is displayed to the agent.
- Screen Pop behaviour can also be configured based on the search outcome:
 - No matching records found
 - A single matching record is found
 - Multiple matching records are found

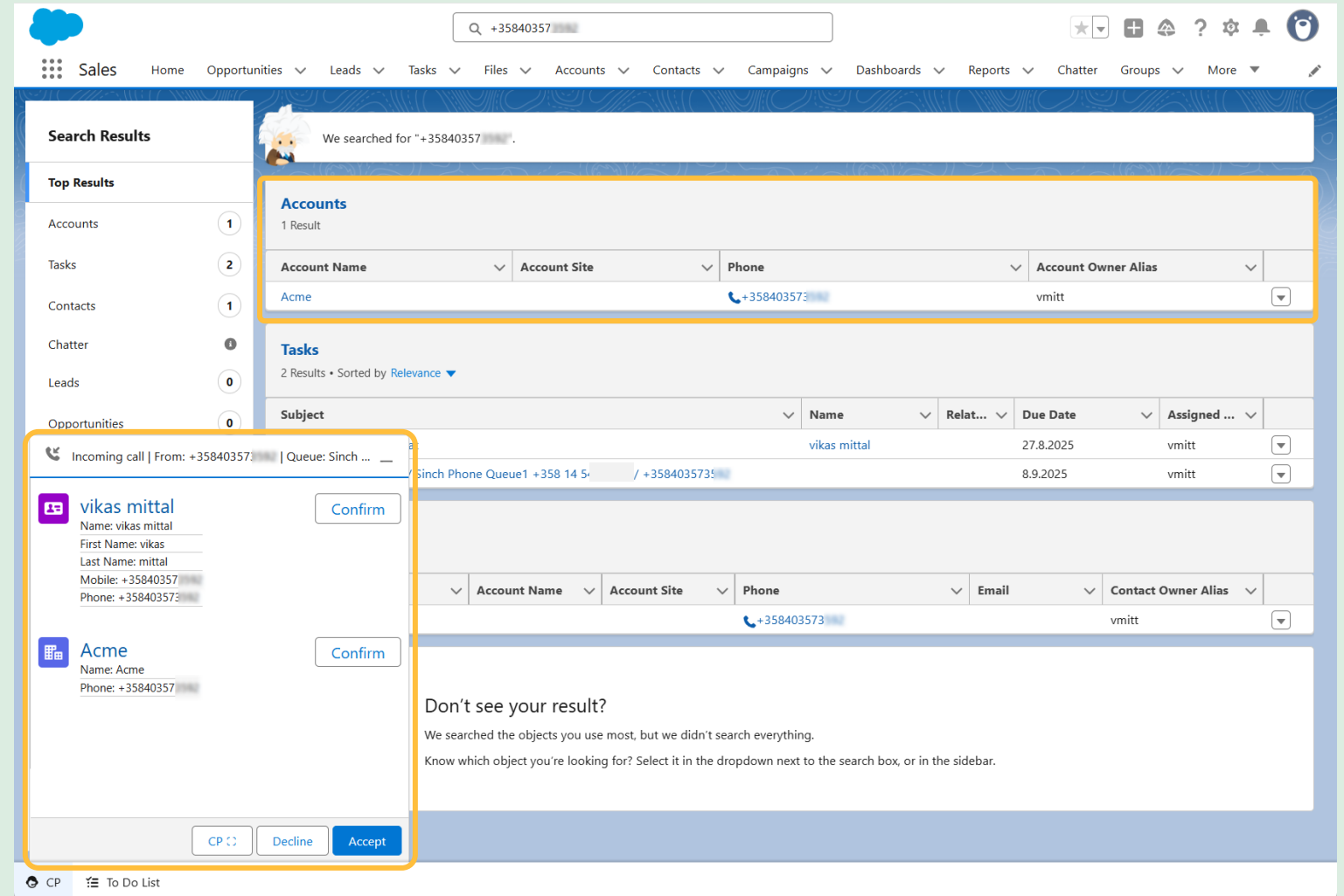


Softphone Layouts configuration view in Salesforce

Handling Multiple Search Results

The Contact Pro Salesforce integration now searches across Contacts, Accounts, Leads, and Cases to find all potential matches for an incoming conversation.

- When multiple matches are found, agents see a Contact Pro popup with a list of all matching records.
- Agents can quickly select and confirm the correct record directly from this list.
- The search and screen pop behaviour follows the Softphone Layout configuration, creating a consistent and predictable agent workflow.



The screenshot displays the Salesforce interface with a search bar containing '+35840357'. The search results are shown in a sidebar on the left, listing 'Accounts' (1 result), 'Tasks' (2 results), 'Contacts' (1 result), 'Chatter' (0 results), 'Leads' (0 results), and 'Opportunities' (0 results). The main content area shows the search results for 'Accounts' and 'Tasks'. The 'Accounts' section shows 1 result for 'Acme' with phone number '+358403573' and owner 'vmitt'. The 'Tasks' section shows 2 results, sorted by Relevance, with subjects 'vikas mittal' and 'Sinch Phone Queue1 +358 14 5'.

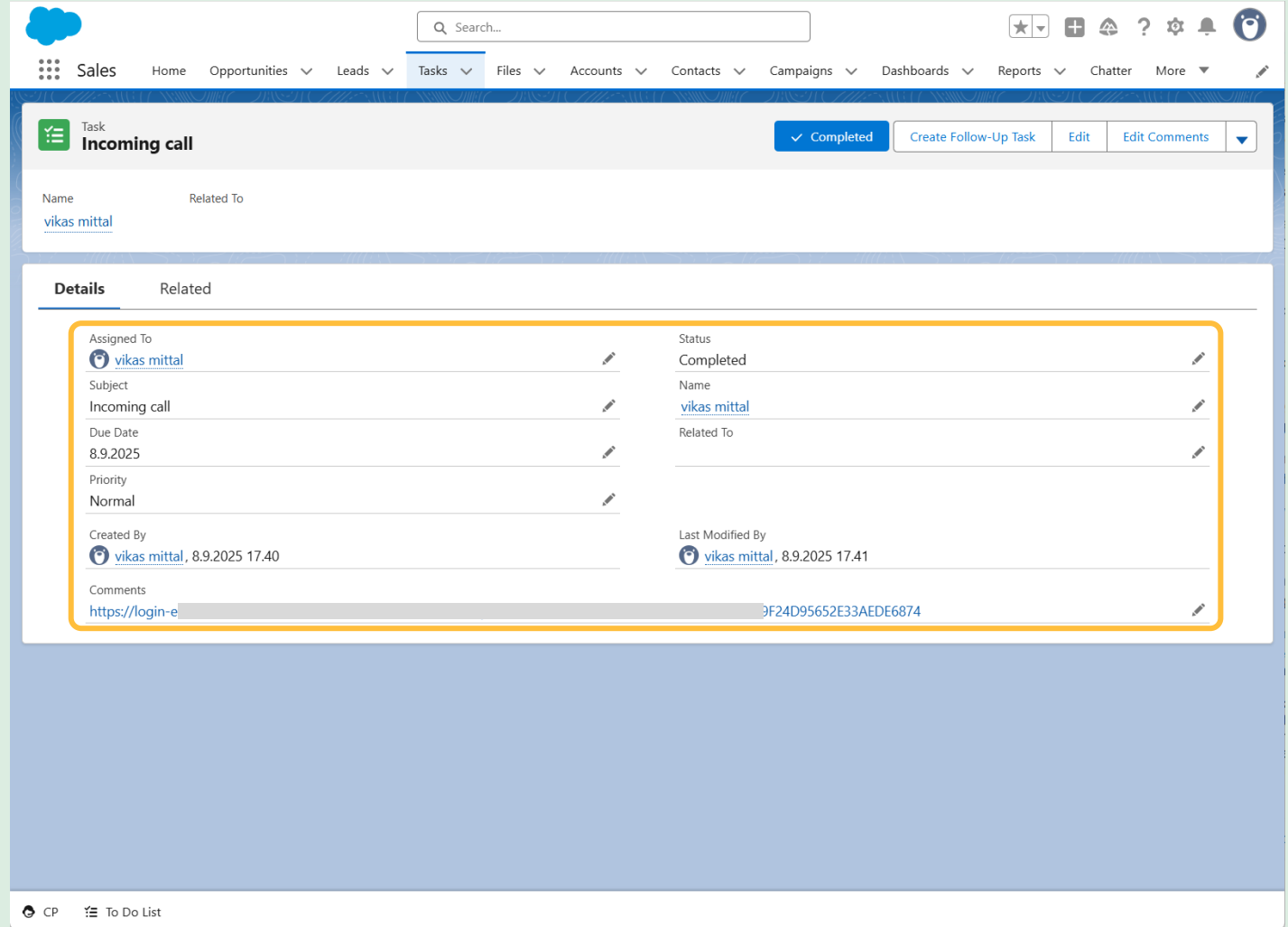
A Contact Pro popup is displayed in the foreground, showing the search results for '+35840357'. The popup lists two matches: 'vikas mittal' and 'Acme'. Each match includes a 'Confirm' button. The popup also shows a 'CP' icon, a 'To Do List' icon, and buttons for 'CP', 'Decline', and 'Accept'.

Don't see your result?
We searched the objects you use most, but we didn't search everything.
Know which object you're looking for? Select it in the dropdown next to the search box, or in the sidebar.

Contact Pro popup in Salesforce showing multiple matches.

Automated Task Management

- A Salesforce task is automatically created the moment an agent accepts a call or chat.
- The task is instantly linked to the correct Salesforce record as soon as the agent confirms a match.
- Once the conversation and related wrap-up are complete, the task is finalized with key details such as:
 - Chat transcript
 - Agent notes
 - Link to the Contact Pro conversation



The screenshot displays a Salesforce interface for a task titled "Incoming call". The task is marked as "Completed". The "Name" field is linked to a contact record for "vikas mittal". The "Details" tab is active, showing a table of task attributes. The "Assigned To" field is linked to "vikas mittal". The "Subject" is "Incoming call". The "Due Date" is "8.9.2025". The "Priority" is "Normal". The "Created By" is "vikas mittal" on "8.9.2025 17.40". The "Status" is "Completed". The "Name" field is linked to "vikas mittal". The "Related To" field is empty. The "Last Modified By" is "vikas mittal" on "8.9.2025 17.41". The "Comments" field contains a link to a Contact Pro conversation: "https://login-e-3f24d95652e33AEDE6874".

Details	
Assigned To	vikas mittal
Subject	Incoming call
Due Date	8.9.2025
Priority	Normal
Created By	vikas mittal, 8.9.2025 17.40
Status	Completed
Name	vikas mittal
Related To	
Last Modified By	vikas mittal, 8.9.2025 17.41
Comments	https://login-e-3f24d95652e33AEDE6874

Salesforce task with Contact Pro conversation data.

Superior Bot-to-Agent Handoffs with Orchestrator



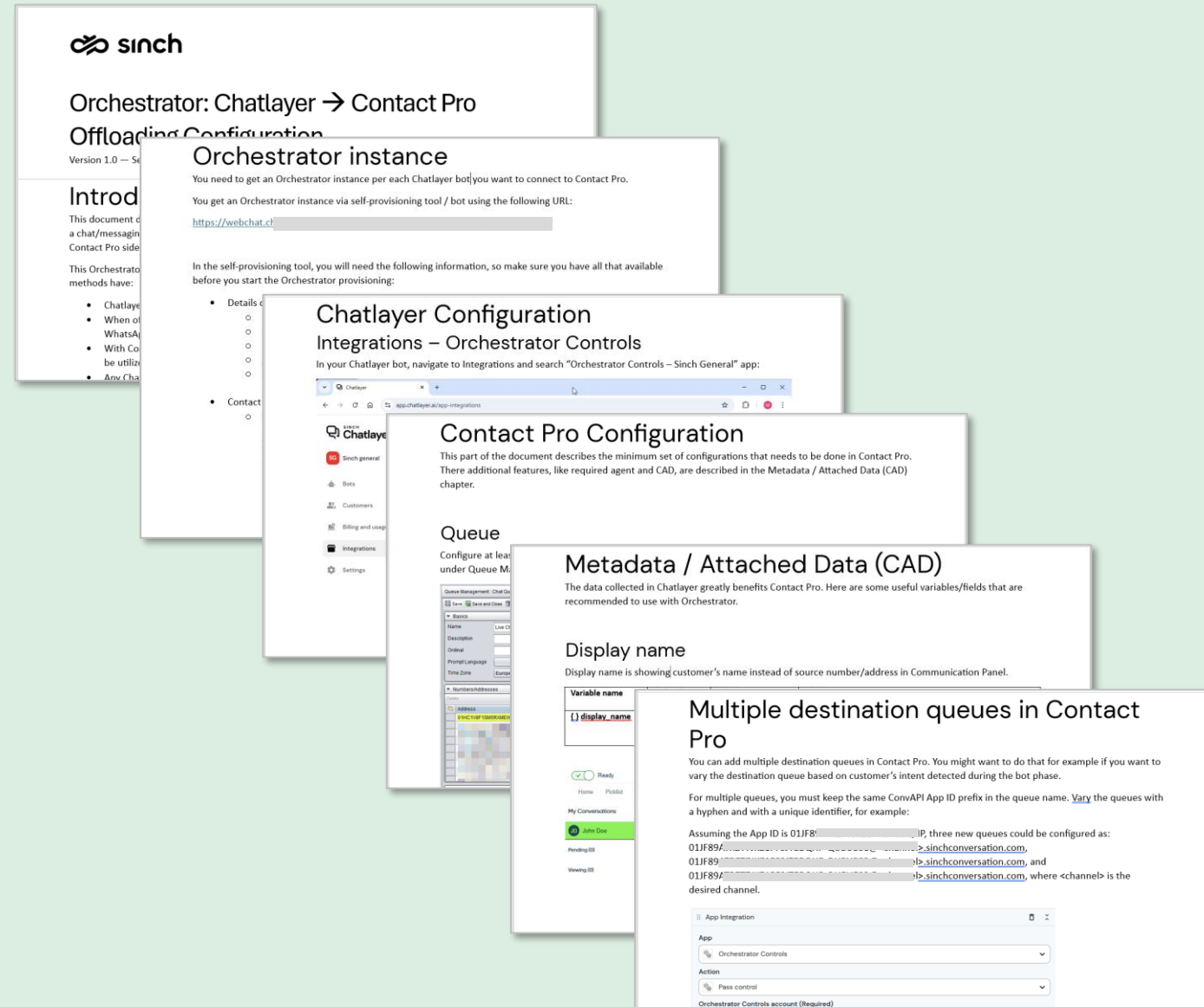
The Orchestrator provides a powerful new method for transferring conversations from a Chatlayer bot to a live agent in Contact Pro, overcoming the limitations of standard offloads.

Key Benefits:

- **Maintains the Original Channel:** A WhatsApp conversation arrives in Contact Pro as a WhatsApp chat, not a generic web chat, preserving the native experience.
- **Full Rich Media Support:** Customers and agents can seamlessly exchange rich content like images, videos, and documents in both directions.
- **Complete Context Transfer:** Pass any data collected by the bot (e.g., customer name, intent, language) directly to the agent as Conversation Attached Data (CAD).
- **Intelligent Agent Routing:** The bot can request a specific, preferred agent for the conversation, enabling more personalized service.
- **Seamless Return to Bot:** Once the agent closes the conversation, it is automatically handed back to the Chatlayer bot for follow-up, such as post-chat surveys.

Major improvements compared to Contact offload:

- Self-provisioning of Orchestrator instances in EU and US
- One Orchestrator instance per Chatlayer bot
- One Contact Pro messaging service per Orchestrator instance, even if there would be multiple different destination queues in Contact Pro.
- Contact Pro queue and messaging service configurations following the ConvAPI syntax.
- Works also with Contact Pro on-prem setups.



Miscellaneous

improvements



Dual Sinch Contact Center (DSCC)

Project status update 09/2025

Contact Pro's Public Cloud is moving to a dual-instance model, providing each tenant with both an active and a passive instance.

This DSCC architecture delivers two major benefits:

- Shorter Maintenance Downtime
 - Quarterly updates and patches are performed on the passive instance, leaving the active service uninterrupted.
 - For customers, this means significantly shorter maintenance windows.
- Enhanced Resiliency
 - The active/passive model improves the reliability and fault tolerance of the Contact Pro infrastructure.

DSCC project roadmap*



September 2025 (25q4) status:

- We are ready to deploy new tenants to DSCC model

What's next

- Prepare existing tenants for DSCC migrations
- Start migration of existing tenants to DSCC model

* Planned timeline applicable for changes

Separate locations for Built-in and Custom Prompts



You can now define separate storage paths for built-in and custom audio prompts.

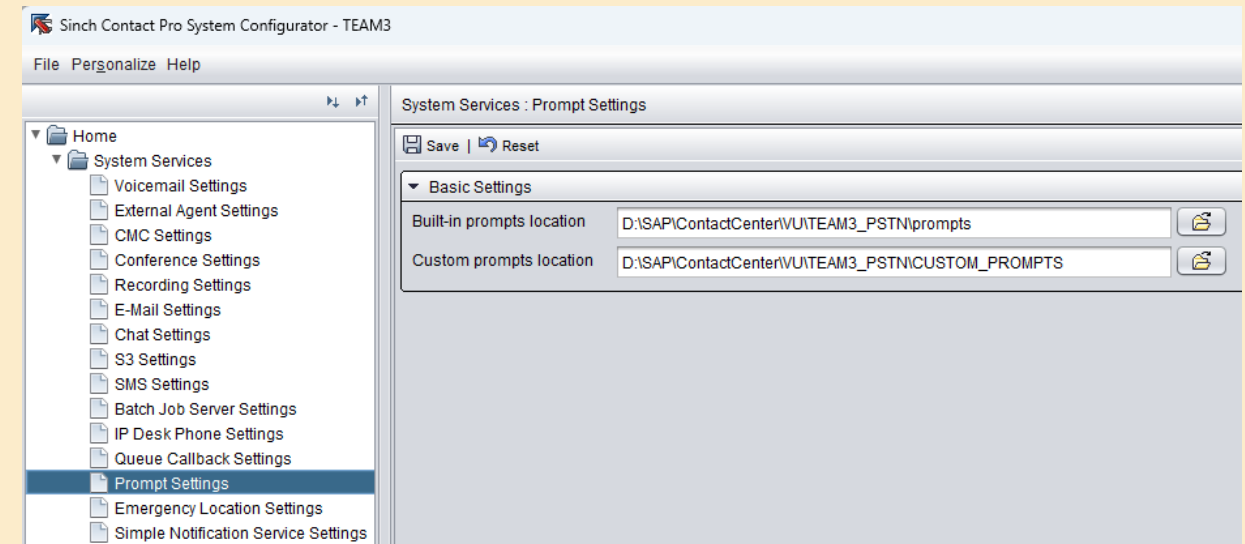
This feature improves organization and prepares the system for the upcoming DSCC implementation.

Prompt Definitions

- **Built-in Prompts:** The standard audio files delivered with the Contact Pro software package.
- **Custom Prompts:** Audio files uploaded by administrators via System Configurator > Prompt Management.

Notes for On-Premises Customers

- **No Action Needed:** If you don't configure a new path, the system will continue to work as before, using a single location for all prompts.
- **Manual Action Required:** If you choose to separate the prompts, you must manually move your existing custom prompts to the new folder path.
- **System Reset:** A reset is recommended after changing the prompt paths.



Prompt settings in Contact Pro System Configurator.

API improvements

User settings via Restful Configuration Interface

RCI/users/{userId}/settings, enables you to change

- Visible A Number
- Use MTD / Simultaneous Ring Mode
- Activate Other Number
- Other Number
- Terminal for Outbound Calls
- Show QR code for app setup in Communication Panel or Launchpad.

AI Analysis via Contact Management Interface

CMI/contacts/{contactId}/aiAnalysis

- GET
- POST



Planned release dates for 25q4

Release to Customers' test tenants September 23rd, 2025

Release to Customers' production tenants October 11th, 2025

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End
of Show and Tell
presentation