

Contact Pro 26q1

Show and Tell – December 2025





The Contact Pro 26q1 release represents a major evolution in how we empower agents and team leaders with real-time visibility, ensuring that critical data is not just captured, but instantly actionable.

With 26q1, the New Dashboard is ready for prime time. We have moved beyond static reporting to dynamic, scalable visualization tools that offer true operational command. Whether monitoring real-time SLA gauges or queue capacity alerts, teams can now spot trends and disruptions instantly, enabling immediate, data-driven decisions that protect service levels.

For our agents, 26q1 focuses on smoothing out the thousands of micro-interactions performed every day. Alongside native Arabic language support for our global workforce, we have rolled out impactful usability enhancements – from smart email formatting to instant directory identification. These improvements allow agents to focus on what matters: the customer.

Furthermore, we continue to strengthen our integration ecosystem. With new capabilities like automated chat attachment synchronization to SAP Service Cloud, we are ensuring a unified customer history without manual effort.

Overall, the 26q1 release delivers a smarter, more visual, and more user-centric platform. I am incredibly proud of the team's dedication to these improvements, which collectively drive faster resolution times and a more seamless experience for both our users and their customers.

Markku Helin, Head of Product, Sinch Contact Pro

Agenda

This 26q1 Show and Tell presentation is available on

[Contact Pro Community Pages](#)

And as always, list of all changes including corrections will be 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. Integrations
5. Miscellaneous improvements

Communication Panel

content and usability enhancements



Email editor enhancements

Pasting content to email

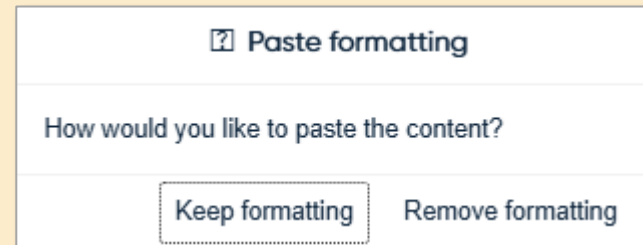
When you paste text using Ctrl + V, you'll now see a quick format selection dialog. Choose whether to keep the original formatting (HTML) or paste as plain text, giving you full control over how your email looks.

Benefit: Ensures your emails stay professional, clean and consistent, while still allowing flexibility when needed.

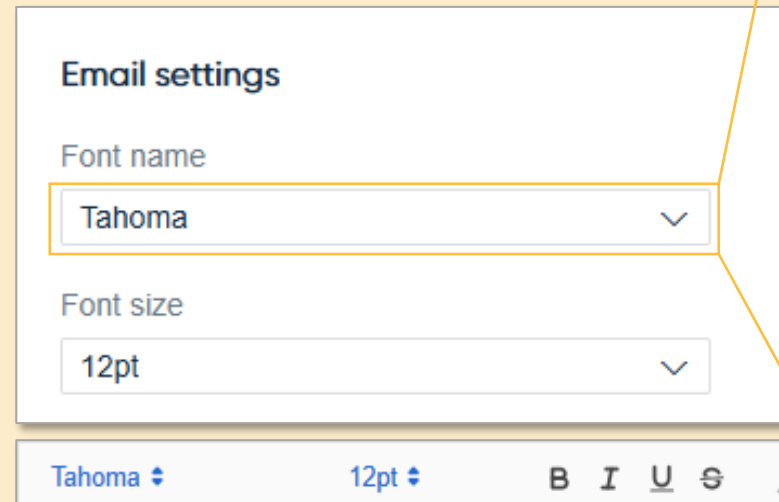
Email editor default font and size

The email editor uses Arial, 10pt as the default font. Now users have the flexibility to choose their own default font and size for composing emails. A new Email Settings section has been added under: CP > User Menu > Settings > General Settings.

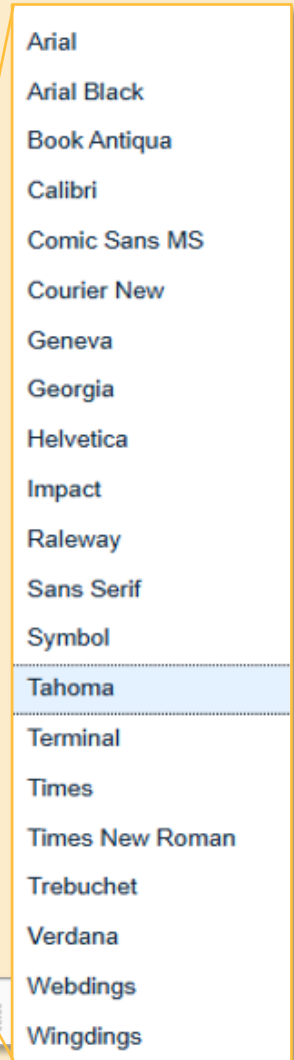
Benefit: Personalize your email experience by maintaining consistency with your brand or style



Dialog now seen when pasting into the email editor



User can define a default font and size for the email editor



Dialpad enhancements

Dialpad also for mouse only actions

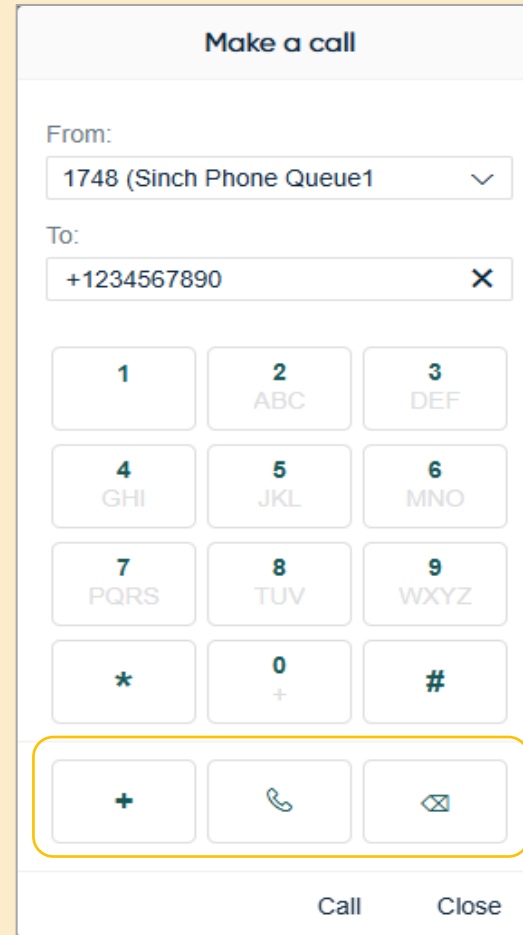
We've updated the dial pad to make it easier for mouse-only users. You'll now see three new buttons: Plus (+), Call, and Backspace.

Benefit: These additions are designed to give you quick access to essential actions without needing a keyboard.

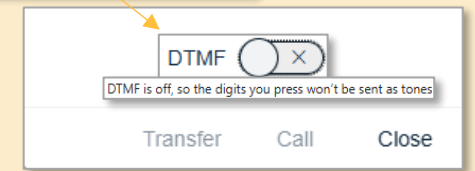
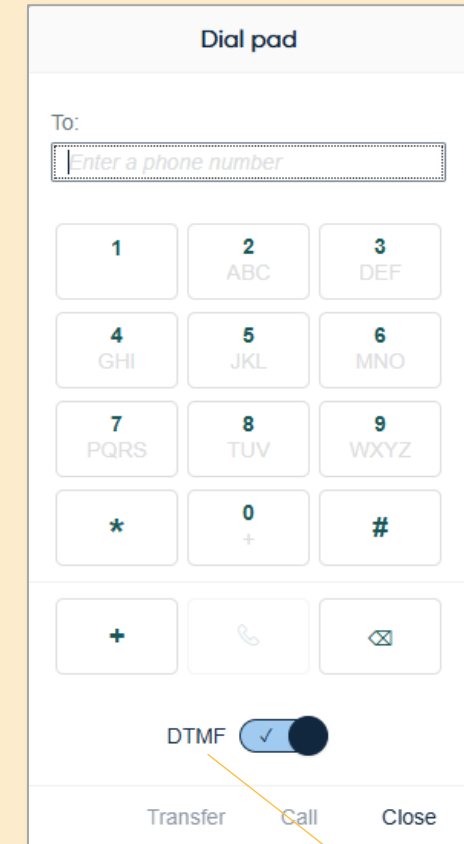
Smart DTMF Toggle

The DTMF (keypad tones) ON/OFF switch now remembers your preference across calls and even after logging out.

Benefit: Eliminates repetitive clicks. Set your preferred mode once, and the system respects it for every subsequent interaction.



Enhanced dialpad allows for mouse only actions.



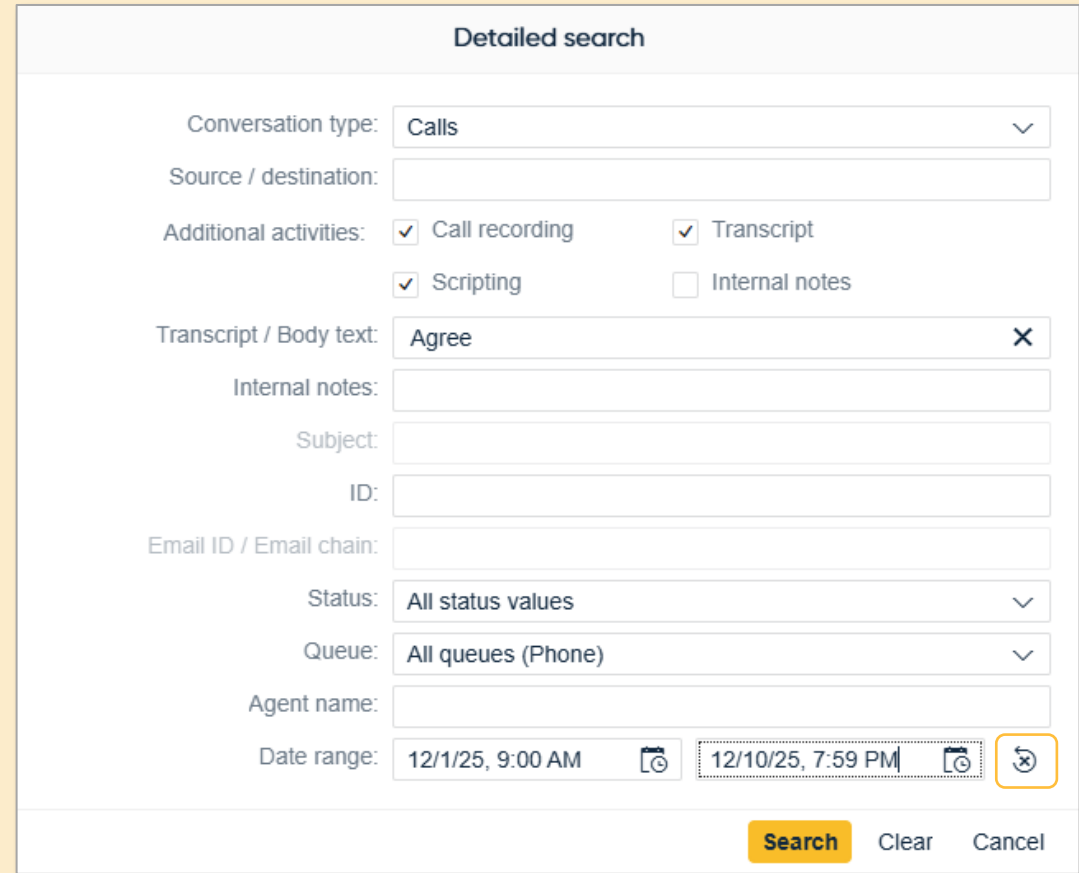
DTMF switch state now maintained in last set state.

One-click date and time reset

A new "Reset" button has been added to the date and time pickers in both History and Picklist views.

It instantly snaps the date range back to "Today" with a single click.

Benefit: Eliminates the need of manually scrolling back to the current date, making list navigation significantly faster.



The screenshot shows a 'Detailed search' form with various filters. At the bottom, the 'Date range' section contains two date pickers. The first picker shows '12/1/25, 9:00 AM' and the second shows '12/10/25, 7:59 PM'. To the right of the second picker is a yellow button with a circular arrow icon, which is the 'Reset' button. Below the form are 'Search', 'Clear', and 'Cancel' buttons.

Detailed search

Conversation type: Calls

Source / destination:

Additional activities: ☒ Call recording ☒ Transcript ☒ Scripting ☐ Internal notes

Transcript / Body text: Agree

Internal notes:

Subject:

ID:

Email ID / Email chain:

Status: All status values

Queue: All queues (Phone)

Agent name:

Date range: 12/1/25, 9:00 AM 12/10/25, 7:59 PM

Search Clear Cancel

Quickly reset of the date and time filter to current day

SRM update: Call hold & Warm transfer

Simultaneous Ring Mode (SRM) allows agents to use external devices (mobile/desk phones) for audio while managing call and the integrations in Communication Panel.

Call hold

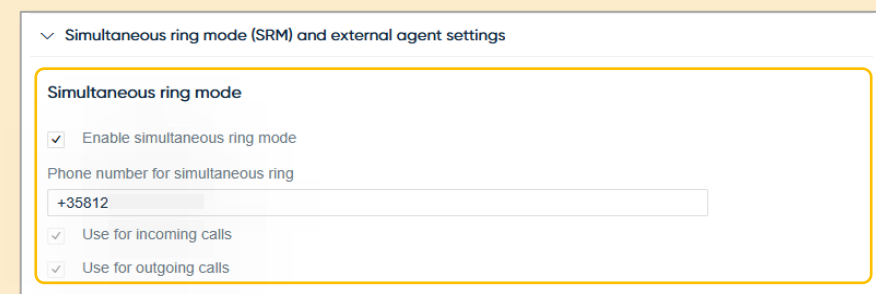
Agents can now place calls on hold and retrieve them directly from the Communication Panel.

Benefit: Gives agents time to handle internal tasks or check details while the music on hold keeps the caller engaged and reassured.

Warm transfer (Assisted transfer)

Now you can consult with a colleague before transferring a call. This means you can have a quick conversation to ensure a seamless handover for the caller.

Benefit: Agents can consult with colleagues before transferring, ensuring accurate information and context.



A screenshot of a configuration panel titled 'Simultaneous ring mode (SRM) and external agent settings'. It contains a section 'Simultaneous ring mode' with the following settings:

- ☒ Enable simultaneous ring mode
- Phone number for simultaneous ring:
- ☒ Use for incoming calls
- ☒ Use for outgoing calls

Communication Panel > User menu > Settings > Simultaneous ring mode configuration

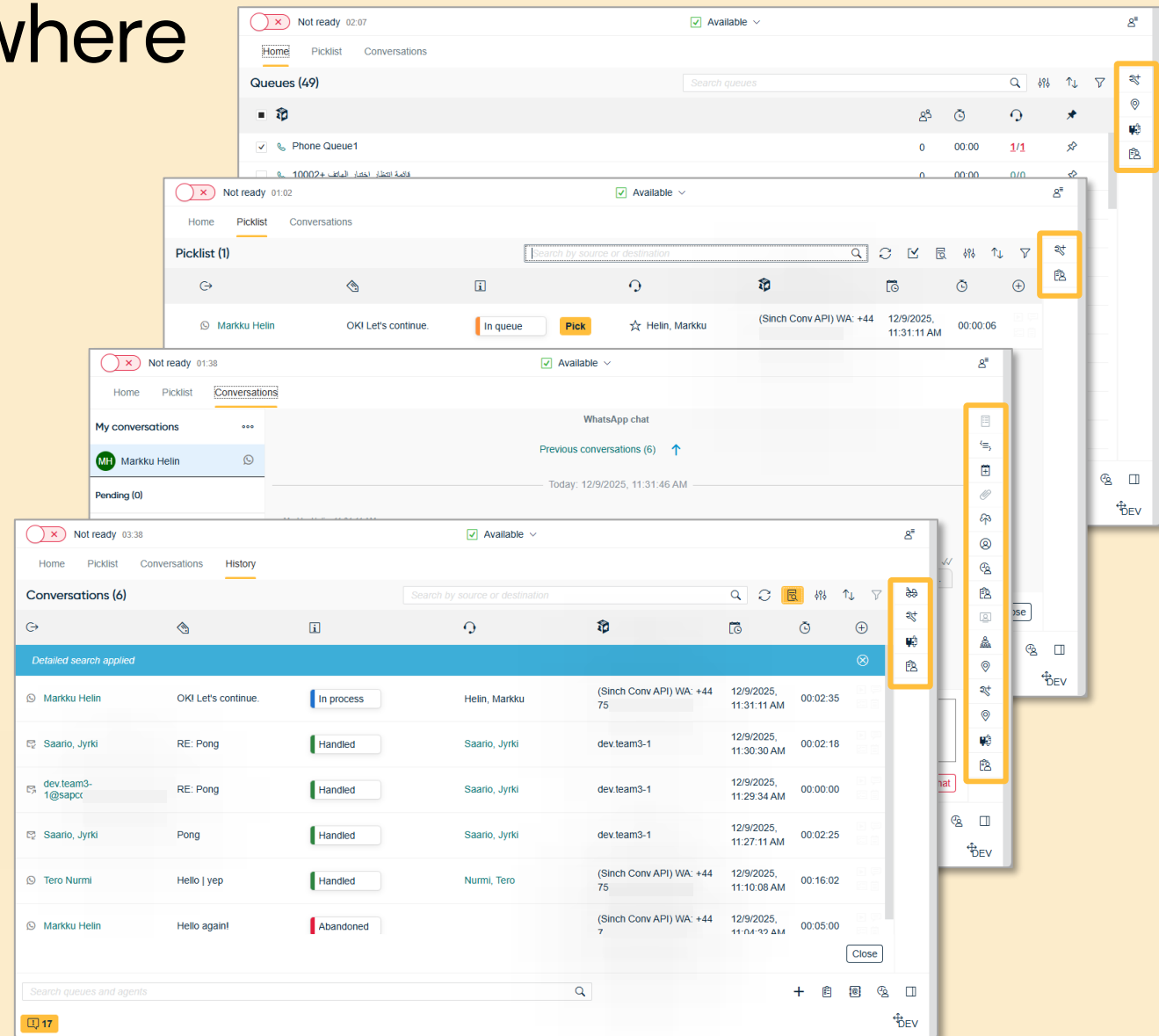
3rd party extensions – Custom extensions everywhere

We have expanded the "Extension Area" framework beyond the conversation view. Third-party buttons can now be placed also in the Home, Picklist, History, and Directory views.

Key Controls:

- Precise Positioning: Choose exactly where the button sits in the toolbar.
- Universal Access: Option to make an extension visible globally across the app.

Benefit: Provides dedicated real estate for custom business logic or tools that agents need to access independently of active conversations.



Extension areas in Home, Picklist, Conversations and History views.

One-click extension visibility

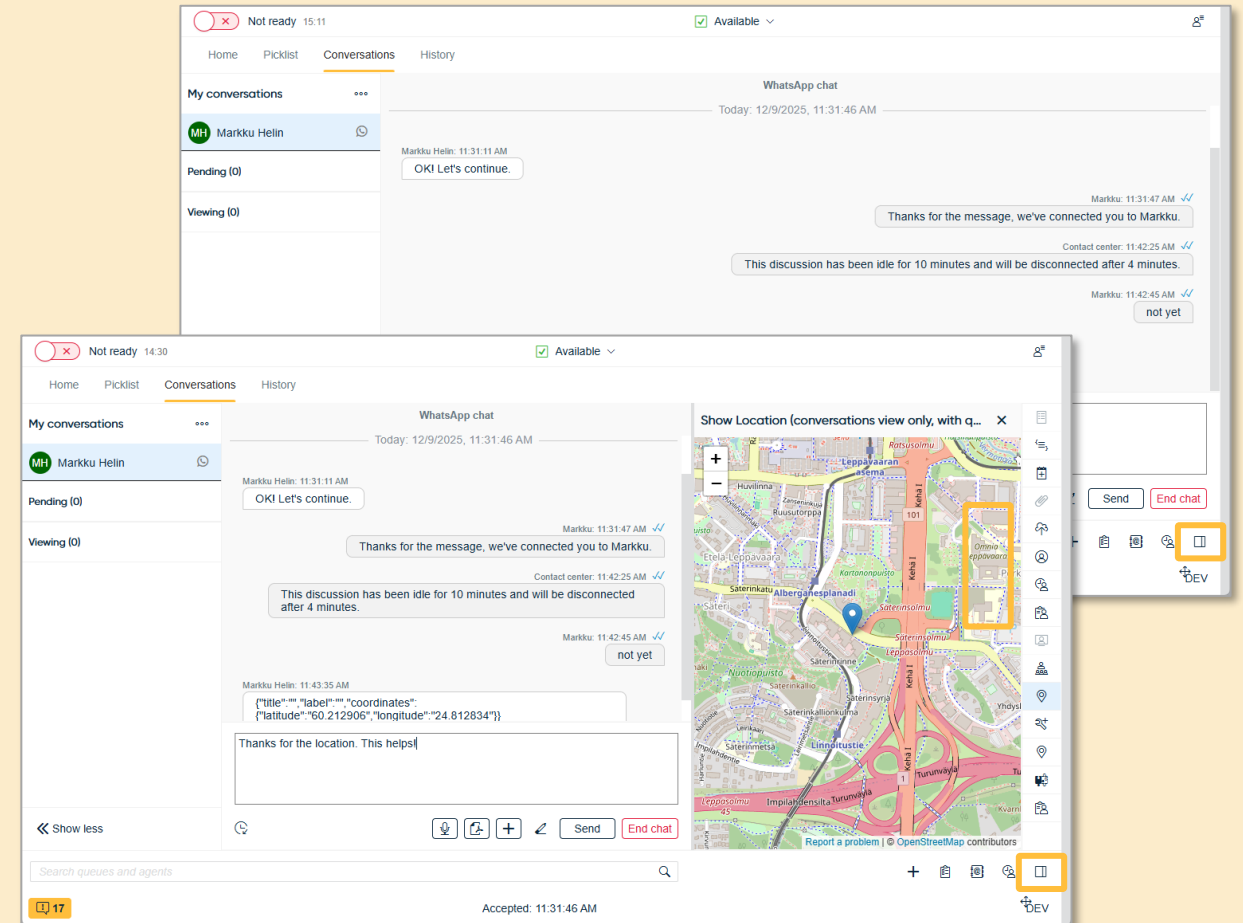
A new extension toggle button allows users to instantly show or hide the entire Extension Area.



Smart Restore: When toggled off, the extension area is hidden to maximize the Communication Panel UI space.

When toggled back on, it automatically restores the extension area toolbar and re-opens your last active extension.

Benefit: Gives agents full control over the CP workspace, allowing them to simplify the interface when focusing on a conversation, yet retrieve the extension area tools instantly without losing context.



Extension area toggling: Show extension area / Hide extension area

WebHID headset support and how to enable it

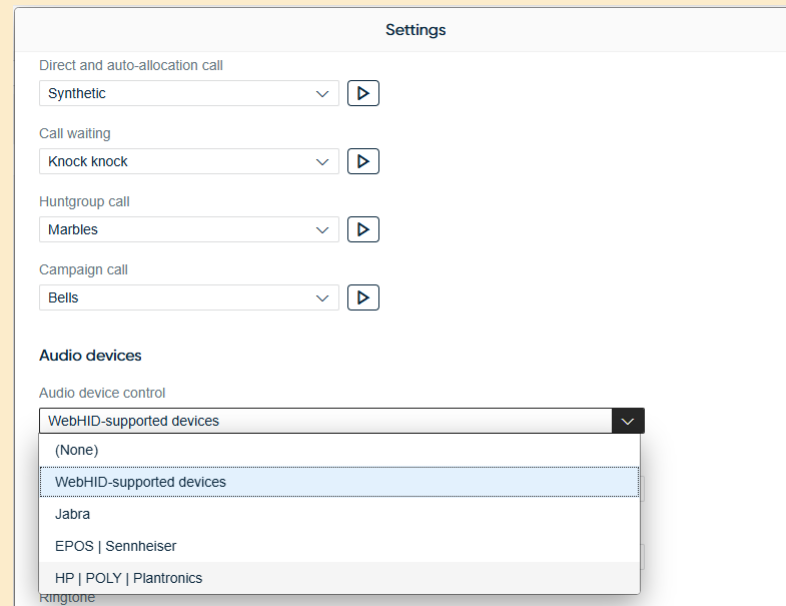
WebHID (Web Human Interface Devices) is a browser-based standard that allows Contact Pro to communicate directly with your headset.

The purpose of WebHID support is to simplify the installation and setup procedure for call control devices.

Supported Devices (Beta):

- Jabra: Evolve 65 (USB) with Link 370 (Adapter) , Engage 75 (Dock/USB2)
- Poly/Plantronics: Voyager Focus 2 with BT700 (Dongle), EncorePro 525, Savi 8400 Office (DECT)
- EPOS | Sennheiser: SC6x5 USB

Note: This is a Beta release. Please check the up-to-date documentation for the list and provide feedback on any additional devices you need.



Audio devices settings in Communication Panel showing WebHID-supported devices option.

Simple 3-Step Setup:

1. **Plug & Select:** Connect your supported headset. In the Communication Panel settings, select the "WebHID-supported devices".
2. **Authorize:** Your browser (e.g., Chrome or Edge) will display a security pop-up asking for permission to connect to the device.
3. **Connect:** Click "Connect" to grant permission. Contact Pro now has full bi-directional control (answer/hang-up) of your headset.

Arabic language support (Beta)

We are introducing Arabic as a selectable Beta language in the 26q1 release.

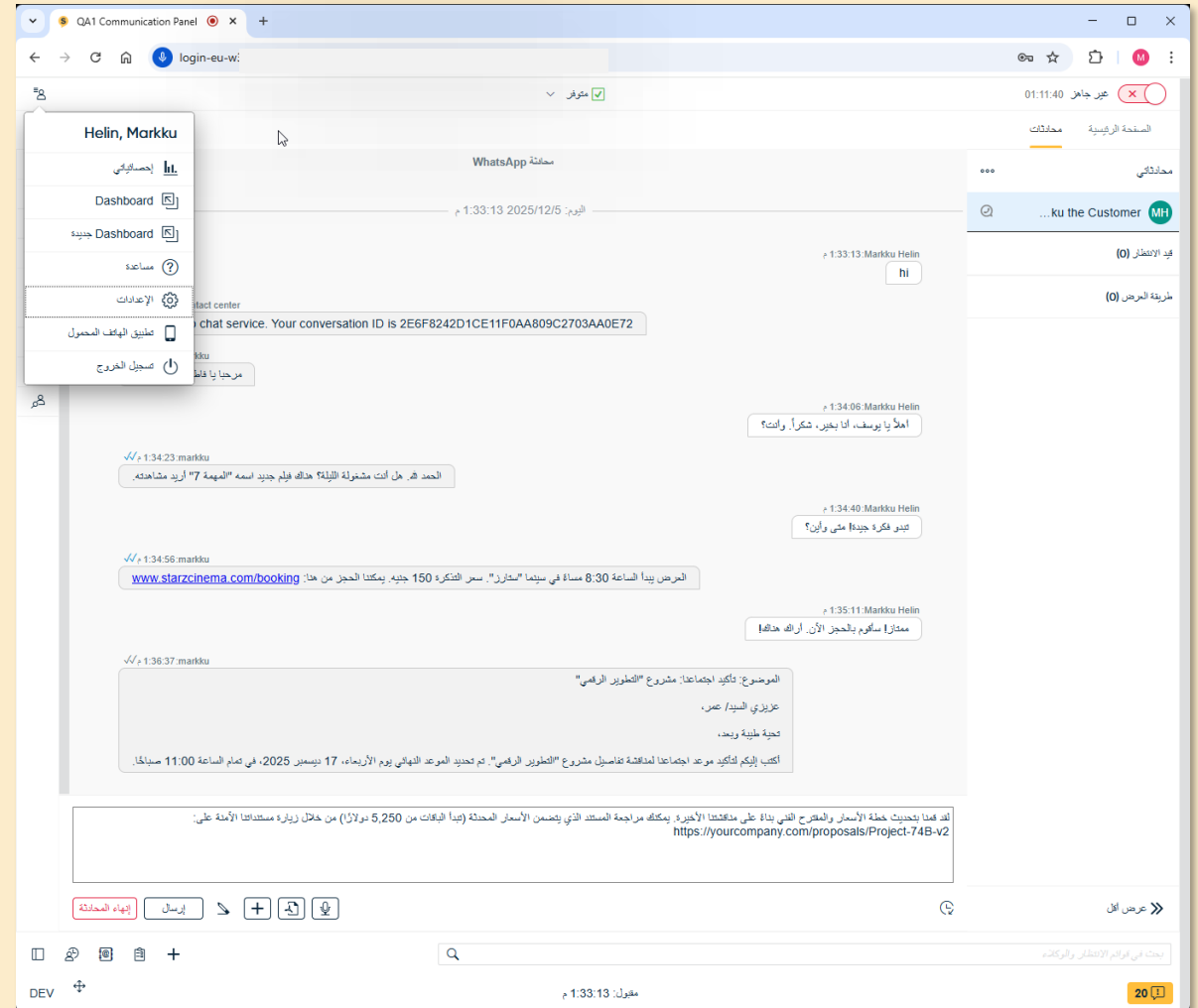
This includes a full Communication Panel user interface transformation to Right-to-Left (RTL) layout, Arabic translations, and right-justified text inputs for chat and email.

We furthermore support both western (0, 1, 2, 3) and eastern (٠, ١, ٢, ٣) Arabic numerals.

Benefit: Provides a native and intuitive experience for Arabic-speaking agents, supporting operations in the MENA region with a localized workspace.

Feedback request: We invite our Arabic-speaking users to pilot this experience.

We actively seek your feedback on both the RTL functionality and the accuracy of the UI translations to refine the capability in coming releases.



Communication Panel with Arabic UI.

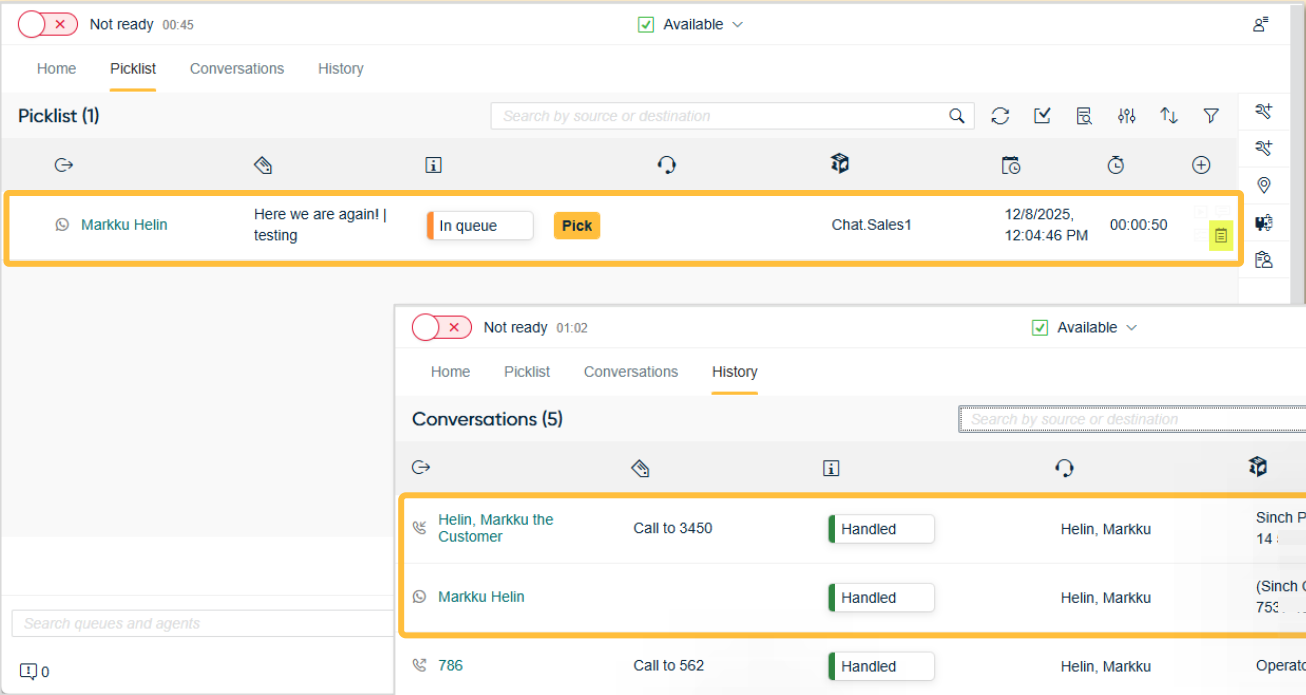
Internal notes indicator on history and picklist

Communication Panel now displays a highlighted icon in both the History and Picklist views whenever a conversation contains internal notes.

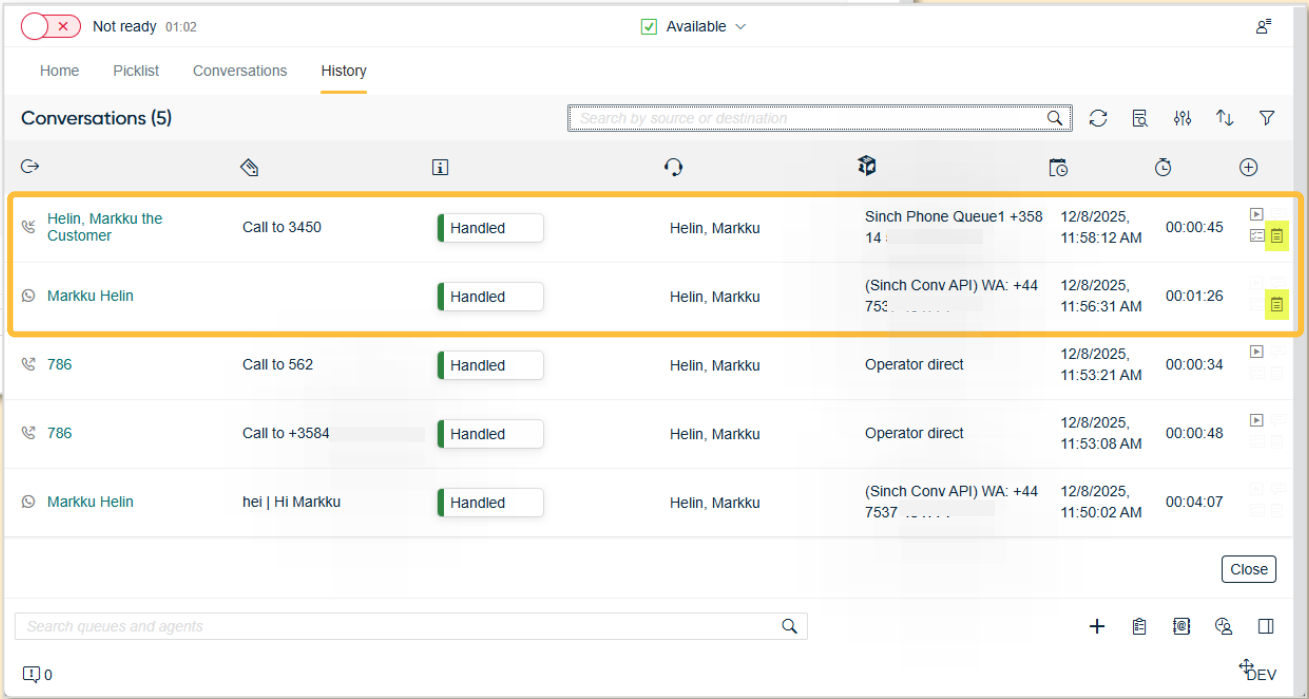


Internal notes icon

Benefit: Agents can spot conversations with existing context before picking them up, ensuring they are prepared with background information immediately.



Picklist view showing conversation, which has internal notes.



History view showing conversations, here two highlighted examples containing internal notes.

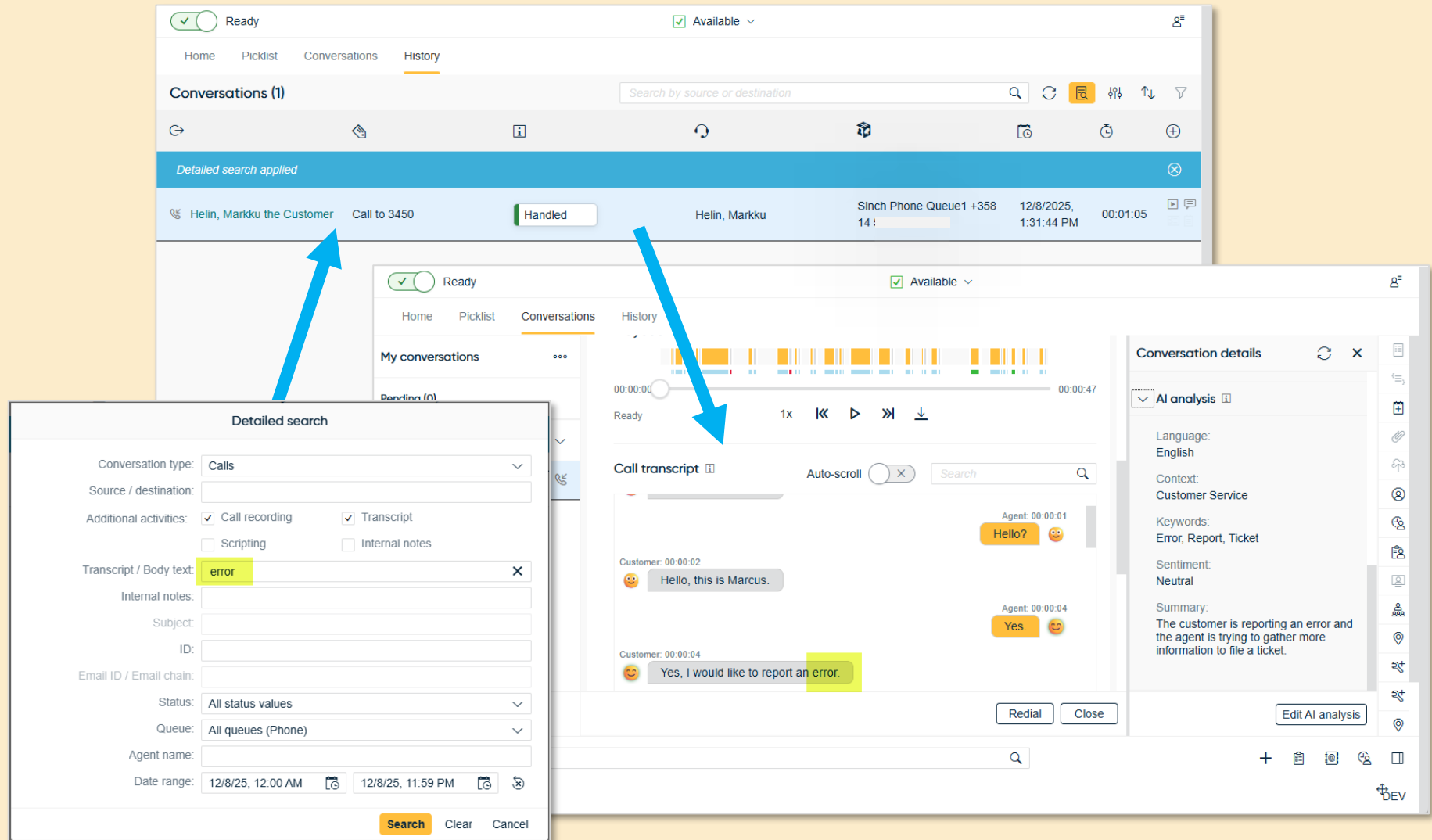
Freetext search: Now also with call transcripts

We have enhanced the history search to support free-text queries within call transcripts, treating voice content just like chat logs.

This feature is available for environments with the Call Recording Transcription service enabled.

Benefit: Transforms voice data into searchable text.

Agents and supervisors can instantly pinpoint specific calls based on context (e.g., "refund," "competitor name") without having to listen to hours of audio recordings.



The screenshot displays the Sinch interface with a 'Detailed search' dialog box open. The dialog box has the following fields and options:

- Conversation type: Calls
- Source / destination:
- Additional activities: ☒ Call recording, ☒ Transcript, ☐ Scripting, ☐ Internal notes
- Transcript / Body text: error
- Internal notes:
- Subject:
- ID:
- Email ID / Email chain:
- Status: All status values
- Queue: All queues (Phone)
- Agent name:
- Date range: 12/8/25, 12:00 AM to 12/8/25, 11:59 PM
- Buttons: Search, Clear, Cancel

The background shows the 'Conversations (1)' list with a search bar. A call titled 'Helin, Markku the Customer' is selected. The 'Call transcript' view is open, showing a timeline of the conversation. The transcript includes the following text:

- Agent 00:00:01: Hello?
- Customer 00:00:02: Hello, this is Marcus.
- Agent 00:00:04: Yes.
- Customer 00:00:04: Yes, I would like to report an error.

The transcript is searchable, and the search results are highlighted in yellow. The 'Conversation details' panel on the right shows the following information:

- Language: English
- Context: Customer Service
- Keywords: Error, Report, Ticket
- Sentiment: Neutral
- Summary: The customer is reporting an error and the agent is trying to gather more information to file a ticket.

Freetext search within call transcripts.

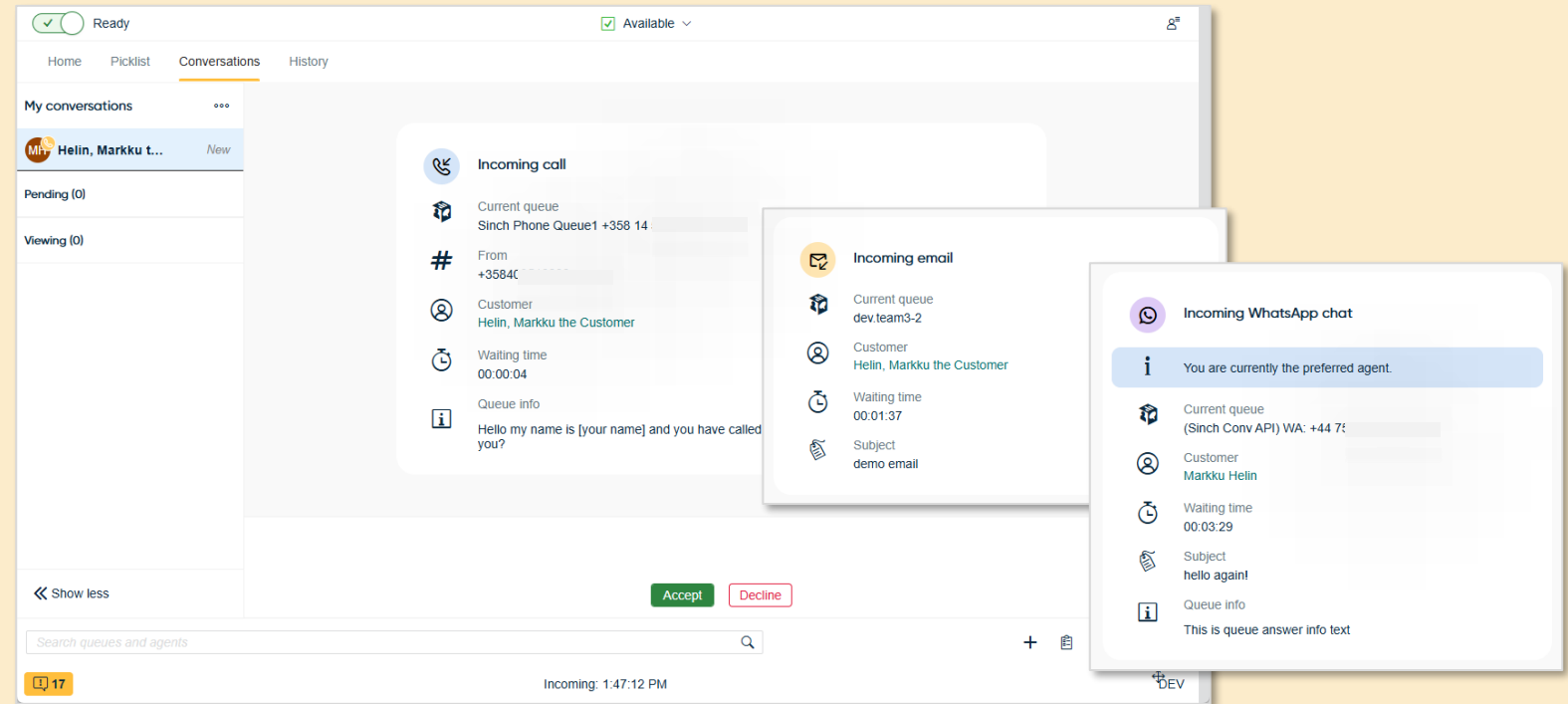
Directory identification for incoming conversations

Contact Pro now automatically matches incoming phone calls and emails against the central Directory to identify the customer immediately.

Context at a Glance: The customer's Name is now displayed instead of a raw phone number or email address in the Picklist, History, and Hunt Group views.

Consistent Visibility: This identification persists throughout the interaction lifecycle – from the initial offering screen to the active conversation view.

Benefit: Agents can instantly recognize VIPs or known contacts before even answering, allowing for a more personalized and prepared greeting.



Communication Panel displaying customer's name as stored in the directory. Here incoming call with matching phone number and incoming email with matching email address. The name displayed with incoming WhatsApp is retrieved from Conversation API contact service.

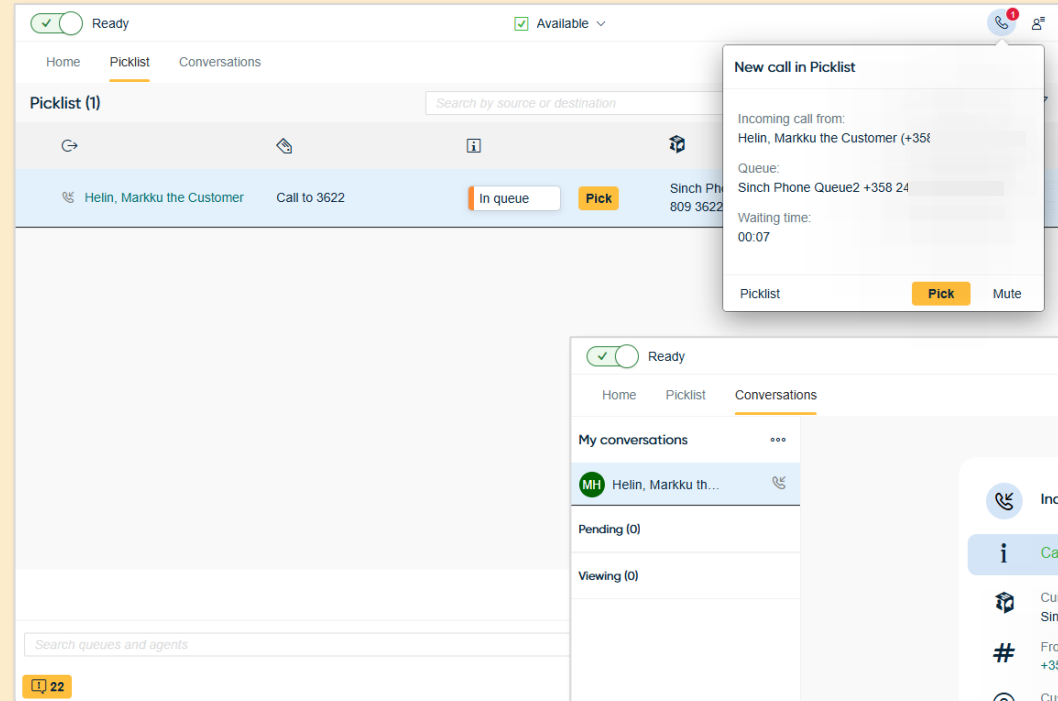
Hunt groups: Know who is calling

Directory matching is now fully integrated into Hunt Group queues, providing caller identity at every touchpoint.

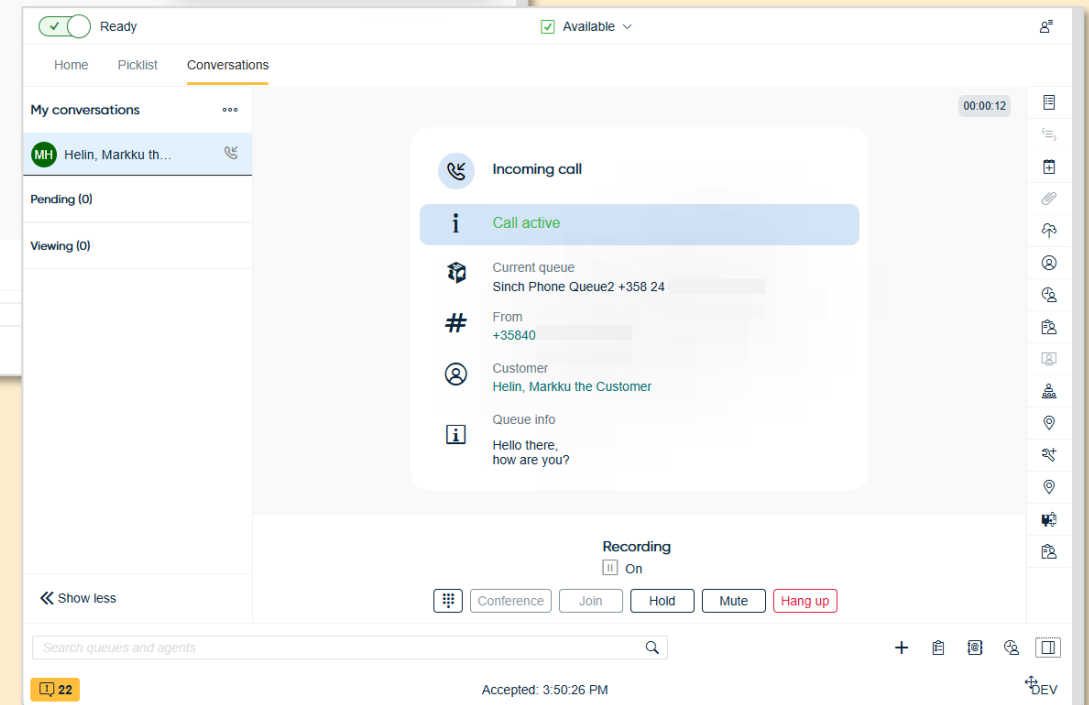
Picklist View: Agents scanning the shared queue can now see the Customer Name for every waiting call, not just the phone number.

Pop-out View: The immediate call alert also displays the matched Name and the phone number in brackets.

Benefit: Allows agents to make informed decisions and prioritize VIPs or specific contacts directly from the shared Picklist.



Incoming call thru hunt group type queue. Customer's directory name is shown both in the Picklist and in the new call pop-out view.



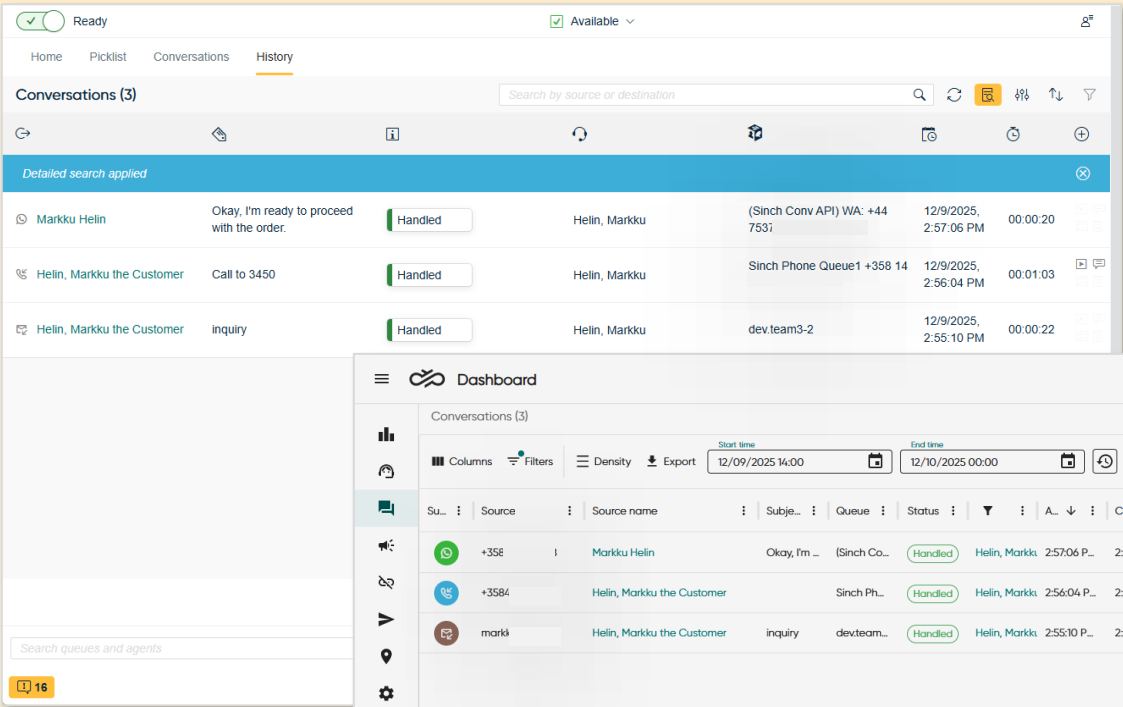
Active call showing both customer's phone number and the customer name as found in the directory.

Enhanced identification in History and Dashboard

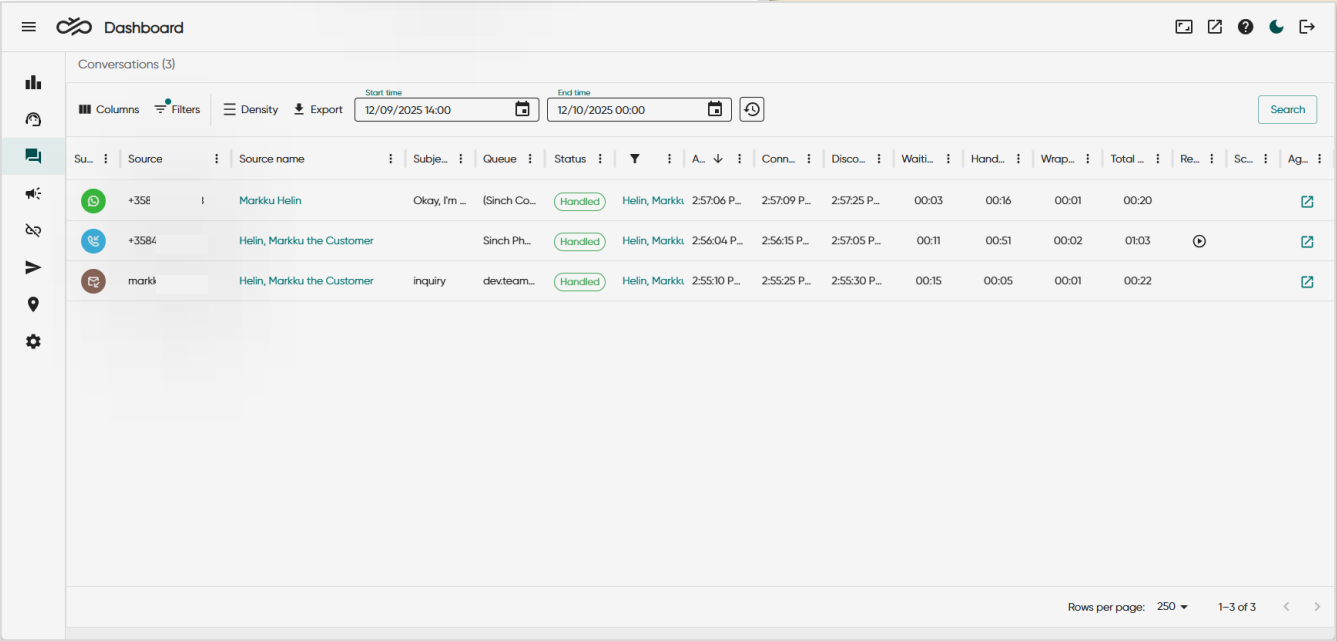
The History View in Communication Panel now displays the resolved Directory Name instead of a raw phone number or email address.

New "Source name" column: We have added a dedicated column in the New Dashboard that populates with the Directory Name when a match is found.

Benefit: Agents can quickly scan their past interactions and recognize customers by name without needing to open the details.



CP Conversations history view showing the matching name from the directory.



Dashboard Conversations showing the source and the matching source name.

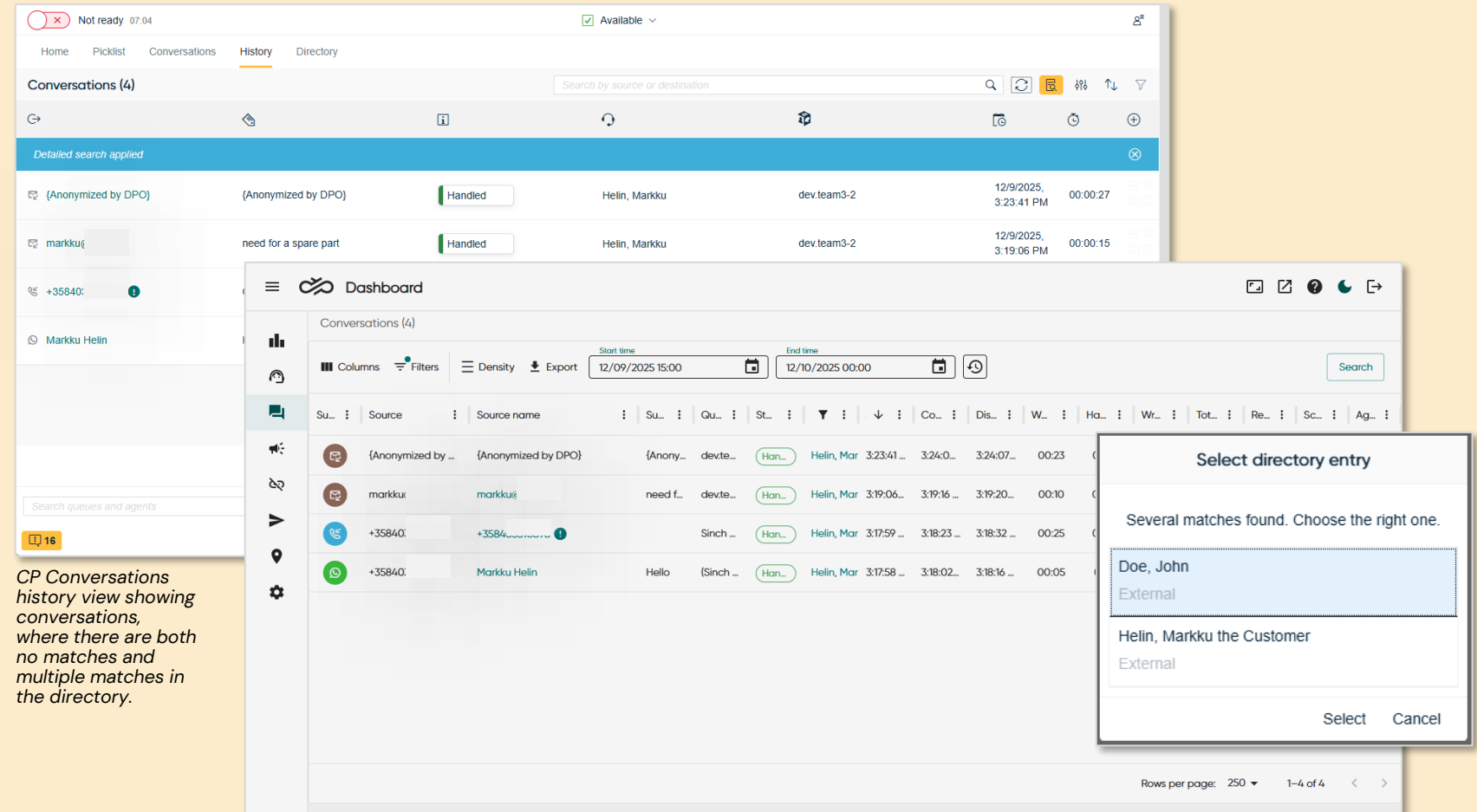
Directory matching logic

Incoming calls in Picklist and Hunt Group views now show the customer's name immediately, allowing for a personalized greeting from the very first second.

Smart Matching Rules for phone and email:

- Unique Match: Displays Directory Name.
- Multiple Matches: Displays the number/address with a "Multiple Matches" alert.
- No Match: Defaults to the email display name. With calls showing the phone number.

Note: Chat and conversational channels continue to prioritize the name provided by the channel provider.



The screenshot displays the Sinch dashboard's 'Conversations' view. The top section shows a list of conversations with columns for source, source name, status, and time. Below this, a detailed view of a conversation is shown, including a table of matches. A dialog box titled 'Select directory entry' is open, showing a list of matches with the first one, 'Doe, John', highlighted. The dialog also includes a 'Select' button and a 'Cancel' button.

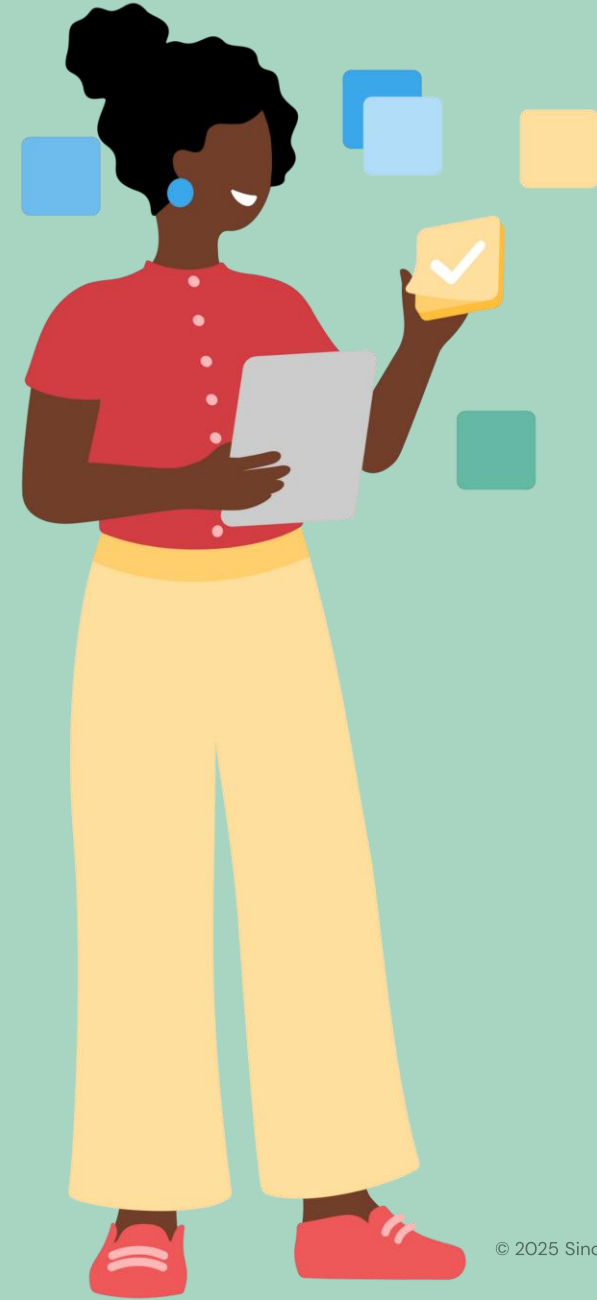
Source	Source name	Status	Time
{Anonymized by DPO}	{Anonymized by DPO}	Handled	12/9/2025, 3:23:41 PM
markku	need for a spare part	Handled	12/9/2025, 3:19:06 PM
+35840...	+35840...		
Markku Helin			

CP Conversations history view showing conversations, where there are both no matches and multiple matches in the directory.

Dashboard Conversations showing conversations, where there are both no matches and multiple matches in the directory. When clicking on an entry with multiple matches, the CP directory shows the dialog for choosing the right one.

Chat, messaging and email

improvements



Message Delivery Indicators (✓✓)

Agents now receive real-time feedback on the status of their outgoing messages across conversational channels (via Conversation API).

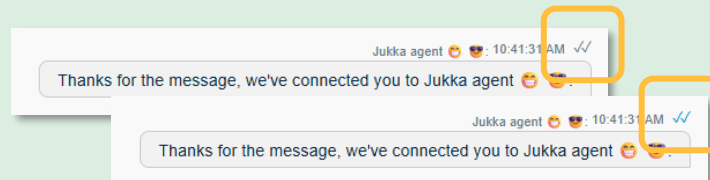
We have adopted the industry-standard checkmark system right next to the message bubble:

- **Delivered:** Shows that the message has reached the user's device.
- **Read:** (Where supported) Shows that the user has viewed the message.

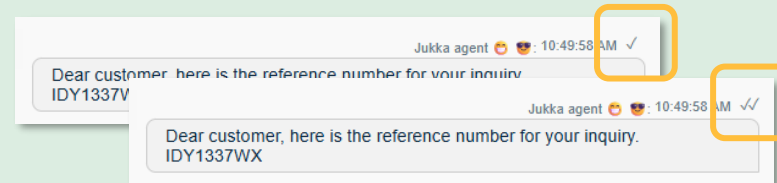
Hovering over the checkmarks displays a tooltip with precise timestamps and status details.

Benefit: Increases agent confidence and helps manage the flow of conversation more effectively.

Note: Requires correct Webhook configuration in Conversation API. See documentation for details.



Delivery and read notifications for MT messages in WhatsApp.



Delivery and read notifications for MT messages in SMS.

Double grey indicating that the message reached the customer, but the customer has not read the message yet.

Double blue indicating that the message reached the customer and the customer has read the message.

One grey indicating that SMS on the way to the customer.

Double grey indicating that the message reached the customer.

SMS as channel has no read indication and therefore the indication never turns blue, even customer has read the message.

Dashboard

content and usability enhancements



New Dashboard: Enhanced Statistics View

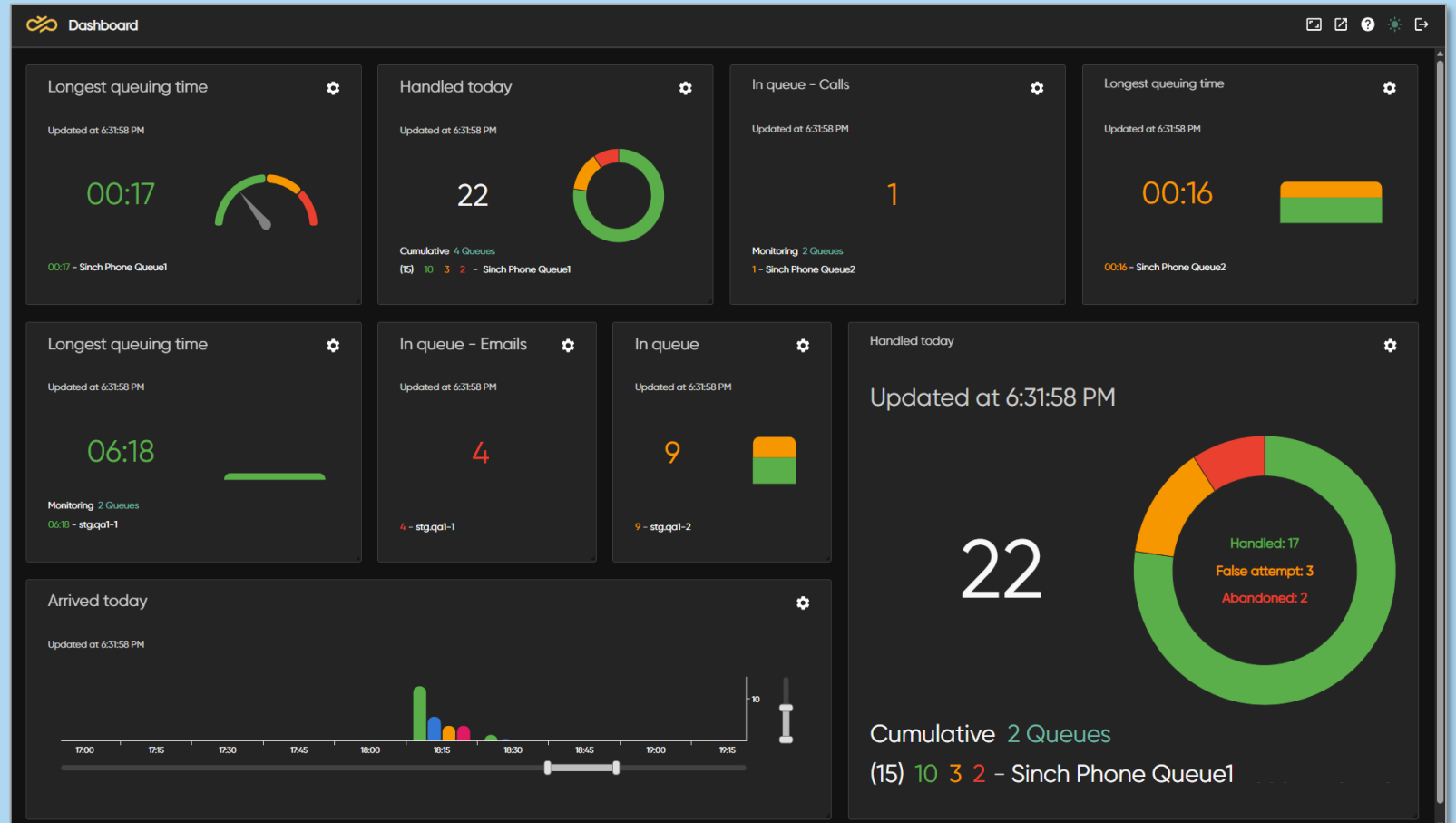
Move beyond numbers.

You can now configure cards as Bar Charts, Gauges, Donut Charts, or Pie Charts to visualize performance trends instantly.

Wallboard Ready: Cards are fully scalable for large screens, with user-definable title font sizes and text that dynamically adjusts to fit the card layout.

Flexible Data: Display statistics for a single queue or aggregate data across multiple queues for a broader view.

Benefit: Empowers supervisors to build visually engaging, high-impact dashboards that are readable from a distance or on a desktop.



Statistic view in the New Dashboard.

Real-time SLA visualization

Designed specifically to help supervisors maintain the "Answered on Time" Service Level Agreement (SLA).

Traffic Light System: The card automatically segments into Green (Acceptable), Yellow (Warning), and Red (Critical) zones based on your pre-defined queue settings.

Dynamic Visualization:

- **Reactive Logic:** If monitoring multiple queues, the card automatically locks onto the single worst-case conversation.
- **Visual Movement:** Whether you use a Bar, Gauge, or Pie chart, the graphic increases or decreases in real-time, scaling exactly to the wait time of that longest-queueing customer.

Benefit: Provides an instant, color-coded health check that alerts you before an SLA is breached.



The various formats of the 'longest queuing time' card statistic as, gauge with numeric,, numeric only or stacked bar with numeric

Visualizing queue load

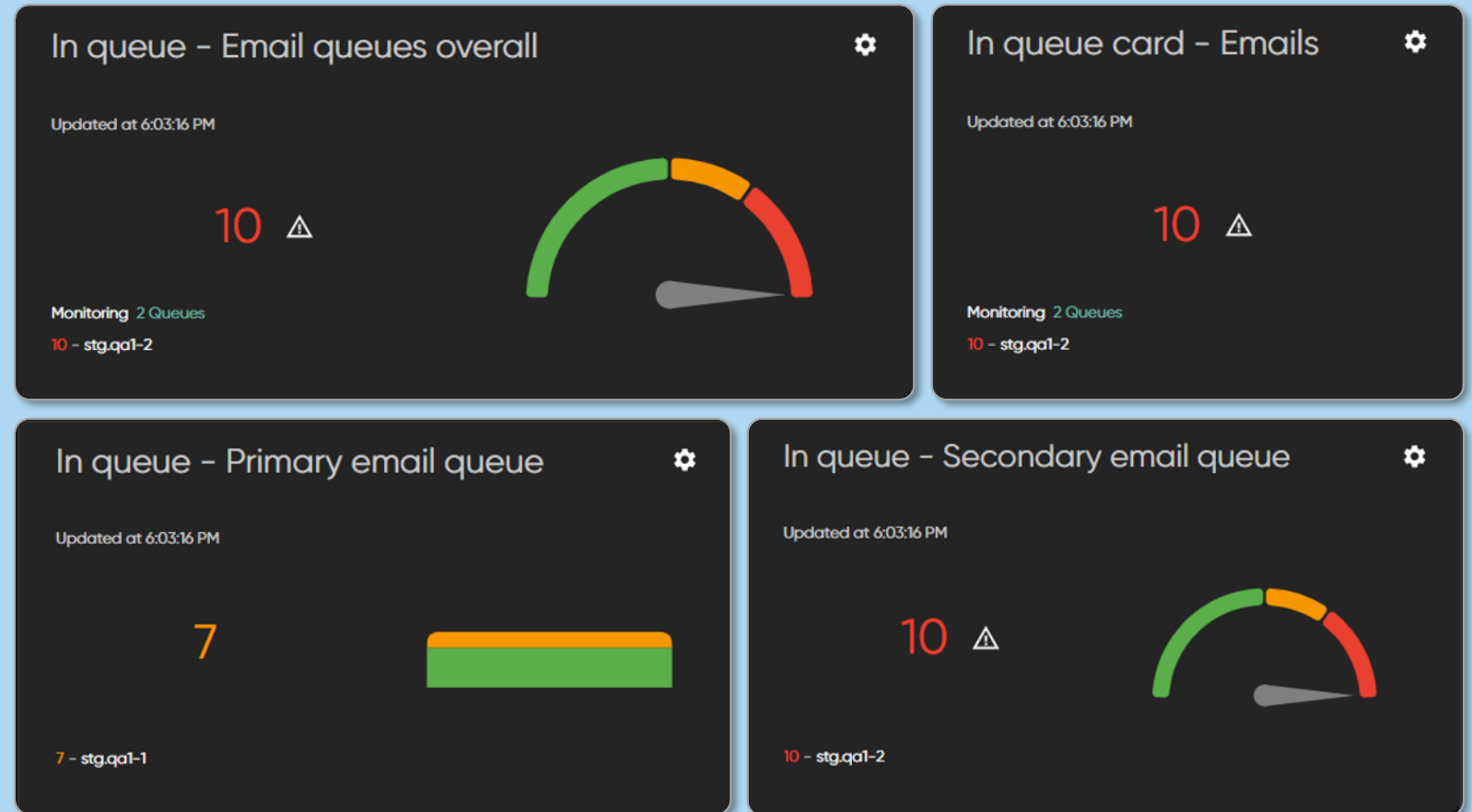
Instantly identifies congestion by highlighting queues approaching their maximum capacity.

Traffic Light System: Displays capacity status (Green/Yellow/Red) based on your Warning and Critical conversation thresholds.

Dynamic Scaling: Visuals (Gauges, Bars) automatically increase or decrease to reflect the current number of waiting customers.

Smart Alerts:

- **Priority Display:** When monitoring multiple queues, the card automatically surfaces the queue with the highest overflow risk.
- **Capacity Alert:** A "Warning Triangle" icon appears immediately if the defined Queue Size limit is met or exceeded.



The various formats of the 'In queue' card statistic as, gauge with numeric,, numeric only or stacked bar with numeric

Tracking productivity: Handled today card

Visualize the day's total throughput while instantly categorizing the quality of those interactions.

Utilizes the False Attempt Limit queue setting to accurately categorize short/failed calls.

Visual Segmentation:

- Donut & Bar Charts: Distinct segments for Handled (Green), False Attempt (Yellow), and Abandoned (Red) allow for quick status assessment.
- Dynamic Growth: All formats cumulatively increase as more conversations are processed throughout the day.

Interactivity:

- Queue Breakdown: Hovering over a cumulative card reveals a popover with per-queue details.
- Flexible Legend: The donut inset legend is a user-clickable option, allowing you to display or hide labels as needed.



The various formats of the 'Handled today' card statistic as, donut with numeric,, numeric only or stacked bar with numeric

Tracking volume: Arrived today card

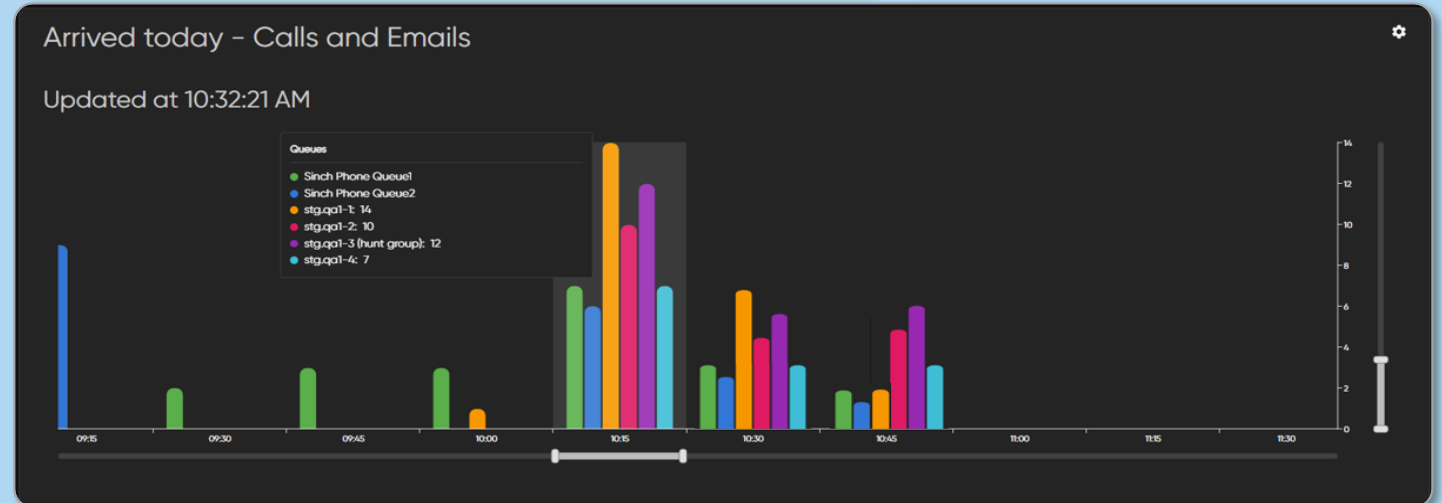
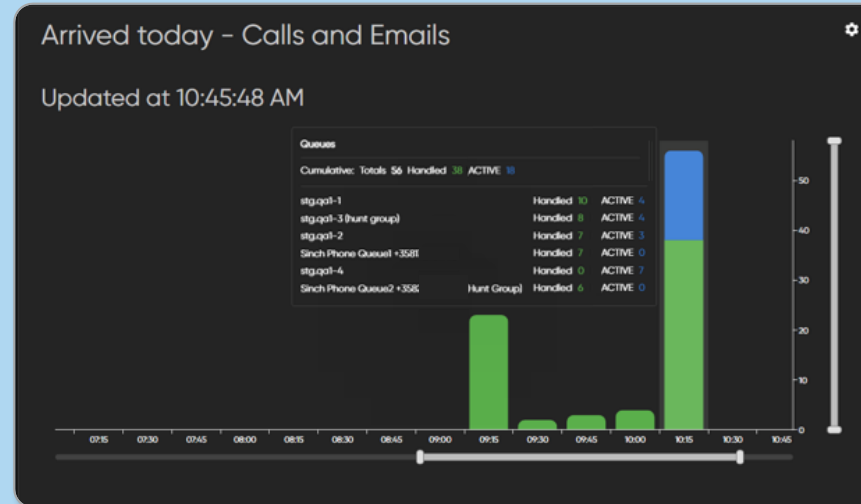
Provides a clear picture of total inbound traffic for the day, helping you spot volume spikes as they happen.

Display Options:

- Numeric: Choose between a per-queue breakdown or a single cumulative total.
- Bar Chart: Visualize trends over time.

Deeper Insights:

- Active vs. Handled: The cumulative count segments data to show how many conversations are currently active versus those already completed.
- 15-Minute Breakdown: A smart popover on the bar chart reveals volume distribution per 15-minute reporting cycle, perfect for identifying busy periods.



The various formats of the 'Arrived today' card statistic as numeric or bar chart and data either per queue or cumulative

Visualizing campaign progress

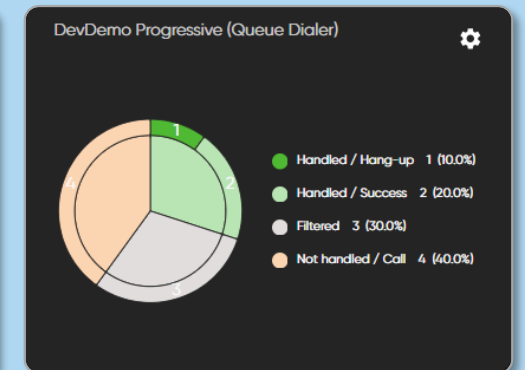
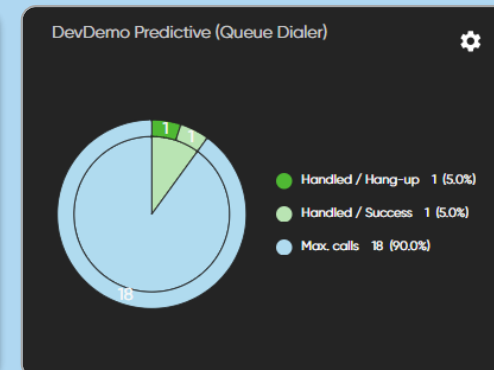
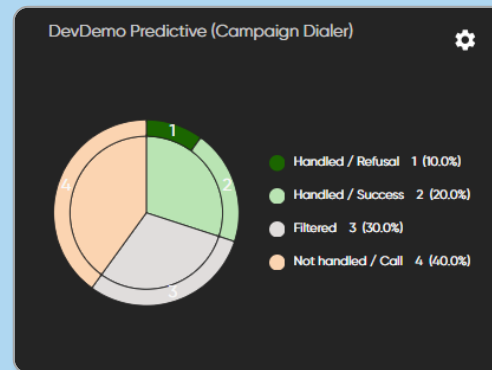
Keep a real-time pulse on your outbound campaign operations with a clear, graphical progress indicator.

Utilizes a modern Nested Pie Chart to represent the distribution of call results and campaign status.

Flexible Detail Levels:

- Standard View: A clean chart with a legend for quick "at-a-glance" status checks.
- Detailed View: Adds key campaign metrics alongside the chart, giving supervisors a comprehensive status report in a single card.

Benefit: Allows managers to instantly observe if a campaign is on track or falling behind.



The various formats of the 'Campaign' card

Stay informed: Disruption event card



Keeps users fully aware of the system status by tracking Current, Planned, and Past disruption events.

Events are displayed in a structured Data Grid format for easy reading.

Flexible Detail:

- Customizable Views: Users can select between Short or Long text definitions for columns, allowing for either a compact summary or a detailed description.
- Targeted Info: Configure one specific disruption set per card and use Filtering options to show only relevant events.

Benefit: Reduces confusion during outages or maintenance by placing critical status updates directly on the dashboard.

Disruption events : ACE Internet

Columns Filters Density Export

Modified	Status ↑	Region / Short name	Reason / Short name	Estimate / Short name	Internal notes
12/10/2025, 1:58:27 PM	Active	GB	Maintenance break	Time undetermined	Week 50 London city power station switchover
12/10/2025, 1:53:32 PM	Upcoming	GB	Maintenance break	Approx 15mins	Week 50 London SW power station switchover
12/10/2025, 1:54:24 PM	Upcoming	GB	Maintenance break	Approx 15mins	Week 50 London N power station switchover
12/10/2025, 1:56:39 PM	Upcoming	GB	Maintenance break	Approx 15mins	Week 51 London W power station switchover
12/10/2025, 1:55:15 PM	Upcoming	GB	Maintenance break	Approx 15mins	Week 50 London E power station switchover
12/10/2025, 1:55:59 PM	Upcoming	GB	Maintenance break	Approx 15mins	Week 51 London S power station switchover
12/10/2025, 1:51:31 PM	Ended	GB	Maintenance break	Approx 15mins	Week 50 London SE power station switchover
12/10/2025, 1:51:49 PM	Ended	GB	Maintenance break	Approx 15mins	Week 50 London NE power station switchover
12/10/2025, 1:52:43 PM	Ended	GB	Maintenance break	Approx 15mins	Week 50 London NW power station switchover

Rows per page: 250 1-9 of 9

The 'Disruption events' card.

Transcript column in Conversations view

Conversation View now tracks transcription availability.

A specific icon in the Transcript column flags all transcribed phone call conversations.



Filters

X

Columns
Transcript

Operator
is

Value
true

X

and

Columns
Transcript / ...

Operator
contains

Value
agree

Conversations can be filtered to show conversation with or without transcriptions. (a separate filter also allows searching of transcripts by text)

Dashboard

Conversations (5)

Columns

Filters

Density

Export

Start time
01/01/2025 00:00

End time
11/22/2025 00:00

Search

Subty...	Source na...	Queue	Status	Agent	Arrival time	Connection time	Disconnect...	Queuing ...	Waitin...	Handling...	Total dur...	Rec...	Transcript	Internal notes	Agent view
	Bes	Sinch Phone Queue1 +35817...	Handled	Jouni	1:54:59 PM, 10/29...	1:55:03 PM, 10/29/2025	1:55:41 PM, ...	00:04	00:04	00:38	00:44				
	Bes	Sinch Phone Queue1 +35817...	Handled	Jouni	1:40:34 PM, 10/29...	1:40:46 PM, 10/29/2025	1:40:58 PM...	00:12	00:12	00:11	00:26				
	Bes	Sinch Phone Queue1 +35817...	Handled	sales.manager20	1:38:59 PM, 10/29...	1:39:08 PM, 10/29/2025	1:40:18 PM...	00:09	00:09	01:10	08:32				
	Bes	Call.Sales1	Handled	sales.manager20	1:35:37 PM, 10/29/...	1:35:40 PM, 10/29/2025	1:38:32 PM...	00:03	00:03	02:53	03:00				

Transcript indicator in Dashboard

Internal notes column in Conversations view

Conversation View now tracks the presence of internal notes.

A specific icon in the Internal notes column flags all conversations that have internal notes.



Filters

×

Columns

Internal notes

Operator

is

Value

true

Conversations (5)

Columns

Filters

Density

Export

Start time

01/01/2025 00:00

End time

11/22/2025 00:00

Search

Subty...	Source na...	Queue	Status	Agent	Arrival time	Connection time	Disconnect...	Queuing ...	Waitin...	Handling...	Total dur...	Rec...	Transcript	Internal notes	Agent view
	Bes	Sinch Phone Queue1 +35817...	Handled	Jouni	1:54:59 PM, 10/29...	1:55:03 PM, 10/29/2025	1:55:41 PM, ...	00:04	00:04	00:38	00:44				
	Bes	Sinch Phone Queue1 +35817...	Handled	Jouni	1:40:34 PM, 10/29...	1:40:46 PM, 10/29/2025	1:40:58 PM...	00:12	00:12	00:11	00:26				
	Bes	Sinch Phone Queue1 +35817...	Handled	sales.manager20	1:38:59 PM, 10/29...	1:39:08 PM, 10/29/2025	1:40:18 PM...	00:09	00:09	01:10	08:32				
	Bes	Call.Sales1	Handled	sales.manager20	1:35:37 PM, 10/29/...	1:35:40 PM, 10/29/2025	1:38:32 PM...	00:03	00:03	02:53	03:00				

Conversations can be filtered to show conversation with or without internal notes. (separate filter also allows searching of internal notes by text)

Internal notes indication in Dashboard

New Dashboard

Out with the old, in with the new! 🎉

New Dashboard has now reached a good feature parity marker for its predecessor to be retired in a coming release.

🌐 Access Your New Dashboard

Basic Auth URL:

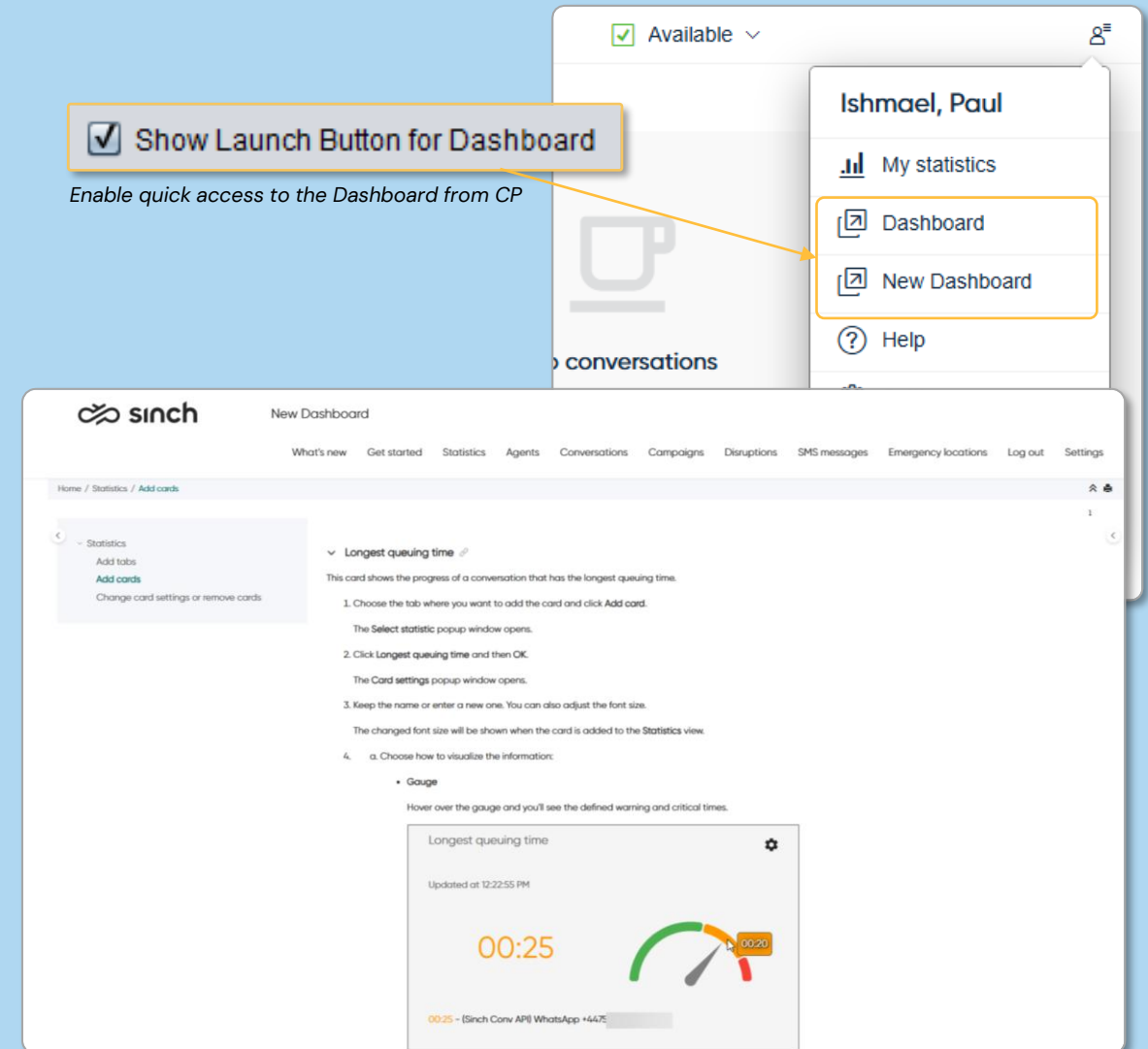
[https://\[your-tenant\]/dashboard/](https://[your-tenant]/dashboard/)

SSO URL:

[https://\[SSO\]/\[your-tenant\]/dashboard/](https://[SSO]/[your-tenant]/dashboard/)

✅ Pro's Tip: Enable "Show launch button for Dashboard" in SC template settings for quick access from CP.

📌 Starting 26q1: All dashboard documentation will reference only the New Dashboard.



Documentation will now refer to the New Dashboard

Integrations

enablers and improvements



Automatic attachment upload for SAP Service Cloud (V1)

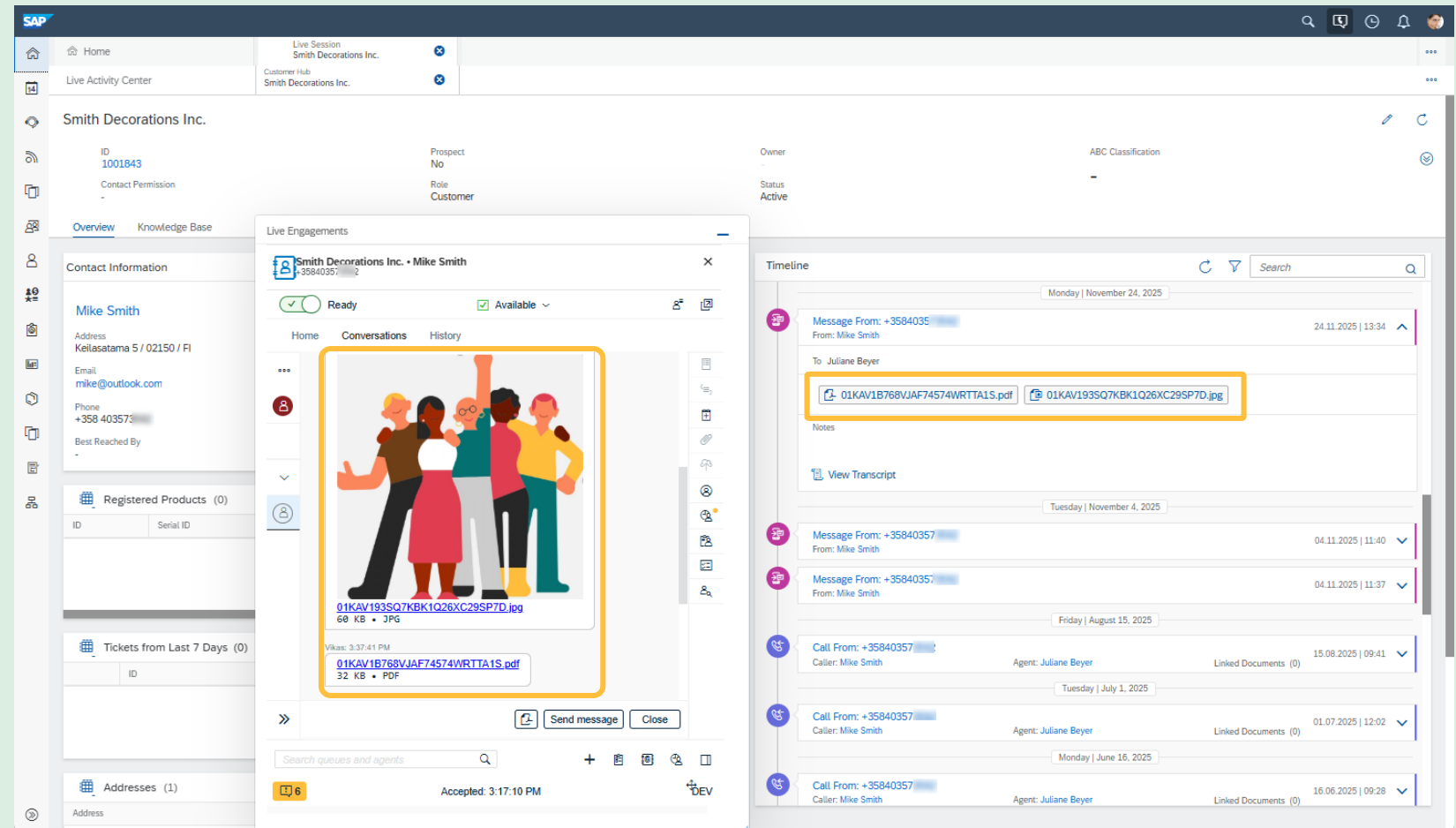
Files exchanged during conversational chats are now automatically uploaded to SAP Service Cloud (V1).

This covers all conversational channels (WhatsApp, RCS, FB messenger, etc.), and Sinch Chat.

How it Works: Once the chat ends, attachments (images, docs, videos) are automatically uploaded to C4C and displayed in the Customer Hub Timeline.

How to get this: Create a service request to Contact Pro operations team to enable the orchestration layer. Configuration of this functionality is done in EDI.

Benefit: Ensures a unified and comprehensive customer interaction history within SAP Service Cloud.



SAP Service Cloud (V1) timeline displays the conversation attachments

Advanced string manipulation

We are introducing powerful Python-style string functions directly within Event-Driven Integrations, giving you granular control over data variables.

Key Use Cases:

- **Precision Slicing:** Extract specific segments like area codes or year digits from any data variable.
- **Find & Replace:** Easily remove unwanted prefixes or standardize terminology.
- **Regex Support:** Use advanced pattern matching for complex validation and sanitization, for example:
 - Data Sanitization: Strip non-numeric characters from phone numbers.
 - Data Masking: Obfuscate sensitive PII (like email usernames) while keeping domains visible.
 - Format Validation: Normalize whitespace and special characters.

Benefit: Reduces the need for external scripting by handling complex data transformations, like PII masking or phone number cleaning, natively within the EDI flow.

Unrestricted usage for edi://echo

We have updated the EDI configuration limits.

While the limit of 3 configurations per Queue/Direction/Event remains for external integrations to ensure stability, `edi://echo` queries are now exempt from this count.

You can now add as many internal data processing steps as needed for any specific Queue or Event.

Benefit: This empowers administrators to build sophisticated, multi-step data workflows, such as setting variables or reformatting data.

Miscellaneous

improvements



Dual Sinch Contact Center (DSCC)

Project status update 12/2025

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*



December 2025 status:

- From now on, in EU, we will provision all new customer tenants in DSCC model.

What's next

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

* Planned timeline applicable for changes

API enhancements

- CMI/Messages resource now follows SC – Queue – Numbers/addresses – SMS Sender ID field
- CMI/Contacts can now search from call transaction with full text search
- CMI/Contacts now returns if a conversation has internal notes, hasRemarks:true/

- System Configurator – System Service – Recording Settings – Automatic File Removal parameter has been fixed to delete the recordings in cloud environment. Additionally, the parameter deletes CTR (Contact Trace Record) files.
Note: the recommendation remains to use Data Retention parameters instead of this one.
- Additional campaign views of 'All customers' and 'My called customers' added to the new dashboard.
- Improvements made to Communication Panel's email editor based on customer feedback.



Planned release dates for 26q1

Release to Customers' test tenants December 30th, 2025

Release to Customers' production tenants January 24th, 2026

Follow us on YouTube – Sinch Contact Pro

<https://www.youtube.com/playlist?list=PLDWxiKsSIVPKgNU-zKJWGZeur78UqIT6t>

Sinch Contact Pro community page

https://community.sinch.com/t5/Contact-Pro/bd-p/Contact_Center

Contact Pro Documentation

<https://docs.cc.sinch.com/>

End
of Show and Tell
presentation