

Contact Pro 26q2

Show and Tell – March 2026





The Contact Pro 26q2 release places our users at the heart of the experience, making their daily work easier and more intelligent through powerful AI assistance and beautifully redesigned, efficiency-focused tools.

Our deep integration with SAP Service Cloud V2 remains a long-term strategic priority, and we will continue to introduce new capabilities in the coming releases. With 26q2, we are automating entire workflows – from creating cases during the initial bot interaction to delivering AI-powered call summaries directly to the C4C timeline. This ensures agents have full context instantly, without manual effort.

We are also introducing Video Assistance, a true game-changer for many customer service teams. It enables agents to see exactly what the caller is seeing, transforming remote troubleshooting and accelerating resolutions. This, combined with a major visual refresh of the chat UI, creates a more modern and effective agent workspace.

Furthermore, we continue to enhance our New Dashboard with more flexible service level visualizations and user group filtering, providing leaders with the clear, actionable insights they need to manage their teams effectively.

Overall, the 26q2 release delivers a smarter, more automated, and deeply integrated platform. I am incredibly proud of the team's dedication to these improvements, which empower our users to solve customer issues faster and more collaboratively.

Markku Helin, Head of Product, Sinch Contact Pro



Agenda

This 26q2 Show and Tell presentation is available on Sinch Contact Pro [Contact Pro Community Pages](#).

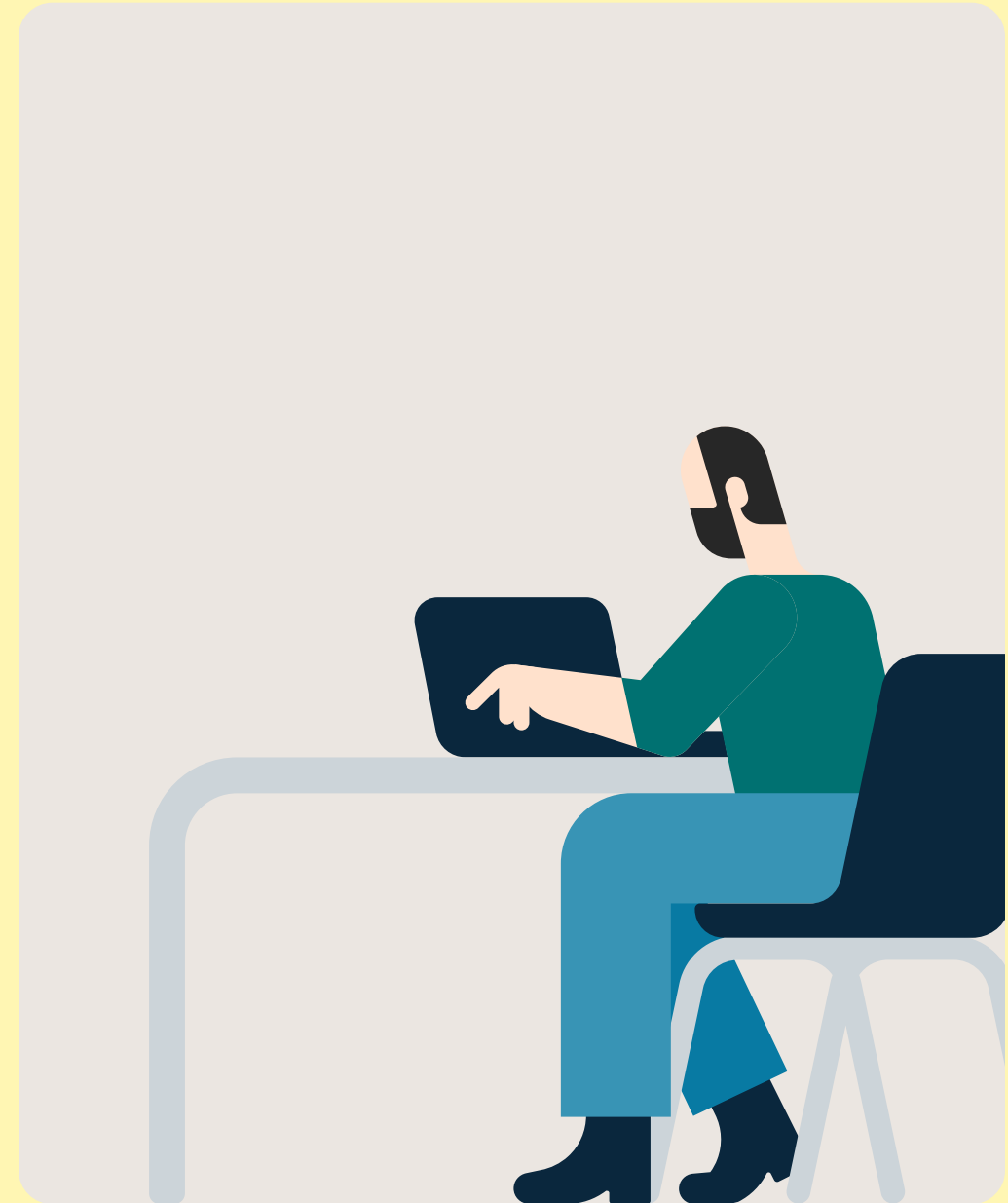
List of all changes including corrections will be available in [What's new](#).

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

SHOW AND TELL 26Q2

Communication Panel

content and usability enhancements



Chat view enhancements

Chats view makeover

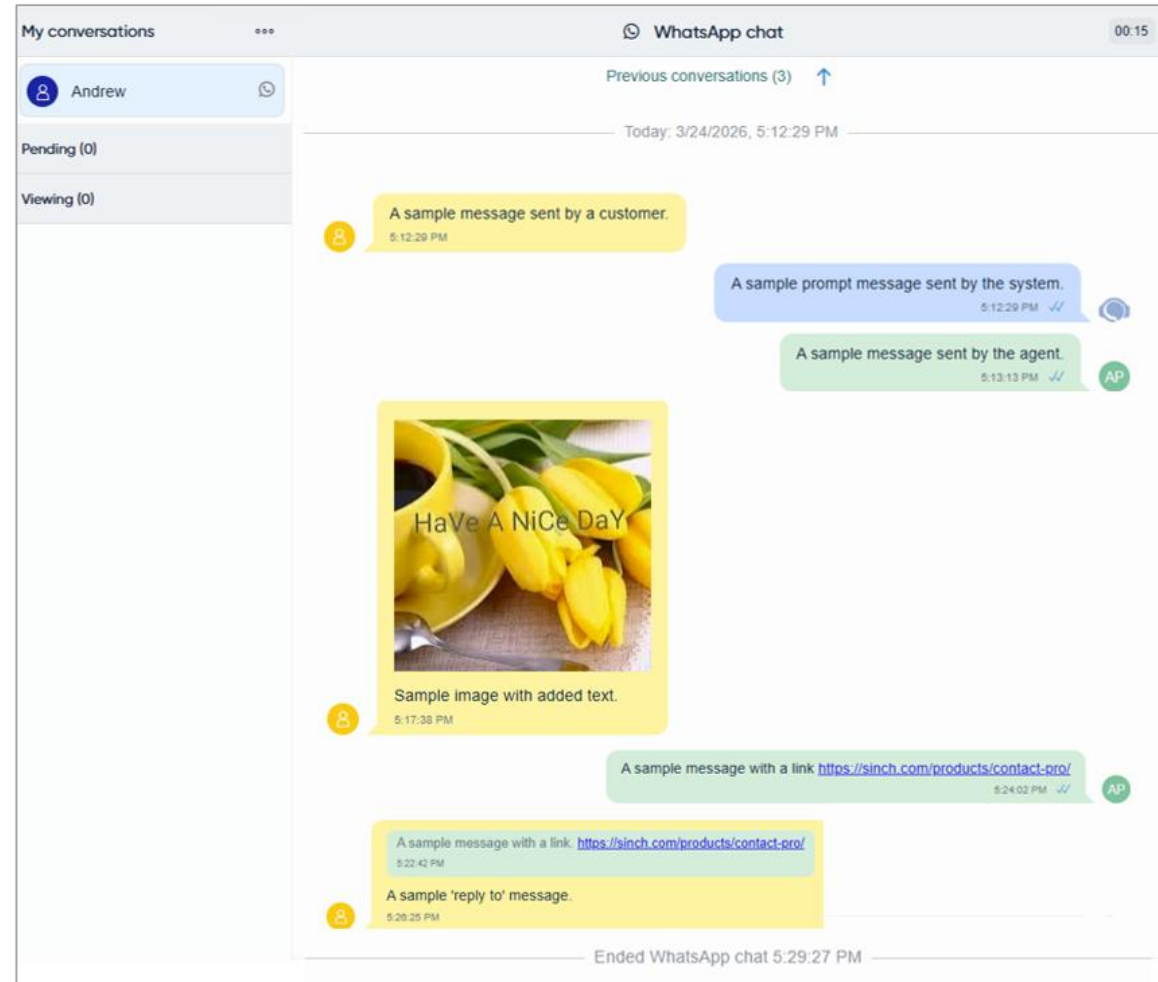
Experience a refreshed chat view with a cleaner layout, revised chat bubbles, and theme-based colours that make your conversations clearer, more modern, and easier to follow.

Benefit: Stay focused, with a friendly look and feel for every chat conversation.

Modern layout

- Customer messages in yellow
- Agent messages in green
- System messages, such as prompts in blue

Benefit: Personalize your chat experience by with the theme of your choice.



The revised active chat view with the Sinch theme applied

Sinch theme enhancements

Complementing theme change

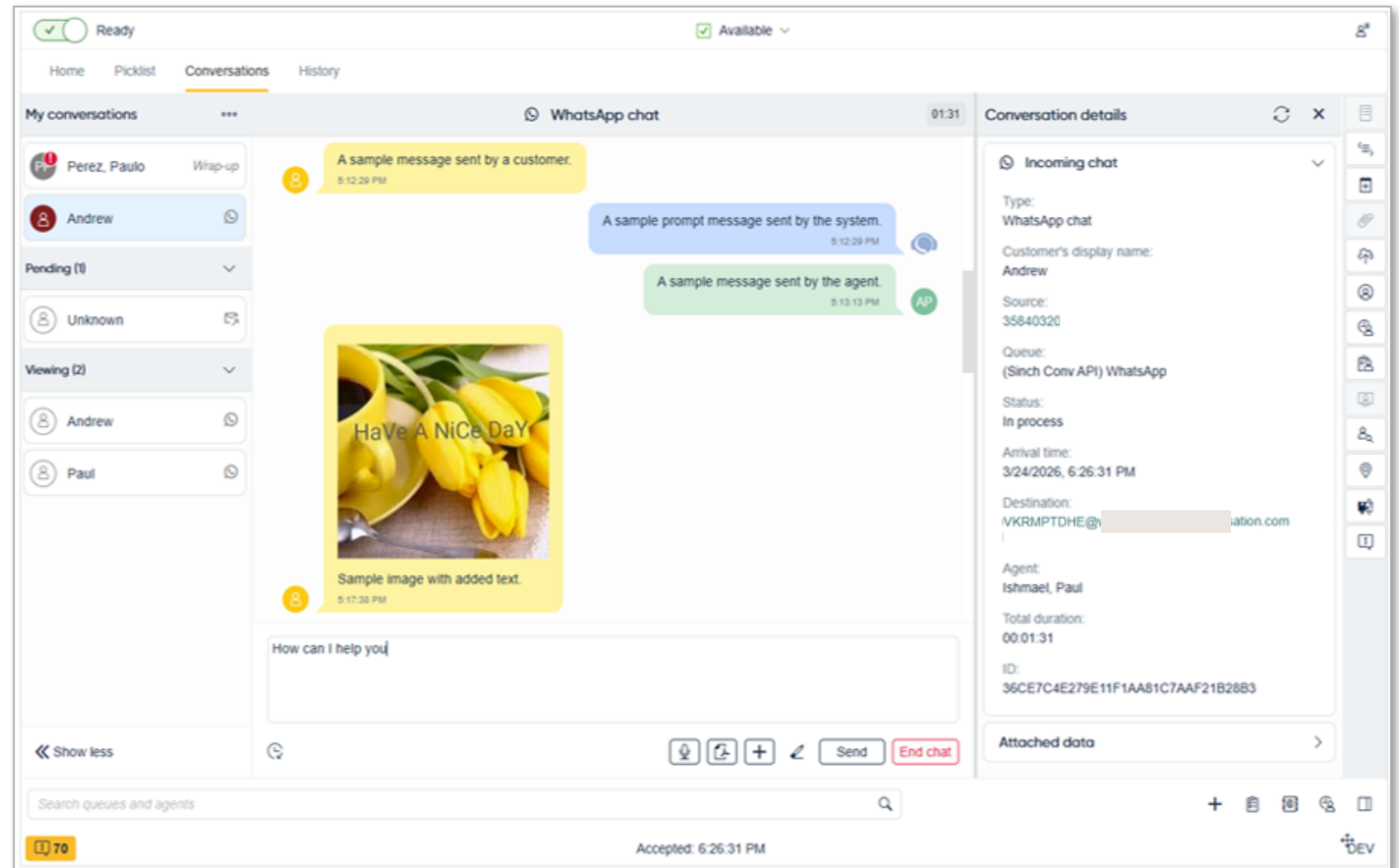
The Sinch theme features a refreshed visual design that aligns with the updated chat view experience it's also been extended to both light and dark themes. This revision introduces a modernized Sinch colour palette and updated UI components, creating a more cohesive and visually balanced interface.

Benefit: Delivers a clearer, more intuitive, and visually consistent user experience across the Communication Panel.

Summary of changes:

- Complementing Sinch brand colours
- Chat view colours based on light or dark theme selected by user
- Revised look to the Extension area
- Using cards rather than the previous panels
- More options to collapse or expand cards

Benefit: A cleaner UX experience



Enhancements made to the Sinch theme

SHOW AND TELL 26Q2

Chat, messaging and email

improvements



WhatsApp privacy feature

Business Scoped User IDs (BSUIDs)

Starting in June 2026, WhatsApp is enhancing user privacy by allowing users to hide their phone numbers from businesses.

Instead of a phone number, businesses will see a unique identifier called a Business Scoped User ID (BSUID).

This also allows you to present your business with a name instead of just a number.

In short, while the underlying identifier is changing for privacy reasons, the WhatsApp workflows within Contact Pro will remain consistent.

Feature	How it's changing
Contact ID	Instead of a phone number, you will see a BSUID (e.g., US.13491208655302741918). Sinch Conversation API and Contact Pro are prepared to handle this.
CRM integration	When integrated with your CRM, the BSUID will be formatted like an email address (e.g., US.13491208655302741918@whatsapp.com).
Outbound Messages	You can continue to initiate conversations and send messages using a customer's known phone number, even if they have chosen to hide it.
Opt-in & Templates	The processes for user opt-in and sending WhatsApp templates will not change.
ID Uniqueness	Each BSUID is unique to a specific user and your business, ensuring you can still track individual customer conversations accurately.

Inbound Message Scenarios (Customer Initiates Conversation)

This is how Contact Pro will display information based on whether the customer has enabled WhatsApp's phone number privacy feature.

Customer's action	What you see in Contact Pro
A customer with a private BSUID starts a conversation.	The customer's BSUID is displayed.
A customer without a private BSUID starts a conversation. (In other words, customer has decided to continue showing the phone number.)	The customer's phone number is displayed.

Outbound Message Scenarios (Agent Initiates Conversation)

This explains what happens when an agent sends the first message from Contact Pro.

Agent's action	Result
An agent sends a message using a phone number to a customer who has a private BSUID.	The conversation in Contact Pro will be associated with that phone number. All subsequent interactions in that chat will be linked to the phone number, not the BSUID.
An agent attempts to send a message using a BSUID.	This is not currently possible in Contact Pro. Agents must use a phone number to initiate outbound WhatsApp conversations.



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Dashboard

content and usability enhancements



Statistics view: Service level card

Flexible Service Level Visualization

The new Service Level card offers multiple ways to visualize this key metric.

You can display your service level in the format that best fits your needs. Service level is calculated as

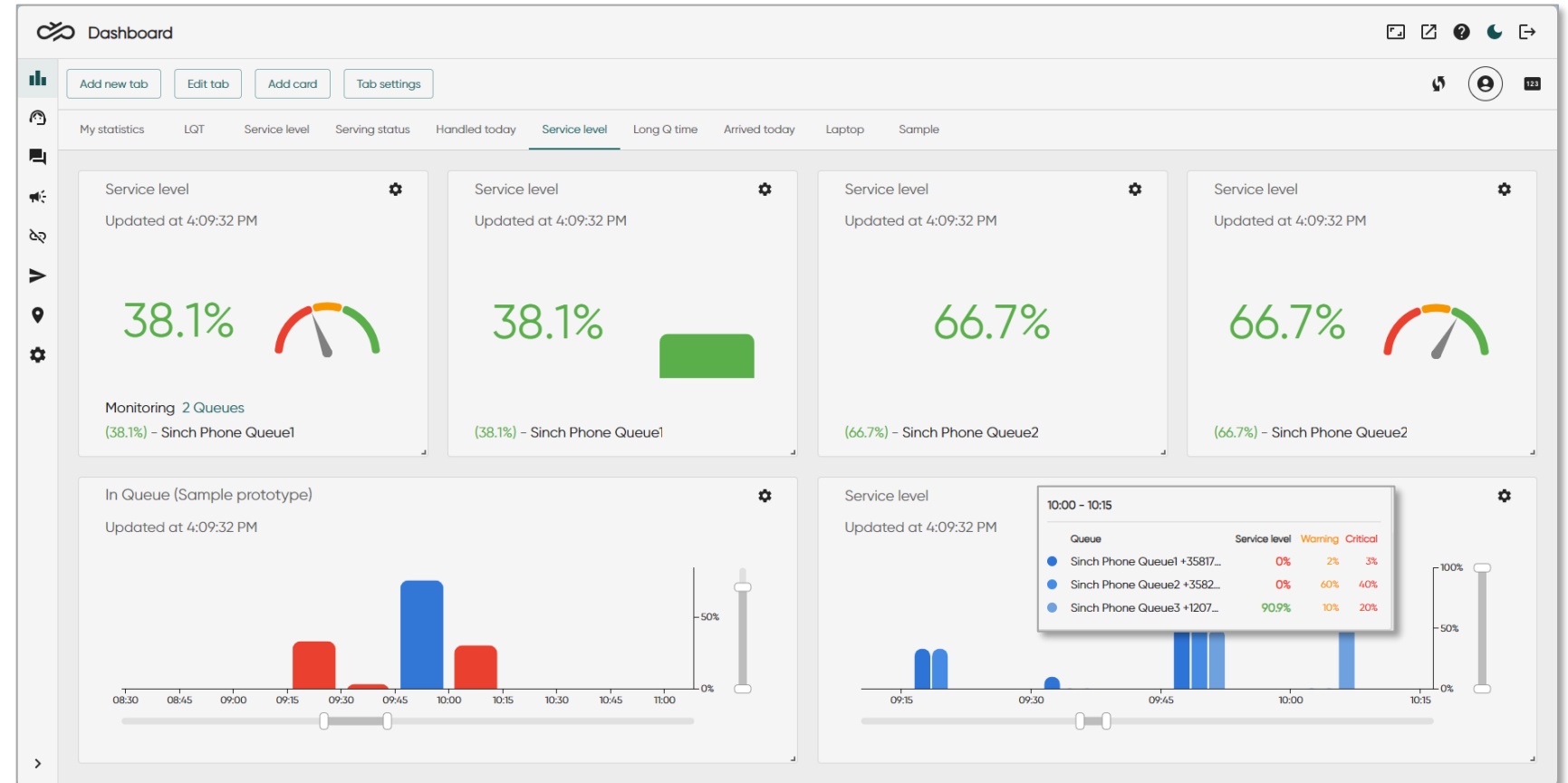
$$100 \times \frac{\text{Answered on time}}{\text{Handled} + \text{Abandoned}}$$

Choose from a real-time gauge for at-a-glance checks, a bar for clearer comparisons, a minimal percentage, or an integrated chart for trend analysis.

This flexibility allows teams to interpret performance in the way that is most useful for their daily operations.

Benefit: This flexibility helps teams interpret performance in the format most useful for their daily operations.

Note: The service level cards are also dependant on the queue settings of 'Answered on time limit' being set, as well as the service level thresholds for critical and warning levels for the gauge and bar scaling and threshold colours.



The various representations of the Service level card in the New Dashboard.

Data grid User group column

User Groups

Contact Pro enables organizations to configure users into defined user groups, allowing businesses to represent their teams, departments, or divisions as structured, grouped entities.

Building on this foundation, the new Dashboard now displays users according to their defined user groups, making it easier to view, manage, and interact with team-based data in a clear and organized way

Benefit: reducing manual selection of users, ensuring faster, more consistent selections than choosing individual users one by one

 Dashboard

Agent information

Today's statistics

Queues

Agents (9)

Columns

Filters

Density

Export

User group	Agent	Availability	Profile
Demo User Grp A	User1, Demo	Logged out	Available
Demo User Grp A	User3, Demo	Logged out	Available
Demo User Grp A	User5, Demo	Logged out	Available
Demo User Grp A	User9, Demo	Logged out	Mobile App User
Demo User Grp B	User2, Demo	Logged out	Available
Demo User Grp B	User4, Demo	Logged out	Profile 6 (Empty Q Gr
Demo User Grp C	UserX, Demo	Logged out	Profile 2 (G2 Email)
Demo User Grp C	Supervisor, Demo	Logged out	Available
Demo User Grp C	User, Demo	Logged out	Mobile Device

User group column data added to applicable Dashboard views

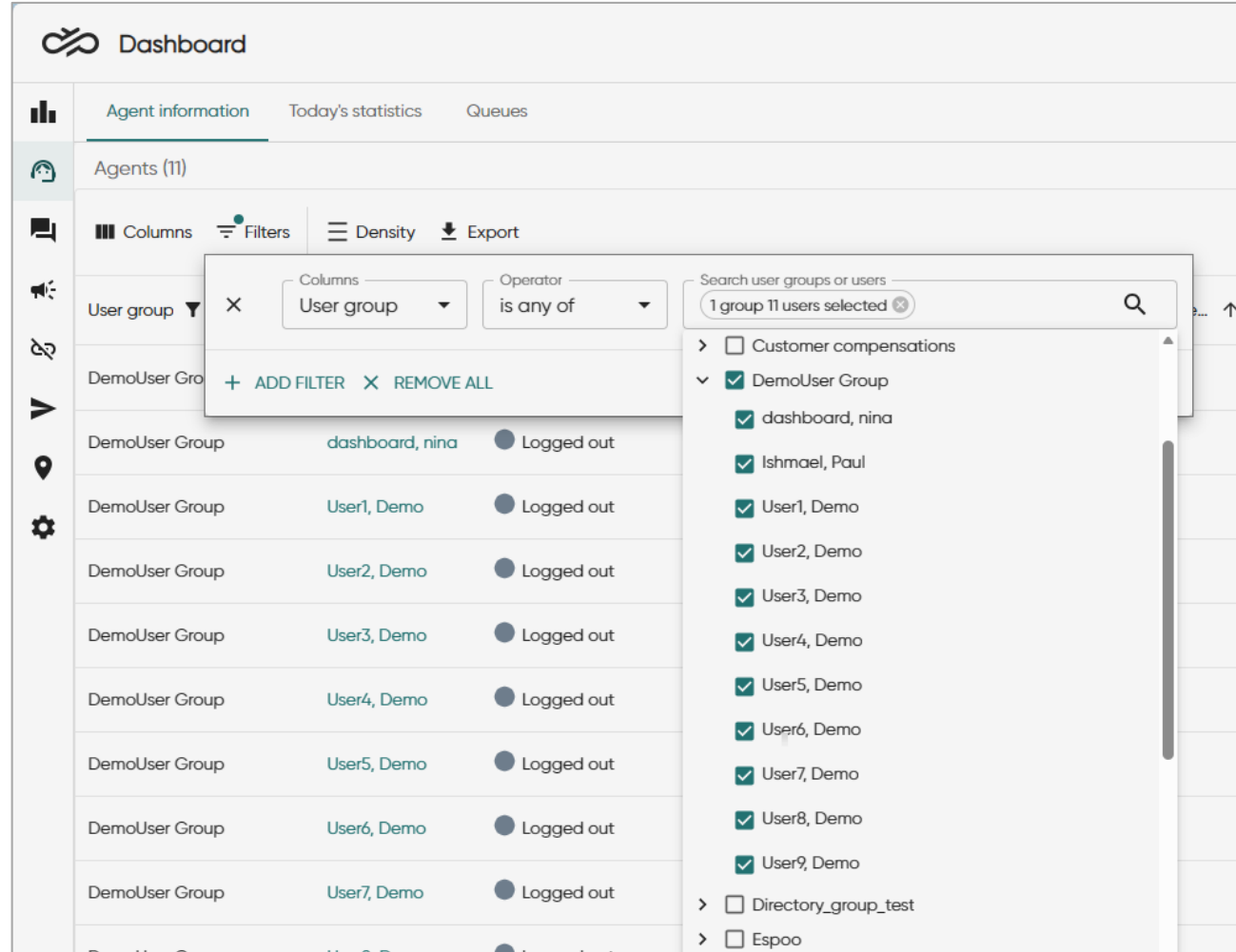
Data grid User group filter

Quicker filtering of users

The Dashboard UI now supports user group-based filtering, making it easier to manage and refine applicable views.

Users can quickly include an entire group by selecting the group-level checkbox or choose only specific individuals within that group for more granular control.

Benefit: This added flexibility helps tailor dashboard insights to exactly the team members needed.



Statistic view in the New Dashboard.

Old Dashboard reaches EOL

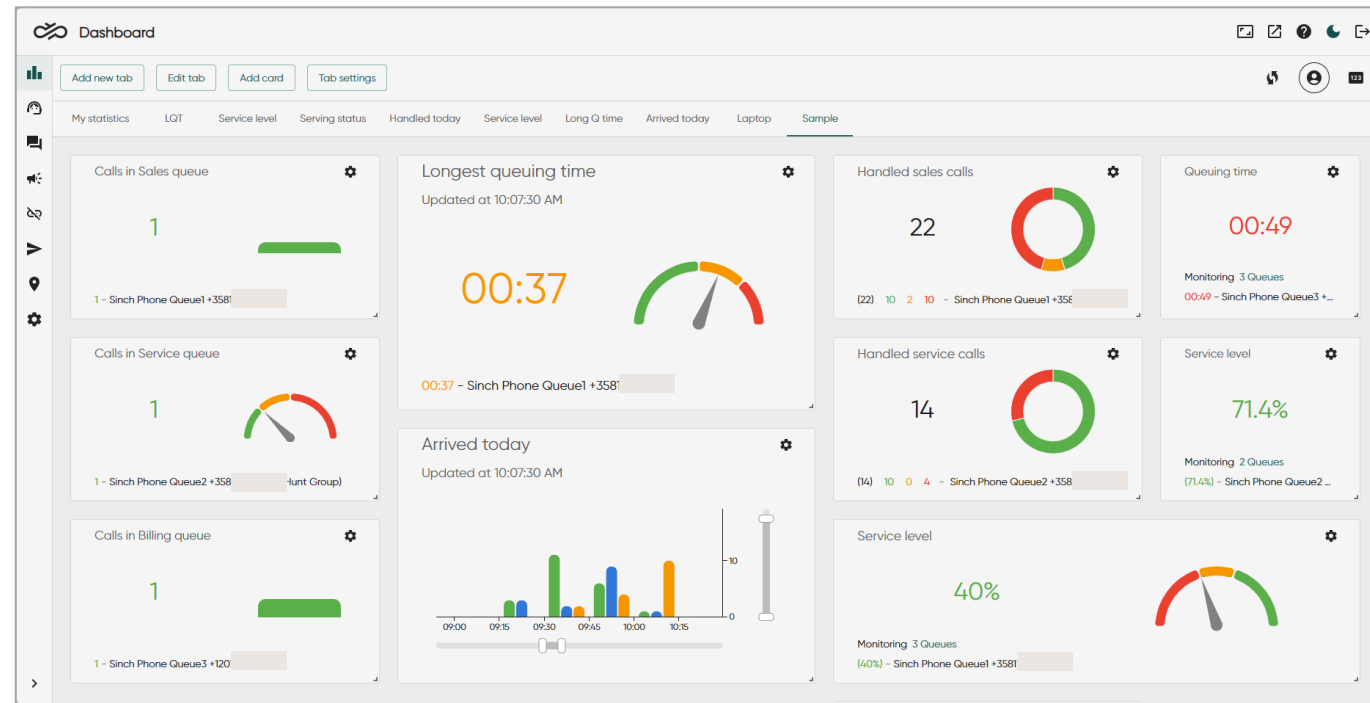
'Out with the old, in with the new'

The legacy Supervisor Dashboard UI is scheduled for end of life (EOL) with an upcoming 2026 release TBA.

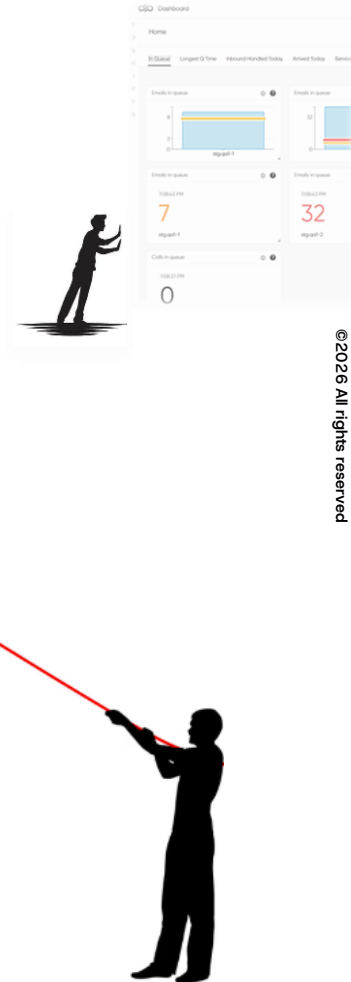
To ensure continued functionality and access to the latest features, users are strongly encouraged to recreate their existing dashboard cards in the New Dashboard experience.

Transitioning now will help avoid disruption and ensure a smooth upgrade when the legacy UI is retired.

Benefit: The New Dashboard delivers improved clarity and efficiency with refreshed card layouts, richer data presentation, and more flexible filtering options.



Revised Dashboard experience .



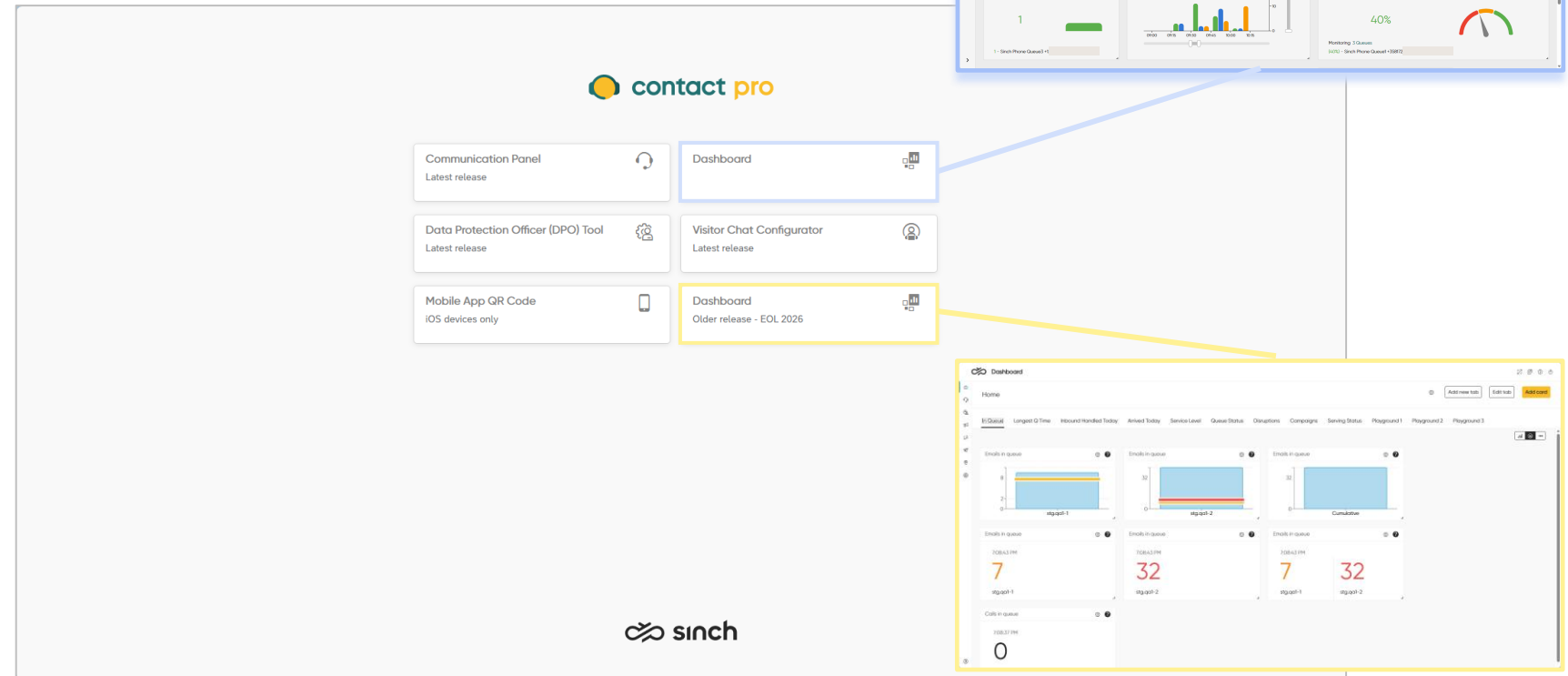
Dashboard access from Launchpad

Contact Pro's Launchpad

The Launchpad's existing Dashboard button now opens the New Dashboard by default, giving users direct access to the updated experience.

To support a smooth transition, an additional temporary button has been added that still links to the older Supervisor Dashboard.

Benefit: This allows teams to adjust at their own pace during Q3 while preparing for the legacy dashboard's retirement.

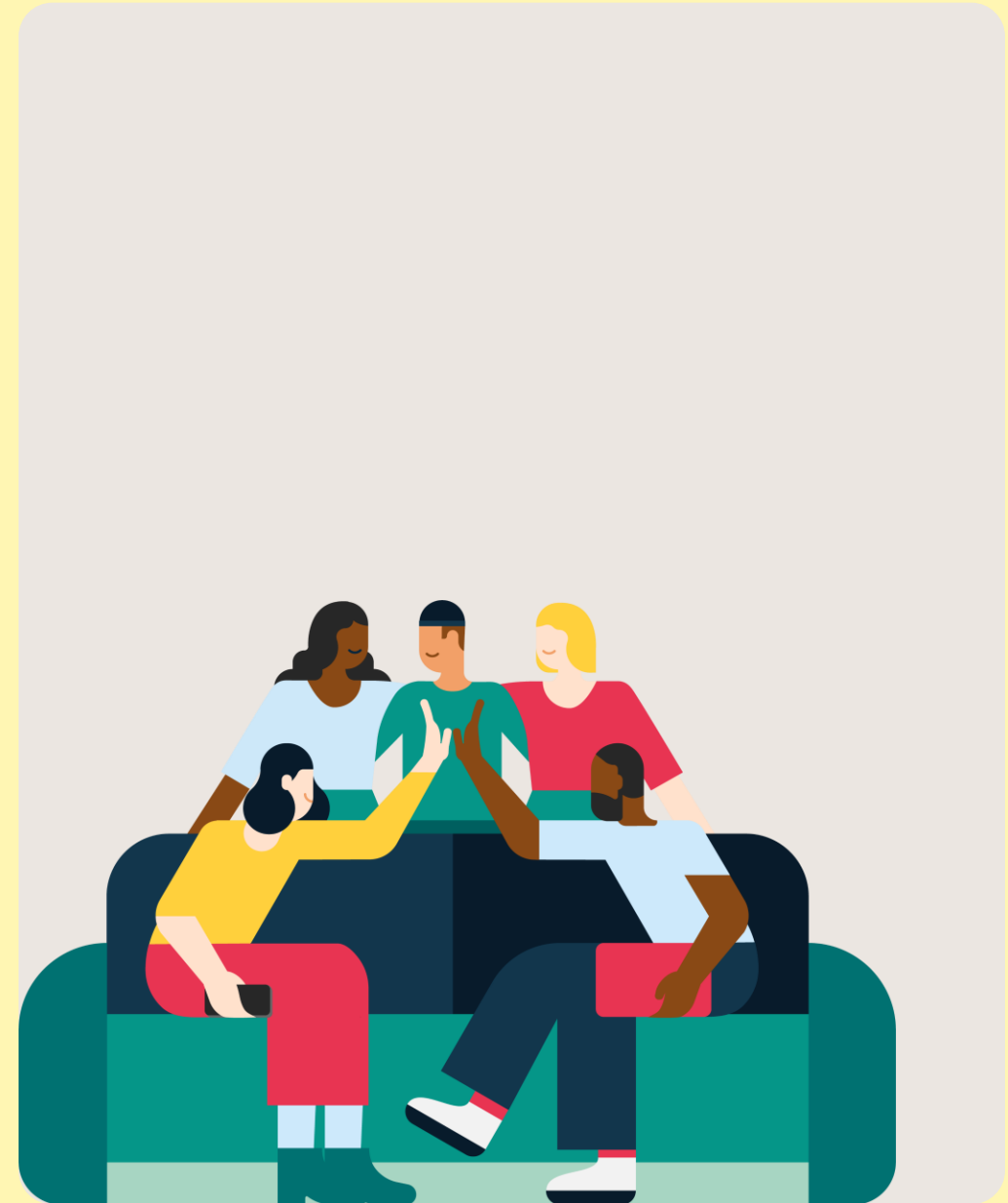


Launchpad's Dashboard button and temporary access to the old Dashboard during the 26Q3 release.

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Integrations

enablers and improvements



Video assistance

Live video support during voice calls

Agents can now invite customers to a live video session directly from an ongoing voice call.

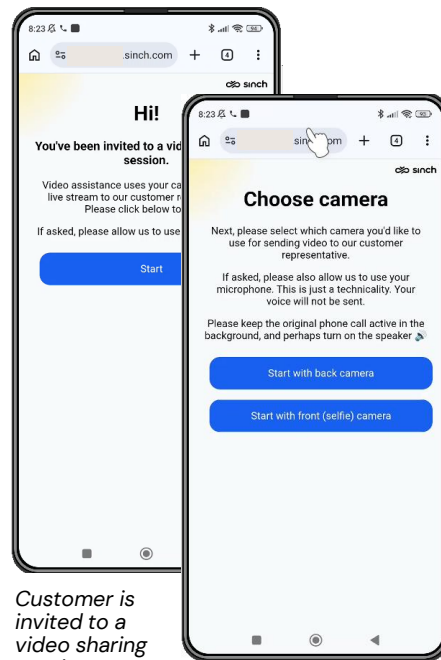
The agent sends an SMS invitation, and the customer joins the session instantly through their phone's web browser. No application download is required.

Clicking the SMS link opens a browser-based visitor page on customer phone, where the customer can choose their camera and join the video session instantly.

Agents can toggle between a full-screen or picture-in-picture view to get the best possible perspective.

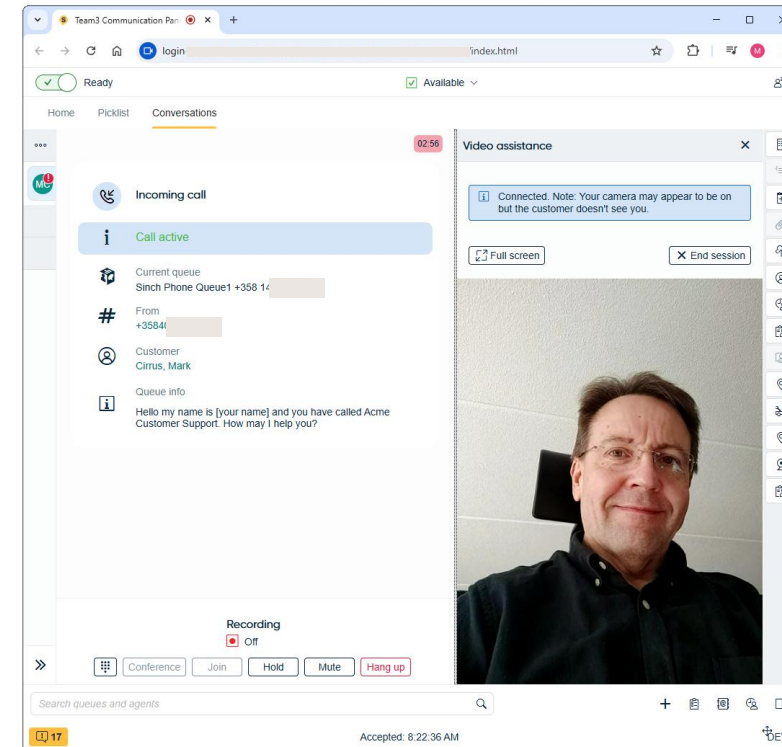
This feature is ideal for any scenario where seeing the problem is key, such as technical support, product demonstrations, or remote claim assessments.

Video assistance is available in 26q2 as open Beta.



Customer is invited to a video sharing session. Invite URL is delivered using SMS.

Customer can choose between the back camera and front (selfie) camera.



Customer's video stream is shown on Communication Panel next to the ongoing phone call. In this example customer is sharing the front (selfie) camera.



Customer sees the video stream that is sent to the agent.

Customer can stop the video streaming at any time.

Video assistance

Live video support during voice calls

Business Benefits

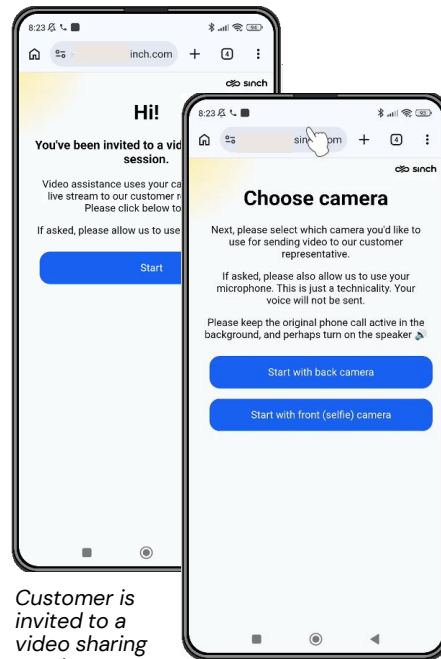
Resolve complex issues faster: Visually diagnose problems in real-time, reducing troubleshooting steps and call duration.

Improve first contact resolution: Solve issues on the first attempt by seeing exactly what the customer sees.

Enhance customer experience: Provides an immediate and effective way to solve problems, showing customers that you are equipped to help.

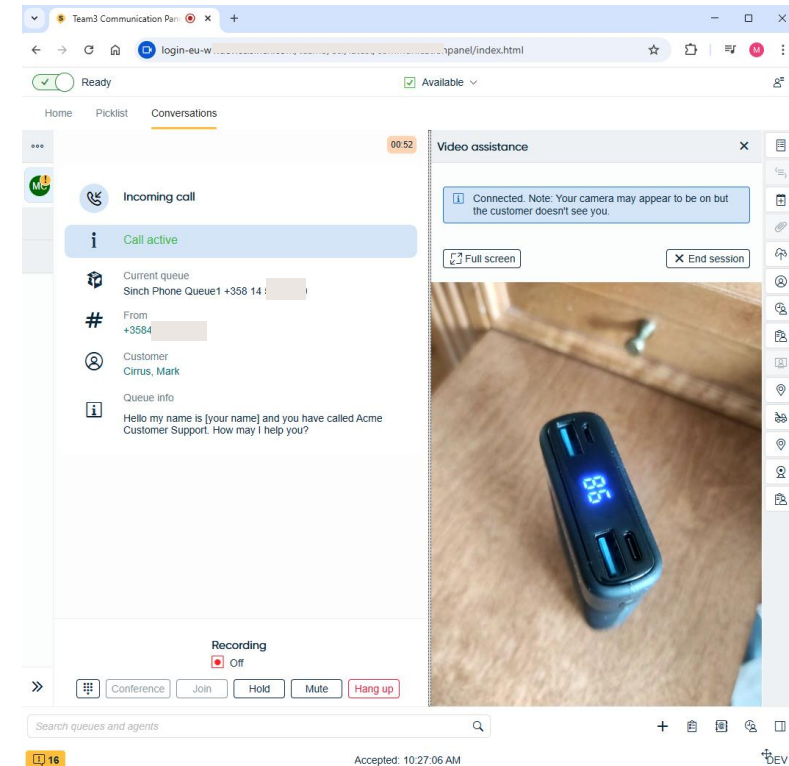
Reduce on-site visits & product returns: Handle issues remotely that would have previously required a technician visit or a product return.

Video assistance is available in 26q2 as open Beta.



Customer is invited to a video sharing session. Invite URL is delivered using SMS.

Customer can choose between the back camera and front (selfie) camera.



Customer's video stream is shown on Communication Panel next to the on-going phone call. In this example customer is sharing the back camera.



Customer sees the video stream that is sent to the agent.

Customer can stop the video streaming at any time.

Video assistance configurations

Enable Sinch Voice In app calling application from the Sinch Dashboard.

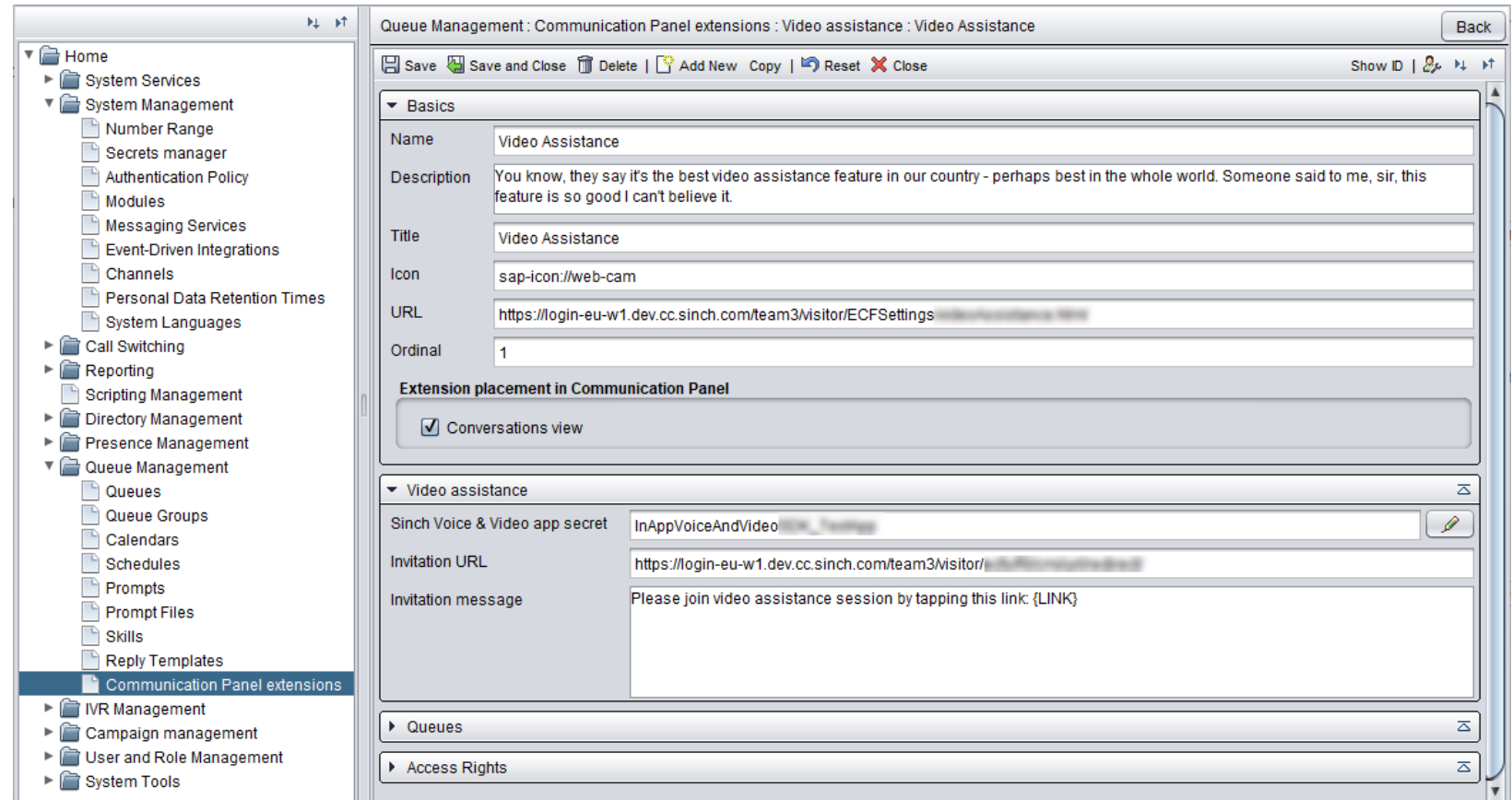
Configure App ID, Secret, and URLs in System Configurator → Communication Panel Extensions

Enable the feature for relevant queues and assign access rights.

Configure invitation SMS message text in System Configurator.

Customize the visitor-facing web page to match customer branding.

Note: The usage of video assistance requires the Sinch Voice and Video app.



Queue Management : Communication Panel extensions : Video assistance : Video Assistance

Save Save and Close Delete Add New Copy Reset Close Show ID

Basics

Name: Video Assistance

Description: You know, they say it's the best video assistance feature in our country - perhaps best in the whole world. Someone said to me, sir, this feature is so good I can't believe it.

Title: Video Assistance

Icon: sap-icon://web-cam

URL: https://login-eu-w1.dev.cc.sinch.com/team3/visitor/ECFSettings

Ordinal: 1

Extension placement in Communication Panel

☒ Conversations view

Video assistance

Sinch Voice & Video app secret: InAppVoiceAndVideo

Invitation URL: https://login-eu-w1.dev.cc.sinch.com/team3/visitor/

Invitation message: Please join video assistance session by tapping this link: {LINK}

Queues

Access Rights

Call transcript AI analysis and custom instructions

Voice call transcription AI Analysis can be customized as per customer business needs using custom instructions.

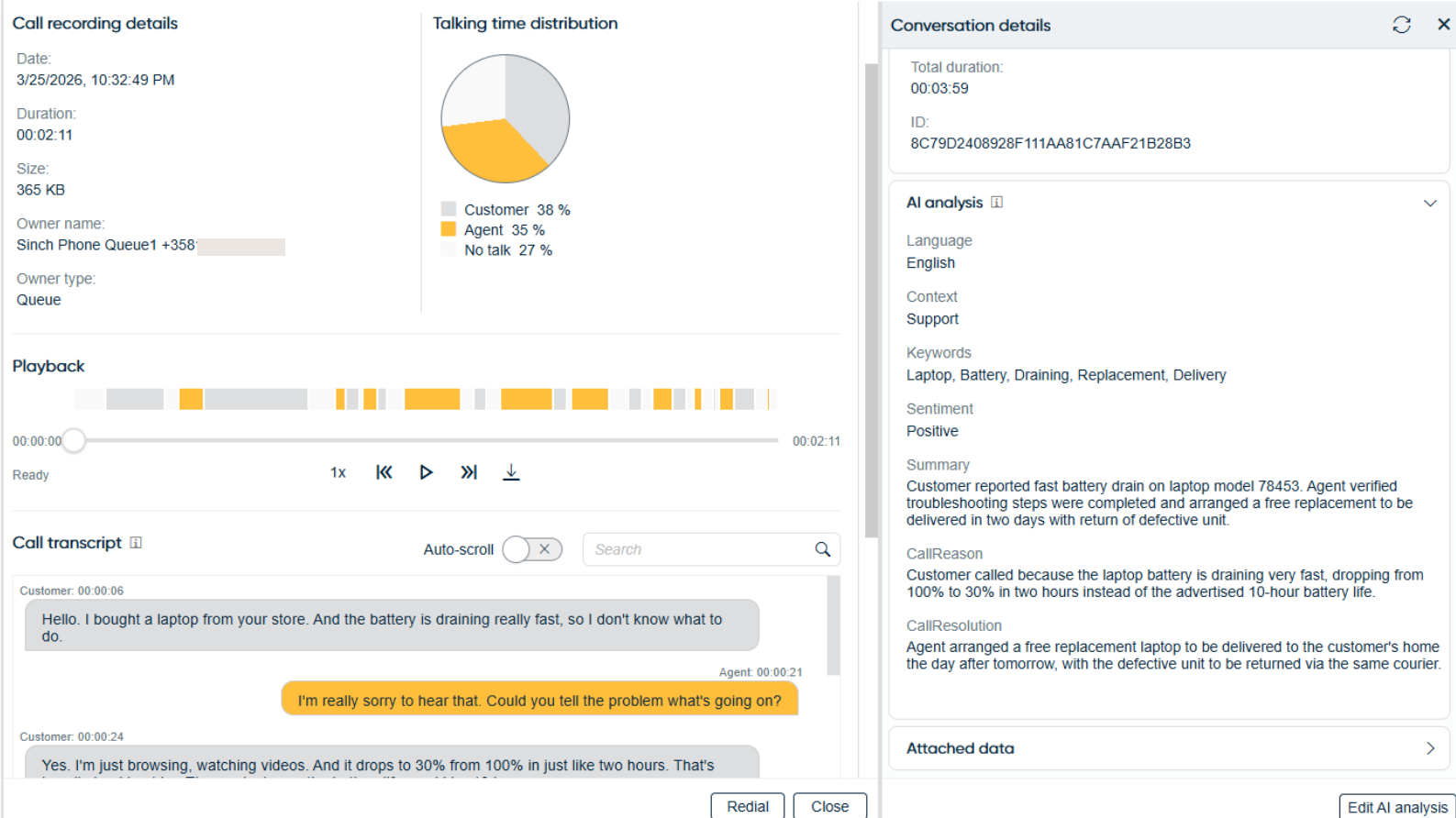
You can direct the AI to extract unique information, such as creating custom fields like "Call Reason" and "Call Resolution" directly from the transcript.

These instructions are managed via EDI configurations.

The analysis is powered by the upgraded Claude Sonnet 4.5 model, ensuring higher quality summaries, more accurate sentiment detection, and better keyword extraction.

Benefits:

- **Enforces business processes:** Ensures key information, such as call outcomes or reasons for contact, is captured consistently across all calls.
- **Structured data for reporting:** Extracts specific data points into custom fields, making it easy to report on and analyse the KPIs that matter most to your business.
- **Deeper, more accurate insights:** Leverages an advanced AI model to deliver more reliable and nuanced analysis of every customer conversation.



The screenshot displays the Sinch AI analysis interface, which is divided into several sections:

- Call recording details:** Includes Date (3/25/2026, 10:32:49 PM), Duration (00:02:11), Size (365 KB), Owner name (Sinch Phone Queue1 +358), and Owner type (Queue).
- Talking time distribution:** A pie chart showing the distribution of talking time: Customer (38%), Agent (35%), and No talk (27%).
- Playback:** A timeline slider from 00:00:00 to 00:02:11, with a play button and a download icon.
- Call transcript:** A section with an auto-scroll toggle and a search bar. It displays the transcript of the call, including the customer's initial complaint and the agent's response.
- AI analysis:** A section showing the results of the AI analysis, including Language (English), Context (Support), Keywords (Laptop, Battery, Draining, Replacement, Delivery), Sentiment (Positive), and a Summary of the call.
- CallReason and CallResolution:** Two custom fields created via EDI configurations, showing the reason for the call and the resolution provided.
- Attached data:** A section for additional data related to the call.

In this screenshot you can see two new fields in AI analysis, Call Reason and Call Resolution. This is achieved by custom prompting as follows:

"Add two new fields: CallReason and CallResolution

CallReason: 1-2 sentences on why the customer called.

CallResolution: 1-2 sentences on the resolution or agreed next steps, if none, set No resolution achieved during this call."

Email AI analysis and custom instructions

Emails are automatically AI analysed as soon as they enter the queue, with insights available to the agent from the beginning.

AI analysis helps agents handle the email much faster and more efficiently.

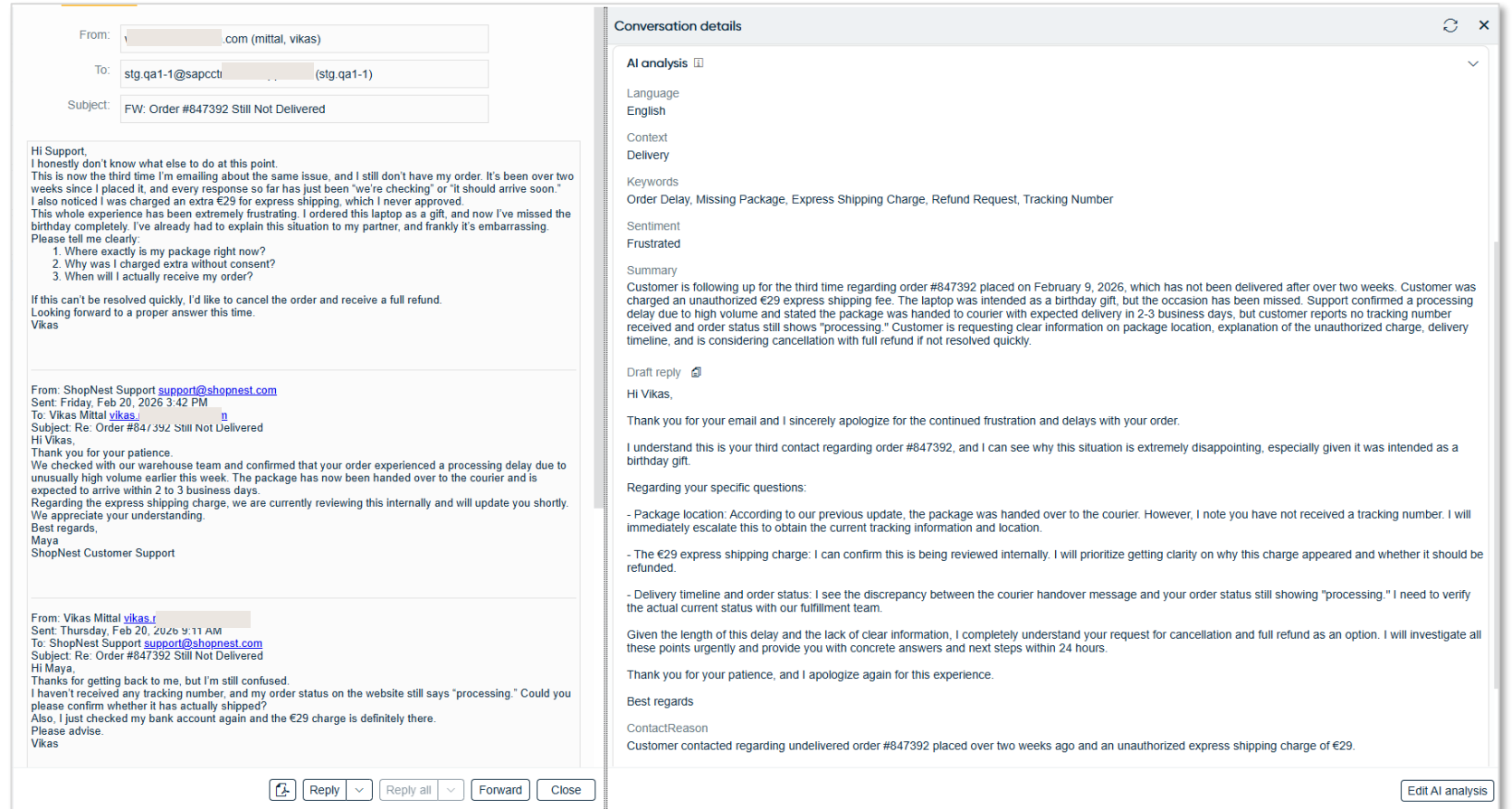
Built-in analysis includes standard fields such as Language, Context, Keywords, Sentiment, Summary, and Draft Reply.

Custom instructions can be used to fine-tune AI analysis based on business requirements and can be passed through EDI configurations.

Email analysis uses Claude Sonnet 4.5 for improved AI analysis quality and insights.

Benefits:

- **Accelerates email handling:** Agents work faster and more efficiently with instant analysis and ready-to-use draft replies.
- **Highly-tailored AI:** Use Custom Instructions to train the AI to identify business-specific information, such as product codes, or unique case types.
- **Improved response accuracy:** Better insights lead to higher quality and more relevant customer replies.



Analysis of the inbound email, showing the email's language, context, keywords, sentiment, summary and the draft reply that the agent can use as starting point in composing the answer to the customer.

Automatic upload of post-call AI analysis

SAP C4C V2 Integration enhancements

AI analysis is automatically transferred to SAP Service Cloud V2 as soon as the call ends.

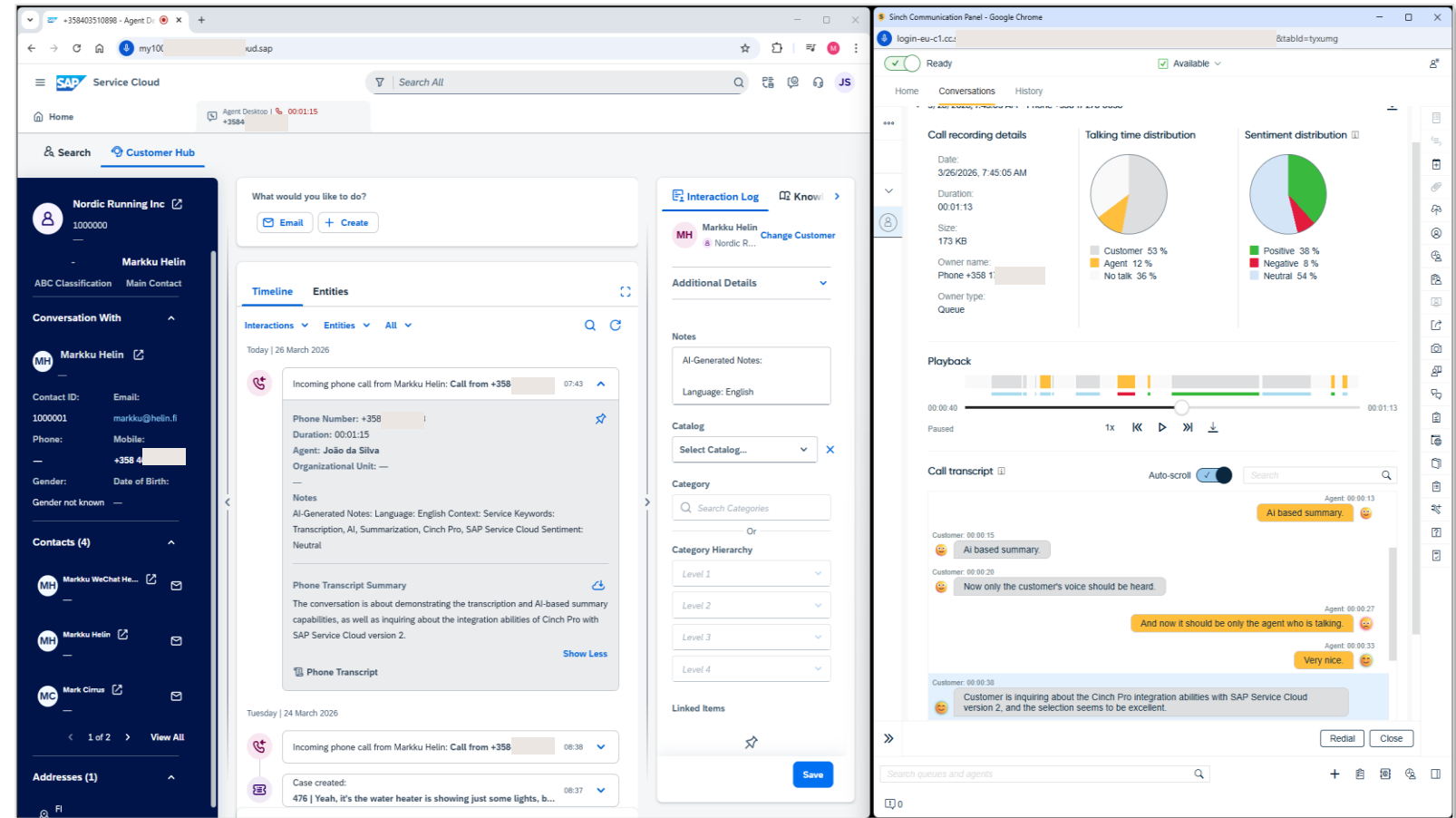
Available as an out-of-the-box feature for customers already using transcription services.

Configuration for storing transcripts and AI analysis in SAP is managed via EDI configurations.

AI analysis is stored in the customer timeline as interaction entries. Enables agents to quickly access key insights without reviewing full call recordings or transcripts.

Benefits:

- **Reduces agent wrap-up time:** Agents no longer need to write manual notes, as the AI analysis automates the summary of the call.
- **Improves team collaboration:** Colleagues can instantly understand the context of past customer interactions, enabling faster and more consistent support.
- **Enables deeper customer insights:** It builds a data foundation in SAP for long-term analysis of customer sentiment and mood across all interactions.



The image displays two side-by-side screenshots of software interfaces. The left screenshot shows the SAP Service Cloud interface, specifically the 'Customer Hub' for 'Nordic Running Inc'. It features a sidebar with customer details and a main area showing a 'Timeline' of interactions. A recent interaction is highlighted, showing a phone call from Markku Helin with a duration of 00:01:15. The 'Notes' section contains AI-generated notes and a 'Phone Transcript Summary'. The right screenshot shows the 'Sinch Communication Panel' in a Google Chrome browser. It displays 'Call recording details' including date, duration, and size. It also features two pie charts: 'Talking time distribution' (Customer 53%, Agent 12%, No talk 36%) and 'Sentiment distribution' (Positive 38%, Negative 8%, Neutral 54%). Below these are 'Playback' controls and a 'Call transcript' section with an 'AI based summary' and a detailed transcript of the call conversation.

AI analysis and phone call transcript summary are automatically uploaded to SAP Service Cloud V2 interaction entry. Communication Panel window showing call transcript and further analysis of the call content.

Automatic case creation during bot interaction

SAP C4C V2 Integration enhancements

Cases are now created automatically during the initial voice bot or chatbot interaction.

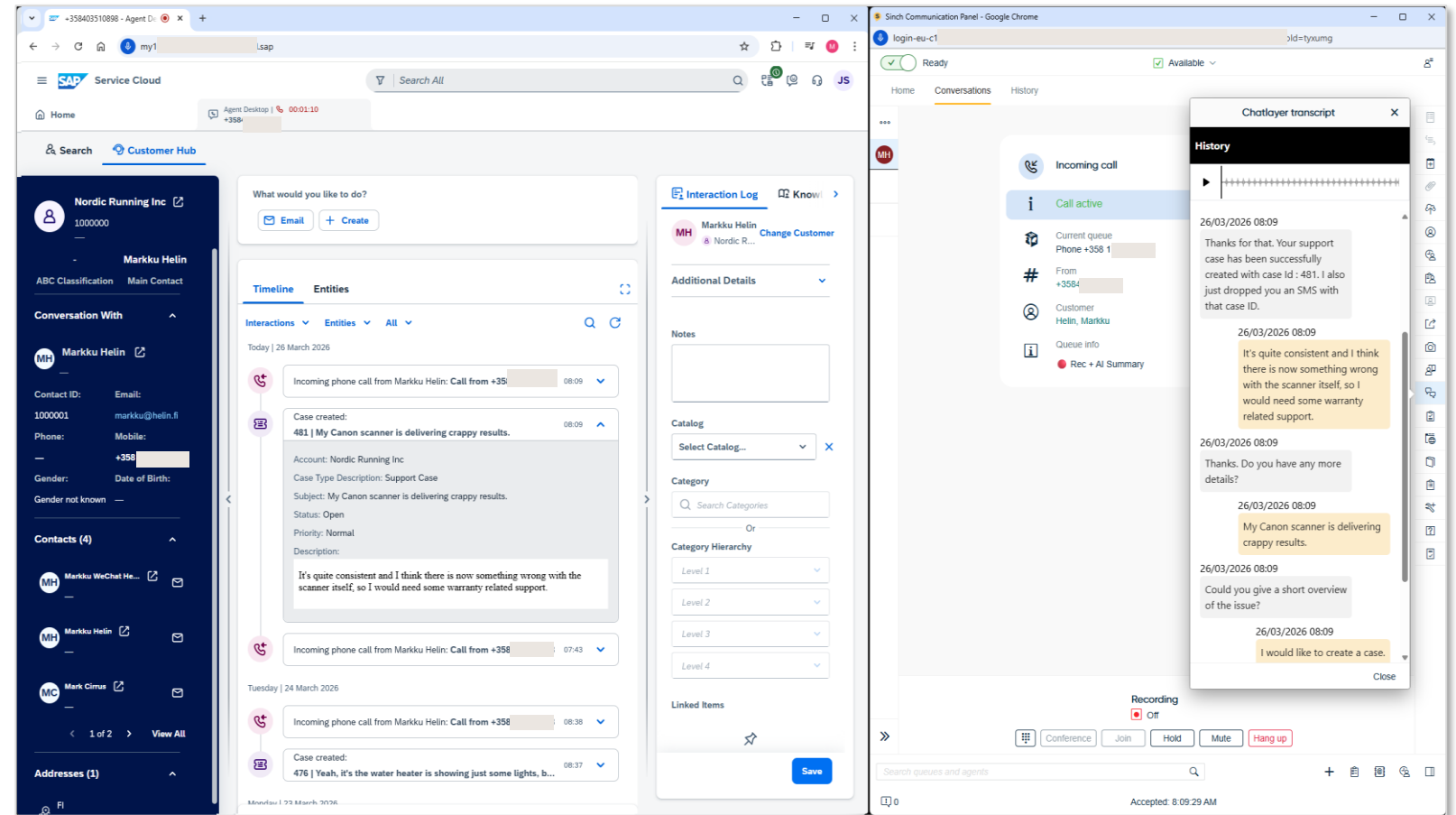
Chatlayer captures the customer's issue and creates a case in SAP with the topic and description.

When the conversation is routed, the agent has the case ready and available.

This process works even if the bot fully resolves the issue or the customer contacts outside of service hours. The case is created, and the workflow continues as defined in C4C.

Benefits:

- **Saves agent time:** Eliminates manual data entry by automatically creating cases, allowing agents to focus on the customer.
- **Enables 24/7 responsiveness:** Customer issues are captured as cases around the clock, ensuring every inquiry is logged and addressed.
- **Improves service quality:** Agents receive immediate context from the bot interaction, leading to faster, more prepared, and effective conversations.



Automatically created case in SAP Service Cloud V2 timeline showing the case topic and description. Communication Panel showing the call controls and the transcript of the call from the voice bot phase, enabling the human agent to continue the call with the customer.

AI-powered email handling & C4C synchronization

SAP C4C V2 Integration enhancements

Incoming support emails automatically create an activity on the customer's timeline in SAP C4C V2.

Agents handle the entire email exchange, from editing to sending, within the Contact Pro Communication Panel, keeping the C4C UI focused on core case information.

The AI analyses each inbound email to provide sentiment, categorization, a summary, and keywords. Most importantly, it generates a draft reply, which agents can use as a starting point.

Once sent, the reply is also uploaded to the C4C timeline, creating a complete conversation history.

Benefits:

- **Boosts Agent Efficiency:** AI-generated draft replies significantly speed up response times compared to writing from scratch.
- **Streamlines the Agent Workspace:** Keeps the C4C screen clean and focused on the case, while email composition happens in Contact Pro.
- **Enriches customer analytics:** The complete email history is automatically logged in the C4C timeline, giving full visibility into all interactions.

The image displays two side-by-side screenshots of software interfaces. The left screenshot shows the SAP Service Cloud V2 interface, featuring a customer profile for 'Nordic Running Inc.' with contact details and a timeline of interactions. The timeline includes entries for emails sent and received, as well as phone calls. The right screenshot shows the Sinch Communication Panel, which provides a detailed view of a conversation. It includes fields for customer information, email details, and an AI analysis section. The AI analysis section contains a summary of the email, keywords, sentiment, and a draft reply generated by the AI. The draft reply is a polite response to the customer's inquiry about a ChargeFast Pro EV charging station.

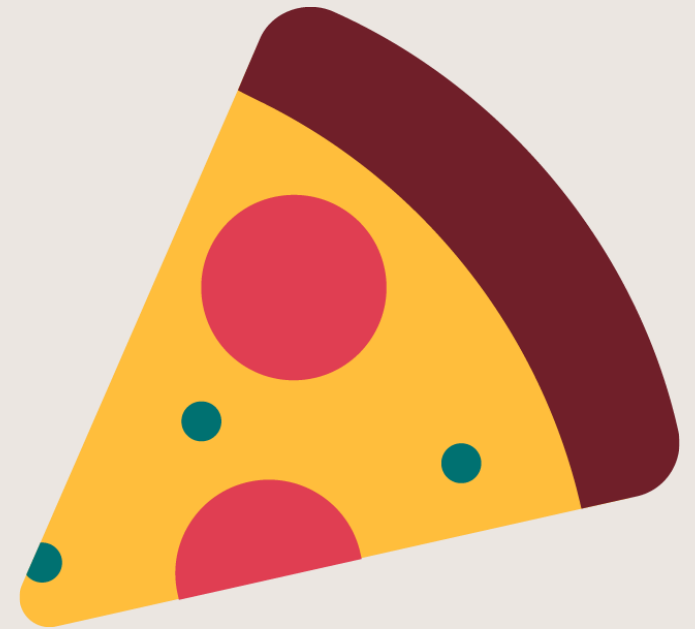
Received and sent emails shown as interaction entries on customer's timeline in SAP Service Cloud V2.

Communication Panel showing the AI analysis of customer's email, including the draft reply, that can be used as starting point in writing the reply.

SHOW AND TELL 26Q2

Miscellaneous

improvements



2FA for System Configurator

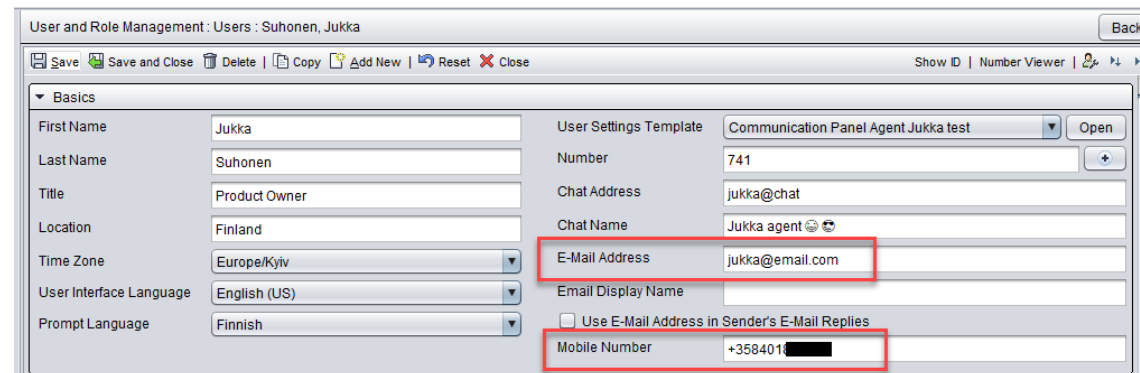
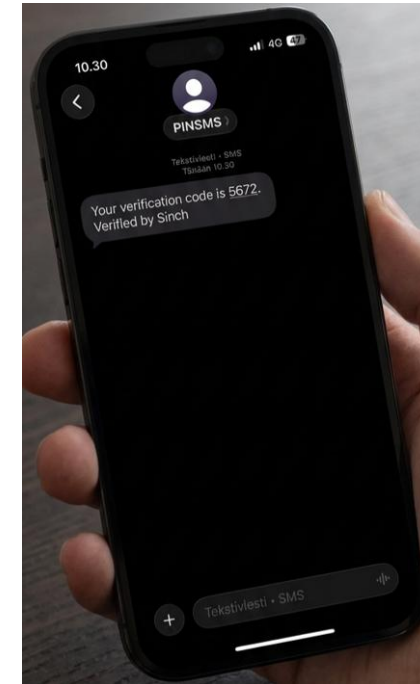
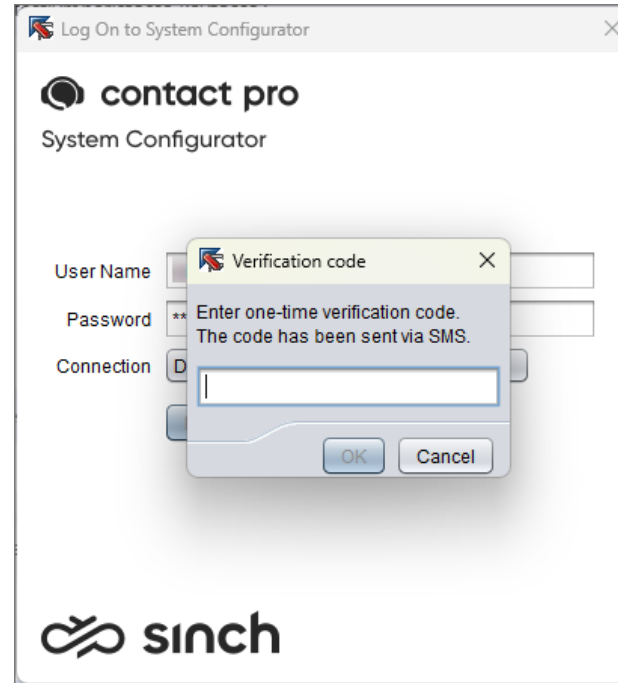
Add more security to your platform.

You can now configure two-factor-authentication for System Configurator. When enabled, the system will automatically challenge user to give verification code provided. For now, use SMS as we are setting things up for Email method.

Phone number or email address to send the challenge is taken from Contact Pro user account. If user doesn't have mobile number or email address defined, then login fails.

Cloud customers should create a service request to enable the feature. The feature is free of cost for our cloud customers.

On-premises installation need to have Sinch Verification API for generic functionality & SMS and Sinch Mailgun account for email.



Automated cleanup of ghost conversations

We're introducing a new mechanism to automatically resolve "ghost conversations" – those that appear stuck in an active state long after they have actually ended.

Reduces manual work & improves accuracy: Contact Pro now automatically cleans up these ghost conversations, eliminating the need for administrators to manually clear them from the Dashboard.

How it works: A daily automated job identifies and resolves these conversations. For example, a call that has finished but still appears as "active" will now be automatically marked as "handled" overnight.

Accurate reporting: To ensure data integrity, these resolved ghost conversations are excluded from summary counts in reporting. This prevents long, erroneous processing times from skewing your team's performance metrics.



Headsets integration with WebHID

The WebHID feature is now officially released and ready for use.

What it is: WebHID allows agents to control calls (answer, end, mute, etc.) directly from the buttons on their USB headsets.

Choosing a Headset

Recommended brands: For the best performance, use professional USB headsets from well-known manufacturers. While most USB audio devices work, validated devices offer guaranteed button support.

Validated devices: We have tested and verified specific models to ensure they work perfectly with the Communication Panel. See the list of [WebHID-supported devices](#).

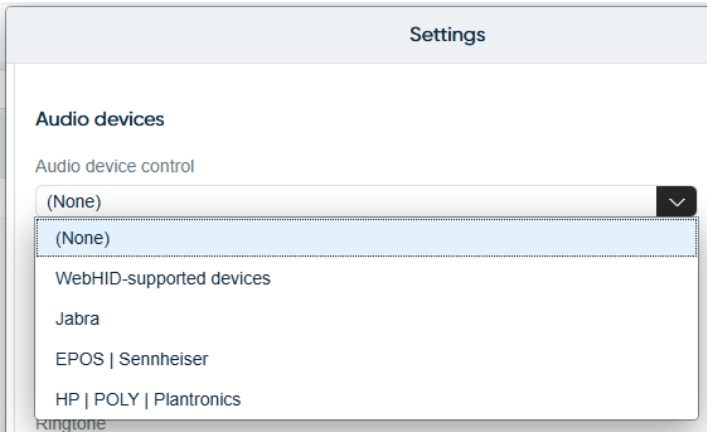
Unlisted Devices: If a model from a validated product family is verified (e.g., Jabra Evolve 2), other variations are expected to work as well. Contact us if you need help with a specific model.

Configuration

How you configure the settings depends on how you want to use your headset.

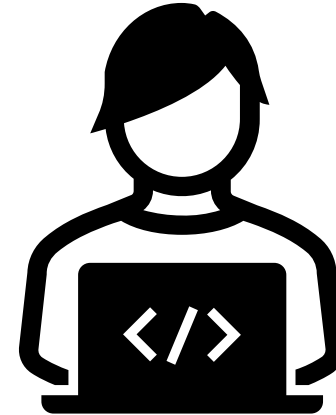
To use...	Your admin needs to...	Your agents need to...
Headset buttons	Install prerequisites for the headset brand. See Headset Documentation .	Go to Settings > Audio Settings and select the headset under Audio Device Control.
Audio Only (No Buttons)	No prerequisites needed.	Keep Audio Device Control set to (none). This is the default setting.

Key takeaway: Only change the 'Audio Device Control' setting if you have installed the prerequisites and intend to use the headset's physical buttons. Otherwise, leave it as (none).



API enhancements

- RCI/users
Number of Switchboard Queue added as defaultQueue
- RCI/users
Maximum Number of Waiting Calls added as maxCallsWaiting
- RCI/users
Has two new fields reportingGroupId & reportingGroupName
- RCI/reportingGroups
New resource to control reporting groups



Dual Sinch Contact Center (DSCC)

- 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



26q1 status:

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

26q2 status:

- Internal test tenants on EU are updated to DSCC.
- From now on, in US, we will provision all new customer tenants in DSCC model.

What's next

- Improve migration process per findings from internal test tenant migrations.
- Migrate customer test tenants into DSCC in EU during 26q2.
- Migrate customer test tenants into DSCC in US during 26q3–26q4.
- Production tenant migrations planned for H2/2026
- AU & AF regions to support DSCC 26q3–26q4

End

of Show and Tell presentation

Planned [release dates for 26q2](#)

Release to Customers' test tenants April 7th, 2026

Release to Customers' production tenants April 25th, 2026

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<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/>

