

Contact Pro

26q3

Show and Tell – June 2026





The Contact Pro 26q3 release places our users at the heart of the experience, combining powerful real-time AI assistance with modern, efficiency-focused tools to make daily communication smarter and more automated.

Our deep integration with key platforms remains a long-term strategic priority. With 26q3, we are introducing Chatlayer AI-powered voice bots that understand natural customer speech to detect intents and automatically push summarized, ready-to-work tickets directly into SAP Service Cloud V2.

Under the hood, we are driving important steps forward in artificial intelligence. This release introduces the Live Call Transcription feature, streaming real-time chat-style transcripts and delivering dynamic, periodic Live AI Analyses including customer sentiment and next-best-action suggestions.

Administrators and supervisors gain enhanced visibility via advanced Dashboard filters, flexible data-grid refresh controls, and a visual Keyword Cloud to spot topics in customer service. For agents, a new Communication Panel extension area split view improves multitasking.

Overall, the 26Q3 release delivers a faster, more automated, and deeply integrated platform. I am incredibly proud of the team's dedication to these upgrades, which empower our users to resolve customer issues faster, and collaborate more effectively than ever before.

Markku Helin, Head of Product, Sinch Contact Pro



Agenda

This 26q3 Show and Tell presentation is available on Sinch [Contact Pro Community Pages](#)

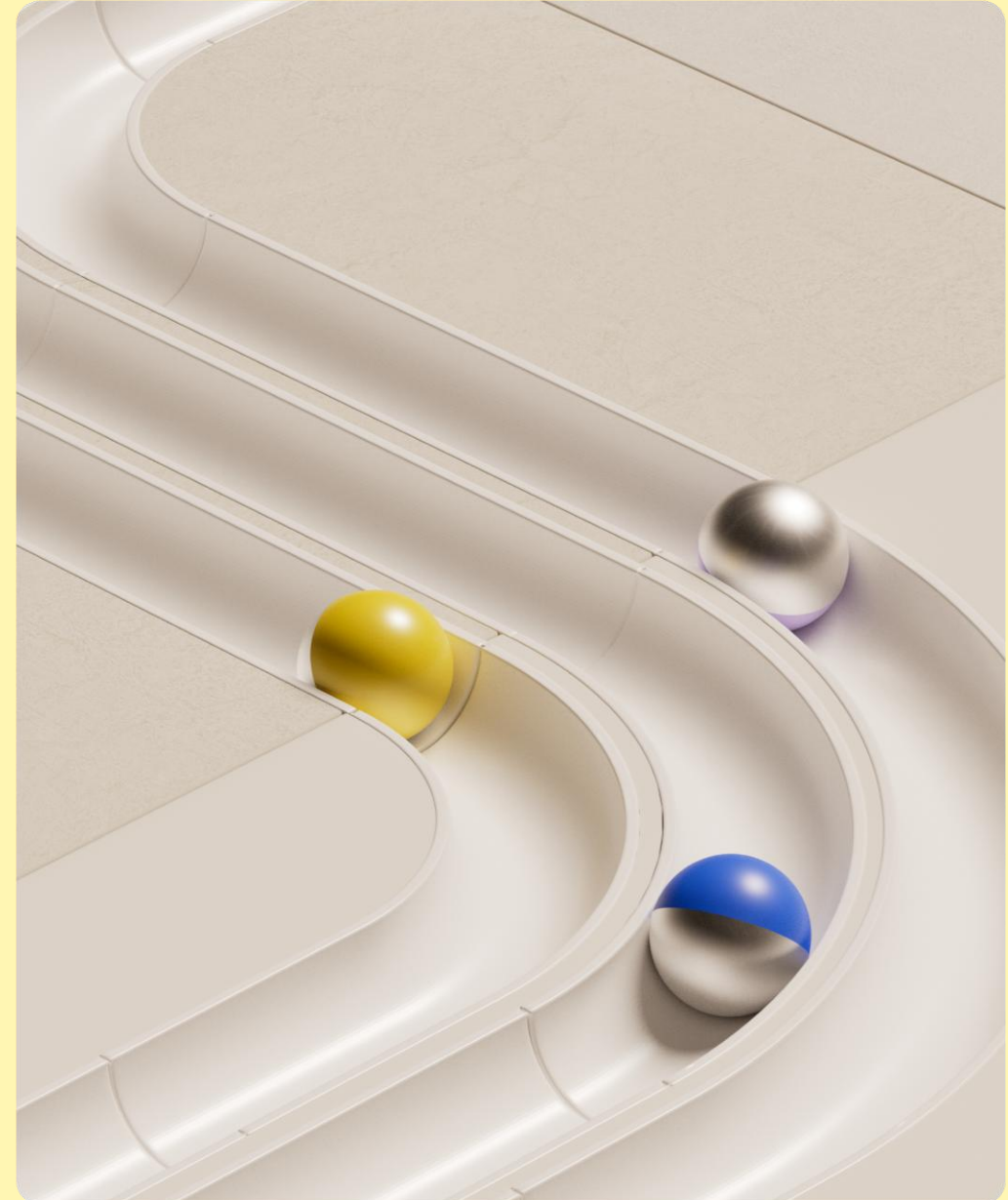
List of all changes including corrections will be available in [What's new](#).

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

SHOW AND TELL 26Q3

AI

New features and enhancements



Contact Pro relevant AI roadmap

topic

This topic is managed in Contact Pro domain and can be delivered / demoeed today using STANDARDDEMO.

topic

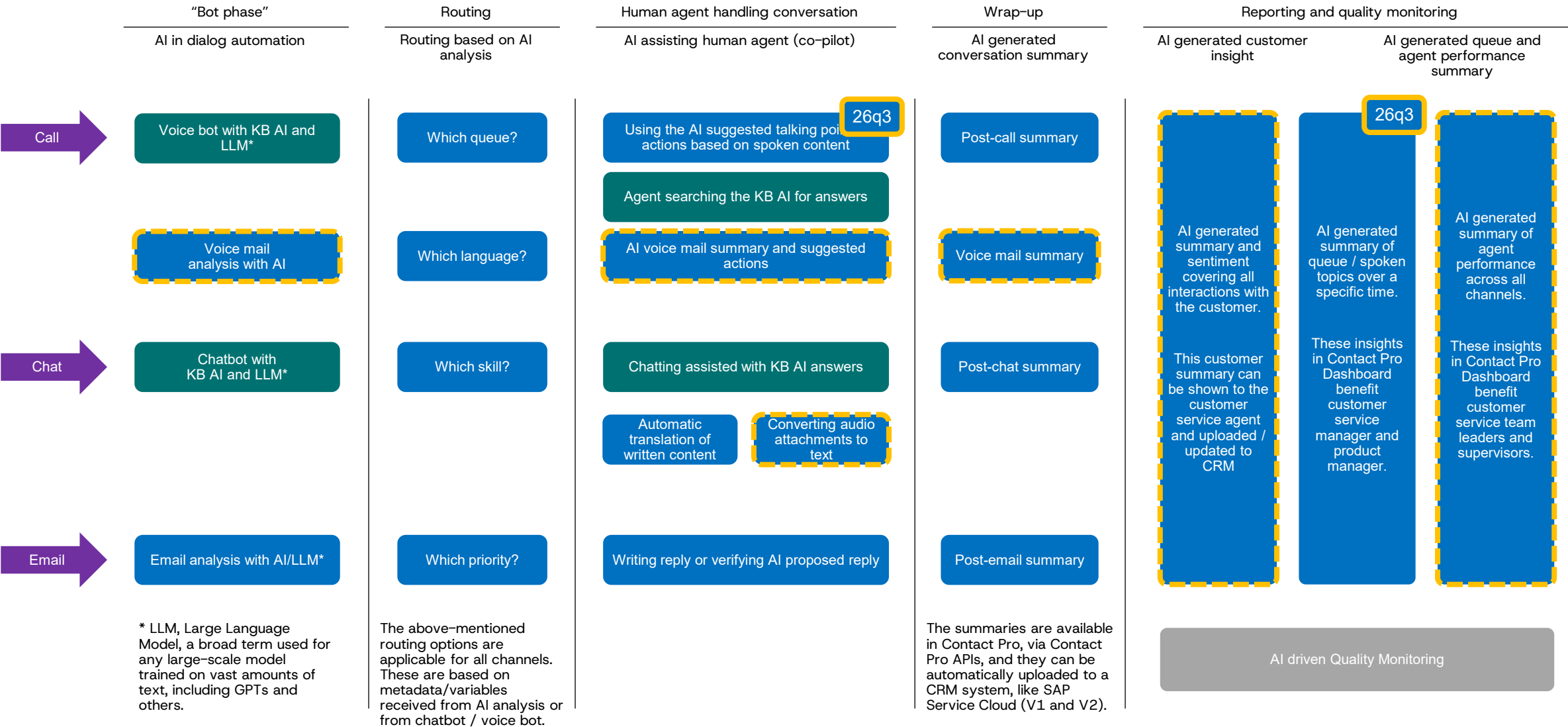
This topic is in Chatlayer / KB AI domain and can be delivered / demoeed today using STANDARDDEMO.

topic

This topic is on Sinch AI roadmap.

26q4

Planned Contact Pro release



Live call transcription

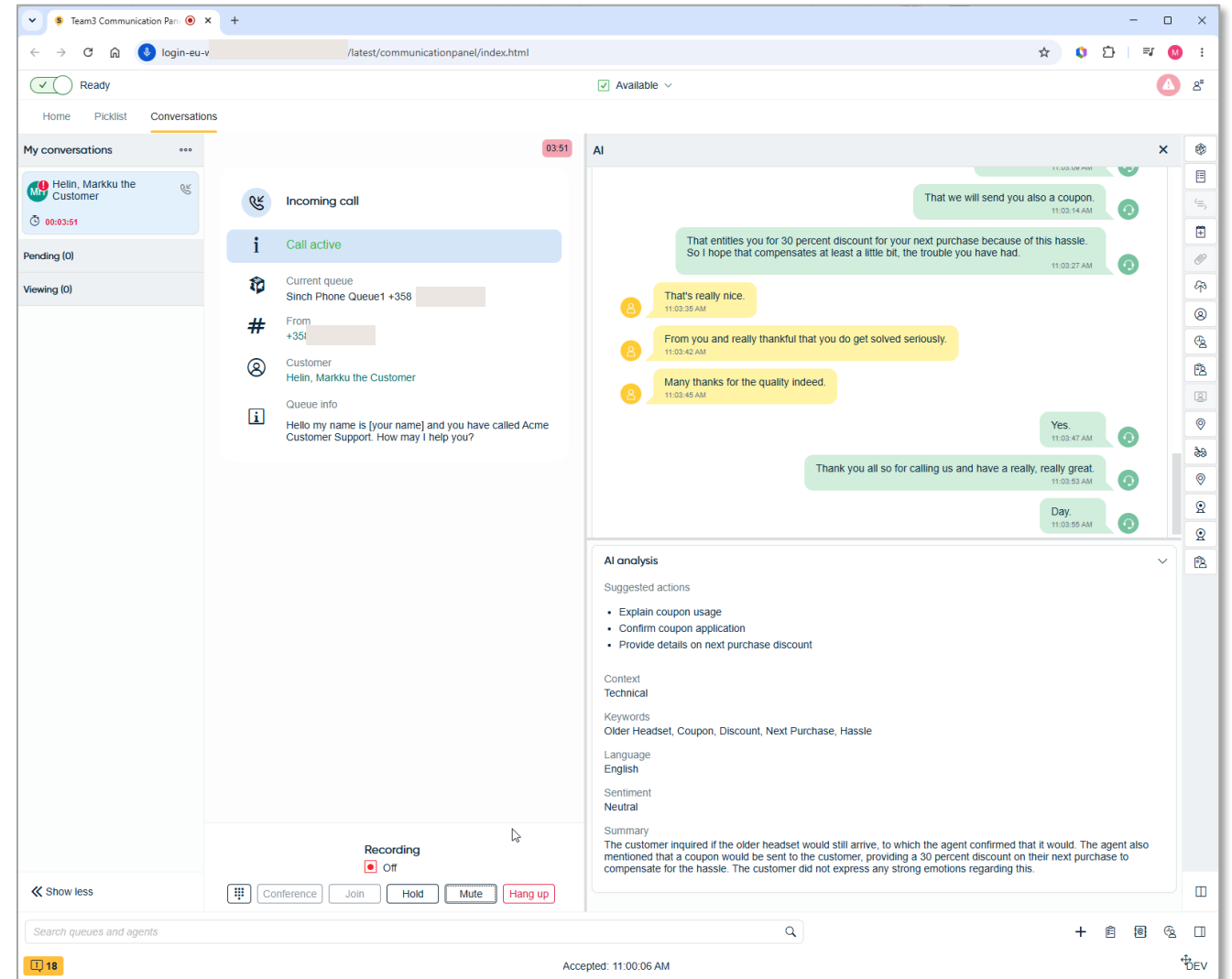
Real-time, rolling transcript displayed in the Contact Pro extension area in a chat-style format with timestamps as the conversation progresses between the agent and customer.

Benefit: Enhances agent efficiency by providing immediate conversational context, actionable AI-driven insights, and seamless automatic documentation for post-call review.

Key features

- Live AI Analysis runs periodically during the call, showing Summary, Keywords, Customer Sentiment, Language, and Context.
- AI provides the next 3 best action suggestions to the agent alongside the rolling analysis.
- Transcription auto-starts when the agent accepts an incoming queue call and automatically pauses/resumes on hold.
- Live call transcripts are persisted to the database at call end for review and analysis.

Live call transcription is available in 26q3 as open Beta.



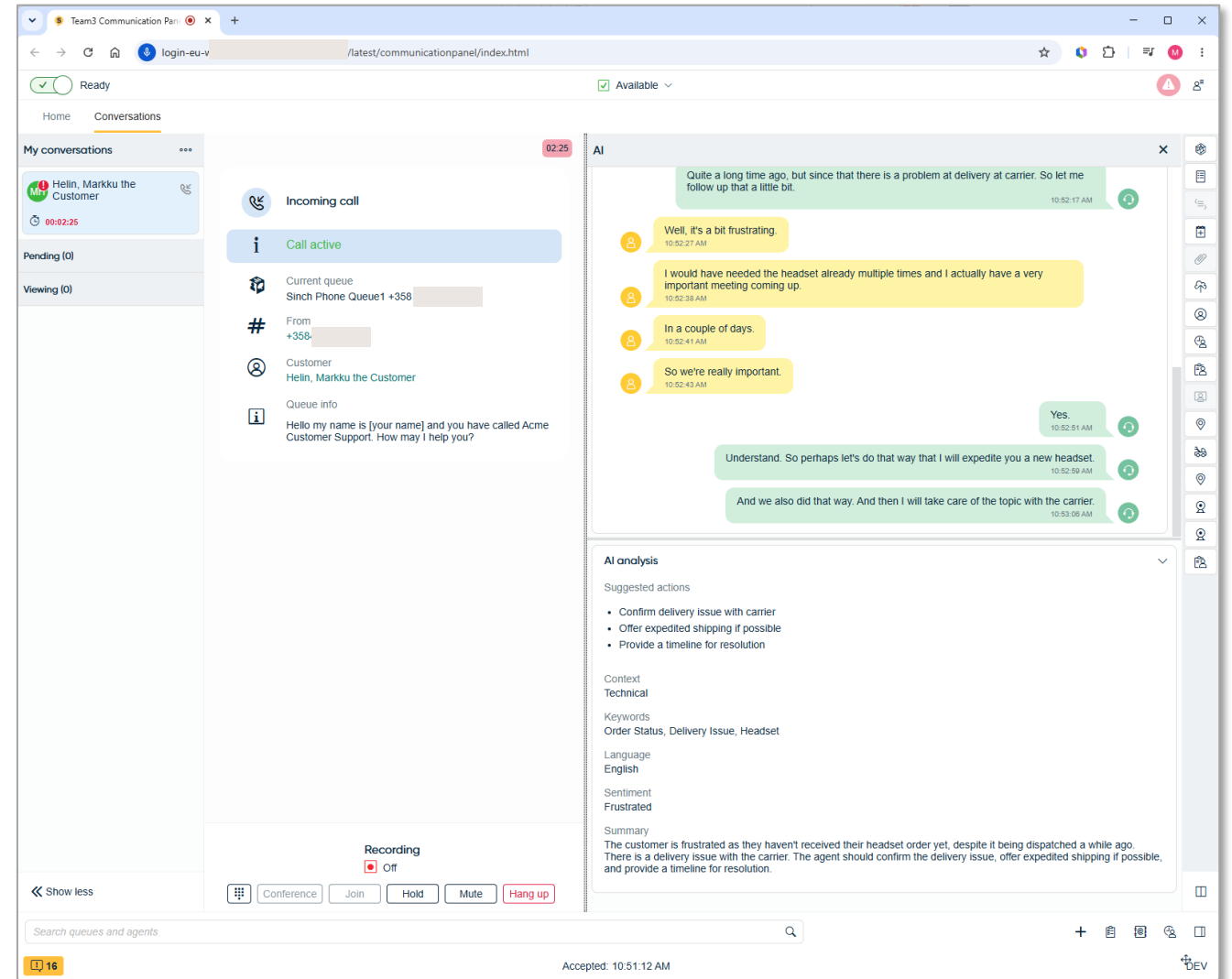
Communication Panel live call transcript view

Live call transcription: Beta phase & roadmap

Open beta approach provides a clear path from initial testing with 26q3 to a more-featured, generally available deployment in 26q4, enabling better planning for enterprise rollouts and integrations.

Key takeaways

- 26q3 open beta: Currently available as an open beta specifically intended for demos and testing the live call analysis capability and suitability for the business.
- Language Support: The 26q3 release currently supports 6 languages: English, Spanish, German, French, Portuguese, and Italian.
- Live transcription in 26q3 is implemented for inbound queue calls. Support for campaign calls and direct calls are planned for upcoming Contact Pro releases.
- Language Expansion (26q4): Planned update to scale live transcription support to a total of 60 languages.
- Supervisor support: Upcoming Contact Pro releases will introduce real-time supervisor alerts and instant call summaries when joining an ongoing call (e.g., during starting call monitoring or when getting a transferred call).
- Developer API Access: Planned extension area API access for both the live transcription stream and the live AI analysis data to empower custom developed integrations.



Communication Panel live call transcript view

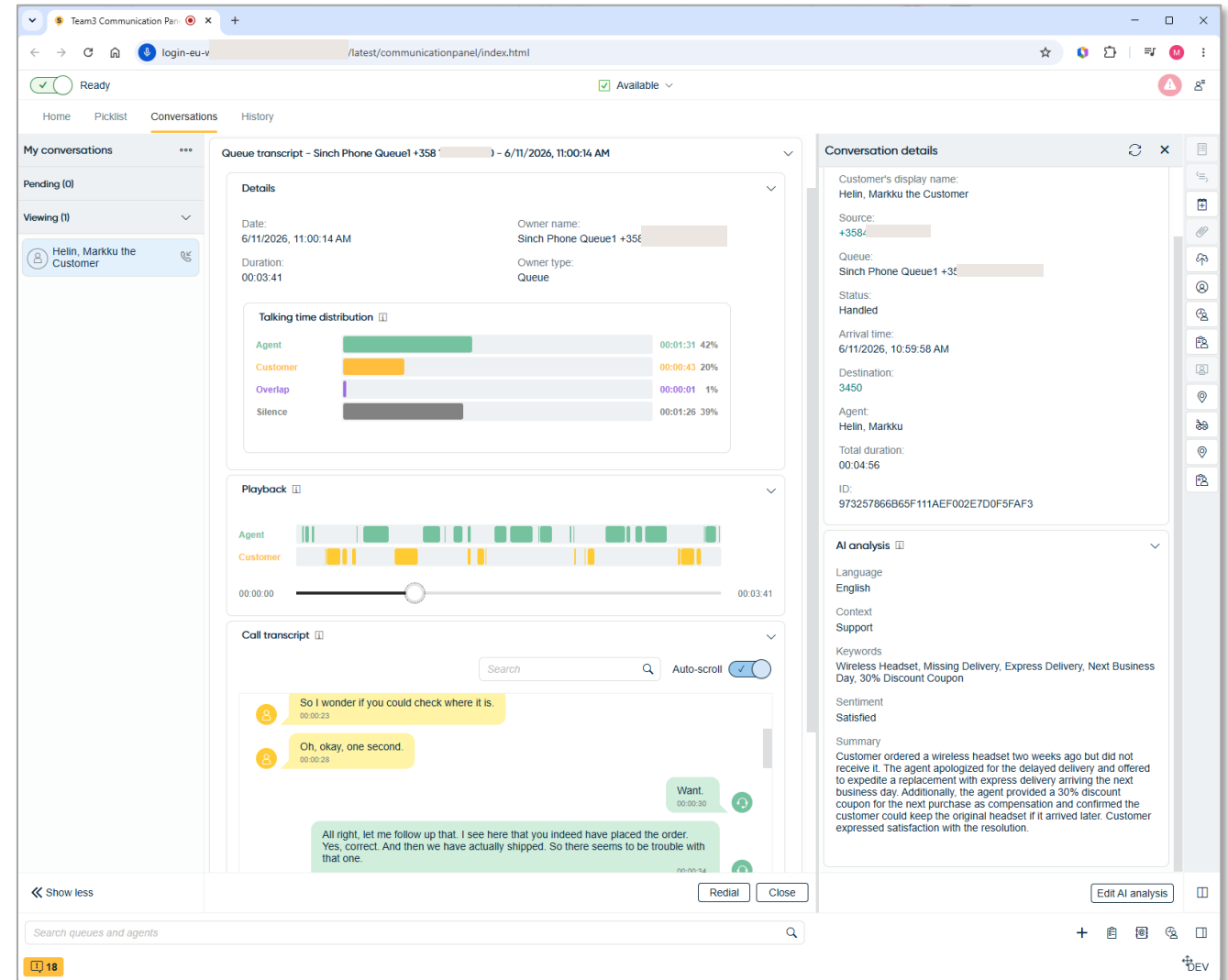
Live call transcript in history view

Interactive historical playback view featuring detailed talking time distribution, speech segment tracks, and synchronized transcripts.

Benefit: Enables supervisors and agents to quickly visually review call dynamics, spot speech patterns or silence gaps, and easily navigate to specific key moments in past conversations.

Key features

- Talking time distribution shows Agent, Customer, Overlap, and Silence with exact percentages and durations.
- Separate green (Agent) and yellow (Customer) speech segment tracks in the Playback section visually highlight speech patterns and silence gaps.
- Tooltip appears on mouse hover over the speech segment, showing the actual transcript text at that point in the conversation.
- Draggable timeline slider lets you jump to any point in the call, and the transcript auto-scrolls to that moment.



Live call transcript in History view

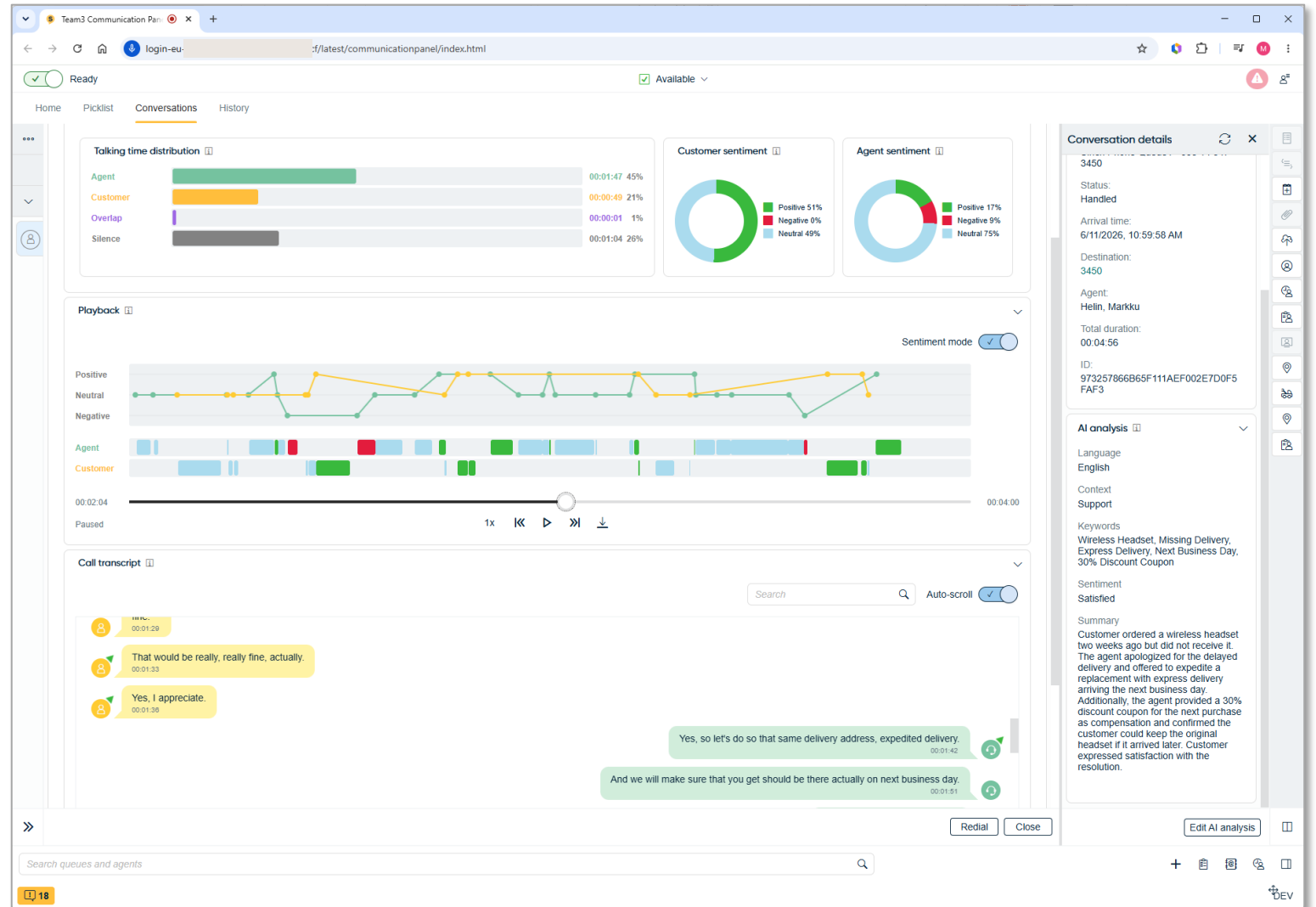
Improved post call transcript view

An advanced post-call analysis dashboard combining sentiment tracking, talk-time metrics, and interactive synchronized transcript playback.

Benefit: Allows supervisors to visually spot high-friction moments, track how customer and agent sentiment shifted over time, and drill down into specific conversational triggers instantly.

Key features

- **Talk-Time Analytics:** Talking time distribution displays Agent, Customer, Overlap, and Silence durations.
- **Sentiment Donut Charts:** Displays a clear breakdown of Positive, Negative, and Neutral percentages for both Customer and Agent.
- **Sentiment Playback Overlay:** Sentiment mode toggle overlays a dynamic trend line on the playback timeline, with color-coded speech segments highlighting exact positive and negative moments.
- **Per-Message Indicators:** Each individual message in the Call Transcript features a sentiment arrow indicator showing per-message sentiment.
- **Interactive Navigation:** Tooltips show the exact transcript text on hover over any speech segment for quick, targeted reviewing.



Improved post-call transcript view

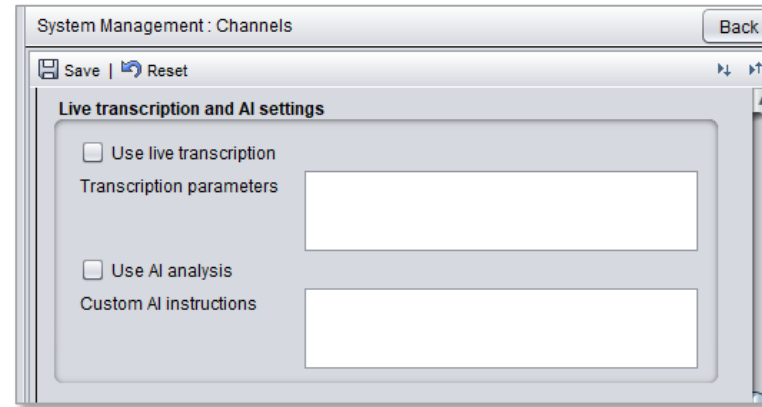
Live Call transcript configurations

A highly flexible configuration framework that allows administrators to define, override, and control real-time transcription and AI behaviour across channels, queues, and agent profiles.

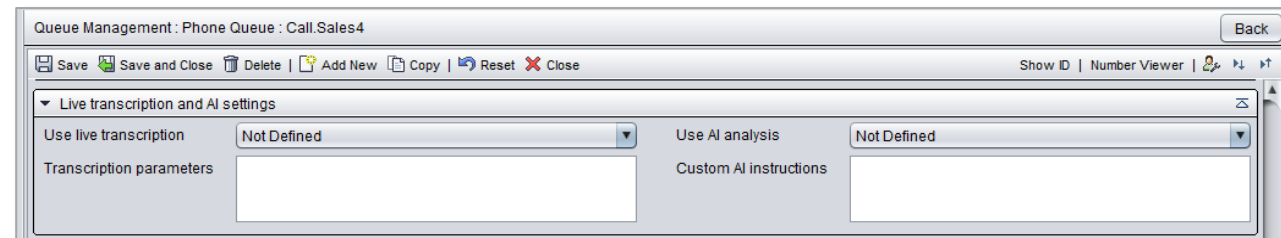
Key configuration options

- Global Default Baselines: Live transcript and AI analysis settings can be enabled directly at the voice channel level as the default baseline.
- Advanced Parameter Tuning: Define advanced transcript streaming parameters to control how the real-time audio stream is processed.
- Custom AI Prompting: Tailor background intelligence using Custom AI Instructions, allowing custom prompts to fine-tune AI analysis outputs.
- Granular Queue Overrides: Override all channel-level parameters in individual queue settings, enabling independent control of transcription and AI behaviour per queue.
- Agent UI Templates: Control front-end visibility for agents by enabling "Show live transcriptions" and "Show AI analysis" in their assigned User Setting Templates.

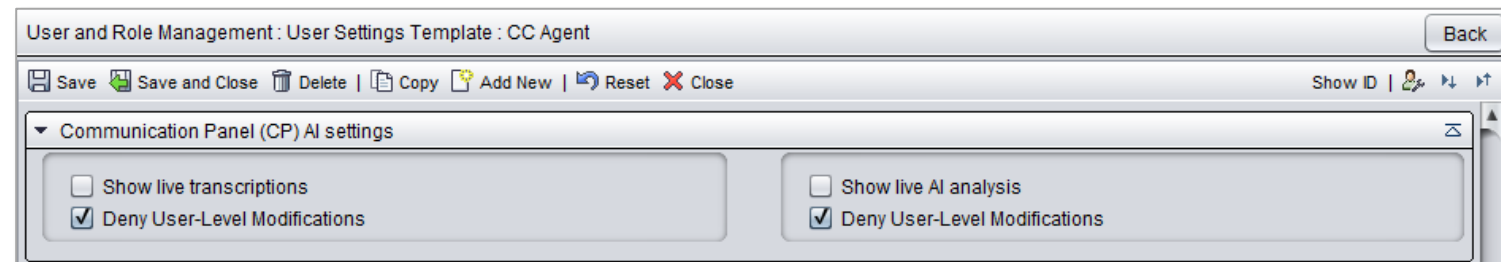
By default, this feature is disabled, please contact Sales or create a Service Ticket to activate it.



System Management: Voice channel – Live transcription and AI settings



Queue Management: Live transcription and AI settings



User and Role Management: Communication Panel (CP) – AI settings

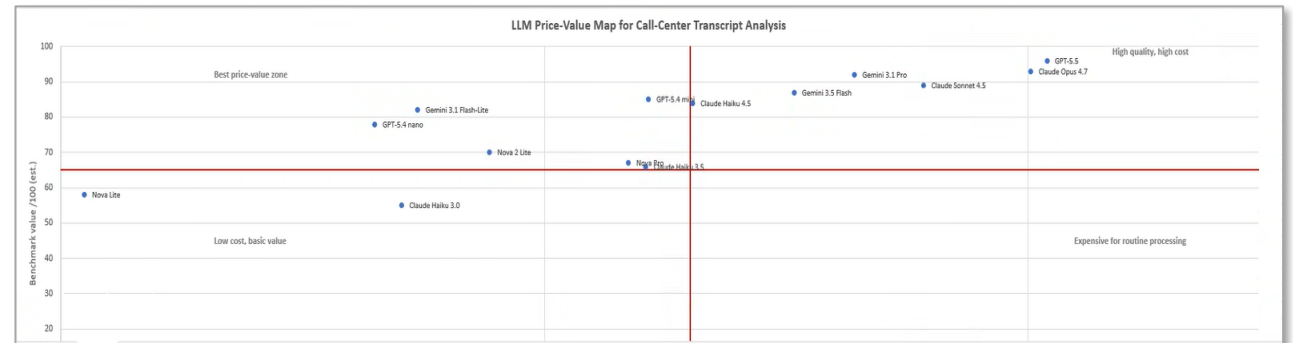
LLM model updates

We actively monitor the rapidly evolving AI landscape and will seamlessly update our underlying LLMs as needed to ensure the highest quality of transcription and business insights.

With 26q3 we are transitioning the core language model powering post-call transcriptions and inbound email analysis to Claude 4.5 Haiku.

Key takeaways

- Claude 4.5 Haiku: Actively powers both post-call transcript analysis and inbound email categorization.
- High-Speed: Delivers good performance with low-latency processing, ensuring summaries and insights are quickly available.
- Advanced Conversational Nuance: Optimized specifically for summarizing complex dialogue, and extracting key conversation details.
- Scalability: Provides premium-tier analysis quality while maintaining a highly efficient operational footprint for enterprise-scale traffic.

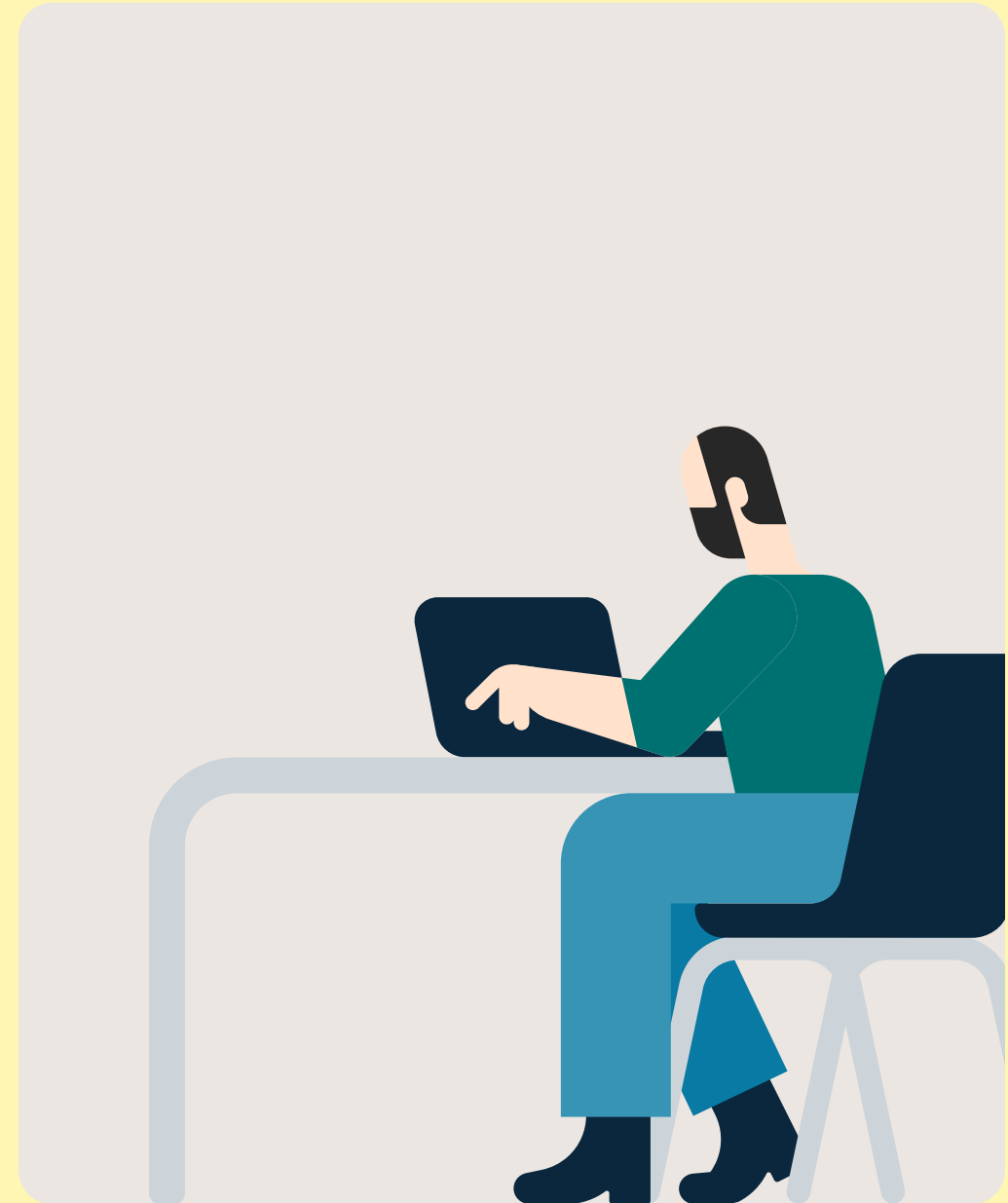


LLM comparison for contact center transcript analysis

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Communication Panel

content and usability enhancements



Split view extension option

The Communication Panel now supports a user definable Split View extension area option, allowing users to display either a single extension or two extensions side by side.

Benefits:

Improved efficiency Access multiple extension panels at the same time.

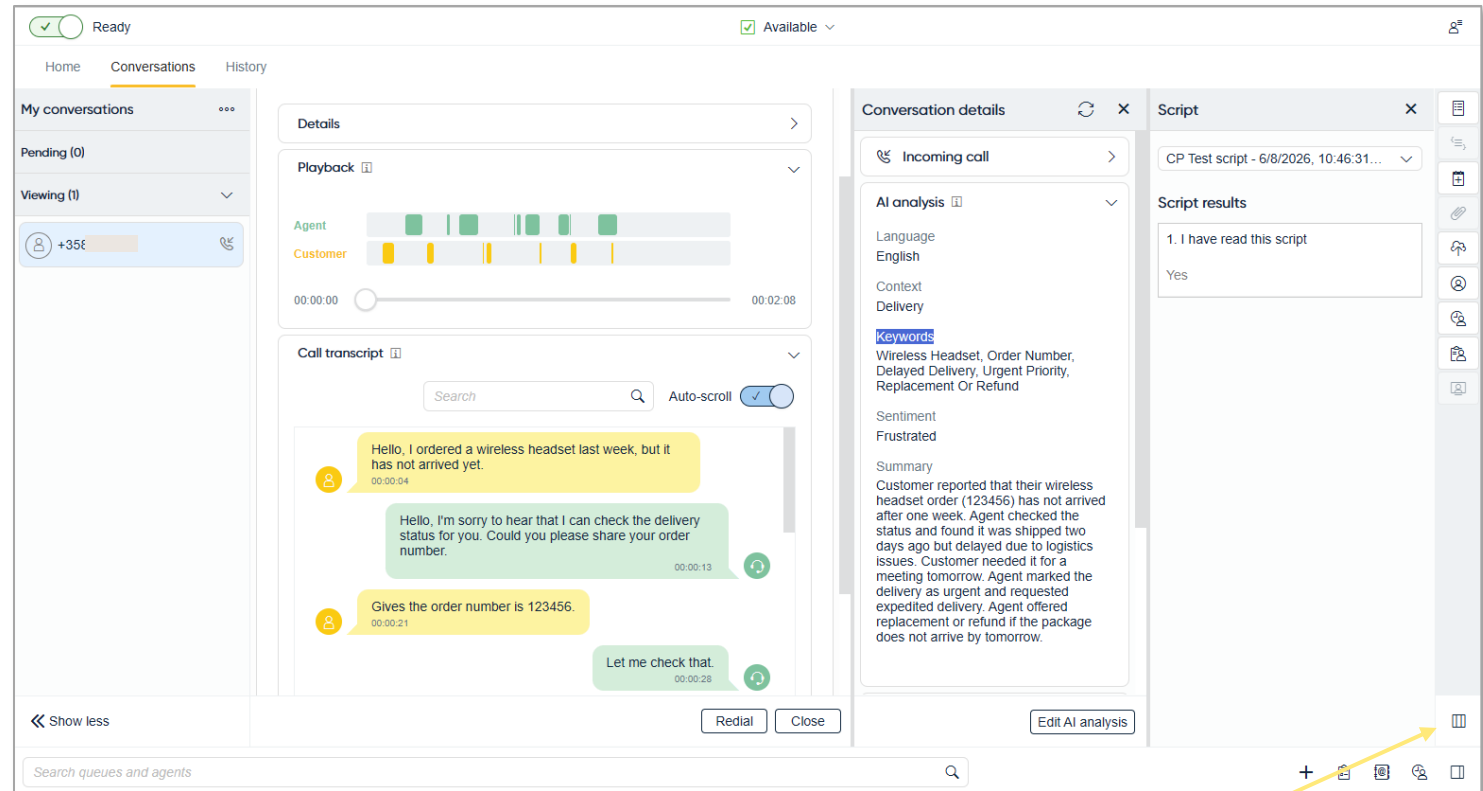
Better multitasking View supporting data while interacting with customers

Reduced navigation No need to switch between extensions

Enhanced user experience More flexible and personalised workspace

Key features

- SC User template defined option
- Independent extension width scaling (by dragging)
- Rescaled extension widths maintained per CP view
- Hide or close all extensions or close each independently



The Conversation view where the split view extension area is in use



The split view button indicating split view is in use. Allowing two extensions to be viewed side by side along with the main view.



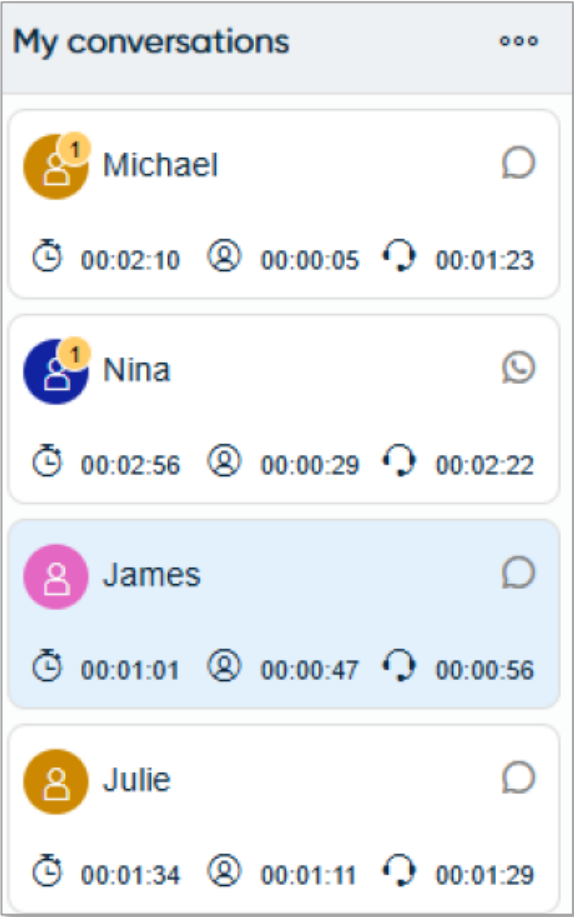
Split view button indicating split view is not in use. Only one extension is maintained along with the main view.

Conversation timers

Conversation timers provide visibility into activity for each active conversation in the My Conversations list, showing elapsed time since arrival and, for chats, time since the most recent agent or customer response.

Benefits:

- Quickly prioritize conversations needing attention
- Respond faster to recent customer messages
- Manage multiple conversations efficiently
- Stay within handling time targets (SLA awareness)



Timer	Icon	Description	Available for
Elapsed time since the conversation arrived		Shows the elapsed time since the conversation arrived. The timer is based on the queue setting Handling time limit in System Configurator (SC). The timer changes color based on the handling time limit: • When 75% of the time has passed, the timer changes from grey to orange. • When the handling time has passed, the timer changes from orange to red.	Calls, emails, and chats
Elapsed time from customer's last message		Shows the elapsed time from the customer's last message. This timer is based on the timestamp of the last customer message sent (for the current conversation). The time will reset when the next customer message is sent.	Chats
Elapsed time from agent's last message		Shows the elapsed time from your last message. The timer is based on the timestamp of the last message you sent (for the current conversation). The time will reset when the next agent message is sent.	Chats

Improved Conversation list filters

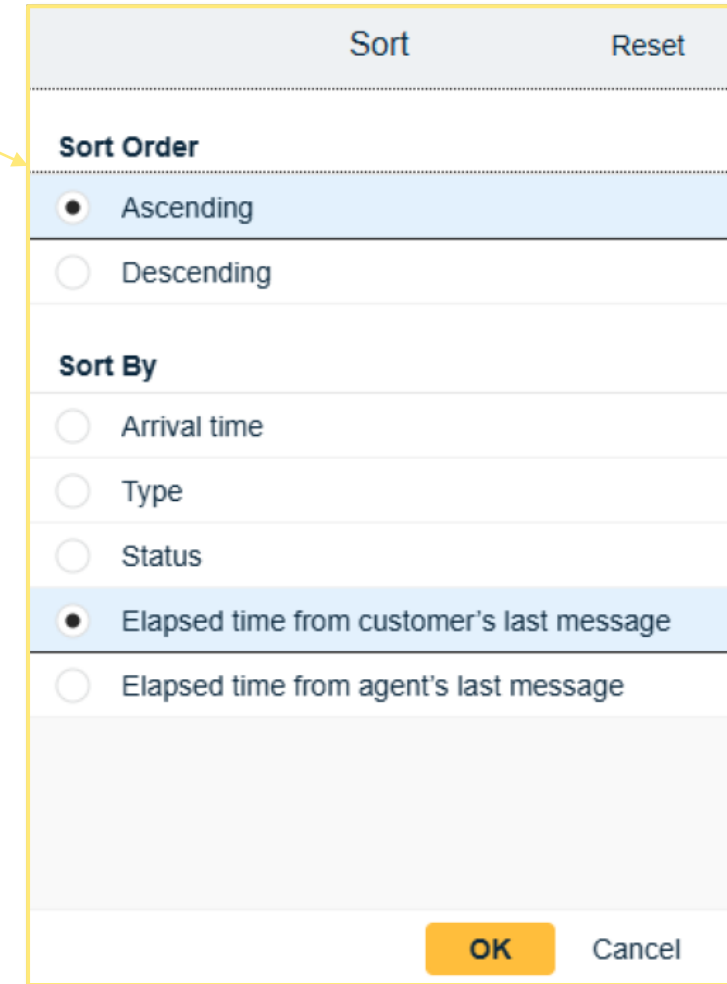
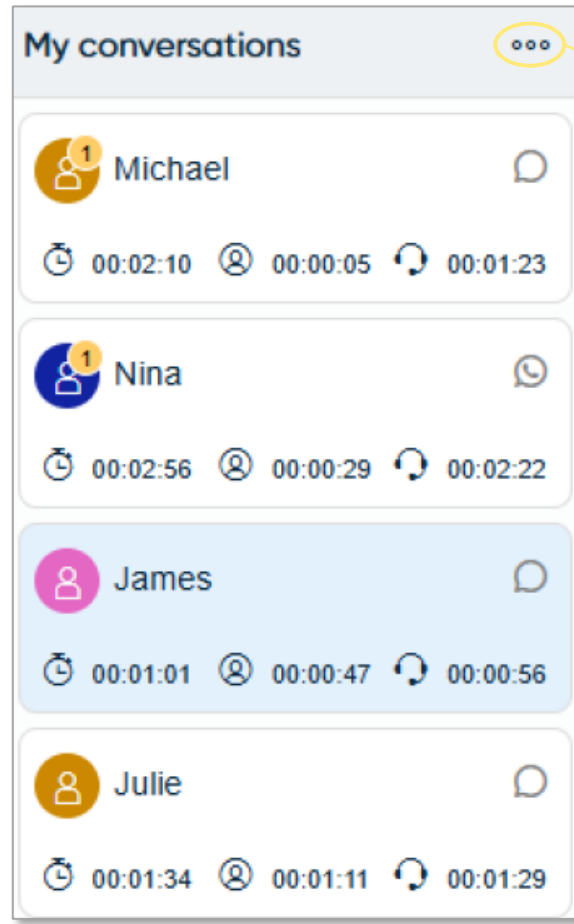
The Conversation List now includes an enhanced sorting and filtering options, giving users more control over how their active conversations are displayed and prioritized.

Benefits:

Work smarter, not harder—quickly identify urgent conversations and manage your workload with ease. Focus on the right conversations at the right time, improving response speed and efficiency

Features

- Filter and sort option applicable to active conversations only
- Options saved as user preference
- Default as Arrival & Ascending
- Certain filters only available with conversation timers



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Chat, messaging and email

improvements



Conversation API OAuth authentication

Introducing standard token-based OAuth 2.0 security for outbound messaging via the Sinch Conversation API.

Benefit: Provides enterprise-grade, standard token-based authorization to secure outbound message flows without disrupting existing API integrations.

Key updates

- Seamless Transition: Fully backwards-compatible. No action is required for existing integrations; current authentication configurations continue to function without modifications.
- Adopt Outbound OAuth: Ready for immediate use. Refer to the updated developer documentation for step-by-step setup instructions to transition outbound flows to OAuth 2.0.
- Inbound HMAC Security: Inbound traffic remains fully secured using HMAC signatures to guarantee payload integrity.
- Unified Roadmap: Active development is underway to align both traffic directions under a single standard, with OAuth 2.0 support for inbound messages scheduled for the 26q4 release.



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Dashboard

content and usability enhancements



Data grid Reporting group filter

Grouping users

Contact Pro allows users to be organised into User Groups or **Reporting Groups**. This organisation can help define which users are included in analytics when generating statistics and reports.

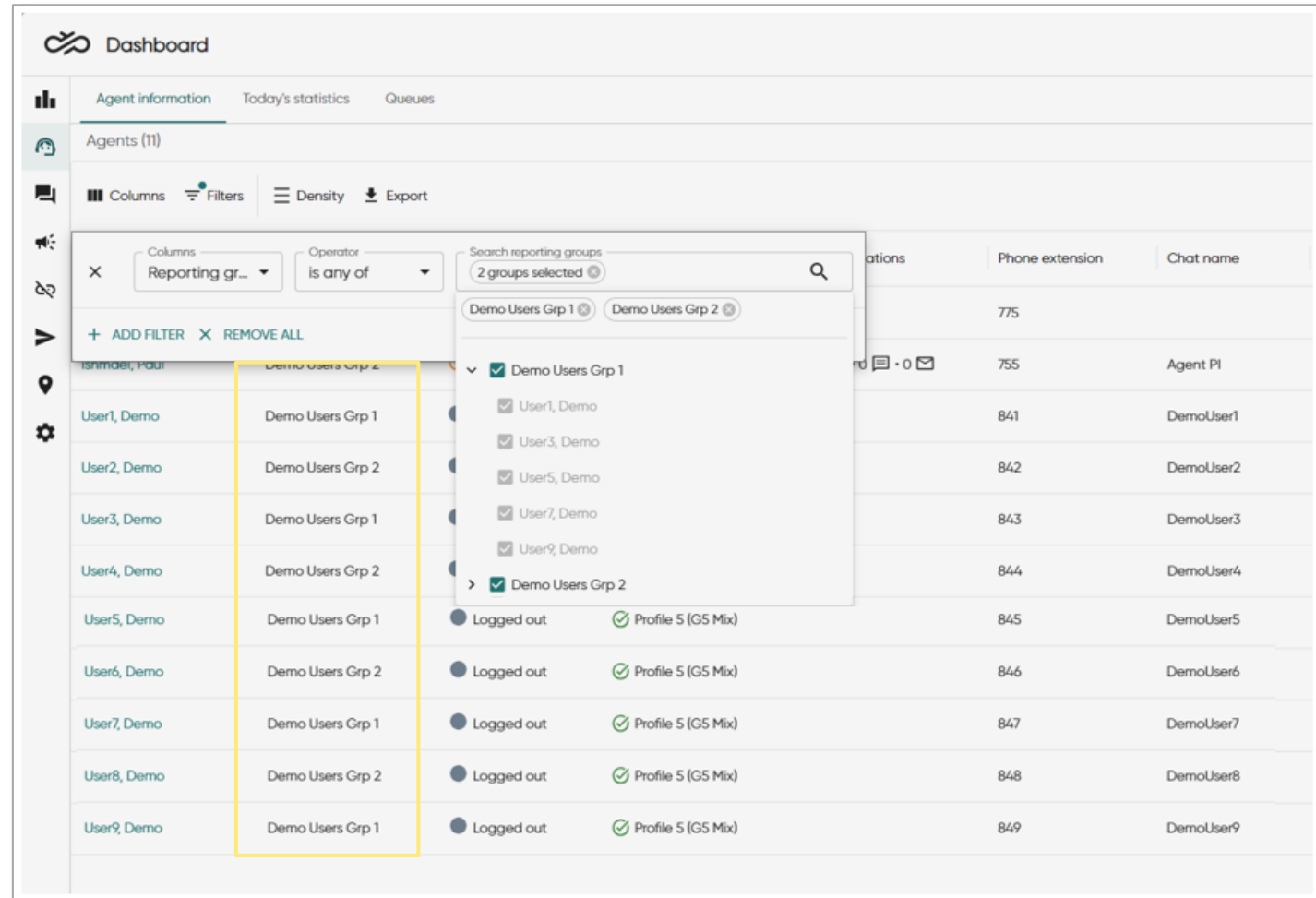
Benefit: Within Dashboard, Team Leads can conveniently filter by Reporting group which users are included in their analytical result.

Reporting groups

- Users can belong to only one Reporting group (User groups allow multiple).
- User must have logged into the system to be accounted for in a Reporting group.

Reporting groups in Dashboard

- The Reporting group filter is currently supported only for the Agents view(s) and the Statistic view Serving status card.
- Filter or sort by Reporting groups



Reporting group filter added to applicable Dashboard views

Data grid Queue group filter

Queue Groups

Contact Pro allows queues to be associated with one or multiple queue groups. This organisation helps administrators with configuration and simplifies queue selection in client user interfaces.

Benefit: Convenience within the Dashboard, Users can easily select multiple queues via queue groups for inclusion in their analytical results.

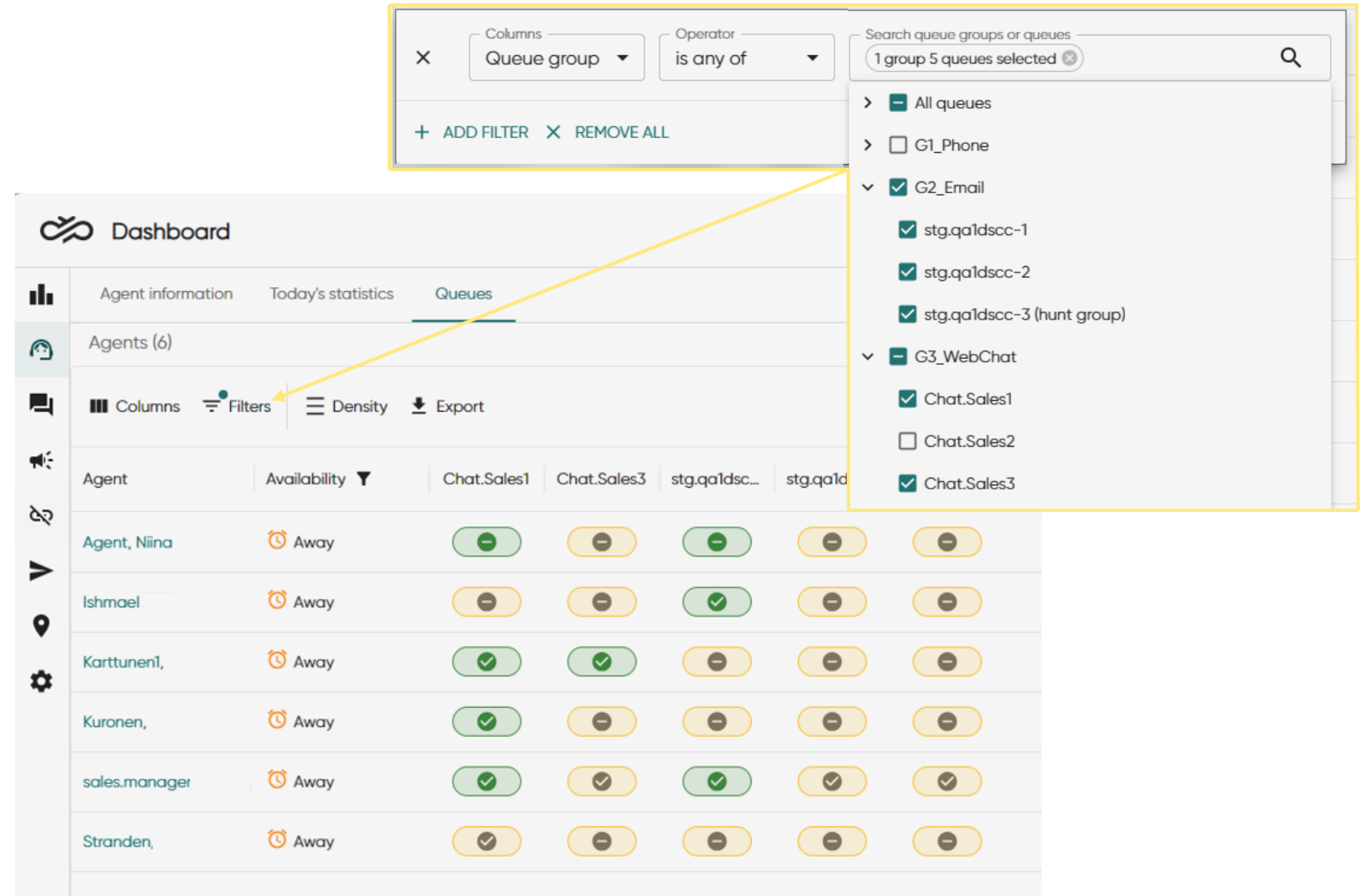
Queue group filter in Dashboard

The Queue group filter option is available in the views of;

- Agents view > Queues
- Conversations view

The Queue Group filter allows users to select queues by group or individually include or exclude specific queues within a group.

Note: By design Queue groups do not have a column representation in the supported Data grids.



The screenshot shows the Sinch Dashboard with the 'Queues' tab selected. A filter is applied to the 'Queues' view, showing a list of agents and their associated queues. The filter is set to 'Queue group' and 'is any of'. The selected queues are G2_Email, stg.qa1dsc-1, stg.qa1dsc-2, stg.qa1dsc-3 (hunt group), G3_WebChat, Chat.Sales1, Chat.Sales2, and Chat.Sales3.

Agent	Availability	Chat.Sales1	Chat.Sales3	stg.qa1dsc...	stg.qa1d...
Agent, Niina	Away	☒	☐	☒	☐
Ishmael	Away	☐	☐	☒	☐
Karttunen1,	Away	☒	☒	☐	☐
Kuronen,	Away	☒	☐	☐	☐
sales.manager	Away	☒	☒	☒	☒
Stranden,	Away	☒	☐	☐	☐

Agents view > Queue card can be filtered by queue group or by individual queue selection

Data grid Refresh options

The Dashboard now offers flexible refresh controls, enabling users to define how and when supported data grids are refreshed

Manual Refresh Update the data only when needed, giving users full control over when the latest information is loaded.

No Refresh Keep the data fixed as a snapshot, ideal for reviewing or sharing consistent results without changes.

Auto Refresh Automatically update data at set intervals, ensuring users always see the latest metrics without manual action.

Benefit: These options provide better control, improve performance, and support different use cases—from static analysis to real-time monitoring.

Automated Auto refresh selection mode made by UI examples;

- Conversation view when the current date is included in the search criteria.
- Agents > Today's statistic view for real-time user updates



Manual refresh



No refresh



Auto refresh

Dashboard

Conversations (10)

Columns Filters Density Export Start time 06/03/2026 00:00 End time 06/04/2026 00:00

Subtype	Source name	Queue	Status	Agent	Arrival time	Connection time	Disconnect...	Waiting ...	Handling...	Wrap-up ...	Total durati...	Reco...	Script
	Doro Guri, Bes Pentti	Sinch Phone QueueL...	Abandoned		2:04:20 PM, 6/3/2026		2:05:10 PM, ...	00:50	00:00	00:00	00:50		
	Doro Guri, Bes Pentti	Sinch Phone QueueL...	Handled	sales.manager20	12:09:38 PM, 6/3/2026	12:09:40 PM, 6/3/2026	12:09:43 PM,...	00:02	00:03	00:06	00:11	⏮	⌵
	Doro Guri, Bes Pentti	Sinch Phone QueueL...	Handled	sales.manager20	12:08:47 PM, 6/3/2026	12:08:57 PM, 6/3/2026	12:08:59 PM,...	00:10	00:02	00:18	00:30	⏮	⌵
	Doro Guri, Bes Pentti	Sinch Phone QueueL...	Handled		12:06:44 PM, 6/3/2026	12:06:48 PM, 6/3/2026	12:06:48 PM,...	00:04	00:00	00:00	00:04		
	Doro Guri, Bes Pentti	Sinch Phone QueueL...	Handled		12:05:14 PM, 6/3/2026	12:05:18 PM, 6/3/2026	12:05:18 PM, ...	00:04	00:00	00:00	00:04		

A supported data grid with the refresh options

Start time 06/03/2026 00:00 End time 06/04/2026 00:00

Automation: Auto refresh maintained for current day, although switches to no auto update in cases where current day is not selected

Statistic view **Keyword cloud** card

Keyword cloud

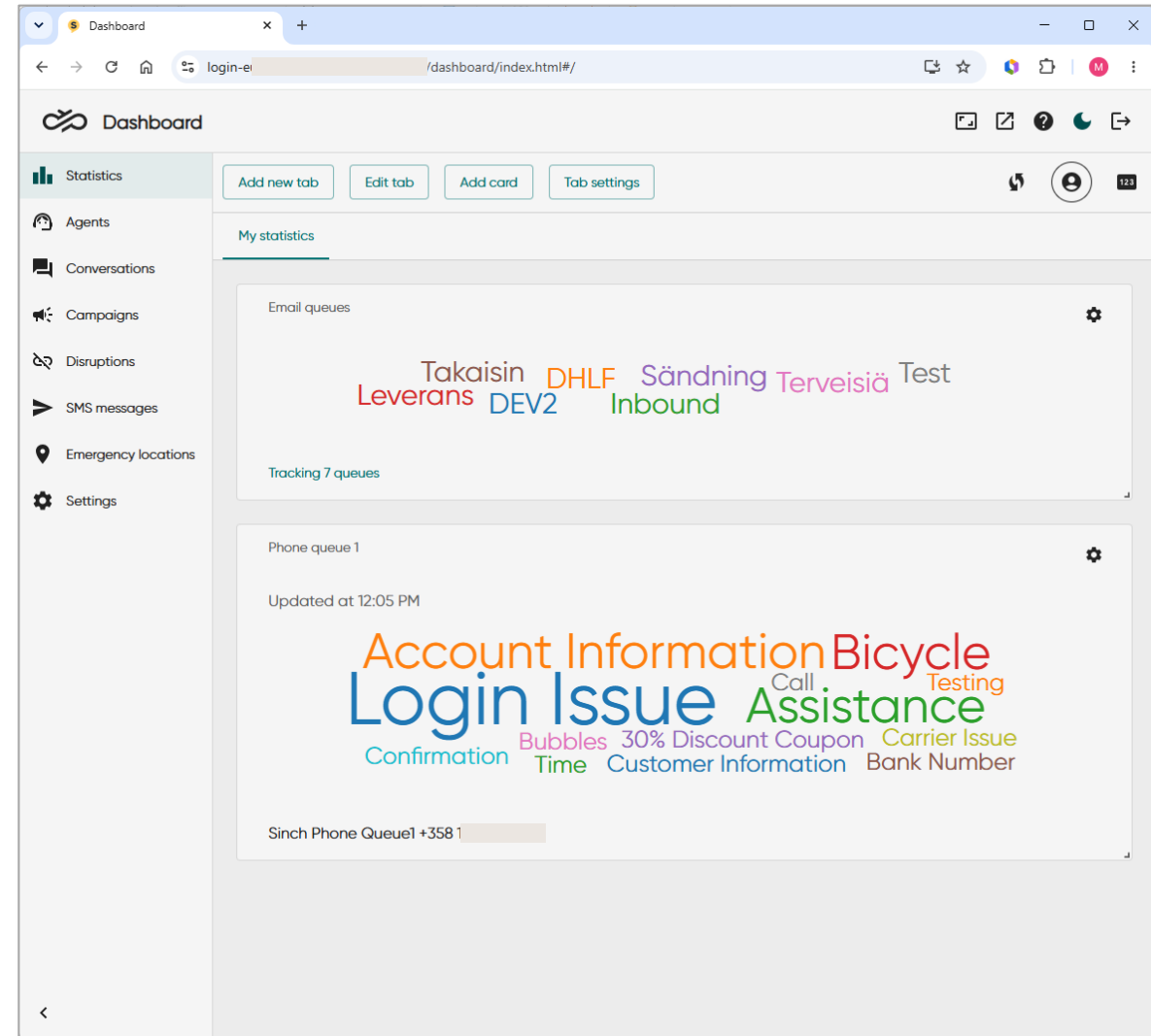
Providing at-a-glance visual representation of topical keywords used within conversations that were handled.

The font size used infers the word's popularity.

Benefit: Helps quickly highlight key themes and emerging trends, making it easy to understand what matters most to customers.

Card features

- Show trends by current day, current week or as last seven days.
- 26q3 supports keywords found from calls or emails (chats to follow).
- Define card for single queue trend or track trends across several queues in a 'tracking' defined card.
- Auto scaling of keywords to match card size.

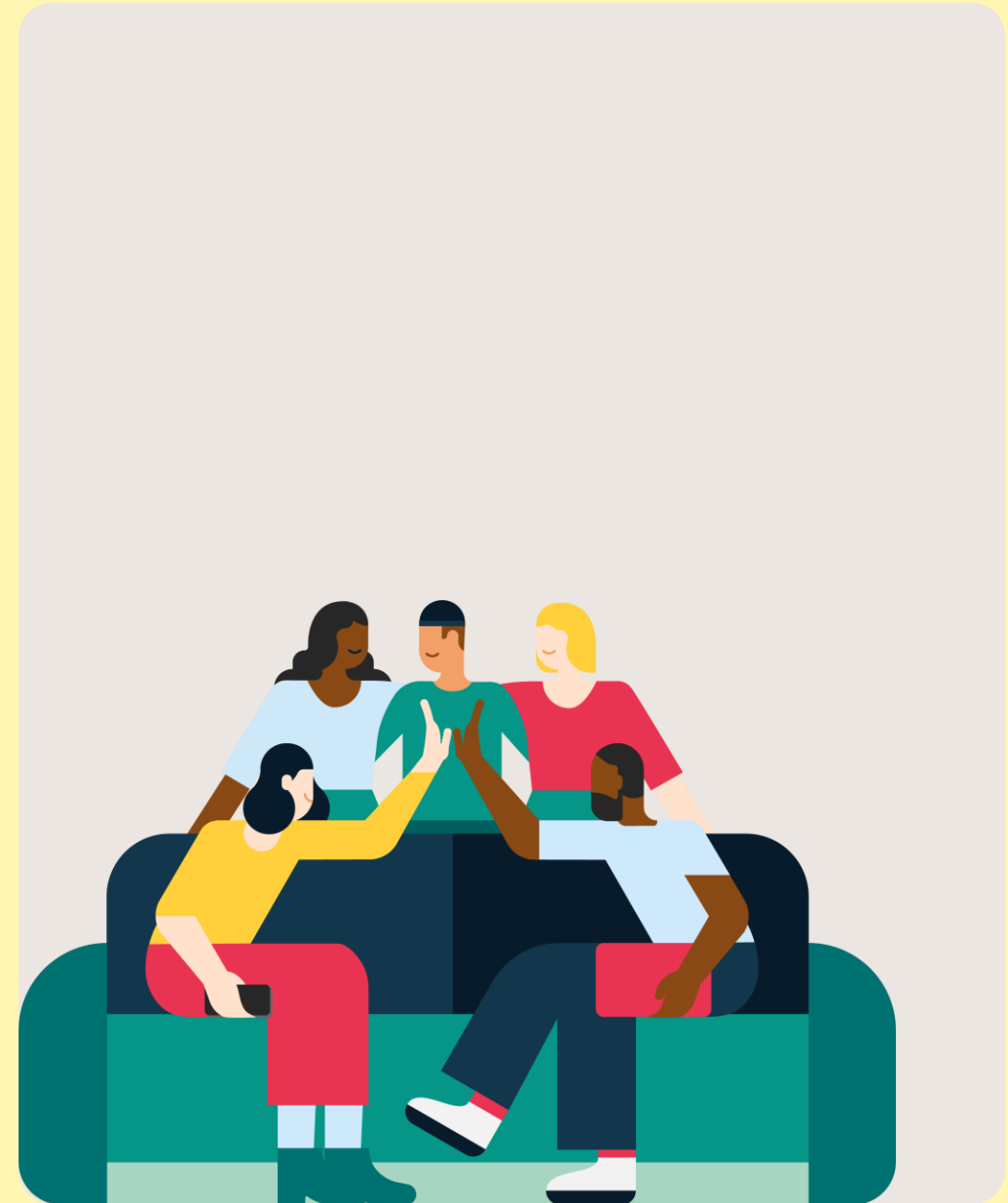


New Statistic view card – Keyword cloud

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Integrations

enablers and improvements



Video assistance is now GA

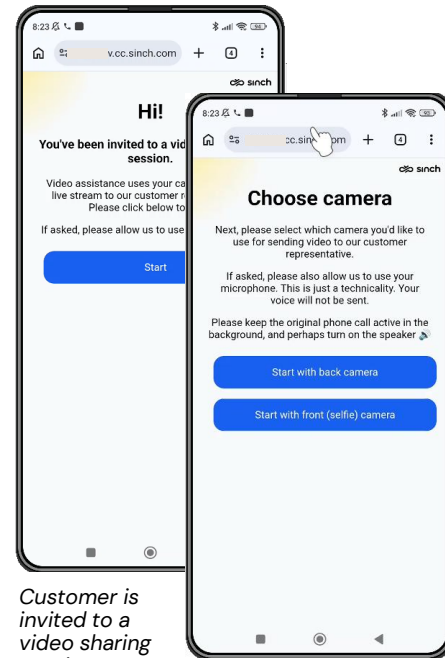
Live video support during voice calls

Now Generally Available (GA) in 26q3 with performance optimizations and minor bug fixes, this feature allows agents to instantly launch live video sessions with customers directly from an active voice call.

Benefit: Eliminates on-site technician visits and product returns by allowing agents to visually diagnose problems in real-time, reducing handling time and maximizing first-contact resolution.

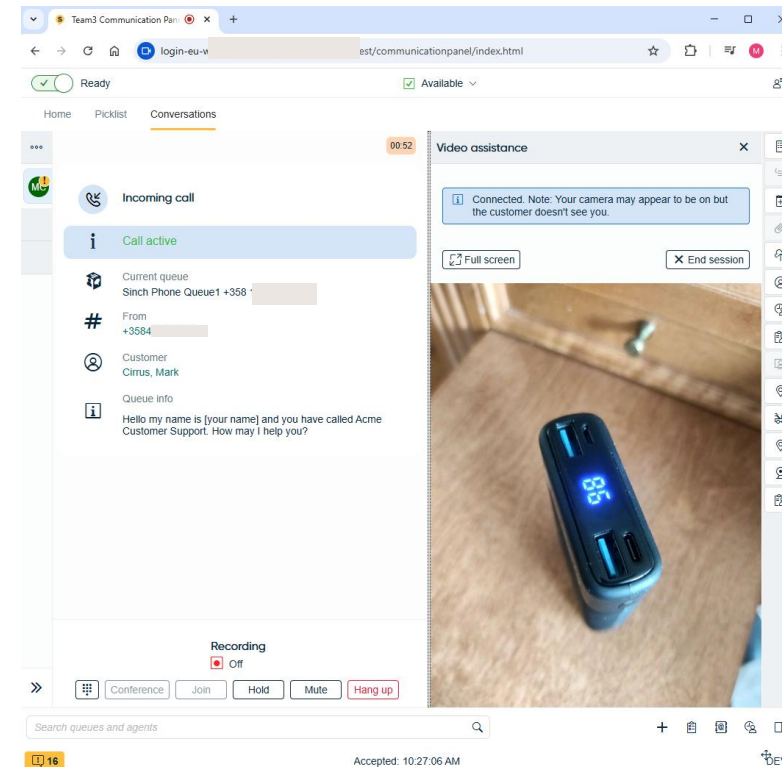
Key features

- **Instant App-Free Joining:** Agents send an invitation via SMS; customers join instantly through their phone's web browser without downloading any application.
- **Seamless Customer Setup:** The browser-based visitor page allows customers to quickly select their camera and share the video.
- **Remote Problem Resolution:** Designed specifically for complex scenarios, such as technical support, health assistance, or remote claim assessments, where seeing the object is key.

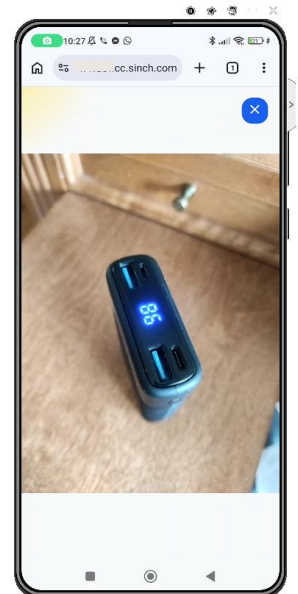


Customer is invited to a video sharing session. Invite URL is delivered using SMS.

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.

Chatlayer voice bot utilizing AI

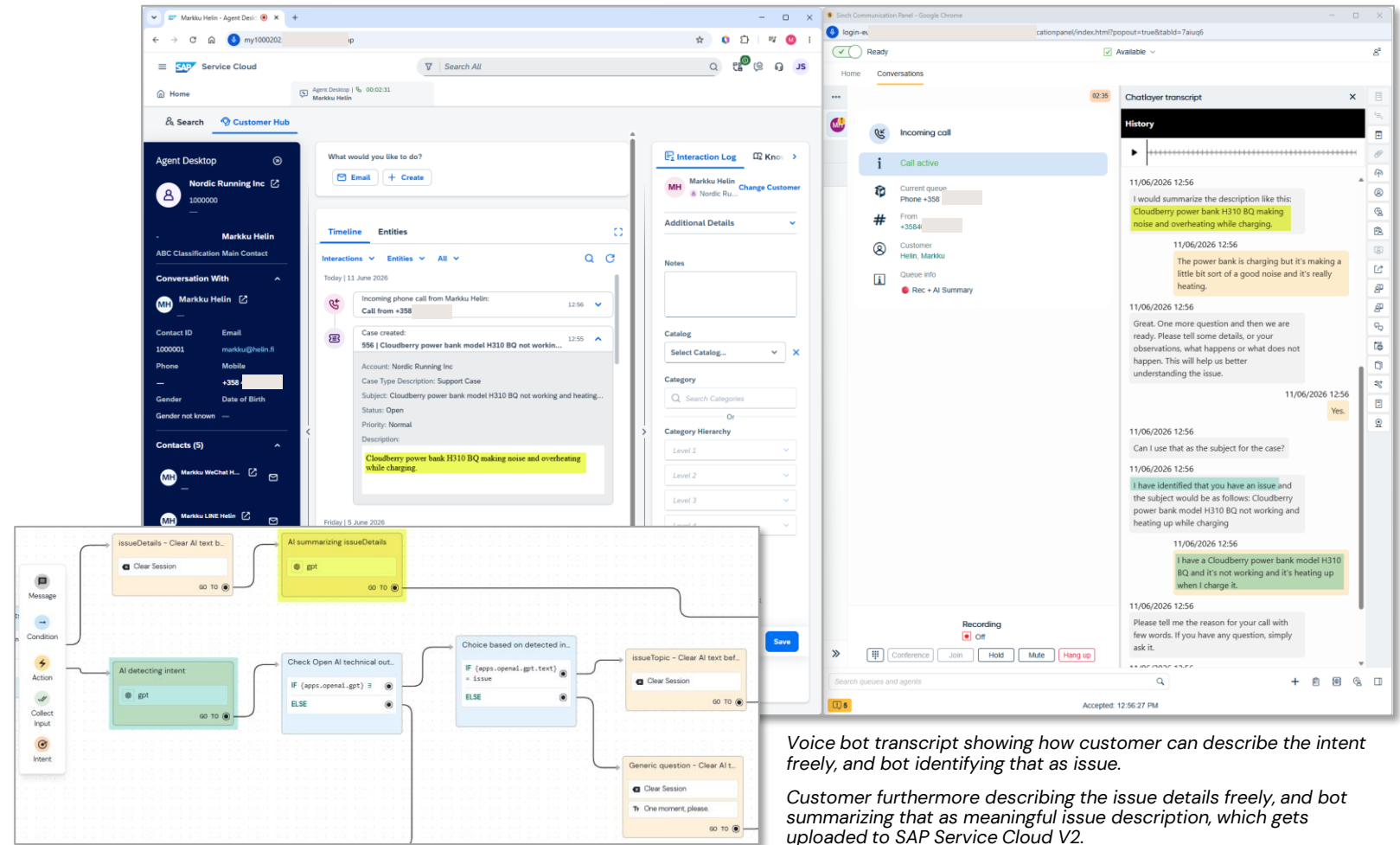
for intent detection, summarizations and answers to generic questions

Chatlayer voice bot utilizing generative AI to understand natural customer speech for dynamic intent detection, automated issue summarization, and self-service resolution.

Benefit: Eliminates IVR menus by allowing customers to speak naturally, increasing self-service resolution for routine questions while delivering well-summarized ticket context to agents for complex issues.

Key features

- Free-Form Intent Detection: AI identifies the caller's underlying intent based on natural, open-ended speech.
- Automated Q&A Resolution: When callers have general inquiries, the bot utilizes AI to generate and provide conversational answers.
- Intelligent Issue Capture: If a specific issue is detected, the bot dynamically prompts the customer for details, allowing them to explain the problem entirely in their own words.
- CRM Summarization & Sync: AI synthesizes the customer's explanation into a concise, actionable issue summary and automatically uploads it directly into SAP Service Cloud V2 as a ready-to-work case/ticket.



Chatlayer configuration with AI detecting caller's intent.

If intent identified as issue, the bot asks the details.

If intent is anything else, bot utilizes AI to provide the answer to caller's question.

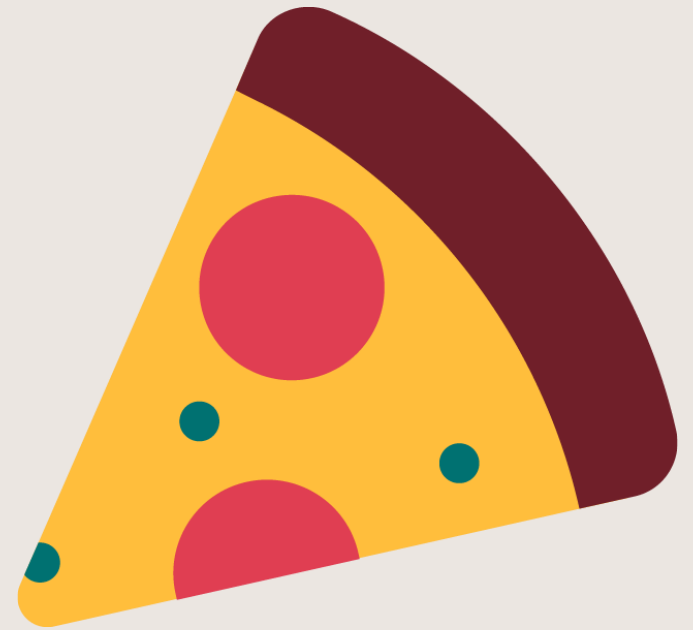
Voice bot transcript showing how customer can describe the intent freely, and bot identifying that as issue.

Customer furthermore describing the issue details freely, and bot summarizing that as meaningful issue description, which gets uploaded to SAP Service Cloud V2.

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Miscellaneous

improvements



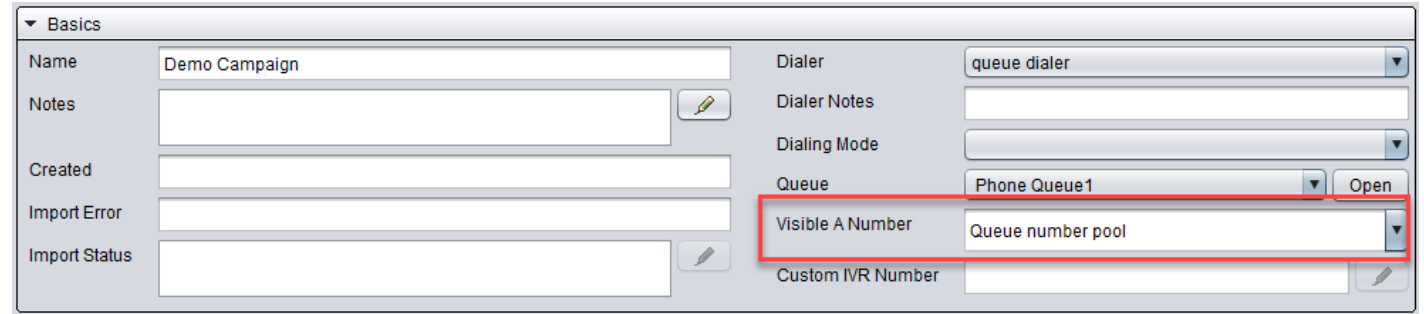
Outbound campaign number pool

Optimize outbound outreach by allowing administrators to define specific pools of phone numbers for any campaign to dynamically distribute outgoing traffic.

Benefit: Greatly reduces the risk of individual phone numbers being flagged as spam and significantly improves overall call deliverability by balancing traffic across multiple sender IDs.

Key features

- **Custom Number Pools:** Administrators can define and assign a designated pool of phone numbers for any specific outbound campaign.
- **Dynamic Traffic Distribution:** The campaign engine automatically and randomly selects a phone number from the pool for each outgoing interaction.
- **Randomized Delivery:** Number selection is entirely random for every single attempt; the system does not stick or assign a specific number to a customer.
- **No Sticky Routing:** Customers contacted multiple times are highly likely to be reached from different numbers within the pool, as numbers are not remembered or agents are not paired to specific contacts.



The screenshot shows the 'Basics' tab of a campaign configuration form. The 'Name' field is 'Demo Campaign'. The 'Dialer' is 'queue dialer'. The 'Queue' is 'Phone Queue1' with an 'Open' button. The 'Visible A Number' dropdown is highlighted with a red box and shows 'Queue number pool'. Other fields include 'Notes', 'Created', 'Import Error', 'Import Status', 'Dialer Notes', 'Dialing Mode', and 'Custom IVR Number'.

Queue number pool configured as Visible A Number under Campaigns.

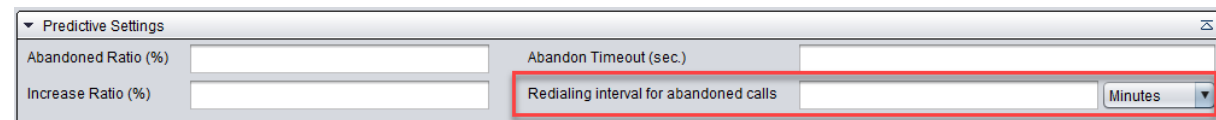
OB Campaign dialer improvements

Key campaign dialer enhancements introducing smart retry delays and optimized preview call behaviour for predictive outbound campaigns.

Benefit: Prevents repetitive, immediate dialing of abandoned customers to protect customer experience, and ensures instant-retry preview calls are not blocked by standard dialer line limits.

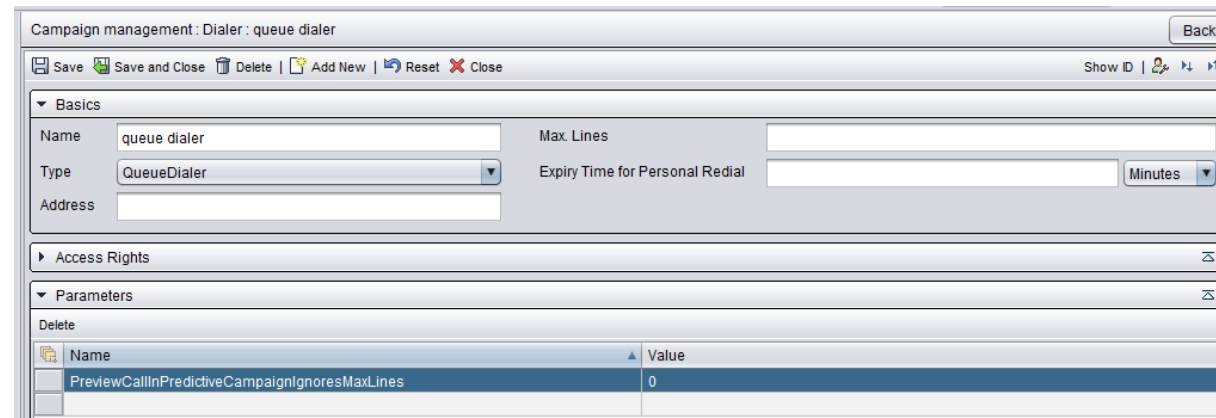
Key features

- **Abandoned Call Delay:** Administrators can define a custom delay before the next call is made to a customer whose previous call resulted in an "ABANDONED" status, preventing immediate redialing.
- **Instant-Retry Preview Mode:** When an agent classifies a predictive campaign call as an instant retry, the system automatically triggers the retry in Preview mode.
- **Max Lines Parameter Override:** During instant-retry preview calls in predictive campaigns, the system ignores the standard campaign line limits by default using the parameter *PreviewCallInPredictiveCampaignIgnoresMaxLines* to ensure the call is not blocked.



The screenshot shows a 'Predictive Settings' dialog box. It contains three input fields: 'Abandoned Ratio (%)', 'Abandon Timeout (sec.)', and 'Redialing interval for abandoned calls'. The 'Redialing interval for abandoned calls' field is highlighted with a red rectangle and has a 'Minutes' dropdown menu next to it.

Redialing interval setting for abandoned calls under Predictive campaign settings.



The screenshot shows the 'Campaign management : Dialer : queue dialer' interface. It includes a 'Basics' section with fields for 'Name' (queue dialer), 'Type' (QueueDialer), 'Address', 'Max. Lines', and 'Expiry Time for Personal Redial'. Below this is an 'Access Rights' section and a 'Parameters' section. The 'Parameters' section contains a table with one row: 'PreviewCallInPredictiveCampaignIgnoresMaxLines' with a value of '0'.

Name	Value
PreviewCallInPredictiveCampaignIgnoresMaxLines	0

Utilizing the parameter *PreviewCallInPredictiveCampaignIgnoresMaxLines* under Campaign management.

EDI attached data enhancement

Attached data updated via EDI during chat conversations is now instantly stored to the database, ensuring metadata is captured correctly regardless of the conversation's state.

Benefit: Eliminates race conditions and missing data when integrating third-party bots. Ensures that conversation metadata is fully preserved, whether it is injected before, during, or after an agent interacts with the customer.

Key features

- **Asynchronous Data Capture:** EDI attached data is now written to the database immediately upon receipt, removing the strict requirement that an agent must have already accepted the interaction.
- **Seamless Bot-to-Agent Handoffs:** Perfectly supports workflows where external bots handle the initial conversation, upload their transcript to Contact Pro, and update the interaction metadata before transferring the session to a live agent queue.

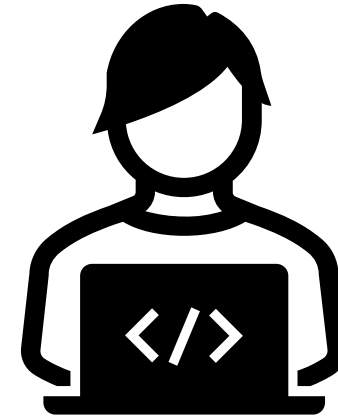
API enhancements

Restful Interfaces

- RCI/users/:id/password
API to set or change user's password
- RMI/agents
Last login time added to agent data
- CMI/keywordCounts
API to return **AI generated** keywords per queue(s).
- CMI/keywordContacts
API to list conversation with certain **AI generated** keyword(s)

CPC – following additions to CPC library

- Ability to download logs
- Ability to set presence profile
- Ability to login and logout agent from a queue



Sunsetting Online Monitoring

Heads up! – It's time to move on!

After 20+ years of great service, we are announcing sunset of our legacy monitoring tool called Online Monitoring.

From 26q4 release onwards the tool is no more available for our cloud customers.

On-premises sunset will follow in OP2027 release.

We encourage you to use the Dashboard which runs on modern browser, provides the same features and more.



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



26q2 status:

- Start migrating customer test tenants to DSCC in EU
- Go to production with DSCC in AF and AU

26q3 status:

- Continue migrating customer test tenants to DSCC in EU
- Start migrating customer test tenants to DSCC in NA

What's next

- Start migrating customer production tenants to DSCC in EU & NA

End

of Show and Tell presentation

Planned [release dates for 26q3](#)

Release to Customers' test tenants June 23rd, 2026

Release to Customers' production tenants August 15th, 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/>