



Instant Queue Manager

What's New in Instant Queue Manager 2.6?

- Updated IQM to allow agents to invite other Sametime users (not defined as agents in IQM) into a queue conversation.
- Integrated AJAX STLinks with Queue Manager (No client side installation – of Java required)
- Ability to send chat transcript to web visitors
- Updated to log product category at the end of the chat conversation
- Updated Canned Messages Plug-in to support Sametime Connect Client 8.x and Lotus Notes Embedded Clients
- Updated Canned Messages plug-in to allow agents to quickly select and invite Sametime users into a Queue conversation

Build History

Instant Agent Framework - Queue Manager

Build 2.6.13, 2.6.14

Updated to fix crash issues (releasing all timer and IM objects, not using Windows API to optimize UI updates)

Build 2.6.12

Updated to log product category at the end of the chat conversation

Build 2.6.11

Updated Queue logs database to log survey form fields when logging is in HTTP mode

Build 2.6.10

Fixed Issue: Agent gets reconnected to Customer when providing post chat log details. This also disables the agent in Queue.

Build 2.6.9

Fixed Issue: Agent gets reconnected to Customer when providing post chat log details

Build 2.6.8

Fixed Issue: Agents become disabled even though they should appear to be enabled

Fixed Issue: In case of a reconnect a object of Meeting class gets created even though component has been disabled via preferences

Fixed Issue: In case of a reconnect privacy list should not be updated

Build 2.6.7

Fixed Issue: Waiting time was recorded as string instead of a numeric value

Build 2.6.6

Fixed Issue: Queue does not automatically change status (to away) when all operators go offline.

Build 2.6.5

Fixed Issue: IAFQueue was unable to resolve all public group members

Build 2.6.4

Added: Support for STLinks package to send information multiple times. This is to ensure that the information is received by the QueueBot

Build 2.6.3

Fixed: Issue where the first couple STLinks coded messages were not being received by the Queue
Fixed: Issue where if QueueBot was set to auto start upon QueueBot load and ServiceManager was set to auto-reload adf files, too many debug logs were created.

Build 2.6.2

Fixed: Issue with HTTP logging and when the customer closes the chat window before the agent
Fixed: Issue where Invite agent was receiving duplicate of messages typed from customer
Added: Debug code around coded messages