

Date Submitted	Name / Company	Req to Enhance Existing Platform	New Enhancement Idea/Platform	Vision 20/20 Forecasting	Critical or Nice to have
4/13/18	Joe H/Abbott	N/A	SD-Unlike the app, a note cannot be created for a message with your own ID.		Critical -
4/16/18	Mike B	SDM/Prism	Ability to block a phone number from an individual account		Critical
4/18/18	Gary E /Edwards	Automated dispatch based on inbound triggers such as an e-mail message, SMS or v-mail trigger			Critical
4/18/18	Gary E/Edwards	Ability to blank out credit card information on the Operators screen and pause the voice and virtual observer during the taking of the credit card information.			Critical
4/18/18	Gary E/Edwards	Ability to receive unsolicited SMS messages and emails, routed to a station/person/account •			Critical
4/18/18	Gary E/Edwards	Ability to copy schedule from one account to another when linking them is not the best option. •			Critical
4/18/18	Gary E/Edwards	Ability to copy Prism, SDM, and Comserver to cloud. Get Phoenix software working			Critical
4/18/18	Gary E/Edwards		Smart phone application to give access to the web portal.		Critical
4/18/18	Gary E/Edwards		Ability to parse apart out missed opportunity calls between those screen out by V=mail/IVR and not presented to operators from those that were queued up with enough time to have been answered, but where not answered live by an operator		Critical

4/18/18	Gary E/Edwards		When calls go unanswered for a set amount of time, the system will call or text someone to report the situation		Critical
4/18/18	Gary E/Edwards		Operator miss opportunities and average time between answering		Critical
4/18/18	Gary E/Edwards			Further develop enhance call routing. IE. Newest call routed to longest idle operator at that skill level.	Critical
4/23/18	Jim G / Contact Communication	SDM/Prism -The ability to not only set a limit for the # of calls/trunks available for an account but also have the ability to set a number of calls/trunks in a 'greeting queue' that moves a call from that queue into the call rotation when the account's trunk limit opens up.			Nice to have
4/25/18	Michele H / Abbott		On-Call Scheduler Color Coding: We would love to have male doctor names appear in blue and female doctors appear in pink (or red). Having color options in the INSTRUCTIONS Field		Nice to have
4/28/18	Cindy H / Ansercall	With two E-mail servers, whenever we get an error message from SDM "ISP Email Down" it would be beneficial to know which server.			Nice to have
4/28/18	Cindy H / Ansercall	Fax Server:	Would like the option to purge a specific job instead of purging ALL PENDING		Nice to have

5/2/18	Dave P Pro	SDM - Anyway to increase the number of flag options that can be set up? Right now we can only have 8.			Nice to have
5/3/18	Dave P Pro	SDM - when you copy a message to another account, the original date and time of the call will copy as well.			Nice to have
5/3/18	Dave P Pro	SDM - Ability to print off "IF" messages in the system - like we can print off reminders			Nice to have
5/3/18	Dave P Pro	PRISM II (?) Ability of auto announcements to transfer if an account is assigned a new did number.			Nice to have
5/3/18	Dave P Pro	SDM - "IF" Msgs. ability to copy them to a new account ID			Nice to have
5/4/18	Gary E/Edwards	Voice Mail - an option that can be set to delete a v-mail message once it has been emailed			Critical
5/22/18	Gary E/Edwards	SDM - ability to block reminders on selected stations or operators ID's at all times or on breaks.			Critical
5/31/18	Cindy H / Ansercall	On-Call Editor - would like to be able to share a specific On-Call Reason across 3 or 4 accounts without using a "dummy" on call account. Using a dummy account for all accounts confuses the operators as some of the On-Call reasons do not apply to each account			Critical
6/6/18	Rose.Nancy Advance Telemesssage Service		On-Call Scheduler integrated into billing		Nice to have

6/6/18	Rose.Nancy Advance Telemesssage Service		We have script start automatically when call answered. If nothing is typed/done in script it would be great to have it delete itself when call disconnects (like a hang up call)		Nice to have
6/15/18	Robin - Allied Answering	SDM - Ability to print the Callers list under the AMR tab			Nice to have
6/15/18	Robin - Allied Answering	Secure Delivery - Ability to attach files through the Secure Delivery App			Nice to have
6/20/18	Brooke B / Abbott	Secure Delivery - the ability to add notes or messages to an individual message on a desktop Admin account to it's own account			Critical
6/20/18	Brooke B / Abbott	Web Portal or SD - the ability to pick and choose any messages you'd like to print so they print all together and if possible on one concise page			Nice to have
6/28/18	Robin - Allied Answering	SDM - A way track what was put in an Alert once deleted			Nice to have
8/1/18	Dave P Pro	SDM - ability to have reminders show up Monthly			Nice to have
8/14/18	Joe H/Abbott	SDM - Include the 'Entering Message' State as part of the 'All busy' state in Enhanced call routing. Currently, if you are on a call, will it escalate to next level			It is critical to my business.
8/14/18	Joe H/Abbott	SDM - Form - enable a 'Pre-View' ability			Critical
8/31/18	Gary E/Edwards	Agent - Use color codes in locates			Nice to have
9/5/18	Beth w/Contact Communications	On-Call Editor - Have the same user restrictions that are available that are on the Web Portal user definitions, on the On-Call Editor			Nice to have

10/9/18	Gary E/Edwards		When a group text fails because of a "BAD" number, instead of stopping the process at that point, have the ability to skip over the number and continue executing the reminder of the list instead of restarting at the beginning of the group		It is critical to my business.
10/9/18	Gary E/Edwards		When there are multiple steps---EX. Group text followed by faxing, can it be set to override the auto down file of the message when last step is completed if there is a texting error. Currently the texting error report is sent as a pending action to the dispatchers list. However, the message associated with the error can be already be auto down filed before the dispatcher has an opportunity to react to it. Can a report be created that when there is a bad text number or email address that could show the point of failure number/email address?		It is critical to my business.
12/3/2018	Gary E/Edwards		The ability for a remote trainer and trainee to connect to the same audio path simultaneously. needed so that trainer can monitor trainees call and assume control as necessary. Simply performing the same function of a Y head set cord when used for local training		It is critical to my business.
12/14/2018	Gary E/Edwards		alert that the hard drive is reaching capacity so a purge can be conducted before there is a slow down or crash		Nice to have

1/21/2019	Gary E/Edwards		create a program that would give us the ability to take a back up hard drive, place it in the backup server, then copy it's contents to the cloud.	could save our data if on premise copy is corrupted or we need to evacuate or loose local internet	It is critical to my business.
1/25/2019	Chrissy P Answer Midwest		Scripting Be able to copy and send a message out again.		Did Not Answer
2/15/2019	Gary E/Edwards		ability to stop inbound emails & reminders from being presented at selections.		It is critical to my business.
2/20/2019	Gary E/Edwards	Prism/sdm/comserv	To have ability for a SMS 'text reply' to be routed to another SMS modem on the inbound when the SMS modem that sent out the message is out of service.	useful now and for future applications	It is critical to my business.
3/5/2019	Gary E/Edward	WEB Portal	Is there a way that the import feature can void out current listed information for the same date and time? It is not efficient to have to delete line by line before importing an updated schedule.	useful now and for future applications	It is critical to my business.
3/7/2019	Gary E/Edward	Comserve - SMS	Error alert out to the operators when SMS modems fail.	useful now and for future applications	It is critical to my business.
3/7/2019	Gary E/Edward		Add a column to billing reports to accumulate dial out minutes used when the voicemail/ IVR patch a call out of the Prism. This would allow us to down load the information collected and bill for the time.	Show ME the money idea	Nice to have
3/16/2019	AB Universal	Agent System Status	Have the ability to change the color of the OPR Initials according to function. (dispatcher, Bi-lingual, Office Mgr.		It is critical to my business.
3/16/2019	AB Universal	SDM		Web chat interface	It is critical to my business.

3/16/2019	AB Universal	SDM	Present a call automatically after 15 seconds to an operator that is without an active call attached. Too much time is spent on wrap up time. This stat, along with an operator entering on call and listening to a previous, call should be presented on any operator statistics,		It is critical to my business.
3/16/2019	AB Universal	SDM	Entering on-call' should be noted on the system status and also including in the clients totals for billing. The time and quantity should also show in an operator stats.		It is critical to my business.
3/16/2019	AB Universal	SDM & SDS	On SDM totals, it should tie in with secure delivery. It should be an item on the billing totals and include number of units under the account number and the frequency of use.		Nice to have
3/17/2019	AB Universal	On-Call Editor	Any contact-Contact Method that is entered in more then 1 account is changed, there should be an option to ask if the following accounts are to be updated as well. I think even if we set each contact as a specific id then this could be done.		Nice to have
3/20/2019	Gary E/Edward	Prism/sdm/comserv	have a method to distinguish between calls that drop as result of call screening vs call that abandon for no apparent reason.	would make the abandon status a more accurate/relevant statistic	Nice to have
3/26/2019	Cindy H / Ansercall	Secure Delivery App	Ability to have the clients Office number or bloke their cell phone # when returning patient call		It is critical to my business.
3/26/2019	Teleconnect International		Complete log of who made changes to an account or locate with data/time		Nice to have
3/27/2019	Becky VanNote - CBSI	SDM	Ability to set an "Alert" to "always" instead of only a date range.		Nice to have
3/27/2019	Becky VanNote - CBSI	SDM	The ability to copy/paste an ELI Screen to another account's ELI Screen		Nice to have

3/27/2019	Becky VanNote - CBSI	PRISM	Priority hold: Having the option to make "priority hold" only visible to the agent who put it on phold and supervisors, when "all" calls are visible in the call queues to agents.		Nice to have
3/27/2019	Becky VanNote - CBSI	SDM	Ability to set reminders, transmit memos, and inbounds by operator ID and/or account level, instead of station#		Nice to have
3/27/2019	Becky VanNote - CBSI	SDM	More than one on/off time frame for live vs. voice mail. (IE: Mondays turn off 9:05a-11:55a and again 1:05p-5:55p, and we will answer the other times)		Nice to have
3/27/2019	Becky VanNote - CBSI	SDM - System Status	The ability to sort the Station Activity by operator level.		Nice to have
3/27/2019	Chrissy P Answer Midwest	Scripting	Ability for system to redispach when message is copied. Currently, it will not dispatch through scripting again if the message is copied. The system will email it out instead of to dispatcher.		Nice to have
3/27/2019	Jen Schultz / Answer Midwest	Would like to have call be able to route round robin based on level or other criteria. Answering Services have issues with agents avoiding calls and waiting for someone else to answer. If calls could route to the qualified person who has been available the longest this would eliminate that issue.			Nice to have
3/27/2019	Jen Schultz / Answer Midwest		A robust web chat option is needed.		Nice to have
3/27/2019	Jen Schultz / Answer Midwest	Secure Delivery - Secure Delivery with fingerprint and/or Face ID option to open and the ability to add attachments.			Nice to have
3/27/2019	Jen Schultz / Answer Midwest		AI is going to be crucial very quickly		Nice to have

3/27/2019	Gary E/Edwards	Auto logoff off SDM / Prism			It is critical to my business.
3/28/2019	Jen Schultz / Answer Midwest	Embedded Spell Check on Agent			It is critical to my business.