

New Features Quick Reference

On October 8th we will release an updated version of Ancero's Utility VoIP portal. This document provides a brief overview of the new features. Please see the online Help for more information (new features are marked with *).

Overview of What to Expect

Updated UI/UX (user interface/user experience)

First and foremost, you'll notice the improved "look and feel" of the updated screens! The same functions are now easier to use, plus you can customize many screen features to better match your workflow.

- **Modern Design**
Bigger fonts, bolder colors, and consistent screen elements improve readability.
- **Menu Customization Options**
Easily customize the Home Screen and Side Menus according to your own preferences.
- **Simplified Navigation**
Scroll controls and command buttons available on top and bottom of screens, plus confirm navigation pop-up when exiting.
- **Identity Bubble**
Provides quick access to commonly used functions from any screen.
- **Assume Identity**
A new and useful troubleshooting tool.

Dashboard

The Operator Console has been upgraded to a more flexible and easy-to-use Dashboard. Widgets allow you to efficiently use and organize Dashboard tasks.

Chat

A convenient communication option for all Dashboard users.

New User Rights System

Based on a multi-layer model that makes it easier to align user needs with system resources.

Under the Hood Updates

More options for assigning user extensions; improved performance, reliability, and a solid foundation for future enhancements.

Quick Use Tips

Home Screen

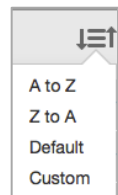
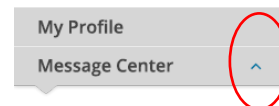
- Resize panels (My Apps, Message Center, Recent Transactions)
- Drag and drop panels into new locations



Lower right corner

Side Menus

- Expand or collapse as needed
- Drag and drop into preferred order
- Sorting options available



Quick Use Tips cont.

Identity Bubble

- Upper right corner
- Personalize with an avatar
- Dropdown menu access to the following
 - Assume Identity – availability based on User Rights
 - Profile – opens My Profile screen
 - Settings – opens Settings tab of Main Menu
 - Help – opens Help in a new window
 - Sign out



Message Center Icon

- Upper right corner
- Indicates number of unopened messages
- Opens Message Center inbox



Chat

- Available only for Dashboard users
- Icon located to the left of Identity Bubble
- Buddy List auto-populated
- Status indicators: available, away, disconnected, and invisible
- Offline access



Dashboard

- The Operator Console has been upgraded to Dashboard
- Open with Dashboard tab in the Main Menu
- Functions accessed with user-friendly widgets
 - Drag and drop into new locations
 - Resize as needed
 - Hide and restore
 - Settings remain in place until you change them
 - Restore default option

+ Add Widget

↶ Restore Default

New User Rights System

- Assign specific permissions based on individual needs
- Groups help categorize users and resources