



# Omnichannel Contact Center Version 8.0

## Changelogs

- Scheduled report per Day for CC statistics.
- Migration of Agent Occupancy, Queue Callback Calls, Queue Conversations per Disposition, and Voice Entry Positions reports to the new Omni Statistics.

## Release Notes

### **COEO Connect**

- Voice Statistics – Deprecation Notice
- What's New in Statistics (8.0)
- Important Notice
- Omnichannel Contact Center – Scheduled Reports Update

### **Voice Statistics - Depreciation Notice**

With the release of COEO Connect 8.0, legacy Voice Statistics have been deprecated. All reporting functionality has been migrated to the new Statistics page, which now serves as the unified reporting engine for both voice and omnichannel data.

The new Statistics page introduces improved architecture, enhanced performance, and expanded reporting capabilities.



## What's New in Statistics (8.0)

New and enhanced reports include:

- Queue Conversations per Disposition
- Voice Entry Positions
- Queue Callback Reports
- Agent Occupancy Report (Voice)

Reports now also support filtering by DID and Customer, making it easier to narrow down results across all available reports.

In addition to these new reports, new metrics have been implemented in alignment with industry standards, ensuring improved accuracy and consistency across statistics.

All reports now run on ClickHouse, providing significantly improved performance, scalability, and reliability compared to the legacy Voice Statistics engine.

## Important Notice

Legacy Voice Statistics will remain accessible for backward compatibility; however:

- They are officially deprecated
- They will no longer be maintained
- No new features or improvements will be added

We strongly recommend using the new Omnichannel Contact Center Statistics page to benefit from improved performance, enhanced metrics, omnichannel reporting capabilities, and future updates.

## Omnichannel Contact Center - Scheduled Reports Update

Scheduled Reports for Omnichannel Contact Center statistics (Agent, Queue, and Dialer reports) have been enhanced.



Reports can now be scheduled on:

- Hourly basis
- Monthly basis
- Yearly basis
- Specific day(s) basis

The previous daily and weekly scheduling options have been replaced with the more flexible “specific day(s)” option, allowing administrators to define exactly when reports should be sent.