

## New Features in HUD 3.5

### All Editions

Feature	Description
▶ Block Chat Initiation Permission	This permission allows the admin to prevent selected groups of users from initiating chat messages, but supervisors can still chat with subordinates when initiating communication. (With PBXtra Professional or higher edition)

### HUD Team

Feature	Description
▶ Linked Server	Users of HUD are now able to see coworkers on separate servers with the HUD presence capability.
▶ Support for Windows 7 and Mac OSX 10.6	Windows 7 and Mac 10.6 are now supported operating systems to run the HUD client
▶ HUDdy List	This HUDdy list shows the people you contact the most. The HUDdy list is determined by sum of chat sessions + outgoing calls to a person.
▶ Locations	Users can select their location from the dropdown menu in their HUD, whether it is another extension, a mobile phone, etc. All calls will be routed to that audio device.
▶ Add to Conference	Add to Conference: <ul style="list-style-type: none"> <li>✓ Click on the Conference icon (in the chat window) at anytime and start a conference bridge.</li> <li>✓ Move the call you are currently on into a conference bridge by clicking the conference button, and have the ability to drag others in as well</li> </ul>
▶ Transfer Calls from On Hold	Users are now able to drag a call to the On Hold area, then transfer that call from On Hold to another extension, or to the voicemail box of another extension.

## HUD Agent

Feature	Description
▶ Agent Log Out Reasons	When an agent logs out of their queue, they must select a reason why they are logging off. These reasons are populated by the admin in the Web Admin Panel. These log out reasons are also displayed in the CDR key code reports.
▶ Agent per Queue Log Out	Ability for agents to be logged out of an individual queue and still remain logged in on others.
▶ Recorded Alert	If an agent is being recorded by a peer, they will receive a desktop alert notifying them that their call is being recorded by that peer.
▶ Barged Alert	If a peer is barging an agent's call, the agent will receive a desktop alert notifying them that they are being barged by that peer.
▶ Permanent queue icon	Permanent agents will now have a "Q" icon on their HUD, so that call center managers can easily find their permanent agents in HUD.
▶ Whisper	Whisper allows for an admin to listen to a call and give feedback that only the agent can hear.
▶ Whisper Alert	Agents being whispered to by a peer will receive a desktop alert notifying them that they are in whisper mode by that peer.

## HUD Queues

Feature	Description
▶ New Queue Stats	The queue detail now includes additional statistics so that you can be more knowledgeable about your calls: <ul style="list-style-type: none"> <li>✓ Time to Answer Service Level Agreement</li> <li>✓ Idle- time elapsed since the agent last took a call from any queue</li> <li>✓ Calls- the total number of calls the agent has taken</li> <li>✓ Average talk time per completed call per that agent</li> </ul>