



## Changes in ASK 2.8

### General

- Extended language support (now available: Dutch, English, German and Chinese)
- Extended special character support
- (Beta version of Feedback manager)
- (Beta version of Flexible Agent)

### Desktop

- Introduction of user and group management
- Option to manage voice files
- Play voice files on computer or by phone
- Record by phone via *Call Me Now*
- Improved user interface / navigation
- More flexibility in scheduling options

### Telephony

- Several performance improvements

### Scheduler

- Filter option
- Option to enable/disable scheduler jobs
- Check on shorter time interval
- New: Robot scheduler. Processes IVR without calling
- Extended Task processing scheduler jobs
- Extended Mail Merge Agent adjustments
- Future (>2 weeks) activity window

### IVR

- Extended "set availability" IVR
- Extended "collect feedback" IVR

### Matching

- Introduction of location based matching algorithm (based on GPS coordinates)

### Account manager

- Username adjustable for authorized users
- Improved navigation in account manager

### Group manager

- Improved navigation in group manager

### Task Manager

- Task state export overview
- Extended interface error handling