

HELLO and welcome to the November edition of our Newsletter. The end of the year is fast approaching and what a year it has been. We've had some really exciting updates, including major development in our software Clobba RT is LIVE FOR TEAMS! Read more below. To feature in our next newsletter please get in touch, we love to collaborate and want to hear from you.

Email info@codesoftware.net

**2020
DIARY**

30th Nov-4th Dec
AMAZON RE:INVENT
ONLINE

We have not
added events for
2021 yet.

KIGALI 

KIGALI IS COMING...



Amazon Connect



The Kigali suite of software has been built on AWS technologies and is delivered as a serverless solution from Amazon Marketplace. UC and the latest contact centre technologies have revolutionized working practices around the world bringing new ways of communicating, collaborating and increasing customer service levels.

To make a success of this new way of working organizations need robust and adaptable reporting and management tools. Keep an eye on our social media for updates coming very soon!

NEW PARTNER ANNOUNCEMENT!

CODE SOFTWARE HAS PARTNERED WITH AVOIRA

Our partners are an integral part of our business and we love welcoming new partners on board.



Who are Avoira?

Avoira has an unrivalled breadth of portfolio and is a long-established, renowned, and trusted specialist provider from the communications industry – supplying fluent technology solutions to UK businesses.

Their expertise spans consultancy, sales, installation, and maintenance services across the communication spectrum: from unified communication and collaboration systems and hardware, CX solutions and cloud services, to Wi-Fi networks, IT services, two-way radio systems and security.

To see more visit: <https://www.codesoftware.net/avoira-partners-with-code-software/>

To find more out about partnering with Code see here: <https://www.codesoftware.net/partner/>

Are you finding this mildly interesting?

If so you can view all our newsletters here: <https://www.codesoftware.net/newsletter/>

IT'S ALL ABOUT THE COMMS

By Steve Bruno - *Director of Business Development*

The US Census Bureau conducted a survey revealing that across the US 37% of Employees were teleworking Between October and early November. In Tech heavy cities like San Francisco that number jumps to 56.2 Companies such as Google, Facebook, Amazon, and Microsoft have announced work from home into 2021. That is a sea change from the average of 5% Pre COVID-19.

Shares of Logitech and Plantronics (POLY) are up across the board as workers attempt to adjust to the home office. Lucky for those folks there is plenty of innovation in this space, bringing all kinds of unique solutions from Video to Audio asynchronous communications.

Read the full blog here: <https://www.codesoftware.net/its-all-about-the-comms/>

CLOBBA FEATURE UPDATES

LIVE STATS FOR MICROSOFT TEAMS

If you are using Microsoft Teams including Call Queues and Auto Attendants **Clobba RT** now supports live presence reporting and call stats!

What does this include?

- Active calls monitor
- Agents logged on monitor
- Available agents monitor
- Presence status displayed in a dashboard to which filters can be applied



QUEUES FILTERING ON DASHBOARDS

We have now queue filtering available on relevant monitors for Microsoft Teams presence.



SEE ALL UPDATES HERE:

<https://www.codesoftware.net/software-updates/>