



Latitude[®] Release Notes

Version 13.0

Last updated November 04, 2019

Abstract

This document summarizes new features in Latitude and its related products and components.

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https://help.genesys.com/latitude/Liquid/Desktop/Copyright_and_Trademark_Information.htm.

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Introduction to Release Notes

The Release Notes include all new features and visible changes introduced in Latitude 13.0 and its related products and components. The release includes a system-generated New Features and Summary file that provides detailed lists of public changes in the release. These files are available in the Latitude Documentation Library.

New Features in Latitude 13

Latitude

Latitude 13.0 includes the following new features.

Custom panels

Added ability to create custom anchor cards and reference panels to display in the **Work Form**. You map the custom anchor card or reference panel to a query that specifies the data to display in the card or panel. You create the query using the **Custom Panel Query Creator** tool in Latitude Console and create the mapping in the **Custom Panel Mapping** panel in Latitude.

Interaction Dialer

- Added a **Dialer Agent Interface** to provide integration to Interaction Dialer to allow users to process campaign calls in call lists that your organization creates using List Builder.
- Added ability to specify a user's Interaction Dialer logon credentials in the **User** dialog box to allow automatic log on to Interaction Dialer when the user is logged on to Latitude.
- Added a **Dialer** panel for mapping disposition codes from your Dialer server to result codes in Latitude.
- Added ability to dial phone numbers manually from the **Contact Information** tab or the **Phones** panel.

Payment arrangements

Added ability to create a single payment arrangement for an amount that exceeds the account balance when proposing a payment arrangement in the **Payment Negotiator** card. You can create the arrangement for a single, non-joined account or for one or more joined accounts. The amount cannot exceed the maximum overpayment amount configured in the **Allow Overpayments** permission.

Permissions

- Added **Access Redirect Portal** permission for specifying the web site to open in a new browser tab when a user clicks the link on the account toolbar.
- Added **Allow Overpayments** permission for specifying whether to allow payment arrangements that exceed the account balance. If allowing overpayments, specify the maximum percentage of the account balance that users are allowed to increase the payment by when scheduling overpayments. For example, if the account balance is \$100 and the maximum overpayment percentage allowed is 10%, you cannot create an overpayment arrangement for more than \$110.

- Added **Dialer** permission for specifying whether to display the **Dialer Agent Interface** in the **Work Form**.
- Added **Mask Phone Numbers** permission for specifying whether to mask all phone number occurrences in the **Work Form**.
- Added "Pool Queue" option to the **Queue Providers** permission for specifying whether the Pool queue is available to users.

Pool queue

Added the Pool queue feature to the **Work Form**. A Pool queue is dynamic in that accounts flow in and out of it as they qualify or disqualify. Accounts in a Pool queue reside on an inventory-type desk, where multiple users have access to them.

Portal redirect

Added an option to the **Account** toolbar that, when clicked, displays a web site in a new tab in your browser.

Reference panels

Added a **Communication** panel for viewing all communications associated to an account, such as inbound and outbound calls; and inbound and outbound letters. If available, you can also play audio recordings associated to calls and view sent letters.

Latitude Console

Latitude Console 13.0 includes the following new features.

Custom Panel Query Creator tool

Added **Custom Panel Query Creator** tool for creating a query that you can use to create a custom anchor or reference panel to display in the **Work Form** in Latitude. You create the query using the **Custom Panel Query Creator** tool in Latitude Console and map the query to a custom anchor or reference panel using the **Custom Panel Mapping** panel in Latitude.