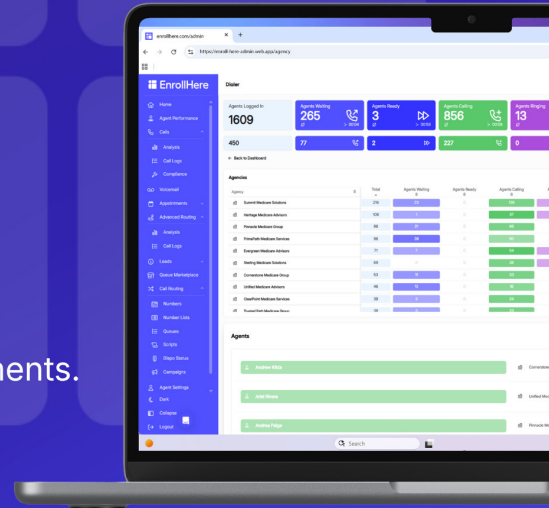




# Product Release Notes

One-click voicemail, enhanced routing, new analytics, and expanded reporting headline this month's platform enhancements.

July 2026 Edition | 12 New & Improved Features



## NEW & IMPROVED

12 updates

### Calling

- **One-click voicemail drop.**  
Agents can leave a pre-recorded voicemail with a single click instead of waiting through the beep, so they spend less dead time on calls and move to the next lead faster.

### Routing and Reliability

- **Calls follow the priority order you set.**  
Ring groups now respect your tier rules, so callers reach the right team more often.
- **More control over where calls land.**  
Teams can set how lead lists reroute, so fewer opportunities slip through.
- **More accurate billing on recovered calls.**  
Billing and reporting for reconnected calls line up correctly, which cuts down on time spent reconciling.

### Intelligence and Analytics

- **Benchmarks on scorecards.**  
Scorecards now show how performance compares to peers and to the wider platform, instead of a number sitting on its own.
- **Cost per application for ancillary products.**  
You can now track what each ancillary-product application costs, which gives a clearer picture of what drives revenue.

### Reporting and Compliance

- **Call quality scores on every call.**  
You can now see quality stats directly in a call's detail view.
- **Clearer abandoned-call reporting.**  
Abandon rate is measured more consistently and the trend is easier to read, which helps with staffing and pacing decisions.
- **Calls and sales in one view.**  
New trend views put call activity and sales side by side over time.

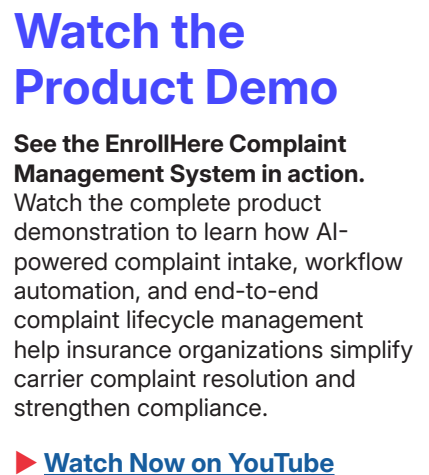
### Scripts and Admin

- **Scripts can now be deleted.**  
You can now delete scripts you no longer need. Deleted scripts are soft-deleted, allowing them to be recovered if deleted accidentally.
- **Search your phone numbers.**  
The Numbers page now has search, which is faster for teams managing a lot of numbers.
- **Tags on dashboard tables.**  
Permanent tags now show in dashboard tables, making it easier to segment, sort, and oversee data.

See Page 2 for the latest fixes and stability improvements designed to keep your platform running smoothly. ↓

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- ✓ **The “who was on the call” columns are back.** Compliance views again show participant identification, so reviews are easier to follow.
- ✓ **More reliable script uploads.** Importing scripts from Word and PDF files works more consistently.
- ✓ **More stable script editing.** Day-to-day edits to scripts are less likely to hit errors.



Simplify. Optimize. **Grow!** 

