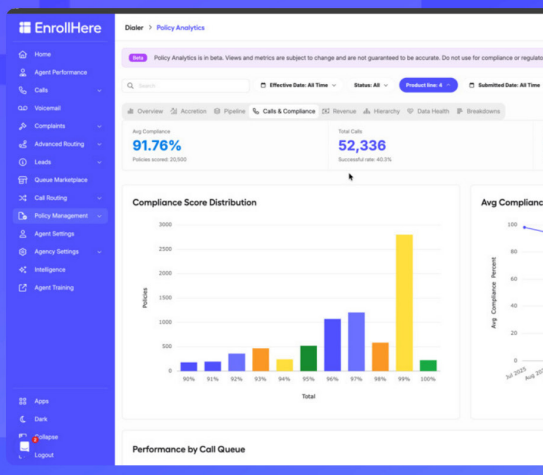
EnrollHere

Sprint Updates

New platform enhancements that simplify operations, improve productivity and strengthen reliability.

September 7-11, 2026 | 29 New & Improved Features



FEATURED ENHANCEMENTS

9 Categories

At a Glance

This week's updates include:

- More flexible campaign and queue controls
- Improved calling reliability and agent tools
- Expanded lead and appointment automation
- Stronger complaint and scorecard workflows
- Enhanced reporting and administrative access

Call Reliability and Agent Experience

- **Improved Call Audio After Hold**
  Ending a muted call on hold no longer leaves the active call muted, helping agents maintain audio when moving between calls.
- **More Reliable Post-Call Connections**
  Post-call continuation runs once per call, preventing multiple consumers from being connected to the same agent simultaneously.
- **Editable Saved Contacts**
  Agents can rename saved dialpad contacts without deleting and recreating them.
- **Simplified Call Settings**
  Outdated auto-hangup settings have been removed, reducing unnecessary configuration options.

Number Purchasing

- **Advanced Number Orders**
  When a requested prefix is not immediately available, agencies can submit an advanced number order instead of being blocked from continuing.
- **Clearer Monthly Billing Information**
  Monthly billing guidance appears alongside number-purchasing actions, keeping inventory controls focused and easier to understand.

Campaign & Queue Management

- **Private Queue Folders**
  Administrators can organize queues into private folders, including folders associated with team tags, without changing the shared queue structure.
- **Faster ZIP Code Management**
  Queue administrators can clear large lists of allowed ZIP codes in one action instead of removing each ZIP code individually.
- **Required Campaign Call Limits**
  Campaign setup now requires a total or daily call limit, helping agencies avoid unintended unlimited dialing.
- **Improved Answering-Machine Detection Settings**
  Answering-machine detection begins with safer default settings and preserves customized selections when detection modes change. Premium analysis maintains a five-second minimum.
- **Clearer Campaign Lead Selection**
  Campaign setup displays total and callable lead counts, supports searching for lists and provides clearer allocation controls. These enhancements help teams plan campaigns and expected call volume.
- **More Flexible State Calling Windows**
  Agencies can configure separate calling periods and weekdays by state, supporting split schedules and planned breaks while maintaining calling-hours.

Lead Management

- **Lead Status Updates**
  Teams can update lead statuses individually or in bulk without creating artificial call records. This helps preserve accurate call histories while supporting off-dialer activity.
- **Responsible Agent Assignment**
  Imported leads can include a designated responsible agent. Users can view and filter by that owner consistently throughout the Dialer.

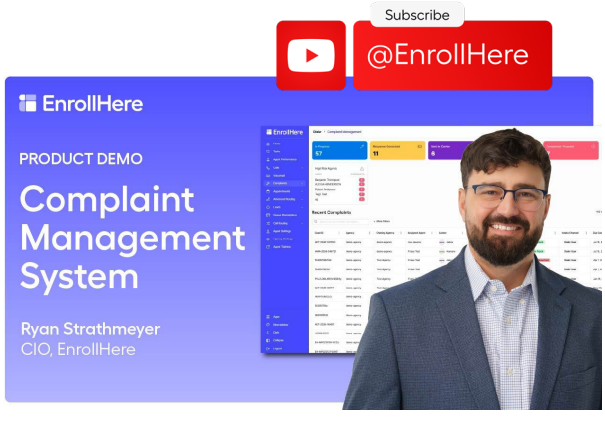
See Page 2 for additional featured enhancements. ↓

Policy Management and Appointments

- **Expanded Appointment Automations**
  Appointment automations include appointment and agent details, identify changed fields and provide configurable safeguards. Smarter waiting behavior also helps prevent automations from running before required information is available.

Complaints and Compliance

- **Expanded Complaint Statuses**
  Complaint teams can use additional statuses for internal review, agent follow-up, escalation and carrier decisions, creating clearer case progression and accountability.
- **More Complete Complaint Records**
  Complaint records display the subject agent and automatically capture the originating lead vendor, helping teams investigate cases more efficiently.
- **Clearer Scorecard Evidence**
  Scorecard evidence identifies speakers more clearly, supporting more reliable coaching and compliance reviews.
- **Improved Scorecard Editing**
  Scorecard autosave no longer replaces text while an author is actively editing.
- **Easier Scorecard Category Management**
  Saving a scorecard category keeps authors in the current section and opens newly created nested items directly.
- **More Accurate Scorecard Health**
  Scorecard health calculations count only actual metrics and provide a clearer explanation of top-level importance totals.
- **Editable Review Checkpoints**
  Review checkpoints can be added, removed and saved directly from the metric editor.
- **Expanded Scoring Instructions Editor**
  The scoring-instructions editor uses more of the available page space, making detailed guidance easier to create and review.



Reporting and Analytics

- **Configurable Sales Reporting**
  The live operations board supports configurable sales-counting sources and consistent KPI filters while helping prevent calls with multiple records from being counted more than once.
- **Clearer Call-Cap Dashboards**
  Call-cap dashboards provide cleaner tooltips, accurate bar colors and detail panels that remain visible while users review the data.

Imports and Agent Merges

- **More Reliable Lead Imports**
  Dialer lead imports include stronger duplicate protection, safer retry handling and row-level results. These enhancements provide clearer visibility into import outcomes and reduce the risk of duplicate or incomplete records.

Administration and Navigation

- **Expanded Agent Directory Access**
  Employee administrators can access and update Agent Directory settings previously limited to agency-level accounts.
- **Improved Policy Management Navigation**
  Employee users can open Policy Management analytics and book-of-business pages without being redirected to the Home page.
- **Modern Navigation by Default**
  The updated navigation experience is now the default across EnrollHere applications. Users can still switch back to the previous navigation when needed.

Feature availability may vary based on your agency's platform configuration and permissions.

EnrollHere

Questions about these updates?

Contact your EnrollHere customer success manager or email support@enrollhere.com.