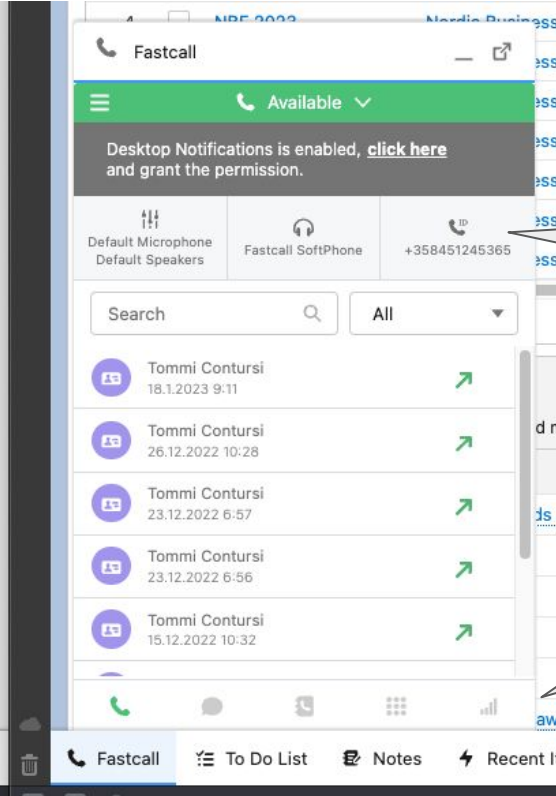
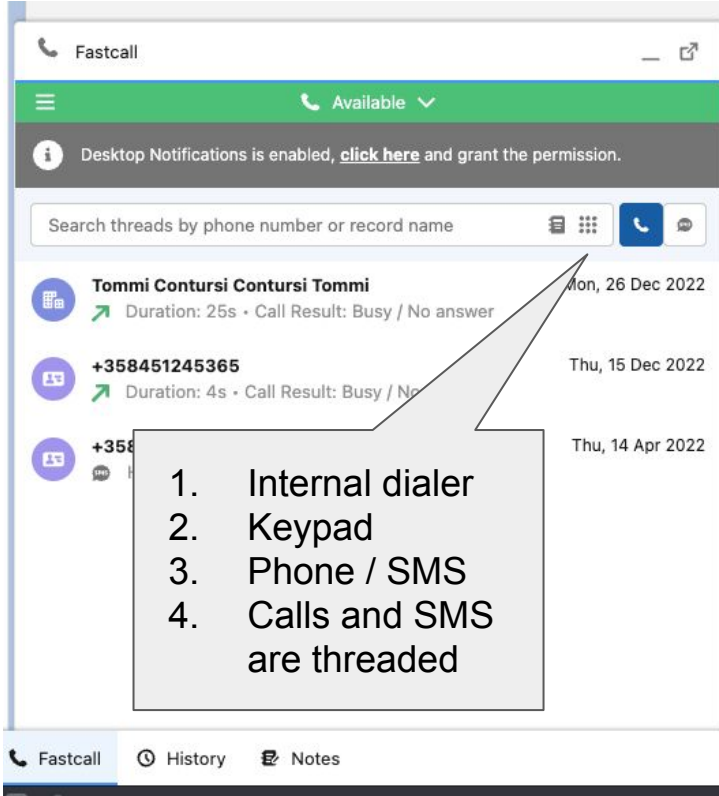
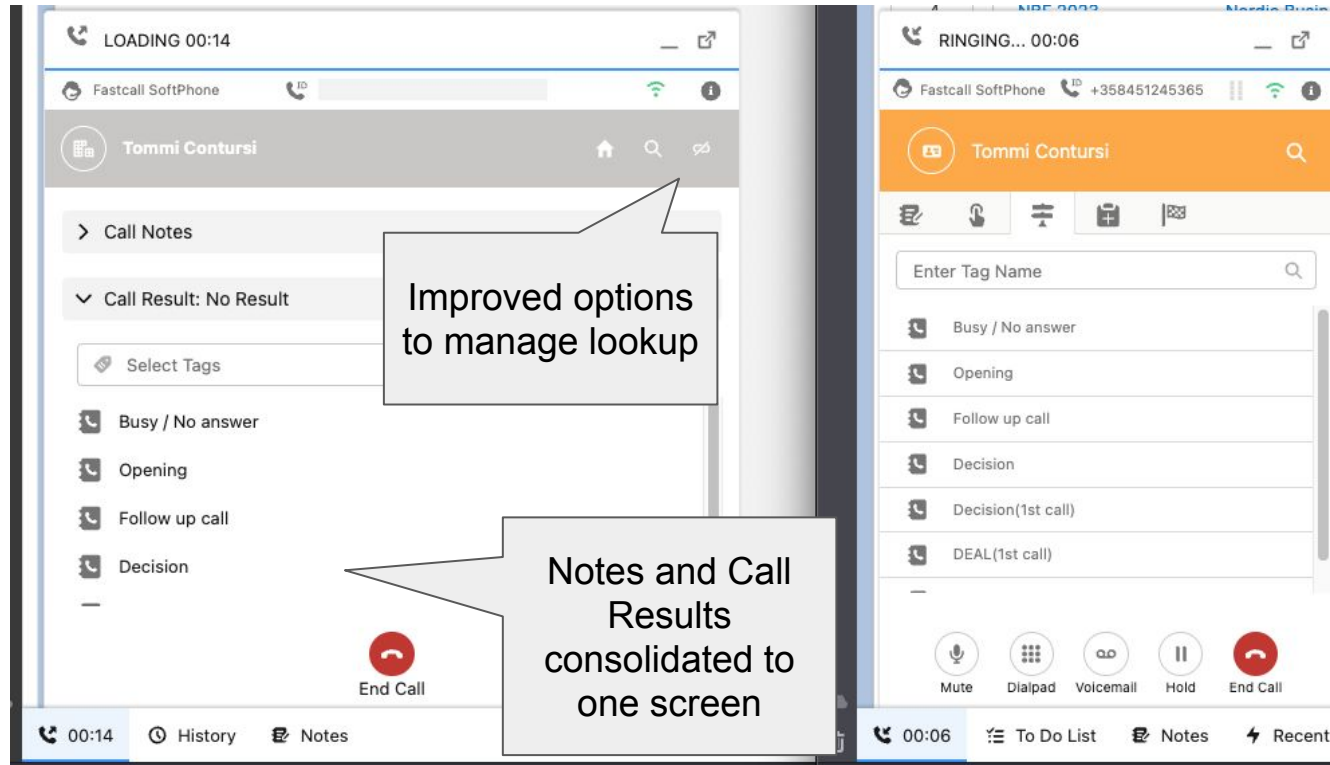


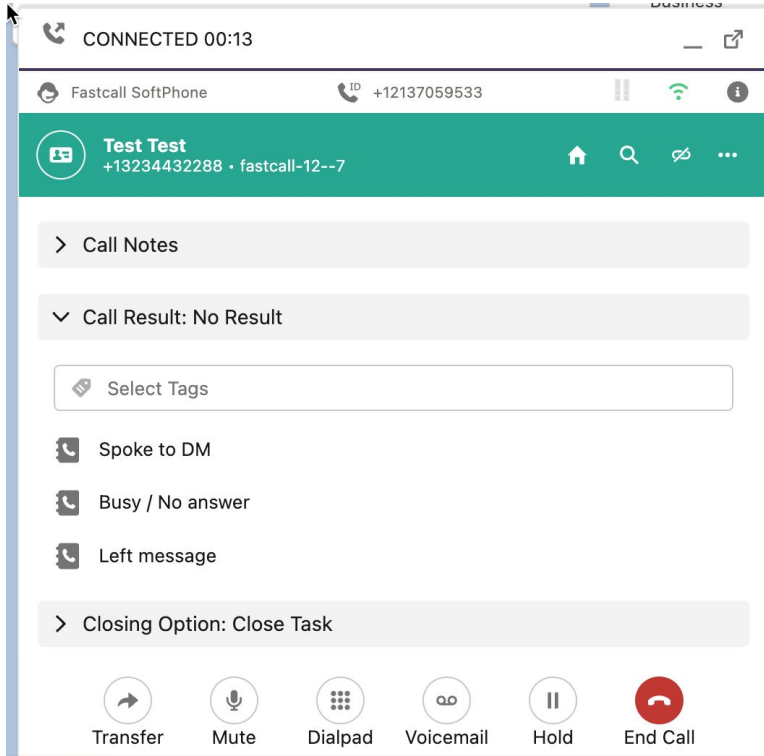
Fastcall Version 8.0



Fastcall Version 8.0

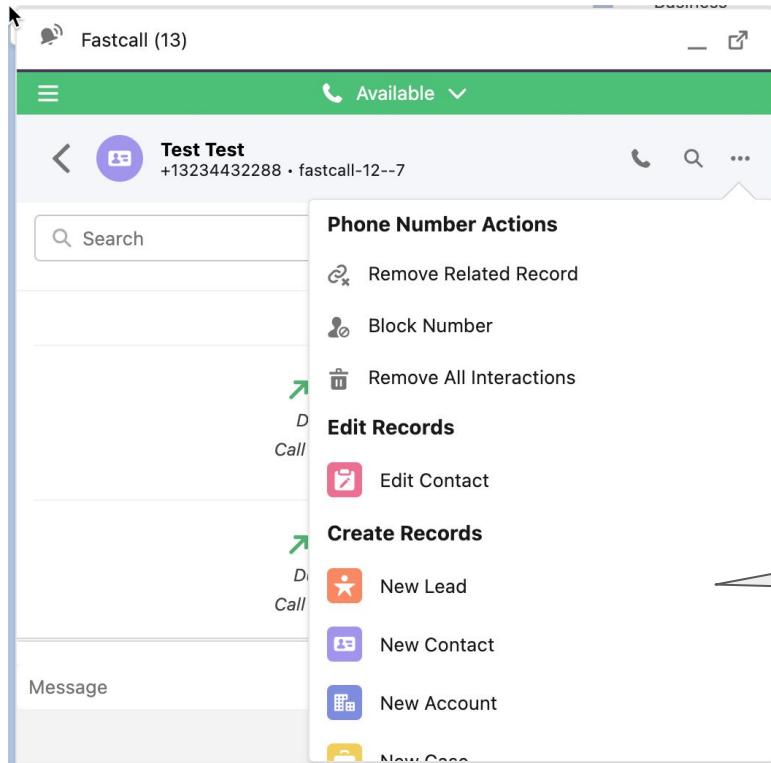


Fastcall Version 8.0



Call Transfer
Mute
Dialpad
Voicemail drop
Hold
End call

Fastcall Version 8.0



Improved options to manage lookup relations

Block number
Remove interaction

The objects are added under Fastcall admin settings

Fastcall Version 8.0

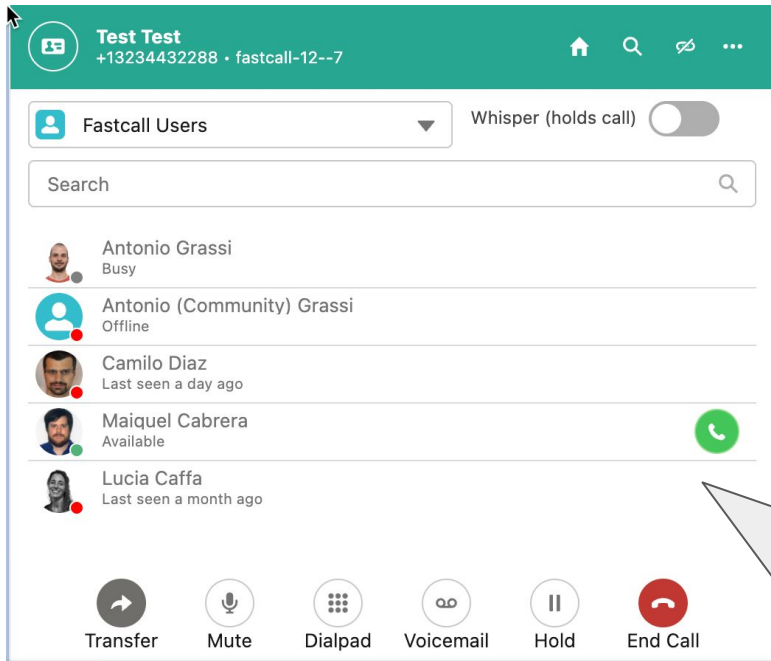
The screenshot displays the Fastcall interface. At the top, there is a header for 'Call-17082' with a call icon. Below this, there are three tabs: 'Activities (1)', 'Connections (1)', and 'Voicemails (0)'. The main content area is titled 'Details' and contains a table of call information:

Call Name	Call-17082
Target Phone	+13234572174
Call Type	Inbound
Status	Missed

Below the details, there is a section for 'Fastcall (11)' with a dropdown menu set to 'Available'. The interface then shows a call record for the contact '+13234572174' on 'Mon, 6 Feb 2023'. The record indicates that '+13234572174 called you' at '14:59pm'.

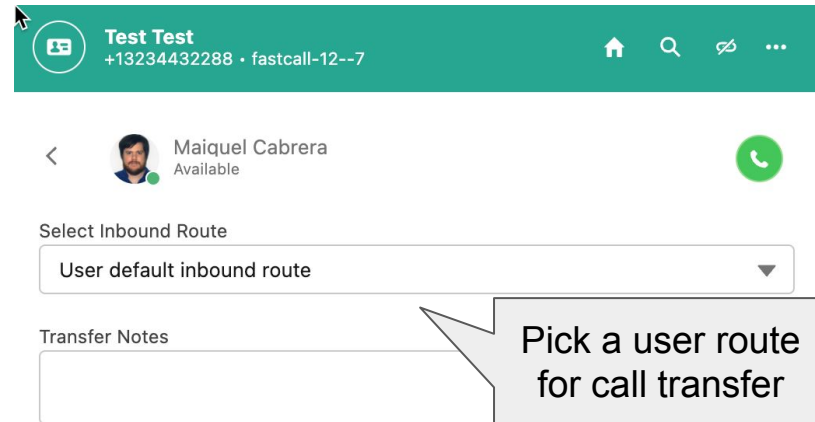
Navigates to the
call record

Fastcall Version 8.0



Improved options for call transfer

User status
Last seen



Pick a user route for call transfer

Add notes

Fastcall Version 8.0

The screenshot shows the 'Internal Dialer' interface. At the top, there is a green header with a menu icon, a phone icon, and the text 'Available'. Below this is a grey header with a back arrow and the text 'Internal Dialer'. A dropdown menu is open, showing 'Fastcall Users'. Below the dropdown is a search bar. A list of users is displayed, each with a profile picture, name, and status:

- Antonio Grassi (Busy)
- Antonio (Community) Grassi (Offline)
- Camilo Diaz (Last seen a day ago)
- Maiquel Cabrera (Available)
- Lucia Caffa (Last seen a month ago)
- Fiorella Fazzini (Last seen an hour ago)

A callout box on the right contains the following text:

- Improved options for internal calls**
- Pick a user route
- Option to leave voicemail
- See user status

Fastcall Version 8.0

Inbound Call

Profile+test
+12137059533 • Camilo Test Org
LOS ANGELES, CA, US

Inbound To
Phone Number: [Admin 9006](#)
My Device: Fastcall SoftPhone

Call Routing
IVR Name: [Transfer to Sales \(Nov 14 2022\)](#)
Route Type: Call Transfer to Group
Wait Time: a few seconds

ACD Details
Strategy: Round Robin Queue
Group Name: Sales Team
Connection Atte... Attempt 1 of Round 1
Next Member: Maiquel Cabrera

Improved inbound calls

Phone number and device
Call route with IVR name

ACD details
Group name
Next member

Call control bar: Answer (green), Reject (red)

Fastcall Version 8.0

The screenshot displays the FastCall Lightning user interface. At the top, a navigation bar includes the logo and menu items: Home, Leads, Contacts, Accounts, Calls, SMS Messages, Reports, and Fastcall Control Panel. Below this is a sub-header for the 'Fastcall Control Panel' with a home icon. A horizontal tab bar contains five options: ACTIVE CALLS (selected), CALLS ON HOLD, MISSED CALLS, ALL CALLS, and USERS. The main content area features two dropdown menus for 'Assigned To' and 'Type', both set to 'All'. Below these are 'Search' and 'Show selected status table' buttons. A table with columns 'REL.RECORD', 'TYPE', 'STATUS', 'CALL RESULT', and 'ASSIGNEE' is shown, containing the message 'No calls were found.'

Fastcall Control Panel
(renamed from dashboard)

Improved layout with each tab focused on the work action

Fastcall Version 8.0

INBOUND SETTINGS

My Recorded Name

 Rich Rosen

Forward SMS to Email

Forward SMS to Phone

Delay Before Switching Status (seconds)

INBOUND QUEUE SETTINGS

Queue No Answer Timeout

Use Waiting Audio



Say Position in Queue



Fastcall user inbound settings

All user inbound
calls now use a
queue

The calls holds
while the user is
found

Add waiting audio
Position in the
queue
(optional)