



Omni Reach – Release Note

Date: 17/04/2025

1. Introduction

The document communicates the new features and changes in OMNI Reach release.

2. About the Release

Changes made include:

2.1 Sending option is displayed next to the opening hours (998)

On the Campaigns -> Campaign page

Incoming Dashboard

[Upload For Sms Broadcast](#)

[Upload For Email Broadcast](#)

[Opening Hours](#)

Opening Hours

Message Sending: Send 2 / hour during opening hours 

2.2 Bank holiday handling (999)

An extension of the opening hours functionality, bank holidays can be selected from any combination of England & Wales, Scotland and Northern Ireland. If an agent is requested during a

bank holiday it will be treated as though the contact was made outside of opening hours, and a custom message can be sent instead.

To enable go to Settings -> Campaigns -> Out of Hours tab

Bank Holidays

Send a message when contact made in opening hours on a bank holiday

Select bank holiday countries:

Select regions for bank holidays

Message to send on bank holiday

We are closed for the bank holiday and will get back to you tomorrow

Auto resolve conversations on a bank holiday

2.3 Received files report now has a status and reason for failure (1001)

The report at Reports -> Organization -> Received Files tab now has a Status column that will show the reason for failure for any received files.

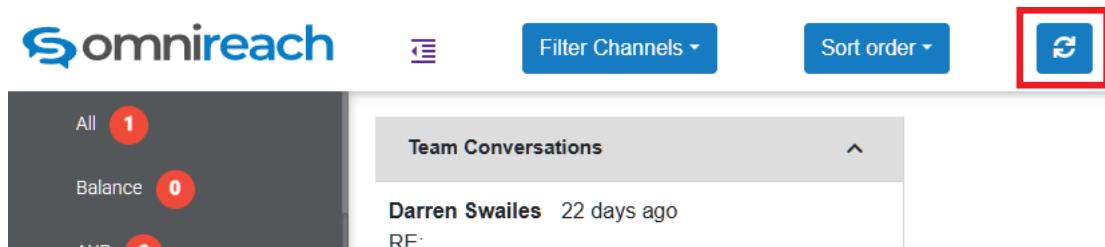
The screenshot shows the 'Organizational Reporting' section of the application. On the left is a navigation sidebar with 'System Admin', 'Queues', 'Send Message', 'Campaigns', 'Team Manager', and 'Reports' (selected). Under 'Reports', there are links for 'Dashboard', 'Organization' (selected), 'Campaign', and 'Agent'. The main area is titled 'Organizational Reporting' with tabs for 'Chargeable' and 'Received Files' (selected). Below the tabs is a section titled 'Today's File Uploads' with the sub-instruction: 'The list includes all files that have been uploaded including those that subsequently fail validation'. A table is displayed with the following data:

| Time | Type | Upload Type | Filename | Status |
|-------|--------|---------------|------------------|--|
| 08:39 | Portal | Customer Data | 1-Carl Data.xlsx | Failed - Validation exception: A column must be provided for the customer reference, as "DebtID" |
| 08:40 | Portal | Customer Data | 1-Carl Data.xlsx | Processed |

2.4 Bugfix: no longer showing deleted users who have made their way to the user status page (1012)

2.5 A refresh button is available for the Team Assignments queue and the Agent Status page (1000)

The button at the top of the screen will animate while an automatic refresh is happening, but can also be interacted with to trigger an update.



2.6 New Timed Messages Action (1008)

The action will pause for a period and then send a message at repeated intervals until the chat is assigned to an agent or resolved. It is also possible to restrict the number of times that the message is repeated and to add a new tag to the chat at that time.

It is possible to trigger a new timed message at that time, or just send a message to the customer.

| | Action | When these tags NOT |
|--|----------------|---------------------|
| | Timed Messages | |

Send a message repeated at intervals until the conversation is assigned (or closed)

Interval (MM:SS) 00 30

Message to send

Hi - all our agents are busy right now but we will be with you as soon as possible

Set a maximum repeat count for the message

Maximum number of times to send the message: 3

Apply a tag to chat once maximum reached (optional)

long-wait

New system tags have been added to facilitate this change:

- Agent requested
- Waiting on agent
- Agent assigned

There are new Conversation Activities associated with the new action:

- Message Timer Started = 45
- Timer Message Sent = 46
- Timer Message Max Reached = 47
- Timer Message Stopped as Agent Assigned = 48

2.7 Removed Payment Setup pages (1015)

3. Known Bugs and Limitations

None