# **WEBFIN CHANGELOG** VERSION 2.29

Release date: 05/01/2021





# **CHANGES FROM VERSION 2.28**

# Updates:

- » Fixed the "Client from another branch" permission which caused issues to open and view client documents when this permission was switched off.
- » Removed the settlement is on by default option in the branch's control setup. (If it was switched on it will be switched off on update). This change was necessary to allow the late fees charges and defaults to populate correctly.
- » Removed the option "Force enquiry on client's first loan" on the loan type configuration settings. This functionality has not been developed yet and will become configurable when it has been implemented.
- » Removed the user permission to "Delete" an employer as there is no front-end function to delete an employer yet.
- » Fixed the issue on Bank BI export on certain accounts where the field is more than the copy field.
- » Fixed Webfin's Desktop companion app to not crash on exceptions that was not handled.
- » Fixed an error when sending SMSs from the Section 129 report and the system responds with an error but still sends the SMSs.
- » Disabled the "Summary" option on report detail if the report type "Grid" is selected. Only Full Detail should be allowed if "Grid" is used for the report type.
- » Fixed an issue where the "DebiCheck Approved Loans" notification count does not update correctly on new loans approved.
- » Amended reporting on Form 39 on the number (count) of applications rejected for HDPs on the Summary, Unsecured and Short-Term pages accordingly.

## Enhancements:

#### So Client status filter on client search screen

Added a new filter to search clients by their "Status". This filter can be found at Webfin > Clients, see the figure below:

| Back     | New Clier    | t Select Client    | Credit Enquiry | Loan    | number 🔻   | Search Loan | Search Loan |         |         |        |
|----------|--------------|--------------------|----------------|---------|------------|-------------|-------------|---------|---------|--------|
| Global F | ile No. Bran | ch File No. 🔻 Bran | ich            | Surname | First Name | ID number   | Employer    | Emp No. | Balance | Status |
|          |              |                    |                |         |            |             |             |         |         |        |

#### Paysystem reference search

Added a new filter to search a loan using the integrated "Paysystem reference" recorded on the loan. This filter can be found at Webfin > Clients, see the figure below:

| Back      | New Client       | Select Client   | Credit Enquiry |         | Paysystem reference 🔻 | Search Loan |          |         |         |        |
|-----------|------------------|-----------------|----------------|---------|-----------------------|-------------|----------|---------|---------|--------|
| Global Fi | ile No. Branch I | ile No. 👻 Branc | :h             | Surname | Loan number           | ID number   | Employer | Emp No. | Balance | Status |
|           |                  |                 |                |         | Paysystem reference   |             |          |         |         |        |





#### So Credit Limit per frequency

The credit limit per frequency has been enhanced to calculate according to the client's "Pay frequency" set on their employer details. The calculation of each frequency is shown below:

- Any monthly frequency = Credit limit / 1
- Any fortnightly frequency = Credit Limit / 2
- Any weekly frequency = Credit Limit / 4

#### So Loan Number token for the settlement quote document

Added a loan number token for the "Settlement Quote" document category in Setup > General > Document management > Settlement Quote. The loan number token has been placed in the following location, see the figure below:

| Close Document Tokens      |
|----------------------------|
|                            |
| Branch                     |
| Client                     |
| Client insurance dependent |
| Client reference           |
| Settlement quote           |
| LOANNR                     |

#### **Solution** Insurance dependent tokens

Added all the client's references data as tokens. These tokens can be added in the document manager in Webfin > Setup > General > Document management, see the figure below:

| Close Document Tokens      | × |  |  |  |  |  |  |  |  |
|----------------------------|---|--|--|--|--|--|--|--|--|
| Looking for                |   |  |  |  |  |  |  |  |  |
| TELWORK                    |   |  |  |  |  |  |  |  |  |
| TITLE                      |   |  |  |  |  |  |  |  |  |
| Client insurance dependent |   |  |  |  |  |  |  |  |  |
| IIADRES                    |   |  |  |  |  |  |  |  |  |
| IIBANKACCHOLDER            |   |  |  |  |  |  |  |  |  |

These tokens displace data collected from the insurance dependent fields, recorded on the client's profile





#### Solution Client reference tokens

Added all the client's references data as tokens in Webfin. These tokens can be added in the document manager in Webfin > Setup > General > Document management.

| Close Document Tokens | × |
|-----------------------|---|
| Looking for           |   |
| IITEL2                |   |
| Client reference      |   |
| REF_ADRES             |   |
| REF_EMAIL             |   |
| REF_NAME              |   |
| REF_RELATION          |   |
| REF_SURNAME           |   |
| REF_TELCELL           |   |
| REF_TELHOME           |   |

*These tokens displace data collected from only the* 1<sup>*st</sup></sup> <i>reference recorded on the client's profile*</sup>

- So Global file number on client search screen and profile view
  - » Added the global file number as a filter on the client search page, see figure below:

|          | Back          | New   | Client | Select C   | lient           | Credit Enquiry |  |  |
|----------|---------------|-------|--------|------------|-----------------|----------------|--|--|
| $ \Box $ | > Global File | No. 🔻 | Branc  | h File No. | Branch          |                |  |  |
|          |               |       |        |            |                 |                |  |  |
|          |               | 1     |        | 1          | Eskom           | hH/O           |  |  |
|          |               | 2     |        | 2          | Eskom           | n H/O          |  |  |
|          |               | 3     |        | 3          | Eskom H/O       |                |  |  |
|          |               | 4     |        |            | Core Peripheral |                |  |  |
|          |               | 5     |        |            | Think .         |                |  |  |
|          |               | 6     |        |            | Eskom           |                |  |  |
|          |               | 7     |        |            | Eskorr          |                |  |  |
|          |               | 8     |        |            | Eskom H/O       |                |  |  |
|          |               | 9     |        | 7          | Eskom           | η Η/Ο          |  |  |

» Added the global file number on the client profile page, see figure below:

| Back               | Edit Client          | New Client            | New Loan | New Payment | Affordability | Enquiry |     |
|--------------------|----------------------|-----------------------|----------|-------------|---------------|---------|-----|
| Branch<br>File No: | 21                   | Global<br>File No: 21 |          |             |               | Add     |     |
| ID no:             |                      |                       |          |             |               | Date    | Tim |
| Name:              | TEST TESTER          | 2                     |          |             |               |         |     |
| DOB:               | 26/09/1980           |                       |          |             |               |         |     |
| Gender:            | Male                 |                       |          |             |               |         |     |
| Category:          |                      |                       |          |             |               |         | _   |
| Status:            | Pending - 309 Day(s) |                       | Change   | Take pict   | ure           | ₩ 4 1   | F F |



#### 9 Global file number on the transaction and instalment report

» Added the global file number to the transactions report on Reports > Loan Transactions > Transactions > Report Type: "Grid", see figure below:

| Export to E                           | xcel Print    |   |            |          |                |           |  |  |  |  |  |  |
|---------------------------------------|---------------|---|------------|----------|----------------|-----------|--|--|--|--|--|--|
| Branch name × Group Type × Sub Type × |               |   |            |          |                |           |  |  |  |  |  |  |
|                                       |               |   | Client     |          |                |           |  |  |  |  |  |  |
|                                       | Branch name   |   | Group Type | Sub Type | Global File No | ID Number |  |  |  |  |  |  |
|                                       | Select Filter | • |            |          |                |           |  |  |  |  |  |  |

» Added the global file number to the instalment report on Reports > Instalments > Instalment > Report Type: "Grid", see figure below:

| Exp | port | to Excel Print      |                 |             |          |  |
|-----|------|---------------------|-----------------|-------------|----------|--|
| Bra | anch | Name 🗙 🗕 Pay Date 🤉 | ¢               |             |          |  |
|     |      | Global File No      | Branch Name     | Branch File | Pay Date |  |
|     |      |                     | Select Filter 👻 |             |          |  |

#### So Decline reason input when declining a loan

» When declining a loan that is in pending or approved statuses, an input box will pop up where a user can input the reason, see figure below:

| Cancel                                | ancel Decline Loan Cancel Loan |  |  |  |  |  |  |  |  |  |
|---------------------------------------|--------------------------------|--|--|--|--|--|--|--|--|--|
| Please enter a decline reason         |                                |  |  |  |  |  |  |  |  |  |
| Did not qualify due to affordability. |                                |  |  |  |  |  |  |  |  |  |

» The decline reason captured will be stored and can be viewed on the Declined Reason report on Reports > Loan > Declined Loans, see figure below:

|       | Loan Number | File Number | Declined By | Decline Reason                        |
|-------|-------------|-------------|-------------|---------------------------------------|
|       | 54          | 7           | CHRISTIAAN  | Did not qualify due to affordability. |
| it: 1 |             |             |             |                                       |



### **New Features:**

#### So Allowing payments on paid-up loans.

Added functionality to allow the capture of payments of already paid up loans. This can be done when clicking on the "New Payment" button on the client profile page.

Once the Payment section displays, the user can navigate between Show - "ACTIVE" loans with a positive balance or "PAIDUP" loans with a R0.00 balance, see figures below:

| Back Do pa  | Back Do payment Payment                                       |        |      |         |        |                |        |              |        | Bac              | k Dopa  | ayment Payment |            |         |        |      |         |
|-------------|---|--------|------|---------|--------|----------------|--------|--------------|--------|------------------|---|----------------|------------|---------|--------|------|---------|
| Description | men Monde IBECEIPT, NURAY AEDOS   ODD  Option  Print Racceipt |        |      |         |        |                |        |              | Descri | nt<br>ent Method | 7<br>RECEIPT: NUPAY AED<br>Print Receipt<br>P Loans < | ios            | ID numbers |         |        |      |         |
|             | Payment   |        |      | Overpay |        | Settle         | La     | ite interest | Late   | service fee      |   |                |            | Payment |        |      | Overpay |
| Payment     | Balance   | LoanNr | Term | Overpay | Settle | Settle balance | Charge | Interest     | Charge | Service fee      |   |                | Payment    | Balance | LoanNr | Term | Overpay |
| 0.00        | 588.72  | 42     | 1    | 0       |        | 588.72         |        | 0.17         |        | 0.00             |   |                | 0.00       | 0.00    | 46     | 1    | 0       |
| 0.00        | 20.18   | 53     | 1    | 0       |        | 20.18          |        | 0.00         |        | 0.00             |   |                |            | i       | 1      | 1. 1 |         |

- » The paid-up loans capture method remains standard to the normal capture method.
- » A user cannot capture payments on active and paid-up loans simultaneously.
- » The paid-up loans navigation switch will only be available if there are loans that are paid-up with a balance of R0.00 on the client's profile and the "Overpayment active" is switched on in the setup.
- » To set the "Overpayment active" to ON, go to Setup > Branch > Branch Setup > Edit > Control > Transactions > Receipts > Overpayment active, see figure below:

| Tran | Transactions                        |    |           |  |  |  |
|------|-------------------------------------|----|-----------|--|--|--|
|      | Payout                              |    |           |  |  |  |
|      | Use second payout method            | ON |           |  |  |  |
|      | Receipts                            |    |           |  |  |  |
|      | Always print receipt                | ON |           |  |  |  |
|      | Overpayment active                  | ON |           |  |  |  |
|      | Overpayment maximum amount per loan |    | 8000.00 🌲 |  |  |  |

» The maximum amount for a payment on a paid-up loan can be set in Setup > Branch > Branch Setup > Edit > Control > Transactions > Receipts > Overpayment maximum amount per loan, see figure below:

| Tran | Transactions                        |    |         |  |  |  |
|------|-------------------------------------|----|---------|--|--|--|
|      | Payout                              |    |         |  |  |  |
|      | Use second payout method            | ON |         |  |  |  |
|      | Receipts                            |    |         |  |  |  |
|      | Always print receipt                | ON |         |  |  |  |
|      | Overpayment active                  | ON |         |  |  |  |
|      | Overpayment maximum amount per loan |    | 8000.00 |  |  |  |

If an amount entered, exceeds the maximum when capturing a payment, the amount will default to the maximum amount entered here.





#### Solution Client's Salary pay day for Webloans

Added a field for the consumer to select their salary pay day to Webloans. If more than one instalment is selected, the user can input their "Salary Payday", see figure below:

| Capital to borrow: R500                                     |  |
|---|--|
|   |  |
| Over 2 instalments, R257.83 per instalment                  |  |
|   |  |
| Salary Payday 15 of the month                               |  |
| Pay date 15/01/2021 📋 (10 days)                             |  |
|   |  |
| Please select the capital amount and the repayment date :). |  |
| APPLY NOW   |  |

- » The input will not adjust the calculations on the "Pay date" slider.
- » The salary pay day will be captured and stored on the client's employment details and cannot be edited when the consumer navigates to the employment section on Webloans, see figure below:

| Test               | ✓                     |   |         |
|--------------------|-----------------------|---|---------|
| Employer phone nur | nber                  |   |         |
| 0121212356         | <ul> <li>✓</li> </ul> |   |         |
|                    |                       |   |         |
| Employment start d | ate                   |   | -       |
| Employment start d | ate                   |   | 1       |
|                    | ate                   | P | Vay Day |

» This pay day will also be recorded on the client's profile in Webfin once the client is successfully created in Webloans.





#### Allps fee types and amounts

» New functionality has been added that will allow users to select an Allps fee type on any integrated Allps card swipe transaction, upon paysystem registration, see figure below:

| Cancel    | Continue   | Register loan on paysystem |
|-----------|------------|----------------------------|
| Repayme   | nt Method: | ALLPS AEDOS                |
| Tracking: |            | No Tracking 💌              |
| Fee type: |            | None                       |
| $ \land $ |            | None                       |
| Л         |            | Aggregated                 |
|           |            |                            |

The user will have two options:

- None
- Aggregated
- » If Fee type "Aggregated" is selected, the user needs to input a percentage value between 0 and 100, see figure below: (will default to 0)

| Cancel                 | Continue   | Register loan on paysystem |   |  |  |  |
|------------------------|------------|----------------------------|---|--|--|--|
| Repayme                | nt Method: | ALLPS AEDOS                | • |  |  |  |
| Tracking:              |            | No Tracking                | • |  |  |  |
| Fee type:              |            | Aggregated                 | - |  |  |  |
| Aggregated Percentage: |            | age:                       | 0 |  |  |  |

#### Signotec signature pads

Additions have been made to Webfin and Webfin's desktop companion app to support the Signotec signature pads.

| -    |          |
|------|----------|
| sign |          |
|      | signotec |

The Signotec signature pad can be used to capture user's signatures as the Lender or Witnesses and to capture the Borrower's signature for loan contracts and documents.



#### **Solution** Document category for Refunds

- » Added a new document category for refunds.
- » The default refund document will be added automatically upon update.
- » The refund document can be printed out when a refund is due to a client, this means a consumer must have an overpayment on a loan (negative balance).
- » The Refund document can be found and edited at Setup > General > Document Manager > Refund Default Refund Document, see figure below:

| WEBFIN             |        |                  |         |          |                         |
|--------------------|--------|------------------|---------|----------|-------------------------|
| Branch             | *      | Add              | Remove  | Document | Management              |
| Branch setup       |        | Document ca      | ategory |          | Document name           |
| General            |        |                  |         |          |                         |
| Agents             | Agents |                  | Receipt |          | Default Receipt         |
| <u> </u>           |        |                  |         |          | Default Refund Document |
| Banks              |        | Settlement Quote |         |          | Test                    |
| Bank payout export |        | Sectionient      | 20010   |          | 1650                    |

» To print the refund document, tick the "Print Refund" option when capturing a refund for a client, see figure below:

| Back                          | Re                | efund Refund ove |                | erpayment |  |   |        |
|-------------------------------|-------------------|------------------|----------------|-----------|--|---|--------|
| Client Nr:<br>Name:           |                   | 7                |                |           | ID number:                                 | , |        |
| Bank name:<br>Account number: |                   |                  | BANK OF ATHENS |           | Bank code: 410109<br>Refund amount: 100.00 |   |        |
| Refund typ<br>Descriptio      | Refund type: BANK |                  | RANSFER        | •         |  |   |        |
|                               |                   | Refund           | ]              |           |  |   |        |
| Loannr                        |                   |                  | Date           | Loan type |  |   | Refund |

#### So NuPay DebiCheck Instalment & Mandate reports

Modified the paysystem report's menu to include NuPay's DebiCheck Instalment and Nupay's DebiCheck Mandate reports.

The reports can be viewed at More > Payment System Reports > Paysystem, see figure below:

| Back Pa    | aysystem Rep | orts |          |            |            |                            |
|------------|--------------|------|----------|------------|------------|----------------------------|
| Date from: | 05/01/2021   |      | Date to: | 05/01/2021 | Paysystem: |                            |
|            |              |      |          | Filter By: | None       | NUPAY DEBICHECK INSTALMENT |
|            |              |      |          | Filter by: | None       | NUPAY DEBICHECK MANDATE    |

- » Both reports can be filtered on, a from and to date range, Mandate ID, Contract Reference, and the Client's ID number.
- » Once the desired report is executed, each column from the results can be sorted in Ascending or Descending order.





- » The NuPay DebiCheck Instalment report, includes the following report types:
  - Successful
  - Failed
  - In Tracking
  - Disputed
  - Future
  - All
  - Cancelled

» The NuPay DebiCheck Mandate report, includes the following report types:

- Future
- Pending Authorisation
- Rejected Authorisation
- Inactive
- Suspended
- All

#### Sol VolP Integration

New functionality has been added on Webfin to allow users to make VoIP outbound calls to any client recorded within Webfin.

#### » VoIP Portal Setup

The VoIP Integration can be activated and configured in the setup at Setup > Integration > VoIP Portal, see figure below:

| Close    | Save | VoIP Portal |   |
|----------|------|-------------|---|
| Active:  |      | OFF         |   |
| Server:  |      |             |   |
| Realm:   |      |             | ] |
| Username |      |             |   |
| Password |      |             | ] |

This setup can only be accessed if your user has corresponding permission. The parameters to be set in the Portal setup are:

- Active: ON or OFF.
- Server: URL/ Path of server set by the VoIP service provider.
- Realm: Details of realm as set by the VoIP service provider.
- Username: Username set by the VoIP service provider.
- Password: Password set by the VoIP service provider.

The current VoIP service provider is - Interexel World Connection – www.iewc.co.za





#### » Managing VoIP Extensions

A user can manage VoIP extensions at Setup > Integrations > VoIP portal, see figure below:

| Close     | Save | VoIP Portal |
|-----------|------|-------------|
| Active:   | C    | DN          |
| Server:   |      |             |
| Realm:    |      |             |
| Username  | •    |             |
| Password  | :    |             |
| Add       | Edit | Remove      |
| Extension |      | Password    |
|           |      |             |

Here a user can – Add, Edit or Remove extensions. When adding or editing an extension, the "Add" or "Edit VoIP Extension" window will display, see figure below:

| Cancel     | Save | Add VoIP Extension |
|------------|------|--------------------|
| Extension: | 101  |                    |
| Password:  | test |                    |

Here a user can input the "Extension" and "Password" as set by the VoIP service provider.

#### » Linking a VoIP extension to a User

In order for a user to make a call, they must have a VoIP Extension linked to their user. This can be done in Setup > User > User > Edit > VOIP Extension, see figure below:

|   | Back         | Save |          | Manage User |  |
|---|--------------|------|----------|-------------|--|
|   | Is Active:   |      | <b>~</b> | 1           |  |
|   | Full Name:   |      | CI       | hristiaan   |  |
|   | ID Number:   |      |          |             |  |
|   | Email:       |      |          |             |  |
|   | Username:    |      | CI       | HRISTIAAN   |  |
|   | Password:    |      | **       | ******      |  |
|   | Default Bran | ch:  | E        | skom H/O 🔹  |  |
|   | User Type:   |      | 0        | WNER -      |  |
| し | VOIP Extensi | ion: |          | •           |  |
| - | Allps Userna | me:  | 10       | ומ          |  |
|   | Allps Passwo | ord: |          |             |  |

Multiple users can be linked to the same extension





#### » VoIP user permissions

Three new user permissions where added for the VoIP integration and can be set at Setup > User > User types > Edit > Integrations > VOIP, see figure below:

| WEBFIN       |   |         | Ţ             |               |                   |           |
|--------------|---|---------|---------------|---------------|-------------------|-----------|
| Branch       | - | Add     | Edit          | Remove        | Loantype Settings | User Type |
| Branch setup |   | Type ID | Description   | on            |                   |           |
| General      | - |         |               | _             |                   |           |
| Client       |   |         | Back          | Save          | Edit OWNER        |           |
| Integration  | • | 1       | Type Descript | tion: OWN     | IER               |           |
| Loan         | - | 2       | 🔻 🗸 Integ     | rations       |                   | <b>^</b>  |
| User         |   | 3       | ► ✓ SMS       |               |                   |           |
| Users        |   | 4       | ► 🗸 Nuc       | ard           |                   |           |
| User types   |   | 5       | 🕨 🗸 Deb       | icheck        |                   |           |
|              |   |         | - 🗸 VOI       | P             |                   |           |
|              |   |         | 🗸 Ca          | in setup      |                   |           |
|              |   |         | 🖌 Ca          | ın call       |                   |           |
|              |   |         | 🖌 Ca          | in download o | all               |           |
|              |   |         | 🕨 🗸 Captu     | ure mode      |                   |           |

- Can setup: Allows the user to configure the VoIP Portal setup and manage extensions.
- Can call: Allows user to make outbound calls to clients.
- Can download call: Allows user to download previously recorded calls from the client's profile.

#### » Calling a client

You can contact the client on any of the contact details completed on the client's profile. The Home Tel, Work Tel and the Cellular No can be used. To start the call, the user must click on the phone icon (**C**), see figure below:

| Loan Client     | Bank Employment      | Documents         | References   | Payout options | VoIP Call Logs |
|-----------------|----------------------|-------------------|--------------|----------------|----------------|
| Contact Cre     | edit Check Insurance | Agent Other       |              |                |                |
| Physical Addres | 55                   | Postal A          | ddress ——    |                |                |
| Address Line 1: | 1234                 | Address           | Line 1: 1234 |                |                |
| Address Line 2: | ASDF                 | Address           | Line 2: ASD  |                |                |
| Suburb:         |                      | Suburb:           |              |                |                |
| Town:           | ASDF                 | Town:             | ASDE         |                |                |
| Postal Code:    | 1234                 | Postal C          | ode: 1234    |                |                |
| Contact Details |                      |                   |              |                |                |
| Home Tel No:    | 0123456789           | <b>&amp;</b> Work | Tel No: 0112 | 345678         |                |
| Cellular No:    | 0612345678           | E-Mail A          | ddress: TES  | T@GMAIL.COM    |                |



Once the icon is clicked, the "Start VoIP Call" window will popup, see figure below:

| Cancel  | Call      | Start VoIP Call |
|---------|-----------|-----------------|
| Number: | 061234567 | 8               |

Here a user can:

- Edit the number before calling
- Call the number presented in the "Number" box

If the call is initiated, a new window will pop-up and the system will attempt to dial the number, see figure below:

| Calling 0670 |
|--------------|
|              |
| Calling      |
| -            |
| Co           |

Can be used to terminate the call.

Once the call is established, the pop-up window will change and will display the call duration and additional functions, see figure below:

| Talking to 0670                             |
|---|
| 0:07  |
| $\bigcirc$                                  |
| Connected                                   |
| <b>C</b> <sup>®</sup> <b>C</b> <sup>®</sup> |

- Content of the second s
- U To pause the call (background music will be played).
- **C** To terminate the call.





#### » VoIP Call Logs

All outbound calls made to a client is recorded with details related to that call. These logs can viewed on the client's profile, on a new tab labelled – VoIP Call Logs, see figure below:

| Update Missing Info |             |        |           |          |      |           |
|---------------------|-------------|--------|-----------|----------|------|-----------|
| Time of Call        | Number      | User   | Status    | Duration | Cost | Recording |
| 2020-12-18 10:23:35 | 0765389412  | DIESEL | ANSWERED  | 34       | 0.05 | ¢         |
| 2020-12-11 10:58:26 | 0662454208  | DIESEL | NO ANSWER | 10       | 0    | ¢         |
| 2020-12-11 10:57:15 | 0662454208  | DIESEL | ANSWERED  | 8        | 0    | ¢         |
| 2020-12-10 01:22:14 | 0661586633  | DIESEL | ANSWERED  | 29       | 0.15 | Ŷ         |
| 2020-12-10 01:19:39 | 0662454208  | DIESEL | FAILED    |          | 0    |           |
| 2020-12-10 01:18:21 | 0662454208  | DIESEL | NO ANSWER | 10       | 0    | ¢         |
| 2020-12-10 01:17:49 | 0662454208  | DIESEL | ANSWERED  | 12       | 0    | ¢         |
| 2020-12-10 01:16:11 | 0662454208  | DIESEL | ANSWERED  | 74       | 0.34 | ¢         |
| 2020-12-10 01:14:01 | 0765389412  | DIESEL | BUSY      | 2        | 0    | ¢         |
| 2020-11-09 01:57:13 | 06070635835 | THEMBA | ANSWERED  | 7        | 0.05 | ¢         |

Here a user can:

- View all details related to the call.
- Update Missing info: When button is clicked the system will attempt to update any missing data that is not displayed on the log from the VoIP service provider.
- Load All: When button is clicked it will load all the call logs recorded on the client's profile.
- Download recorded call using the cloud icon (♀). The system will attempt to download the recording stored at the VoIP service provider in MP3 format to your local machine.

End of Webfin V2.29 Changelog



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