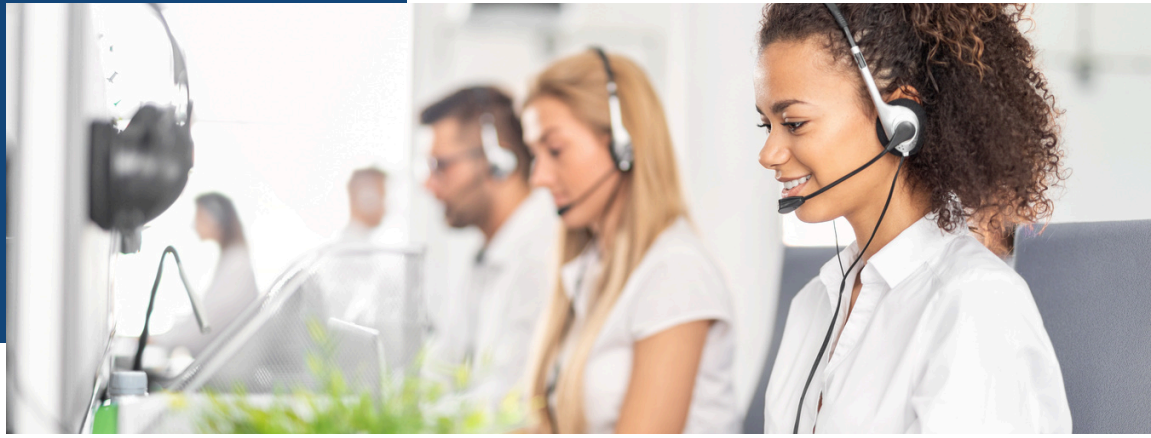


# CRA 2026



We realize it's been a while since you last heard from us, and we're thrilled to reconnect with our valued community. In 2025, many of CRA's underlying components, libraries, and frameworks were upgraded to newer versions, several of which introduced breaking changes. As we worked through these updates, some new issues were unintentionally introduced. As a result, our primary focus at the start of 2026 has been to identify and resolve the remaining reliability and usability concerns stemming from those changes. CRA 2026.1e release addresses many of these issues. We've fixed some bugs, added functionality, and improved reliability!

## New Functionality & Features



## Additional Dashboard Widgets

### Top Incoming Callers

#### What It Shows

The external phone numbers that most frequently call your department

#### Business Value

- Identify your most frequent callers at a glance
- Spot potential high-value customers or partners who call often
- Detect unusual calling patterns that may require attention

### Top Answered Devices

#### What It Shows

Which phones/devices in your department answer the most incoming calls

#### Business Value

- Understand workload distribution across your team
- Identify your most active call handlers
- Ensure calls are being handled by the right team members

### Top Device Talk Time

#### What It Shows

Which phones/devices in your department answer the most incoming calls

#### Business Value

- Understand workload distribution across your team
- Identify your most active call handlers
- Ensure calls are being handled by the right team members



# KEY FEATURES OF ALL NEW WIDGETS

- **Time-Based Views:** Toggle between last 12 hours, last 24 hours, and last 48 hours
- **Department-Specific:** Data is filtered to show only calls to/from your department's phone numbers
- **Visual Charts:** Easy-to-read bar charts showing top 12 entries
- **Customizable Dashboard:** Add, remove, or rearrange widgets to fit your needs

These features are available when viewing the dashboard with a department selected.

## **NEW ALERTING SYSTEM**

New alerting system that automatically monitors for unusual call activity and notifies your team when thresholds are exceeded.

### **What It Does**

Monitors phone numbers for abnormal call volumes and sends automated email alerts when configured thresholds are breached within a specified time window.

### **Key Capabilities**

#### **Flexible Monitoring Options**

- **Phone Pattern Matching:** Monitor specific numbers, prefixes (e.g., all 1-900 numbers), or all calls using regex patterns
- **Direction Control:** Track inbound calls, outbound calls, or both
- **Custom Thresholds:** Set the exact number of calls that triggers an alert
- **Time Windows:** Define the monitoring period (e.g. alert if 50+ calls in 30 minutes)

#### **Smart Scheduling**

- **Day-Of-Week Selection:** Monitor only on specific days (weekdays, weekends, or custom)
- **Active Hours:** Set business hours when monitoring should be active
- **Timezone Support:** Ensures alerts respect your local time

#### **Notification Features**

- **Multiple Recipients:** Send alerts to team members and direct email addresses
- **Custom Email Content:** Personalize alert subject and message body
- **Alert Cooldown:** Prevents notification fatigue with smart cooldown periods
- **Match Tracking:** See how many times each alert has been triggered





# NEW ALERTING SYSTEM

## Business Value

- **Fraud Detection:** Catch unusual calling patterns that may indicate toll fraud or misuse
- **Capacity Planning:** Get notified when call volumes spike unexpectedly
- **SLA Monitoring:** Ensure specific numbers aren't overwhelmed with calls
- **Security:** Detect potential abuse of your phone system in real-time

## EXAMPLE USE CASES



1. Alert when any number makes 100+ outbound calls in 1 hour (potential fraud)
2. Alert when the support line receives 50+ calls in 15 minutes (capacity issue)
3. Alert when premium rate numbers are dialed more than 5 times per day
4. Alert when after-hours calls exceed normal patterns



## General Updates & Improvements



### General Stability



#### FIXED POTENTIAL CRASHES IN REPORT CONTROLLER

We added defensive checks to prevent crashes when processing empty result sets.



#### IMPROVED ERROR HANDLING THROUGHOUT THE APPLICATION

We added proper error handling in multiple locations to prevent any unexpected crashes.

### Dashboard Stability



#### FIXED DASHBOARD STATISTICS STOPPING UNEXPECTEDLY

We resolved an issue where the dashboard would stop updating statistics after running for extended periods.



#### FIXED MEMORY LEAK IN DASHBOARD MONITORING

The system now properly cleans up old monitoring data, preventing gradual memory growth.





# General Updates & Improvements

## Report Generation



### **FIXED REPORT GENERATION MEMORY LEAK**

Long-running systems no longer accumulate stale report job data in memory.



### **IMPROVED REPORT GENERATION RELIABILITY**

We fixed an issue where internal cleanup tasks were being misrouted. Improved overall stability.



### **FIXED DUPLICATE “DEFAULT” TEMPLATES BEING CREATED**

We resolved a condition that could create multiple “default” report column templates for users



### **ADDED AUTOMATIC CLEANUP OF DUPLICATED TEMPLATES**

The system now automatically detects and removes duplicate default templates on startup.

## Schedule Reports



### **FIXED “SCHEDULED REPORTS” PAGE ERROR**

We resolved a “cannot read properties of undefined” error that could occur when viewing scheduled reports before data finished loading.

## WebSocket Notifications



### **FIXED REAL-TIME NOTIFICATIONS**

We resolved an issue where WebSocket messages were being broadcast incorrectly, which could cause notification delivery problems.

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