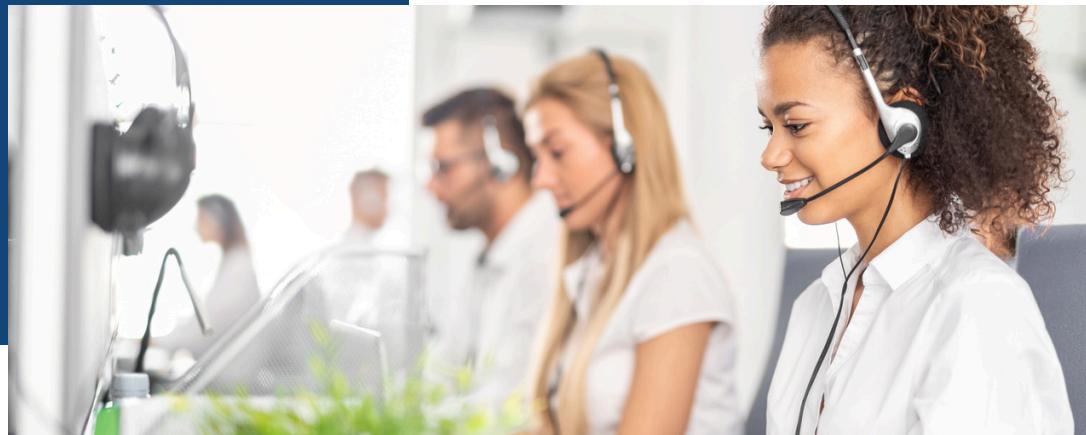


CRA 2026



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.

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FIXED DUPLICATE “DEFAULT” TEAMPLATES 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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