



WAN & Voice Project Implementation

Prepared for: SuperGroup IT

Confidential Document

Version: 11

Version History

Issue	Date	Author	Reason
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V [3]	12/03/2025	E. Gerber	<ul style="list-style-type: none"> - View: Reporting - View: Invoice Data - View: Operations Meeting - View: User Allocations - View: Connectivity - View: Voicemail - View: Development Tasks - View: Fleet Africa - View: Dealership Changes - View: Meeting Notes
V [4]	01/03/2025	E. Geber	<ul style="list-style-type: none"> - View: Connectivity - View: Outgoing CLI - View: 3CX Training - View: Monthly Meeting
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V [7]	09/04/2025	E. Gerber	<ul style="list-style-type: none"> - View: Connectivity - View: Updates
V [8]	23/04/2025	E. Gerber	- View : Updates
V [9]	06/05/2025	E. Gerber	- View : Updates
V [10]	27/05/2025	E. Gerber	- View : Updates
V [11]	03/06/2025	E. Gerber	- View : Updates

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1 Introduction

This document is a statement of business and functional requirements for the new telephony solution provided to Supergroup. The purpose of this document is to state the project closure requirements as identified, collected and listed. This document will serve as a detailed report to set out the recommended actions and changes required to align with business specification standards for SuperGroup's customer service and operational departments.

The document will contain the business requirements, and outstanding orders and changes aimed to be addressed.

2 Scope

ICTGlobe Management, herein referred to as the voice service provider and secondary IP provider, was selected and appointed by the client to execute the agreed required tasks to provide a seamless service implementation. This document will briefly describe the requirements for Supergroup, for each division, stakeholders, and/or subsidiaries of the business.

The requirements will be categorized under the following areas:

- Purpose
- Approach
- Current Situation
- SNAG List
- Additional Resources
- Training Resources
- Operational Process Flows

It is acknowledged that the new telephony system as implemented towards the end of 2024, replaces the previous telephone structure and service provider. Within this document we will describe the requirements for project closure with the processes, and sub processes required for each of the areas of your operation and the interrelation between them. We will describe the interdependent functionalities and processes between these requirements for your telephony solution, and any other aspects of the business that may stand as an essential part, to have a complete picture of your needs.

3 Purpose

The purpose of the document is to:

- Outline the key performance indicators of this project with a layout of the requirements, actions and resources to resolve outstanding project tasks as identified and recommended.
- Provide an overview of the basic technology serving as the foundation for the chosen telephony solution.
- Provide a basic understanding on the technology used with the chosen software.
- Help SuperGroup and ICTGlobe to determine the most appropriate and collaborative way forward in relations to process flows.
- Reduce the risk of unforeseen additional requirements, that might extend the project life cycle.

4 Approach

The current solution requirements have been implemented based on information gathered through meetings held at business units during 2024. The following key persons were included in these on-site meetings and surveys:

ICTGlobe:

Rad Jankovic
Wayne Binder
Eliza Mastoroudes
Estelle Gerber
Jolene Geyser
Marinus van Rooyen

SuperGroup:

Ashin Ragoval
Ronald Loewenthal
Divisional and Business Units Management Members

5 Current Situation

The current voice system in use was implemented for SuperGroup to support their work in relation to practice decisions based on their business operational requirements. Requirements as a global logistics and mobility enterprise includes:

- the handling of primary and secondary distribution,
- cross-border transport,
- warehousing,
- supply chain,
- consulting,
- sales and merchandise,
- courier services,
- procurement,
- new and used vehicle dealings,
- vehicle-buying and selling processes.
- payroll duties,
- employer and employee practices.

The principal users of the current voice system are SuperGroup, including all business divisions, dealerships and/or subsidiaries of the business. While the systems were implemented and tested within record time, considering the set deadline allowed, there is scope to further improve, streamline, and automate certain processes.

The principal processes that were covered with the initial phase of the SuperGroup WAN and Voice Services project are:

- WAN Infrastructure
- Failover Connectivity Services
- Telephony Network Management and Reporting
- Installations
- Telephony Solution

Later phases of work include:

- Call Recording and Reporting

It is envisaged that the system will provide the following benefits:

- Provide a supported voice platform.
- Provide a flexible voice environment with the ability to adapt and expand to meet new requirements.
- Cut the time involved in managing supported processes by reducing the number of places where certain data is maintained, displayed and accessed.
- Provide secure access to telephone call logs, recordings and call centre call handling.

6 Project Closure Requirements

6.1 Overview

The new telephony solution that replaced the previous system and service provider, will also replace several sources and tools and allow for the following system features to be utilized.

These include, yet are not limited to:

- Call Forwarding
- Call Queuing
- Auto Attendance
- Reliable and Secure
- Cost Savings
- Integration with various devices, including IP phones, softphones and web clients
- Accessible across different locations

Supergroup's divisional departments, business units and stakeholders' telephone numbers were moved from the previous provider to the ICTGlobe voice network through the aid of number porting.

The IP PBX voice solution required with this project, involved several phases which concluded the voice solution implementation schedule. During weekly web-based discussions, onsite meetings and discussions with various stake holders, project assumptions were made, and the overall voice implementation was completed on the 29th of November 2024.

In addition to number porting and voice provisioning, it stands that ICTGlobe was also committed to provide a secure and reliable internet failover solution to the organization. To ensure that the clients internet requirements was met, collaborative actions, communication and tests was conducted by various parties including SuperGroup and the primary internet provider.

The following section describes how processes are currently supported by the WAN and voice solution and how it's envisaged that the new potential changes to the system will support them moving forward. The listed points and requirements is not intended to be definitive and may change. The final design of the telephony solution will be based on

the capabilities of the preferred technology, system features and may be reliant on change approval from SuperGroup IT Services.

6.1.1 'As is' process.

The following section describes how the current organizational operations is handled. Note, the below operations are not intended to be definite, the processes were derived from meeting notes and conversations held, whereby the actual operations may differ.

A significant amount of communication is done to and from the SuperGroup businesses through telephone communication, amongst others.

The SuperGroup marketing team and a third-party service provider, collaboratively ensures successful marketing through advertised telephone numbers and marketing materials, which proves as a main and successful method for marketing of certain business sectors. Forming part of this marketing method, includes dedicated personnel and or employees as identified by individual stakeholders and business owners.

For the organization to keep functioning exceptionally within their relevant market segment, it remains an essential requirement for call configurations and management to be on point.

Said call handling was therefore established and configured in accordance with each individual business units' requirements, as was concluded during site evaluations, discussions and meetings.

Business units include the respected dealerships network representing most major vehicle brands in South Africa, Supply Chain Africa leveraging leading technology to deliver dynamic supply chain solutions, and Fleet Africa recognised as an industry leader and specialized fleet management solutions company.

Taking the above into account, it stands without reason that some business requirements include more specific and specialized voice solutions to continue providing highly specialized industry operations and customer services across the country.

6.1.2 'To change' process.

The WAN and voice solution will continue to, mostly, operate as currently configured and implemented, but will include enhancements and undergo certain identified changes.

The 'to be' outcome and how we currently envisage solution changes being implemented, is set in the categories as defined in this section.

**The highlighted words in this section, serves as redirects.*

- **Telephony:** Phone issues reported was mainly based on configuration change requests such as name changes, extension updates and provisioning, rather than device failures
- **Call Handling:** This section is mainly focused on the way a call is handled once a business unit is phoned, how it will be transferred by choice, or selection, or the required actions when a call is unanswered.
- **User Extension:** Although it does not sound major, extension errors can in fact, have some major impacts on a business, especially in the case of call to sales agents. Our support team assisted tirelessly to have the extensions regrouped and sorted. Additional extensions issues and requirements will be discussed.
- **Business Requirements:** This section focuses on the operational requirements associated with each individual business unit. As these businesses may operate separately, said requirements and needs may differ and needs to be acknowledged as such.
- **Reporting:** There is a set of reporting requirements identified for SuperGroup, this section sets out the communicated reporting requirements.
- **Operational:** This section, provides an overview of ongoing operational requirements, supporting and streamlining the processes required to ensure operational efficiency.
- **System Issues:** Refers to the current systems in use by ICTGlobe and Supergroup, and any issues that need to be addressed and resolved.
- **Additional Software:** Additional software requirements, and outstanding tasks yet to be completed as part of this WAN and Voice Solution.

One of the major causes that let to further actions, was due to a large amount of support queries being raised. Us such, and during the time it was decided that the best intervention would be to revisit each business unit, working closely with the staff and management personnel, to firstly identify all issues experienced, then establish the appropriated and most effective changes, and to finally resolve all errors and shortcomings. During these planned site visits, the focus will be on telephony, call handling and user extension, as described in the following sections of this chapter.

The following actions is expected to be performed during, returning site evaluations as planned and communicated to and from the ICTConnect team. It is an expected requirement that only the dealer principle or financial manager is authorised to sign-off each visit and finale changes that forms part of this phase of the project, as communicated by SuperGroup IT.

6.1.2 (a) Telephony

The below checks will be done and changes implemented where necessary.

- Telephone configuration and registering, if issues was reported

- Additional hardware, including cords, base stations etc., if any issues found on-site or reported.
- Additional telephone devices or hardware not part of the initial scope and if requested, will be notified to SuperGroup IT to process the order.

Call Handling – Identified Checks and Changes

*** Status = Complete**

As part of the additional interventions taken, identified dealership was revisited. During these site visits, our technical field service engineers attended to all issues reported on-site, provided follow-up training, and captured all changes or corrections that was done or requested. The last site visit was on the 5th of February.

Data captured for each business unit was also provided to SuperGroup.

The below checks were be done and changes implemented where necessary.

- Current IVR applied for the business unit, to be reviewed and confirmed. Any change requirements will be communicated to SuperGroup IT, to approve before additional changes will be made.
- Current call groups and extensions for each business unit to be revised. change requirements will be communicated to SuperGroup IT, to approve before changes will be made, should the requested be different from the original agreed call groups.
- Test main number and advertised marketing number.
- Text call back function on extensions, test and confirm that it is working sufficiently as expected, and that there is no voice mail tenants that does not call back.
- Test call transfers and confirm outcome and changes made if any.
- Test call redirects on unanswered calls, were applicable.

User Extension– Identified Checks and Changes

*** Status = Complete**

As part of the required checks and fixes that needed to be addressed during the second site visits done, the extensions were reviewed. Apart from the site visits, a separate task was undertaken with collaboration between SuperGroup IT and ICTGlobe dedicated support engineers. This task was aimed at reviewing and correcting all extensions allocated to users. The extension fix-and-change actions was focused on certain business groups. The list of updated and corrected extensions was completed in the beginning of February 2025.

The below checks were done and changes implemented where necessary.

- Identified business extensions and users associated with each.
- Test extension to extension calls transfers.
- Test extension to extension inbound calls.

- Identify and confirm users and extensions associated with different call groups, or business departments.
- Additional extensions or new change requests not included with the initial project scope to be communicated to, and approved by SuperGroup IT.

Business Specific Requirements

* Status = Complete

The below actions listed was part of the site visits done and completed during February 2025.

The below information was gathered and changes implemented where necessary.

- Confirm business trading hours, and expected after hours call handling
- Ensure that follow-up training sessions with the receptionist is done, and all required actions can be attended to independently by the receptionist.
- 3CX Softclients needs to be installed for receptionist, including adequate training or guidelines.
- Ask the receptionist or business manager, if there are any other business issues or concerns that needs to be addressed to Supergroup IT.

Reporting

Reporting remains a highly thought way to identify certain metrics related to an organization, its performances and potential risks. Reporting requirements as discussed with ICTGlobe, includes that mentioned within this section.

The provided report types are not intended to be definitive and may be subject to change.

- Daily reports and statistics on support tickets logged, pending, and resolved. It was discussed that the ability to export said data, is being investigated, and the appropriate or best solution will be communicated.

* Status = Complete

The weekly reports have been automated and are working as expected first automated report generated and received on the 25th of February.

- 3CX Reports, business specific reports to be identified and configured. Alternative ways to gather call data, is being looked at, and the best agreed option will be implemented accordingly.

* Status = Complete (Convenience Telesales)

- ~~RocketLink monitoring, No longer an ICTGlobe requirement, as mentioned during our second meeting on the 11th of February.~~

6.1.2 (b) Operational

It is anticipated that certain operational tasks will be required by both organisations on an ongoing basis. As such, it is expected that certain requirements should be clear and effectively implemented or completed. Some key areas that will be evaluated is listed below.

- Invoicing, structure and receiving mail address or addresses. Any points that should be taken into consideration with the current way invoices are generated and send,

should be communicated. It currently stands that the organization receives two separate invoices for each business unit.

During our meeting on the 17th of February, the requested file format and information to review and amend.

*** Status = Complete**

Monthly Operations Meeting: Supergroup is functional and operational since the requirements from SuperGroup was discussed. An example file extract was provided to the client. The data was reviewed and confirmed to meet the billing standards requirement to automate the billing processes of SuperGroup.

- The raw data file provided was confirmed to be in order by Guillaume during our weekly meeting held on the 4th of March 2025. If any changes are needed, it should please be communicated end of November 2024. It stands to reason that monthly operational meetings should be planned to discuss critical operational tasks, including monitoring, up-and-down time, statistical reporting or status on FortiGate's, SLA's etc.

Key members for the monthly operational meeting will be identified; meeting dates will be proposed and planned in accordance with availability.

*** Status = Complete**


This meeting will take place on the 26th of each Month, unless otherwise communicated.

- Stock reconciliation, as intended with the initial project plan, and as provided after all installations, was reviewed and findings communicated accordingly. Current outstanding actions includes the purchase order, and invoicing, including additional phones requested to be ordered / quoted on for receptionists.

*** Status = Complete**

With regards to alternative phone requirements for receptionists, the following concerns was raised and investigated:

- Call waiting on groups are limited:
*Tests confirmed that there can be up to 8 calls on hold, this however, may be dependent on the number of available lines on the expansion module.
- In the case that a receptionist may not be available, and a stand-in staff member needs to attend to calls, the concern was raised that if they are busy on a call, they won't be aware of another incoming call if they don't have access to the receptionist's laptop, (web-client).
*Test done on the recommended phones for receptionists, indicates that there is a flashing light on the device in the case of another incoming call. The number of flashing lights for incoming calls may be dependent on the availability of lines on the expansion modules, as mentioned previously.
- In the case where a call transferred to a group, returns to the receptionist as an unanswered call, there must be an adequate notification so that the returning call can be answered as such, and not as a new incoming call.*Tests indicates that returning transferred calls, will indicate or display the 'extension group' when it rings back to reception as an unanswered call, and not the original number that phoned before transferred.

- Connectivity, all outstanding links and orders will be communicated and updates provided, until completion. For more information, please visit the 'Weekly Updates' section of this document. 

* **Status = In Progress**

- Connectivity, it was requested that the terms of the link contracts be managed to co-
- to business units may change over time. As such a user reconciliation terminate to the end of November 2029.

* **Status = Complete**

The request was acknowledged and accepted and was arranged to be actioned accordingly.

- User allocations, as part of the implementation phase, users were allocated to the business units provided and communicated by SuperGroup. It stands to reason that user allocations was done, this was also mentioned in this document with extension fixes and change.

* **Status = Complete**

SuperGroup provided an updated list of users and the businesses they are associated with on the 17th of February. The final updated list was reviewed to ensure and confirm that all users and extensions are allocated correctly.

Time of completion: 22nd February.

In addition, and as part of our meeting, it was mentioned that the updated and reviewed information was provided to each business unit to identify any dissimilarities from their side. Changes that are being reported is minor, and is being handled by Supergroup IT.

6.1.2 (c) System Issues

System issues or additional changes was reported and is therefore intended to be implemented or recommended temporary or alternative solutions will be advised and provided. Some points acknowledged, are listed below.

- On 3CX, not all user email addresses were corrected yet. ICTGlobe has however confirmed that this task was attended and complete. Although the task was completed, email addresses is currently under review as an additional check.

* **Status = Complete**

Updated email addresses was confirmed to be done. It was a recommendation that the data be reviewed, and a final update will be communicated.

- Voicemail retention period needs were confirmed by Supergroup to apply for one month.

* **Status = Complete**

The confirmed retention period of voicemail is set for one month.

- Communication between the Supergroup and ICTGlobe CRM systems, was found to be unresponsive at times. This needs to be investigated and corrective actions need to be taken to avoid any delays with time sensitive requests. It was arranged that a support employee from SuperGroup, will be visiting the offices of ICTGlobe, during this visit, the manner on which support tickets are raised, attended to, and communicated between the two system will form part of the session.

* **Status = Complete**

It was mentioned that some system issues are still experienced. To accommodate and comply with the Help desk system used by SuperGroup, the said issues was reported and is currently under investigation by the developers of the CRM software that ICTGlobe uses. If any alterations to the software is a possibility, it will be done, communicated and tested.

- ~~For SuperPark Isando, the Layer 2 diagnostics is still outstanding and needs to be sent to ICTGlobe.~~

*** Status = No Longer Required**

- On-Net calls, as specified at zero charges, should be reviewed and the correct voice product configurations should be either confirmed or applied.

*** Status = Complete**

Voice rate for On-Net calls was confirmed to be charged at R0.00. If there should be any points to be noted here, this task will be reopened.

6.1.2 (d) Additional Software Requirements

Call recordings can be extremely useful in some cases. The ability to have them at hand when needed is a crucial requirement for certain business divisions. Not only does CallVault ensure availability of recordings when needed, by leveraging AI and BI technology, it serves as a powerful and needed business advantage for any organization. The outstanding or pending requirements for the software is listed below.

- Call Costing reports needs to be finalized and tested.

*** Status = In Progress**

It was determined that that historical information, prior to the extension changes understandably, cannot be changed. However, as a corrective action, extensions now moved during a certain period, moves overall on the report as well, and not only for the remainder of a period. This change is currently under review and the overall results will be communicated.

Reporting Objectives:

- For telesales, it should indicate inbound and outbound calls associated to a specific extension.
- Current dissimilarities between the TMS system and Call Vault should be evaluated and corrected.
- The development framework for customer grouping, or clusters was completed. After testing, the new system features were implemented and currently in use. The new features are anticipated to allow businesses access to call recordings and information related only to them, eliminating the risk of exposing information related to other businesses.

*** Status = Done**

CallVault training meeting was held on the 4th of February 2025.

- After software training and hand over, new development projects were identified:
 1. CallVault: The option to add multiple system owners.
This change was anticipated because of the timely manual user actions required during software configuration and set-up to ensure the organizations functional requirements.

*** Status = Complete 01/04/2025**

2. CallVault: Filtering options is currently under review to identify and apply the additional filtering options and requirements.
Although this change and software enhancement is not a newly communicated requirement, it is still under development and part of the ongoing development project.
*** Status = Complete 01/04/2025**
3. 3CX: It was reported that some users may have the ability to switch of the recording functionality. User levels and allowed system functions for same, should be investigated and relative changes should be applied to avoid user interference which may lead to important data being lost.
4. For the call centre of Fleet Africa, recordings need to be separated from the other business units. It is a further requirement that these recordings must be kept for a minimum of 8 years.
*** Status = Complete**
***Additional Wallboard changes under review and testing.**

**It should be noted that the additional development tasks are new requirements that falls within system customization and was not included as part of the original system functional requirements discussions.*

7 Additional Resources

Certain documentation and resources were identified that should serve as guidelines and assistance. The mentioned will have a positive contribution on certain process flows and daily operational requirements by both organizations, with the goal to train, assist and guide members through some basic and advanced processes.

The following resources was identified:

- **Custom telephony and connectivity trouble shooting checklist:**
The provided information was designed to fit with the tailored voice solution for Supergroup. It is intended to provide the basic checks and tests which may be performed, before a support ticket is locked.
*** Status = Complete**
As part of the Scenario Framework provided to SuperGroup Help desk, includes basic checks that may be done to determine the cause of an issue.

During our meeting on the 18th of February, it was mentioned that the following additional guidelines was not required and therefore it was removed from this document.

- Custom telephony guides and tips when troubleshooting
- Telephony alternative resources

8 Training Resources

A crucial part of any organisation is the understanding of system processes and knowledge sharing. We, at ICTGlobe, have identified certain measures that can be taken

to enrich and expand on the basic and required knowledge and skills which may play a role regarding certain software and processes forming part of this solution.

User Adaption

To be fully aware of the technology used, system features and endless possibilities, it was anticipated that certain organizational members should undergo additional training.

Training might consist of one of the following:

- Onsite user/employee training and guidance.
* **Status = Complete**
- Receptionist follow-up training to ensure that the required tasks can be executed effectively
* **Status = Complete**
- 3CX Basic system certification will be arranged to selected members of the organization, as communicated by Supergroup.

Certification link:

* **Status = Complete**

During our previous meeting on the 11th of February, it was mentioned that latest 3CX training sessions was under review and planned to be included with the available training resources. As such the following was under investigation and now planned for the expected 3CX training.

1. The content is planned to include limited information and scenarios as explained during the latest live online seminars which may not currently be available from the 3CX portal.

* **Status = Complete / Ongoing**

Link: <https://solution-resources-sg.netlify.app/>

Version 20 Workshop Video's, 3CX portal certification training, 3CX register and exam link to web site.

- CallVault, once fully upgraded and deployed, will require training to the relevant parties to effectively leverage the basic and advance features to suite their unique business requirements.

* **Status = Complete**

Depending on additional system changes, training may need to be reviewed, amended and repeated.

9 Operational Process Flows

* Status = Done

** Recommended processes and workflow, if any and once identified, will form part of overall project closure.*

Throughout the life cycle of this project, and as part of project closure, it is anticipated that through communication, we should be able to identify, agree on and implement certain business processes to be followed.

These processes should be structured to provide a streamlined user experience that leads people through the identified processes. If the process flows are structured with thorough planning around the desired outcomes, it should prove to be beneficial to both organisations and serve as a guide to get task done effectively.

The following process flows may be considered:

- Telephony issues, which may include call flows, user extensions, number allocations etc. It should be determined, when, why and by whom a client can be contacted directly. In the case whereby ICTGlobe needs to reach out, certain agreed processes and, or limitations need to be determined.

* Status = Complete

As-Is process to be followed.

- International dialling, deniably carries a certain degree of risk to an organization. Documentation to authorize and request for international dialling to be activated will be discussed, and a process to enable these services will be put in place.
- Regarding change requests received or communicated for Supergroup dealerships, actions, structure of agreed actions, and authorized changes allowed, should be identified and a process flow should be documented and communicated accordingly.
- In the previous meeting held on the 25th of February, it was mentioned that the process should be reviewed and documented by Supergroup IT Helpdesk, who deals with new users, moved users, or users that left a dealership. Once the process was documented, and if required the required actions should be communicated to ICTGlobe.

* Status = Complete (JML process received 25/03/2025)

- Regarding change requested by, or communicated for Supergroup Supply Chain or Fleet divisions, efficient actions, structure and authorized changes should be identified. Process flows should be documented and communicated accordingly. All requests must come from Supergroup IT Help Desk.
- For any additional changes to be made to the proposed and accepted voice solution, it is recommended that a change control process should be implemented, including supporting forms or documentation and expected timeframes for completion of certain tasks.

10 Project Timelines

It is envisaged that certain content of the initial release of this document, may be changed or removed during planned and ongoing weekly meetings scheduled. After the first meeting, scheduled, for Tuesday 4 February 2025, timelines will be updated. Estimated timelines may be subject to change as the project progresses.

SNAG List Timelines

**Please acknowledge that the provided timelines are not definite and may be subject to change.*

Item	Description	Status	Due / Completed	Link
6.1.2 Telephony	Call Handling	Complete	05/02/2025	View
6.1.2 Telephony	Extensions	Complete	05/02/2025	View
6.1.2 Telephony	Business	Complete	05/02/2025	View
6.1.2 Telephony	Reporting	In Progress	June	View
6.1.2 Operational	Operational Meeting	Complete	Monthly	View
6.1.2 Operational	Invoicing	Complete	04/03/2025	View
6.1.2 Operational	Stock (PO)	Complete	April	View
6.1.2 Operational	Connectivity	In Progress	VSC On Hold	View
6.1.2 Operational	Users	Complete	04/04/2025	View
6.1.2 Software	Call Costing	Complete	04/04/2025	View
6.1.2 Software	Development	Complete	01/04/2025	View
7 Resources	Process Flows	Complete	18/02/2025	View
8 Training	Recommended Training	Ongoing	09/04/2025	View
Project Closure	Sign Off & Hand Over	Pending	-----	View

Weekly Updates

27 May 2025

- Connectivity:
 - VSC: No Change, on hold
 - Digistics: **5th of June, time not yet confirmed.**
- Supergroup IT Extension updates outstanding: Date Pending
- Update: FortiGate: **FortiGate firewall upgrade scheduled, pending info from Echo to submit change control.**
- 3CX Reporting:

NO CHANGE: RC2, Build 20.0.6.700, May 2025, release build not yet available.
<https://www.3cx.com/blog/change-log/phone-system-change-log-v20/>
Refer to point 8, for the latest update received from 3CX.
- Telephony: **5 Phones needed to be exchanged, currently testing (Adriaan)**
- Digistics Namibia : **Some small niggles being sorted by Megan, Phones can be shipped**
- CallVault Feedback:
 - Managers added, not showing previous historical recordings. Awaiting feedback or confirmation on changes. (Feedback expected in 48h)**

- b) VCS Call Reports, export fails, investigating AI component requirements for email notifications from CallVault.

8. Fleet Africa:

Reporting

Feedback received from 3CX:

Hi Jolene,

I am leaning towards later this week. Certainly within the next week or so !

Kind Regards

On Tue, Jun 3, 2025 at 2:30 PM Jolene Geyser <jolene.geyser@ictglobe.com> wrote:

Wallboard

*Received from the provider, 03/06/2025 @ 13:26:

“We have updated latest patches into live system to fix this latency issue and monitor till now, shows better performance compared to previous, i will let you know once 100% monitoring completed.”