

Release Date	22 Oct 2026
Product Manager	Julia Kedward
Version	0.1.0 (Beta)

Upgrade Instructions

There are no upgrade instructions. Simply enjoy the changes the next time you use Athena.

Improvements

Description

The Luminaire portal has been updated to a modern and simple interface.

by esi | esi.inhouse.com
 Julia Kedward

Recorded calls
 0 Export calls

10 recordings Current page: 10 inbound 0 outbound 0 internal

Date Range on Page - Times in UTC
Oct 19, 2026 15:06 – Oct 20, 2026 19:48

This week ▾
All follow-up statuses ▾
 Filters
Apply

From Date	To Date	Department	Sentiment Analysis	Type
10/18/2026	10/21/2026	Select an option ▾	Select an option ▾	Inbound ▾

Duration comparison	From Name	From Number	Dialed	To/Answered
Equal to ▾	From Name	From Number	Dialed	To/Answered
00:10:00				

☒ Match search text (uncheck to exclude)

Clear fields
Reset filters
Apply filters

Type: Inbound

Call history 10

Date / follow-up · All results ► Columns

☐	Caller name	Caller number	Type	Dialed	Duration	Date / time ▴	Follow-up
☐	Wireless Caller	(254) [REDACTED]	Inbound	(800) [REDACTED]	02:52	Oct 20 19:48	No follow-up
☐	Estech Systems Inc.	(972) [REDACTED]	Inbound	(314) [REDACTED]	03:24	Oct 20 19:02	No follow-up
☐	Estech Systems Inc.	(972) [REDACTED]	Inbound	(314) [REDACTED]	01:59	Oct 20 18:49	No follow-up
☐	Estech Systems Inc.	(972) [REDACTED]	Inbound	(314) [REDACTED]	01:59	Oct 20 18:49	No follow-up
☐	Estech Systems Inc.	(972) [REDACTED]	Inbound	(314) [REDACTED]	02:13	Oct 20 18:27	No follow-up
☐	Estech Systems Inc.	(972) [REDACTED]	Inbound	(314) [REDACTED]	02:13	Oct 20 18:27	No follow-up

Call details
 ✕

WIRELESS CALLER

sip:1254[REDACTED].net

Sentiment Neutral

Summary

The customer, Kimberly, called [REDACTED] and requested to speak with the ESI[®] tech support team. The interaction was brief, with the customer waiting for a moment before the call was likely transferred or handled.

Transcript

ESI, this is Kimberly. Yeah, this is Cynthia. On [REDACTED], I'm looking for the ESI[®] tech support team.

Luminaire Release Notes - v0.1.0 (Beta)

Description

You can share one or more records and the AI summaries with other people via email.

Share 3 calls via email

Send the selected call details and AI analysis to your recipient.

From Luminaire <no.reply@esi-estech.com>

To

Subject

Email preview

LUMINAIRE
Shared call analysis
3 selected calls · Details & AI insights

Please review the selected call details and AI analysis below.

Call 1

Caller	WIRELESS CALLER
From	sip:1254[REDACTED].net
To	sip:18004913609@[REDACTED]

The Page Selection options have been updated to make easier to jump through various pages of records.

Rows per page

10

<< first

< Back

1

2

3

4

5

...

Next >

last >>

1-10 of 52

You can now playback (stop, pause, rewind, and fast forward) recordings directly in Luminaire.

Call Recording

PLAYBACK SESSION

Estech Systems Inc.
Estech Systems Inc. (972) 755-9920 to (314) [REDACTED] ((314) [REDACTED])

RECORDED Oct 20 19:02	CALL TYPE Inbound	FORMAT audio/wav	DURATION 03:24	LINK TTL 34 min
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Call Recording 00:16 / 03:23

Direct browser streaming from secure storage

Start 03:23

Use Play to start streaming. Closing the window pauses playback and resets the session.

Luminaire Release Notes - v0.1.0 (Beta)

Description

Multiple-site (more than one domain for one company) is supported. There must be a one user in the company assigned Reseller eConsole login privileges. Using this login will allow that user to see all their domains where Luminaire is enabled.

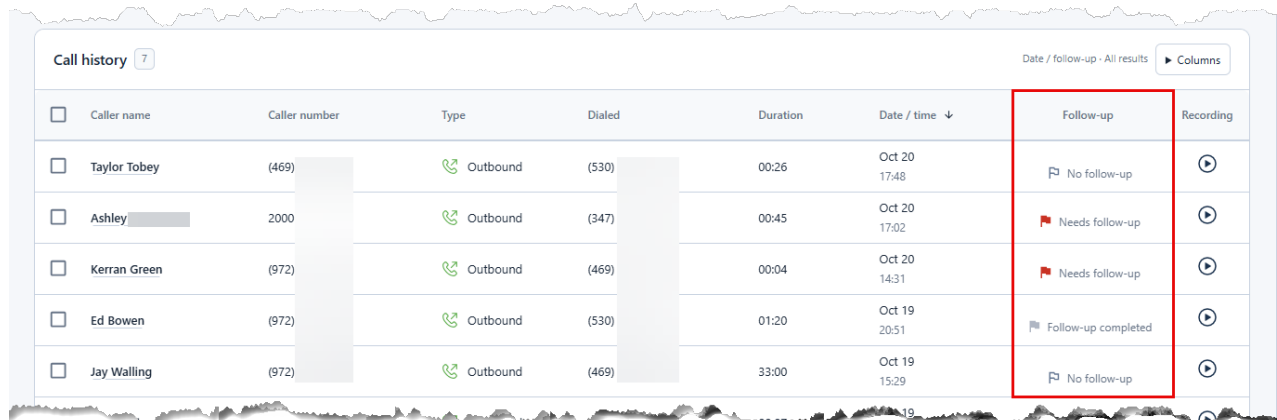
Note: The eConsole Sites feature allows a single company to be under a single domain but assign users to a Site for easier management. Currently Luminaire doesn't recognize Sites. The Office Manager can still see all recordings for these Sites in Luminaire but they cannot filter by the Site name.

Luminaire line items can be flagged for follow-up.

A column has been added to the list where you can choose one of the following:

- Red flag - follow-up needed
- Gray flag - follow-up completed
- Clear flag - no follow-up needed

You can filter by the flag color.



The screenshot shows a 'Call history' interface with a table of call records. The table has columns: Caller name, Caller number, Type, Dialed, Duration, Date / time, Follow-up, and Recording. The 'Follow-up' column is highlighted with a red box. The 'Follow-up' column contains flags and text: 'No follow-up', 'Needs follow-up', 'Needs follow-up', 'Follow-up completed', and 'No follow-up'. The 'Recording' column contains play button icons.

Caller name	Caller number	Type	Dialed	Duration	Date / time	Follow-up	Recording
Taylor Tobey	(469)	Outbound	(530)	00:26	Oct 20 17:48	No follow-up	▶
Ashley	2000	Outbound	(347)	00:45	Oct 20 17:02	Needs follow-up	▶
Kerran Green	(972)	Outbound	(469)	00:04	Oct 20 14:31	Needs follow-up	▶
Ed Bowen	(972)	Outbound	(530)	01:20	Oct 19 20:51	Follow-up completed	▶
Jay Walling	(972)	Outbound	(469)	33:00	Oct 19 15:29	No follow-up	▶

Luminaire access for all seat types, except Basic. Individual users can only see their recordings in Luminaire while Office Managers can view all the records for their domain.

Coming [Very] Soon

Description

Resolved the issue where Speaker 1 and Speaker 2 were not being shown in the transcription.

Each AI Summary will also include a Task List based on what was discussed in the conversation.