

About the Release

Release Date	21 Oct 2026
Product Manager	Julia Kedward
Version	1.0.1

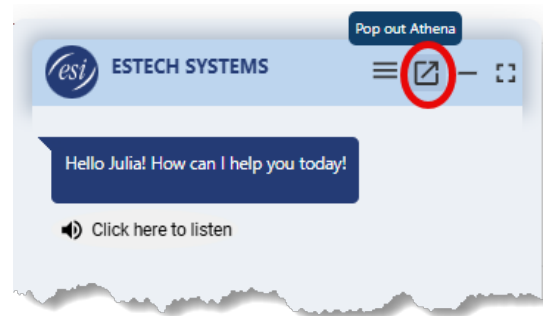
Upgrade Instructions

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

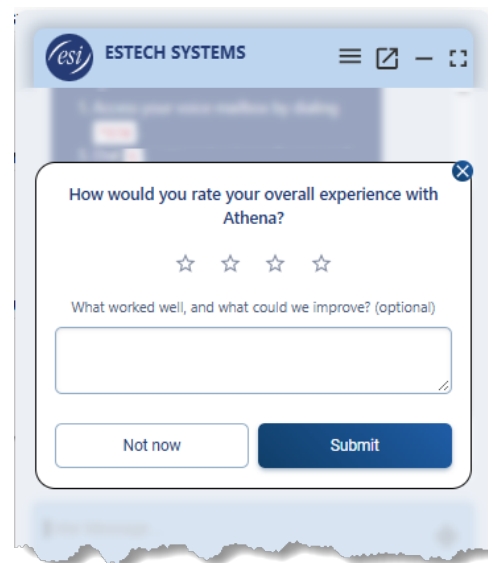
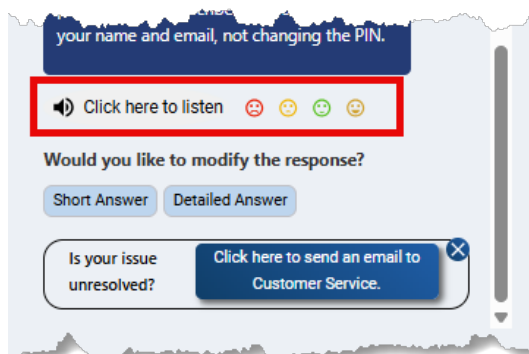
Improvements

Description

You can now open Athena in its own window, then move it to another monitor or resize it whenever you like. Simply click the "pop out" icon in the upper right of the Athena window.



The customer feedback interaction has been improved so that it's more noticeable. Receiving this feedback is important to ESI in order to continually improve Athena's responses.



Athena Release Notes - v1.0.1

Description

You can ask Athena to make the following changes.

Note: Athena cannot make changes to fields that are not listed below (i.e., email address).

If you are logged in an individual user (select, premier, agent, etc.):

- Change first name
- Change last name
- Change language
- Change time zone
- Change list in directory status
- Change announce in directory status
- Change voice mail PIN
- Query call logs. Examples:
 - > "Did I get a call from ACME yesterday?" (Where ACME is the Caller ID). Note: If you ask Athena for "Bob" but the Caller ID is "Robert" Athena will come back with an incorrect response.
 - > "Show the calls I received this week where the area code begins with 214."
 - > "Were any of my missed calls today from 2145551234?"

If you are logged in as an office manager:

- You can perform all the same actions and queries as an individual user. However when you do as an office manager you can make changes for other users/extensions.
 - > "Change the last name for extension 1102 to Andrews."
 - > "Did extension 2001 receive a call from 4128984567?"
- Change department
- Change site

When asking Athena to make changes to programming it will keep important phone services like auto attendants, call queues and conference bridges from being changed or turned off by mistake. Athena will also check that you've picked a valid Caller ID number before saving a change associated with CID. Athena's AI assistant also handles requests with several steps more reliably.