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Genesys Cloud - Premier Edition: Virtual Contact Center Release Note

12/8/2014

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Genesys Cloud - Premier Edition: Virtual Contact Center 2.6.1 Release Note

Introduction

This release note applies to the 2.6.1 release of Virtual Contact Center (VCC).

- The Corrections and Modifications section for each release lists corrections to issues and limitations that were previously documented as Known Issues.
- The Known Issues and Recommendations section is a cumulative list. It includes information on when individual items were found and, if applicable, corrected.

Note: The numbers in parentheses are internal references.

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Corrections and Modifications

This release includes the following corrections and modifications:

VCC Agent Desktop

Custom **Not Ready Reasons** and **After Call Work** (ACW) codes are now displayed correctly. Previously, custom **Not Ready Reasons** and **ACW** codes were displayed with the ID of the subscriber appended to them. (AACD-2918)

Voice: During consultation calls, the Team Communicator now displays the agent names, skills, and queues of available transfer targets. Previously in this scenario, **Unidentified** was displayed instead of target names for all potential transfer targets. (AACD-2892)

If any changes are made to the **After Call Work** (ACW) value, logged-in agents no longer have to log out and then log back in again for the changes to take effect. (AACD-2571)

Chat: VCC Agent Desktop automatically creates a contact or updates the contact history for chat interactions. If the Contact Server recognizes the contact based on information provided by the contact during the chat request, the contact history is updated. If the Contact Server does not recognize the contact, a new contact entry is created. However, it is not possible for the application to verify the identity of the contact. For security purposes, agents must verify the contact identity for chat interactions. Since it is not possible to validate the identity of contacts through the Chat Channel, Genesys recommends that no sensitive information be communicated through this channel. (AACD-2439)

To ensure that calls are routed only to agents who are present at their workstation, agents should either set their status to **Not Ready** or they should log out of Agent Desktop when they are not available to receive calls. (AACD-1566)

CX Analytics

CX Analytics can now identify whether or not an agent or a caller disconnected the call. (AACD-2234)

VCC CTI Adapter for Salesforce

When an agent is the target of a two-step conference call they can now perform call control operations after the originating agent completes the conference. Previously, in such cases, they could not release the call after the initiating agent completed the conference call. (AACD-2906)

The VCC CTI Adapter for Salesforce (the Adapter) now correctly displays the appropriate agent state when agents enable **Mark Me Away After Call** after a call. Previously, when agents used this functionality their agent state changed to **Ready** before being set to **Not Ready**, so the call was not routed correctly. (AACD-2891)

The Adapter now correctly handles cases when an agent rejects incoming calls. Previously, in such situations, the toast call data popup remained displayed and the **Accept/Reject** call control buttons were sometimes missing. (AACD-2876)

The Adapter now correctly refreshes the display when the application is minimized or maximized while using Mozilla Firefox and Chrome web browsers. Previously, the Adapter might have become unresponsive during these browser sessions. (AACD-2875)

The Adapter now displays the correct agent state when the agent is in the **After Call Work** (ACW) state at the time the Adapter loads. Previously, the Adapter would show the agent in the **Ready**, instead of in the **ACW** state. (AACD-2870)

The Adapter now displays the correct agent state in the status bar after a call is answered. Previously, agents had to log out and then log back in again to see their status bar. (AACD-2867, AACD-2839, HTCC-10679)

The agent can now continue to perform call control operations after the Adapter recovers from a server disconnect. Previously, the security token was not refreshed preventing actions for a call in progress from being requested properly. (AACD-2842)

The Adapter now correctly handles **Incoming Call** notifications. Previously, when an inbound call was answered, the **Incoming Call** notification did not disappear in some circumstances. (AACD-2838)

Agents no longer have to add a disposition to abandoned or rejected calls. Previously, agents had to disposition calls even if they were abandoned or rejected and the agent had not spoken to customer. (AACD-2695)

Agent activity reports no longer show numerous zero duration status changes when agents use the Adapter. (AACD-2665)

When using the Adapter, calls are now correctly logged in the Activity History for a Salesforce.com custom object type. (HTCC-8783)

When using the Adapter, during the call disposition process, the correct value is now being saved. (HTCC-8644)

The Adapter now correctly shows the **Complete Conference** icon instead of the **Resume Call** icon after completing a conference using the **Contacts** tab in the transfer panel, if the resulting merged call is placed on hold. (HTCC-8400)

When using the Adapter, after releasing the consultation leg of a two-step conference without completing the conference, the Adapter UI might not allow the agent to resume the main call and the page might need to be refreshed to correct the issue. (HTCC-8113)

When using the Adapter, an agent can now release a consultation call while dialing. (HTCC-8112)

When using the Adapter, the icon for the **Hold** call button has been updated to more clearly represent the **Hold** operation. (HTCC-8111)

The Adapter now correctly displays the agent state in the agent status bar. Previously, in some circumstances when an agent was in the **In Call** state, the agent status bar incorrectly displayed the **Ready** state. (HTCC-5961)

When an agent makes a consultation call to another agent, the subject line now displays the agent's name. Previously, during such situations the subject line said undefined instead of the agent's name. (HTCC-3805)

When conferencing a call to a blank contact form, the phone number now displays in the phone field. Previously, the phone number was not displayed. (HTCC-3802)

Known Limitations

Known Issues and Limitations

This section provides the latest information on known issues and limitations associated with this product.

VCC Dashboard

The ACD Administrator (First User account) is displayed in the **Edit Agent** window, but is now in read-only mode, so it cannot be modified or deleted by any contact center administrator.

See the Creating the ACD Administrator Account section in the *VCC Solution Guide* for more information on this ACD Administrator user. (AACD-2907)

The **Agent** view does not completely display the entire After Call Work (ACW) or Not Ready Reason Codes. The **Details** view displays the entire Reason Code. Agents can also see the entire Reason Code in VCC Agent Desktop. (AACD-2751)

Sometimes when adding a skill, you might see an error message even though the skill was added correctly. (AACD-2626)

When an agent is in the **In-Call** state, the active skill is displayed for that call in the **Skill** column. This allows a supervisor to know what type of call the agent is handling and how long the agent is on the call. Since an agent might have multiple skills, this additional data displays the agent skill to which the call was routed.

If a call is transferred to an agent with a different skill, the original active skill is still displayed. For example: If Agent A has the skill `Sales` and transfers the call to Agent B who has the skill `Support` then the skill for the call Agent B is handling remains displayed as `Sales`. (AACD-2583)

When a supervisor changes the agent status using the **Agents** tab, only the status of the voice channel is changed. Supervisors cannot change the status of the chat and email channels. (AACD-2309)

The Service Level Attribute metrics exclude missed call statistics. (AACD-2261)

When an agent with multiple skill assignments is on a call that was routed to one of the agent's skills, the **In call** count on the **Reports** tab of VCC Dashboard is updated for every skill to which this agent is assigned to the report that is based on the agent skill configuration, rather than only the skill used for the call routing target. (AACD-1050)

Some variables might not be reported correctly when an agent attempts a skill-based consultation call while no agents with the selected skill are in the **Ready** status. (AACD-880)

After modifications to the Service Level interval (the target service level measured in seconds), the Skill Service Level value is not updated until a new call to that skill is received. (AACD-859)

The Skill Service Level section does not show the time period for which the service level is being displayed. (AACD-633)

VCC Agent Desktop

When you are in the **After Call Work** state, a blue line is displayed across the the Search bar. The blue line disappears when the you go back to the **Ready** state. (AACD-2954)

Chat and Email: It is not possible to make two simultaneous voice consultations from the interaction toolbar of the chat window or the email window.

Workaround: Make the first consultation call from the chat or email interaction toolbar, then make the second consultation call from the toolbar of the first voice consultation. (AACD-2480)

Chat: If a contact abandons a chat by closing his or her browser while the chat interaction is being routed to a target agent, there is a mismatch between the Agent Report and the Agent

Statistics. The Agent Report records the abandoned chat as a missed interaction while the Agent Statistics does not record the missed interaction. (AACD-2395)

Email: Inbound email statistics are incremented twice when an inbound email is processed, once for the sent reply email and once for the email when it is processed from the workbin. (AACD-2467)

Voice: VCC Agent Desktop does not display Call Monitoring in-progress for transferred calls. If the appropriate monitoring mode is selected, supervisors can monitor a transferred call; however, the agent interface does not display the *monitoring* indicator. (AACD-1744)

Multiple logins are not supported; only a single login session per user is supported. The application does not prevent an agent from logging in multiple times in different browser windows or tabs on one or more workstations. (AACD-2858, AACD-306)

Agents must log out of Agent Desktop when they are not available to receive calls, otherwise the **Ready** status might persist and calls might be routed to an agent who is not present. (AACD-1566)

Some variables might not be reported correctly when an agent attempts a skill-based consultation call while no agents with the selected skill are in the **Ready** status. (AACD-880)

The list of agents shown in the Agent Desktop transfer-list includes the System Administrator and users defined as supervisors. Supervisors cannot take incoming calls unless they are also set up as agents (dual-role). The System Administrator (First User) cannot log in to Agent Desktop or VCC Dashboard. (AACD-797)

In the United States and Canada, when an agent uses Agent Desktop to place an outbound call, the number entered must start with `1` for domestic destinations and `011` for international destinations. For all other countries, dial the international direct dialing (IDD) number + country code + city/area code + phone number. For more information about local, domestic, and international dialing, consult with your domestic phone service provider. (OP-15203)

CX Analytics

When an agent remains logged in beyond one week, historical reports stop showing the correct agent activity data for the agent states and sessions beyond that week.

Workaround: Ensure agents log out each week.

(AACD-2646)

If a disaster or such other occurrence were to happen at the main site, which would require switching VCC operations to a backup site to minimize the impact of the loss of data, historical reporting for the duration of this situation might not accurately reflect new configured agents, queues, skills, disposition codes, Not Ready reason codes, or custom After Call Work (ACW) codes. This reporting discrepancy can be prevented if the newly configured objects are used prior to these circumstances. If your newly configured item is referenced in an historical report before an event, that item is reported correctly during this event. (AACD-2594)

Service Level Attribute metrics exclude missed call statistics. (AACD-2261, CXA-474)

The service level settings in VCC Dashboard and CX Analytics are not synchronized. If the service level settings are changed in VCC Dashboard, CX Analytics does not use those updated service level settings in reports. (AACD-1398)

In some scenarios, internal calls do not show the Caller ID in **Queue Activity** reports. (AACD-1146)

CX Builder

The timeout and state change feature does not apply to outbound and consultation calls. This feature applies only to inbound and transfer calls. (AACD-1562)

Make sure that the agents' phones are set up with a voicemail timeout duration that is longer than what is set on the ACD Page. Otherwise, the call might be sent to the agent's voicemail. (AACD-1224)

In the United States and Canada, when an agent places an outbound call, the number entered must start with 1 for domestic destinations and 011 for international destinations. For all other countries, dial the international direct dialing (IDD) number + country code + city/area code + phone number.

For example, if an agent places an outbound call to a contact with a US or Canadian phone number that has a missing `1`, such as `+7037893067`, instead of `+17037893067`, it will result in silence for approximately `20` seconds before the call fails. If the agent has a different invalid number, such as `12345678`, the call will immediately fail.

For more information about local, domestic, and international dialing, consult with your domestic phone service provider.

The default maximum music in queue audio file size is one hour when playing music from the IVR. The music must be recorded at `8` KHz and `8` bits—at these settings, the hold music file size is about `64` MB. (AACD-584)

You must configure the ACD Voice Page so that each call is sent to the ACD Queue only once. When a call is routed from the IVR to the ACD Queue more than once, none of the data that is related to the second ACD transfer is included in the Historical reports. (AACD-520)

The ACD Page is not supported for OEM customizations. (PR-13839)

The ACD Page cannot be specified as the Outbound Destination Page.

VCC CTI Adapter for Salesforce

The conference buttons are disabled on the VCC CTI Adapter for Salesforce (the Adapter) in the following scenario:

1. An agent, on an active inbound call, conferences in a second agent.
2. The second agent attempts to make a two-step (warm) conference call or a transfer for a third destination. (AACD-2898)

When an agent is busy on an active inbound call and is in the **In Call** state, the active call skill is not displayed in the **Details** view. (AACD-2966)

Sometimes when an agent is in an active call, they receive a session expired error message.

Workaround: The agent must log out of their Adapter session and log back in again. (AACD-2868)

The Adapter always places an agent into the **Not Ready** state after a missed call, regardless of the settings configured in the **ACD Page** in CX Builder. (AACD-2853)

If you use Internet Explorer (IE) as your browser for your session, the Adapter does not respond when you press **F5** (Page Refresh) to refresh the **Time in Queue** value. (AACD-2843)

When logging off from your session, make sure that you log out of the Adapter application before logging out of the Salesforce application. (AACD-2840)

To prevent agents from changing their phone number when logging in, if you have an administrator role, you must do the following:

• Click the **Change Number on Login** check box in the Contact Center Settings view to enable this functionality.
• Click the **Change Number on Login** check box to clear the check box to disable this functionality. (AACD-2832)

> Important
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> 🟠 This limitation only applies to the VCC CTI Adapter for Salesforce.

Calls routed to multiple agents might not appear in the historical reporting. (AACD-2658)

The Adapter requires that the agent have a device assigned to login and work. If the agent does not have an assigned device, the Adapter might fail to load and the agent might need to refresh the page and login again after having a supervisor correct the configuration. (HTCC-8411)

When using the Adapter, if the original caller hangs up while a consultation is being established but before the second agent answers, the UI might not display properly and the page might need to be refreshed to correct any visual anomalies. (HTCC-8249)

When using the Adapter, in some circumstances, the **Drop Agent from Conference** and the **Complete Transfer** buttons might stay disabled after the consulted agent answers the call.

Workaround: If this occurs, refreshing the page or releasing the consulted agent using the main **Release** button on the transfer screen and re-initiating might resolve this issue. (HTCC-7320)

The **Report** view in the Adapter does not display the following:

- **Calls in Queue**
- **Calls in Progress**
- **Max Wait Time**
- **Average Wait Time**

(HTCC-6171)

When using the Adapter, when using the **Delete and Start Over** option to reconfigure a routing template for a queue, the previous values are still present when editing the template. (HTCC-5507)

When switching tabs in the Salesforce portal while an agent is on the call, the Adapter panel sometimes changes the **Agent Status** display to **Available**.
Workaround: Reloading the page displays the correct status again. (HTCC-3766)

Other Limitations

In rare scenarios the system might display an `Internal Error 500` message when agents and supervisors login or logout, or when supervisors start or cancel Call Monitoring.

Workaround: Users must close all browser windows, clear the browser cache, and log in again. (AACD-755, AACD-558)

Documentation and Support

Additional Information

Additional information on Genesys Telecommunications Laboratories, Inc. is available on our Customer Care website.

The following documentation also contains information about this solution:

- The *VCC Dashboard Help* gives you the information that you need to use the VCC Dashboard application.
- The *VCC Agent Desktop Help:* gives you the information that you need to use the VCC Agent Desktop application.
- The *VCC Historical Reporting Help:* gives you the information that you need to use the information found in CX Analytics' VCC historical reports.
- The *VCC Solution Guide* provide an overview of Virtual Contact Center (VCC) and are intended for use by administrators, supervisors, and agents. These topics also describe the product functionality and the user interfaces (UI), such as user accounts, routing, outbound campaigns, call recording, data recording, and historical reporting.
- The *VCC CTI Adapter for Salesforce Help:* gives you the information that you need to use the VCC CTI Adapter for Salesforce application.

Product documentation is provided on the Customer Care website and the Genesys Documentation website.

Contacting Genesys Customer Care for the Cloud

Genesys Customer Care Case Management Portal

Open and manage your cases by logging into the Customer Care portal.

Note: You might have a unique portal that can be used to access Customer Care.

For instructions on using the **Case Management Tool**, refer to *Section 7: Case Management Process*.

Cloud Contact Phone Numbers

Product	USA and Canada Phone Numbers	International Phone Numbers
Business Edition	1 855-843-5385	+1 415-335-4324
Enterprise Edition for Cloud	1 800-247-1517	N/A
Mobile Marketing Messenger	1 888-807-4732	+44 (0) 800 051 5922
Premier Edition	1 855-264-3511	+44 (0) 800 096 6461
Proactive Customer Communication	1 888-807-4732	+44 (0) 808 234 2223
Self Service	1 855-264-3511	+44 (0) 800 096 6461
Social Analytics	1 855-264-3511	+44 (0) 800 096 6461

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