Genesys

DRAFT

CX Builder Release Note

CX Builder draft

4/8/2015

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Introduction

This release note applies CX Builder and the Customer Service Record (CSR) Tool.

- The New in This Release section lists the new features.
- The Corrections and Modifications section for each release lists corrections to issues and limitations which 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 for internal use only.

New in This Release

New in This Release

This release contains the following new features and functionality:

CX Builder

CX Builder now supports globalization features, such as the following:

- All global time zones. Previously, CX Builder supported only US based time zones. This allows customers to set a time zone based on their location of operation. All data in CX Builder and CX Analytics are presented to the users based on selected time zones.
- Two date formats: Customers can select from two supported date formats (mm/dd/yyyy or dd/mm/yyyy).

You set both the time zone and the date format at the account level within CX Builder. (PEP-25, PEP-71)

CX Builder now supports Big Data Files if it is enabled for the customer in the CSR Tool. When enabled, CX Builder includes a new Voice page called Big Data Page - Beta. Through

this feature, you can manually create the data file in CX Builder, as is currently supported for any data file, or import a CSV format file. (PEP-250)

CallStartTime and **CurrentTime** system variables can be played back by non-US TTS languages based on date and time zone user settings. (PEP-168, PEP-180)

In this release, notifications now include an expiration date so users know when the notification will disappear. (PEP-195)

The following five new languages were added for ASR and TTS:

- Dutch
- French
- German
- Spanish
- Brazilian Portuguese

(PEP-160)

When uploading files, CX Builder now asks you whether to overwrite a file if a file with the same name exists. If you click **No** in the dialog box, and CX Builder finds a file with the same name, it revises the file name being uploaded by appending "_1" for example. (PEP-166)

For customers who have enabled Outbound in the CSR Tool, the CX Builder interface now supports single-sign on for Outbound Contact Manager. In CX Builder you click the **Campaign** tab and select **Voice.** (PEP-282)

Customer Service Record (CSR) Tool (OEM Only)

CSR Tool now includes a new feature to enable support for Big Data Files. When enabled, Big Data Files can be used in CX Builder. (PEP-250)

When configuring your account, you now have three new CFA Groups for enabling report generation:

- **GlobalIVR**: provides CX Analytics reports for IVR
- **GlobalVCC**: provides CX Analytics reports for VCC
- **GlobalIVRVCC**: provides CX Analytics reports for IVR and VCC

(PEP-167)

In this release, you can restrict the Marketplace feature to specific CSR Tool users. Previously, this feature was available to all CSR Tool users. (PEP-281)

This release includes a Copy Site feature that enables you to copy an existing site in CX Builder using the CSR Tool. (PEP-442)

Corrections

Corrections and Modifications

This release includes the following corrections and modifications:

CX Builder

The Credit Card Number(New) response type now includes the `interdigittimeout` parameter as an option in ASR Settings. Previously this parameter was not available. (PEP-360).

Customer Service Record (CSR) Tool (OEM Only)

This release includes no corrections and modifications to the CSR Tool.

Known Issues

Known Issues and Limitations

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

CX Builder

If the Skill Level provided on an **ACD Page** (labeled as *Agents must have skill level equal or above*) is not 1-5, the call will not be routed as expected. Make sure that the variable used is properly set to the desired skill level; that is, an integer from 1 to 5 (inclusive). (AACD-3022)

Genesys does not recommend using the **End the Call** action on the Audio treatment used on the **Main** tab on the **Message Page**, because the call might be dropped while waiting in the ACD queue. Genesys recommends using the **Go To Designated Page** action found under the **Actions** section on the **Main** tab on the **Message Page**. (AACD-3247)

On the **ACD Page**, the missed call (agent does not answer within xx seconds) and state change feature does not apply to outbound and consultation calls. This feature applies only to inbound calls. (AACD-1562)

Make sure that 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 **ACD Page** is not supported for OEM customizations. (PR-13839)

When calls are transferred, the transfer call routing logic does not allow the caller to hear comfort music.

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 Whisper functionality is limited to the treatment being played from the IVR. If agents are using the functionality, callers cannot opt out (zero-out) of the call at the same time.

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

Customer Service Record (CSR) Tool (OEM Only)

This release includes no known issues to the CSR Tool.

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 CX Builder Help gives you information on how to use CX Builder.
- The Customer Service Record Tool Help gives you information on how to use the Customer Service Record Tool.
- 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.

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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