Genesys

DRAFT

Genesys Cloud - Premier Edition: Virtual Contact Center Release Note

Virtual Contact Center Draft

4/24/2015

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DRAFT

Genesys Cloud - Premier Edition: Virtual Contact Center 2.6.2 Release Note

Introduction

This release note applies to the 2.6.2 release of Virtual Contact Center (VCC).

- The New in This Release section lists the new features.
- 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.

New in This Release

New in This Release

This release contains the following new features and functionality:

VCC Dashboard

The routing logic for skill-based call transfers now uses the Least Utilized Agent algorithm. In previous releases, the call was transferred directly to the queue and was connected with an agent who was available with that skill. See Least Utilized Agent for more information. (AACD-3484)

VCC Agent Desktop

The Agent interface supports two modes for displaying interactions, floating and pinned.

To switch between modes, click the small colored bar on the left of the interaction control. Each interaction can be set to pinned or floating mode independently:

- In pinned mode, the interaction view is displayed in the Main Window below the Interaction Bar and all other views are hidden.
- In floating mode, the interaction view is displayed as a small view that is attached to the bottom of the Interaction Bar.

The agent workspace and any other currently open interactions in pinned mode are displayed as dimmed/shadowed behind the floating interaction view to put the focus on the interaction:

- If the agent was previously on a pinned interaction, the previous interaction stays in the background without any control in the interaction bar.
- If the agent clicks on the shadow, the floating interaction is collapsed, no control is displayed in the related interaction toolbar, and the agent workspace that was hidden by the shadow is brought to the front.
- If the agent had another active interaction, the related controls are displayed once more.

CX Analytics

The **Agent Statistics** report now provides both the **Agent Activity State** and **Activity Reason** attributes. (CXA-740)

You can now access **My Objects**, which allows customers to create and save their own objects, such as derived metrics or consolidations. These objects can be accessed and used to create new customer reports and dashboards. (CXA-732)

A new **Agent Utilization by 15 Min** report found under VCC Voice includes **Available Agents** metrics and **15-Minute** attribute. (CXA-717)

In the **Queue Statistics** and **Agent Statistics (All Report)** reports, you can now drill-down to the media type (Email, Chat, or Voice). (CXA-687, CXA-686, CXA-685)

Queue Activity, **Enhanced Queue Activity**, and drill-down reports now include the **Interaction Leg Start Time** attribute. (CXA-652)

You can now search for a **Call Recording URL** metric in the **Search by Caller ID**. (CXA-639)

The **Ring Duration** metric is now added to **Queue Statistics**, **Agent Statistics**, and drill-down reports. (CXA-390)

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, which allows you to set a time zone based on their location of operation. All data in CX Builder and CX Analytics are presented based on selected time zones.
- Two date formats: You 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)

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

CX Builder now supports Big Data Files, if it is enabled 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)

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)

Customer Service Record (CSR) Tool (OEM Only)

The 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:

VCC Agent Desktop

Email: If an agent receives a new email interaction immediately after sending a reply email interaction, the new email interaction now correctly opens for handling. Previously in this scenario, as soon as the agent clicked **Accept** on the new email interaction, the interaction would not display and the agent had to reload Workspace to continue handling interactions.

An issue in which the **Accept** and **Reject** buttons on the inbound email toast notification were not available for some agents has been fixed. Previously in this scenario, some agents could not accept or reject email interactions. (AACD-3290)

An issue that prevented some agents from logging in has been fixed. Previously, when certain agents attempted to log in to Agent Desktop, the login process failed to complete and the agent saw only a spinning progress indicator. (AACD-3181)

A single connection is now displayed in the agent interface if an agent makes a call to a number that is assigned to an IVR. Previously in this scenario, multiple connections were displayed. (AACD-3180)

BluIP Softphones agents now connect correctly to calls. Previously, contacts could not hear agents using BluIP Softphones. (AACD-3024)

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, only agents and skills were displayed; queues were not displayed. (AACD-2892)

Chat and Email: Multiple logins are not supported; only a single login session per user is supported. The application now prevents an agent from logging in multiple times in multiple browser windows or tabs of the same browser application on one or more workstations. Previously, if an agent logged in multiple times simultaneously using multiple windows or tabs of the same browser application, unpredictable consequences were experienced. (AACD-2858, AACD-306)

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)

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 now correctly displays data in agent statistics after call waiting and agent login detail reports. (AACD-3334)

CX Analytics now correctly displays custom not ready codes in reports. (AACD-3333)

CX Analytics now correctly displays correct number of calls offered to an agent for agent statistics by disposition. (AACD-3332)

You can now access and play the call recording for calls. (AACD-3294)

CX Analytics now correctly populates the KVP data in the Genesys Info Mart tables. (AACD-3286)

Agent call notes now display correctly in **Queue Activity - Time** reports. Previously, call notes might not have populated correctly in these reports. (AACD-3204)

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).

For a consultation call, the agent no longer gets dropped from the call in the following scenario:

1. An agent answers a call.
2. The agent places a consult call and all three parties are conferenced together.
3. The agent places the call on hold.
4. If the call remains on hold for at least one minute, the agent remains connected to the call.

(AACD-3366)

VCC CTI Adapters

Callers are now included in conference calls in the following scenario:

1. An incoming call is answered by an agent.
2. The agent makes a consultation call with another agent.
3. The agent clicks the **Complete Conference** button.
4. The caller remains on hold and is not included in the conference call. (AACD-3282)

This patch resolves an issue where an agent was unable to use the adapter to end the voice interaction when the caller hung up while on hold during a consultation. (AACD-3043)

Known Limitations

Known Issues and Limitations

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

VCC Dashboard

The new PCI-compliant password rules result in a thirty minute lockout after six consecutive incorrect password attempts. Your supervisors can reset your password, but the thirty minute timer is still in effect. (AACD-3280)

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. The report 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

Multiple logins are not supported; only a single login session per user is supported. If an agent logs in multiple times simultaneously using different browser applications, unpredictable consequences are experienced.

The following rules for new passwords are applied; however, the Change Password dialog box does not display these rules:

- Password must not contain any spaces
- Password cannot be reused

- Password attempts limit and lock out

(AACD-3284)

Queues that have no agents logged in to them are still displayed in the Team Communicator as potential transfer targets. (AACD-2878)

Some of the Disposition Codes that are included in reports do not correspond with the Disposition Codes that are available to be set by agents. This happens when the name of a Disposition Code is changed.

Workaround: Delete the Disposition Code and recreate it using the new name. (AACD-2702)

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)

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)

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: Inbound Chat messages are limited to 254 characters. If a customer enters more characters, their chat message will be truncated. (AACD-3522)

Chat: Chat interactions do not get initiated if a contact is using Internet Explorer 10. There are no issues with Chrome and Firefox. (AACD-3389)

Chat: VCC Agent Desktop automatically creates a contact or links the current chat with the appropriate contact. If the Contact Server recognizes the contact, based on information provided by the contact during the chat request, the interaction is added to the history of this contact. If the Contact Server does not recognize the contact, a new contact 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. Genesys recommends that no sensitive information be communicated through this channel. (AACD-2439)

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: Email interactions must be less than 5MB in size to be processed by Agent Desktop. (AACD-3337)

Email: Email interactions do not display in the workspace after agents click Accept in the toast notification if the contact has been removed from the Interaction History. (AACD-3019)

Email: If an agent does not mark an email interaction as Done when they receive the interaction, the contact might get multiple reply emails because the email remains in queue. (AACD-3303)

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: If an agent is recording a call and then transfers the call to a second agent, the contact is not able to hear the ring tone when the second agent's phone is ringing until the second agent picks up the phone and answers. Then, the contact hears both the ringing and the second agent's voice simultaneously. (AACD-3385)

Voice: In a three-way conference between an agent, an external resource, and a contact, if the agent who initiated the conference leaves the conference, the contact cannot hear the external resource, but the external resource can hear the contact. (AACD-3368)

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)

CX Builder

If an agent is the first party to hang up, thus ending the call, the values returned to the IVR for the variables are identified as unknown. Please be aware of this if you are electing to use the variables within CX Builder for reporting.

See the Configuring the Call Information Variables section of the *Advanced Options* topic for more information about these call information variables. (AACD-3424)

Call recording stops when the call is transferred from the IVR queue to the ACD queue, and resumes when an agent answers. (AACD-3423)

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)

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

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

VCC CTI Adapters

If a caller hangs up while the agent is consulting with an external party, the CTI panel does not automatically move to wrap-up status. Instead, the agent must click the End Call button in the CTI Adapter interface. (AACD-3545)

Disposition codes cannot be configured as mandatory for CTI Adapter users. When dispositions are configured to be mandatory in the VCC Dashboard (for Agent Desktop users), the CTI Adapter allows an agent to end a call and receive the next call without entering a disposition for the previous call. (AACD-3221)

The **Sign Out** button does not display if an agent navigates to another tab in the Salesforce application.

Workaround: Refresh the browser page to make the button display. (AACD-3013)

When an agent receives a call from a caller who has his or her number blocked from Caller ID, the **Caller Number** field displays the route point number instead of **anonymous**.

When an agent is on the **Wrap Up** screen, if he or she refreshes the browser display or changes the browser tab on the VCC Agent Desktop, an issue might occur that changes the agent state to **Ready**. (AACD-3011)

When an agent wants to consult with another agent and clicks the **Agents** tab, agents on the list might display **Number Unavailable**. (AACD-3005)

When an agent completes a conference, an issue might occur where buttons for the following actions are disabled:

- Add the customer to the conference call along with the other agent
- Transfer the call to the other agent
- Disconnect the other agent

The color of the **Not Ready** state on the CTI Adapter for Salesforce might not be consistent. Occasionally, the **Not Ready** state might display as red instead of blue. (AACD-3002)

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)

When an agent puts a caller on hold using the Adapter, their **In Call** state does not display on the **Reports** tab in Dashboard. (AACD-2974)

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)

When logging off from your session, make sure that you log out of the Adapter application before logging out of the CRM 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)

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 switching tabs in the application 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)

The ability for agents to transfer a call to a skill is not supported.

BlueIP Softphones agents cannot receive and/or make calls within the Adapter for VCC applications.

Chat and Email Limitations

Chat

The Chat feature is an add-on option to the inbound voice contact center and is not visible until activated. Contact your account representative or Genesys Customer Care, if you wish to activate this feature.

Administrators

Chat-only agents are not supported. Chat is only available as an add-on channel for agents with voice services.

Administrators cannot configure the Chat channel for individual agents—for example, agents who are assigned to chat interactions only. By default, all agents are automatically configured for all channels (Voice, Chat, and Email).

Workaround: Go to **My Status** in VCC Agent Desktop and set the channels to **Log Off** for channels that the agent does not want interactions from.

Administrators cannot configure the number of simultaneous chats that agents can handle. By default, the current limit for simultaneous chats is 3.

Supervisors

The chat statistics in VCC Dashboard are refreshed every 5 minutes.

The Chat Service Levels for the Chat Handle Time statistic are not available in VCC Dashboard.

Supervisors are not able to monitor agents who are engaged in live chat sessions. Historical reports are available for the chat statistics.

Agents

When an agent is handling a chat and needs to consult with another agent, the agent can initiate a voice consult. Chat consults are currently not supported.

Standard/Canned responses are not supported.

Chat is not currently supported by CTI Adapters.

Contacts

The Estimated Wait Time (EWT) is not displayed on the website Chat widget when a contact initiates a chat session.

The Chat Website widget only supports contact initiated chats. For example, the Chat widget does not automatically offer the website visitor a chat option based on business logic.

Email

The Email feature is an add-on option to the inbound voice contact center and is not visible until activated.

Administrators

Only one email address is supported per company. Both inbound and outbound interactions are supported by this email address. See Email Settings View for more information.

Emails can only be routed to a single (configured) skill. See Email Settings View for more information.

Standard/Canned responses are not supported.

Administrators cannot configure the Email channel for individual agents—for example, agents who are assigned to email interactions only. By default, all agents are currently automatically configured for all channels (Voice, Chat, and Email).

Workaround: Go to **My Status** in VCC Agent Desktop and set the channels to **Log Off** for channels that the agent does not want interactions from.

Supervisors

The email statistics in VCC Dashboard are refreshed every 5 minutes.

Supervisors are not able to monitor agents who are engaged in email sessions. Historical reports are available for the email statistics.

The Email Service Levels for the Email Handle Time statistic are not available in VCC Dashboard.

Agents

Email is not currently supported by CTI Adapters.

The ability to send internal emails between agents is not supported.

Contacts

Initiating emails from web-based forms is not supported.

Nailed-up Connection Limitations

The nailed-up connection is not established until the agent either receives an inbound call or successfully establishes an outbound call. The connection is not enabled on login, so there will be a connection delay for this first call. Once the connection is established, all call control must be initiated using the VCC Agent Desktop/CTI Adaptor and not the handset/ phone device. The connection will be dropped when the handset/phone device is hung-up.

The agent has no indication that the connection is nailed-up, so if the connection is inadvertently dropped, the agent will have no knowledge of this disconnection. The connection will be re-established when the agent either receives an inbound call or successfully establishes an outbound call.

If an agent is assigned to more than one queue, and if any of these queues have the nailed-up connection enabled then this agent's connection will be nailed-up once a successful call is established.

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 Solution Guide:* gives you 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 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 CTI Adapter for Salesforce Help:* gives you the information that you need to use the VCC CTI Adapter for Salesforce application.
- The *VCC CTI Adapter for Zendesk Help:* gives you the information that you need to use the VCC CTI Adapter for Zendesk 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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