Genesys Cloud - Premier Edition: Virtual Contact Center Release Note

Virtual Contact Center Draft

7/10/2015

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Introduction

This release note applies to the 2.6.3 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

This release contains the following new features and functionality:

VCC Dashboard

This release introduces a new *look and feel* to VCC Dashboard and is known as the ARK VCC Dashboard. The URL for this new ARK VCC Dashboard is: https://premier.angel.com/ui/dashboard/#/login.

The URL for the previous version of VCC Dashboard (the one that you're currently using) is: https://premier.angel.com/ui/sd/v1/index.html.

You can use either of these Dashboards, however all new features will only be implemented in the new ARK VCC Dashboard.

The **About** dialog box now shows the correct VCC Dashboard release information. Previously, the **About** dialog box displayed the generic Genesys release information.

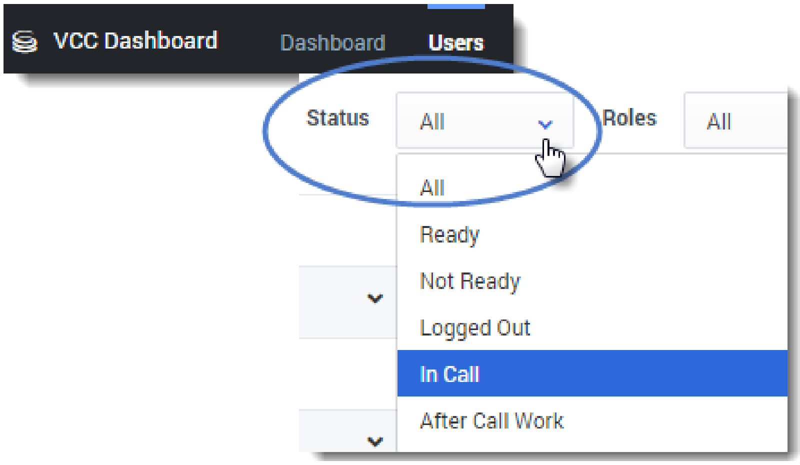
You can find this information by clicking on the section highlighted below:

Then click **About** so you can see the current release information.

The system was enhanced so that the same configurable wrap-up time value is used after both inbound and outbound calls are completed. This wrap-up time value is specified in **Contact Center Settings > Agent Permissions** (for the old VCC Dashboard) or in **Setting > Desktop > Permissions** (for the new ARK VCC Dashboard). This enhancement does not apply to internal (agent-to-agent) calls. (AACD-3853)

You can now filter your search for specific team members by agent status, skills, or roles using the **Status**, **Roles**, or **Skills** filter lists found under the **Users** view.

For example, click **Status** to open a filtering drop-down list displaying the different agent statuses:



(AACD-3470)

If an agent puts a call on hold, their status now shows as being **In Call** in the **Dashboard** and **Users** views. The **Hold** statistics are included in the **In Call** counts and the **Average Handling Time** counts for both skill and agent-level statistics.

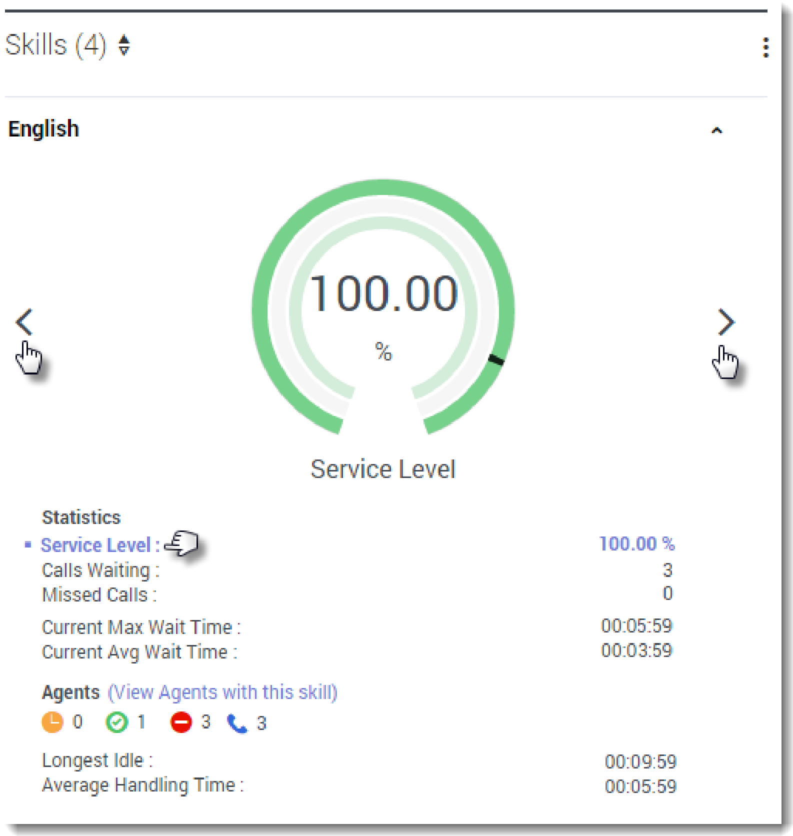
The **Average Handling Time** definition was also updated to include the **Hold** statistics:

Average Handling Time is the average time an agent takes to handle a call for this day. This statistic is counted for the day. The following is a list of valid agent activities for this state:

- Consult Call
- Internal Call
- Outbound Call
- Inbound Call
- After Call Work
- Inbound Call On Hold
- Outbound Call On Hold

(AACD-3307)

You can now flip through the different statistics to select the statistic of your choice in the **Queues** and **Skills** widgets (Service Levels, calls waiting, and missed calls) using the right or left side arrows (chevrons), or you can click directly on the statistics name to display them in the gauge. The skills statistic that you click is highlighted in blue so you know quickly which one you're viewing.



(AACD-3261)

Contact center team members are now listed and sorted alphabetically using the *Last Name, First Name* convention in the following locations:

- the **Agents** panel under the **Dashboard** view
- the **Users** table under the **Users** view

Upper case names are listed first alphabetically, followed by lower case names. (AACD-3133)

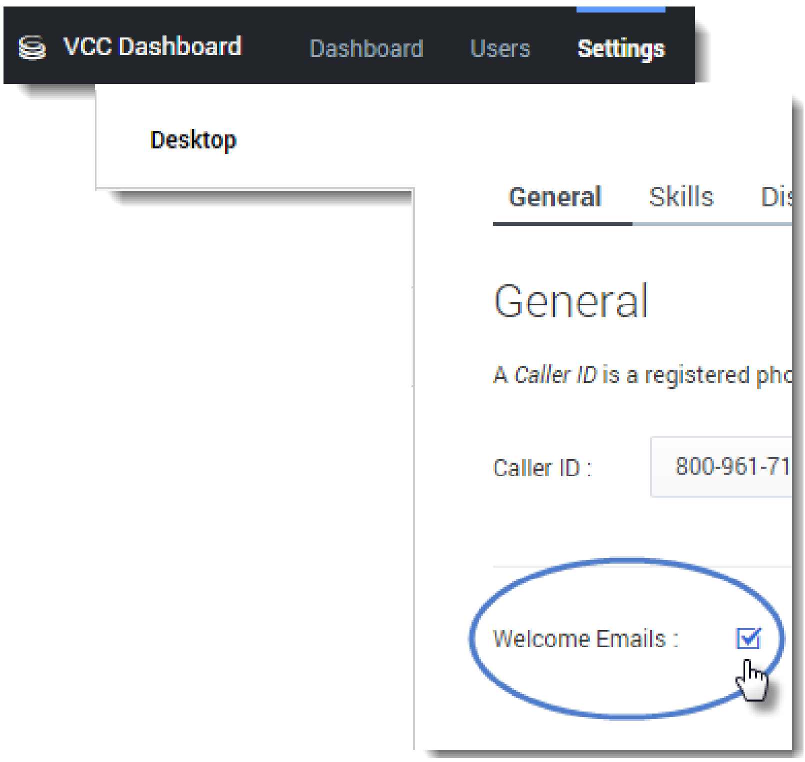
You can now choose to automatically send a welcome email containing login instructions to all new team members for your contact center using the **Welcome Emails** check box.

After you create new team members, you can quickly send updates with *one-click* by adding a check mark to the **Welcome Emails** check box.

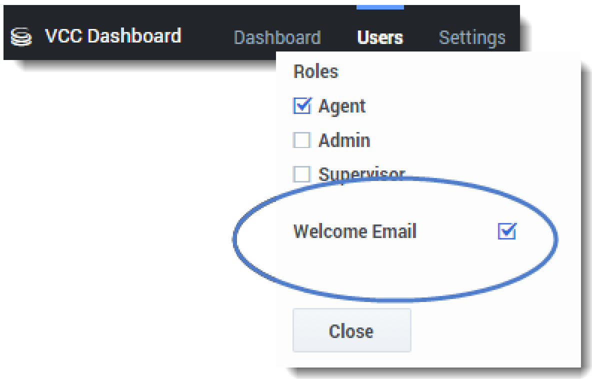
You can also easily disable this feature, if needed, by removing the check mark from the **Welcome Emails** check box. If you don't enable the **Welcome Emails** option, you can use the **Reset Password** option to send an email containing these login instructions to new team members in your contact center.

You can find the **Welcome Emails** check box in two places:

Under **Settings** > **Desktop** > **General**. This is the global default setting for all new users.



Under **Users**, click **+ Add User** to open the **Add User** dialog box to enable the **Welcome Email** option per user. When this option is enabled, this setting allows only the newly created users to receive welcome emails:



(AACD-3130)

The **Queues** and **Skills** widgets have two new statistics:

- **Current Average Wait Time**: Average waiting time across all calls currently waiting in a queue or for a specific skill.
- **Current Max Wait Time**: Longest waiting time spent by a call currently waiting in a queue or for a specific skill.

These two statistics only reference calls currently in the ACD queue and can be found under the **Statistics** section of the **Queues** and **Skills** widget.

(AACD-2991)

The number of active agents that are in a call in the **Skills** widget was modified to show the following:

- **Busy** is a new agent status and is defined as *when an agent having a particular skill is currently handling any type of call*. Agents are counted as **Busy** for all of their assigned skills. **Busy** is represented by the status icon.

  This agent status allows you to better manage team members when you know the actual skill of the call your team member is handling. Previously, is a call was transferred, the original *target* skill was displayed.
- **In Call** was modified and is now defined as the status where an agent is handling calls for a target skill (calls that are routed by a particular skill). Agents are only counted for the skill by which the call was routed. **In Call** is represented by the status icon.

These statistics can be found under the **Agents** section of the **Skills** widget and under the **Status** column in the **Agent** panel.

(AACD-2146)

This release of VCC Dashboard introduces a third column called **Agents** in the **Dashboard** view (previously known as the **Reports** view).

You can use the **Agents** panel to see what status your team members are in, how long they've been in this status, and also the reason why they're in this status. For example, you see that 15 of your agents are in a meeting, so you can get them out to answer calls.

Using the **Agents** panel, you can see the following information at a glance for all active agents:

- the agent's name is displayed alphabetically under the **Name** column using the *Last Name, First Name* convention (upper case names are listed first alphabetically, followed by lower case names)
- the time that the agent spent in that current status (this information is also known as *time in current state*) is displayed under the **Duration** column)
- the agent's status (for example, **Not Ready**) and the reason for that status (for example, **coffee break**) is displayed under the **Status** column
- if an agent is on a call, the skill of that current call (for example, **English**) is also displayed under the **Status** column

- You can also filter agents by name by clicking on the search icon in the top right-hand corner of the panel or filter by skills.

- This information is only displayed for agents who are logged into an ACD group. The **Users** view displays all agents, regardless of their status.
- The time in the current state does not change, if only the sub-state/reason code is changed.
- You can see up to 100 agents using the **Agents** panel.

(AACD-1447)

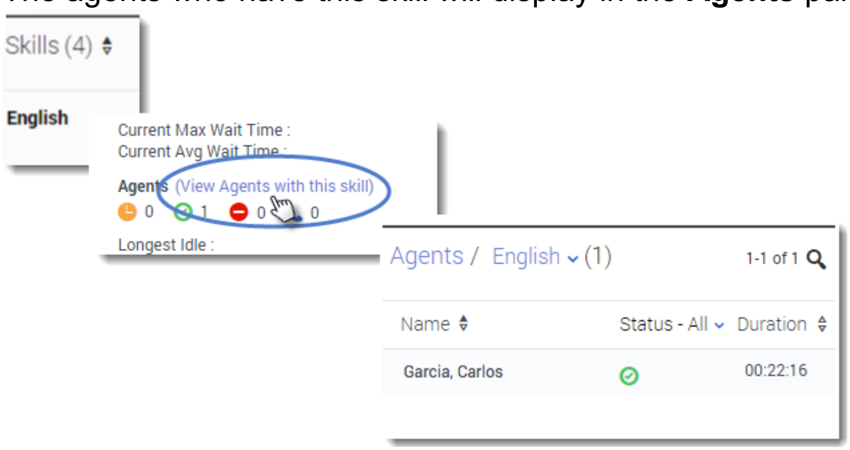
You can now click on the status icons in the **Skills** widget under the **Dashboard** view as a shortcut to display agents by skills or by status on the **Agents** panel.

You can display agents by skill so you can see only the agents assigned to a specific skill:

Under the **Skills** widgets, open the skill that you want to filter. You can use to open up the **Collapse All Widgets** or **Expand All Widgets** controls or to sort the skills by name, in alphabetical order, to select the **Skills** widget that you want.

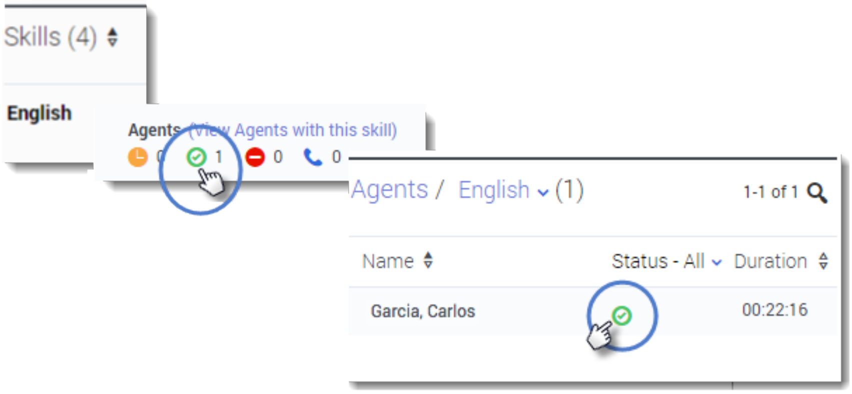
Under the **Agents** section in the **Skills** widget, click the **View Agents with this skill** link to filter the list of agents with this skill.

The agents who have this skill will display in the **Agents** panel.



You can display agents by agent status so you can only the agents who are in a certain status:

Under the **Skills** widgets, click on the status icon that you want to filter. The agents who have this skill will display in the **Agents** panel.



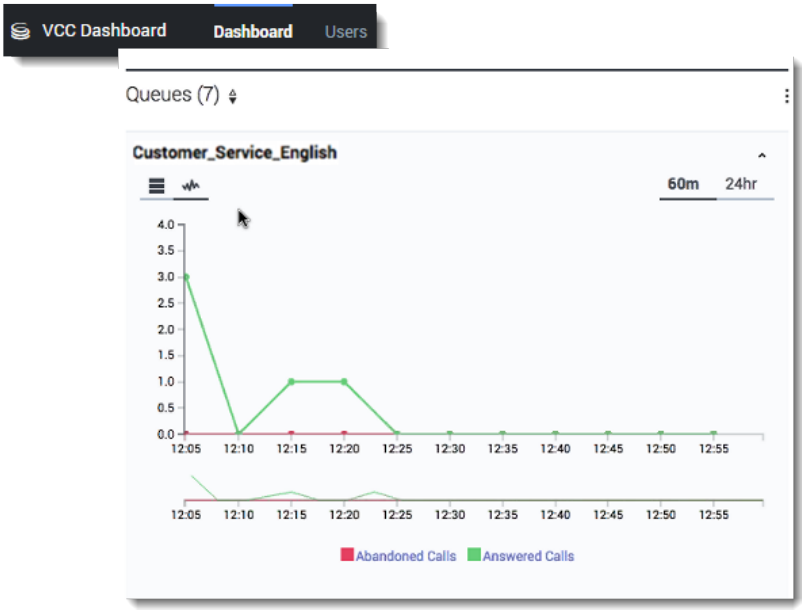
You can't use the **In Call** icon as a short-cut to filter the **Agents** panel as it's a subset of the **Busy** status. You can click on the **Busy** icon to filter the **Agents** panel.

(AACD-1419)

This release introduces the call history trend in the **Queues** widget found in the **Dashboard** view. This information is a graph of the trend line for abandoned and answered calls over a time period of either the past 60 minutes or the past 24 hours.

Click to view the following accumulated data over specific time periods:

- the answer rate, which is the number of calls that were answered and/or abandoned during a specific time interval (the past 60 minutes or the past 24 hours)
- the number of answered calls
- the number of abandoned calls



- You can hover your mouse pointer over the intervals along the bottom of the graph to see the summary statistics for that interval.
- You can use the horizontal line underneath the lower graph line to zoom in on the chart to see more details. Click on the space above the line to bring up a slider. Move it left or right to zoom into the desired time interval.
- You can click on the **Abandoned Calls** or **Answered Calls** links to display one type of statistic, or click both to display all types.

Supervisors can now change the agent status for each media channel: Voice, Email, or Chat. This means that supervisors can change an agent's status no matter what media channel that agent is currently using. This allows supervisors to log agents out of channels that they don't want the agent to be handling.

For example, if the call volume is low, and agent can be handling chat interactions, but when this agent is needed to handle voice calls, the supervisor can set this agent's chat channel status to **Logged Out** and set the voice channel status to **Ready**.

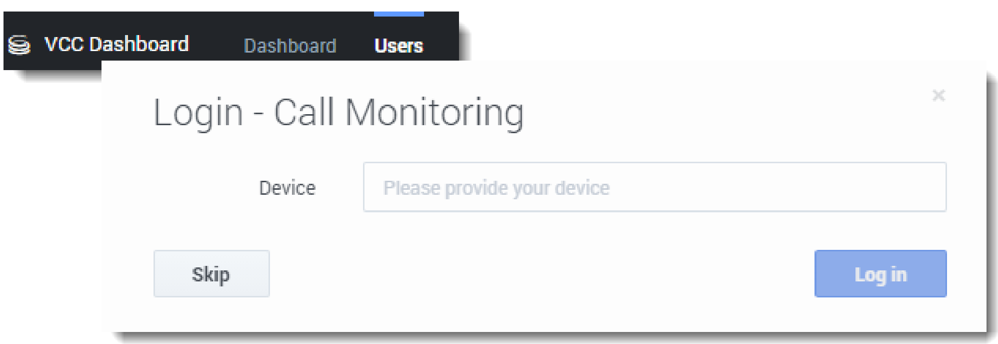
Important

- Supervisors can only change one channel at a time.
- If an agent is logged into all channels and leaves for the day, the supervisor has to log the agent out of each channel one at a time.

- Chat and email interactions still overflow to any agent who is in the **Ready** state for that channel, regardless of skill. If an agent doesn't want to take interactions from these other media channels, they must be set to **Logged Off**.
- The refresh rate for the agent status is 10 seconds.

You can now add data columns to the **Users** table to display agent-level statistics for each media channel: voice, chat, and email. If your contact centers is using email and/or chat, this option provides you with more information about how your team members are handling chat and email interactions. You have a choice of different date columns to add depending on the media channel that you select.

When you first log into VCC Dashboard, you now see a **Login – Call Monitoring** pop-up:

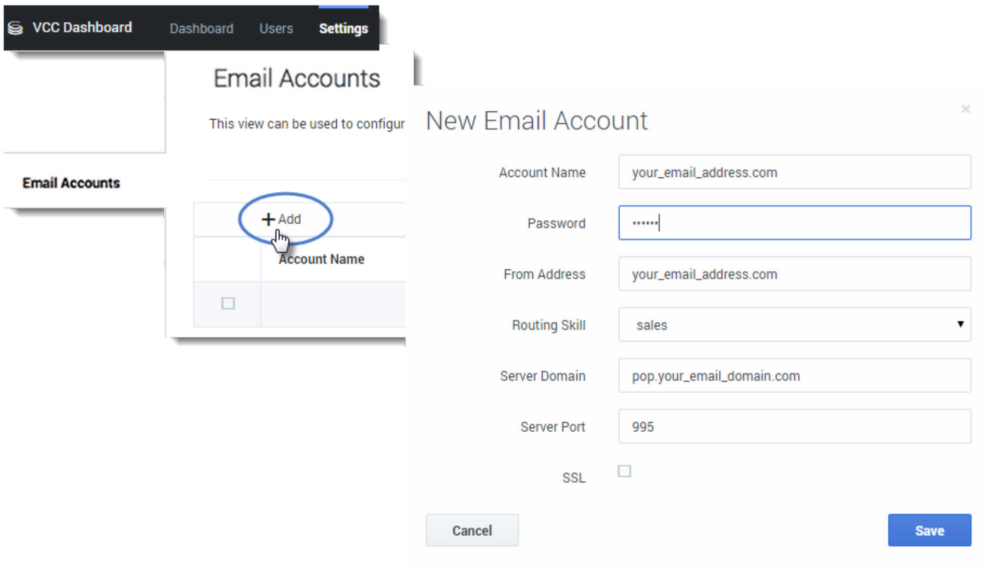


You can either log in your device (your hard/soft phone number) that you're using to monitor the call using pop-up. If you're not expecting to do any call monitoring, you can cancel this pop-up. If you need to monitor any calls later on, the pop-up appears when you click **Monitor** .

When entering your device number, make sure that you use **+** at the beginning of your number.

The agent that you want to monitor also needs to be logged in, have their hard/soft phones connected, and be in the **Ready** status.

You can now add multiple email accounts for routing email interactions to agents. Click **Settings** > **Email Accounts** to open this view. You add new email accounts by clicking **+Add** to open the **New Email Account** dialog box:



The **Users** view combines the **Agents** and **Details** views of the previous version of VCC Dashboard. Since user information is only shown in one place, this new view removes the risk of displaying agents in different statuses on either of the **Agents** and **Details** views. **Users** also allows more user to be displayed in one single view.

You can now set any of the VCC Dashboard views the way that you want to see them and keep this setting if you move to another view or tab. You need to reset the view every time you have to switch to another view. This also great for contact centers that project VCC Dashboard on a large screen display, so that everyone on the team can see what's happening.

Important

- If a network disconnect happens, then you'll have to reset the view again.
- The setting information is stored as a cookie in your browser, so if you changes devices, you'll have to reconfigure your view settings.

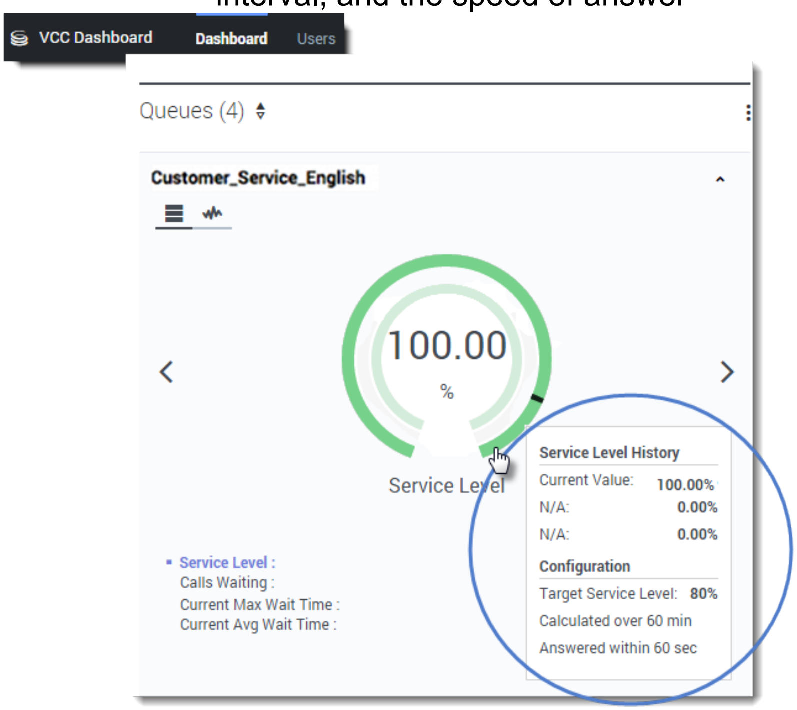
You can now collapse widgets that you don't need to look at to maximize the amount of information you can view.

You can collapse or expand widgets by clicking to open up the **Collapse All Widgets** or **Expand All Widgets** controls.

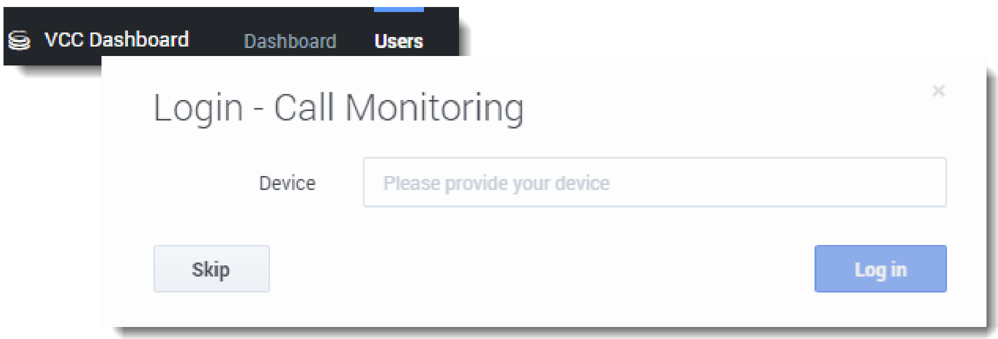
You can still view the Service Level percentages if a widget is collapsed.

The **Queues** and **Skills** widgets provide you with the following statistical information for your Service Level:

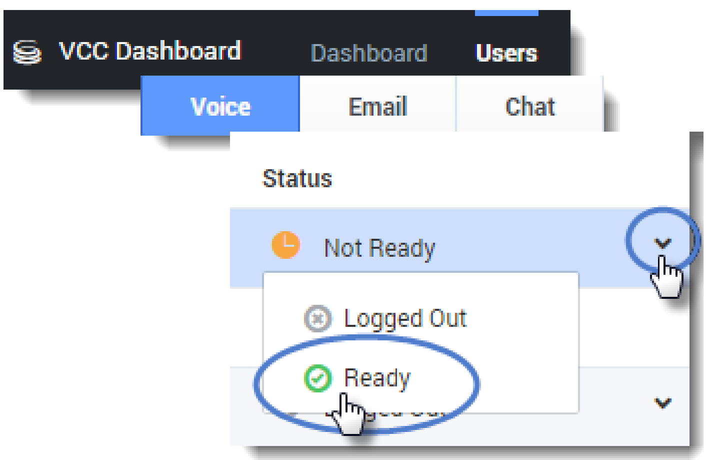
- a gauge that includes the Service Level information and a *tick mark* indicating the Target Service Level
- hover your mouse pointer over the gauge to get the the Service Level information that includes:
  - the Service Level history
  - the Service Level configuration, which includes the Target Service Level, the interval, and the speed of answer



Supervisors no longer need to log into VCC Agent Desktop to receive calls as these calls can now be handled directly using VCC Dashboard. If supervisors want to take calls as an agent and still use VCC Dashboard to handle these calls, supervisors must log in their device using the **Login – Call Monitoring** dialog box, which pops up after you log into VCC Dashboard or click on **Monitor** :



Once logged in, supervisors must click the **Users** tab, then click the **Voice** channel tab and set themselves to **Ready** using the drop-down list under the **Status** column:



Supervisors can then start receiving calls the same way as any other agent using the skill and skill proficiency configured for this supervisor's profile.

Important

Supervisors have to log into VCC Agent Desktop to make outbound calls.

When using ARK VCC Dashboard for supervisor call monitoring, supervisors can start a call monitoring session using any type (**Silent, Coach, or Barge-in**), mode (**One Call** or **All Calls**), and scope (**Follow...Agent** or **Follow... Call**).

Supervisors can escalate a call by switching from one monitoring type to another during an active call, for example, to check an agent's performance. When supervisors are actually monitoring a call, they are limited to the following restrictions when changing monitoring types:

- **Coach** can't be escalated or de-escalated during a monitoring session
- **Silent** can be escalated to **Barge-in**
- **Barge-in** can be de-escalated to **Silent**

The following user role-based restrictions also apply to call monitoring sessions:

- Supervisors can only monitor the calls of agents in their teams.
- Users who are assigned all three user roles (administrator, supervisor, and agent) can see the **Monitor** icon for all agents, even those who are not assigned to their team/group. Although these users can see every agent in the contact center, they can actually only monitor the agents within their own team/group.

VCC Agent Desktop

The system was enhanced so that the same configurable wrap-up time value is used after both inbound and outbound calls are completed. This wrap-up time value is specified in **Contact Center Settings > Agent Permissions** (for the old VCC Dashboard) or in **Setting > Desktop > Permissions** (for the new ARK VCC Dashboard). This enhancement does not apply to internal (agent-to-agent) calls. (AACD-3853)

Agents can now see the available agents when performing a transfer to a skill. When an agent specifies a skill in the Team Communicator, VCC Agent Desktop informs that agent of how many agents with that skill are available (in the **Ready** status) to receive the transfer. If there are no agents available with the specified skill, the transferring agent will know not to transfer the call until someone with the skill is ready to handle the call. (AACD-3571)

When an agent performs a skills-based transfer, the call now uses all the following parameters of an inbound call:

- Skill timeout
- Priority (the priority is increased by 5 for all transfers ensuring that callers don't have to wait in the queue a second time.)
- Routing logic

- Max timeout
- Exit points
- In-queue audio

The inbound in-queue audio can be updated using CX Builder's new **Transfer In Queue** tab on the **ACD Page**. Prior to this release, these transfers used the requested skill only when making a skills-based transfer.

(AACD-2924)

CX Analytics

Agent-level reporting for **Chat** and **Email** is now available, similar to the reporting for **Voice**.

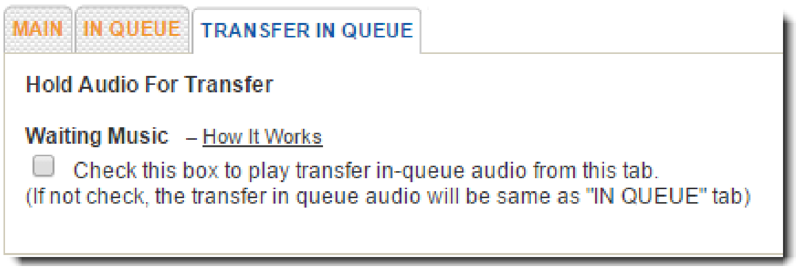
- Additional **Email** reports include: **Emails Assigned**, **Emails Rejected by Agent**, and **Emails Rejected Due to Service Level Timeout**.
- Additional **Chat** reports include: **Chats Assigned**, **Chats Rejected by Agent**, and **Chats Declined Due to Timeout**.

(AACD-1805, AACD-1803)

CX Analytics reports now reflect the outbound wrap-up time for outbound calls, regardless if agents are using VCC Agent Desktop or any of the CTI Adapters. Prior to this release, only the CTI Adapter calls reported on wrap-up time. This enhancement brings consistency to all systems that agents use.

CX Builder

CX Builder now supports skill-based transfers using the same basic routing parameters as that for inbound calls. Since transferred calls may require a different in-queue audio than inbound calls, CX Builder now allows for specific in-queue transfer audio. You configure this within **ACD Page,** on the new **Transfer-in-Queue** tab:



(PEP-656, AACD-2924)

CX Builder can now store up to 50 variables, and used for CX Analytics reporting, instead of the previously supported 30 (PEP-603)

If you try to upload an invalid audio prompt file, either individually or within a zip file, CX Builder displays an error and indicates which file is invalid. (PEP-201)

Gplus Adapter for Salesforce

This release introduces a new Gplus Adapter for Salesforce (which replaces the CTI Adapter for Salesforce). This new Adapter is built to match many of the features provided by VCC Agent Desktop. It also provides:

- native skill-based transfers
- native two-line support for consultation calls - allows you to put a caller or another agent on hold

The URL for this new Adapter is: https://vcc3.angel.com/ui/crm-adapter/index.html?crm=salesforce.

The system was enhanced so that the same configurable wrap-up time value is used after both inbound and outbound calls are completed. This wrap-up time value is specified in **Contact Center Settings > Agent Permissions** (for the old VCC Dashboard) or in **Setting > Desktop > Permissions** (for the new ARK VCC Dashboard). This enhancement does not apply to internal (agent-to-agent) calls. (AACD-3853)

Corrections

Corrections and Modifications

This release includes the following corrections and modifications:

VCC Dashboard

The **In Call** count for agents within a **Skill** widget now shows as **In Call** only if the call was routed for the same skill as the widget. Previously, all skills assigned to an agent showed as **In Call**. (AACD-1050)

The **Queues** and **Skills** widgets in the **Dashboard** view for ARK VCC Dashboard display the Service Level configuration as a tool tip when you hover over the widgets. Previously, the Service Level did not show the time period for which the service level was being displayed. (AACD-633)

VCC Agent Desktop

Chat and Email: It is now possible to make two simultaneous voice consultations from the interaction toolbar of the chat window or the email window. Previously, it was possible only to make a single voice consultation from these windows. (AACD-2480)

Chat: Inbound Chat messages are no longer limited to 254 characters. Previously, if a customer entered more characters, their chat message was truncated. (HTCC-13389, AACD-3522)

Chat: Internet Explorer 10 is now supported for chat interactions. Previously, the chat feature worked only with Chrome and Firefox. (AACD-3389)

Email: Email interactions are now correctly displayed in the workspace after agents click **Accept** in the toast notification. Previously, if the contact was removed from the Interaction History, inbound email interactions for that contact were not displayed. (AACD-3019)

Email: Contacts no longer get multiple reply emails if an agent does not mark an email interaction as **Done** when they receive the interaction. (AACD-3303)

Voice: If an agent is recording a call and then transfers the call to a second agent, the contact is now able to hear the ring tone when the second agent's phone is ringing. Previously, the contact heard both the ringing and the second agent's voice simultaneously when the second agent picked up the phone and answered. (AACD-3385)

Voice: In a three-way conference between an agent, an external resource, and a contact, the contact can now hear the external resource. Previously in this scenario, 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)

CX Analytics

CX Analytics reports now include all call legs for calls. (AACD-3397)

Agent Activity reports now show the **Not Ready** status with a time of **0** (zero) seconds. Previously, **Agent Activity** reports incorrectly showed **-1** seconds. (AACD-3267)

VCC CTI Adapters

This release fixes an error where disposition codes could not be configured as mandatory for CTI Adapter users. When dispositions were configured to be mandatory in VCC Dashboard (for VCC Agent Desktop users), the CTI Adapter allowed an agent to end a call and receive the next call without entering a disposition for the previous call. This no longer occurs. (AACD-3221)

Known Limitations

Known Issues and Limitations

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

VCC Dashboard

If you filter your search for team members in the **Not Ready** status using the **Status** filter list found under the **Users** view, the drop-down list still displays both **Not Ready** and **After Call Work** statuses. (AACD-3470)

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

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)

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)

Skills 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)

Agents should log out of Agent Desktop or set their status to **Not Ready** 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. Also, if agents leave their status as **Not Ready**, their productivity statistics will decrease. (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: 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: 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 calls an external number and then attempts to transfer a call to a skill, the call will be disconnected. (AACD-3726)

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 Analytics

In some scenarios, abandoned calls include calls that are diverted out of the ACD queue when either the maximum wait time is reached or no agents with the required skills are available. Currently, these calls are reported under diverted calls. (AACD-1351)

CX Builder

On the **ACD Page,** if you specify a customized user announcement on the **In Queue** tab for consult calls. the initiating agent (Agent 1) and the caller will experience silence during the transfer as described in the following scenario:

1. The caller and Agent 1 are on a call together.
2. Agent 1 initiates a consult call by skill but no agents are available.
3. The caller hears wait music while Agent 1 hears the in-queue announcement.
4. An agent (Agent 2) becomes ready. The consult call is routed to Agent 2 and that agent's phone rings.
    - In a scenario where the check box for playing the transfer in queue audio is not enabled, Agent 1 hears nothing, as the in-queue music has stopped. The caller continues to hear music.
    - In a scenario where the check box for playing the transfer in queue audio is enabled, neither the caller nor Agent 1 hear anything.

    The caller and Agent 1 should continue hearing their respective audio until Agent 2 answers the call.

This does not happen if a customized user announcement is not specified on the **In Queue** tab.

(AACD-3724)

If you specify, on the **In Queue** tab of the **ACD Page,** to play in-queue music and announcements from the IVR, while the caller is in a queue waiting for a ready agent to answer the call, the caller hears both the in-queue music and the ring tone. (AACD-3669)

If you enable **Transfer In Queue** on the **ACD Page** and a call is transferred, if the caller presses 0 to exit the call, the caller is not taken to the *Press 0 to exit* destination page but to the *Successfully completed call* destination page (as specified on the **Main** tab of the **ACD Page**). (AACD-3637)

If you specify customized in-queue music on the **Advanced** tab of a **ACD Page,** callers will hear silence rather than music in the following scenario:

1. The call comes in and is transferred, during which the caller hears the transfer music.
2. The agent to whom it is transferred is in the Not Ready state.
3. The call enters the queue and the caller hears the in-queue music.
4. The agent changes his or her status to a Ready state.
5. The in-queue music stops playing, but while the call is offered to the agent, the caller does not hear either the in-queue music or the phone ringing, even though the agent's physical phone is ringing.

(AACD-3609)

On the **ACD Page,** when switching from the **Main** tab to the **In Queue** tab, you may experience a brief delay before the **In Queue** tab displays properly. (PEP-747)

In the **Call Transfer** page **Whisper** tab, the No Input and No Match features do not work as intended. For this page, the No Input and No Match features operate according to how they are set in **Site Properties.** (PEP-388)

CX Builder does not support wildcards, like @, ?, * and so on, in **Site Commands** and **System Commands.** (PEP-691)

If you change the type of a **Big Data Page - Beta** page to a **Data Page** and attempt to save it, CX Builder generates an error. As a workaround, simply create a new **Data Page** and delete the **Big Data Page.** (PEP-368)

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)

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)

NOTICE: After this release, SMS Campaign will be offered as a separate service outside CX Builder. Both campaigns and the SMS page will require customers to procure dedicated short/long codes. Please contact Genesys Support or your Customer Success Manager for more details. (PEP-642)

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)

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 Adapter interface. (AACD-3545)

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

Previously, an issue occurred where an agent's state displayed as **Not Ready** on the **Details** tab of the VCC Dashboard when the agent was actually in **After Call Work (ACW)** state in the CTI adapter. This issue only occurs in VCC 2.6.1 CTI adapters and previous. (AACD-2967)

Previously, an issue occurred where an agent attempted and was unable to log in to the CTI adapter, however, the VCC Dashboard showed the agent as being logged in. This issue occurred in VCC 2.6.1 and does not occur in version 2.6.2 and later. (AACD-2959)

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)

An issue might occur in versions previous to VCC 2.6.2 where an agent might be able to change their number when logging in even if they do not have permission to do so. This issue does not occur with VCC 2.6.2 and later. 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.

VCC Gplus Adapter for Salesforce

When an agent consults with another agent, if the screen pop for the inbound call to the first agent results in multiple matched records, these multiple matches are not transferred to the consulted agent. To prevent this from occurring, ensure that the agent selects a matched record before initiating the consultation or configure the **cti_variable** to result in one record instead of a list of matched records.

When Agent 1 consults Agent 2, the case data is not propagated until after the conference is completed. Additionally, when an interaction is transferred as part of a conference or as a straight transfer, the case data that is shown as a screen pop is not duplicated in the Call Window. (AACD-3763)

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

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 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 *CX Analytics Help:* gives you the information that you need to use the CX Analytics' VCC historical reports.
- The *CX Builder Help:* gives you information on how to use CX Builder.
- 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.
- The *VCC CTI Adapter for NetSuite Help:* gives you the information that you need to use the VCC CTI Adapter for NetSuite application.

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

Contacting Genesys Customer Care for the Cloud

Need additional assistance with using your Genesys Cloud solution? We're happy to help. Just contact us using one of the phone numbers listed on the following page: Cloud Contact Phone Numbers.

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