DRAFT

CX Builder Release Note

12/9/2015

Table of Contents

DRAFT

CX Builder Release Note

Introduction

This release note applies CX Builder 15.5. With this release, Genesys is introducing the GVP platform in addition to the existing Holly platform. The information is grouped according to these platforms. Contact your account representative if you are unsure about the platform you use.

- 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 for internal use only.

New in This Release

This release contains the following new features and functionality:

When scheduling the update or delivery of data files, you can now use SFTP or FTP. (PEP-681)

The length of the name of an audio prompt file is increased from 100 characters to 255 characters. (PEP-743)

CX Builder now supports page length names of up to 100 characters. Previously, it was limited to 50 characters. (PEP-680)

AngelXML now supports using the **interdigittimeout** parameter for Automatic Speech Recognition (ASR). Previously, this parameter was only supported through ASR Settings on the **Question Page** and the **Transaction Page.** (PEP-663)

NOTE: In a later release, SMS Campaign will be offered as a separate service outside CX Builder. Campaigns and the SMS page require customers to procure dedicated short/long codes. Please contact Genesys Support or your Customer Success Manager for more details. Your current toll-free numbers can also be SMS enabled. (PEP-642)

GVP Platform Only

Users can have their account configured for call recording using the capability associated with this GVP platform version of CX Builder.

If your account is enabled for call recording offered through the GVP platform, the following features are available:

- The option to record the entire call, the IVR portion only, or the assisted-service (agent) portion only. (The assisted-service portion includes only the portion of the call when the caller and agent are connected.)
- The ability to create call recording for agent-initiated outbound calls. (AACD-3473)
- The ability to store, search, and play recordings for up to 36 months. (AACD-3862)

Notes:

- There's a fee for the storage of all call recordings for any length of time.
- The recording does not include in-queue and on-hold queue audio.
- Consult calls cannot be recorded. If agents attempt to do so by clicking the **Start Recording** button in the Agent Desktop, it displays an error. (AACD-4395)
- Call recording creates two audio files, one for the IVR portion and the other for the assisted service (agent) portion. (AACD-3893, AACD-3795 PEP-763)

CX Builder now includes the ability to download call recordings in bulk. If the downloaded files are unencrypted, users are alerted that these files will be downloaded as unencrypted and must confirm that they still want to proceed. (AACD-3299, ACCD-3708)

Only authorized users (CX Builder administrator and users; VCC Dashboard administrators and supervisors) can play call recordings. You play back call recording through CX Analytics. **Note:** VCC agents do not have access to play call recordings. (AACD-1558)

This platform allows calls to be sent back and forth multiple times between Self Service (IVR) and Assisted Service (ACD) without impacting reporting. (AACD-944)

The new **IVR Transfers** tab on the **ACD** page enables an agent to transfer a call directly to an IVR page/application. This application can collect data allowing the caller to provide sensitive data without the agent involved. Once the application completes, the caller can be returned to the agent, if desired. An application can also play a message/disclaimer so agents don't need to repeatedly read the same message over and over during the day and ensure the message is correctly communicated. This feature ensures that if a call is coming back to the ACD after an IVR transfer, its still counted as a single call.

CX Builder users configure this ability through this **IVR Transfers** tab. (AACD-948)

The new **Waiting Message Page** (VCC 2.6.4/CX Builder 15.5 and higher) enables you to play in-queue audio with an estimated wait time, when a caller is waiting in queue. This page replaces the **EWT Page** previously available for existing GVP platform users. (AACD-3247, AACD-2644)

The **ACD** page now supports the Whisper feature. This includes the option to play a whisper tone and/or the caller's name before connecting the call to the agent. An agent can accept or reject the call based on the whisper tone. If the agent rejects the call, it is returned to the queue and routed to the next eligible agent. (AACD-951, AACD-2044, AACD-1484)

The **Reverse Phone Lookup Page** is now supported on the GVP platform. (PEP-632)

—

Corrections and Modifications

This release includes the following corrections and modifications in the 15.5 release:

On the **Call Transfer Page,** if you select the options to put the caller on hold and record the caller's name, the agent receiving the call now hears the recording of the caller's name. Previously, the caller did not hear the recording. (PEP-594)

CX Builder now includes **.wav** files for years up to 2050. Previously, it included **.wav** files for up to 2020. As a result, if you configured a confirmation playback on a **Question Page** for a Credit Card Expiration response type, CX Builder used TTS to play back the number, making it inconsistent with the playback for years 2020 and earlier. (PEP-83)

You can now change the **Big Data Page** type to a **Data Page** type. Previously, an error was generated when you attempted this. (PEP-756, PEP-368)

For the **Transaction Page, No Input** and **No Match** destinations are handled according to the settings specified in the **Site Properties** screen. Previously, the **No Input** and **No Match** destinations would always go to the Home page regardless of the settings in the **Site Properties** screen. (PEP-762)

Currency entries for dollar combinations such as $5500 now play back correctly. Previously, the playback repeated the word "dollars," for example playing five thousand dollars and five hundred dollars rather than five thousand and five hundred dollars. (PEP-755)

On a **Question Page,** for a Credit Card Expiration response type, if confirmation is enabled the confirmation for the specified expiration date now plays back correctly. (PEP-83)

GVP Platform Only

The call data (agent name, agent e-mail, caller's wait time and so on) associated with variables specified on the **Advanced** tab of the **ACD Page** are returned to the IVR after a caller or ACD disconnects. Previously, the call data was not returned and as a result, the IVR could not use these variables for post-call routing or reporting. (AACD-3613)

If an agent is the first party to hang up and the call returns to the IVR, the values associated with variables specified on the Advanced tab of the ACD Page are now correctly identified. Previously, the variables were identified as unknown. (AACD-3424)

Call recording now occurs for the portion of the IVR call when the call returns to the IVR from the ACD and there are no agents available or when the maximum timeout for being answered by an agent is reached. Previously, that portion of the call was not recorded. (AACD-3629)

–

Known Issues and Limitations

This section provides the latest information on known issues and limitations associated with the 15.5 release.

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.
5. 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.
6. 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. The agent and caller do not hear silence in this scenario if a customized user announcement is not specified on the **In Queue** tab. (AACD-3724)

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

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)

In the United States and Canada, when an agent places an outbound call, the phone number dialed 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 your domestic phone service provider.

Holly Platform Only

The disposition code variable specified in the **ACD Page** is not saved and is therefore not returned to the IVR in the following scenario:

1. A call is routed to Agent1, via the **ACD Page,** and Agent1 answers.
2. During the call between Agent1 and the caller, Agent1 consults with Agent2.
3. Agent1 initiates a conference call with Agent2 and the caller.
4. Agent1 hangs up, but Agent2 remains on the call with the caller.
5. Agent2 selects a disposition code.
6. Agent2 ends the call.

(AACD-4389)

The confirmation feature on the **Question** page could result in a caller being caught in a loop if the caller repeatedly answers **No** to the confirmation question. To avoid this, create a separate voice page to handle confirmations. (PEP-449)

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,** in the following scenario the caller is not taken to the correct destination page:

1. An agent answers a call.
2. The same agent transfer the call.
3. The caller presses 0 to exit the call.
4. The caller is not taken to the *Press 0 to exit* destination page but to the *Successfully completed call* destination page (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)

GVP Platform Only

The agent name, agent email, and disposition code variables, specified in the **Advanced Options** tab of the **ACD Page,** are not returned to the IVR in the following scenario:

1. The variables are configured.
2. An agent's status is set to Ready on the VCC Dashboard.
3. A caller places a call and the agent in ready status answers the call.
4. After completing the conversation, the agent and caller end the call.

(AACD-4388)

When a call returns to the IVR because no agents are available, the agent name, agent email, and disposition code variable fields are empty instead of containing a value of none. (AACD-4176)

Correct ACD values for **MaxQueue Timeout** are not being returned for the following scenarios:

- A call is routed to an agent but before the agent answers the call, the caller hangs up.
- A call comes in but the call is routed to a queue because no agents are ready or available, at which time the caller hangs up.

(AACD-4386)

When the Whisper feature is enabled on the ACD Page, while the system plays the Whisper prompts to the agent, the caller hears wait music instead of queue announcements. (AACD-4248)

In a scenario where call recording is configured for inbound calls but not outbound calls, outbound calls are being recorded. (AACD-4377)

When downloading bulk call recordings, all audio files have an **.mp3.bin** extension instead of the expected **.mp3** extension. After downloading, you must rename the file extension. **Note:** If the file is encrypted, decrypt the file before renaming it. (AACD-4385)

If you are using the **IVR Transfers** tab in the **ACD Page,** do not delete or rename Voice pages selected as an IVR transfer destination. If you do, the original information associated with those Voice pages is retained and a call may not go to the expected destination page if the agent selects them. (AACD-4390)

On the **ACD Page,** the voice pages specified on the **IVR Transfers** tab cannot be used for agent consult calls. Agents should be alerted to this fact when they see these pages available in their Agent Desktop. (AACD-3937)

Consult calls cannot be recorded. However, the **Start Recording** button is available to agents in Agent Desktop for consult calls. If agents click the **Start Recording** button, Agent Desktop displays an error. (AACD-4395)

Documentation and Support

Additional Information

Additional information on Genesys is available on our Customer Care website.

The following documentation also contains information about this solution:

- The CX Builder Help provides information on how to use CX Builder.
- The *VCC Dashboard Help* provides information on how to use VCC Dashboard.
- The *VCC Agent Desktop Help* provides information on how to use VCC Agent Desktop.
- The *VCC Historical Reporting Help* provides details on how to use the information found in CX Analytics' VCC historical reports.
- The *VCC Solution Guide* provides an overview of Virtual Contact Center (VCC) and is intended for use by administrators, supervisors, and agents. The topics in this Guide also describe the product functionality and the user interfaces, such as user accounts, routing, outbound campaigns, call recording, data recording, and historical reporting.
- The *VCC CTI Adapter for Salesforce Help* provides information on how to use VCC CTI Adapter for Salesforce.
- The *VCC CTI Adapter for Zendesk Help* provides information on how to use VCC CTI Adapter for Zendesk.
- The *VCC CTI Adapter for NetSuite Help:* provides information on how to use VCC CTI Adapter for NetSuite.

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

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.

DRAFT