DRAFT

Genesys Cloud - Premier Edition: Virtual Contact Center Release Note

Virtual Contact Center Draft

12/9/2015

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DRAFT

Genesys Cloud - Premier Edition: Virtual Contact Center 2.6.4 Release Note

Introduction

This release note applies to the 2.6.4 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

Notes:

- With the release of 2.6.4, Premier Edition Cloud (including VCC, CX Builder, CX Analytics) is introducing the GVP platform in addition to the existing Holly platform. The information is grouped into the separate platforms for the VCC Agent Desktop, CX Builder, and CX Analytics components. Contact your account representative if you are unsure about the platform you use.
- Support for the older version of VCC Dashboard (https://premier.angel.com/ui/sd/v1/index.html) will be discontinued after the 2.6.5 release and will not be available starting in the 2.6.6 release. (AACD-4075)

This release contains the following new features and functionality:

VCC Dashboard

The **Dashboard** view was redesigned with smaller widgets to allow you to view more information within the same space. The widgets were reduced by about 50% from their previous size while providing the same information:
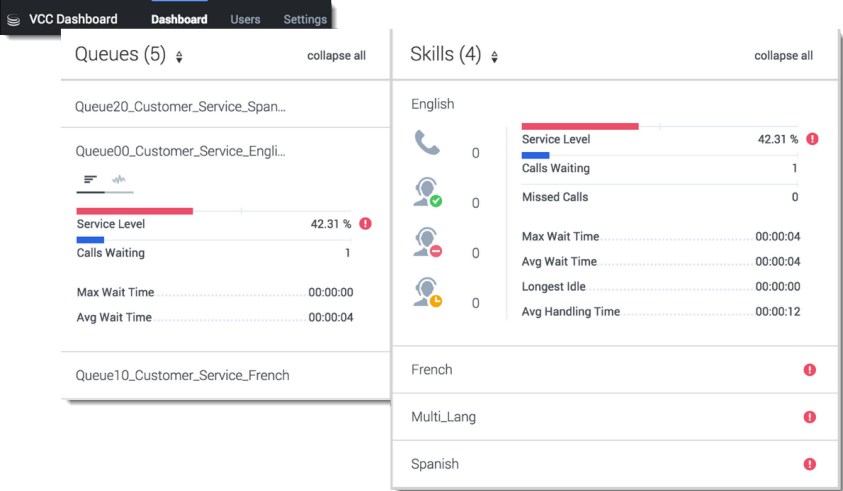
(AACD-3675)

As an administrator, you can now control which queues and skill service levels to display or not display using the new toggles found in the **Display** column under the **Service Level** tab in the **Settings** view:
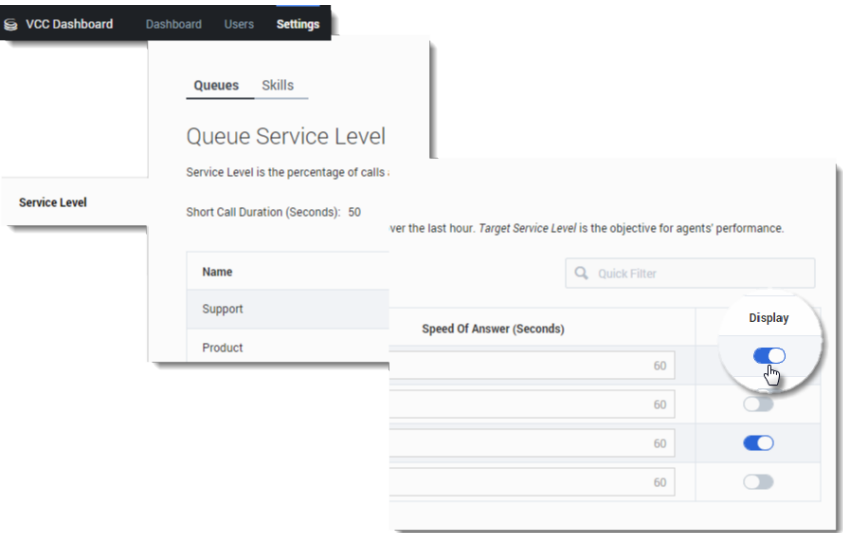
You can do the following with the toggle:

- If the **Display** toggle is turned on, the service level is shown within the corresponding widget.
- If the **Display** toggle is turned off, the service level is not shown within the corresponding widget.
- If no changes are made, then all Service Levels are displayed for all queues and skills by default.

The Service Levels are still being calculated in the background for historical reporting no matter if they're turned on or turned off.

(AACD-3641)

The **Wrap Duration** column name was updated to **ACW Duration**. This column name is found under the **User'**s tab voice channel option:
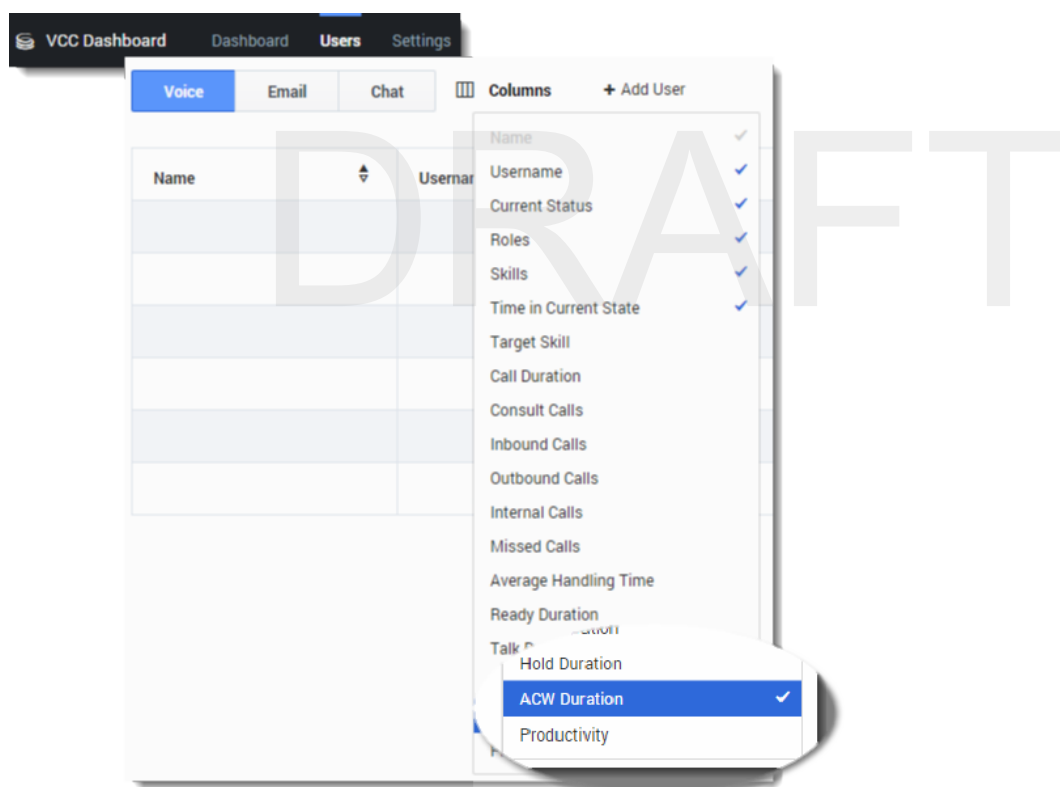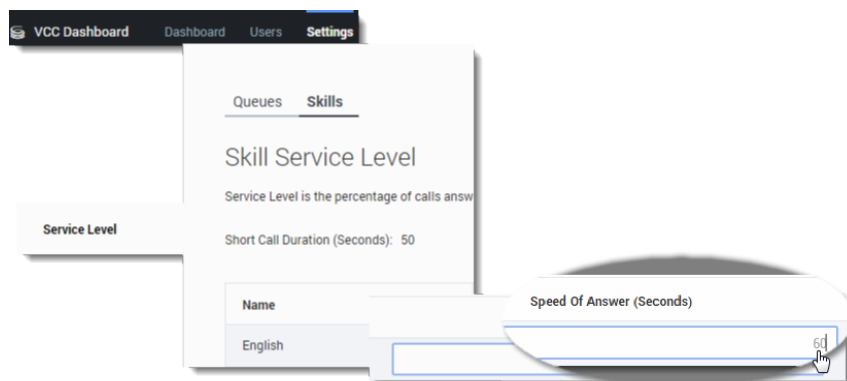

(AACD-3564)

When you update the Speed of Answer (Seconds) value for the Skill Service Level, the Speed of Answer statistic for the related VCC historical report in CX Analytics is also updated with the same value within 60 seconds.

You can update the Speed of Answer (Seconds) value by clicking **Settings > Service Level > Skills**:

(AACD-1792)

VCC Agent Desktop

VCC Agent Desktop now supports WebRTC. Agents in environments where WebRTC is available can use the following call functionality:

- Choose VoIP or PSTN at login. If VoIP is chosen, the agent does not have to provide a number. (AACD-3498)
- A call quality feedback interface allows the agent to attach call quality statistics to the call, capturing the call results and helping to improve the system voice quality. (AACD-3095, AACD-1741)
- Headset sound setup and troubleshooting interface ensures that the agent has correctly configured their headset and microphone. (AACD-3096)
- Test calls interface ensures that the agent has correctly configured their headset and microphone to verify the quality of the test call. (AACD-3094)

Support for Microsoft Internet Explorer 11. (AACD-2380)

VCC Agent Desktop's **About** dialog box shows the VCC version, as well as the Workspace Web Edition version. (AACD-3577)

For environments that use disposition folders to group dispositions, when a call is received by an agent, the **Disposition Code** folders are now displayed as collapsed (closed). This allows agents to view disposition categories quickly. (AACD-3199)

VCC Agent Desktop now supports WebRTC. Agents where WebRTC is available can also send DTMF tones via the keypad widget. (AACD-1944)

GVP Platform Only

Agents on the GVP platform with Genesys Interactive Recording (GIR) now have controls to enable them to start, pause, resume, and stop call recording. (AACD-1980, AACD-1982)

For agents on the GVP platform, 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)

VCC Agent Desktop now supports call recording for agents. Call recording controls to start, pause, resume, and stop call recording are displayed in the Voice Call toolbar. The voice call icon is displayed in red to notify the agent when a call is being recorded by the system.

CX Analytics

GVP Platform

You can now store, search, and play call recordings for 36 months.

Note: There's a fee for the storage of all call recordings for any length of time. (AACD-3862)

CX Builder

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)

Gplus Adapter for Salesforce

This release introduces support for Microsoft Internet Explorer 11.

Corrections

Corrections and Modifications

This release includes the following corrections and modifications:

VCC Dashboard

In the **Users** table, the **Not Ready** and **After Call Work** (ACW) prefixes are now displayed correctly for custom **Not Ready** and **After Call Work** reason codes. (AACD-4296)

In the **Dashboard'**s **Agents** panel, the **Duration** column name was changed to **TiCS** to show the same time in current state (TiCS) as shown in the **User** table.

Previously in the **Duration** column, the agents' call duration values in a call might not have been sorted in the correct order compared to those not in a call. This was because the **In Call** duration was calculated differently from the other status durations. Now, only the TiCS is shown. (AACD-3970)

The following rules for new passwords are now displayed in the **Change Password** dialog box:

- Password must not contain any spaces
- Password cannot be reused
- Password attempts limit and lock out

(AACD-3645)

If a user logs in too many times with an incorrect password and their account gets locked out, then a supervisor or an administrator can use the **Reset Password** button found under the to reset the password. Once the password is reset then the account is immediately unlocked. This button is found under the **User'**s view's **Manage User** dialog box.

Previously, the PCI-Compliant password rules resulted in a thirty minute lockout after six consecutive incorrect password attempts. (AACD-3280)

You can see up to 20 agents in the **Agents** panel in the **Dashboard** view. Previously, you could only see up to 10 agents. (AACD-1447)

VCC Agent Desktop

The following rules for new passwords are now displayed in the Change Password dialog box:

- Password must not contain any spaces
- Password cannot be reused
- Password attempts limit and lock out

(AACD-3284)

All variables are now 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)

E-mail: The interaction counter no longer resets when the Dashboard page is reloaded/ refreshed. (AACD-3465)

Voice: If an agent calls an external number and then attempts to transfer a call to a skill, the call will no longer be disconnected. (AACD-3726)

CX Analytics

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

CX Builder

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**

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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)

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

VCC Dashboard becomes unresponsive for users who have filtered the **Users** view by a certain skill and then the skill is deleted by an administrator. To avoid this issue, administrators must ensure, before they delete a skill, that users are not already using this skill to filter the Users view. If VCC Dashboard becomes unresponsive, you must contact your Genesys representative to resolve this issue. (AACD-4590)

Commas (',') in reason code names are not supported. Reason code names can only contain spaces, letters, digits, and the following characters: ('.')—period and ('_')—underscore. (AACD-4354)

The search and filter functions found under the **Dashboard** and **Users** tabs only support alphanumeric characters. For example, if an agent has a hyphenated name, enter their name without the hyphen to complete the search. (AACD-4239)

There might be a 10 second delay in the refresh rate between the agent status and the time in current state (TiCS) for the **Queues** and **Skills** widgets and the **Agent** panel in the **Dashboard** view and also under the **TiCS** column in the **Users** view. (AACD-4077)

When a call is missed, the agent status in VCC Dashboard's **Agents** panel in the **Dashboard** view is automatically set to **Not Ready – no–answer**. (AACD-3843)

If an agent uses Agent Desktop and either the Internet Explorer or Firefox browser, the call monitoring icon disappears from the Agent Desktop when a supervisor starts a monitoring session.

Workaround: Use the Chrome browser. (AACD-3474)

VCC Dashboard only counts calls that are actually answered for agent and skills. VCC Dashboard does not count zero duration calls, calls abandoned while ringing, or manually dialed outbound calls initiated by an agent. (AACD-3235, PECC-343)

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

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)

If you edit a reason code in VCC Dashboard while an agent is logged in, then that new reason code doesn't appear in the drop-down lists in VCC Agent Desktop for the agent to select during an outbound, transfer, or consultation call until the agent logs out and then logs in again. (AACD-811)

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.

In WebRTC environments, if an agent exits the Browser Communications Diagnostics test call by closing the window, the agent cannot rereun the diagnostic without logging out and

logging back in again. If the agent tries to rerun the diagnostic, and error occurs. (AACD-4369)

In WebRTC environments, if an agent who is handling a call logs in to Agent Desktop in a second browser window, the call in the first window ends. (AACD-4317)

In WebRTC environments, if an agent who is handling a call puts the call on hold and retrieves the call multiple times, an error might occur. (AACD-4317) (AACD-4316)

In WebRTC environments, some older versions of Firefox might not be supported. If agents experience difficulties using the Browser Communications Diagnostics feature, it is recommended that you upgrade to the latest version of Firefox. (AACD-4203)

Agents cannot resume a consultation call in scenarios where the consultation target transfers the call to an IVR. (AACD-4119)

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)

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: There are two issues regarding transferring a call to an IVR during call recording:

1. When an agent transfers a call to an IVR with an option to return to the agent, and then the call returns to the agent, the call recording controls from the Agent interface do not work.

2. When an agent pauses or stops call recording before transferring the call to an IVR, the IVR transfer portion is not recorded; however, in some cases when the call comes back to agent, recording might resume.

(AACD-4491)

Voice: If an agent uses either the Internet Explorer or Firefox browser, the call monitoring icon disappears from the Agent Desktop when a supervisor starts a monitoring session.

Workaround: Use the Chrome browser. (AACD-3474)

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

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)

VCC CTI Adapters

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)

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 only occurs in VCC 2.6.1 CTI adapters and previous. 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)

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. This issue only occurs in VCC 2.6.1 CTI adapters and previous.(HTCC-8411)

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

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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