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CX Builder Release Note

CX Builder draft

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CX Builder Release Note

Introduction

This release note applies to the February 2016 release of CX Builder (version 16.2). 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

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This release contains the following new features and functionality:

The **Date Format** is now automatically set based on the time zone you select on the **Account Settings** screen in CX Builder. Previously, you manually set the **Time Zone** and the **Date Format** separately. With this change, the **Date Format** field was removed. (PEP-390)

On the CX Analytics tab in CX Builder, the Voice Page Hits Report section was removed, as that feature is no longer used. (PEP-868)

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)

Corrections and Modifications

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

If you receive a notification, it will now only pop up during your next three logins to CX Builder. Previously, the notification would continue to appear after the third login. (PEP-924)

When you update your subscriber administrator email address in CX Builder, the email address automatically updates in CX Analytics. Previously, you had to manually update the email address in CX Analytics. (PEP-804)

You can now delete a Page Group in CX Builder. Previously, you received an unexpected error message. (PEP-941)

When filtering calls on the **Call History Report Page**, CX Analytics returns call history results for the specified date. Previously, it would return results for the day before the specified date. (PEP-893)

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-3846)

In **Recordings and Voicemail**, when you click **Edit** to edit a mailbox, the mailbox **Properties** panel opens immediately. Previously, there was a significant lag, especially for users with multiple voice sites. (PEP-823)

On voice sites that have been copied, calls are visible in the **Call History Report** and the **Call Analyzer Report**. Previously, when sites were copied, some tasks needed to be deleted and manually created before the calls would appear in the reports. (PEP-888)

GVP Platform Only

Agents will now hear an English whisper if the **Default TTS Voice** in **Site Properties** is set to **English (US), Female (Julie)**. Previously, this setting resulted in a Spanish whisper. (PEP-909)

If you are using the IVR Transfers tab in the **ACD Page**, you can now delete, rename or change the page ID of the associated Voice pages used as an IVR transfer destination. Previously, if you did so, the original information associated with those Voice pages was retained and a call might not have gone to the expected destination page if the agent selected them. (AACD-4390)

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Known Issues and Limitations

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

When callers are blind transferred to an external US number, they are sometimes routed back to the queue. In this scenario, the **CallReturn** parameter is set to **'in-queue'** rather than **'agent-disconnect'**. (AACD-4478)

During a conference call consisting of two agents and a caller, when the caller and Agent 1 hang up, Agent 2 is automatically disconnected. In this situation, the values of the variables

configured in the **Advanced Options** tab of an **ACD Page** to store the call information are sometimes **Unknown**. (AACD-2910)

In some cases when there are no other agents available, calls arriving during the first few seconds after an agent logs in may be diverted to the "When no agents are available..." destination specified on the **ACD Page**. (AACD-4420)

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)

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

If the queue hold time for callers set on the **ACD Page > In Queue** tab is greater than 30 minutes, and the caller is waiting for more than 30 minutes, when the in-queue music stops, the caller hears dead air for three minutes and is then routed out of the queue and to the “For all other results, take callers to” destination. (AACD-3883)

If you specify in the **In Queue** tab of the **ACD Page** to play the in-queue music and announcements from the IVR and you choose a maximum hold time to 60 seconds, the caller does not return to the IVR in the following scenario:

1. The caller speaks to Agent 1.
2. Agent 1 initiates a skill transfer.
3. Agent 2 is not ready.
4. The caller hears default hold music for 60 seconds.
5. After 60 seconds, the caller should be redirected to the IVR but instead remains in the queue.

(AACD-4272)

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 Agent 1 via the **ACD Page**, and Agent 1 answers.
2. During the call, Agent 1 consults with Agent 2.
3. Agent 1 initiates a conference call with Agent 2 and the caller.
4. Agent 1 hangs up, but Agent 2 remains on the call with the caller.
5. Agent 2 selects a disposition code.
6. Agent 2 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 customized in-queue music on the **Advanced** tab of an **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

When using one **Waiting Message Page** to loop to itself to play TTS In Queue prompts, ensure the Waiting Prompt is longer than 1 minute. Otherwise, the loop limit could max out and end the call prematurely. (AACD-4885)

On an **ACD Page**, if "When pressing 0 to exit the queue, take callers to" is set to **Disabled**, the in-queue Waiting Prompt session will not end when the caller is connected to an agent. (AACD-4944)

Callers are mistakenly sent back to the queue instead of being connected to an agent in the following scenario:

1. Caller 1 waits in the queue for an available agent.
 2. Caller 2 calls in after Caller 1 and also waits in the queue for an available agent.
 3. When Agent 1 becomes available, Caller 1 is routed to Agent 1.
 4. Agent 1 goes into Not Ready state and misses the call.
 5. Now, Agent 2 becomes available.
-

6. Caller 1 should be routed to Agent 2 but is sent back to the queue behind all other callers, while Caller 2 is routed to Agent 2.

(AACD-4494)

Callers will sometimes hear an error message and then get returned to the **Home Page** in the following scenario:

1. Caller 1 dials the IVR number and is transferred to an end number using the **Call Transfer Page**.
2. Caller 2 dials the IVR and is routed to the same number.
3. Caller 2 hears the error message 'It seems there has been a system error. Let me take you back to the beginning' and the caller gets routed to the **Home Page** instead of the **If line is Busy or No Answer** destination.

(PEP-818)

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)

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.

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