Genesys®

DRAFT

CX Builder Release Note

CX Builder draft

Table of Contents

DRAFT

DRAFT

CX Builder Release Note

Introduction

This release note applies to the April 2016 release of CX Builder (version 16.5). 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:

CX Builder's User Interface has been updated to resemble other User Interfaces used by Genesys customers. Only formatting and style have been affected; all functionality remains unchanged.

Note: For now, when you log in to CX Builder, you will continue to see the old User Interface. To view the new User Interface, hover over your name in the top right corner of the Home tab and uncheck the **Retro UI** box. Note that the option to switch back and forth will be removed in a later release. (AACD-4040, PEP-811)

CX Builder now supports global debugging email addresses. The debugging email address defaults to the subscriber's login email address but can be changed on the **Site Properties** page and can be up to 256 characters long. The debugging email address appears in the **Advanced** tab of the **Data Page**, **SMS Page**, **Transaction Page**, and **Logic Page** and can be changed on each individual page. (PEP-678, PEP-1010, AACD-4977)

In **Account Settings**, CX Builder now shows only the time zones supported by CX Analytics. (PEP-942)

In **Account Settings**, your Company Name can now be up to 250 characters long. Previously, it could not exceed 20 characters.(AACD-4978)

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 contains the following corrections and modifications:

Once a voicemail or recording has been deleted from CX Builder, the link no longer displays in the Mailbox. Previously, in some cases, the link to a recording remained visible even after it was deleted. (PEP-1027)

In the **Support & Documentation** section on the **Home** tab, when you click on **Knowledge Base** or **Release Notes**, you go to the Genesys Documentation site. Previously, these links went to Angel documentation. (PEP-1008, AACD-4828)

Known Issues and Limitations

Known issues and limitations are as follows:

On a **Question Page**, in order for voice recognition to work, the values in the **ASR Settings** should be set to the following:

	confidencelevel	completetimeout	incompletetimeout
City-state	0.3	1.8	1.9
Num Street	0.01	2.4	2.5
Apt Number	0.3	2.4	2.5
First Name	0.1	2.4	2.5
Last Name	0.1	2.4	2.5

(PEP-1162)

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)

For Voice sites with a **Transaction Page,** calls may intermittently disconnect on a **Transaction Page** when the caller speaks a key word. (PEP-878)

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 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)

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

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 *CX Analytics 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.