Genesys

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Genesys Cloud - Premier Edition: Virtual Contact Center Release Note

Premier Edition Cloud Draft

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Genesys Cloud - Premier Edition: Virtual Contact Center 2.6.8 Release Note

Introduction

This release note applies to the 2.6.8 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:

- Premier Edition Cloud (including VCC, CX Builder, and CX Analytics) now supports the GVP platform in addition to the existing Holly platform. Information that pertains only to the GVP platform is documented in a separate sub-section under each component heading. Contact your account representative if you are unsure about which platform you use.
- Support for the older version of VCC Dashboard has been discontinued. Users accessing the older version at https://premier.angel.com/ui/sd/v1/index.html are now redirected to the newer version of VCC Dashboard. (AACD-4948)

This release contains the following new features and functionality:

VCC Dashboard

Queues widgets in the **Dashboard** view can now display statistics for the current day instead of the last 24 hours. (AACD-3562)

If enabled for your contact center, users with the Agent role now have read-only access to the Dashboard view. Customers must first contact their Genesys representative to enable this feature. (AACD-2185, AACD-1127)

VCC Agent Desktop

Hot Seating: In your environment, agents can either have a single phone number assigned to them at all times, or they can have a different phone number assigned each time that they log in (called Hot Seating). If Hot Seating is available in your environment, agents must enter the phone number that they are using when they login. If an agent in a Hot Seating environment closes their browser without logging our first, the phone number assigned to them will not be freed up for another agent to use. Ensure that agents are trained to logout before closing their browser window. (AACD-4855)

CX Analytics

CX Analytics now provides Monthly Billing reports based on agent seats for Inbound Voice, Email, and Chat, and based on usage for IVR Minutes. (AACD-3974, AACD-3973, AACD-3972, AACD-3971)

CX Builder

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 global 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 global debugging email address appears in the **Advanced Options** 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)

Gplus Adapter for Salesforce

This release introduces reports and statistics in the VCC CTI Adapter for Salesforce. This information is important so agents can see call wait times and monitor Key Performance Indicators (KPIs).

Corrections

Corrections and Modifications

This release includes the following corrections and modifications:

VCC Dashboard

Sorting by service level in **Queue** or **Skill** widgets now works as expected. (AACD-4933)

The names of call-recording settings in the **Settings > Desktop > Permissions** view have been updated to clarify how they are used:

- **Enable Call Recording** is now called **Enable Call Recording Controls**. If this setting is enabled, the following options are shown:
    - **Enable Start/Stop Call Recording** is now called **Start/Stop Call Recording**.
    - **Enable Pause/Resume Call Recording** is now called **Pause/Resume Call Recording**.

(HTCC-20957)

VCC Agent Desktop

Voice: Two issues regarding transferring a call to an IVR during call recording have been fixed:

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 now work correctly.
2. When an agent pauses or stops call recording before transferring the call to an IVR, the IVR transfer portion is not recorded; now when the call comes back to agent, recording no longer resumes automatically.

(AACD-4491)

CX Analytics

CX Analytics now shows the missing call count in Service Level reports. (AACD-3081)

CX Builder

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)

VCC CTI Adapters

This release does not contain any corrections or modifications for the VCC CTI Adapters.

VCC Gplus Adapters

This release fixes an issue where if an agent did not accept or reject a chat invitation within the configured allowable time, the agent's state in the Chat channel went blank instead of showing **not ready- Expired** as expected.

Nailed-up Connection

The nailed-up connection is now established when the agent logs in. Previously, the connection was not established until either the agent received an inbound call or successfully established an outbound call.

The agent now has an indication that the connection is nailed-up, so if the connection is inadvertently dropped, the agent is notified 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 as soon as they log in.

Known Limitations

Known Issues and Limitations

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

VCC Dashboard

Supervisors cannot open the **Help > About** dialog box. (HTCC-20919)

You might see a rendering issue in the **Dashboard** view if you are using Internet Explorer and you resize the browser window.

Workaround: Resize the browser size again, or refresh the page. (HTCC-19896)

The generic Not Ready states for the Email and Chat channels are displayed as **null**. (AACD-5185)

If the **Hot Seating** feature is enabled for your contact center, supervisors must first log in to Agent Desktop and have an assigned phone number before they are able to monitor agents in VCC Dashboard. (AACD-5124)

If the **Hot Seating** feature is enabled for your contact center, you might first need to assign a phone number to an agent for the **Voice** channel before you can monitor the agent's state in the **Dashboard** view.

Note: If you manually assign a phone number to an agent, this number is not released or unassigned when the agent logs out, regardless of whether Hot Seating is enabled. (AACD-5113)

The **Abandoned** and **Answered** call statistics in a Queues widget might take up to five minutes to refresh. (AACD-5048)

Agents can still select generic Not Ready and After Call Work reason codes in the **My Channels** tab of Agent Desktop, even if you have disabled the **Display generic After Call Work state** and **Display generic Not Ready state** options in VCC Dashboard. (AACD-5018)

When an agent returns to Ready state automatically after being in a custom After Call Work state for a defined wrap-up time, the agent's status the **Users** view shows the icon for the Ready state but also continues to shows the reason code of the previous After Call Work state. (AACD-4993)

If you delete a team that had the option **Nailed Up Connection** enabled, the agents of the deleted team will continue to use nailed up connections until the next time they log in to Agent Desktop. (AACD-4519)

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) displayed in the **Agent** panel in the **Dashboard** view. (AACD-4077)

When a call is missed, if the system is configured to set the agent status to **Not Ready**, the agent status is set to **Not Ready - no-answer** instead of **Not Ready – Missed Call**. (AACD-3843)

VCC Dashboard only counts calls that are actually answered for agents 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)

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.

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)

Email: Notes that agents add to the **Note** tab of inbound email interactions are not automatically copied to outgoing reply email interactions. If the agent wants to include the same note in the reply interaction, he or she should copy and paste it from the inbound email **Note** tab or manually enter a new note in the **Note** tab of the outgoing email interaction.

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 Analytics

CX Analytics might not include the not ready codes for Email and Chat channels. (AACD-4094, AACD-4093)

CX Builder

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)

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.

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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