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DRAFT

Virtual Contact Center Release
Note

Premier Edition Cloud Draft

Table of Contents

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Genesys Cloud - Premier Edition: Virtual Contact Center 2.6.9 Release Note

Introduction

This release note applies to the 2.6.9 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

This release does not contain new features or functionality.

VCC Agent Desktop

No new features are introduced for VCC Agent Desktop in this release.

CX Analytics

The following CX Analytics reports are now available:

- Queue Statistics
    - IVR Tasks
    - IVR Variables
    - Call Outcome
    - Enhanced
-
    - Agent Activity
    - Conduct
-
    - Agent Statistics
    - Consult Calls
    - Enhanced

(CXA-1326)

CX Builder

The URL to the CX Builder Help document has changed to the following:
https://docs.genesys.com/Documentation/CXB/Current/User/Welcome

NOTE: This change only affects users who currently access the CX Builder Help document using a bookmarked link. Navigation to the CX Builder documentation via the Genesys Documentation site has not changed.

On the **Main** tab of a **Question Page**, if you choose **Number** with **Digit Sequence** as the Response Type, you can use **completetimeout** in ASR Settings to specify the terminating timeout (**termtimeout**) for recognizing DTMF input. (PEP-1174)

You now have the added option to update CX Builder data files and big data files hourly. Previously, the only option was to update and deliver on a daily basis. (PEP-1083)

CX Builder now supports FTP and SFTP upload for big data files. (PEP-720)

CX Builder's User Interface has been updated to resemble other Genesys User Interfaces. 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)

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

No new features are introduced for Gplus Adapters for Salesforce in this release.

Corrections

Corrections and Modifications

This release includes the following corrections and modifications:

VCC Dashboard

This release does not contain corrections or modifications.

VCC Agent Desktop

The call monitoring icon no longer disappears from the Agent Desktop when a supervisor starts a monitoring session. Previously, this icon disappeared if an agent was using either the Internet Explorer or Firefox browser, even though the setting Enable Call Monitoring Indicator was enabled in VCC Dashboard. (AACD-3474)

Skills that have no agents logged in to them are still displayed in the Team Communicator as potential transfer targets. (AACD-2878)

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

The Interaction Type ID attribute is now replaced by Direction in all VCC reports. (CXA-1358, CXA-1327)

Media Type reports are now listed above the time-based reports on the dashboard. (CXA-1351)

Customer Abandoned Calls are now named Customer Abandoned Chats. (CXA-1342)

The Enhanced Queue Activity Detail report now correctly filters result reasons. Previously, the filter incorrectly returned multiple result reasons. (CXA-1336)

VCC Activity reports and IVR report data is now restricted to 90 days. (CXA-1309)

Queue Statistics and Activity reports are now named Interaction Statistics and Activity reports. (CXA-1251)

CX Builder

This release contains the following corrections and modifications:

Calls arriving during the first few seconds after an agent logs in are now successfully delivered to the agent. Previously, in this scenario, some calls were diverted to the **When no agents are available...** destination specified on the **ACD Page**. (AACD-4420)

On the **Account Settings** screen, if you change your name and Email address in one action, the information will automatically update in CX Analytics. Previously, you had to change your name and Email address in two separate actions; otherwise, the information would not update in CX Analytics. (AACD-5275)

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** in the **Users** view if a user changes an agent's state to a generic Not Ready state after it was previously set to something else. This issue persists until the next time the agent logs in, and reoccurs if the agent's state is again set to a generic Not Ready state. (AACD-5185)

If the **Hot Seating** feature is enabled for your contact center, supervisors might need to reload the **Users** view before they are able to start monitoring agents. (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.

In some environments where the hot seating/hot desking feature is enabled, the first time agent attempt to login, they get a **Session Expired** error message. When they attempt to login a second time, login is successful. (AACD-5085)

There is an intermittent issue in some environments preventing agents from logging in if they are logging in to voice plus chat and email channels. The following error message is displayed: "Cannot login user 'agent email' on channels 'voice', 'email', 'chat'. Please contact your administrator." (AACD-5075)

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

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: In environments that are using Hot Seating (Hot Desking), the number used by an agent who is logged out by a supervisor is not correctly released from the agent. (AACD-5107)

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)

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:

To access CX Analytics reports, ACD must be enabled on your account. If you have an IVR-only account and need to access CX Analytics reports, contact your administrator to have ACD enabled. (PEP-1185)

On the **Big Data File Properties** screen, if you want to re-import a big data file, you must wait 5 minutes after you **Clear All Data Rows** before selecting **Re-import**. (PEP-877)

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)

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

During an IVR Whisper transfer, if a destination phone cannot be transferred, the call will terminate and a Call History report for the call will not generate. (PEP-1182)

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)

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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