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Premier Edition OEM Release
Note

Premier Edition Cloud Draft

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Introduction

This release note applies to the OEM companies who offer a customized version of Premier Edition to their own customers.

- 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.

What's New?

This release contains the following new features or functionality:

CSR Tool

- When you configure an account in the CSR Tool, you now have the option to disable **Hot-Desk**, if ACD is enabled on the account. Enabling Hot-Desk will automatically enable **Change phone number on login** in VCC Dashboard, which gives agents the ability to change their phone number when they log in to Agent Desktop.
  - ◦ **Note:** For now, VCC Dashboard users can disable **Change phone number on login**, even when Hot-Desk is enabled in the CSR Tool. This option will be removed in a later release. (AACD-5239)

Resolved Issues

This release contains no corrections or modifications to the CSR Tool.

Known Issues

This section is a cumulative list of known issues for all releases of CX Builder.

- If you create a subscriber account in the CSR Tool using the **Add Enterprise Account** dialog box, wait 10 minutes before enabling the **ACD** check box in the **Configure Account** section and setting the CX Builder features for your account. (AACD-3855)
- The **ACD Page** cannot be customized for OEM implementations. (PR-13839)

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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