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CX Builder Release Note

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CX Builder Release Notes

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Introduction

These release notes apply to the August 2016 release of CX Builder (version 2.7.2). Items are grouped by platform: Holly, GVP, or both. Contact your account representative if you are unsure about which 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.

What's New?

This release contains no new features.

Resolved Issues

This release contain the following corrections or modifications:

- The Call History Report now returns expected results. Previously, it included results from the day before or the hour before the specified date range. (PEP-1286)
- When copying a voice-enabled site to a touch-tone only site, all voice pages will now successfully copy over. Previously, the copy sometimes returned blank voice pages. (AACD-5494)

Known Issues

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

General

- 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 **Disposition Code** configured on the **Advanced** tab of an **ACD Page** returns to the IVR with a value of **None**. (AACD-5459)
- When working with **Big Data Files**, if you select **Deliver only new rows of data** and choose both **Enable Delivery** (via FTP or SFTP) and **Enable Email Delivery**, the files will go to either the location you specified or to your email, but never to both.
  - **Note**: For now, if you want to receive the big data files via FTP or SFTP delivery and through Email delivery, you could create two separate data files, one enabled for FTP or SFTP delivery, and the other enabled for Email delivery. (PEP-1253)
- There may be a time difference of four hours between a report shown in CX Analytics and the same report delivered via email. In this case, the data between the two reports will differ. (AACD-5412)

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)

- 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)

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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