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Premier Edition Cloud Release
Note

Premier Edition Cloud Draft

11/3/2016

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Premier Edition Cloud 2.7.4 Release Notes

Notices

- Premier Edition Cloud 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.

Components

- VCC Dashboard
- Agent Desktop
- CX Builder
- CX Analytics
- VCC Adapters
- VCC Solution

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.

VCC Dashboard

- What's New
- Resolved Issues
- Known Issues

What's New

This release includes the following new feature or functionality:

- Each **Skills** widget now shows the number of calls that are waiting for callback from an agent with this skill. (AACD-4791)

Resolved Issues

This release does not include corrections or modifications.

Known Issues

This section is a cumulative list of known issues for all releases of VCC Dashboard.

General
- If queued callback calls fail, VCC Dashboard removes them from the Callback count in the **Skills** widget and does not alert the user that callback calls have failed. (AACD-4877)
- 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)

Reason Codes
- Agents might still be able to 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.

- ◦ **Workaround**: Click the **Display generic After Call Work state** and **Display generic Not Ready state** check boxes *twice* in a row (to enable and disable these options) to resolve this issue. (AACD-5018)

- 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)

Statistics

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

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Agent Desktop

- What's New
- Resolved Issues
- Known Issues

What's New

The following new features are introduced for Agent Desktop in this release.

Voice

- Callback is now supported. If a customer requests a callback interaction, the pop-up toast notification informs the agent that the inbound call is a callback. There might also be additional information about the callback request in the Case Data. When the agent accepts the callback interaction, the contact is dialed.

Resolved Issues

This release contains the following resolved issues for Agent Desktop:

General

- Agents can now correctly login to voice plus chat and email channels. Previously, in some environments, when an agent attempted to do this, and error occurred. (AACD-5075)

Known Issues

This section is a cumulative list of known issues for all releases of Agent Desktop.

General

- 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)
- 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

- If the contact in a chat interaction is not found in the Contact Database, the agent must either create a new contact by filling in the contact information fields Interaction Information tab, or associate the chat interaction to an existing contact by clicking

  Assign another contact to this interaction 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)

Email

- Email interactions must be less than 5MB in size to be processed by Agent Desktop. (AACD-3337)
- 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)
- 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.

CX Builder

- What's New
- Resolved Issues
- Known Issues

What's New?

- The new **Callback** feature gives customers waiting in a queue the option to be called back when an agent becomes available. You enable the feature by creating a new Callback group on the **Main** tab of an **ACD** Page, which then creates a series of voice pages with predefined Callback parameters.
    - **Note:** To use Callback, you must have GVP ACD Callback enabled on your account. (AACD-1189)
- In the CX Builder application, the **Support** tab has been replaced with a question mark (**?**) and now provides direct access to CX Builder Help, CX Analytics Help, and the Customer Care Portal. (AACD-5311)
- On a **Question Page**, when you choose **Credit Card Number** as a **Response Type**, you can now enter a MasterCard number that begins with 2. This change is a result of MasterCard's introduction of the 2-series Bank Identification Numbers (BINs) to its existing 5-series. (PEP-1386)

Resolved Issues

- When a conference call consisting of two agents and a caller ends, the **Disposition Code** configured on the **Advanced** tab of an **ACD Page** now successfully returns a valid value. Previously, in this scenario, the **Disposition Code** returned to the IVR with a value of **None**. (AACD-5459)

Known Issues

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

- In some cases, when a caller hangs up immediately after leaving a voicemail message, the voicemail URL fails to populate on the **Site Variables** screen, even though the link to the recording is accessible in CX Builder. (AACD-5741)
- In some cases, when a caller presses a number while leaving a voicemail, the call exits the **Voicemail** page and moves to the next page in the IVR. (AACD-5686)

- Deleting, importing, or uploading multiple large **Big Data** files concurrently may consume excessive memory and reduce stability. (PEP-1381)
- In cases where 3rd party call recording is used, some call recordings fail to generate in CX Builder. (PEP-1307)
- 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)
- Callers are mistakenly sent back to the queue instead of being connected to an agent in the following scenario:
    - Caller 1 waits in the queue for an available agent.
    - Caller 2 calls in after Caller 1 and also waits in the queue for an available agent.
    - When AgenCt 1 becomes available, Caller 1 is routed to Agent 1.
    - Agent 1 goes into Not Ready statmisses the call.
    - Now, Agent 2 becomes available.
    - 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)

CX Analytics

- What's New
- Resolved Issues
- Known Issues

What's New

This release contains no new features or functionality

Resolved Issues

This release contains the following corrections or modifications:

- The Agent Statistics report drill-down data is now consistent. (AACD-5609)
- The Agent Activity report now shows the correct date. (AACD-5595)
- The missed chat count is now consistent between the Agent Report and Agent Statistics Report. (AACD-2395)

Known Issues

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

- You must create VCC Attributes (such as agents and skills) 45 minutes after you create a subscriber to prevent reporting issues. (CXA-1491, CXA-1478)
- For GVP calls, when an agent performs an IVR transfer, the Interaction Activity report displays an extra interaction with the outcome as diverted. (CXA-1474)
- You must not move the voice site DN to another subscriber. This causes the Diverted Call metric drill-down report to be empty for Interaction Statistics-Day. (CXA-1468)
- A maximum time-out call during a skill-based transfer is an abandoned call, not a diverted call. (CXA-1432)

- When chat transcript is enabled, if an inbound chat routed to an agent and the agent accepts the chat after the chat conversation is ended, the Interaction Queue initiates an outbound email to send the chat transcript.

  The same interaction therefore appears in two different Interaction Activity reports:

  1. Chat—Inbound chat email interaction for chat

2. Email—Chat transcript that was sent in the email

(AACD-5771)

- In a Holly environment, the same IVR call must not enter into ACD multiple times in a call flow to be counted correctly. For example, if the same IVR call enters into ACD twice, the Calls Offered metric shows 2 calls, but the drill-down content shows only one call. (AACD-5761)
- If you have a callback feature, the Interaction Statistics reports display more calls than when you drill down from the Queue Statistics metric. (AACD-5614)
- In Interaction Activity, Interaction Statistics, and Agent States for Email Channel, data is based on email interaction start time. For example, an inbound email arrives on August 21st, is offered to an agent on August 22nd, and agent accepts and sends a reply. This email interaction activity is shown on CXA reports for the date prompt of August 21st, not August 22nd. (AACD-5600)
- For IVR and VCC reports, a report with a Today prompt or current date and drill down from the summary report (for example, the Interaction Statistics Calls Offered metric), then the drill-down report may be inconsistent with the summary report for the last 30 mins. (AACD-5575)

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Adapters

- What's New
- Resolved Issues
- Known Issues

What's New

This release does not contain new features or functionality.

Resolved Issues

VCC Gplus Adapters
- This release does not contain corrections or modifications.

VCC CTI Adapters
- This release does not contain corrections or modifications.

Known Issues

This section is a cumulative list of known issues for all releases of VCC Adapters.

VCC Gplus Adapters
- This release does not contain any known issues.

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)

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PEC Solution

This page documents information that pertains to the Premier Edition Cloud solution as a whole. To view component-level information, click one of the following links:

- VCC Dashboard
- Agent Desktop
- CX Builder
- CX Analytics
- VCC Gplus Adapters

Known Issues

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

eServices

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.

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.
- 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.

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Early Adopter Program

> ## Important
>
> This is a special Early Adopter Program (EAP) release that contains features and functionality that are not available to all customers. Contact your Genesys representative if you have a question about accessing these features.

The following pages apply only to EAP versions:

- VCC Dashboard (EAP)
- Agent Desktop (EAP)
- CX Builder (EAP)
- CX Analytics (EAP)
- Adapters (EAP)

VCC Dashboard (EAP)

> ## Important
>
> This is a special Early Adopter Program (EAP) release that contains features and functionality that are not available to all customers. Contact your Genesys representative if you have a question about accessing these features.

- What's New
- Resolved Issues
- Known Issues

What's New

- Supervisors can now make outbound calls in VCC Dashboard by using the Team Communicator interface.
  - **Note**: You must have Agent and Supervisor roles to use this feature. (AACD-5331)

- If enabled, you can now select multiple caller IDs for your contact center. Agents can select one of these numbers before initiating an outbound call in Agent Desktop. (AACD-5178)
    - **Known Issue**: If you are using the multiple caller IDs feature, the team caller ID is not displayed to customers when agents make outbound calls. (AACD-5504)
- VCC now supports outbound campaigns. In VCC Dashboard, you can view toast and case data for outbound calls and configure display names in the **Settings > Desktop > Outbound Toast and Case Data** view. (AACD-3893)
- If you are experiencing problems with VCC Dashboard, you can use the **Feedback** form to submit a report to Genesys. The **Feedback** form also attaches logs to the report to assist Genesys with troubleshooting the issue. In VCC Dashboard, click the **?** (Help) icon and select **Feedback** to access the Feedback form. (AACD-3047)

Resolved Issues

- If WebRTC is enabled, VCC Dashboard now prevents users from disabling the option **Change Number on Login** in the **Settings > Desktop > Permissions view**. This option must be enabled to ensure WebRTC functions properly. (AACD-5800)

Known Issues

- If WebRTC is enabled, VCC Dashboard does not store the last phone number used by an agent. (AACD-5837)
- Agents cannot log in to Agent Desktop if you are using the Hot Seating feature and you have disabled the **Change Number on Login** option in VCC Dashboard.
    - **Workaround**: You must enable the **Change Number on Login** option in VCC Dashboard if you are also using the Hot Seating feature. (AACD-5421)
- If the Hot Seating feature is enabled for your contact center, a supervisor or administrator cannot log in an agent after the agent has logged out.
    - **Workaround**: A supervisor can manually assign a phone number to the agent and then log in the agent. (AACD-5355)
- You cannot use the Hot Seating feature if your contact center also uses the feature that allows agents to direct transfer or consult calls to logged-out agents. These features are mutually exclusive. (AACD-5354)
- 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)

Agent Desktop (EAP)

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- What's New
- Resolved Issues
- Known Issues

What's New

- 2.7.2: In environments that use web-based phone calls (WebRTC), agents now hear a tone when the on screen keypad number buttons are clicked. (AACD-5434)
- 2.7.2: Agent Desktop detects when there are network issues that might impact the quality of voice calls. In the event that issues are detected, Agent Desktop displays a message informing the agent that they might experience voice quality issues and that customers might not be hearing them well.
Note: if this problem persists, the agent should log out of WebRTC (web-based phone) and use another phone, such as PSTN (hard phone) or a cell phone. (AACD-5263)

- 2.6.8: Login over a phone through an IVR.
- 2.6.8: VCC Agent Desktop now supports WebRTC (browser communications). Agents in environments where WebRTC is available can use the following call functionality:
  - Choose VoIP or PSTN at login. If VoIP is chosen, the agent does not have to provide a number. (AACD-3498)
  - A call quality feedback interface allows the agent to attach call quality statistics to the call, capturing the call results and helping to improve the system voice quality. (AACD-3095, AACD-1741)
  - Headset sound setup and troubleshooting interface ensures that the agent has correctly configured their headset and microphone. (AACD-3096)

- ◦ Test calls interface ensures that the agent has correctly configured their headset and microphone to verify the quality of the test call. (AACD-3094)
    - ◦ Send DTMF tones via the keypad widget. (AACD-1944)
    - ◦ Mute calls.
- 2.6.8: For web-based phone (WebRTC browser communication) users, Agent Desktop plays a ringing sound on the computer and displays a pop-up toast when a call is received.
- 2.6.7: Universal Contact Server is now available for voice-only agents. This feature enables all agents to write and view call notes, use contact profile information, and access the Contact History view.

Resolved Issues

Voice

- In environments that use browser communications (WebRTC calls), system messages are now correctly sent when an agent uses the Feedback window. (AACD-5083)
- In environments that use browser communications (WebRTC calls), the **Continue** button is now correctly displayed in the call Feedback window. Previously, this button was not displayed and agents could not generate test calls to test quality. (AACD-5076)

Known Issues

Hot Seating

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

CX Builder (EAP)

> Important
>
> This is a special Early Adopter Program (EAP) release that contains features and functionality that are not available to

> all customers. Contact your Genesys representative if you have a question about accessing these features.

This release does not contain Early Adopter features or functionality.

CX Analytics (EAP)

> **Important**
>
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This release does not contain Early Adopter features or functionality.

Adapters (EAP)

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Gplus Adapter for Salesforce

- 2.6.7: This release introduces the Chat channel in the VCC Gplus adapter for Salesforce.

Gplus Adapter for Zendesk

- This release introduces the VCC Gplus Adapter for Zendesk. Agents can launch the Adapter from their Zendesk console and use the Voice features to handle support calls. Download the documentation here: Gplus Adapter for Zendesk Help.

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