DRAFT

Premier Edition Cloud Release Note

Premier Edition Cloud Draft

6/26/2017

Table of Contents

Premier Edition Cloud 2.7.8 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 features or functionality:

- You can now view up to 50 agents per page in the **Agents** widget of the **Dashboard** view. (AACD-6142)
- The **Stat Details** view displays as much information on one screen as possible regarding your queues, skills, and agents. It also displays alerts if one of these items exceeds a defined threshold. You can customize the **Stat Details** view to suit your business needs by setting the number of items to display, applying various filters, and choosing which columns to display.
  - **Note:** The **Stat Details** view shows information about voice interactions only. It does not show information about chat and email interactions.

  (AACD-6106)
- VCC Dashboard now automatically adds the agent role when you create supervisor accounts. Supervisors must have the agent role to handle or monitor calls, or to access contact history. You can remove the agent role from supervisor accounts if they do not need to access these features. (AACD-6000)
- In the **Settings > Desktop > Favorites** view, you can now add contacts that use special characters. For example, the following characters are now valid: & $: - _ ( ) @ ! #. Digits are also accepted.
  - **Note:** Searches for contacts must contain only alphanumeric characters. Special characters are not supported.

  (AACD-5812)
- You can now use the **Settings > Thresholds** view to set alerts for queues, skills, and eServices (chat and email) widgets. These alert thresholds allow administrators to control when an alert is displayed in the **Dashboard** view. (AACD-5630)

Resolved Issues

This release includes the following correction or modification:

Known Issues

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

General

- When using Internet Explorer, dispositions in the **Settings > Dispositions** view might not load correctly when you first visit the page.
  - **Workaround**: Refresh the page. (AACD-6176)
- If you are using the multiple caller IDs feature, VCC Dashboard hides the **Caller ID** field in the **Properties** tab for each team in the **Settings > Teams** view. You cannot simultaneously use multiple Caller IDs and set Caller IDs at the team level. (AACD-5504)
- 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)

Hot Seating

- 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)

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

- 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)

Agent Desktop

What's New

The following new feature is introduced for Agent Desktop in this release:

Voice

- Agents can now transfer to voicemail if the transfer target is busy (not Ready or logged off).
- The interaction toolbar now has a separate hold timer and call duration timer.

Resolved Issues

This release contains the following resolved issues for Agent Desktop:

Voice

- A network error no longer occurs when an agent tries to update Case Information after ending a call. Previously, the network error prevented Case Information updates. (AACD-6171)

Chat

- The Chat channel is now correctly displayed in the **My Channels** tab. Previously, even though the channel was active, it was not available in the **My Channels** tab. (AACD-5984)

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

- The Chat channel is not correctly displayed in the **My Channels** tab even if the channel is active. (AACD-5984)
- 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.

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

- What's New
- Resolved Issues
- Known Issues

What's New?

- When adding a Transformation on a Logic page, you can now add or subtract a specified number of seconds, minutes, hours, days, months, or years to or from any date or time variable. (PEP-1094, AACD-5677)
- On a Call Transfer page with SIP REFER selected, you can now specify if calls should continue recording even after the IVR transfers the calls outside of the contact center.
  - Applies to GVP accounts only.
  - By default, this feature is disabled.
  - Only SIP REFER calls are supported.
  - Calls transferred via agents are not included.

(AACD-5942)

Resolved Issues

- Data files in CSV format are now successfully downloading. Previously, in some cases, after clicking Download, the CSV data would appear on a new tab rather than download as expected. (AACD-6137)
- On the Site Properties page, you can now use the Play Fetch Audio option to control whether a customer hears the percolate sound that occurs when waiting for the system to fetch a document - for example the voicexml page for a Question Page. Previously, there was no way to stop the fetch audio from playing if the system took longer than two seconds to fetch a document. By default, this new option is selected and the fetch audio is played. (AACD-6128)
- Call results are appearing in CX Builder and CX Analytics reports as expected, even if the voice site contains a Task with a null Start Page. Previously, calls would fail to appear in reports if the voice site contained a Task with a null Start Page. (AACD-6086)

Known Issues

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

- For Holly users: In some cases, on a Logic Page that uses an **IF** condition, an unwanted **AND/OR** condition is automatically added one or several days later. (PEP-1442)
- When a voice site is copied, a call going through the copied site's call flow is sometimes routed to the original site's call flow, even when the voice sites are not connected. (PEP-1431)
- When you try to import a CSV data file, quotation marks are sometimes added to the first and last column heading, resulting in an **InvalidFileChars** error. If this happens, remove the quotation marks from the affected column headings and proceed with the import. (AACD-6016)
- 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)
- If you use Google Chrome and a recording stops partway through playback, click **Download** next to the volume adjustment to download and play the file. (AACD-6063)
- 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 Agent 1 becomes available, Caller 1 is routed to Agent 1.
  - Agent 1 goes into Not Ready state and misses 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)

- On the ACD Page, the voice pages specified on the IVR Transfers tab cannot be used for agent consult calls. Agents should be alerted to this fact when they see these pages available in their Agent Desktop. (AACD-3937)
- 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

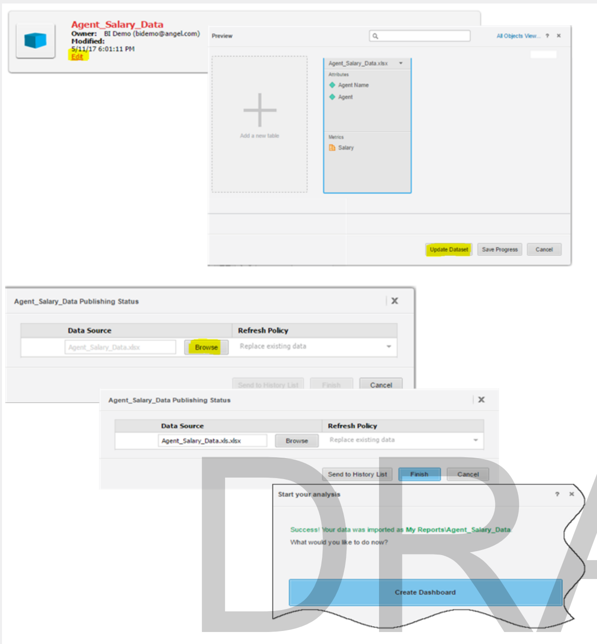
What's New

Actions Required

- Access to **cxa-au.premier-au.com** over both HTTP and HTTPS is required. For customers where domain-level white listing (for example, through proxies or access control lists) is required for user access to external content, ensure that both HTTP and HTTPS traffic is allowed to the **cxa-au.premier-au.com** domain.
- The order of new site variables is different for those introduced between the dates from May 2, 2017 through June 6, 2017. See the **Variable Mapping** report to select the right variable object prompt in the variable reports under the variable data discovery section.

  For example, if Example_1 was introduced within the time period and before this CX Analytics release, this variable is stored in variable object 10. But after this release, the same variable is stored in a different variable object, such as variable object 11. You need to refer to the variable mapping report to identify in which variable object the variable is now stored. In this example, after the new release, you must select variable object 11 to see the metric values in the variable reports.
- For permissions to upload your own files into the CX Analytics environment to build reports or dashboards, contact Customer Care.
- To use the intelligent cubes feature by uploading your own files to build reports and dashboards, you must re-upload the files to rebuild the intelligent cubes and run the related reports and dashboards.

  [+] Upload data files into the personal intelligent cubes:



1. Click **Edit** from the cube.
2. Click **Update Datasets**.
3. Browse to the file.
4. After choosing the file, click **Finish**.
5. Close the window after CX Analytics shows a message that your data was imported.
6. Run the report or dashboard that uses the intelligent cube to confirm the reports are correct.

Additional Updates

See the changes in the CX Analytics What's New Presentation.

- Updated design, colors, and icons:
- Charts and Graphs
  - Prompts
  - Report Dashboard Creator
  - Report objects
  - Toolbar
- The Home drop-down menu is changed to Report Home.
- The Rename/Edit Objects action is changed to Rename.
- The Rename/Edit Objects window is updated.
- In the Tools drop-down menu, additional shortcuts have been added, including All Objects.
- Updates to the Subscribe Options:
  - In the Subscribe to menu, a new option called Cache Update has been added, which allows users to refresh the cache. The caches are refreshed globally, so it is normally not necessary to use it.
  - Once Cache Update is selected, complete the subscription setup and click OK.
- There is now an additional tab under Report Options called Delivery, which allows users to specify subscription permissions for a saved report.

- The Metric Editor is now updated, so you can either double-click or drag the object into the calculation field to add an object to the metric calculator.

Resolved Issues

> **Important**
>
> These corrections to data are applied starting from May 02, 2017 and create slight differences in values for the metrics (reports and subscriptions).

- CX Analytics now displays the correct Wrap-up Time and Handle Time metric in Interaction Statistics by Call Outcome report. (CXA-1968)
- For the Callback Feature, CX Analytics now displays the requested skill value for the callback outbound calls in the Interaction Statistics drill-down report in the Interaction Statistics enhanced reports. (CXA-1967)
- CX Analytics now correctly includes the callback calls accepted by an agent in the Agent Statistics by Skill report. (CXA-1965)
- CX Analytics now correctly rounds seconds into minutes in the Minutes metric in the NPA-NXX/City/State/Phone-type report. (CXA-1964)
- CX Analytics now displays the correct Calls<10secs metric. Previously, calls equal to 10 seconds were incorrectly included in the metric. (CXA-1671)
- The Interaction Statistics report now shows the correct number of abandoned calls. Previously in rare scenarios, an incorrect number might be shown. (AACD-6146)
- Interaction statistics and Interaction Activity reports now show the correct number of Diverted Calls, Revoked, Diverted, and Customer Abandoned metrics, and ABA%. (AACD-5893)
- To run CXA reports in Internet Explorer browser, change your browser settings in one of the two following ways:
  - Open Internet Options. Open the Security tab. Click Trusted sites -> Sites. Add both CXB and CXA domains (for example, https:// cxa-au.premier-au.com and https:// telstra-sb.angel.com). Click Close. Restart your browser.
  - Open Internet Options. Select Privacy, Advanced, Third Party Cookies, Accept. Check Override automatic cookie handling, Accept (Third-party Cookies), and Always allow session cookies. (AACD-5598)
- For GVP reports, CX Analytics no longer includes the time a call spent in IVR for VCC metrics in CX Analytics. This corrects Columns Wait Time, Interaction Leg Start Time, Call Start Time Wait Time, Speed of Answer and handle time metrics to not to include the time a call spent in IVR. These metrics are available in multiple VCC reports: Interaction Activity, Interaction Stats, Interaction Stats enhanced, Agent Statistics, and Agent Statistics enhanced. (AACD-4932)

Known Issues

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

- Agents should select the disposition codes within 2 hours after the end of a call. If an agent selects the disposition codes after 2 hours from the end of the call, customers will not see the disposition code associated with the agent interactions in CX Analytics historical reporting.
- In some scenarios, CX Analytics might show duplicate reason codes in the Agent Statistics Not ready report. When you use **Page By** or **Filter**, you must select all the duplicated reason codes. (CXA-1966)
- On Holly platforms, the Customer Abandoned Calls does not match the number shown in the drill-down report. (CXA-1961)
- Some dashboards might require you to upgrade Flash. (CXA-1938)
- If an agent makes an outbound call to an external number and then transfers it to skill, the Calls Offered metric includes multiple instances of the same call in the Interaction Statistics Interaction Statistics Redirected/ Abandoned report. (CXA-1914)
- For VCC, the call record play link is not available in the the Interaction Statistics - Time (Multichannel) report. (CXA-1861)
- For GVP, if call recording is enabled for callback calls, then CX Analytics shows duplicate metric values in the Interaction Statistics By All and Interaction Statistics Report. (CXA-1860)
- In the Interaction Activity report, CX Analytics reports Webrtc test calls twice. (CXA-1844)
- In Interaction Activity reports, CX Analytics shows some missing interactions. For example,while placing a call, a new voice page is created associated with the call. When ETL processes the call, the voice page is deleted, and CX Analytics could not tag the interaction with the correct voice page, so the call is not shown in CXA reports. (CXA-1841)
- For any new interactions without a disposition code , CX Analytics users see a `DEFAULT_BUSINESS_RESULT` disposition code, which is similar to `None` in the Interaction Activity reports. (CXA-1831)
- CX Analytics does not show the report path in the report footer. (CXA-1820)
- The Calls metric in the Page Hits report count multiple instances of the same call if the same page for a given call hits during different 15-minute intervals. There are four 15-minute intervals in an hour. The Page Hits report Number of Calls metrics for a specific page does not match the number of records shown in a drill-down report. (CXA-1766, CXA-1706)
- In the Page Entry report, when you drill down to the Call Events for a call report, CX Analytics shows incorrect values in the Call Start Time and Page Duration metrics. (CXA-1700)
- In the IVR Page Errors report, CX Analytics incorrectly reports Non-VUI Error and Page Hit metrics (CXA-1693)
- In the IVR Call report by hour or date, the sum of calls metrics is not equal to (sum of calls contained + calls transferred + calls less than 10 sec). (CXA-1671)
- Historical reports show the correct agent activity data for the agent states or sessions for only the first 24 hours that an agent is logged in. To report the correct agent activity data in historical reports, ensure that the agents log out within 24 hours. (AACD-6274)
- The Message Creation Time in the History List shows a GMT timestamp instead of a local AU timestamp. (AACD-5530)
- Calls do not appear in CX Analytics report if they are transferred from an application or voice site (by IVR, not the agent) to another voice site, then eventually to an ACD page. (AACD-4949)

Adapters

What's New

VCC Gplus Adapters

- The interaction toolbar now has a separate hold timer and call duration timer.

MG: Does the above only belong in the Agent Desktop RN?

VCC CTI Adapters

- 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

- 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)
- 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)
- 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)
- An issue might occur in VCC 2.7.5 where an agent might not be able to select and copy portions of text in a trouble ticket within the Zendesk User Interface. If this occurs, it is recommended customers upgrade their Zendesk application with the latest Zendesk client zip file. (AACD-5752)
- 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)

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.