



DRAFT

CX Builder Release Note

CX Builder draft

9/17/2015

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# CX Builder Release Note

## Introduction

This release note applies CX Builder and the Customer Service Record (CSR) Tool.

- The New in This Release section lists the new features.
- The Corrections and Modifications section for each release lists corrections to issues and limitations which 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.

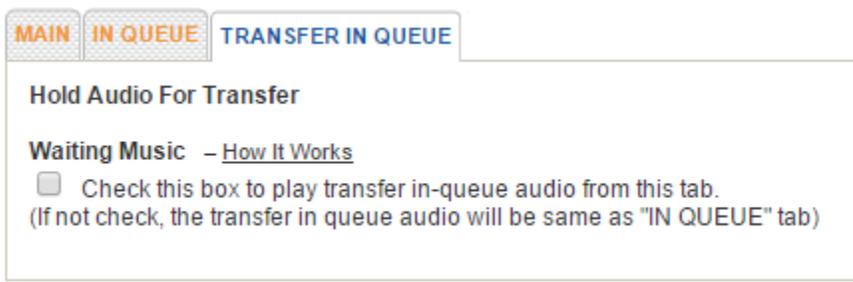
## New in This Release

This release contains the following new features and functionality:

### CX Builder

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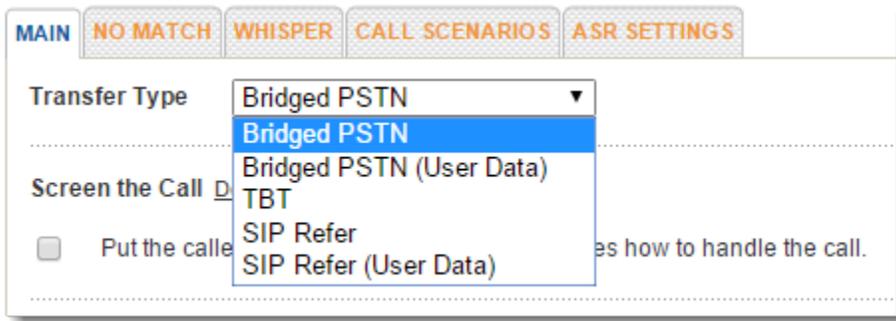
CX Builder now supports skill-based transfers using the same basic routing parameters as that for inbound calls. Since transferred calls may require a different in-queue audio than inbound calls, CX Builder now allows for specific in-queue transfer audio. You configure this within **ACD Page**, on the new **Transfer-in-Queue** tab. (PEP-656, AACD-2924)



ACD Page — Transfer In Queue Tab

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If your account is enabled Genesys Next Generation Platform, the **Call Transfer Page** supports two new transfers for attaching data. For transfers when a call remains within the Genesys domain, use **Bridged PSTN (User Data)**. For transfers to an external ACD, use **SIP Refer (User Data)**. This feature is for customers who don't want to use VCC or the ACD feature but still want to attach user data. For more information, contact your Genesys representative. (PEP-385)



#### Call Transfer Types

CX Builder can now store up to 50 variables, and used for CX Analytics reporting, instead of the previously supported 30 (PEP-603)

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If you try to upload an invalid audio prompt file, either individually or within a zip file, CX Builder displays an error and indicates which file is invalid. (PEP-201)

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## Customer Service Record (CSR) Tool (OEM Only)

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You can now add new DIDs/phone numbers directly to subscribers and assign them, rather than having to first add the numbers to the free pool and then assign them to a specific subscriber using the **Number Pool Administration** screen. (PEP-454)

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The ASR Languages section in the tool has been redesigned as an expandable table for improved usage. (PEP-617)

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If you as an OEM are configured to support multiple TTS voices, you can now enable selected TTS voices for your customers to use in CX Builder. (PEP-611)

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## Corrections and Modifications

This release includes the following corrections and modifications in the 15.3 release:

### CX Builder

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On the **ACD Page**, when switching from the **Main** tab to the **In Queue** tab, you no longer experience a brief delay before the **In Queue** tab displays properly. (PEP-747)

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### Customer Service Record (CSR) Tool (OEM Only)

This release includes no corrections and modifications to the CSR Tool.

## Known Issues and Limitations

This section provides the latest information on known issues and limitations associated with the 15.3 release.

### CX Builder

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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:

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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.
  - 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.
  - 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.

This does not happen if a customized user announcement is not specified on the **In Queue** tab.

(AACD-3724)

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If you specify, on the **In Queue** tab of the **ACD Page**, to play in-queue music and announcements from the IVR, while the caller is in a queue waiting for a ready agent to answer the call, the caller hears both the in-queue music and the ring tone. (AACD-3669)

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If you enable **Transfer In Queue** on the **ACD Page** and a call is transferred, if the caller presses 0 to exit the call, the caller is not taken to the *Press 0 to exit* destination page but to the *Successfully completed call* destination page (as specified on the **Main** tab of the **ACD Page**). (AACD-3637)

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If you specify customized in-queue music on the **Advanced** tab of a **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)

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In the **Call Transfer** page **Whisper** tab, the No Input and No Match features do not work as intended. For this page, the No Input and No Match features operate according to how they are set in **Site Properties**. (PEP-388)

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CX Builder does not support wildcards, like @, ?, \* and so on, in **Site Commands** and **System Commands**. (PEP-691)

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If you change the type of a **Big Data Page - Beta** page to a **Data Page** and attempt to save it, CX Builder generates an error. As a workaround, simply create a new **Data Page** and delete the **Big Data Page**. (PEP-368)

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If an agent is the first party to hang up, thus ending the call, the values returned to the IVR for the variables are identified as unknown. Please be aware of this if you are electing to use the variables within CX Builder for reporting.

See the Configuring the Call Information Variables section of the *Advanced Options* topic for more information about these call information variables. (AACD-3424)

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If the Skill Level provided on an **ACD Page** (labeled as *Agents must have skill level equal or above*) is not 1-5, the call will not be routed as expected. Make sure that the variable used is properly set to the desired skill level; that is, an integer from 1 to 5 (inclusive). (AACD-3022)

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In the United States and Canada, when an agent places 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 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 with your domestic phone service provider.

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The **ACD Page** is not supported for OEM customizations. (PR-13839)

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**NOTICE:** In an upcoming patch, SMS Campaign will be offered as a separate service outside CX Builder. Both campaigns and the SMS Page will require customers to procure dedicated short/long codes. Please contact Genesys Support or your Customer Success Manager for more details.(PEP-642, PEP-685)

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## Customer Service Record (CSR) Tool (OEM Only)

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If you create a subscriber account using the **Add Enterprise Account** dialog box, wait 10 minutes before enabling the **ACD** check-box in the **Configure Account** section when setting the CX Builder features for your account. (AACD-3855)

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## 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 CX Builder Help gives you information on how to use CX Builder.
- The Customer Service Record Tool Help gives you information on how to use the Customer Service Record Tool.
- 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 *VCC Historical Reporting Help*: gives you the information that you need to use the information found in CX Analytics' VCC historical reports.
- The *VCC Solution Guide*: provide an overview of Virtual Contact Center (VCC) and are intended for use by administrators, supervisors, and agents. These topics also describe the product functionality and the user interfaces (UI), such as user

accounts, routing, outbound campaigns, call recording, data recording, and historical reporting.

- The *VCC CTI Adapter for Salesforce Help*: gives you the information that you need to use the VCC CTI Adapter for Salesforce application.

## Contacting Genesys Customer Care for the Cloud

### Genesys Customer Care Case Management Portal

Open and manage your cases by logging into the Customer Care portal.

**Note:** You might have a unique portal that can be used to access Customer Care.

For instructions on using the **Case Management Tool**, refer to *Section 7: Case Management Process*.

### Cloud Contact Phone Numbers

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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