



CX Builder Release Note

12/8/2014

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New Features for 14.7

Big Data File

Big Data File support enables you to store a large volume of data (millions of rows). Since the system can now search for information among a more extensive data set, finding the information you need has become a more resourceful and efficient process.

N-Best Support

With N-Best you can now collect multiple recognition's according to a confidence score. This enables multiple recognition's to be validated by users without having to ask the caller to provide the information again. That is, the IVR simply lists all the recognized texts and asks the caller to confirm the correct information.

Password Restriction

You can now reuse a previous password only after you have reset your password 5 times.

User Lockout Support

If you attempt to log into the CX Builder more than a specific amount of times (at the same time), you will now be locked out of the application. Once your are locked out of the application, you must contact Genesys support to unlock your password.

Time Zone Support

When selecting a time zone and date, you can now select from all global time zones and the the following two date formats:

US format: mm/dd/yyyy

Global format: dd/mm/yyyy

New Features for 14.6

Email — Unsupported Character

In previous versions, sending an automated email messages through **Advanced** settings sections, to an address which included the special character **!** caused a failure on the transaction page. This issue was resolved.

Confidence Scoring

Enabling the Confidence Scoring functionality might increase the latency of the application on certain pages. This issue was resolved in this release.

Creating New Users

When creating new users in an account, the **Edit User** page was titled **ADDADDUSER**. This issue was corrected and the title now reads **Add User**.

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

Product	USA and Canada Phone Numbers	International Phone Numbers
Business Edition	1 855-843-5385	+1 415-335-4324
Enterprise Edition for Cloud	1 800-247-1517	N/A
Mobile Marketing Messenger	1 888-807-4732	+44 (0) 800 051 5922
Premier Edition	1 855-264-3511	+44 (0) 800 096 6461
Proactive Customer Communication	1 888-807-4732	+44 (0) 800 051 5922
Self Service	1 855-264-3511	+44 (0) 800 096 6461
Social Analytics	1 855-264-3511	+44 (0) 800 096 6461

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