



DRAFT

Virtual Contact Center Release Note

Premier Edition Cloud Draft

Table of Contents

Genesys Cloud - Premier Edition: Virtual Contact Center Release Notes	4
VCC Solution	5
VCC Dashboard	8
Agent Desktop	10
CX Builder	13
CX Analytics	15
VCC Adapters	17
Early Adopter Program	19

DRAFT

DRAFT

Genesys Cloud - Premier Edition: Virtual Contact Center Release Notes

These release notes apply to the 2.7.3 release of Virtual Contact Center (VCC).

- 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 internal references.

Notices

The following notices apply to this release:

- Premier Edition Cloud (including VCC, CX Builder, and CX Analytics) 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

Select a component to see product-specific information pertaining to this release.

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

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 Solution

This page documents new features, corrections, and known issues that pertain to the VCC 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.

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.

DRAFT

VCC Dashboard

- What's New
- Resolved Issues
- Known Issues

What's New

This release does not include new features or functionality.

Resolved Issues

This release includes the following correction or modification:

- VCC Dashboard now loads correctly after it is opened by an administrator for the first time. Previously, after setting up a new contact center, the administrator could log in successfully but VCC Dashboard did not proceed past the **Application loading please wait** message. (AACD-5606)

Known Issues

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

General

- 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

- 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)

DRAFT

Agent Desktop

- What's New
- Resolved Issues
- Known Issues

What's New

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

Chat

- Agent Desktop and Gplus Adapters now play a unique tone (bell) when a new chat message is delivered to an agent. This ensures agents are alerted to a new message in case they did not see the visual notice.

Resolved Issues

This release contains the following resolved issues for Agent Desktop:

General

- In Team Communicator, the name of the most recently called contact now appears in the Recently Dialed list. (AACD-5625)
- Agent Desktop now correctly reports statistics when an agent switches between the past 60 minutes and the past 24 hours. Previously, the displayed value did not change. (AACD-5621)
- In Team Communicator, users can now view up to 100 contacts in the Favorites tab. If your contact center contains more than 100 contacts, you can enter the first few letters/text of the contact's information in Team Communicator to find only contacts that start with those characters. (AACD-5618)
- Agent Desktop now remembers selections made in the different Desktop tabs. Previously, if an agent changed tabs then returned to the first tab, all selections made in the tab were lost. (AACD-5480)
- If Agent Desktop is disconnected for less than 60 seconds, the agent session is not considered to be down. Previously in this scenario, after 10 seconds agents were requested to refresh their browsers and login again. (AACD-5402, AACD-5314)

Voice

- If an agent experiences a network disconnect while on a call, the call is not lost. The call remains active until either the agent or caller hangs up. If the network reconnects, the agent UI can update call data. (AACD-5479)

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.
- There is an intermittent issue in some environments preventing agents from logging in if they are logging in to voice plus chat and email channels. The following error message is displayed: "Cannot login user 'agent email' on channels 'voice', 'email', 'chat'. Please contact your administrator." (AACD-5075)
- 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?

This release contains no new features.

Resolved Issues

This release contains no resolved issues.

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)

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)

DRAFT

CX Analytics

- What's New
- Resolved Issues
- Known Issues

What's New

This release contains the following new feature or functionality:

- CX Analytics now aggregates VCC metrics for both Queue and Agent Statistics reports to enhance performance and reduce resource usage. (CXA-5673)
- CX Analytics now includes a Service Level % metric in Queue Statistics reports. The former Service Level attribute is now removed from the Queue Statistics reports.
- You can now filter Speed of Answer for Queue statistics by Agent.
- The IVR Task report and IVR Variable report are removed from the dashboard.

Resolved Issues

This release contains the following corrections or modifications:

- CX Analytics now shows the correct report when you create a new item in **My Reports**. (AACD-5581)
- Call recordings are now available in VCC IVR reports. (AACD-5574)
- CX Analytics now counts metrics once only when the same IVR call enters the ACD multiple times. Previously in this case, metrics were counted twice.
- The ring duration metric now includes the dial duration for inbound calls, outbound calls, and consulting other agents. Previously, the ring duration metric only included the ring duration for inbound calls.
- The ACW Duration and Handle Time metrics now include Wrap-Up Time. This means Wrap-Up Time is also included in the Reason Handle Time.
- CX Analytics now includes consult duration in external consults.
- The Speed-of-Answer for Agent now includes Speed-of-Answer for each handling resource. Previously, it included only the first handling resource.
- Transferred Calls by Agent now includes all transferred calls, whether by consult or direct transfer. Previously, it included only transferred calls by consult.
- Consult Transfer Calls now include calls that are initiated as a consult and then transferred to an external number.
- Direct Transfer Calls now include calls that are transferred to an external number.

- Calls Abandoned While Ringing now includes only customer-abandoned calls while ringing. Previously, it included all the abandoned calls.
- Handle time now includes ACW duration.
- Consult Time in Queue Statistics now includes the consult duration for external numbers.
- CX Analytics now counts Missed Calls only once for Skill Proficiency in Queue Statistics. Previously, it counted the Missed Calls twice.
- The Emails Offered and Emails Accepted metrics now include Outbound New Emails.
- CX Analytics now provides the correct Interactions Missed data for chat interactions in the Interaction Statistics 15-min report.

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) within the first 30 minutes after creating a subscriber to prevent reporting issues.
- Some CXA customers may experience the **Send Now** request with a date prompt, but the date filter uses GMT instead of the customer-specific timezone. Contact Genesys Customer Care if you require the timezone to behave correctly before corrected in the software. (AACD-5347)
- For customers using the latest Genesys Voice Platform, call time spent by the caller in the IVR before being transferred to an agent is included in the Wait Time metric, which causes incorrect results for three CXA metrics: Wait Time, Speed of Answer, and Average Speed of Answer. (AACD-4932)
- CX Analytics might not include the not ready codes for Email and Chat channels. (AACD-4094, AACD-4093)

VCC 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)

DRAFT

Early Adopter Program

This is a special Early Adopter Program 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.

VCC Solution

- If enabled, you can use Enhanced Chat Routing to precisely configure chat routing by type and skill, and define skill timeouts. (AACD-5454)
 - **Known Issue:** Enhanced Chat Routing does not currently support sending chat transcripts to end users. (AACD-5667)

VCC Dashboard

- If enabled, you can use the **Settings > eServices > Chat** view to configure Enhanced Chat Routing. (AACD-5454)
- 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)
- Each **Skills** widget now shows the number of calls that are waiting for callback from an agent with this skill. (AACD-4791)
 - **Known Issue:** 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)
- 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)

Known Issues

WebRTC

- You cannot use WebRTC to place outbound calls from VCC Dashboard. (AACD-5732)

Hot Seating

- 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)

VCC Agent Desktop

What's New

- 2.7.3: A new Chat inactivity timeout feature has been added to manage chat interactions. The following two chat inactivity timeout functions are related to this feature:
 - When the Max Timeout interval is reached without any activity between the agent and the contact, the chat interaction terminates.

- If an agent doesn't accept or reject an incoming chat interaction, it is rerouted back to the queue and the agent's state is changed to 'Not Ready – Expired'. This interaction is counted as a 'missed' chat for the agent in the reports.
- 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.
- 2.6.6: 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

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 Analytics

This release does not contain Early Adopter features or functionality.

CX Builder

- In a Callback scenario where an agent delays picking up on a Callback call, the caller's phone will now ring several times before the call disconnects. Previously, if the agent delayed picking up on a Callback call, the caller's phone would ring once or twice and then disconnect. (AACD-4894)
- To optimize Callback call flow, three new pages have been added to the Callback Group: **Validate Caller ID**, **Check Retry Times Page**, and **Max Retries Page**. Additionally, other pages have been renamed or removed. (AACD-4804)
- On the **Main** tab of an **ACD Page**, there is a new option to create a **New Call Back Group**. If you select this group, CX Builder creates a set of voice pages related to the new Callback feature that gives callers waiting in a queue the option to receive a callback when an agent becomes available.

- **Note:** To use Callback, you must have GVP ACD Callback enabled on your account. (AACD-1189)

VCC Adapters

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](#).

DRAFT