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Premier Edition Cloud Release Note

Premier Edition Cloud Draft

Table of Contents

| | |
|---|----|
| Premier Edition Cloud 2.7.5 Release Notes | 4 |
| VCC Dashboard | 5 |
| Agent Desktop | 8 |
| CX Builder | 10 |
| CX Analytics | 12 |
| Adapters | 14 |
| PEC Solution | 16 |
| Early Adopter Program | 19 |
| VCC Dashboard (EAP) | 19 |
| Agent Desktop (EAP) | 20 |
| CX Builder (EAP) | 21 |
| CX Analytics (EAP) | 21 |
| Adapters (EAP) | 22 |

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Premier Edition Cloud 2.7.5 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

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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:

- In the **Settings > Service Level** views, you can now set **Speed of Answer** to values greater than 300 seconds. Previously, this value was limited to 300 seconds or less.
- The **Users** view now shows up to 50 users per page. Previously, this view showed up to 20 users per page. (AACD-5747)
- 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 set up multiple caller IDs for your contact center in the **Settings > Desktop > General** view. Agents can then select one of these numbers before initiating an outbound call in Agent Desktop. (AACD-5178)
 - **Note:** VCC Dashboard supports multiple Caller IDs at the contact-center level only. If you use this feature, you cannot also set a Caller ID value for teams in the **Settings > Teams > Properties** view.
- **Contacts** are now labelled as **Favorites** in the VCC Dashboard user interface. (HTCC-24936)

Resolved Issues

This release includes the following correction or modification:

- If you use Hot Seating, Premier Edition Cloud now manages the **Change Number on Login** option in VCC Dashboard to ensure agents can log in to Agent Desktop correctly. Previously, if you used Hot Seating and you also disabled the **Change Number on Login** option in VCC Dashboard, agents could not log in to Agent Desktop. (AACD-5421)
- The last data points in the Abandoned and Answered trending chart in the Queues widget now update as expected. Previously, these data points might have taken up to five minutes to refresh. (AACD-5048)

Known Issues

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

General

- 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)

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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.

Resolved Issues

This release contains the following resolved issues for Agent Desktop:

General

- The statistics in the Dashboard tab now refresh approximately every 20 seconds. Previously it could take a minute or more for the statistics to refresh. (AACD-5918)
- The Help now launches correctly when an agent clicks the '?' Help icon in the application control bar. Previously a permission error occurred. (AACD-5885)
- The Team Communicator now correctly displays the list of contacts if an agent opens it to find a contact after previously using it to call a contact. Previously in this scenario, no contacts were displayed. (AACD-5728)
- If one of the media channels is down when an agent logs in, the My Channels tab is now correctly updated to list both in service and out of service channels. Previously, if any channel was out of service at the time of agent login, no channels were displayed in the My Channels tab. (AACD-5031)

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

- 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?

This release contains no new features.

Resolved Issues

- If an agent's phone is not in service, callers routed to that agent will hear the in-queue announcements. Previously, in this scenario, in-queue treatments were not being applied, so callers experienced silence. (AACD-1140)
- If a caller leaves a voicemail message and then hangs up immediately, the voicemail URL will successfully populate on the Site Variables screen. Previously, in this scenario, if the caller hung up too quickly after leaving the message, the voicemail URL failed to populate on the Site Variables screen, even though the link to the recording was accessible in CX Builder. (AACD-5741)
- The row count in a Call History Report will now match the row count in the Call Analyzer Report when there are fewer than 10,000 calls. Previously, when a report for the same date and time was run, the row count did not match between the two reports. (AACD-5951)
- When you use a Transfer Page to transfer a call to an external number, the **TransferOutcome** and **TransferDuration** variables will now return a value of 0 on the **Site Variables** screen if the transfer is not completed. Previously, if a transfer did not complete, the **TransferOutcome** and **TransferDuration** variables failed to populate on the **Site Variables** screen. (AACD-5911)

Known Issues

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

- 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)
- 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)
- If a data file gets stuck in an **Uploading** status, refresh the page. If the status changes to **Failure**, you can click **Edit** to restart the upload or import. (AACD-5806)

- If you try to link an audio file that is stored in a voice site that contains a comma in its name, you will receive an error because CX Builder no longer supports commas in voice site names. If this occurs, download the original audio file, re-upload it, and save it in a new location. (AACD-5985)
- 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)
- 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)

- 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

There are no corrections or modifications for this release.

Known Issues

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

- 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)
- 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

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

- 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

This EAP release does not include resolved issues.

Known Issues

<!This EAP release does not have any known issues. -->

- If WebRTC is enabled, VCC Dashboard does not store the last phone number used by an agent. (AACD-5837)

Agent Desktop (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

DRAFT

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

There are no resolved issues in the Early Adopter Program features.

Known Issues

There are no known issues in the Early Adopter Program features.

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

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.

Adapters (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.

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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