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Genesys Cloud - Premier Edition:
Virtual Contact Center Release
Note

Premier Edition Cloud Draft

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Genesys Cloud - Premier Edition: Virtual Contact Center 2.6.6 Release Note

Introduction

This release note applies to the 2.6.6 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.

New in This Release

New in This Release

Notes:

- 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.
- Support for the older version of VCC Dashboard (https://premier.angel.com/ui/sd/v1/ index.html) has been discontinued. (AACD-4075)

This release contains the following new features and functionality:

VCC Dashboard

This release does not contain new features or functionality.

VCC Agent Desktop

No new features are introduced for Agent Desktop in this release.

CX Analytics

CX Analytics now provides Monthly Billing reports based on agent seats for Inbound Voice, Email, and Chat, and based on usage for IVR Minutes. (AACD-3974, AACD-3973, AACD-3972, AACD-3971)

CX Builder

The **Date Format** is now automatically set based on the time zone you select on the **Account Settings** screen in CX Builder. Previously, you manually set the **Time Zone** and the **Date Format** separately. With this change, the **Date Format** field was removed. (PEP-390)

On the CX Analytics tab in CX Builder, the Voice Page Hits Report section was removed, as that feature is no longer used. (PEP-868)

NOTE: In a later release, SMS Campaign will be offered as a separate service outside CX Builder. Campaigns and the SMS page require customers to procure dedicated short/long codes. Please contact Genesys Support or your Customer Success Manager for more details. Your current toll-free numbers can also be SMS enabled. (PEP-642)

Gplus Adapter for Salesforce

Agent Desktop now logs application issues to enable Genesys Customer Care to help to troubleshoot. Previously, customers were required to provide browser logs to Genesys Customer Care.

Corrections

Corrections and Modifications

This release includes the following corrections and modifications:

VCC Dashboard

(AACD-4765)

The **Enable Call Monitoring Indicator** check box on the **Settings > Desktop > Permissions** page is now visible if your browser window width is less than 1000 pixels. Previously, this check box disappeared if your browser window was narrower than 1000 pixels wide. (AACD-4741)

In the **Users** view, the **Channel Status** filter (formerly known as the **Status** filter) now applies filtering by channel status for the currently viewed channel. (AACD-4621)

The call monitoring icon no longer disappears from the Agent Desktop when a supervisor starts a monitoring session. Previously, this icon disappeared if an agent was using either the Internet Explorer or Firefox browser, even though the setting **Enable Call Monitoring Indicator** was enabled in VCC Dashboard. (AACD-3474)

VCC Agent Desktop

Agents now see only the queues to which they are assigned. Previously, all queues in the tenant were visible to all agents. (AACD-4363)

CX Analytics

CX Analytics now includes the not ready codes for Email and Chat channels. (AACD-4094, AACD-4093)

CX Analytics now shows the missing call count in Service Level reports. (AACD-3081)

CX Builder

If you receive a notification, it will now only pop up during your next three logins to CX Builder. Previously, the notification would continue to appear after the third login. (PEP-924)

When you update your subscriber administrator email address in CX Builder, the email address automatically updates in CX Analytics. Previously, you had to manually update the email address in CX Analytics. (PEP-804)

You can now delete a Page Group in CX Builder. Previously, you received an unexpected error message. (PEP-941)

When filtering calls on the **Call History Report Page**, CX Analytics returns call history results for the specified date. Previously, it would return results for the day before the specified date. (PEP-893)

The call data (agent name, agent e-mail, caller's wait time and so on) associated with variables specified on the **Advanced** tab of the **ACD Page** are returned to the IVR after a caller or ACD disconnects. Previously, the call data was not returned and as a result, the IVR could not use these variables for post-call routing or reporting. (AACD-3846)

In **Recordings and Voicemail**, when you click **Edit** to edit a mailbox, the mailbox **Properties** panel opens immediately. Previously, there was a significant lag, especially for users with multiple voice sites. (PEP-823)

On voice sites that have been copied, calls are visible in the **Call History Report** and the **Call Analyzer Report**. Previously, when sites were copied, some tasks needed to be deleted and manually created before the calls would appear in the reports. (PEP-888)

GVP Platform Only

Agents will now hear an English whisper if the **Default TTS Voice** in **Site Properties** is set to **English (US), Female (Julie)**. Previously, this setting resulted in a Spanish whisper. (PEP-909)

If you are using the IVR Transfers tab in the **ACD Page**, you can now delete, rename or change the page ID of the associated Voice pages used as an IVR transfer destination. Previously, if you did so, the original information associated with those Voice pages was retained and a call might not have gone to the expected destination page if the agent selected them. (AACD-4390)

VCC CTI Adapters

This release does not contain any corrections or modifications for the VCC CTI Adapters.

Nailed-up Connection

The nailed-up connection is now established when the agent logs in. Previously, the connection was not established until either the agent received an inbound call or successfully established an outbound call.

The agent has now has an indication that the connection is nailed-up, so if the connection is inadvertently dropped, the agent is notified of this disconnection. The connection will be re-established when the agent either receives an inbound call or successfully establishes an outbound call.

If an agent is assigned to more than one queue, and if any of these queues have the nailed-up connection enabled then this agent's connection will be nailed-up as soon as they log in.

Known Limitations

Known Issues and Limitations

This section provides the latest information on known issues and limitations associated with this product.

VCC Dashboard

In the **Users** view, the **Channel Status** filter for Email and Chat channels includes the options **In Call** and **ACW**, which do not apply to these channels. (HTCC-19547)

A misplaced pop-up window appears in the **Settings > Desktop > General** view when an administrator hovers over the **Caller ID** drop-down menu. (AACD-4921)

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)

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)

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)

If you edit a reason code in VCC Dashboard while an agent is logged in, then that new reason code doesn't appear in the drop-down lists in VCC Agent Desktop for the agent to select during an outbound, transfer, or consultation call until the agent logs out and then logs in again. (AACD-811)

VCC Agent Desktop

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)

Skills that have no agents logged in to them are still displayed in the Team Communicator as potential transfer targets. (AACD-2878)

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: VCC Agent Desktop automatically creates a contact or links the current chat with the appropriate contact. If the Contact Server recognizes the contact, based on information provided by the contact during the chat request, the interaction is added to the history of this contact. If the Contact Server does not recognize the contact, a new contact is created. 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)

Chat: If a contact abandons a chat by closing his or her browser while the chat interaction is being routed to a target agent, there is a mismatch between the Agent Report and the Agent Statistics. The Agent Report records the abandoned chat as a missed interaction while the Agent Statistics does not record the missed interaction. (AACD-2395)

Email: Email interactions must be less than 5MB in size to be processed by Agent Desktop. (AACD-3337)

Email: 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)

Email: 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.

Voice: There are two issues regarding transferring a call to an IVR during call recording:

1. When an agent transfers a call to an IVR with an option to return to the agent, and then the call returns to the agent, the call recording controls from the Agent interface do not work.
2. When an agent pauses or stops call recording before transferring the call to an IVR, the IVR transfer portion is not recorded; however, in some cases when the call comes back to agent, recording might resume.

(AACD-4491)

Voice: If an agent uses either the Internet Explorer or Firefox browser, the call monitoring icon disappears from the Agent Desktop when a supervisor starts a monitoring session.

Workaround: Use the Chrome browser. (AACD-3474)

Voice: VCC Agent Desktop does not display Call Monitoring in-progress for transferred

calls. If the appropriate monitoring mode is selected, supervisors can monitor a transferred call; however, the agent interface does not display the *monitoring* indicator. (AACD-1744)

CX Builder

When callers are blind transferred to an external US number, they are sometimes routed back to the queue. In this scenario, the **CallReturn** parameter is set to '**in-queue**' rather than '**agent-disconnect'**. (AACD-4478)

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 values of the variables configured in the **Advanced Options** tab of an **ACD Page** to store the call information are sometimes **Unknown**. (AACD-2910)

In some cases when there are no other agents available, calls arriving during the first few seconds after an agent logs in may be diverted to the "When no agents are available..." destination specified on the **ACD Page**. (AACD-4420)

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:

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.
5. 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.
6. 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. The agent and caller do not hear silence in this scenario if a customized user announcement is not specified on the **In Queue** tab. (AACD-3724)

In the United States and Canada, when an agent places an outbound call, the phone number dialed 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 your domestic phone service provider.

Holly Platform Only

If the queue hold time for callers set on the **ACD Page > In Queue** tab is greater than 30 minutes, and the caller is waiting for more than 30 minutes, when the in-queue music stops, the caller hears dead air for three minutes and is then routed out of the queue and to the "For all other results, take callers to" destination. (AACD-3883)

If you specify in the **In Queue** tab of the **ACD Page** to play the in-queue music and announcements from the IVR and you choose a maximum hold time to 60 seconds, the caller does not return to the IVR in the following scenario:

1. The caller speaks to Agent 1.
2. Agent 1 initiates a skill transfer.
3. Agent 2 is not ready.
4. The caller hears default hold music for 60 seconds.
5. After 60 seconds, the caller should be redirected to the IVR but instead remains in the queue.

(AACD-4272)

The disposition code variable specified in the **ACD Page** is not saved and is therefore not returned to the IVR in the following scenario:

1. A call is routed to Agent 1 via the **ACD Page,** and Agent 1 answers.
2. During the call, Agent 1 consults with Agent 2.
3. Agent 1 initiates a conference call with Agent 2 and the caller.
4. Agent 1 hangs up, but Agent 2 remains on the call with the caller.
5. Agent 2 selects a disposition code.
6. Agent 2 ends the call.

(AACD-4389)

The confirmation feature on the **Question Page** could result in a caller being caught in a loop if the caller repeatedly answers **No** to the confirmation question. To avoid this, create a separate voice page to handle confirmations. (PEP-449)

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

GVP Platform Only

When using one **Waiting Message Page** to loop to itself to play TTS In Queue prompts, ensure the Waiting Prompt is longer than 1 minute. Otherwise, the loop limit could max out and end the call prematurely. (AACD-4885)

On an **ACD Page**, if "When pressing 0 to exit the queue, take callers to" is set to **Disabled**, the in-queue Waiting Prompt session will not end when the caller is connected to an agent. (AACD-4944)

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)

Callers will sometimes hear an error message and then get returned to the **Home Page** in the following scenario:

1. Caller 1 dials the IVR number and is transferred to an end number using the **Call Transfer Page**.
2. Caller 2 dials the IVR and is routed to the same number.
3. Caller 2 hears the error message 'It seems there has been a system error. Let me take you back to the beginning' and the caller gets routed to the **Home Page** instead of the **If line is Busy or No Answer** destination.

(PEP-818)

When a call returns to the IVR because no agents are available, the agent name, agent email, and disposition code variable fields are empty instead of containing a value of none. (AACD-4176)

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)

When the Whisper feature is enabled on the **ACD Page**, while the system plays the Whisper prompts to the agent, the caller hears wait music instead of queue announcements. (AACD-4248)

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)

BlueIP Softphones agents cannot receive and/or make calls within the Adapter for VCC applications.

Chat and Email Limitations

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. Historical reports are available for the chat statistics.

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. Historical reports are available for the email statistics.

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.

Early Adopter

Early Adopter Features

Notes:

- This is a special Early Adopter 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 contains the following Early Adopter features and functionality:

VCC Dashboard

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)

If VCC Dashboard is experiencing issues, you can now use the Feedback tool to collects logs from your environment and send them to Genesys for troubleshooting. In VCC Dashboard, click the **?** (Help) icon and select **Feedback** to access the Feedback tool. (AACD-3047)

Users with the Agent role now have read-only access to the **Dashboard** view. (AACD-2185, AACD-1127)

VCC Agent Desktop

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.

CX Analytics

This release does not contain Early Adopter features or functionality.

CX Builder

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)

Gplus Adapter for Salesforce

For web-based phone (WebRTC browser communication) users, Agent Desktop now plays a ringing sound on the computer when a call is received. Previously, only a pop-up toast was displayed on the agent desktop.

The Call Mute feature is now available for web-based phone (WebRTC browser communication) users.

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 *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 *CX Analytics Help* gives you the information that you need to use the CX Analytics' VCC historical reports.
- The *CX Builder Help* gives you information on how to use CX Builder.
- The *VCC CTI Adapter for Salesforce Help* gives you the information that you need to use the VCC CTI Adapter for Salesforce application.
- The *VCC CTI Adapter for Zendesk Help* gives you the information that you need to use the VCC CTI Adapter for Zendesk application.
- The *VCC CTI Adapter for NetSuite Help* gives you the information that you need to use the VCC CTI Adapter for NetSuite application.

Product documentation is provided on the Customer Care website and the Genesys Documentation website.

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.

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