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Virtual Contact Center Release
Note

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Genesys Cloud - Premier Edition: Virtual Contact Center Release Note

This release note applies to the 2.7.1 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.

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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 corrections or modifications:

- The **About** window (accessed via the Help menu) now displays properly for users with the Supervisor role. (HTCC-20919)
- The **Dashboard** view now renders properly when using Internet Explorer. (HTCC-19896)

Known Issues

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

General
- The URL path for the **Settings > Desktop** view has changed. In certain situations, users might be unable to access this view.
    - **Workaround**: To prevent this issue, go to the following URL: https://premier.angel.com/ui/dashboard/#/contact-center-settings/desktop-settings/disposition. Next, click any tab in the **Settings > Desktop view**. This action updates your cached data to use the correct URL. (HTCC-22163)
- 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

- After an agent automatically returns to Ready state after being in a custom After Call Work state for a defined wrap-up time, the agent's status in the Users view correctly shows the icon for the Ready state but incorrectly shows the reason code of the previous After Call Work state. (AACD-4993)
- When an agent returns to Ready state automatically after being in a custom After Call Work state for a defined wrap-up time, the agent's status the Users view shows the icon for the Ready state but also continues to shows the reason code of the previous After Call Work state. (AACD-4993)
- 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)

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.
- 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)

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)

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Agent Desktop

- What's New
- Resolved Issues
- Known Issues

What's New

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

Resolved Issues

This release contains the following corrections or modifications:

There are no resolved issues for Agent Desktop in this release.

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)

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)

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.

Voice

There are no known issues for the voice channel.

CX Builder

- What's New
- Resolved Issues
- Known Issues

What's New?

This release contains the following new features or functionality:

- You can now restrict voicemail access to only those users logged into CX Builder. Previously, anyone with a voicemail URL could access voicemail messages. Now, when you click on a mailbox within your voice site, you can enable the option **Require login to access voicemails in this mailbox**. From that point on, when a user attempts to access a voicemail message via a URL, the system will prompt the user to log in.
    - ◦ **Note:** By default, the option is disabled on all mailboxes. You must enable it for each mailbox you want to restrict access to. (PEP-809)
- On a **Site Overview** screen, you can now select **Expand** or **Collapse** to reveal or hide all voice pages contained within a page group. (PEP-1095)
- On a **Logic Page,** for the Substring and Random functions, a new toggle button enables you to manually enter a variable or choose an existing one from a dropdown menu. (PEP-1178, PEP-1096)
- On the **Home** screen, the **Support and Documentation** section has been removed. To access support and documentation links, click the **Support** tab along the top of the **Home** screen or choose **Get Support** in the **Home** screen dropdown menu. (AACD-4829)
- On the **CX Builder** tab, the **Recordings and Voicemail** section has been renamed to **Voicemail**. (AACD-4829)
- CX Builder's User Interface has been updated to resemble other Genesys User Interfaces. Only formatting and style have been affected; all functionality remains unchanged.
    - ◦ **Note:** For now, when you log in to CX Builder, you will continue to see the old User Interface. To view the new User Interface, hover over your name in the top right corner of the Home tab and uncheck the **Retro UI** box. Note that the option to switch back and forth will be removed in a later release. (AACD-4040, PEP-811)

Resolved Issues

This release contain the following corrections or modifications:

- If you specify customized in-queue music on the **Advanced** tab of an **ACD Page**, callers will now experience the following:
  - After waiting in the queue, a caller now hears a ring tone while being routed to an agent. Previously, the caller experienced silence.
  - In the case of a whisper transfer, the caller now hears the in-queue audio while waiting in the queue, and hears hold music once the agent picks up the phone and responds to whisper prompts. Previously, in this scenario, the caller heard the in-queue audio at all times before being routed to an agent. (AACD-3609)
- On a Question Page, in order to obtain optimal speech recognition results, you should use the default ASR Settings for the following:
  - **confidencelevel**
  - **completetimeout**
  - **incompletetimeout**

(PEP-1162)

- During a conference call consisting of two agents and a caller, when a caller disconnects first, the ACD variables that store the call information now return to the IVR as expected. Previously, in this scenario, the variables returned to the IVR with **Unknown** values. (AACD-2910)
- On the **Data Files Properties** screen, you now have the option to enable **Deliver only new rows of data** for both FTP/SFTP delivery and Email delivery of data files. Previously, if you selected Deliver only new rows of data and selected both **Enable Delivery** (via FTP or SFTP) and **Enable Email Delivery**, the data files would get delivered to either the location you specified or to your email, but never to both. (PEP-1189)
- On a **Message Page**, when you select the **DueDate** variable with **SmartPlay** and the payment due date is set to the 1st day of any given month, SmartPlay will now play back the full payment due date to the caller. Previously, SmartPlay would omit the day of the month if the payment due date was on the 1st of the month. (AACD-5277)
- Calls arriving during the first few seconds after an agent logs in are now successfully delivered to the agent. Previously, in this scenario, some calls were diverted to the **When no agents are available...** destination specified on the **ACD Page**. (AACD-4420)
- After a call reaches the maximum wait time specified on the In-Queue tab of the ACD Page, the call will now leave the queue and go to the "After x seconds, take callers

to" destination specified on the In-Queue tab of the ACD Page, Previously, in some cases, a call would remain in the queue even after reaching maximum wait time. (AACD-5405)

- Calls no longer disconnect on a **Transaction Page** when a caller speaks a key word. (PEP-878)
- A caller can now press 0 to exit a queue during the playback of an audio file on a **Waiting Message Page**. Previously, in a scenario where you had a **Waiting Message Page** with a text prompt, EWT prompt, and audio file, the caller could not press 0 during the audio file playback if it was configured before the EWT prompt. (AACD-4982)
- On a **Question Page**, **No Input** and **No Match** prompts now play as expected for all Response Types. Previously, the system would play an incorrect prompt for several Response Types. (PEP-1306, PEP-1289)
- In a scenario where two callers are routed to the same number at the same time, the second caller will now go to the **If line is Busy or no Answer** destination specified on the **Call Transfer Page**. Previously, in this scenario, the second caller was routed to the **Home Page** instead of the **If line is Busy or No Answer** destination. (PEP-818)
- 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 hear their respective audio until Agent 2 answers the call. Previously, in this scenario, Agent 1, and sometimes the caller, experienced silence during the transfer. (AACD-3724)

Holly Platform Only

- Calls no longer terminate during an IVR Whisper transfer when a destination call cannot be transferred, and the calls now show up in both the **Call History** report and the **IVR** report. (PEP-1182)

Known Issues

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

General

- 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)

- 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)
- In CX Analytics, the Call History Report sometimes includes results from the day before or the hour before the specified date range. (PEP-1286)
- There may be a time difference of four hours between a report shown in CX Analytics and the same report delivered via email. In this case, the data between the two reports will differ. (AACD-5412)

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)

CX Analytics

- What's New
- Resolved Issues
- Known Issues

What's New

This release contains the following new feature or functionality:

The following CX Analytics reports are now available:

- Queue Statistics
    - IVR Tasks
    - IVR Variables
    - Call Outcome
    - Enhanced
    - Agent Activity
    - Conduct
    - Agent Statistics
    - Consult Calls
    - Enhanced

(CXA-1326)

Resolved Issues

This release contains the following corrections or modifications:

- The Interaction Type ID attribute is now replaced by Direction in all VCC reports. (CXA-1358, CXA-1327)
- Media Type reports are now listed above the time-based reports on the dashboard. (CXA-1351)
- The Enhanced Queue Activity Detail report now correctly filters result reasons. Previously, the filter incorrectly returned multiple result reasons. (CXA-1336)
- VCC Activity reports and IVR report data is now restricted to 90 days. (CXA-1309)
- Queue Statistics and Activity reports are now named Interaction Statistics and Activity reports. (CXA-1251)

Known Issues

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

- 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

This release contains the following correction or modification:

VCC Gplus Adapters
- This release does not contain any new features.

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 Dashboard.

VCC Gplus Adapters
- If the Adapter is configured to automatically mark an interaction as done on completion and dispositions are set to be mandatory, a message is displayed in a separate browser window if an agent closes the interaction before selecting a disposition. The secondary window requests the agent to select a disposition. After the agent selects a disposition, the window closes and the interaction is marked as done. Note that this scenario does not occur when an agent selects a disposition before the completion of an interaction.

  Workaround: Optional. You can set the auto-mark-done option to false. This prevents the scenario described above, because the agents will need to manually mark a call as done and select a disposition. (AACD-5199)

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.

Early Adopter Features

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.

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)
- 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)

VCC Agent Desktop

- 2.6.8: Outbound campaigns featuring the following modes:
    - Preview
    - Push Preview
    - Predictive
    - Progressive
- 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.

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)
- Metadata files for downloaded bulk call recordings now contain the following call data:
    - **ani**
    - **skill**
    - **ACDcallGUID**
    - **dnis**
    - **voicesite**
    - **subscriberID**
    - **pageID**
    - **IVR variables passed to the ACD (all keys starting with an underscore)**
        - **Note:** This applies only if the Download Bulk Call Recording option is enabled for your account. Contact your administrator for more information. (AACD-4812, AACD-5131)

- In **Site Properties**, the **Special Transaction Page** used for the Callback feature no longer appears as an option in **Hang-Up Pages**. (AACD-4892)
- 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.