



CX Builder Client Release Notes

**v14.5
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CX Builder 14.5

Notification mechanism in CX Builder

Functionality has been added to CX-Builder to allow for automatic notifications to clients regarding new releases and other events. The notification will appear upon log-in and may contain links to other documents. The notification will appear three times for each user.

Once a notification is created, it is displayed to each subscriber. At any time, only one notification will be active. When a new notification is created, it will reset the counter for all the users. Current notification can be edited and will be active until it is deleted. \

You can either close the notification, or click 'Continue to Notification Center' (which can also be accessed through the Account Drop down section), to a notification board. This page will contain last 10 notifications (with date stamp).

Social Optimizr integration in CX Builder

A tab, "Social", has been added which will launch the Social Optimizr. The current tabs have been rearranged. "Outbound Manager" and "SMS" tabs in the previous release of CXB are merged into the "Campaigns" tab and a new "Social" tab appears.

Although the Social tab is visible to all customers, it will be available only to those for which Social is enabled through CSR. If not enabled, the Social tab displays a blank screen with a message: 'Social is not enabled for this account. Please contact your account representative to enable this capability'.

Additional options on ACD page

In previous versions, the 'next page' options on the ACD Page were limited to "Customer Zero'd out" and all other reasons. This has been expanded to the following:

- Customer Zero'd out
- No agents available
- ACD queue timeout
- Successfully connected to agent
- all other not connected to agent

Name Change

The tab "Marketplace" has been changed to "App Library" and has been added as a new tab.

GVP- Confidence Score Capture

Functionality has been added allowing CX Builder to collect and pass a user's Confidence Score from the recognizer back to the application.

CX-Analytics tab

The tab labeled "IVR/VCC in CX Analytics" has been removed from the "Home" dashboard and replacing it with "All Reports". This change will allow customers to go straight to the list of reports. Dashboards will be available in the "All Reports" section.

Contacting Genesys Care for the Cloud

Genesys Care Case Management Portal

Open and manage your cases by logging into the [Customer Care portal](http://www.genesys.com/customer-care) using the URL below:

<http://www.genesys.com/customer-care>

Note: Some customers may have a unique portal that can be used to access Customer Care.

For instructions on using the Case Management Tool, please refer to Section 7: **Case Management Process**.

Cloud Contact Phone Numbers

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