



DRAFT

CX Builder Release Note

CX Builder Draft

Table of Contents

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- [What's New](#)
- [Resolved Issues](#)
- [Known Issues](#)

Introduction

This release note applies to the July 2016 release of CX Builder (version 2.7.1). The information is grouped according to these platforms. Contact your account representative if you are unsure about which platform you use.

- 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 for internal use only.

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 phone 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)
- 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.

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)

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.