



DRAFT

Genesys Cloud - Premier Edition:  
Virtual Contact Center Release  
Note

Virtual Contact Center Draft

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# Genesys Cloud - Premier Edition: Virtual Contact Center 2.6.3.1 Release Note

## Introduction

This release note applies to the 2.6.3.1 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.

## New in This Release

### New in This Release

This release contains the following new features and functionality:

## VCC Dashboard

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The **Queues** widget has two new statistics:

- **Current Average Wait Time:** the average waiting time across all calls currently waiting in a queue.
- **Current Max Wait Time:** the longest waiting time spent by a call currently waiting in a queue.

The **Skills** widget has two new statistics:

- **Current Average Wait Time:** the average waiting time across all calls currently waiting for the/a skill (for example, a call waiting to be answered by an agent with

that skill). Each statistic is calculated for the particular skill widget under which it appears.

- **Current Max Wait Time:** the longest waiting time spent by a call currently waiting for the/a skill.

(AACD-2991)

When an agent performs a skill-based transfer to a new skill, the related information in the **Dashboard** and **Users** views (the Skills counts and the In Call Target Skill) now gets updated accordingly to display the new skill. The status of the agent who initiated the transfer displays as **After Call Work** or **Ready** (depending on the value set by the administrator for the wrap-up time, which is set using **Settings > Desktop > Permissions**).

If an agent is on a call, the skill of that current call is also displayed to the right of the **In-Call** status under the **Status** column of the **Agents** panel:

The screenshot shows the 'VCC Dashboard' with tabs for 'Dashboard' and 'Users'. The 'Agents' panel displays a list of 14 agents. The table has columns for Name, Status, and Duration. The status column shows icons and text indicating the agent's current state and skill. For example, 'Garcia, Carlos' is 'Ready' (green checkmark), 'Jones, Richard' is 'After Call Work' (orange clock), 'Li, Yeming' is 'After Call Work' (orange clock) with skill '- coffee', and 'Power, Madeline' is 'In-Call' (blue phone icon) with skill '- English'. The skill '- English' is circled in blue with a mouse cursor pointing at it.

Name	Status	Duration
Garcia, Carlos	Ready	00:02:29
Jones, Richard	After Call Work	00:01:21
Li, Yeming	After Call Work - coffee	00:04:28
Power, Madeline	In-Call - English	00:06:23

The **Skill** widget is also updated with this new skill. Agents are only counted for the skill by which the call was routed. (AACD-2788)

Supervisors can now be assigned to teams with multiple queues. The limitation still applies that supervisors can only be assigned to one team at a time. A team can still be assigned multiple supervisors, skills, and agents as before. You can assign supervisors to teams using **Settings > Teams > Supervisors**. (AACD-2148)

## VCC Agent Desktop

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There are no new features for VCC Agent Desktop for this release.

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## CX Analytics

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When you update the service level for a skill in the VCC Dashboard, it is now updated in the VCC Historical reports for this customer. (AACD-1792)

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Monthly billing reports are now available for Inbound Voice, Email, Chat, and IVR. (AACD-3974, AACD-3973, AACD-3972, AACD-3971)

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## CX Builder

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There are no new features for CX Builder for this release.

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## Gplus Adapter for Salesforce

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This release introduces support for Microsoft Internet Explorer 11.

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## Corrections

### Corrections and Modifications

This release includes the following corrections and modifications:

## VCC Dashboard

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The **In Call** count for agents within a **Skill** widget now shows as **In Call** only if the call was routed for the same skill as the widget. Previously, all skills assigned to an agent showed as **In Call**. (AACD-1050)

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The **Queues** and **Skills** widgets in the **Dashboard** view for ARK VCC Dashboard display the Service Level configuration as a tool tip when you hover over the widgets. Previously, the Service Level did not show the time period for which the service level was being displayed. (AACD-633)

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## VCC Agent Desktop

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The time in Ready state is no longer reset to 0 if an agent refreshes his or her browser during a session. Previously when an agent refreshed his or her browser during a session, the supervisor dashboard would continue to increment the time that the agent was in a particular Ready state while the agent interface reset the time in the state to 0. (AACD-3882)

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**Chat and Email:** It is now possible to make two simultaneous voice consultations from the interaction toolbar of the chat window or the email window. Previously, it was possible only to make a single voice consultation from these windows. (AACD-2480)

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**Chat:** Inbound Chat messages are no longer limited to 254 characters. Previously, if a customer entered more characters, their chat message was truncated. (HTCC-13389, AACD-3522)

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**Chat:** Internet Explorer 10 is now supported for chat interactions. Previously, the chat feature worked only with Chrome and Firefox. (AACD-3389)

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**Email:** Email interactions are now correctly displayed in the workspace after agents click **Accept** in the toast notification. Previously, if the contact was removed from the Interaction History, inbound email interactions for that contact were not displayed. (AACD-3019)

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**Email:** Contacts no longer get multiple reply emails if an agent does not mark an email interaction as **Done** when they receive the interaction. (AACD-3303)

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**Voice:** If an agent is recording a call and then transfers the call to a second agent, the contact is now able to hear the ring tone when the second agent's phone is ringing. Previously, the contact heard both the ringing and the second agent's voice simultaneously when the second agent picked up the phone and answered. (AACD-3385)

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**Voice:** In a three-way conference between an agent, an external resource, and a contact, the contact can now hear the external resource. Previously in this scenario, if the agent who initiated the conference leaves the conference, the contact cannot hear the external resource, but the external resource can hear the contact. (AACD-3368)

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## CX Analytics

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CX Analytics reports now include all call legs for calls. (AACD-3397)

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## CX Builder

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On the **ACD Page**, when switching from the **Main** tab to the **In Queue** tab, you no longer experience a brief delay before the **In Queue** tab displays properly. (PEP-747)

## VCC CTI Adapters

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This release fixes an error where disposition codes could not be configured as mandatory for CTI Adapter users. When dispositions were configured to be mandatory in VCC Dashboard (for VCC Agent Desktop users), the CTI Adapter allowed an agent to end a call and receive the next call without entering a disposition for the previous call. This no longer occurs. (AACD-3221)

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## Known Limitations

### Known Issues and Limitations

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

#### VCC Dashboard

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In the **Agents** panel **Duration** column in the **Dashboard** view, the agents' call duration values in a call might not be sorted in the correct order compared to those not in a call. This is because the **In Call** duration is calculated differently from the other status durations. (AACD-3970)

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If you filter your search for team members in the **Not Ready** status using the **Status** filter list found under the **Users** view, the drop-down list still displays both **Not Ready** and **After Call Work** statuses. (AACD-3470)

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The new PCI-compliant password rules result in a thirty minute lockout after six consecutive incorrect password attempts. Your supervisors can reset your password, but the thirty minute timer is still in effect. (AACD-3280)

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The Service Level Attribute metrics exclude missed call statistics. (AACD-2261)

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Some variables might not be reported correctly when an agent attempts a skill-based consultation call while no agents with the selected skill are in the **Ready** status. (AACD-880)

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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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In this release, the ability to filter agents by **Busy**  or **In Call** VCCs is supported.

Agent  
In  
Call

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.

When using ARK VCC Dashboard for supervisor call monitoring, **Barge-in** can't be de-escalated to **Silent**.

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## VCC Agent Desktop

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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.

The following rules for new passwords are applied; however, the Change Password dialog box does not display these rules:

- Password must not contain any spaces
- Password cannot be reused
- Password attempts limit and lock out

(AACD-3284)

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)

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Some variables might not be reported correctly when an agent attempts a skill-based consultation call while no agents with the selected skill are in the **Ready** status. (AACD-880)

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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)

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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)

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**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)

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**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)

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

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**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)

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**Voice:** If an agent calls an external number and then attempts to transfer a call to a skill, the call will be disconnected. (AACD-3726)

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**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)

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## CX Analytics

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The **Agent Activity** report incorrectly shows a negative value for the **Not Ready** status time. It should show the **Not Ready** status with a time of 0 (zero) seconds. (AACD-3267)

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In some scenarios, abandoned calls include calls that are diverted out of the ACD queue when either the maximum wait time is reached or no agents with the required skills are available. Currently, these calls are reported under diverted calls. (AACD-1351)

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## CX Builder

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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.
    - 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.
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- 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.

This does not happen if a customized user announcement is not specified on the **In Queue** tab.

(AACD-3724)

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If you specify, on the **In Queue** tab of the **ACD Page**, to play in-queue music and announcements from the IVR, while the caller is in a queue waiting for a ready agent to answer the call, the caller hears both the in-queue music and the ring tone. (AACD-3669)

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If you enable **Transfer In Queue** on the **ACD Page** and a call is transferred, if the caller presses 0 to exit the call, the caller is not taken to the *Press 0 to exit* destination page but to the *Successfully completed call* destination page (as specified on the **Main** tab of the **ACD Page**). (AACD-3637)

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

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In the **Call Transfer** page **Whisper** tab, the No Input and No Match features do not work as intended. For this page, the No Input and No Match features operate according to how they are set in **Site Properties**. (PEP-388)

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CX Builder does not support wildcards, like @, ?, \* and so on, in **Site Commands** and **System Commands**. (PEP-691)

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If you change the type of a **Big Data Page - Beta** page to a **Data Page** and attempt to save it, CX Builder generates an error. As a workaround, simply create a new **Data Page** and delete the **Big Data Page**. (PEP-368)

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If an agent is the first party to hang up, thus ending the call, the values returned to the IVR for the variables are identified as unknown. Please be aware of this if you are electing to use the variables within CX Builder for reporting.

See the Configuring the Call Information Variables section of the *Advanced Options* topic for more information about these call information variables. (AACD-3424)

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If the Skill Level provided on an **ACD Page** (labeled as *Agents must have skill level equal or above*) is not 1-5, the call will not be routed as expected. Make sure that the variable used is properly set to the desired skill level; that is, an integer from 1 to 5 (inclusive). (AACD-3022)

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**NOTICE:** After this release, SMS Campaign will be offered as a separate service outside CX Builder. Both campaigns and the SMS page will require customers to procure dedicated short/long codes. Please contact Genesys Support or your Customer Success Manager for more details. (PEP-642)

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In the United States and Canada, when an agent places 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 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 with your domestic phone service provider.

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The **ACD Page** is not supported for OEM customizations. (PR-13839)

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## VCC CTI Adapters

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When an agent is on the **Wrap Up** screen, if he or she refreshes the browser display or changes the browser tab on the VCC Agent Desktop, an issue might occur that changes the agent state to **Ready**. (AACD-3011)

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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)

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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)

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

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## VCC Gplus Adapter for Salesforce

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When an agent consults with another agent, if the screen pop for the inbound call to the first agent results in multiple matched records, these multiple matches are not transferred to the consulted agent. To prevent this from occurring, ensure that the agent selects a matched record before initiating the consultation or configure the **cti\_variable** to result in one record instead of a list of matched records.

When Agent 1 consults Agent 2, the case data is not propagated until after the conference is completed. Additionally, when an interaction is transferred as part of a conference or as a straight transfer, the case data that is shown as a screen pop is not duplicated in the Call Window. (AACD-3763)

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## 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

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Chat-only agents are not supported. Chat is only available as an add-on channel for agents with voice services.

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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).

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**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.

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Administrators cannot configure the number of simultaneous chats that agents can handle. By default, the current limit for simultaneous chats is 3.

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## Supervisors

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The chat statistics in VCC Dashboard are refreshed every 5 minutes.

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The Chat Service Levels for the Chat Handle Time statistic are not available in VCC Dashboard.

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Supervisors are not able to monitor agents who are engaged in live chat sessions. Historical reports are available for the chat statistics.

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## Agents

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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.

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Standard/Canned responses are not supported.

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Chat is not currently supported by CTI Adapters.

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## Contacts

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The Estimated Wait Time (EWT) is not displayed on the website Chat widget when a contact initiates a chat session.

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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.

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## Email

The Email feature is an add-on option to the inbound voice contact center and is not visible until activated.

## Administrators

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Emails can only be routed to a single (configured) skill. See Email Settings View for more information.

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Standard/Canned responses are not supported.

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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.

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The Email Service Levels for the Email Handle Time statistic are not available in VCC Dashboard.

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## Agents

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Email is not currently supported by CTI Adapters.

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The ability to send internal emails between agents is not supported.

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## Contacts

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Initiating emails from web-based forms is not supported.

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## Nailed-up Connection Limitations

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The nailed-up connection is not established until the agent either receives an inbound call or successfully establishes an outbound call. The connection is not enabled on login, so there will be a connection delay for this first call. Once the connection is established, all call control must be initiated using the VCC Agent Desktop/CTI Adaptor and not the handset/phone device. The connection will be dropped when the handset/phone device is hung-up.

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The agent has no indication that the connection is nailed-up, so if the connection is inadvertently dropped, the agent will have no knowledge of this disconnection. The connection will be re-established when the agent either receives an inbound call or successfully establishes an outbound call.

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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 once a successful call is established.

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## 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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