AVAYA

Avaya OneCloud™ CCaaS Release Notes
Drop 26
Release Date 22nd September 2022

Contents

1.0 Avaya OneCloud™ CCaaS Customer Documentation

The Avaya Documentation Center contains the documentation required to get customers setup and using Avaya OneCloud™ CCaaS Public.

For distribution, here is a single link to the Avaya OneCloud™ CCaaS Public landing page which contains links to all guides and videos.

[Avaya OneCloud CCaaS Public Documentation](#)

Title	Link	Use the document/videos to:	Audience
Overview			
Avaya OneCloud™ CCaaS Public Solution Description	[Avaya OneCloud™ CCaaS Solution Description](#)	Learn about tested product characteristics and capabilities, including product overview and feature descriptions, interoperability, performance specifications, security, and licensing requirements.	• Sales engineers • Business partners • Solution architects • Implementation engineers
Administering			
Configuring Avaya OneCloud™ CCaaS Public workflows	[Configuring Avaya OneCloud™ CCaaS workflows](#)	Create, edit, and manage workflows for Avaya OneCloud™ CCaaS Public.	• Developers • Account administrators • Business analysts
Deploying Avaya OneCloud™ CCaaS Public with Preview Dialing	[Deploying Preview Dialing for Avaya OneCloud™ CCaaS Public](#)	Integrate Avaya OneCloud™ CCaaS Public with Preview Dialing.	• Sales engineers • Business partners • Solution architects • Implementation engineers

Using Preview Dialing for Avaya OneCloud™ CCaaS Public	[Using Preview Dialing in Avaya Workspaces](#)	Configure Preview Dialing with Avaya OneCloud™ CCaaS Public.	• Sales engineers • Business partners • Solution architects • Implementation engineers
Administering Avaya OneCloud™ CCaaS Public	[Administering Avaya OneCloud™ CCaaS](#)	Administer Avaya OneCloud™ CCaaS Public.	• Account administrators • Supervisors
Administering Avaya OneCloud™ CCaaS Public Workspaces for CRM	[Administering Avaya OneCloud Public Workspaces for CRM](#)	Configure Avaya OneCloud™ CCaaS Public to integrate with Customer Relationship Management applications.	• Account administrators • Business analysts
Using			
Using Avaya Workspaces for Avaya OneCloud™ CCaaS Public	[Using Avaya Workspaces for Avaya OneCloud™ CCaaS](#)	Use the features and capabilities of Avaya Workspaces for Avaya OneCloud™ CCaaS Public.	• Agents • Supervisors
Using Avaya OneCloud™ CCaaS Public Workspaces for CRM	[Using Avaya OneCloud CCaaS Public Workspaces for CRM](#)	Use the Avaya Workspaces functionality from within Customer Relationship Management applications.	• Agents • Supervisors
Using Avaya OneCloud™ CCaaS Analytics	[Using Avaya OneCloud™ CCaaS Analytics](#)	Use the features and capabilities of Avaya Analytics™ for Avaya OneCloud™ CCaaS Public.	• Supervisors • Administrators • Report designers
Videos			
Avaya OneCloud™ CCaaS Application Center Videos	[Avaya OneCloud™ CCaaS Application Center Videos](#)	Administer Avaya OneCloud™ CCaaS Public.	• Account administrators • Supervisors

Avaya OneCloud™ CCaaS Public Orchestration Videos	[Avaya OneCloud™ CCaaS Public Orchestration Videos](#)	Manage orchestration for Avaya OneCloud™ CCaaS Public.	• Developers • Account administrators • Business analysts
Using Avaya OneCloud™ CCaaS Public for supervisors	[Using Avaya OneCloud™ CCaaS Public for supervisors Videos](#)	Manage real-time and historical reports.	• Supervisors
Using Avaya OneCloud™ CCaaS Public for Agents	[Using Avaya OneCloud™ CCaaS Public for Agents Videos](#)	Manage contact center features.	• Supervisors • Agents
Avaya OneCloud CCaaS Public Automation Videos	[Avaya OneCloud CCaaS Public Automation Videos](#)	Manage automation for Avaya OneCloud™ CCaaS Public.	• Developers • Account administrators • Business analysts
Getting started with Avaya OneCloud™ CCaaS Public Videos	[Getting Started with Avaya OneCloud™ CCaaS Public Videos](#)	View an overview of *Avaya OneCloud™ CCaaS Public features*.	• Sales engineers • Business partners • Solution architects • Implementation engineers • Supervisors

2.0 New Features

2.1. Ray Baums

Notes:

- The Ray Baum's feature will be enabled in the North American Production cluster only (Prod-NA)
- Regardless of where the agent is physically located. If the agent has voice capabilities and uses the url for Prod-NA to log-in they will need an address to activate.
- For agents in the USA or Canada they will need to enter a valid address. For agents outside of USA or Canada they will still need to enter an address, but it does not need to be valid
- For agents located in US and Canada. A small fraction of valid addresses may not pass validation, because for example the streetname or ZIP code has recently been changed. If user cannot enter a version that validates, they should contact their supervisor/administrator. A ticket to add the address to the database can be handled via CPaaS

When logging into Workspaces, an Agent in USA/Canada must confirm their Location. A new screen is presented after username/password is entered.

The Agent can select a location preconfigured for them in Administration, or add a new location:

After selecting a Location, the Agent presses Activate to proceed. The Location is validated and stored with the Emergency Services Provider (Telnyx).

This may take some time, up to 2 minutes. The agent sees progress messages:

If the Location is valid, the agent proceeds to Workspaces.

If an agent makes an Emergency call via Workspaces, this Location is supplied to Emergency Services.

2.2. Workspaces for CRM

2.2.1. After Contact Work per channel

ACW per channel provides the opportunity for an user to do some additional work at the end of an interaction.

When the agent goes into after contact work, the activity details should still be available to the user/agent. These details will be saved/updated on the Interaction logs into the CRM.

For agents with several multiplicity slots for a given channel, the after contact work should be applied per slot, so an agent could have multiple engagements in a after contact work state simultaneously. The agent could equally receive a new engagement on a slot that was previously idle even though they are doing after contact work on a different slot in the same channel.

Once enabled in Admin Settings, the agent will enter after contact work state when the customer leaves the active interaction or when the agent selects to end the interaction with the customer.

The agent should be able to see how long a particular engagement has been in ACW state.

The agents will exit the after contact work by closing the ACW call card.

The agent should be able to select a disposition code for the engagement while in ACW state. This disposition code will also be saved on the Interaction Logs into the CRM.

ACW should not be applied when an agent transfers an engagement.

2.3. Google Dialogflow Virtual Agent support for Digital channels Automation

Workstream Automation introduces the option to use Google Dialogflow Virtual Agent on inbound Digital channels (Chat & Messaging) interactions in order to add conversational AI capabilities.

As part of the changes implemented in this release, we enable selection of the channel; that field will no longer be defaulted to 'Voice'.

In the Virtual Agent Details tab, we explicitly require to enter 'Provider', 'Location' which by default is set to global, 'Automated Agent' and in the case of digital channels the 'Initial Intent ID'.

This implementation has backward compatibility, for already existing Virtual Agents those fields won't be required until you enter the VA and edit them. Once you edit either tab you will be required to enter the data in the fields recently added.

Also, we will be validating to avoid duplicate information on those fields, if you currently have them in the Optional Parameters we will display a message saying the information is duplicated. Same thing will happen if you include language as part of the optional parameters, since language is already selected in the Basic screen.

Further information can be found in the Release notes of the feature [Avaya OneCloud™ CCaaS Release Notes - (Sprint 146 - Drop 21) (Internal Only) - Draft#GoogleDialogflowVirtualAgentsupportforVoicechannelAutomation](#)
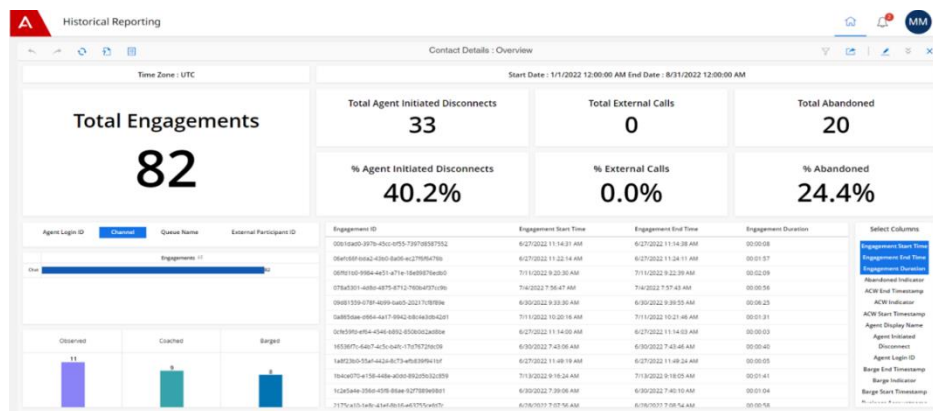
2.4. Analytics - Agent Configuration Report Updates

The existing Agent Configuration report has been updated as follows:

- *Supervisor ID* column removed as not applicable
- *Supervisor Display Name* removed as not applicable
- *Attributes* column added

2.5. Analytics - Contact Details Dossier Updates

The existing *Contact Details* dossier has been updated to the following

2.5.1. Key Performance Indicators (KPIs)

- The following KPIs have been added to the updated dossier. These are summary metrics in the date range for which that the dossier was run

- *Total Engagements*
- *Total Agent Initiated Disconnects*
- *Total External Calls*
- *Total Abandoned*
- *% Agent Initiated Disconnects*
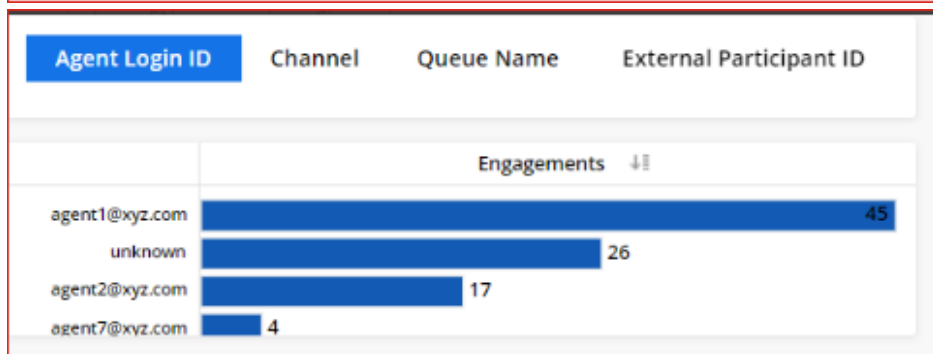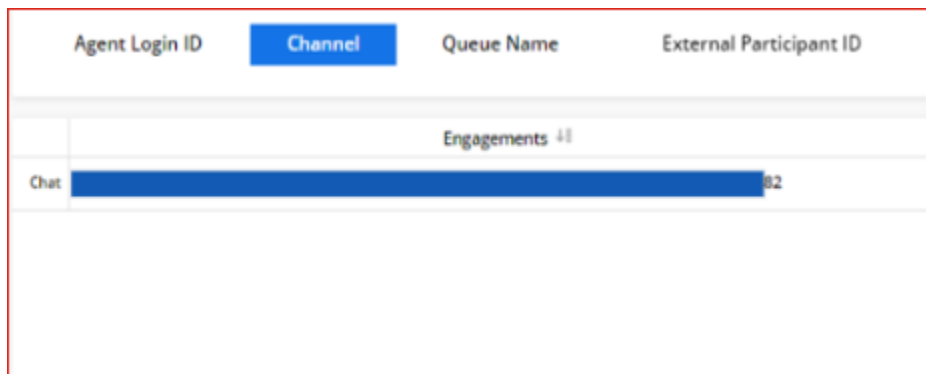- *% External Calls*
- *% Abandoned*

Time Zone : UTC	Start Date : 1/1/2022 12:00:00 AM End Date : 8/31/2022 12:00:00 AM		
Total Engagements	**Total Agent Initiated Disconnects**	**Total External Calls**	**Total Abandoned**
	33	0	20
82	**% Agent Initiated Disconnects**	**% External Calls**	**% Abandoned**
	40.2%	0.0%	24.4%

2.5.2. Dynamic Filter Options

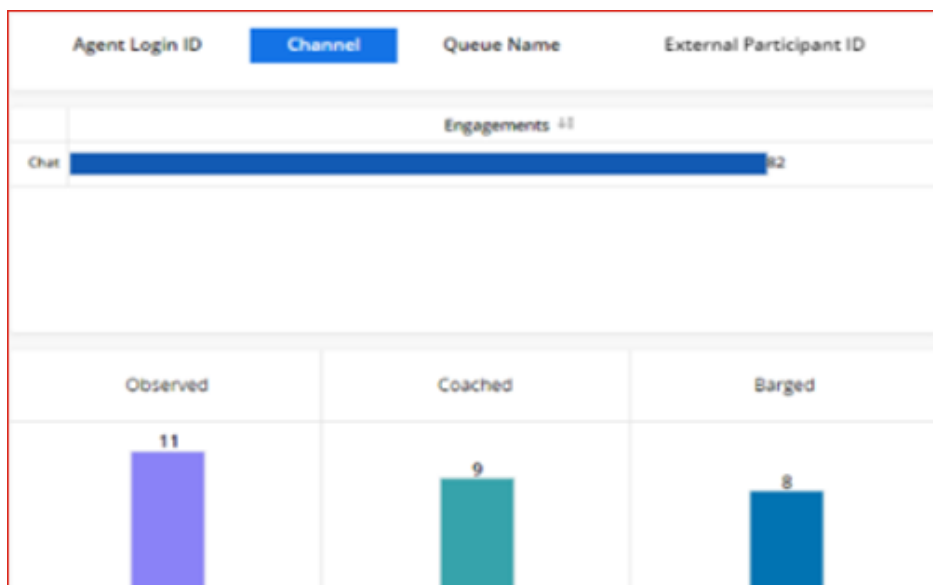It is possible to view the summary data set by the following items

- *Agent Login ID*
- *Channel*
- *Queue Name*
- *External Participant ID*

When an item is selected the associated graph displays a breakdown of the number of engagements by that selection. For example, the screenshots below show a breakdown of Engagements by Channel and Engagements by Agent

2.5.3. Observe / Coach / Barge Metrics

- The initial *Observed/Coached/Barged* metrics displayed are for the total engagements in the specified data range
- When the user selects one of the *Agent Login ID*, *Channel*, *Queue Name* or *External Participant ID* filters then the *Observed/Coached/Barged* metrics are updated accordingly

2.5.4. Engagement Details Table

- The initial tabular view is a list of all engagements for the data range selected
- When the user selects one of the *Agent Login ID*, *Channel*, *Queue Name* or *External Participant ID* filters then the table is updated to display the subset of engagements for that selection
- The columns in the tabular view can be dynamically updated from the *Select Columns* list
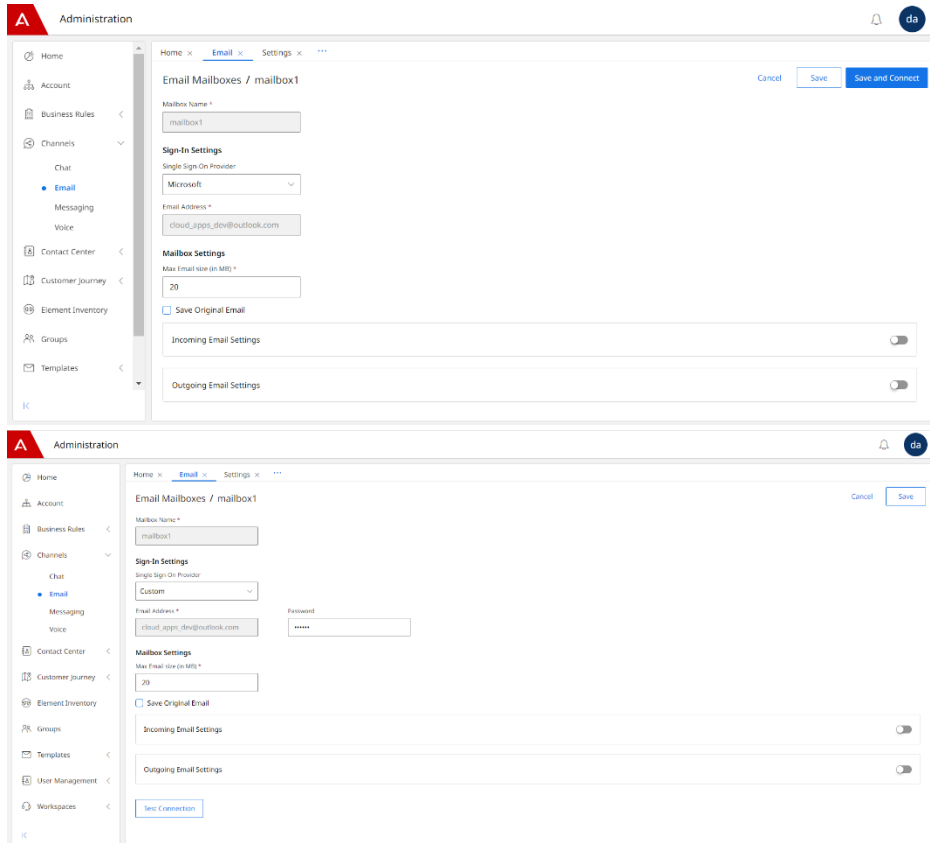

2.6. Microsoft OAuth2 Support in Email Connectors

Support for Microsoft OAuth2 Authentication Mechanism for all the Email Connectors IMAP, POP3 & SMTP for Office365.
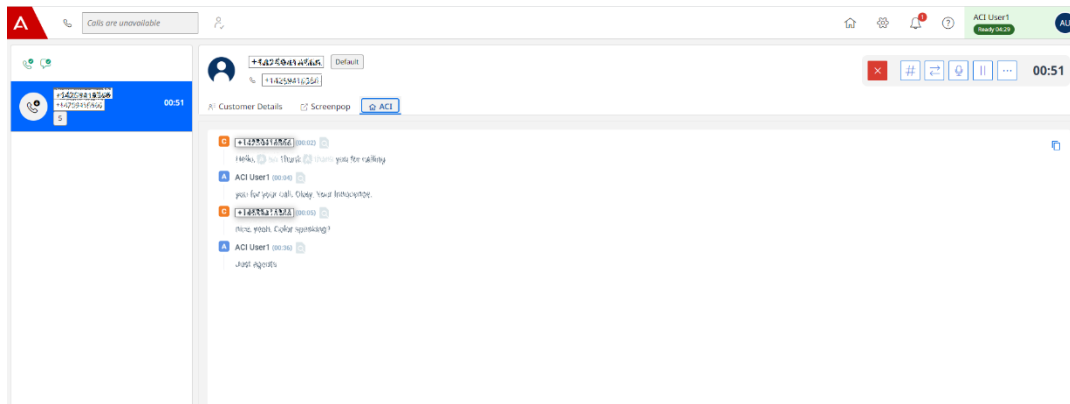
Notes:

- The Email Mailbox screen in Admin portal is updated as per the below screenshots.
- Single Sign-On Provider combo box will be added in the Create/Update Mailbox screens with two options (Custom and Microsoft).
- **Custom** option for backward compatibility to specify custom configurations of the Incoming & Outgoing Email Settings mail.
- **Microsoft** option to sign in using a Microsoft Office365 account and authenticate the connectors (IMAP,POP3,SMTP) using OAuth2 mechanism.
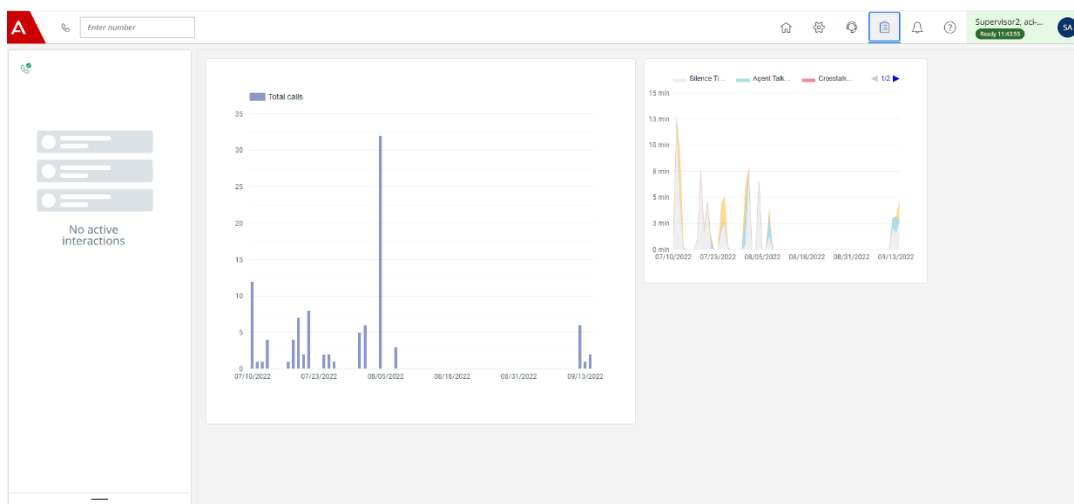

2.7. **Avaya Conversational Intelligence (ACI)**

- Currently supporting English near-real-time transcription and transcription analytics in the North American market
- Two views available, many more planned!
    - Agent Live Transcription

o Supervisor Dashboard

3.0 Known Considerations

3.1. Browser Support

https://documentation.avaya.com/bundle/AvayaOneCloud_CCaaS_Solution_Description_10/page/Supported_browsers.html