

Avaya OneCloud™ CCaaS Release Notes
Drop 27
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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			
<i>Avaya OneCloud™ CCaaS Public Solution Description</i>	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.	<ul style="list-style-type: none"> • Sales engineers • Business partners • Solution architects • Implementation engineers
Administering			
<i>Configuring Avaya OneCloud™ CCaaS Public workflows</i>	Configuring Avaya OneCloud™ CCaaS workflows	Create, edit, and manage workflows for Avaya OneCloud™ CCaaS Public.	<ul style="list-style-type: none"> • Developers • Account administrators • Business analysts
<i>Deploying Avaya OneCloud™ CCaaS Public with Preview Dialing</i>	Deploying Preview Dialing for Avaya OneCloud™ CCaaS Public	Integrate Avaya OneCloud™ CCaaS Public with Preview Dialing.	<ul style="list-style-type: none"> • Sales engineers • Business partners • Solution architects • Implementation engineers

<i>Using Preview Dialing for Avaya OneCloud™ CCaaS Public</i>	Using Preview Dialing in Avaya Workspaces	Configure Preview Dialing with Avaya OneCloud™ CCaaS Public.	<ul style="list-style-type: none"> • Sales engineers • Business partners • Solution architects • Implementation engineers
<i>Administering Avaya OneCloud™ CCaaS Public</i>	Administering Avaya OneCloud™ CCaaS	Administer Avaya OneCloud™ CCaaS Public.	<ul style="list-style-type: none"> • Account administrators • Supervisors
<i>Administering Avaya OneCloud™ CCaaS Public Workspaces for CRM</i>	Administering Avaya OneCloud Public Workspaces for CRM	Configure Avaya OneCloud™ CCaaS Public to integrate with Customer Relationship Management applications.	<ul style="list-style-type: none"> • Account administrators • Business analysts
Using			
<i>Using Avaya Workspaces for Avaya OneCloud™ CCaaS Public</i>	Using Avaya Workspaces for Avaya OneCloud™ CCaaS	Use the features and capabilities of Avaya Workspaces for Avaya OneCloud™ CCaaS Public.	<ul style="list-style-type: none"> • Agents • Supervisors
<i>Using Avaya OneCloud™ CCaaS Public Workspaces for CRM</i>	Using Avaya OneCloud CCaaS Public Workspaces for CRM	Use the Avaya Workspaces functionality from within Customer Relationship Management applications.	<ul style="list-style-type: none"> • Agents • Supervisors
<i>Using Avaya OneCloud™ CCaaS Analytics</i>	Using Avaya OneCloud™ CCaaS Analytics	Use the features and capabilities of Avaya Analytics™ for Avaya OneCloud™ CCaaS Public.	<ul style="list-style-type: none"> • Supervisors • Administrators • Report designers
Videos			
<i>Avaya OneCloud™ CCaaS Application Center Videos</i>	Avaya OneCloud™ CCaaS Application Center Videos	Administer Avaya OneCloud™ CCaaS Public.	<ul style="list-style-type: none"> • Account administrators • Supervisors

<i>Avaya OneCloud™ CCaaS Public Orchestration Videos</i>	Avaya OneCloud™ CCaaS Public Orchestration Videos	Manage orchestration for Avaya OneCloud™ CCaaS Public.	<ul style="list-style-type: none"> • Developers • Account administrators • Business analysts
<i>Using Avaya OneCloud™ CCaaS Public for supervisors</i>	Using Avaya OneCloud™ CCaaS Public for supervisors Videos	Manage real-time and historical reports.	<ul style="list-style-type: none"> • Supervisors
<i>Using Avaya OneCloud™ CCaaS Public for Agents</i>	Using Avaya OneCloud™ CCaaS Public for Agents Videos	Manage contact center features.	<ul style="list-style-type: none"> • Supervisors • Agents
<i>Avaya OneCloud CCaaS Public Automation Videos</i>	Avaya OneCloud CCaaS Public Automation Videos	Manage automation for Avaya OneCloud™ CCaaS Public.	<ul style="list-style-type: none"> • Developers • Account administrators • Business analysts
<i>Getting started with Avaya OneCloud™ CCaaS Public Videos</i>	Getting Started with Avaya OneCloud™ CCaaS Public Videos	View an overview of <i>Avaya OneCloud™ CCaaS Public</i> features.	<ul style="list-style-type: none"> • Sales engineers • Business partners • Solution architects • Implementation engineers • Supervisors

2.0 New Features

2.1. Voice features for new onboarded customers

Existing customers will be evaluated for migration based on their feature requirements.

2.1.1. Localized Ringback Tone

When a call is routed to an agent, customer hears the localized ringback tone that is based on the DID number's country spec in the ITU standards. When the call is transferred to an agent, customer will hear the same localized ringback tone as dialing any other phone numbers in the country so that customer won't feel the call is connected to an international agent.

2.1.2. Media Resources Location Optimization

When customer calls a number that belongs to a country, then the country information will be used to find the closest media resources that are available in the associated CCaaS region for the call. This will help reduce the network latencies.

For outbound calls made by an agent, the agent's account hierarchy country information will be used for finding the closest media resources. If customer only has the root account country configured for the tenant, then all users in this tenant will use this country setting. But if customer has different user departments serving different countries' customers, customer tenant admin can configure the account hierarchy with different country codes so that agents assigned to different account hierarchy can be linked to different country codes.

2.1.3. Consult Transfer and Consult Conference

While on a customer call, an agent can make a consult call to a service or to another agent. The agent can switch between the customer call and the consult call. The agent can complete the consult call with consult transfer or consult conference. The CCaaS Cloud Ops can manually enable/disable the consult transfer/conference feature from the account feature toggle.

The consult transfer feature allows an agent to reliably handover the customer to another agent without being concerned that the transfer target agent doesn't answer the call. The feature also allows the agent to pass customer case information to the second agent before completing the transfer.

The consult conference feature allows agents to add other users into the customer call for assistance on an as-needed basis while remaining as main point of contact for the customer case.

Feature Capabilities

Consult

- CCaaS will initially support the ability for Workspaces agents to Consult to User or Consult to Queue.
- Once consulting the agent will have the option to Complete as Transfer or Complete as Conference
- Consult to Team and Extension not supported initially (will support in future)

Consult capabilities

- While in a consult the consulting agent may
 - Unhold the customer call. The consult call will be automatically placed on hold. The consulting agent can continue to move between calls by using the Unhold button
 - Disconnect the consult call. The customer leg will remain on hold until it is manually Unheld
 - Complete as Transfer or Conference
- ACW:
 - If disconnecting without completing the consult neither agent will receive ACW
- Supervisory Features
 - A consult call cannot be Observed (will support in future)
- Consult to User - Rona
 - A consult to User is a request to consult with a logged in and available User who will be routed the engagement (similar to Single Step Transfer to User)
 - If the selected User becomes unavailable before the call is routed the call will be Queued for the agent until they become available. Unlike Single Step Transfer to User the call will Queue indefinitely and will not be returned to a fallback Queue if the agent is unavailable,
 - If the selected User does not answer within the Rona timeout period the call will be Queued for the agent until they become available. Unlike Single Step Transfer to User the call will Queue indefinitely and will not be returned to a fallback Queue
 - Disconnect the consult call. The customer leg will remain on hold until it is manually Unheld.
 - User can drop consult call while waiting for available agent (for both consult to queue and consult to agent cases)
 - User can drop consult when call is established with consult destination

Complete as Transfer

Upon transfer completion

- The consult call completes with both agents connected
- The consulting agent is dropped from the main call
- The consulted agent is added to the main call and will continue with the customer

Transfer capabilities

- ACW:
 - After disconnecting the consulting agent will not receive ACW (same as Single Step Transfer)
 - After disconnecting the consulted agent will transition to ACW if enabled for the channel or Queue
 - For Transfer to Queue it is only the original Queue for the inbound customer call that will be considered as the Queue for the conference

Complete as Conference

Upon conference completion

- The consult call completes with both agents connected
- The consulting agent is on the main call in Unheld and resumes in an active state
- The consulted agent is added to the main call
- Both agents will now be active in a conference with the customer

Conference capabilities

- ACW:
 - After disconnecting all agents in the conference will transition to ACW if enabled for the channel or Queue
 - For Conference to Queue it is only the original Queue for the inbound customer call that will be considered as the Queue for the conference
- Multi Party Conference
 - Only 3-part conference supported in the initial delivery (will increase to 6)
 - Consult button will be disabled when agents are in a conference
- Supervisory Features
 - A conference call cannot be Observed (will support in future)
 - An agent being observed/coached will not be able to initiate a consult call (will support in future)
 - Agents/Supervisors in a call where a supervisor has barged in will not be able to initiate a consult call (will support in future)

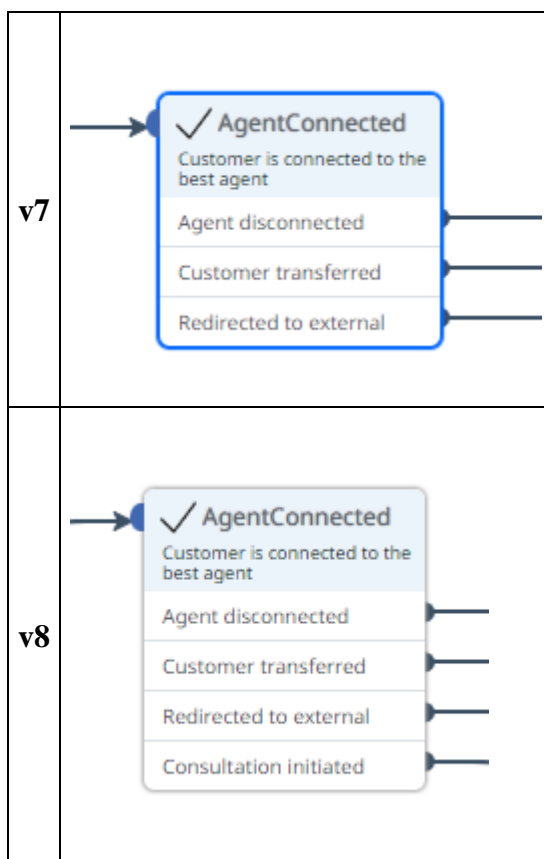
Orchestration

Orchestration has been updated to support consultation calls initiated by the agent to another agent or to a service:

- The existing *Agent Connected* task is updated to introduce a new output called *Consultation initiated*. The output is triggered when the agent initiates a consultation call.
- A new task called *Consult* has been introduced to handle the consultation call. It is responsible for getting the agent connected with the target agent and providing a treatment if the consultation call is queued waiting for an agent.

Agent Connected Task

Support for consultation calls is introduced in *Agent Connected* task **version 8**. A new output called *Consultation initiated* is introduced. The new output can only be connected to the newly introduced *Consult* task.

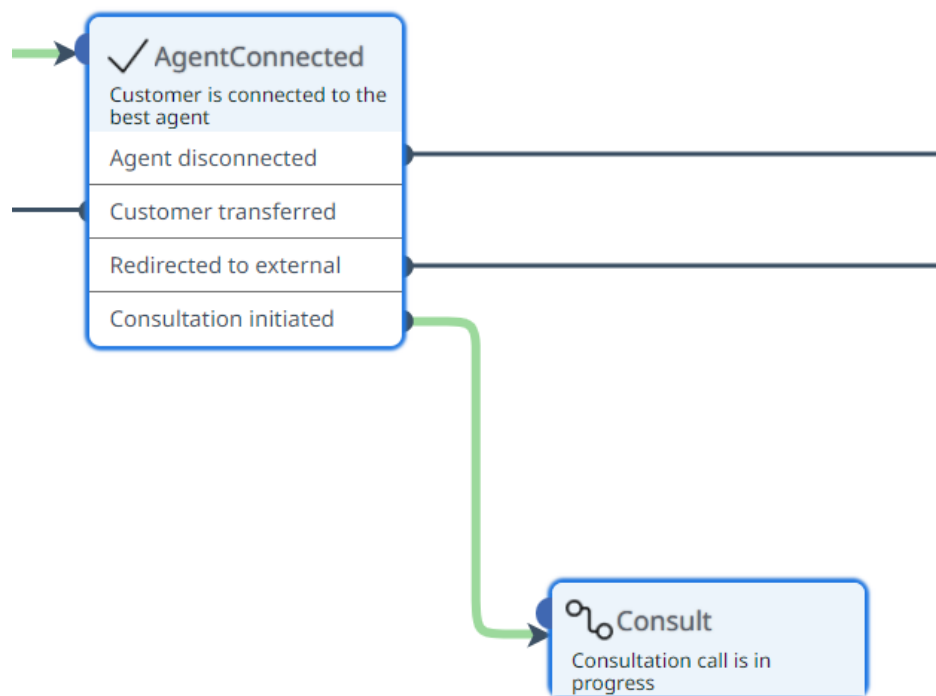


When the agent initiates a consultation call, the output is triggered, and the execution of the connected *Consult* task begins. The *Agent Connected* task remains running and resumes control when the consultation call processing is complete.

Consult Task

A new task called *Consult* has been introduced to handle the consultation call. It is responsible for getting the agent connected with the target agent and providing a treatment if the consultation call is queued waiting for an agent.

Orchestration Manager Instances view of the workflow presents a graphical and data centric representation of consultation calls associated with the workflow instance. When viewed in real-time, a consultation call currently in progress has both the Agent Connected and the Consult task as active with flashing blue outline.



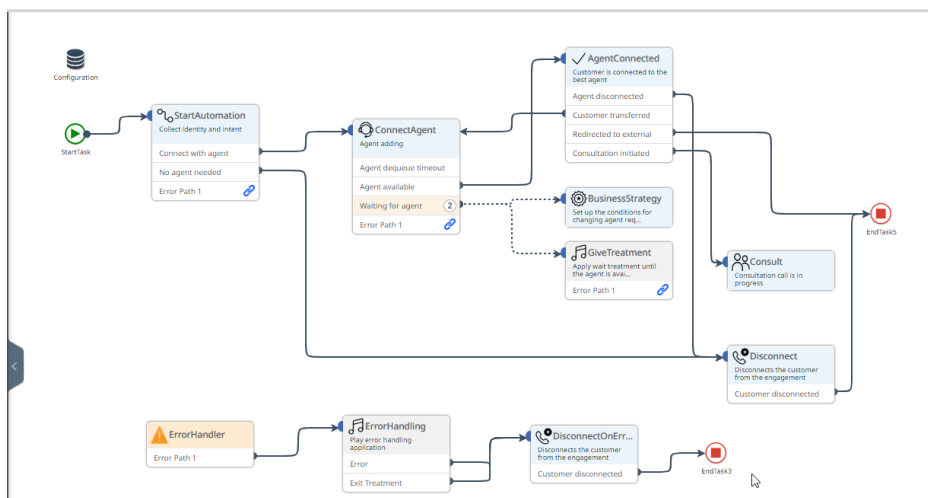
In the case where there are multiple consultation calls associated with a call the last consultation call information is displayed in the instance view of the *Consult* task of the workflow for the

call. The history of all the consultation calls is available in the instance view of the *Agent Connected* task.

Default Workflows

The default workflow for voice automatically supports consultation handling and includes the latest *Agent Connected* task and a connected *Consult* task. The default workflow for voice is available to new onboarded customers with voice accounts. As the consultation feature is disabled for current customers with voice accounts, the presence of consultation handling has no effect for these accounts. The default workflows for non-voice channels do not support consultation handling and continue to use **v7** of the *Agent Connected* task.

OneCloud Voice



Custom Workflows

New custom workflows will use the latest version of the *Agent Connected* task. If the feature has been enabled, a new voice channel workflow can use the feature by connecting and configuring the *Consult* task. If the feature is not required or is not applicable to the channel the *Consultation initiated* output of the *Agent Connected* task is left unconnected.

NOTE:

If consultation handling is required for existing custom workflows the Orchestration user must manually modify the workflow to replace the existing *Agent Connected* task with the latest and connect and configure the *Consult* task.

Steps to update a custom workflow to support consultation:

Update the <i>Agent Connected</i> task	<ol style="list-style-type: none"> 1. Using Orchestrion Designer open the existing workflow and note the task label 2. Drag the latest version of the <i>Agent Connected</i> task from the palette to the drawing areas - place it adjacent to the existing task 3. Drag the connections from the previous <i>Agent Connected</i> task to the new task 4. Delete the old task 5. Change the label to match the previous label
Add the <i>Consult</i> task	<ol style="list-style-type: none"> 1. Drag the latest version of the <i>Consult</i> task from the palette to the drawing areas - place it adjacent to the <i>Agent Connected</i> task 2. Create a connection from the <i>Consultation initiated</i> output of the <i>Agent Connected</i> task to the <i>Consult</i> task 3. Edit the properties to select a treatment flow to use when the consultation call is queuing 4. Arrange the <i>Agent Connected</i> and the <i>Consult</i> tasks to maximize the workflow readability 5. Save the workflow
Deploy	Using Designer or Orchestration Manager deploy the workflow

2.1.4. Agent/Supervisor Internal Extension Call

An agent or supervisor with the voice channel profile can make an internal extension call to another agent or supervisor within the same tenant. A user does not need to login to voice channel to make or receive extension calls. With the multi-call feature a user can receive an extension call while on another call.

This feature will permit agents and supervisors to communicate with each other for non-customer call related matters. For example, a supervisor can make an internal call to an agent about the work schedule. An agent can call the supervisor about PC issues.

- If an agent is on a customer call, the agent can only make a consult call to another user for customer related matters. This agent is blocked from making any other outbound calls.
- If an agent is on a customer call, the agent can still receive an incoming internal call notification. The agent can decide to answer the internal call (which will put the customer call on hold automatically) or not to answer it.
- If an agent is on an internal call, the agent will be made "not ready" for customer calls until the internal call is finished.

Since the internal call will only have browser WebRTC to Voice provider connections and there is no PSTN participants, agent will experience wideband audio that comes with OPUS codec in WebRTC.

2.1.5. AI Noise Removal

For all CCaaS calls, the AI Noise Removal feature are enabled by default. This feature allows agent to hear customer better when customer is in a noisy environment which will result shorter customer call time. This feature also automatically removes agent's background noise during the customer call such as dog barking, lawn mowing, etc., which improves the remote agents' quality of services.

2.1.6. Improved Audio Quality

A new wideband Opus codec which will improve the quality especially in lower bandwidth or over impaired networks. Minimum of 62% decrease in bandwidth for each agent call compared to current Kazoo.

2.1.7. Improved Security

Always enabled encryption (SIP TLS/SRTP) on the carriers' SIP trunking integration which improves the security over public Internet.

2.2. Workspaces for CRM

Supervisor in Workspaces, Agent in CRM

When a supervisor is logged into standard Workspaces and would like to have the possibility to observe/coach/charge-in during digital interactions for the agents logged in CRM (SFDC, Dynamics and ServiceNow).

The agent being supervised, will be notified when the supervisor starts or ends observing/coach/charge-in (configurable from NGM for Observe).

The agent will also be able to receive coach messages from his supervisor while he/she is active on a chat or messaging interaction with a customer.

The agent who is being coached on a chat or messaging engagement, will have clear highlighted messages from her/his supervisor so that they do not get confused with the customers messages.

The agent who is being coached on a chat or messaging engagement will have a notification in CRM Connector when his/her supervisor sends a coaching message for an engagement on which he/she is not currently working (work card out of focus).

The agent will still be able to continue sending messages in a three-way conference with the customer and supervisor when supervisor barge-in a conversation.

As an agent who is a party in an engagement where a supervisor has barged in and joined the conversation with the customer, he/she will be able to leave the engagement and allow the customer and supervisor to continue.

Once a supervisor leaves the barge in session, control is returned to the agent.

The customer will be able to see that an additional party has joined the conversation that he/she was having with the contact center agent. The customer will be able to see any messages that either the agent or the supervisor sends within the engagement context.

Supervisor View in Workspaces

The screenshot displays the Avaya Supervisor View in Workspaces. The top navigation bar includes the Avaya logo, a search bar, and user information for Miruna Supervisor. The main content area is divided into two sections: a left sidebar with agent status indicators and a main table of active engagements.

Agents Section:

- Search: Agent Name or Station ID
- Channel: None selected
- Group: None selected
- Status: None selected

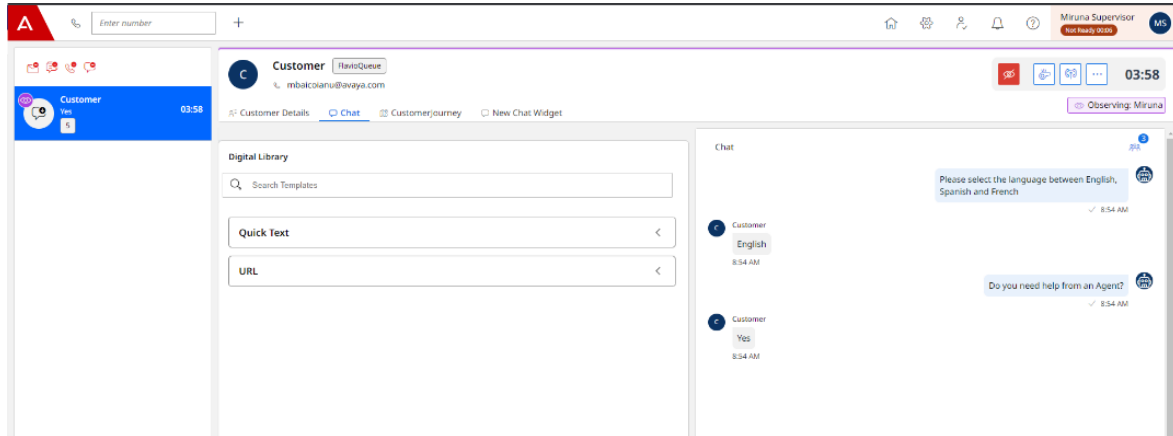
Engagements Table:

Service Name	Target	Duration	State	Work Code	Disposition Code
FlavioQueue	vmamani@avaya.com	05:31	Active	Not Set	Not Set
FlavioQueue	vmamani@avaya.com	05:25	Active	Not Set	Not Set
FlavioQueue	valeria.mamani@intive.com	05:18	Active	Not Set	Not Set
FlavioQueue	mbaicolanu@avaya.com	02:41	Active	Not Set	Not Set

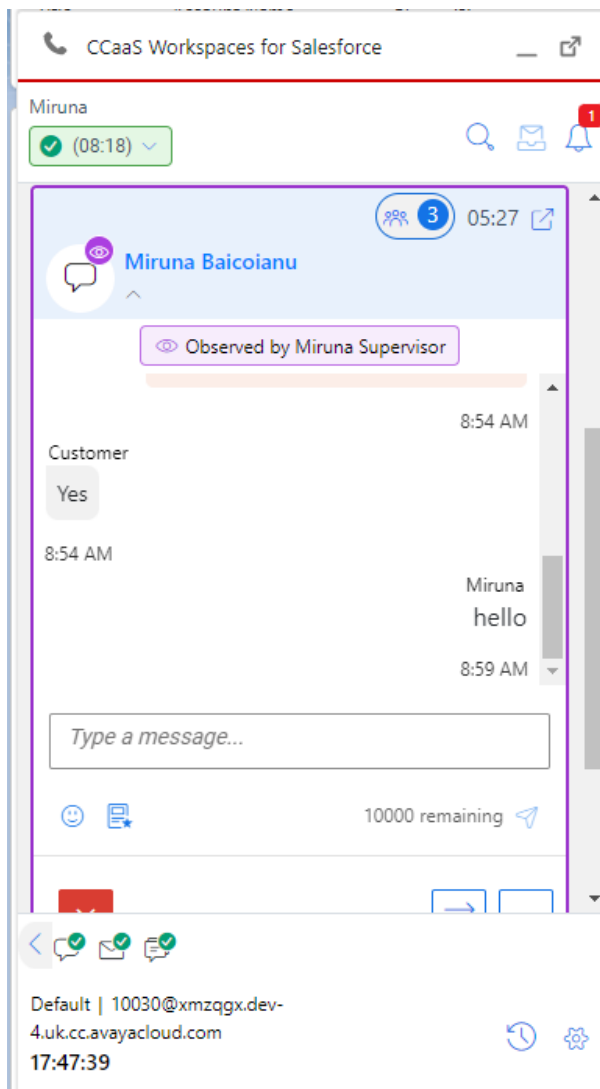
Agent List:

- Miruna (Offline)
- Miruna (Offline)
- Miruna (Offline)
- Miruna Baicolanu (Offline)
- Miruna Dynamics (Offline)
- Nicene Dynamics (Not Ready)

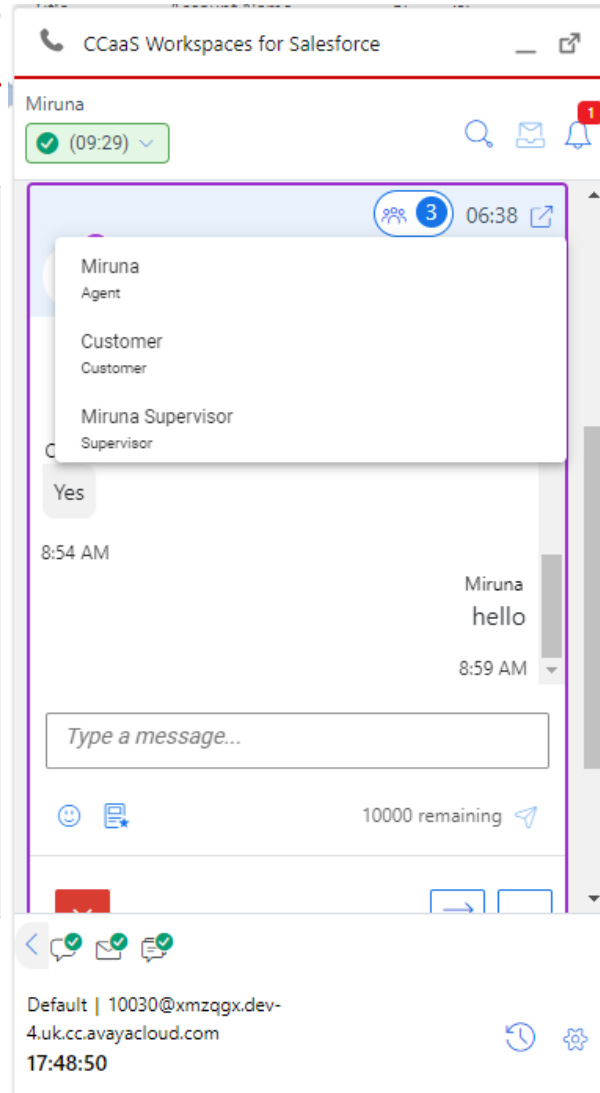
Supervisor Observe interaction from an agent logged in CRM



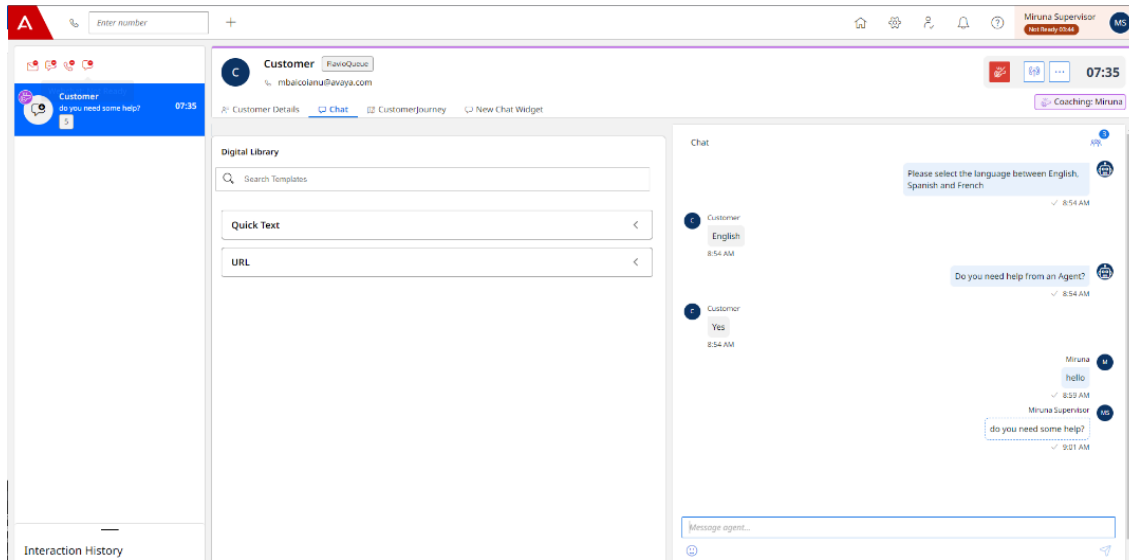
Agent being Observed notification



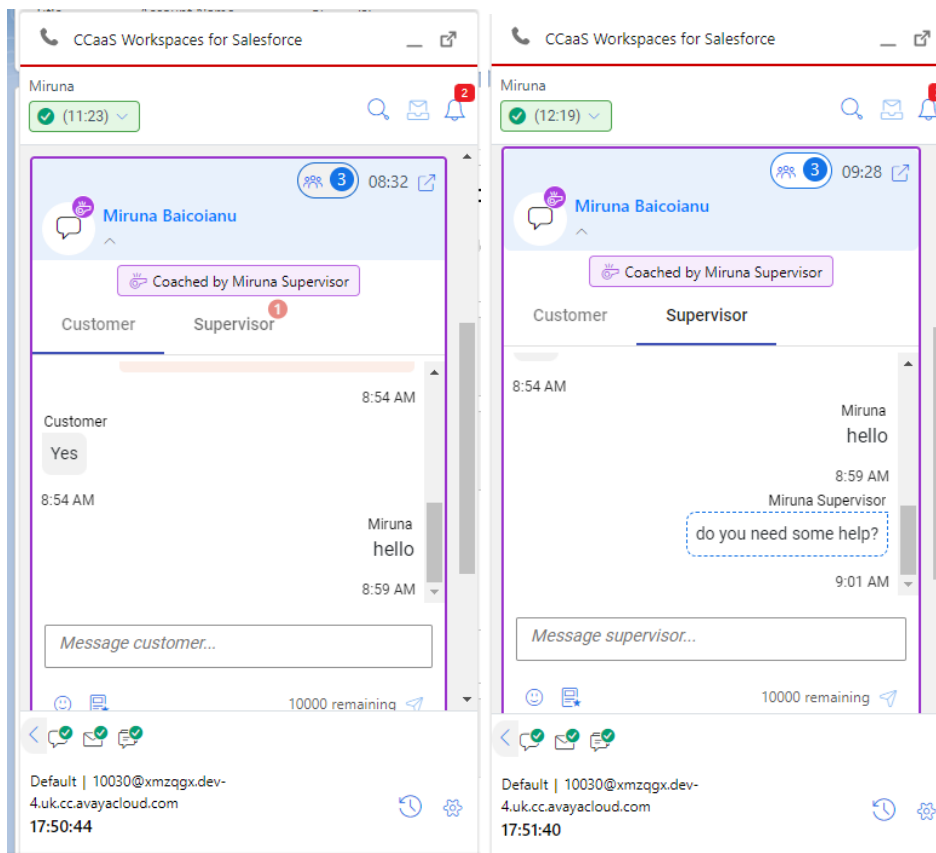
List of participants



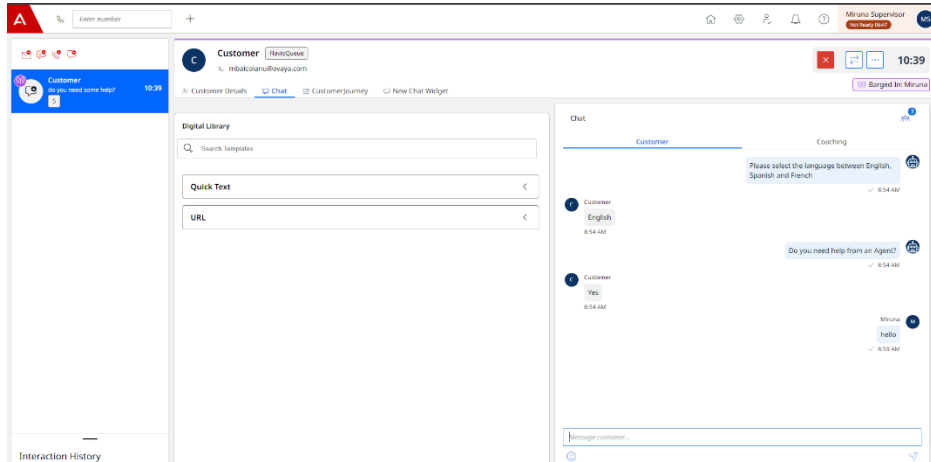
Supervisor Coach interaction from an agent logged in CRM



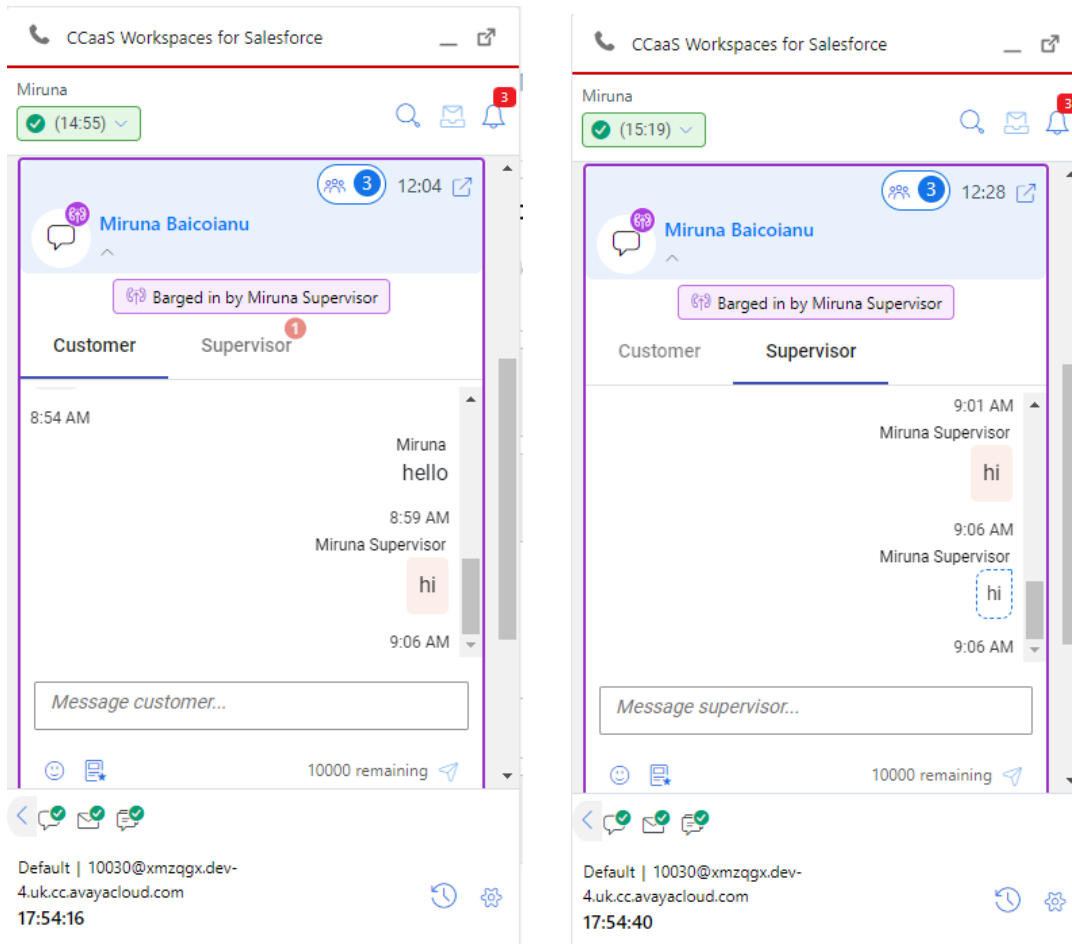
Agent being Coached notification and view



Supervisor Barge-in interaction from an agent logged in CRM



Agent being notified that the supervisor barge-in



2.3. Chat JavaScript SDK

- Avaya OneCloud CCaaS Digital provides the Chat JavaScript SDK which allows customer's client application to access the built-in chat capabilities.
- The Chat (JavaScript) SDK is a JavaScript library that provides a collection of methods, objects and events which customers can easily build or integrate as a chat client for their websites and enable it with Avaya CCaaS Digital Chat.
- The Chat JS SDK APIs can allow the end user to start a new chat, join an existing chat that might have been started in a different session and converse with the contact center seamlessly across multiple sessions.
- End users can create multiple chats and converse over them at the same time if required to do so.
- The CCaaS custom channel web gateway will be exposing a new set of APIs which are consumed by chat SDK.

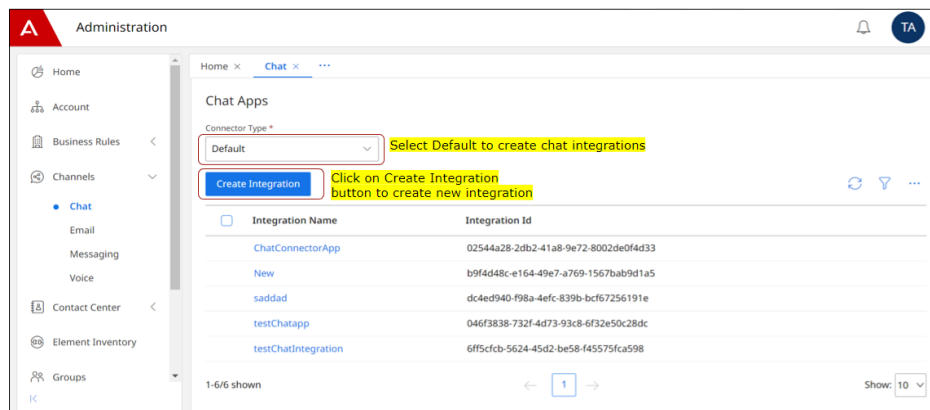
2.3.1. JWT Authentication

The Chat JavaScript SDK also requires a JSON Web Token (JWT) to initialize and connect to Avaya OneCloud CCaaS Digital services. This token must be unique for each end user. Since the backend web application is aware of the end user using customer services, it should securely fetch the token from Avaya OneCloud CCaaS Digital from the end user whenever the customer's web page requires it.

To fetch the token from Avaya OneCloud CCaaS Digital, the backend web application server needs to invoke the Generate JWT Token API which is authenticated the in same way other public CCaaS APIs are authenticated.

Integration needs to get created through Admin Configuration.

Create Integration



Save Integration

Administration

Home x Chat x ...

Chat Integrations / New Integration

Name *

HomeLoanIntegration

Enter integration name

Cancel Save

Click on Save button to save integrations

Administration

Home x Chat x ...

Chat Apps

Connector Type *

Default

Create Integration

Integration Name	Integration Id
ChatConnectorApp	02544a28-2db2-41a8-9e72-8002de0f4d33
HomeLoanIntegration	794de058-1054-4e89-b767-11fec204d17e
New	b9f4d48c-e164-49e7-a769-1567bab9d1a5
saddad	dc4ed940-f98a-4efc-839b-bcf67256191e
testChatapp	046f3838-732f-4d73-93c8-6f32e50c28dc

Chat integrations

1-7/7 shown

Show 10

Start Chat Engagement using Chat RefClient, which is using ChatSDK.

Chat ref client (Sample)

Customer Support

AVAYA Avaya Messaging

Required fields are followed by *

First Name*

Bob

Last Name*

Thomas

Email Address*

bob@ac.com

+ Add Context Parameter

Start chat

1

2

3

Customer Support

AVAYA Avaya Avaya Company

Waiting For Agent

Please select the language between English, Spanish and French

English

12:32 AM

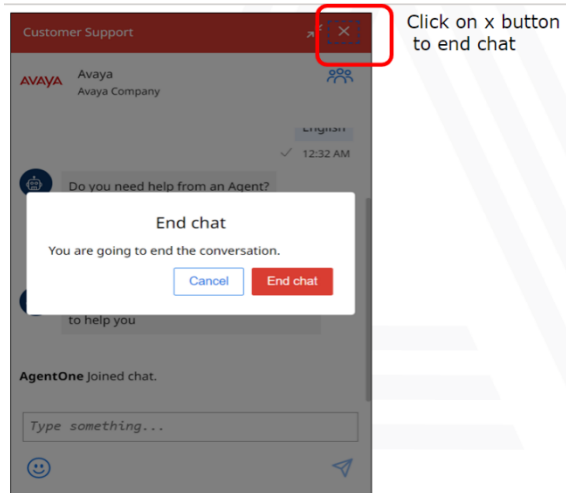
Do you need help from an Agent?

Yes

12:32 AM

Type some ...

Customer ends Chat.



2.3.2. Metric and Alerts supported

2.3.2.1. Metrics introduced for Chat Feature:

- **Success:** ccaas.digital.msg_web_gateway.sdk_session_chat_success_count
- **Failures:** ccaas.digital.msg_web_gateway.sdk_session_chat_failed_count
- **Session erminated:** ccaas.digital.msg_web_gateway.sdk_session_chat_terminated_count

2.3.2.2. Alerts:

	List all alerts that will be published	What is the numeric threshold for the metric that, when breached, will trigger this alert?	What is the action that needs to be taken by the developer when this alert causes a pager to go off?
1	<p>Digital-WebGateway : Datasource health issue</p> <p>This log shows that service is not able to communicate with DB. This might lead to data loss.</p> <p>Log to monitor: "Database has gone unreachable" OR</p> <p>"Failed to save in database" OR</p> <p>"Failed to delete from database"</p>	<p>5m > 5</p>	<p>Log Monitors - Digital#PostgresDBConnection/Accessissue</p>

3.0 Known Considerations

3.1. Browser Support

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