AVAYA

Avaya OneCloud™ CCaaS Release Notes
Drop 27
Release Date 6th October 2022

Preventing Toll Fraud

"Toll Fraud" is the unauthorized use of your telecommunications system by an unauthorized party (for example, a person who is not a corporate employee, agent, subcontractor, or is not working on your company's behalf). Be aware that there can be a risk of Toll Fraud associated with your system and that, if Toll Fraud occurs, it can result in substantial additional charges for your telecommunications services.

Avaya Toll Fraud intervention

If You suspect that You are being victimized by Toll Fraud and You need technical assistance or support, call Technical Service Center Toll Fraud Intervention Hotline at +1-800-643-2353 for the United States and Canada. For additional support telephone numbers, see the Avaya Support website: http://support.avaya.com, or such successor site as designated by Avaya.

Security Vulnerabilities

Information about Avaya's security support policies can be found in the Security Policies and Support section of https://support.avaya.com/security

Suspected Avaya product security vulnerabilities are handled per the Avaya Product Security Support Flow (https://support.avaya.com/css/P8/documents/100161515).

Trademarks

The trademarks, logos and service marks ("Marks") displayed in this site, the Documentation, Hosted Service(s), and product(s) provided by Avaya are the registered or unregistered Marks of Avaya, its affiliates, its licensors, its suppliers, or other third parties. Users are not permitted to use such Marks without prior written consent from Avaya or such third party which may own the Mark. Nothing contained in this site, the Documentation, Hosted Service(s) and product(s) should be construed as granting, by implication, estoppel, or otherwise, any license or right in and to the Marks without the express written permission of Avaya or the applicable third party.

Avaya is a registered trademark of Avaya Inc.

All non-Avaya trademarks are the property of their respective owners.

Linux® is the registered trademark of Linus Torvalds in the U.S. and other countries.

Downloading Documentation

For the most current versions of Documentation, see the Avaya Support website: http://support.avaya.com, or such successor site as designated by Avaya.

Contact Avaya Support

See the Avaya Support website: http://support.avaya.com for product or Hosted Service notices and articles, or to report a problem with your Avaya product or Hosted Service. For a list of support telephone numbers and contact addresses, go to the Avaya Support website: http://support.avaya.com (or such successor site as designated by Avaya), scroll to the bottom of the page, and select Contact Avaya Support.

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. 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)

<u>Consult capabilities</u>

- 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

<u>Upon transfer completion</u>

- 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

<u>Transfer capabilities</u>

- 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

<u>Upon conference completion</u>

- 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

<u>Conference capabilities</u>

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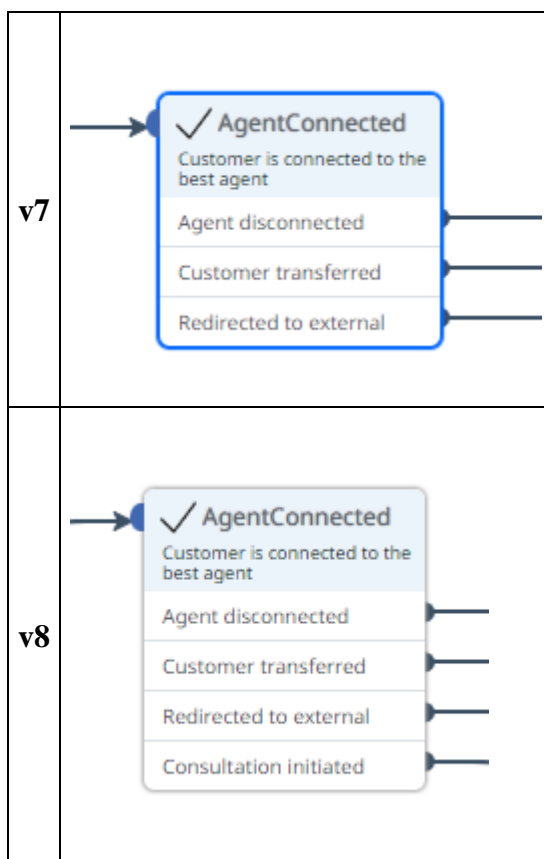
When the agent initiates a consultation call, the output is triggered, and the execution of the connected *Consult* task begins. The *Agent Connected* task remains running and resumes control when the consultation call processing is complete.
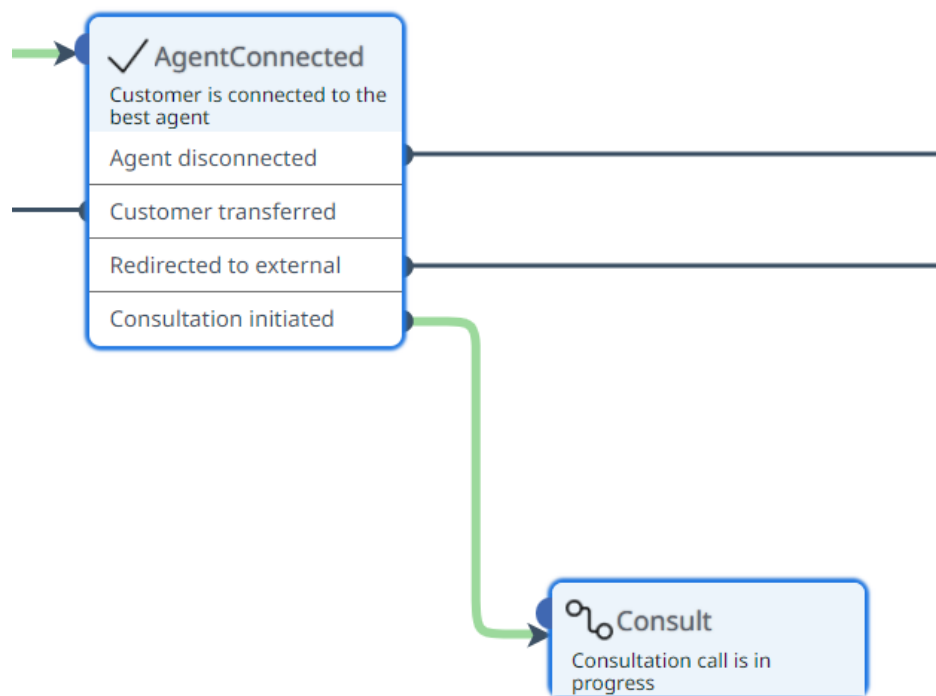
Consult Task

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
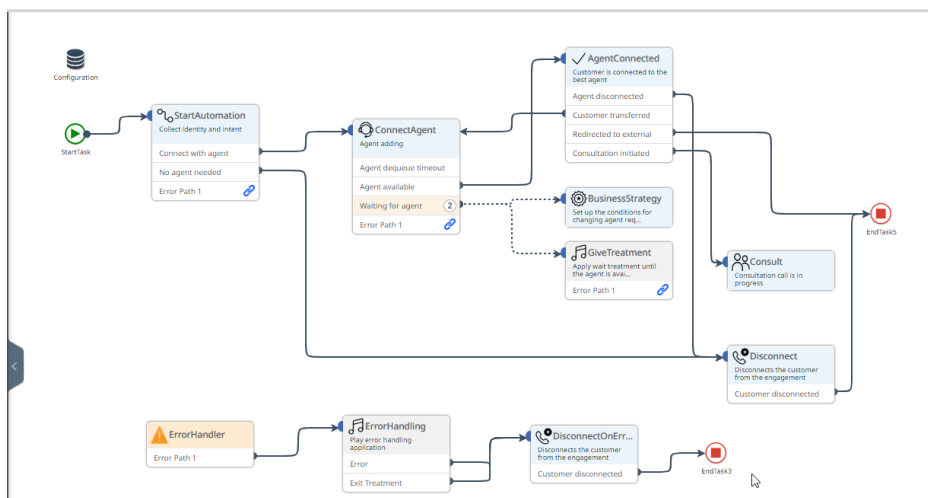
Custom Workflows

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 *Agent Connected* task	1. Using Orchestrion Designer open the existing workflow and note the task label 2. Drag the latest version of the *Agent Connected* task from the palette to the drawing areas - place it adjacent to the existing task 3. Drag the connections from the previous *Agent Connected* task to the new task 4. Delete the old task 5. Change the label to match the previous label
Add the *Consult* task	1. Drag the latest version of the *Consult* task from the palette to the drawing areas - place it adjacent to the *Agent Connected* task 2. Create a connection from the *Consultation initiated* output of the *Agent Connected* task to the *Consult* task 3. Edit the properties to select a treatment flow to use when the consultation call is queuing 4. Arrange the *Agent Connected* and the *Consult* 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/barge-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/barge-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.

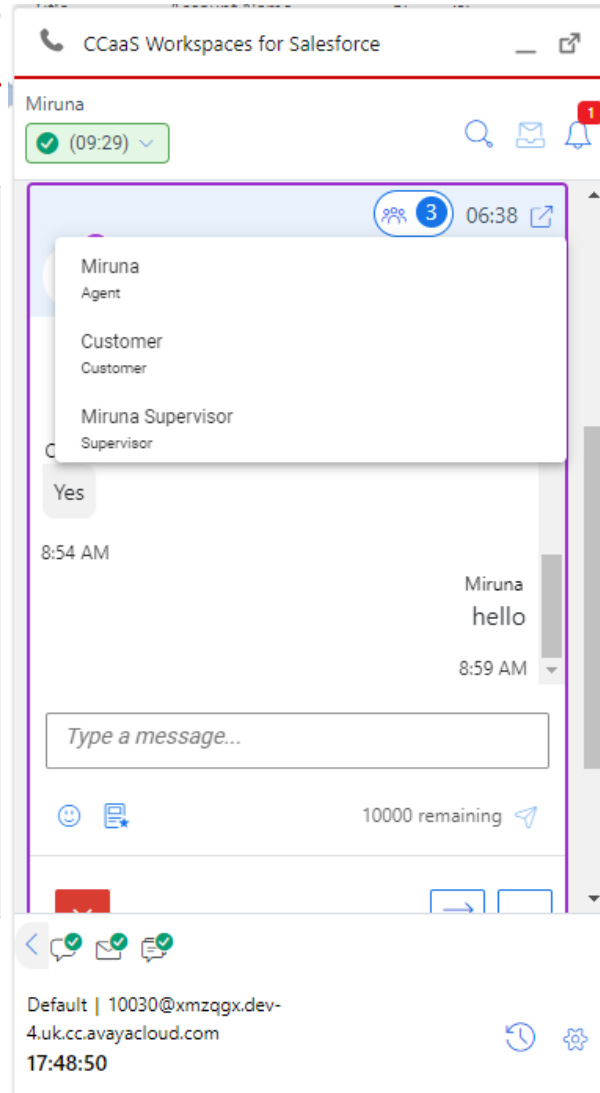## Supervisor View in Workspaces

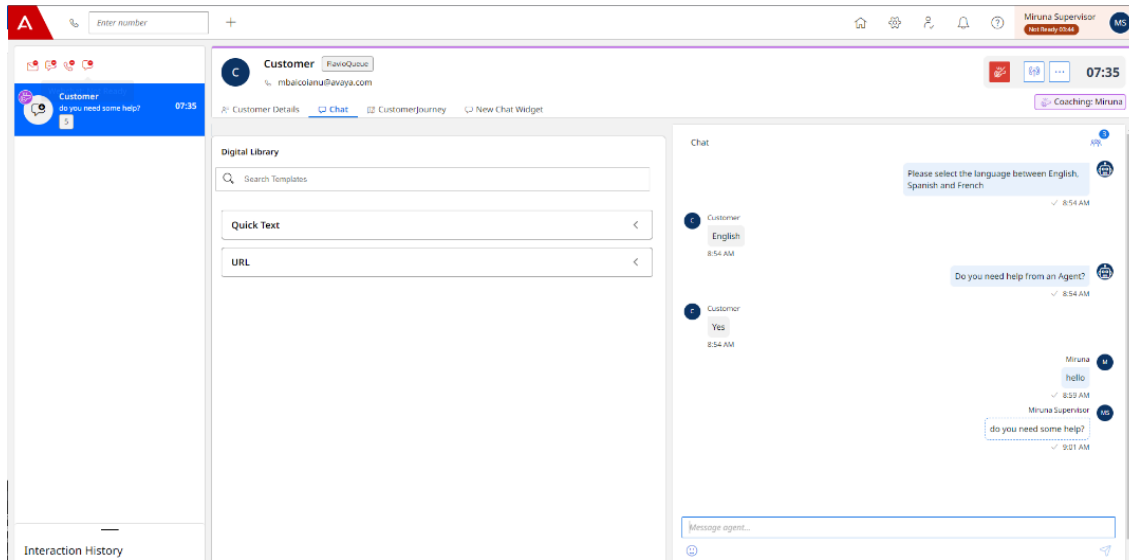## Supervisor Observe interaction from an agent logged in CRM
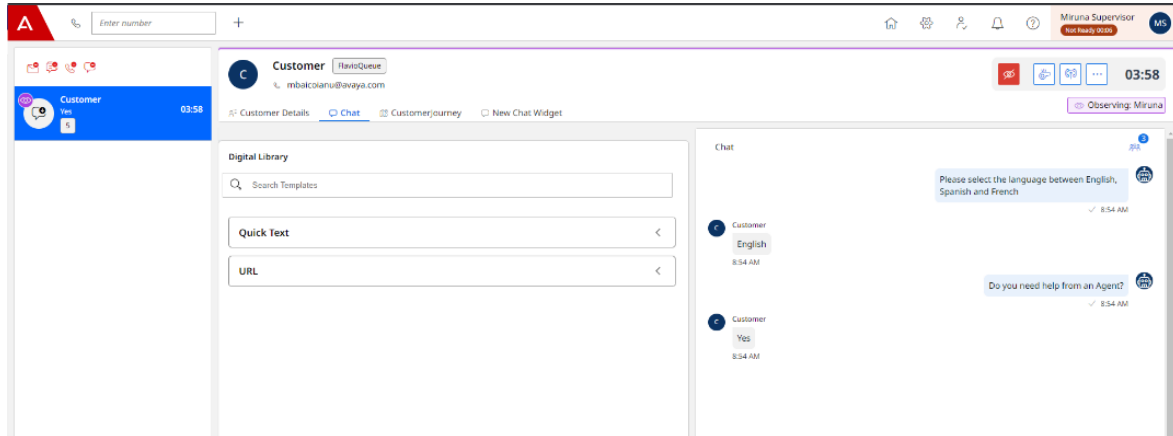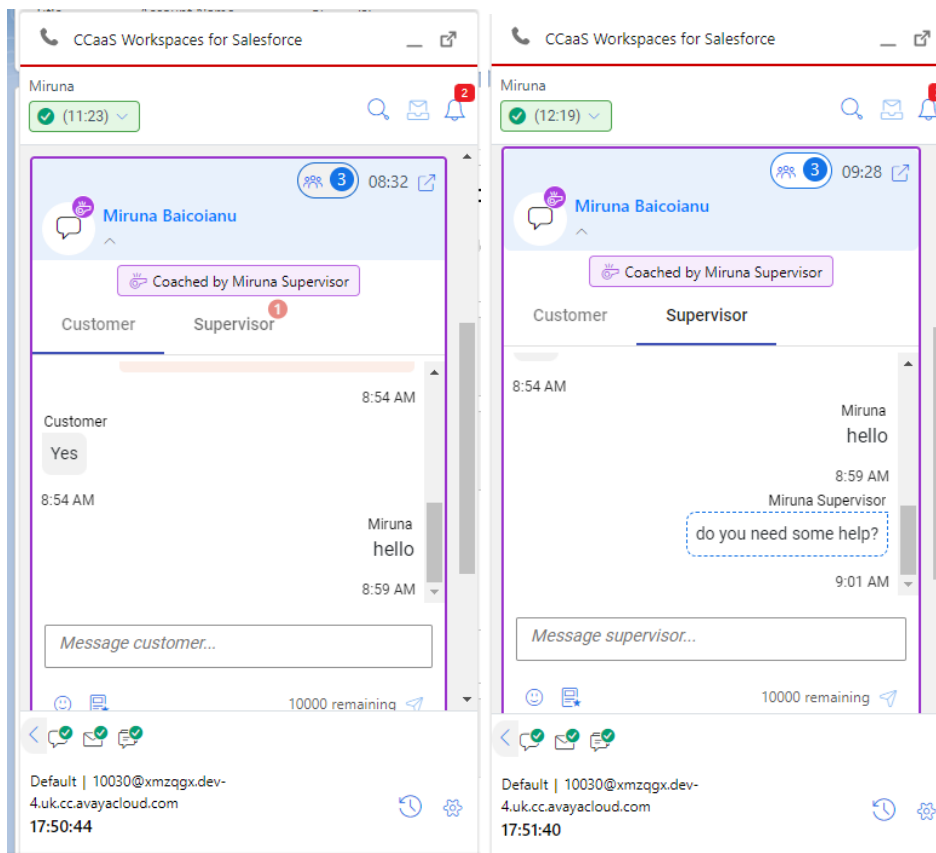

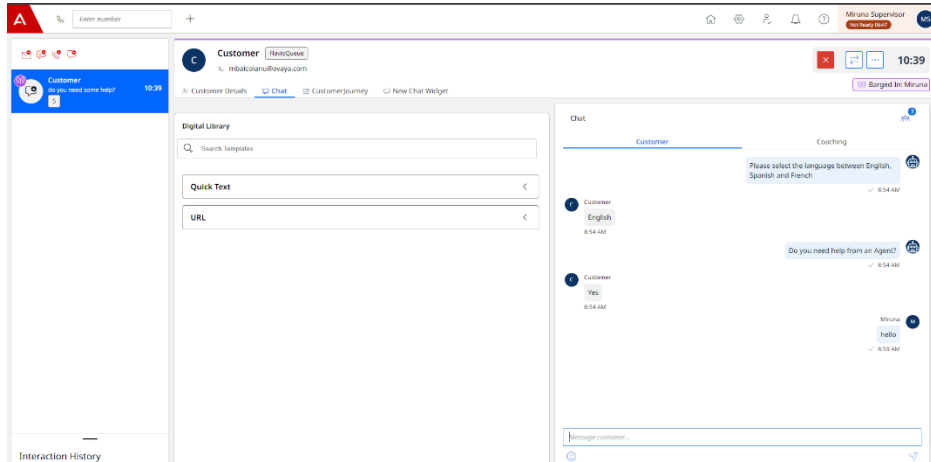## Agent being Observed notification
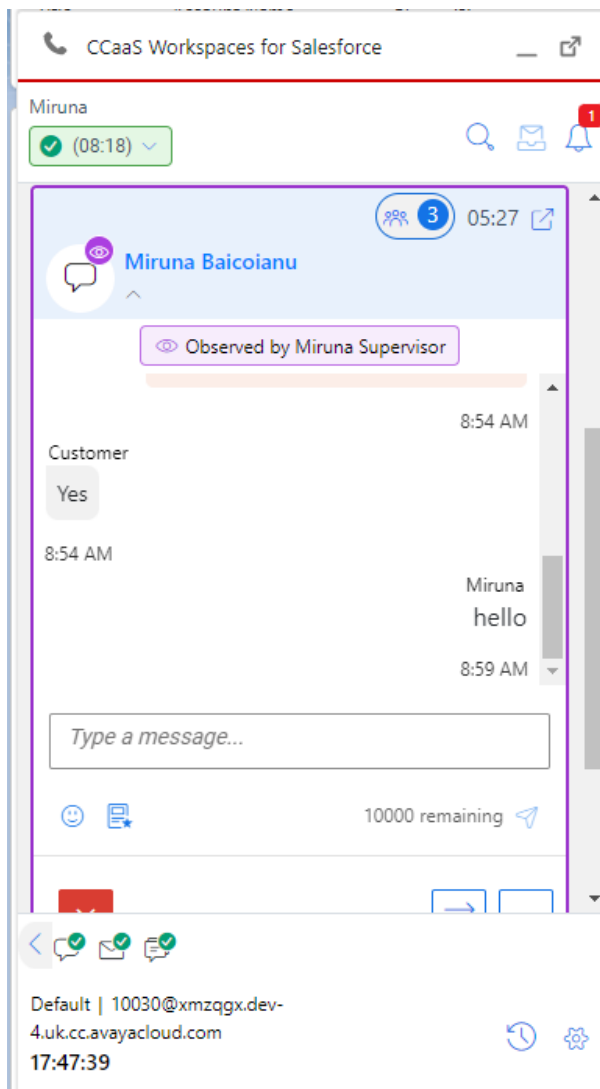
List of participants

Supervisor Coach interaction from an agent logged in CRM
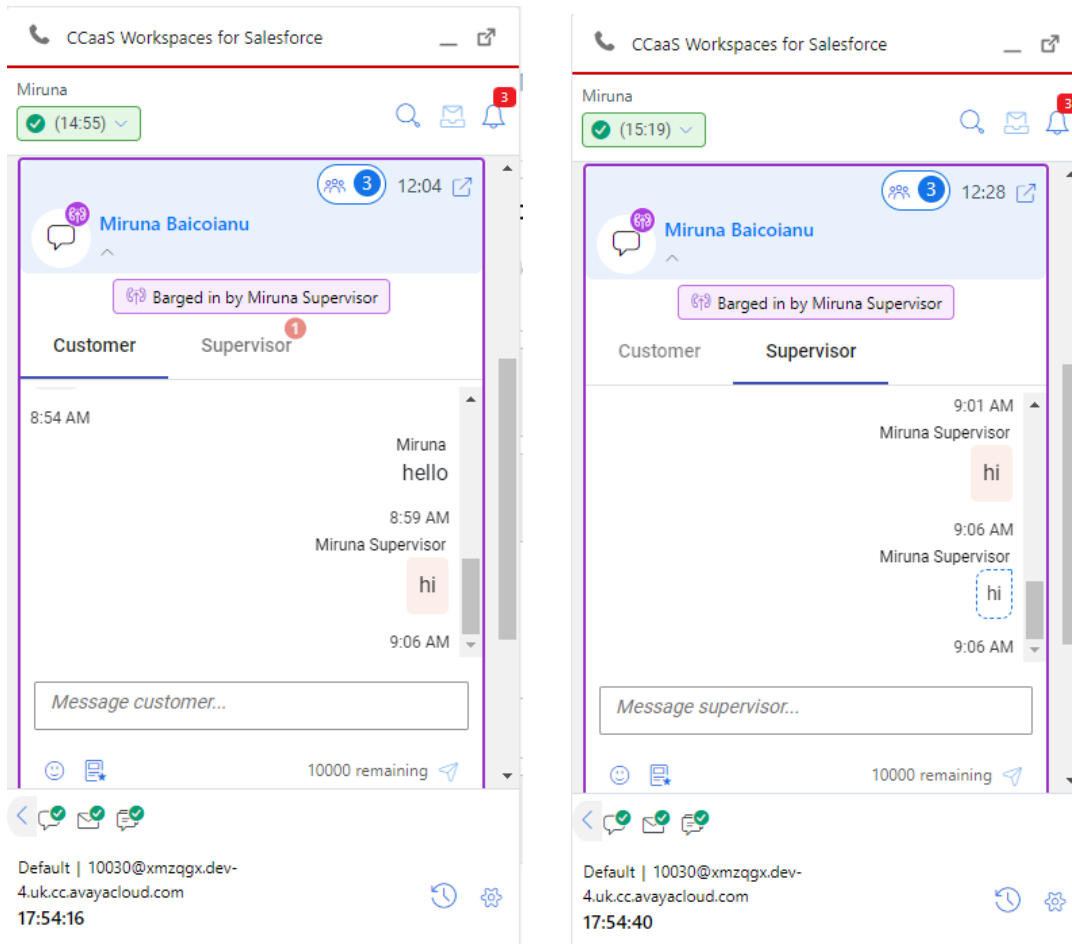

Agent being Coached notification and view

Supervisor Barge-in interaction from an agent logged in CRM

Agent being notified that the supervisor barged-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.
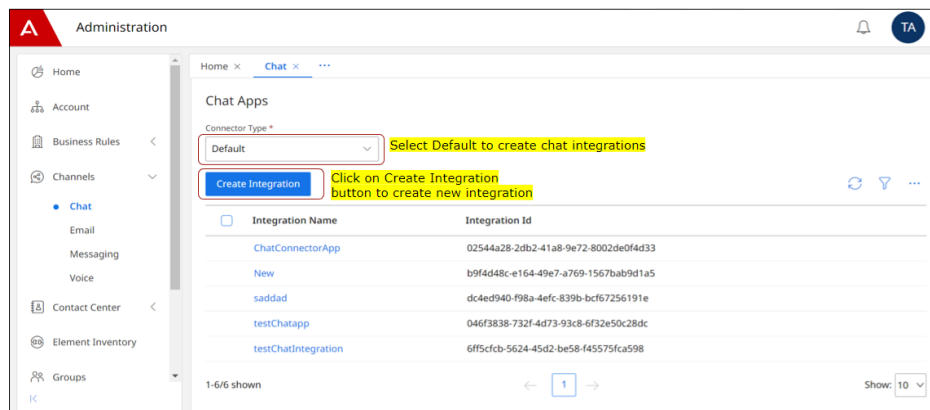
2.3.1. JWT Authentication

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

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

Customer ends Chat.
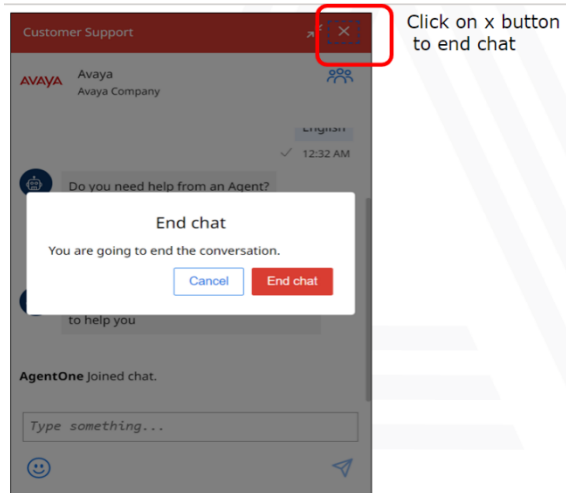
2.3.2. Metric and Alerts supported

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	Digital-WebGateway : Datasource health issue This log shows that service is not able to communicate with DB. This might lead to data loss. Log to monitor: "Database has gone unreachable" OR "Failed to save in database" OR "Failed to delete from database"	5m > 5	Log Monitors - Digital#PostgresDBConnection/Accessissue

3.0 Known Considerations

3.1. Browser Support

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