Avaya OneCloud™ CCaaS Release Notes
Drop 31
Release Date 1st December 2022

© 2022 Avaya Inc. All Rights Reserved.

© 2019 Avaya Inc. All Rights Reserved.

Notice

While reasonable efforts have been made to ensure that the information in this document is complete and accurate at the time of printing, Avaya assumes no liability for any errors. Avaya reserves the right to make changes and corrections to the information in this document without the obligation to notify any person or organization of such changes.

Documentation disclaimer

"Documentation" means information published in varying mediums which may include product information, operating instructions and performance specifications that are generally made available to users of products. Documentation does not include marketing materials. Avaya shall not be responsible for any modifications, additions, or deletions to the original published version of Documentation unless such modifications, additions, or deletions were performed by or on the express behalf of Avaya. End User agrees to indemnify and hold harmless Avaya, Avaya's agents, servants and employees against all claims, lawsuits, demands and judgments arising out of, or in connection with, subsequent modifications, additions or deletions to this documentation, to the extent made by End User.

Link disclaimer

Avaya is not responsible for the contents or reliability of any linked websites referenced within this site or Documentation provided by Avaya. Avaya is not responsible for the accuracy of any information, statement or content provided on these sites and does not necessarily endorse the products, services, or information described or offered within them. Avaya does not guarantee that these links will work all the time and has no control over the availability of the linked pages.

"**Hosted Service**" means an Avaya hosted service subscription that You acquire from either Avaya or an authorized Avaya Channel Partner (as applicable) and which is described further in Hosted SAS or other service description documentation regarding the applicable hosted service. If You purchase a Hosted Service subscription, You may be entitled to support services in connection with the Hosted Service as described further in your service description documents for the applicable Hosted Service. Contact Avaya or Avaya Channel Partner (as applicable) for more information.

Hosted Service

THE FOLLOWING APPLIES ONLY IF YOU PURCHASE AN AVAYA HOSTED SERVICE SUBSCRIPTION FROM AVAYA OR AN AVAYA CHANNEL PARTNER (AS APPLICABLE), THE TERMS OF USE FOR HOSTED SERVICES ARE AVAILABLE ON THE AVAYA WEBSITE, HTTP://SUPPORT.AVAYA.COM/LICENSEINFO UNDER THE LINK "Avaya Terms of Use for Hosted Services" OR SUCH SUCCESSOR SITE AS DESIGNATED BY AVAYA, AND ARE APPLICABLE TO ANYONE WHO ACCESSES OR USES THE HOSTED SERVICE. BY ACCESSING OR USING THE HOSTED SERVICE, OR AUTHORIZING OTHERS TO DO SO, YOU, ON BEHALF OF YOURSELF AND THE ENTITY FOR WHOM YOU ARE DOING SO (HEREINAFTER REFERRED TO INTERCHANGEABLY AS "YOU" AND "END USER"), AGREE TO THE TERMS OF USE. IF YOU ARE ACCEPTING THE TERMS OF USE ON BEHALF A COMPANY OR OTHER LEGAL ENTITY, YOU REPRESENT THAT YOU HAVE THE AUTHORITY TO BIND SUCH ENTITY TO THESE TERMS OF USE. IF YOU DO NOT HAVE SUCH AUTHORITY, OR IF YOU DO NOT WISH TO ACCEPT THESE TERMS OF USE, YOU MUST NOT ACCESS OR USE THE HOSTED SERVICE OR AUTHORIZE ANYONE TO ACCESS OR USE THE HOSTED SERVICE.

Copyright

Except where expressly stated otherwise, no use should be made of materials on this site, the Documentation, Software, Hosted Service, or hardware provided by Avaya. All content on this site, the documentation, Hosted Service, and the product provided by Avaya including the selection, arrangement and design of the content is owned either by Avaya or its licensors and is protected by copyright and other intellectual property laws including the sui generis rights relating to the protection of databases. You may not modify, copy, reproduce, republish, upload, post, transmit or distribute in any way any content, in whole or in part, including any code and software unless expressly authorized by Avaya. Unauthorized reproduction, transmission, dissemination, storage, and or use without the express written consent of Avaya can be a criminal, as well as a civil offense under the applicable law.

Third Party Components

"**Third Party Components**" mean certain software programs or portions thereof included in the Hosted Service may contain software (including open source software) distributed under third party agreements ("Third Party Components"), which contain terms regarding the rights to use certain portions of the software ("Third Party Terms"). The Third Party Terms that apply is available in the products, Documentation or on Avaya's website at: http://support.avaya.com/Copyright or such successor site as designated by Avaya.

Service Provider

THE FOLLOWING APPLIES TO AVAYA CHANNEL PARTNER'S HOSTING OF AVAYA PRODUCTS OR SERVICES. THE PRODUCT OR HOSTED SERVICE MAY USE THIRD PARTY COMPONENTS SUBJECT TO THIRD PARTY TERMS AND REQUIRE A SERVICE PROVIDER TO BE INDEPENDENTLY LICENSED DIRECTLY FROM THE THIRD PARTY SUPPLIER. AN AVAYA CHANNEL PARTNER'S HOSTING OF AVAYA PRODUCTS MUST BE AUTHORIZED IN WRITING BY AVAYA AND IF THOSE HOSTED PRODUCTS USE OR EMBED CERTAIN THIRD PARTY SOFTWARE, INCLUDING BUT NOT LIMITED TO MICROSOFT SOFTWARE OR CODECS, THE AVAYA CHANNEL PARTNER IS REQUIRED TO INDEPENDENTLY OBTAIN ANY APPLICABLE LICENSE AGREEMENTS, AT THE AVAYA CHANNEL PARTNER'S EXPENSE, DIRECTLY FROM THE APPLICABLE THIRD PARTY SUPPLIER.

WITH RESPECT TO CODECS, IF THE AVAYA CHANNEL PARTNER IS HOSTING ANY PRODUCTS THAT USE OR EMBED THE H.264 CODEC OR H.265 CODEC, THE AVAYA CHANNEL PARTNER ACKNOWLEDGES AND AGREES THE AVAYA CHANNEL PARTNER IS RESPONSIBLE FOR ANY AND ALL RELATED FEES AND/OR ROYALTIES. THE H.264 (AVC) CODEC IS LICENSED UNDER THE AVC PATENT PORTFOLIO LICENSE FOR THE PERSONAL USE OF A CONSUMER OR OTHER USES IN WHICH IT DOES NOT RECEIVE REMUNERATION TO: (I) ENCODE VIDEO IN COMPLIANCE WITH THE AVC STANDARD ("AVC VIDEO") AND/OR (II) DECODE AVC VIDEO THAT WAS ENCODED BY A CONSUMER ENGAGED IN A PERSONAL ACTIVITY AND/OR WAS OBTAINED FROM A VIDEO PROVIDER LICENSED TO PROVIDE AVC VIDEO. NO LICENSE IS GRANTED OR SHALL BE IMPLIED FOR ANY OTHER USE. ADDITIONAL INFORMATION FOR H.264 (AVC) AND H.265 (HEVC) CODECS MAY BE OBTAINED FROM MPEG LA, L.L.C. SEE HTTP://WWW.MPEGLA.COM.

Compliance with Laws

You acknowledge and agree that it is Your responsibility for complying with any applicable laws and regulations, including, but not limited to laws and regulations related to call recording, data privacy, intellectual property, trade secret, fraud, and music performance rights, in the country or territory where the Avaya product is used.

© 2022 Avaya Inc. All Rights Reserved.

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.

© 2022 Avaya Inc. All Rights Reserved.

Contents

1.0 Avaya OneCloud™ CCaaS Customer Documentation 5
2.0 New Features 5
2.1. Integration with Workspaces for CRM 5
2.2. Support token refresh prior to expiry 6
2.3. Reconnect WebSocket to new application version on upgrade 6
2.4. Improved UX to link Consult call to Customer call 7
2.5. Workspaces sup/agent-to-agent extension calling 7
2.6. Continuous audible alerting notification 8
2.7. Self-service Flow Input Variables support 8
2.7.1. Using Self Service Input Variables in Orchestration 13
2.8. Self-service flow: Add default flows 14
3.0 Known Considerations 14
3.1. Browser Support 14

© 2022 Avaya Inc. All Rights Reserved.

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 Omnichannel.

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

https://documentation.avaya.com/bundle?rpp=10&labelkey=Avaya_OneCloud_CCaaS

Please also see the latest Documentation Updates

https://documentation.avaya.com/bundle/ChangeHistory/page/Documentation_Updates.html

2.0 New Features

2.1. Integration with Workspaces for CRM

The following voice related functionalities are available in Workspaces for CRM:

- Answer
- Auto-answer
- Drop
- Hold
- Retrieve
- Mute
- Unmute
- Transfer to a contact
- Transfer to a service/queue
- Error handling
- Audio notification / ringing on incoming calls

These features are available for 3 CRMs: Salesforce, Dynamics and ServiceNow.

Not included in this release:

- Multiple browser tabs support
- Consult and conference
- Direct Dialing / Agent to agent calls

© 2022 Avaya Inc. All Rights Reserved.

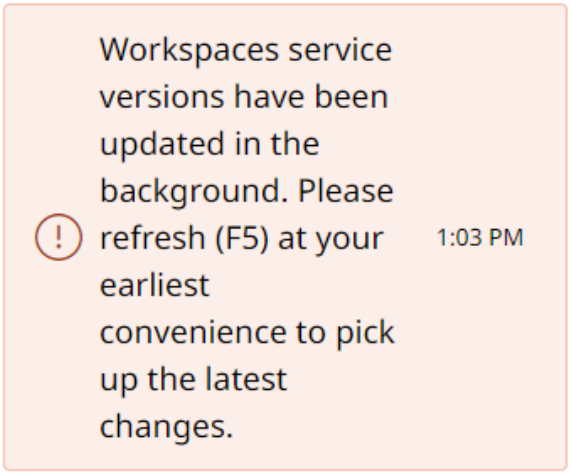
2.2. Support token refresh prior to expiry

Before this feature, a Voice user logged on to Workspaces for more than 24 hours would get errors preventing Voice calls and be forced to refresh their session.

With this feature, the token is now refreshed automatically an hour before expiry, the user is not aware and does not have to refresh manually.

2.3. Reconnect WebSocket to new application version on upgrade

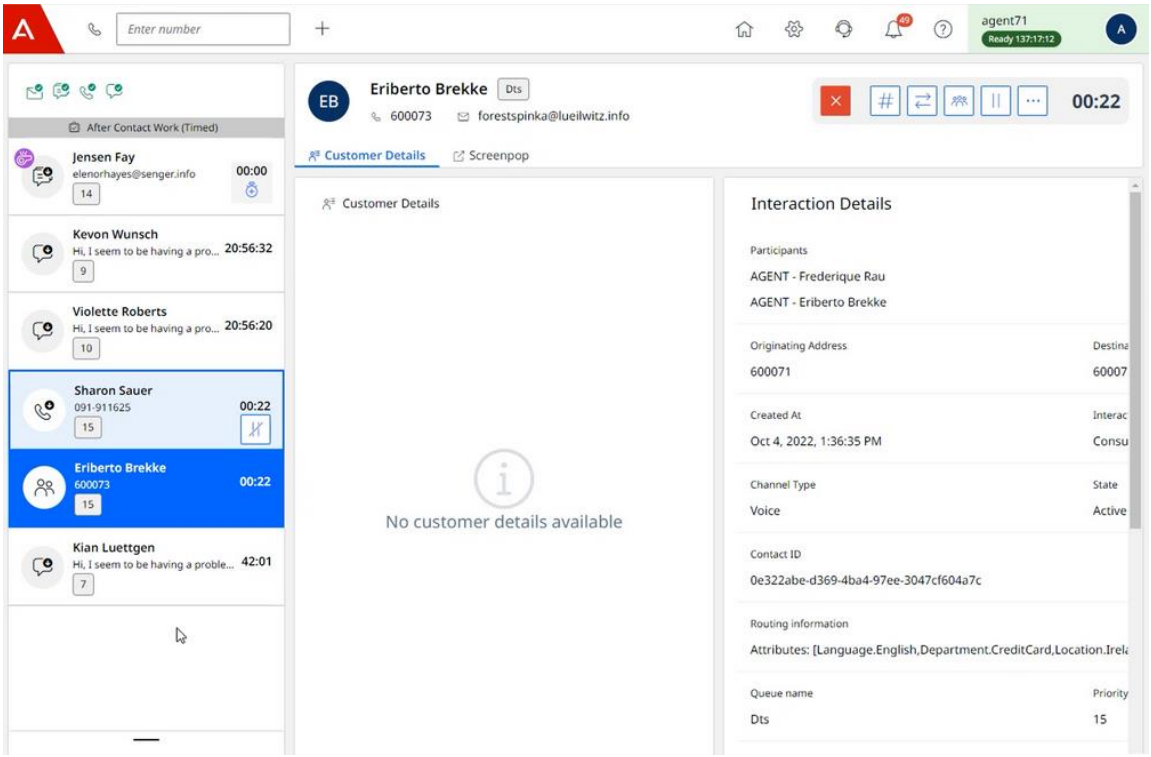
A user logged on to Workspaces when an upgrade happens will be informed via a Notification that a new version of Workspaces is available and to refresh to download it:



© 2022 Avaya Inc. All Rights Reserved.

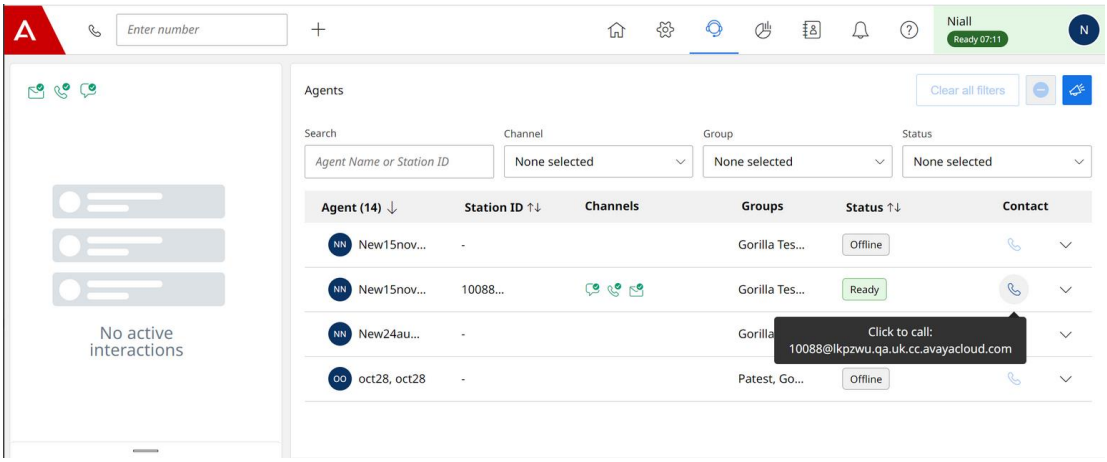
2.4. Improved UX to link Consult call to Customer call

When a user in Workspaces uses Consult while on an engagement, this UX update highlights the linked Consult and Customer interaction cards by outlining the two cards, making the link obvious even when many cards are in the interaction area:



2.5. Workspaces sup/agent-to-agent extension calling

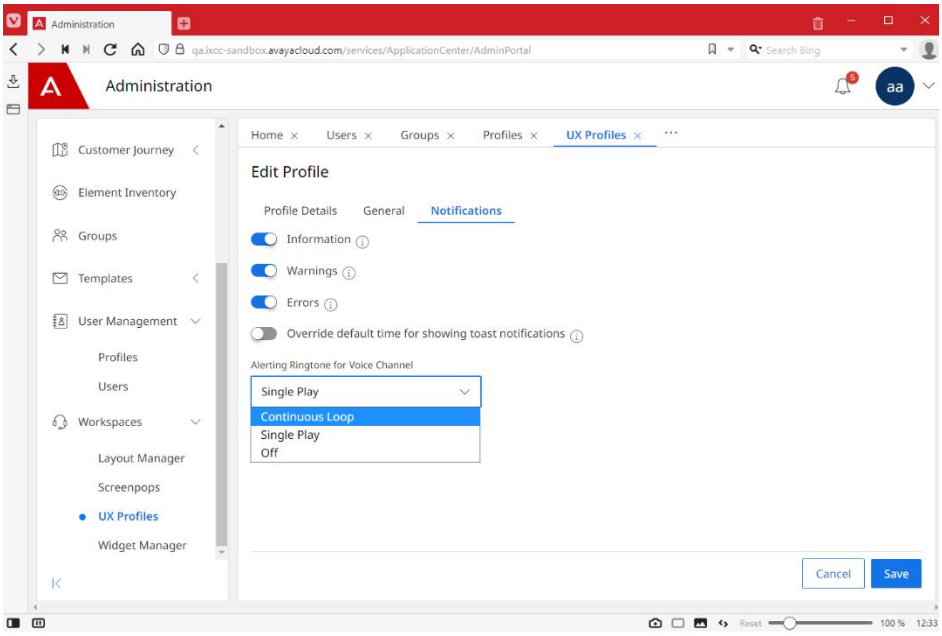
Supervisor to agent calling now enabled via click to call on MyAgents dashboard:



© 2022 Avaya Inc. All Rights Reserved.

2.6. Continuous audible alerting notification

New Admin setting in Workspaces UX Profile to enable Alerting Ringtone for Voice Channel:



When a Voice agent receives an alerting interaction, Workspaces plays a repeating ringtone, a single ring tone or no ringtone per this setting.

2.7. Self-service Flow Input Variables support

Variables can only be used in messages. In order to find the list of variables available in the self-service flow, you need to type {{ }} and you will get the list of all the variables defined in the flow.

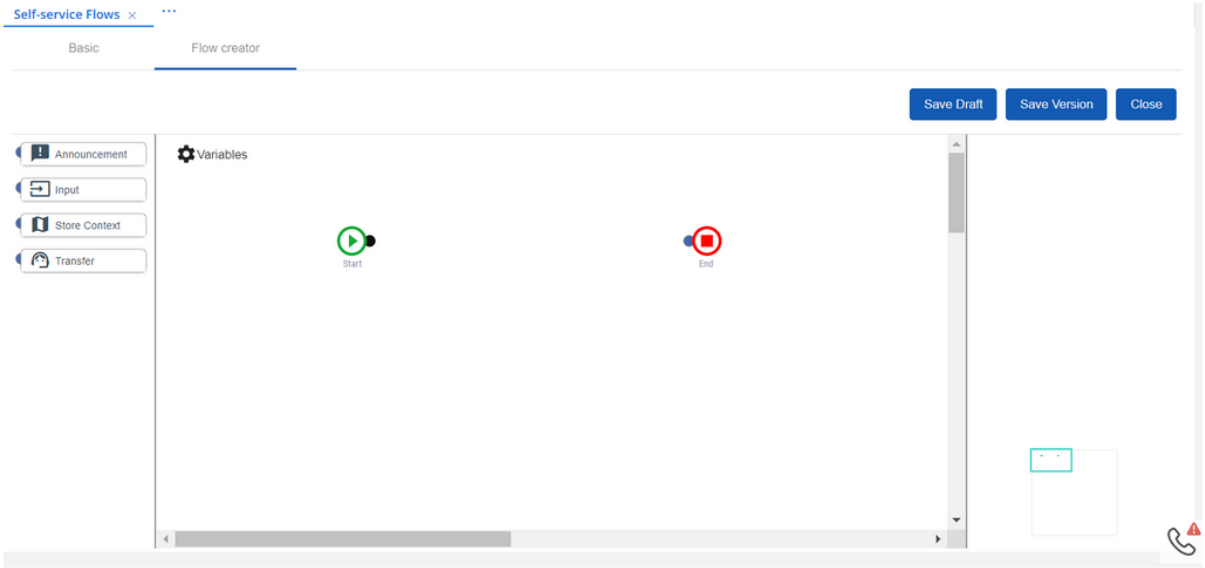
Variables are key/value pairs (key=name), with attributes.

- Name: (Required) a short name that identifies the variable, it is unique across the SSF.
- Description: (Optional) a description to be used by the person configuring survey for future reference.
- Default Value: (Optional) a default value for the variable.
- Private (true/false): (Required) if set to true, the variable's value can't be logged, traced, reported (this means private = true, forces context data = false) or stored, and that the value should be encrypted on transit. Defaults to false.

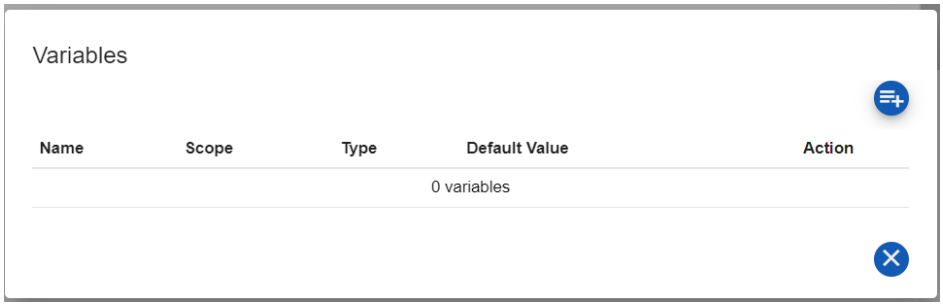
© 2022 Avaya Inc. All Rights Reserved.

- Scope: Input
- Type: String, Number, Boolean

In the upper left side of the canvas, you will find the **Variables** menu.

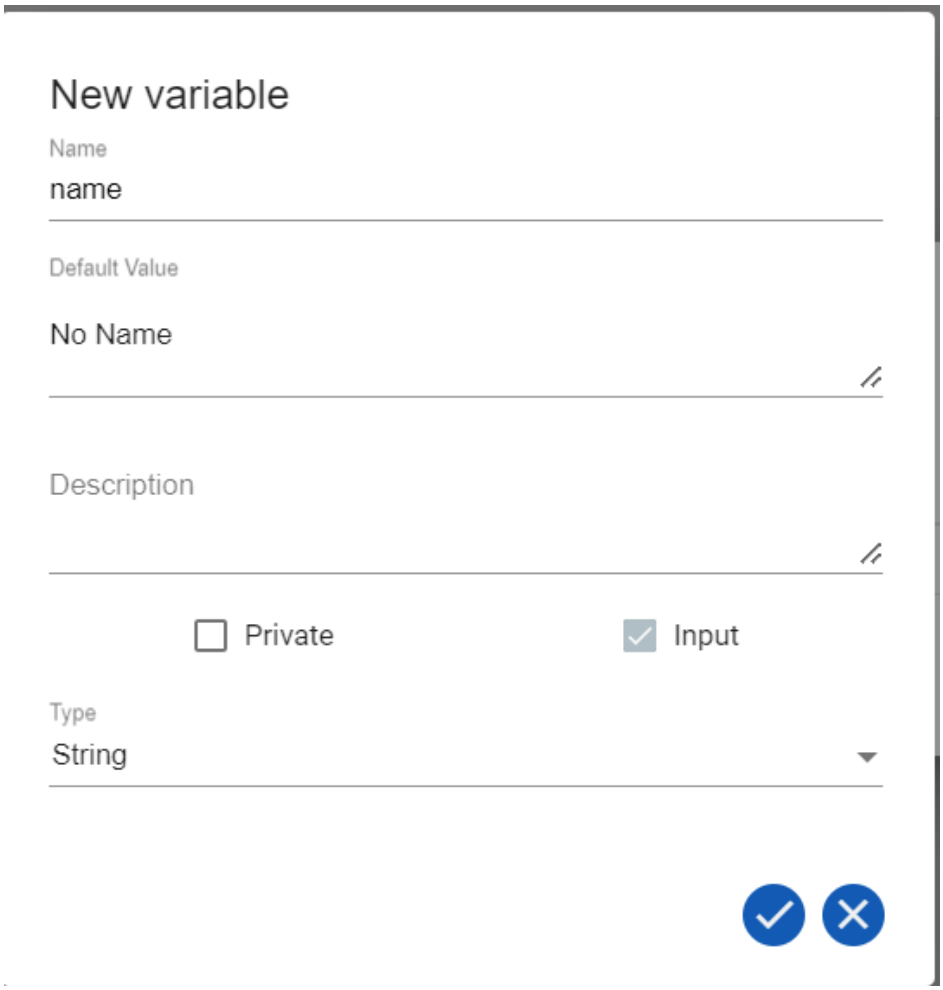


- Click on Variables to create/edit variables.
- A pop-up window will display will the list of already existing variables. First time it will be empty, you need to click **New** to create a variable.

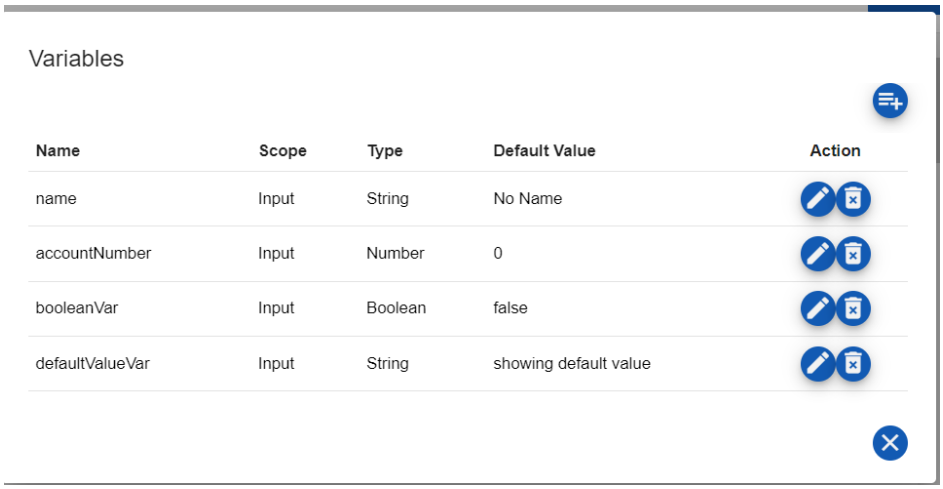


- Complete Name and Type in order to be able to **Save** the variable. Available types are: String, Number and Boolean in this first release.

© 2022 Avaya Inc. All Rights Reserved.

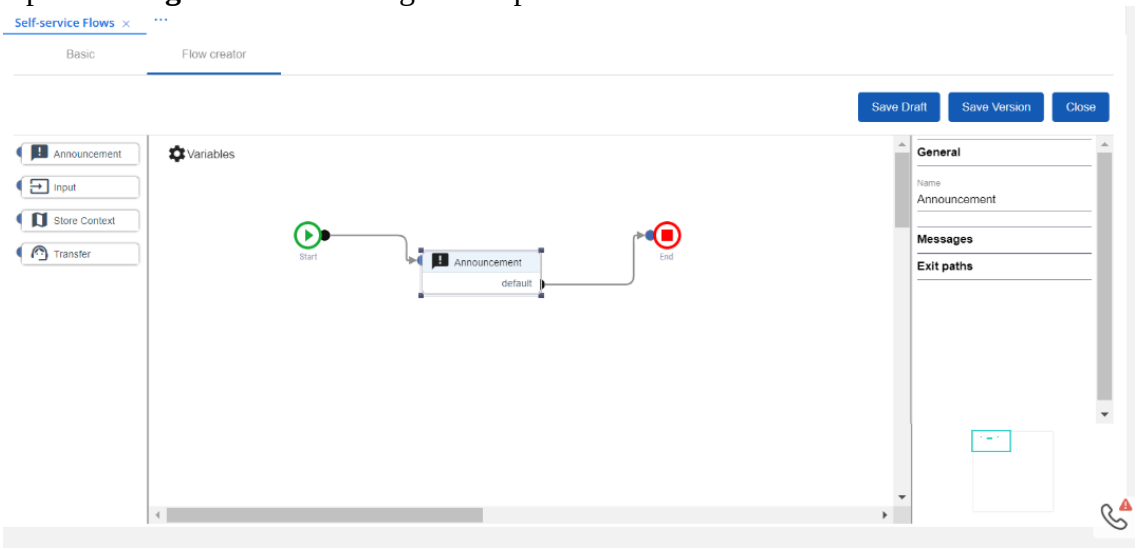


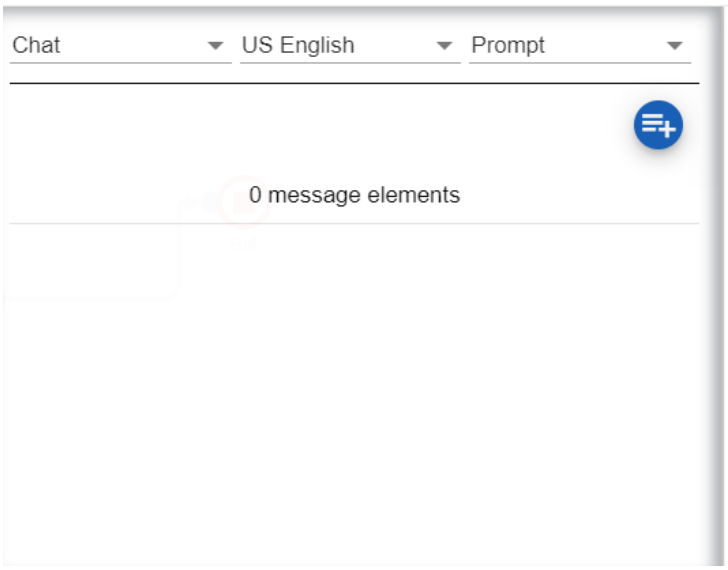
- For the purpose of this document, we are creating 4 variables.



© 2022 Avaya Inc. All Rights Reserved.

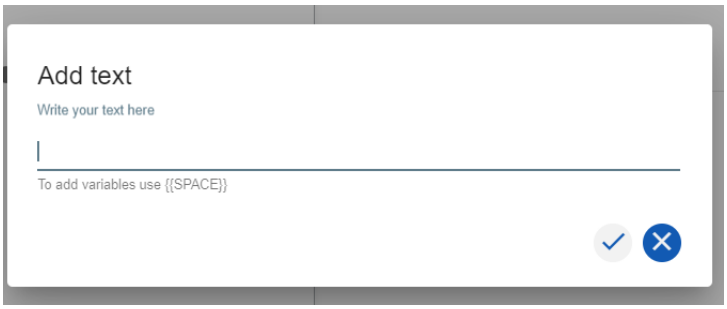
- Variables can only be used in **Messages**. We will create an announcement in the SSF so we can show its behavior.
- Drag and drop an Announcement task into the canvas, double click and Open **Messages** from the configuration panel of the task.

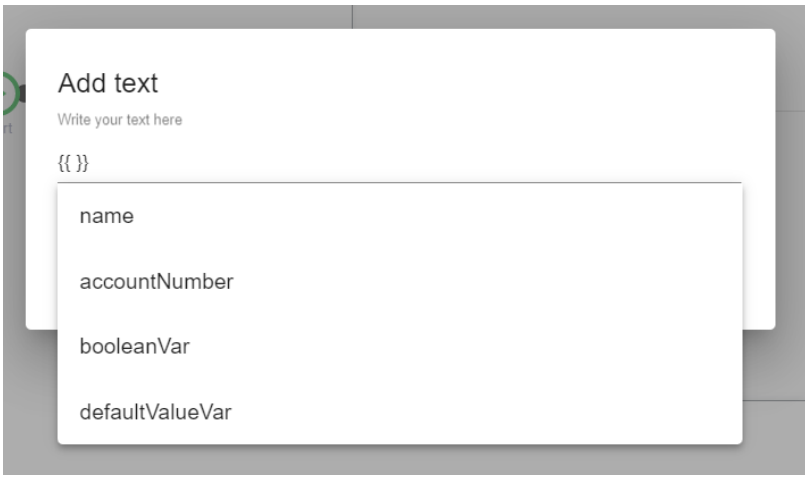


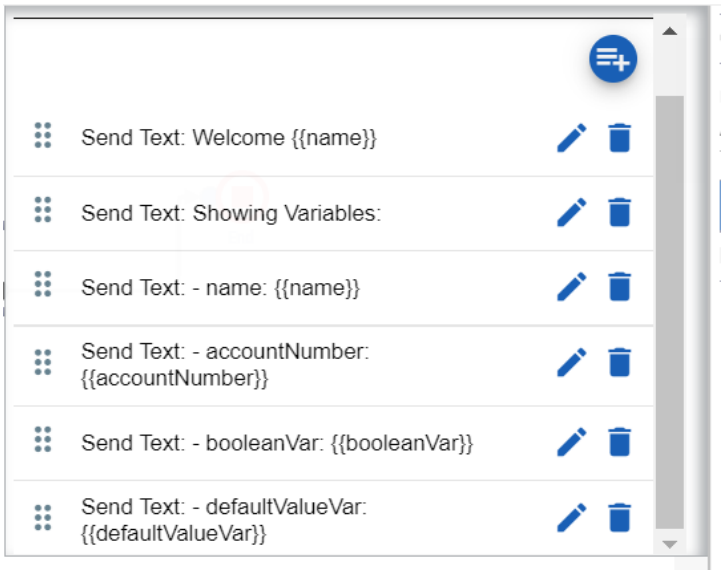
- 

- Click **New** and then Text to add a message. You will notice a hint below the text line regarding how to include variables in your messages. Use {{ }} to get all available variables displayed.

© 2022 Avaya Inc. All Rights Reserved.





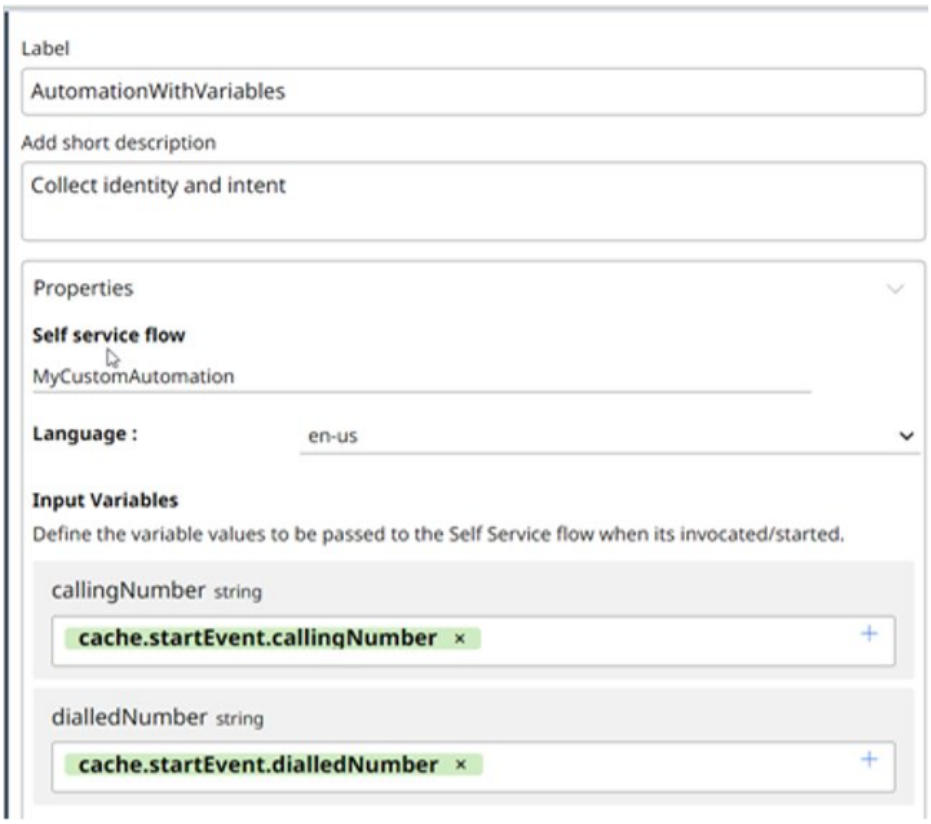


- Once all messages are created you **Save Version** and **Publish** the version, so the SSF with the variables will be available to be used in Orchestration.

© 2022 Avaya Inc. All Rights Reserved.

2.7.1. Using Self Service Input Variables in Orchestration

Where the self-service flow supports input variables, the list of variable names and types are presented as properties of the Start Automation task when the self-service flow is selected. Values of the variables must be populated – the values are passed to the self-service flow at run-time. Values can be hard-coded (Business Analyst User) or can be workflow variables (Expert User).



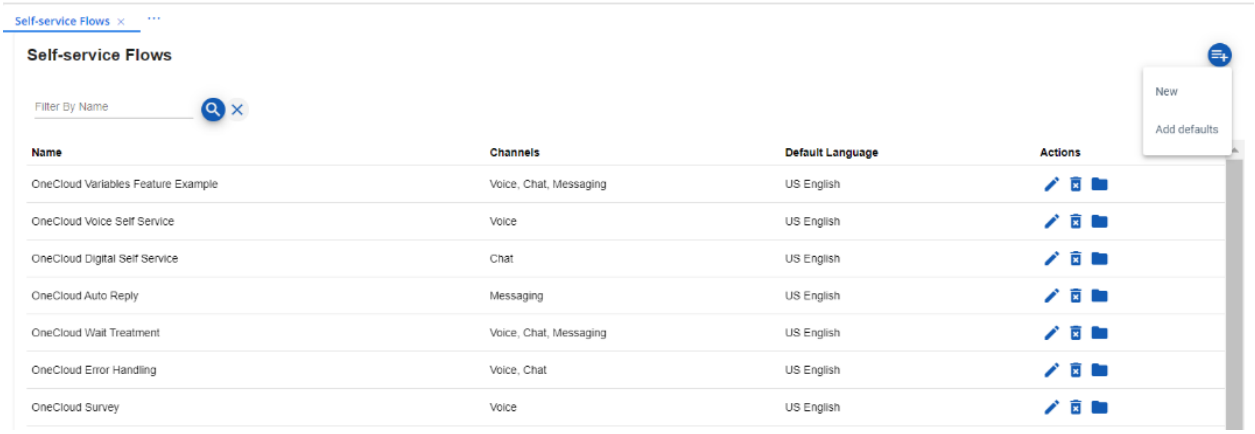
In this Expert User example, the specific values for the calling and the dialed numbers available as part of the engagement data are passed to the automation flow at run-time.

© 2022 Avaya Inc. All Rights Reserved.

2.8. Self-service flow: Add default flows

Given that sample flows are automatically generated and that the users can also edit/delete them, we include as part of this release the possibility of adding sample flows back in case of deletion.

By clicking 'Add defaults' you will be able to create again those sample flows you have deleted. This functionality does not restore back to the original state those sample flows you've edited.



3.0 Known Considerations

3.1. Browser Support

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

© 2022 Avaya Inc. All Rights Reserved.