

Avaya Experience Platform™ Release Notes  
Drop 34  
Release Date 12<sup>th</sup> January 2023



© 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](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](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.

**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 Experience Platform™ Customer Documentation.....	5
2.0 New Features .....	5
2.1. After Contact Work per Queue - Workspaces for CRM .....	5
2.2. Queue Name Display - Workspaces for CRM.....	5
2.3. Analytics .....	6
2.3.1. A new Dossier with set of reports on - Queue Performance by Channel .....	6
2.3.2. Consult to User metrics.....	10
2.3.3. Conference to User metrics .....	13
2.4. UMR Delete files flagged as being unsafe .....	14
2.5. Workstream Automation - Google Dialogflow receiving EngagementId .....	14
2.6. Browser Disconnect Handling .....	14
2.6.1. New 'Timers' administration tab.....	14
2.7. Browser Client log upload .....	16
3.0 Known Considerations .....	17
3.1. Browser Support.....	17
3.2. Multiple browser tabs are not supported by workspaces for CRM existing voice customers .....	17
3.3. Tenant Admin.....	17

## 1.0 Avaya Experience Platform™ Customer Documentation

The Avaya Documentation Center contains the documentation required to get customers setup and using Avaya Experience Platform™.

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

[https://documentation.avaya.com/bundle?rpp=10&labelkey=Avaya\\_OneCloud\\_CCaaS](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](https://documentation.avaya.com/bundle/ChangeHistory/page/Documentation_Updates.html)

## 2.0 New Features

### 2.1. After Contact Work per Queue - Workspaces for CRM

After enabling after contact work on a queue, when an agent completes an engagement that was routed through this queue the interaction will go into the ACW mode and the agent will not be presented with another engagement on that channel slot until he/she complete the activity.

While in ACW the agent is still able to:

- see the conversation from the digital interaction
- see a timer that increases during the ACW
- has access to the activity details (name, comments, etc.)
- add comments while in ACW - comments to be saved in Interaction Logs of the CRM
- change/select a disposition code - to be saved in Interaction Logs of the CRM
- while in ACW, the interaction cannot be transferred/consult/conference etc.

This applies to all the channels (voice and digital) it was implemented for all 3 CRMs (Salesforce, Dynamics and ServiceNow)

### 2.2. Queue Name Display - Workspaces for CRM

Workspaces for CRM provides the administrator the ability to define an Activity Custom field that will hold the Queue Name that was used to route the call to the agent.

#### Interaction logs

This custom field will have a new Call Center Definition entry: Queue Name. If the entry is left empty, Workspaces for CRM will ignore that field and not try to save any data for it.

## Display

This value will also be included in the Interaction Details section of the interaction call card.

This applies to all the channels (voice and digital) it was implemented for all 3 CRMs (Salesforce, Dynamics and ServiceNow)

## 2.3. Analytics

Analytics is delivering 3 features under this drop:

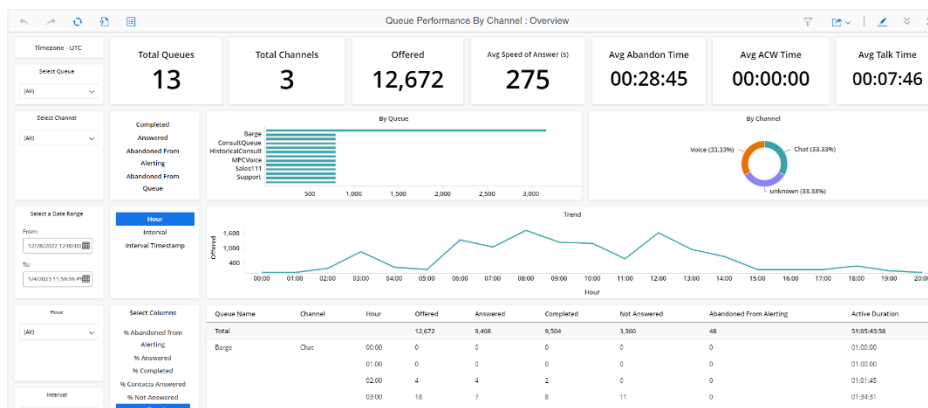
1. Set of reports (Daily/Interval/Monthly) for Queue Performance by channel including an interval based dossier
2. Consult to User feature
3. Conference to user feature

### 2.3.1. A new Dossier with set of reports on - Queue Performance by Channel

This is a completely new Dossier and set of reports (Interval/Daily/Monthly), which displays the performance of the Queues for current interval under the Channel/s.

This includes an interval based Dossier and a set of reports for Daily, Interval and Monthly. This dossier summarizes information about the interactions that enter each queue and that are either abandoned or distributed and handled by any routing agent based on the KPIs like Offered, Answered, Not-Answered, Abandoned and Completed by Channel. Intervals are aggregated by 15 minutes and data is written to the database every 15 minutes. The Daily reports aggregate the data to the previous day and monthly until last month.

This Dossier/Report would help the supervisor to assess the performance of configured queues, to understand what number of interactions in each queue were accepted within the defined service level, and to compare the performance of each queue in handling interactions by Channels.



**PROMPT DETAILS**

LTC  
Interval Timestamp <= 1/16/2023 12:00:00 AM

Data rows: 1 - 50 of 3920 | Data columns: 1 - 10 of 26

Queue Name	Channel	Interval Timestamp	Hour	Interval	Offered	Offered to Queue	Answered	Completed	Not Answered	Avg Speed of Answer	Abandoned From Queue	Abandoned From Alerting	%
Barge	Chat	9/1/2022 1:45:00 PM	15:00	15:45	0	0	0	0	0	0	0	0	0
Barge	Chat	9/1/2022 4:00:00 PM	16:00	16:00	1	2	1	2	0	0	0	0	0
Barge	Chat	9/1/2022 10:30:00 AM	10:00	10:30	3	4	2	1	1	0	0	0	0
Barge	Chat	9/1/2022 10:45:00 AM	10:00	10:45	1	1	1	1	0	0	0	0	0
Barge	Chat	9/1/2022 12:00:00 PM	12:00	12:00	1	1	1	0	0	0	0	0	0
Barge	Chat	9/1/2022 12:15:00 PM	12:00	12:15	3	3	2	2	1	0	0	0	0
Barge	Chat	9/1/2022 2:00:00 PM	14:00	14:00	5	4	2	0	4	0	18	0	0
Barge	Chat	9/1/2022 2:15:00 PM	14:00	14:15	1	0	0	0	0	0	0	1	1
Barge	Chat	9/1/2022 3:30:00 AM	09:00	09:30	0	0	0	0	0	0	0	0	0
Barge	Chat	9/1/2022 1:15:00 PM	13:00	13:15	2	2	2	2	0	0	0	0	0
Barge	Chat	9/1/2022 6:45:00 AM	06:00	06:45	3	3	3	3	0	0	0	0	0
Barge	Chat	9/1/2022 12:30:00 PM	12:00	12:30	1	1	1	1	0	0	0	0	0
Barge	Chat	9/1/2022 12:45:00 PM	12:00	12:45	17	10	14	10	3	1	0	0	0
Barge	Chat	9/1/2022 1:00:00 PM	13:00	13:00	4	4	3	2	1	147	0	0	0
Barge	Chat	9/1/2022 1:15:00 PM	13:00	13:15	1	0	0	0	0	1	0	0	0
Barge	Chat	9/1/2022 3:00:00 PM	15:00	15:00	0	0	0	0	0	0	1	1	0
Barge	Chat	9/1/2022 5:00:00 PM	17:00	17:00	0	1	0	0	0	0	0	0	0
Barge	Chat	9/1/2022 5:15:00 PM	17:00	17:15	0	1	0	0	0	0	0	0	0
Barge	Chat	9/1/2022 5:30:00 PM	16:00	16:30	0	0	0	0	0	0	0	1	0
Barge	Chat	9/1/2022 7:00:00 PM	19:00	19:00	0	0	0	0	0	0	0	1	0
Barge	Chat	9/1/2022 8:45:00 AM	08:00	08:45	43	43	4	4	4	438	0	0	0

**PROMPT DETAILS**

LTC  
Date <= 1/16/2023

Data rows: 1 - 50 of 3564 | Data columns: 1 - 10 of 26

Queue Name	Channel	Date	Offered	Offered to Queue	Answered	Completed	Not Answered	Avg Speed of Answer	Abandoned From Queue	Abandoned From Alerting	Transfer Accepted From Queue
Barge	Chat	9/1/2022	1	3	1	3	0	0	0	0	0
Barge	Chat	9/1/2022	14	13	8	4	6	7	1	1	0
Barge	Chat	9/1/2022	2	2	2	2	0	0	0	0	0
Barge	Chat	9/1/2022	3	3	3	3	0	0	0	0	0
Barge	Chat	9/1/2022	29	31	24	26	5	816	3	0	4
Barge	Chat	9/1/2022	20	189	12	10	0	206	1	0	1
Barge	Chat	9/12/2022	54	38	16	16	36	0	5	2	0
Barge	Chat	9/13/2022	36	146	38	36	6	8	3	0	0
Barge	Chat	9/14/2022	23	126	17	26	7	0	0	0	1
Barge	Chat	9/15/2022	33	31	28	24	6	0	1	0	4
Barge	Chat	9/16/2022	35	36	25	26	12	0	4	0	3
Barge	Chat	9/19/2022	45	33	24	26	23	0	5	0	0
Barge	Chat	9/19/2022	2	5	1	1	1	0	4	0	0
Barge	Chat	9/21/2022	62	77	23	19	33	0	23	0	1
Barge	Chat	9/23/2022	26	26	21	19	7	0	1	0	4
Barge	Chat	9/26/2022	12	13	11	10	1	0	1	0	1
Barge	Chat	9/27/2022	12	13	11	9	1	0	1	0	0
Barge	Chat	9/28/2022	2	3	1	1	1	0	1	0	0
Barge	Chat	9/29/2022	6	8	7	6	1	0	0	0	1
Barge	Chat	9/30/2022	12	12	10	9	2	722	0	0	1
Barge	Chat	9/30/2022	46	45	36	46	4	646	3	0	0

**PROMPT DETAILS**

LTC  
Month <= 1146/2022

Data rows: 1 - 50 of 79 | Data columns: 1 - 10 of 26

Queue Name	Channel	Month	Offered	Offered to Queue	Answered	Completed	Not Answered	Avg Speed of Answer	Abandoned From Queue	Abandoned From Alerting	Transfer Accepted From Queue
Barge	Chat	Aug 2022	1	3	1	3	0	0	0	0	0
Barge	Chat	Dec 2022	1,378	1,190	635	614	727	1,598	243	12	12
Barge	unknown	Aug 2022	1	3	1	3	0	0	0	0	0
Barge	unknown	Dec 2022	1,378	1,190	635	614	727	1,598	243	12	12
Barge	Voice	Aug 2022	1	3	1	3	0	0	0	0	0
Barge	Voice	Dec 2022	1,378	1,190	635	614	727	1,598	243	12	12
Coach	Chat	Aug 2022	1	3	1	3	0	0	0	0	0
Coach	Chat	Dec 2022	1,378	1,190	635	614	727	1,598	243	12	12
Coach	unknown	Aug 2022	1	3	1	3	0	0	0	0	0
Coach	unknown	Dec 2022	1,378	1,190	635	614	727	1,598	243	12	12
Coach	Voice	Aug 2022	1	3	1	3	0	0	0	0	0
Coach	Voice	Dec 2022	1,378	1,190	635	614	727	1,598	243	12	12
ConsultQueue	Chat	Aug 2022	1	3	1	3	0	0	0	0	0
ConsultQueue	Chat	Dec 2022	1,378	1,190	635	614	727	1,598	243	12	12

## 2.3.1.1. Prompts available

There are 4 prompts to complete in the input page, the first two (Time zone and Time Filter) are mandatory and the last two (Queue & Channel) are optional

### 2.3.1.2. Key Performance Indicators (KPI)

The following metrics have been added in the dossier and report:

- Total Queues
- Total Channels
- Offered
- Answered
- Not-Answered
- Completed
- Abandoned from Alerting
- Abandoned from Queue
- Avg Speed of Answer (s)
- Avg Abandon Time
- Avg ACW Time
- Avg Talk Time
- %Answered
- %Completed
- %Not Answered
- %Contacts Answered
- Offered to Queue
- Wait Time
- Hold Duration
- Alert Duration

On Top, we have below KPI card in place:



Total Queues	Total Channels	Offered	Avg Speed of Answer (s)	Avg Abandon Time	Avg ACW Time	Avg Talk Time
13	3	12,672	275	00:28:45	00:00:00	00:07:46

### 2.3.1.3. Dynamic selectors

Apart from the selection capabilities at input page, the user can further slice the data in the UI itself, once the result set generated in the Dossier using dynamic selectors:

Select Queue

⋮

(All) ▾

Select Channel

(All) ▾

Select a Date Range

From:

12/28/2022 12:00:00 📅

To:

1/4/2023 11:59:59 PM 📅

Hour

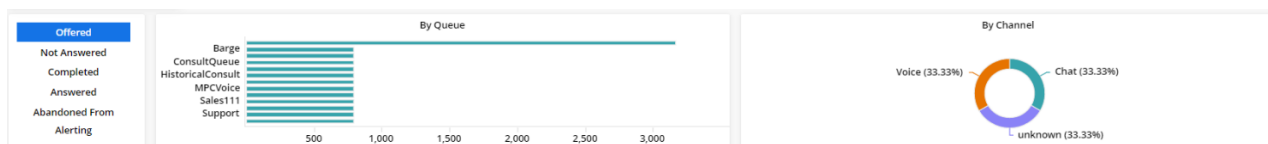
(All) ▾

Interval

(All) ▾

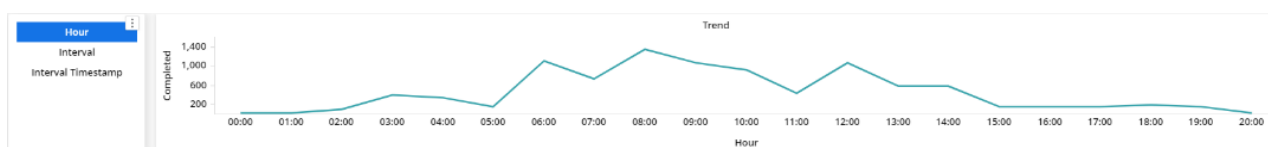
### 2.3.1.4. Category distribution

A vertical bar graph to compare the metric values between the queues, followed by a pie chart to get the % distribution. Also a metric selector at very left side is placed to choose a metric. By-default "Offered" will be selected:



### 2.3.1.5. Trend graph

A trend for selected metric based on Dynamic Duration values to Toggle - Hour and Interval & Interval Timestamp. The same above metric selector will be used here for metric selection. By default it will be for hour and Offered



### 2.3.1.6. Queue Breakdown

This dossier is scrollable, and the Agent breakdown table is in bottom. A metric selector is given here to add/remove the list. By default, 6 metrics are added in the table/grid:

Select Columns	Queue Name	Channel	Hour	Offered	Answered	Completed	Not Answered	Abandoned From Alerting	Active Duration
% Abandoned from Alerting	Barge	Chat	00:00	0	0	0	0	0	01:00:00
% Answered			01:00	0	0	0	0	0	01:00:00
% Completed			02:00	4	4	2	0	0	01:01:45
% Contacts Answered			03:00	18	7	8	11	0	01:34:31
% Not-Answered			04:00	5	6	7	0	0	01:05:00
Offered			05:00	3	3	3	0	0	00:31:12
Answered			06:00	28	25	23	3	0	01:06:44
Completed			07:00	22	16	15	6	0	02:29:49

### 2.3.2. Consult to User metrics

As part of this release, consult to user feature is being delivered under Agent Performance, Agent Performance by Channel, Agent by Queue, Queue Performance, Queue Performance by Channel & CDR reporting.

As part of this feature, below are the metrics and their target domain:

Measure	Description	Dimension
---------	-------------	-----------

<b>Consult Initiated to User</b>	A count of engagements where the agent initiated a consult with another user	Agent, Queue, AgentByQueue, QueueByChannel, Channel, AgentByChannel
<b>Consult Accepted from User</b>	A count of engagements answered by the agent that was a result of a consult	Agent, Queue, AgentByQueue, QueueByChannel, Channel, AgentByChannel
<b>Consulted Duration</b>	The duration the agent was consulted by another resource	Agent, Queue, AgentByQueue, QueueByChannel, Channel, AgentByChannel
<b>Consulted Duration (secs)</b>	The duration the agent was consulted by another resource in seconds	Agent, Queue, AgentByQueue, QueueByChannel, Channel, AgentByChannel
<b>Consulting Duration</b>	The duration the agent spent consulting with another resource	Agent, Queue, AgentByQueue, QueueByChannel, Channel, AgentByChannel
<b>Consulting Duration (secs)</b>	The duration the agent spent consulting with another resource in seconds	Agent, Queue, AgentByQueue, QueueByChannel, Channel, AgentByChannel
<b>Consult Initiated to User Indicator</b>	Per Engagement. Indicates if the Agent initiated a consult in this contact	CDR
<b>Consult Accepted from User Indicator</b>	Per Engagement. Indicates if the Agent accepted a consult in this contact	CDR

Except CDR report/Dossier, these measures will be available for custom reporting where in CDR these have been added out of the box **i.e. in Agent by Queue**:

Avaya OneCloud CCaaS Analytics > Shared Reports > Standard Historical Reports > Reports > Interval > **Agent By Queue Performance**

REPORT HOME TOOLS DATA GRID FORMAT Last update: 1/4/23 2:27:50 PM

ALL OBJECTS

Agent By Queue Metrics

Coached Duration (secs)  
Coaching  
Coaching Duration  
Coaching Duration (secs)  
Completed  
Consult Accepted From User  
Consult Initiated To User  
Consult Initiated From User  
Consult Duration  
Consult Duration (secs)  
Consult Duration (secs)  
Hold  
Hold Duration (secs)

47 item(s) found

REPORT OBJECTS

ALL OBJECTS

MDX OBJECTS

NOTES

RELATED REPORTS

REPORT DETAILS

UTC  
Interval Timestamp <= 1/31/2023 12:00:00 AM

Report Filter:  
Interval Timestamp <= 1/31/2023 12:00:00 AM And Timezone Prompt=UTC

PROMPT DETAILS

UTC  
Interval Timestamp <= 1/31/2023 12:00:00 AM

Data rows: 1 - 50 of 2730 | Data columns: 1 - 10 of 16

Agent Login ID	Agent Display Name	Queue Name	Interval Timestamp	Abandoned From Alerting	Active Duration	Answered	Completed	Hold	Hold Duration
*autovoicecoachgent404@qaautovoiceuc3.com	autovoicecoachgent404, autovoicecoachgent404	Coach	9/21/2022 1:45:00 PM	0	00:00:00	0	0	0	00:00:00
*autovoicecoachgent404@qaautovoiceuc3.com	autovoicecoachgent404, autovoicecoachgent404	Coach	9/21/2022 2:00:00 PM	0	00:00:00	0	0	0	00:00:00
*autovoicecoachgent404@qaautovoiceuc3.com	autovoicecoachgent404, autovoicecoachgent404	Coach	9/21/2022 2:15:00 PM	0	00:00:00	0	0	0	00:00:00
*autovoicecoachgent404@qaautovoiceuc3.com	autovoicecoachgent404, autovoicecoachgent404	Coach	9/21/2022 2:30:00 PM	0	00:00:00	0	0	0	00:00:00
*autovoicecoachgent404@qaautovoiceuc3.com	autovoicecoachgent404, autovoicecoachgent404	Coach	9/21/2022 2:45:00 PM	0	00:00:00	0	0	0	00:00:00
*autovoicecoachgent404@qaautovoiceuc3.com	autovoicecoachgent404, autovoicecoachgent404	Coach	9/23/2022 11:30:00 AM	0	00:00:00	0	0	0	00:00:00
*autovoicecoachgent404@qaautovoiceuc3.com	autovoicecoachgent404, autovoicecoachgent404	Coach	9/23/2022 12:00:00 PM	0	00:00:00	0	0	0	00:00:00
*autovoicecoachgent404@qaautovoiceuc3.com	autovoicecoachgent404, autovoicecoachgent404	Coach	9/23/2022 12:15:00 PM	0	00:00:00	0	0	0	00:00:00

47 item(s) found

in CDR:

Avaya OneCloud CCaaS Analytics > Shared Reports > Standard Historical Reports > Reports > Interval > **Contact Detail Report**

REPORT HOME TOOLS DATA GRID FORMAT Last update: 1/4/23 2:30:08 PM

REPORT OBJECTS

Abandoned Indicator  
ACW End Timestamp  
ACW Indicator  
ACW Start Timestamp  
Agent Display Name  
Agent Initiated Disconnect  
Agent Login ID  
Barge End Timestamp  
Barge Indicator  
Barge Start Timestamp  
Business Account Name  
Channel ID  
Coach Indicator  
Coach Timestamp  
Consult Accepted From User Indicator  
Consult Initiated To User Indicator  
Dialog End Time  
Dialog ID  
Dialog Start Time  
Direction  
Engagement End Time  
Engagement ID  
Engagement Start Time  
External Call Indicator

39 item(s) found

REPORT OBJECTS

ALL OBJECTS

MDX OBJECTS

NOTES

RELATED REPORTS

REPORT DETAILS

UTC  
12/1/2022 12:00:00 AM  
1/31/2023 12:00:00 AM

Report Filter:  
Timezone Prompt=UTC And Start Date Between 12/1/2022 12:00:00 AM and 1/31/2023 12:00:00 AM

PROMPT DETAILS

UTC  
12/1/2022 12:00:00 AM  
1/31/2023 12:00:00 AM

Data rows: 1 - 50 of 1241 | Data columns: 0

Id To	Subject	Transfer Indicator	Queue Name	Queued Attrib	Offered Attrib	Consult Accepted From User Indicator	Consult Initiated To User Indicator
		0	Barge		[Department Barge		
		0			[Department Sales		
		0	unknown	[Department Auto	[Department Auto		
		0					

47 item(s) found

### 2.3.3. Conference to User metrics

As part of this drop, Conference feature are being delivered under Agent Performance, Agent Performance by Channel, Agent by Queue, Queue Performance, Queue Performance by Channel & CDR reporting.

As part of this feature, below are the metrics and their target domain:

Measure	Description	Dimension
<b>Conference Initiated to User</b>	A count of engagements where an agent initiates a consult to another agent that ends as a conference within the reporting period. The metric increments by 1 for the agent who initiated the consult when that agent completes as conference the consult	Agent, Queue, AgentByQueue, QueueByChannel, Channel, AgentByChannel
<b>Conference Accepted From User</b>	A count of engagements where an agent answers a consult from another agent that ends as a conference within the reporting period. The metric increments by 1 for the agent who answered the consult when the initiating agent completes as conference the consult.	Agent, Queue, AgentByQueue, QueueByChannel, Channel, AgentByChannel
<b>Conference Indicator</b>	Indicates that the engagement involved a consult that resulted in a conference	CDR

These measures will be available for custom reporting only in all the domains

The screenshot displays a report titled 'Agent By Queue Performance' for the 'Agent By Queue' dimension. The report shows a list of agents and their performance metrics across various queues. The table includes columns for Agent Login ID, Agent Display Name, Queue Name, Interval Timestamp, Abandoned From Alerting, Active Duration, Answered, Completed, Hold, and Hold Duration. The data is filtered by Interval Timestamp from 1/31/2022 12:00:00 AM to 1/31/2022 12:00:00 AM.

Agent Login ID	Agent Display Name	Queue Name	Interval Timestamp	Abandoned From Alerting	Active Duration	Answered	Completed	Hold	Hold Duration
*autovoicecoachgen04@psautovoice3.com	autovoicecoachgen04, autovoicecoachgen04	Coach	9/21/2022 1:40:30 PM	0	00:00:00	0	0	0	00:00
*autovoicecoachgen04@psautovoice3.com	autovoicecoachgen04, autovoicecoachgen04	Coach	9/21/2022 2:00:30 PM	0	00:00:00	0	0	0	00:00
*autovoicecoachgen04@psautovoice3.com	autovoicecoachgen04, autovoicecoachgen04	Coach	9/21/2022 2:15:30 PM	0	00:00:00	0	0	0	00:00
*autovoicecoachgen04@psautovoice3.com	autovoicecoachgen04, autovoicecoachgen04	Coach	9/21/2022 2:30:30 PM	0	00:00:00	0	0	0	00:00
*autovoicecoachgen04@psautovoice3.com	autovoicecoachgen04, autovoicecoachgen04	Coach	9/21/2022 2:45:30 PM	0	00:00:00	0	0	0	00:00
*autovoicecoachgen04@psautovoice3.com	autovoicecoachgen04, autovoicecoachgen04	Coach	9/23/2022 11:30:00 AM	0	00:00:00	0	0	0	00:00
*autovoicecoachgen04@psautovoice3.com	autovoicecoachgen04, autovoicecoachgen04	Coach	9/23/2022 12:00:00 PM	0	00:00:00	0	0	0	00:00
*autovoicecoachgen04@psautovoice3.com	autovoicecoachgen04, autovoicecoachgen04	Coach	9/23/2022 12:15:00 PM	0	00:00:00	0	0	0	00:00

## **2.4. UMR Delete files flagged as being unsafe**

This change will add functionality to delete files that have been marked as malicious by the existing file scanning functionality. After upload a file scan in UMR (Unified Media Repository) will scan uploaded files and delete these files to avoid security issues.

When the service tries to access the file in the future a message will be returned to show that the file has been removed as it was flagged as being unsafe.

## **2.5. Workstream Automation - Google Dialogflow receiving EngagementId**

The EngagementId is now received by the Google Dialogflow BoT as part of the information Workstream Automation sends when triggered.

Google Dialogflow can now use the EngagementId value in both Digital and Voice BOTs. On the Bot design flow, the data must be used in the following way:

```
$session.params.avaya.engagementId
```

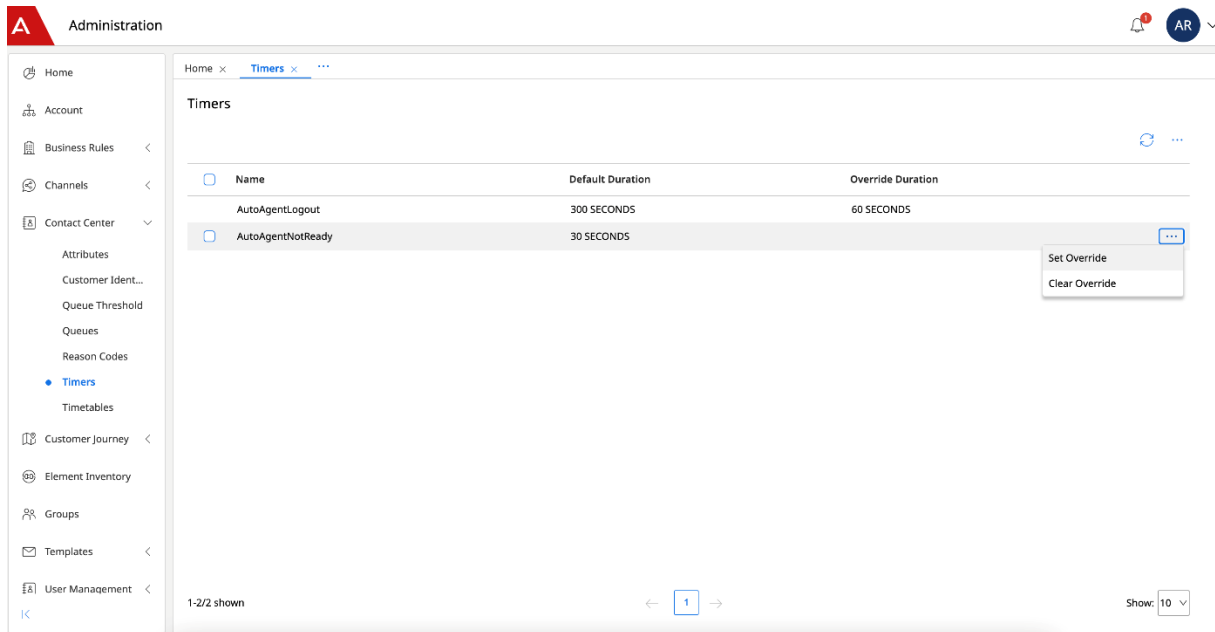
## **2.6. Browser Disconnect Handling**

Agent disconnect handling has been extended to handle some of the problematic edge cases that might arise from agents closing their browsers or losing internet connectivity at inopportune times.

Previously, if an agent closed their browser/tab while logged into CCaaS in the Ready/Not Ready state, they will remain logged into the platform and continue to receive inbound engagements, resulting in delayed contact response times, lost calls, and potentially inaccurate reporting for agents who remain logged in after they have stopped working for the day.

### **2.6.1. New 'Timers' administration tab**

We've added two new mechanisms under Administration → Contact Center → Timers, 'AutoAgentNotReady' and 'AutoAgentLogout'.



### 2.6.1.1. AutoAgentNotReady

AutoAgentNotReady is a timer that kicks off when an agent is connected to the platform while in the Ready state and then loses network connectivity or closes their browser/tab. When the configured time has elapsed, the agent will be transitioned into the Not Ready state with a special Client Disconnect reason code automatically by the system. If the agent recovers their connection before the configured time has elapsed, then the agent resumes their session with no state change. The AutoAgentNotReady default value is 30 seconds but can be set to zero or any nonnegative integer value. If set to a value higher than AutoAgentLogout's, then the agent will be in a Logged Out state when this timer goes off, and consequently, the agent will not be transitioned to a Not Ready state.

### 2.6.1.2. AutoAgentLogout

AutoAgentLogout is a timer that kicks off when an agent is connected to the platform while in the Ready or Not Ready state and then loses network connectivity or closes their browser/tab. When the configured time has elapsed, the agent will be transitioned into the Logged Out state automatically by the system. If the agent recovers their connection before the configured time has elapsed, then the agent resumes their session with no state change. The AutoAgentLogout default value is 30 seconds but can be set to zero or any nonnegative integer value.

### 2.6.1.3. Agent disconnect and active engagements

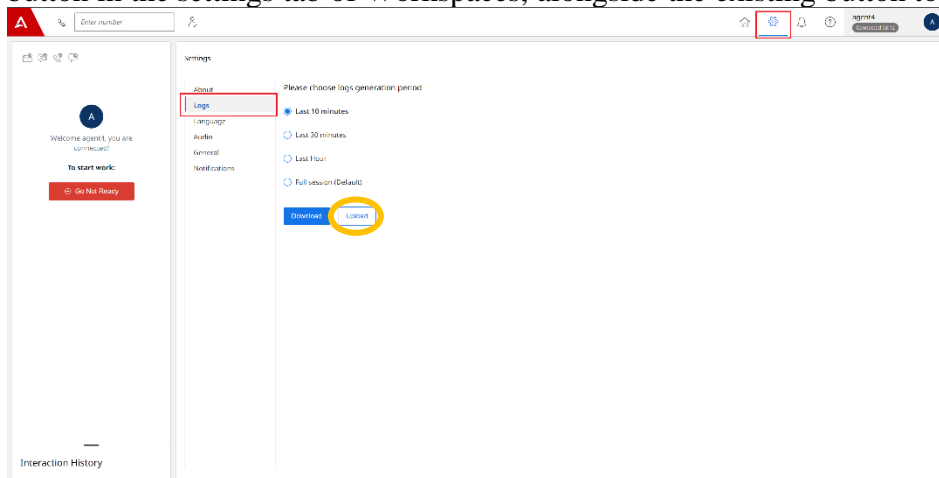
Previously, when logged into the platform, an agent disconnect or browser/tab closure resulted in the agent remaining in a Logged In state. If this occurred while in the Ready state, this would result in the agent continuing to receive contacts despite their lack of connectivity to the platform. Additionally, there has been no mechanism for supervisors to log these agents out of

the system, so we could potentially have agents logged into the system receiving contacts until their next shift begins.

Now, an agent disconnect or browser/tab closure will immediately block any contacts from being directed to the agent. Any voice calls they were assigned are still unrecoverable and will consequently be lost, but the agent will receive no new contacts and will be transitioned into the Not Ready and Logged Out states automatically by the system. When the agent logs back into the system they will be in the Not Ready or Logged Out state and can go back into the Ready state to begin working again.

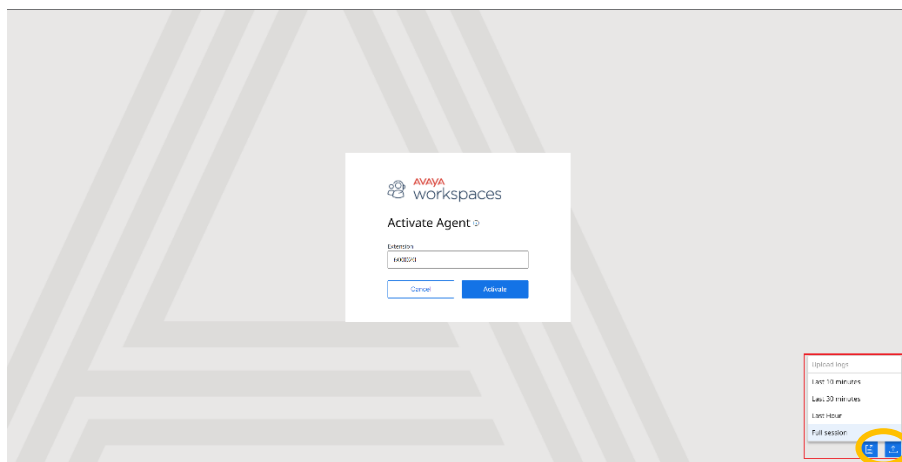
## 2.7. Browser Client log upload

If configured by Avaya for a customer (optional), agents and supervisors will see a new **Upload** button in the settings tab of Workspaces, alongside the existing button to Download logs:



Pressing Upload will send the log file to Avaya, where support can retrieve and interpret the logs.

An Upload button is also shown on the Activate and Activation Failure screens before Workspaces Settings is available:





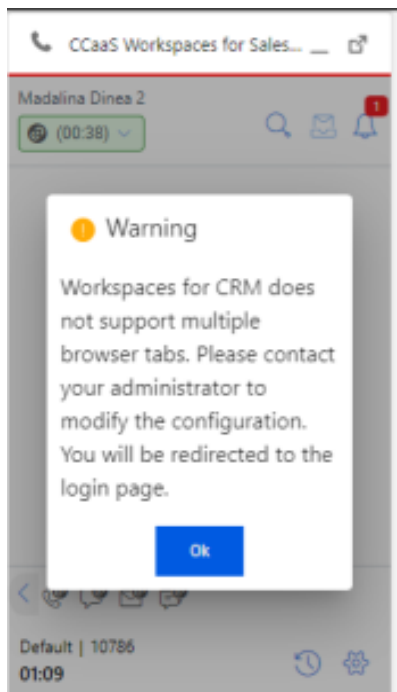
## 3.0 Known Considerations

### 3.1. Browser Support

[https://documentation.avaya.com/bundle/AvayaOneCloud\\_CCaaS\\_Solution\\_Description\\_10/page/Supported\\_browsers.html](https://documentation.avaya.com/bundle/AvayaOneCloud_CCaaS_Solution_Description_10/page/Supported_browsers.html)

### 3.2. Multiple browser tabs are not supported by workspaces for CRM existing voice customers

The user will get a notification dialog informing them about the unsupported configuration.



The Administrator should modify the CRM Call Center Configuration for voice tenants as follows:

- WebRTC mode: C
- Use local session sharing: N

### 3.3. Tenant Admin

Changes made by the Tenant Admin to the Customer Journey Admin screen settings may take up to a minute to propagate to the admin screen and UI