Avaya Experience Platform ™ Release Notes
Drop 35
Release Date 2nd February 2023

Contents

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

Please also see the latest Documentation Updates

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

2.0 New Features

2.1. MS Teams Chat

2.1.1. Accessing MS Teams directory/address book

1. Log into agent workspace, click on Address book icon from widget area (**Corporate Contacts Widget**) and Click on "Corporate Contacts "
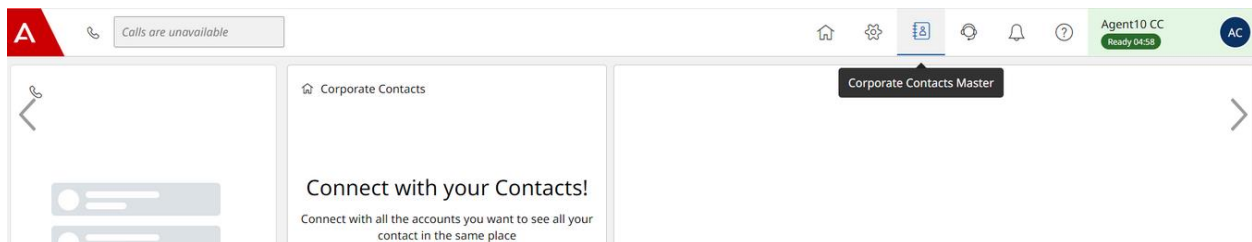
2. On the left side there are 3 log in buttons "**Avaya Cloud Office**", "**Microsoft Teams**" and "**Avaya Spaces**". Click on "**Microsoft Teams**" to log in.
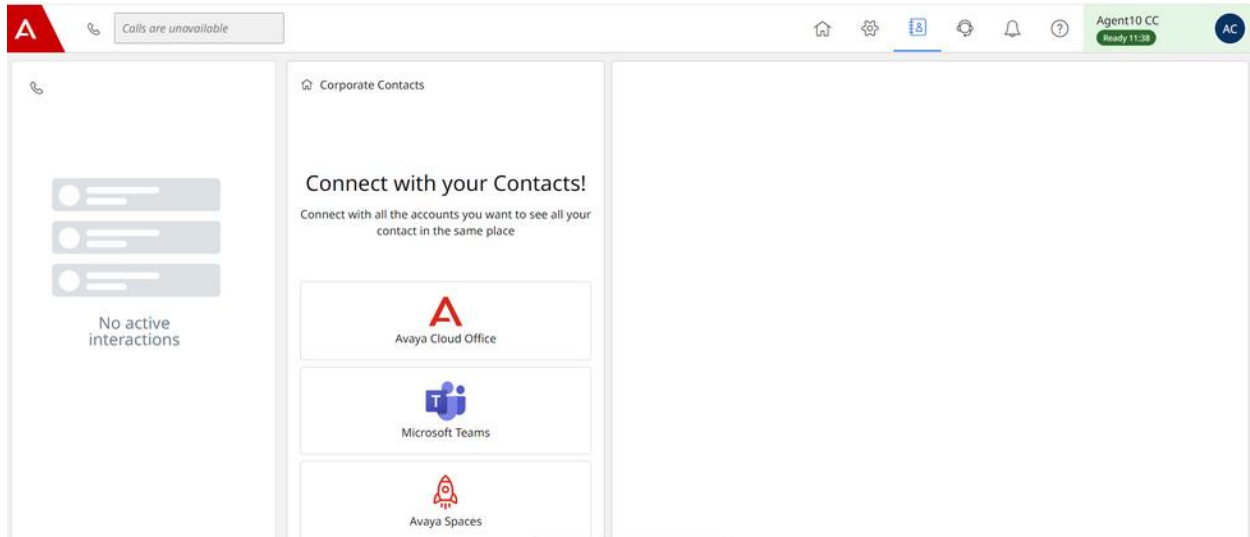
3. Click on the Microsoft Teams button, login pop-up page will be loaded. Login with CCaaS virtual user MS credentials
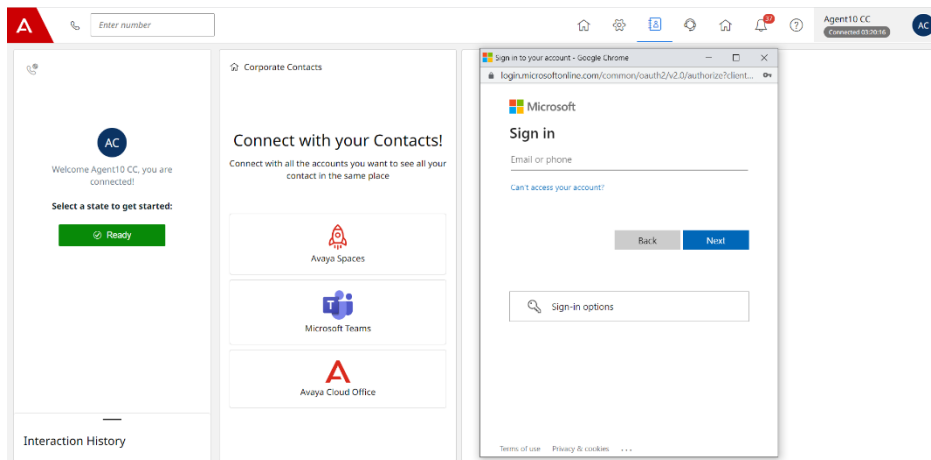
4. Login was successful, user will land at main screen where the favorite MS Teams experts were populated under "**Users**" tab, if any
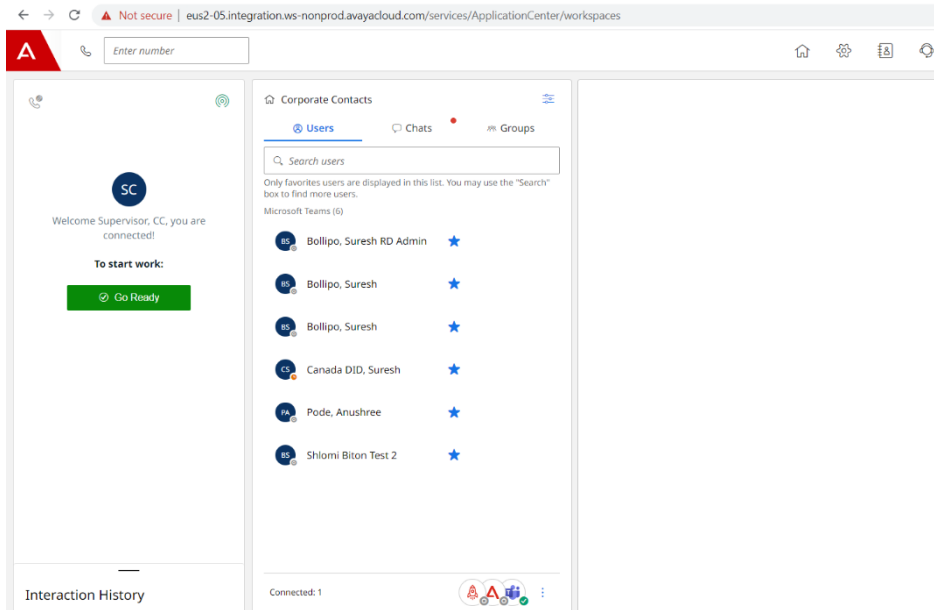
2.1.2. Access the Chat list and Chat window

1. Search MS teams expert from Users tab and click on the chat icon then it navigates to Chat tab which displays chat list and chat window at the right side.
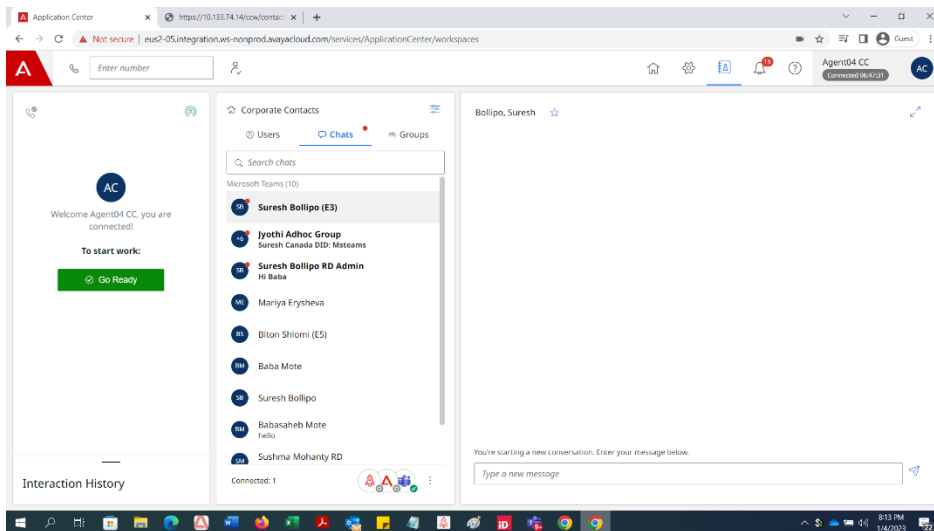
2. Access chats list and chat window by directly clicking on Chats tab.
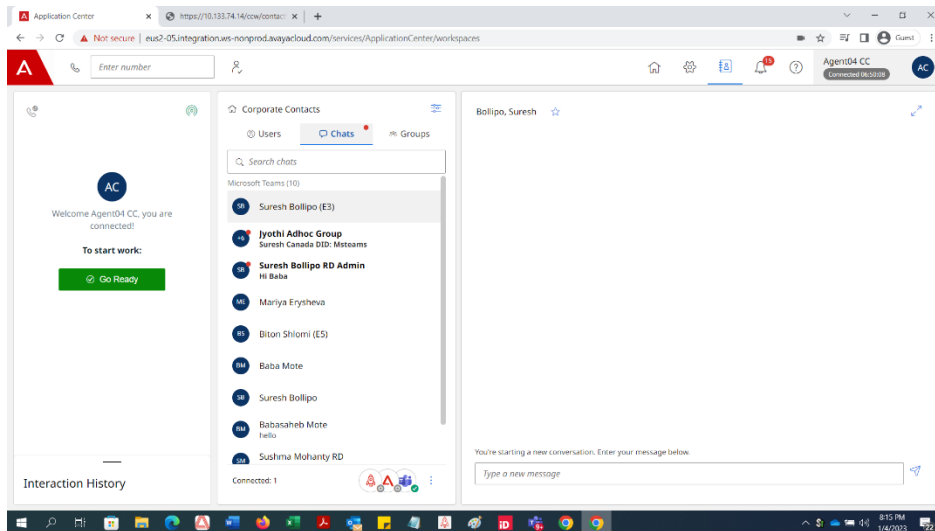
3. Access chat list from Groups tab. Select Group tab and select Teams which displays members list. Hover over the expert and click on the chat icon.
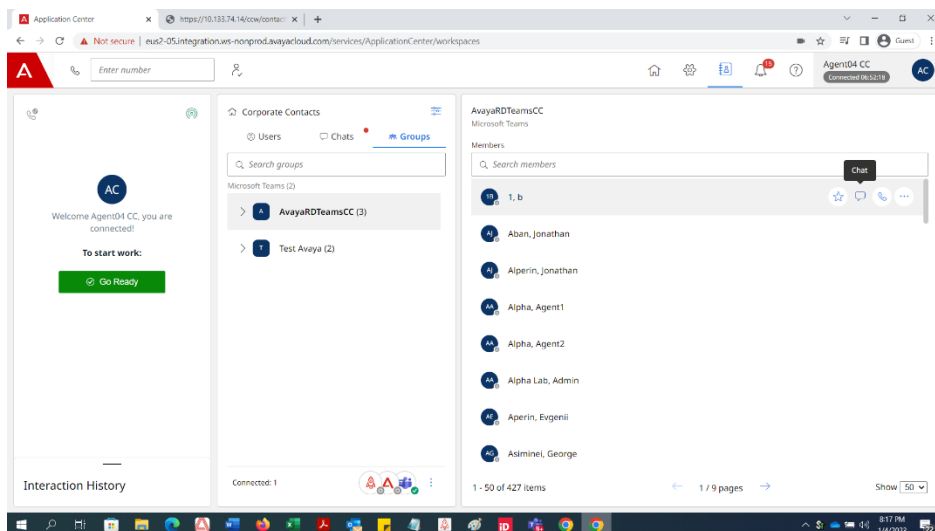
2.1.3. Sending a chat message to an expert on Microsoft Team

1. Agent can send a chat message to a Microsoft Teams contact or a group of contacts from the Chats tab of the Corporate Contacts widget.

- Agent can send one to one chat message text message to a Microsoft Teams contact.
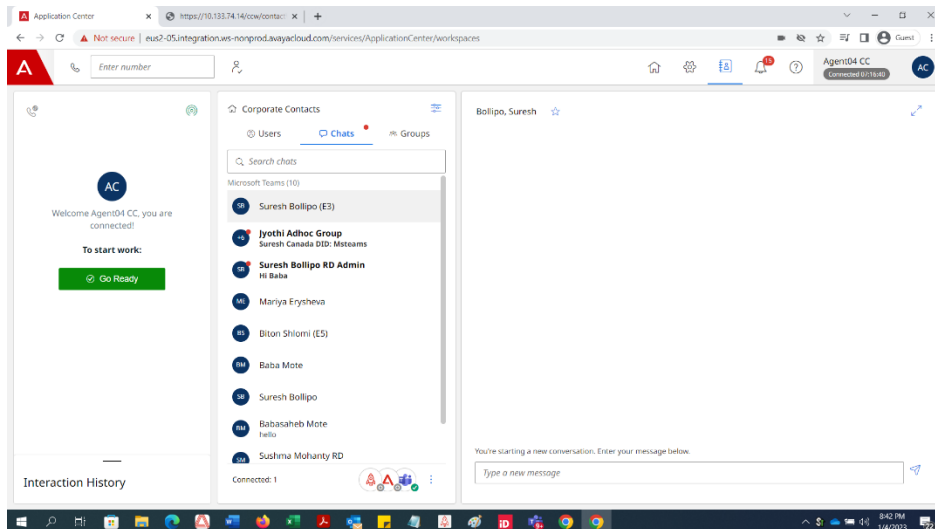
2. Agent can make one to many/ad-hoc group chat interaction with MS teams experts. Select one-many ad-hoc group and start chatting.

- CCW agent can send text messages to ad-hoc group members.
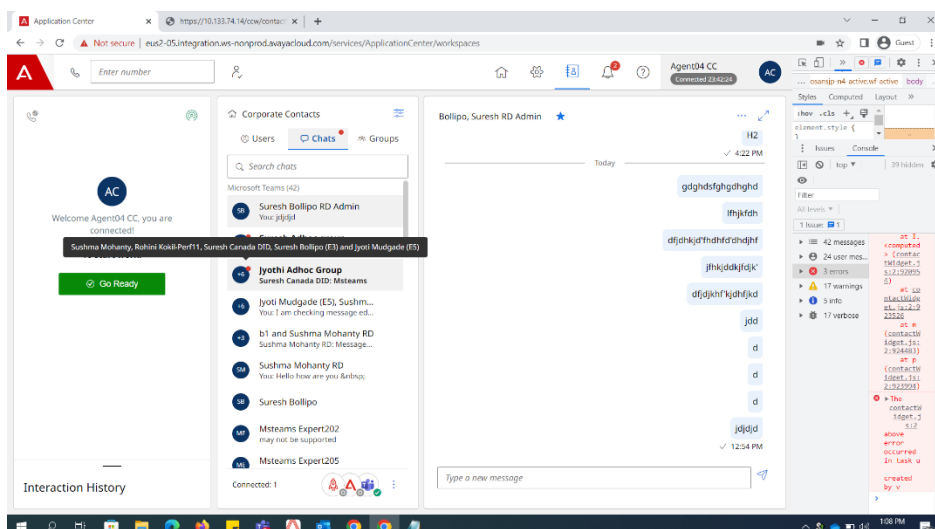
- You can send a channel chat messages only to the groups that already contacted you. The Microsoft Teams administrator creates and manages contact groups.
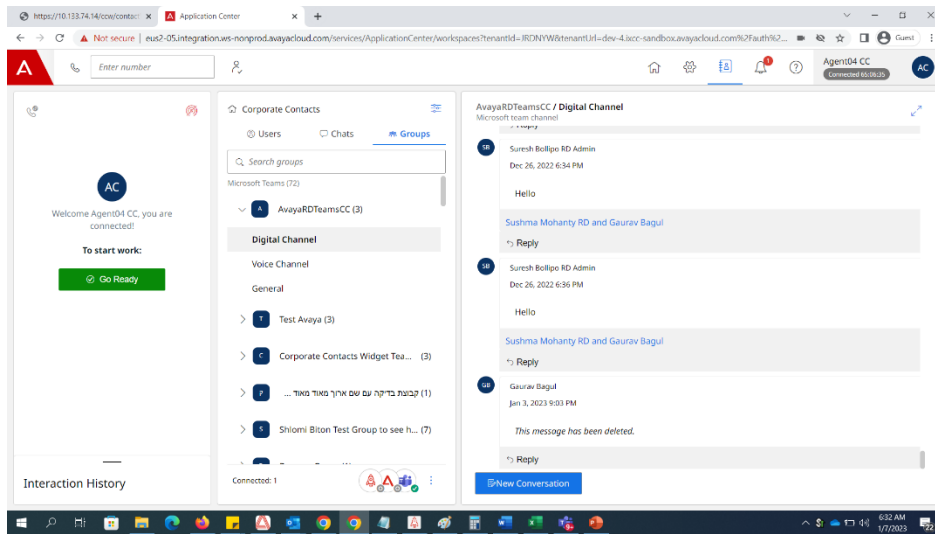
- Start a new conversation to a channel chat. Click on New conversation button and type new message and click on send button.
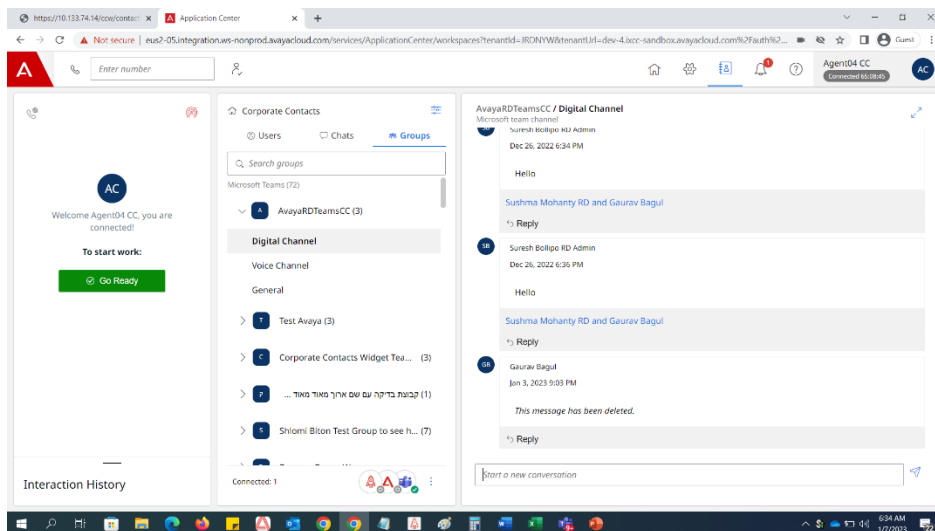
- Reply to messages in channel chat, Click reply button and type a text messages and click on send icon. The Microsoft Teams administrator creates and manages contact groups and channels
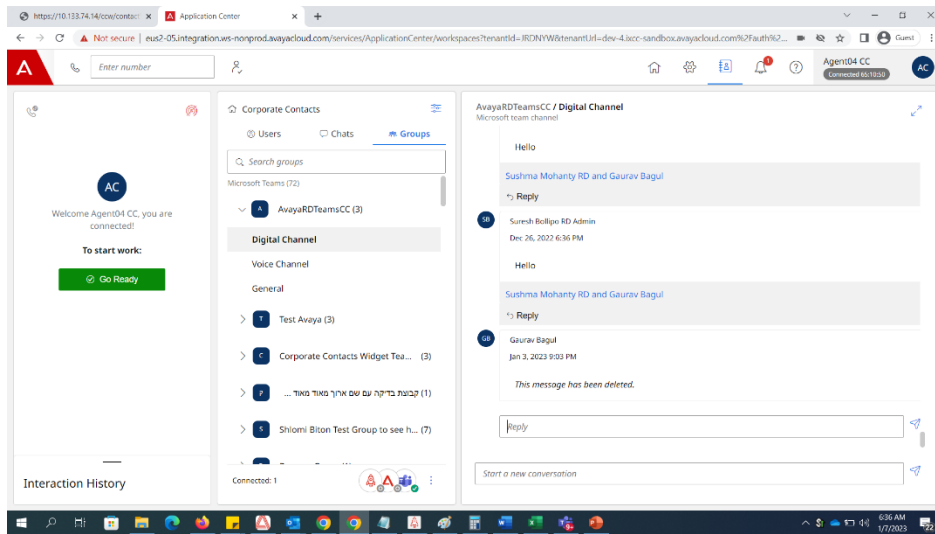
2.1.4. Search for a chats list one to one or one to many on the Chats tab.

- To search for a chat or chat group, on chats tab, in the search chats field, type the contacts first or last name or the group name.
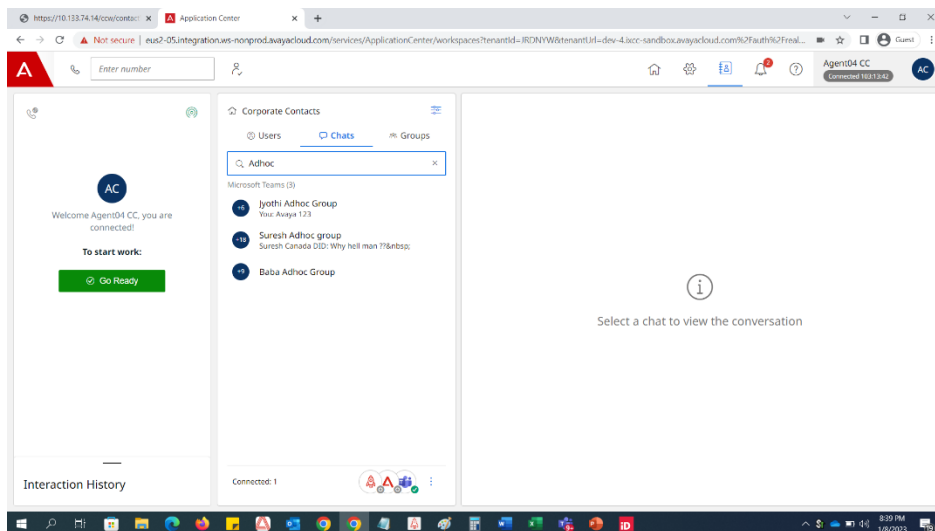
- Latest 50 chat conversations will be displayed under chat list.
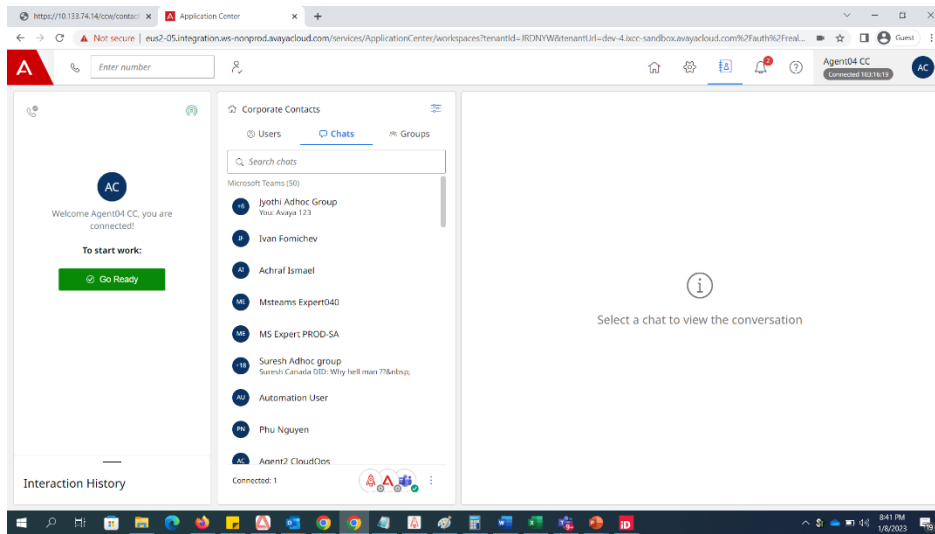
- Search for teams and channels on Groups tab only max 50 channels or teams will be searched in the search list. only max 50 groups or channels are displayed under groups tab
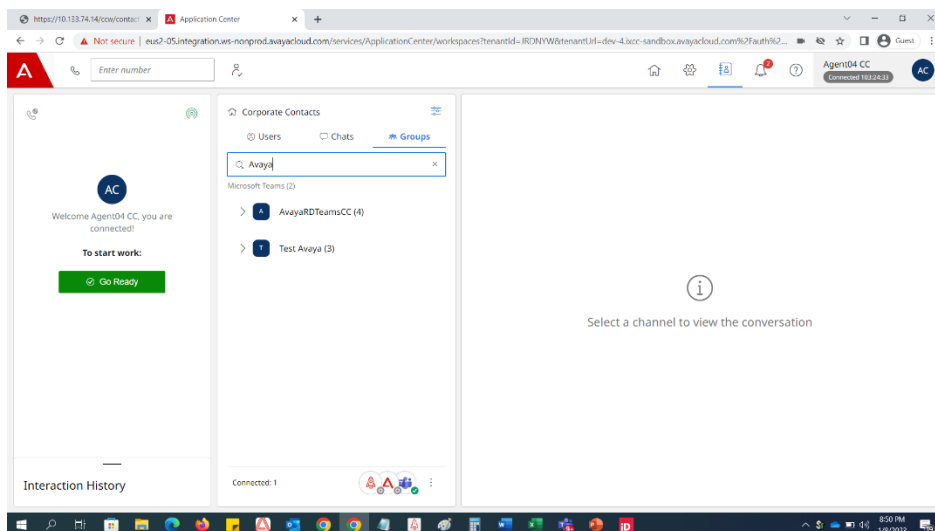
- Maximum allowed 50 groups or channels are searched in the searched results. If there are more than 50 results then **"The search has more results than the maximum allowed(50). Please refine your search."** message appears
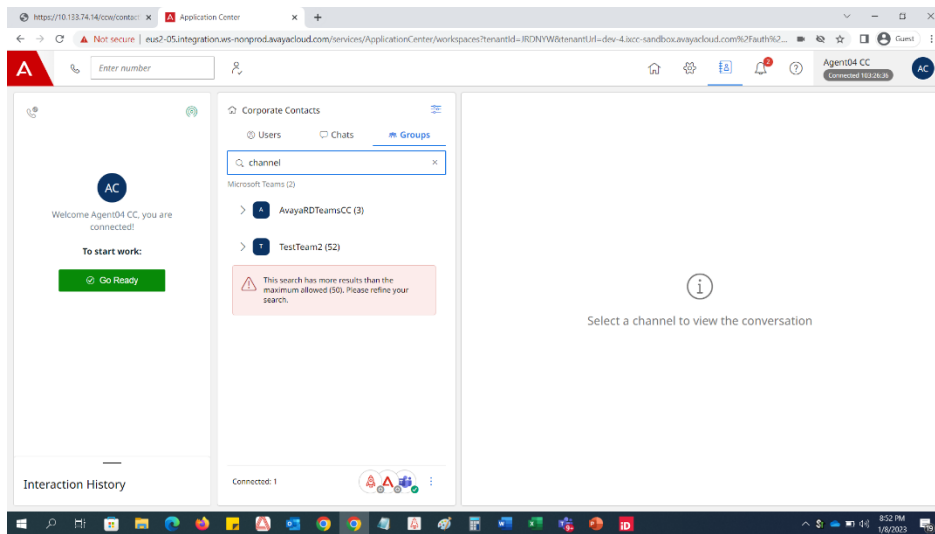
2.1.5. Support of Copy / Paste of text messages

- Copy of text messages from IM or other sources and paste to IM or other sources and send the chat message from one to one chat.
- Copy of text messages from IM or other sources and paste to IM or other sources and send the chat message from one to many chat or Adhoc group.
- Copy of text messages from IM or other sources and paste to IM or other sources and send the chat message from Groups channel chat.

2.1.6. Support Attachments (Files, Videos, Pictures) - Received only.

- Attachments sent from MS teams expert are view and downloaded successfully in one to one chat.
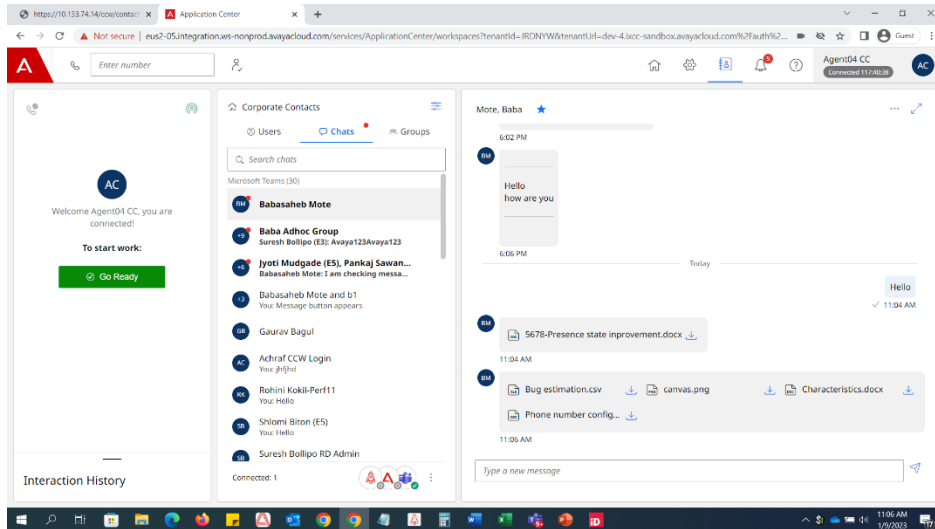
- Attachments sent from MS Teams expert are viewed and downloaded successfully in one to many chat.
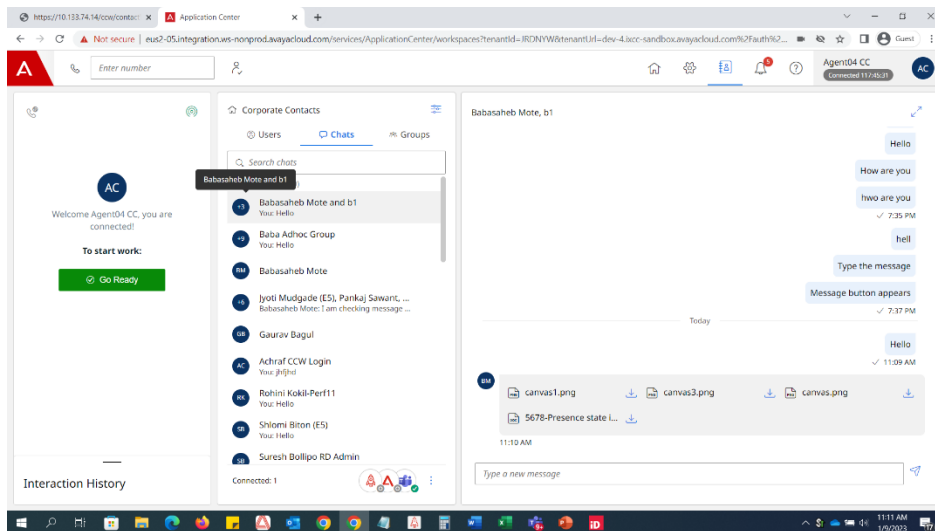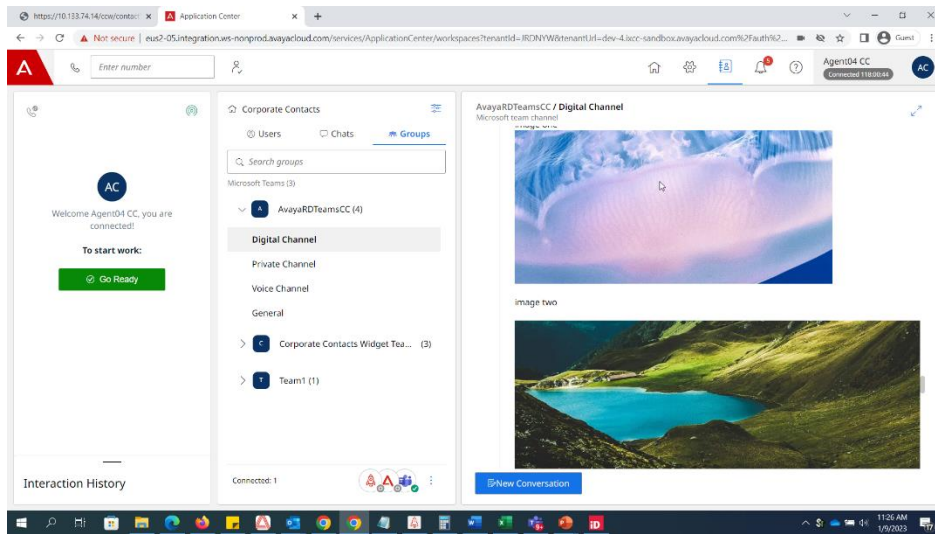
- Attachments sent from MS teams expert are view and downloaded successfully Groups channel chat.
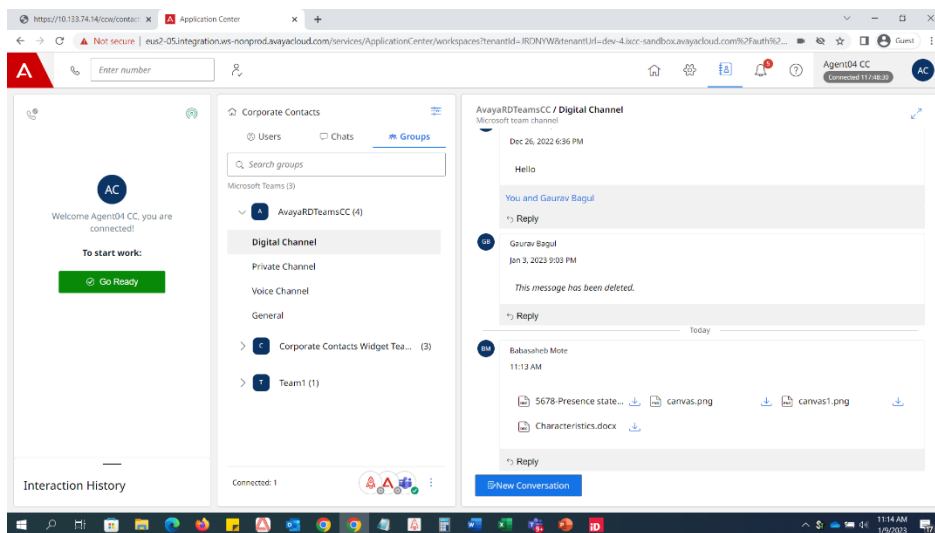
2.1.7. Support Receiving and display Emojis in CCW.

As Avaya Workplace agent/supervisor can view Emoji in a chat message sent by MS-Teams expert, ad-hoc MS-Teams group or channel.
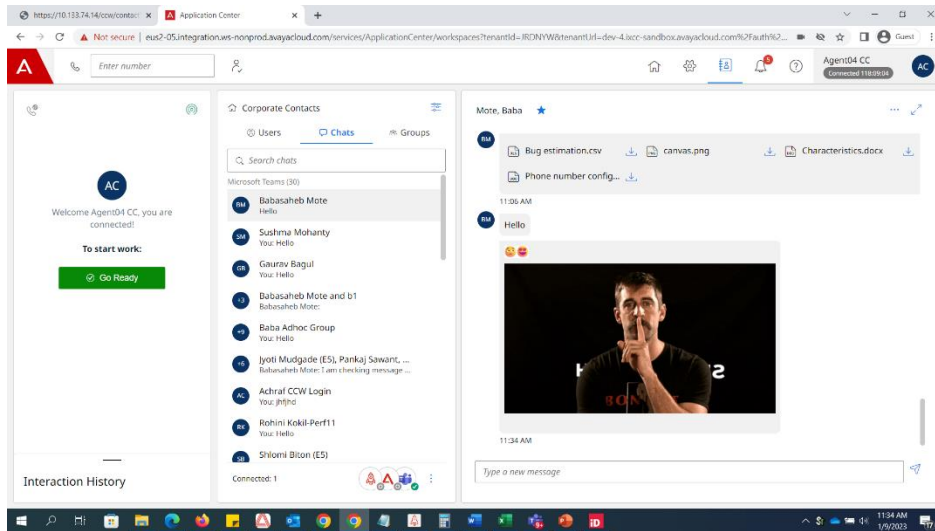
Received Emojis in One to Many chat.
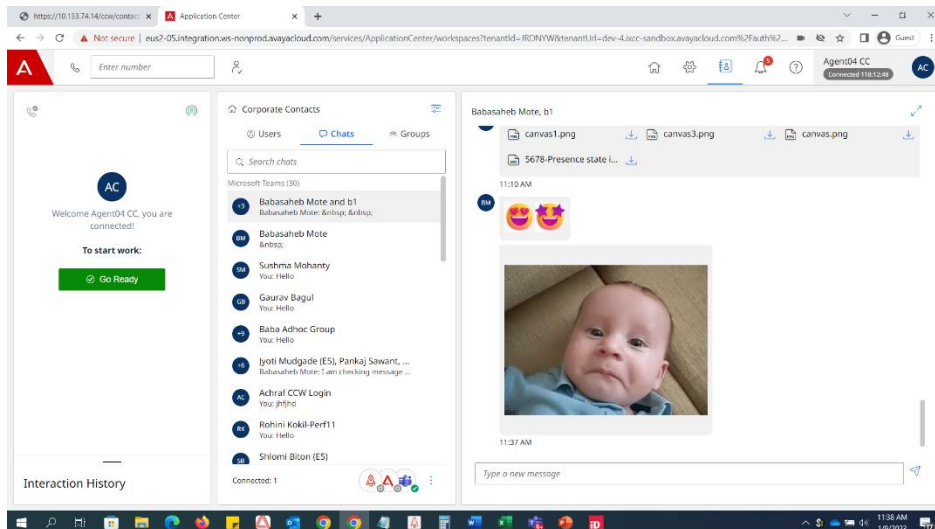
Received Emojis in channel chat.
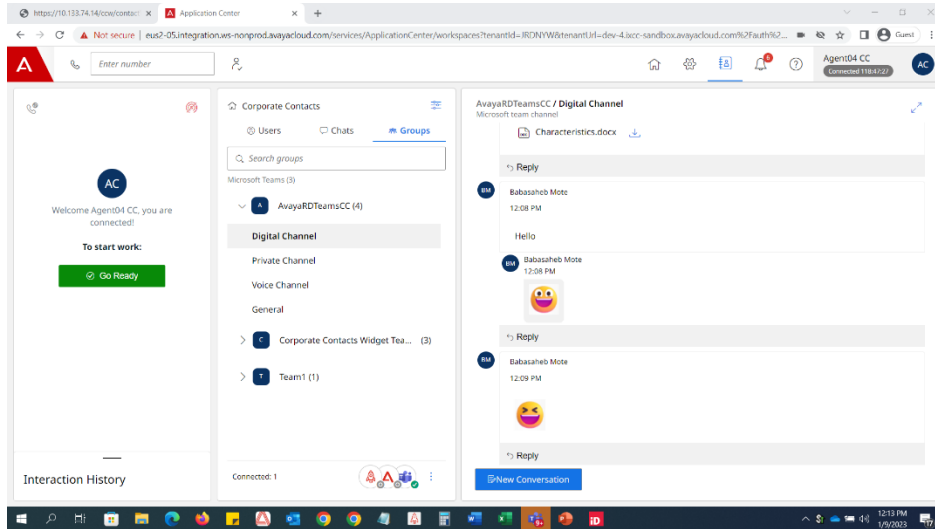
2.1.8. Support of message status indication for new or unread chat messages (1-1 and 1-many)

- **Unread status message indication in One to One chat:** When new messages are received and CCW expert is not in foreground or chatting with another expert then new unread message indication is displayed in chat list and chat tab icon.
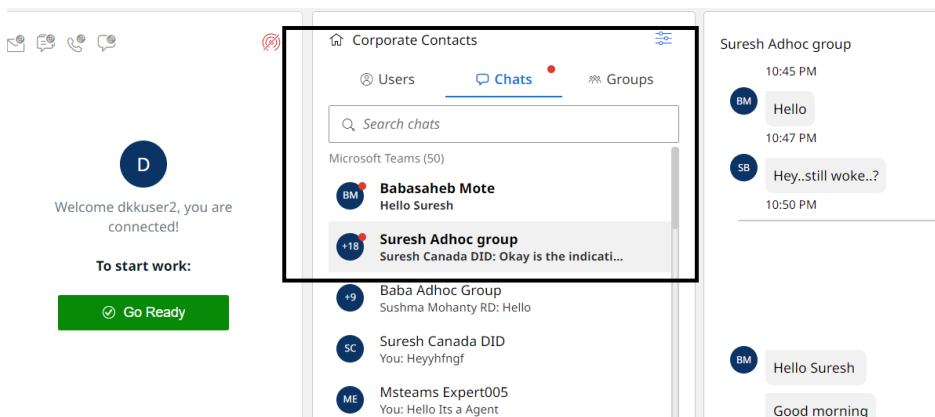
- **Unread status message indication in One to Many chat:** When new messages are received and CCW expert is not in foreground or in another expert message view then new unread message indication is displayed in chat list and chat tab icon.
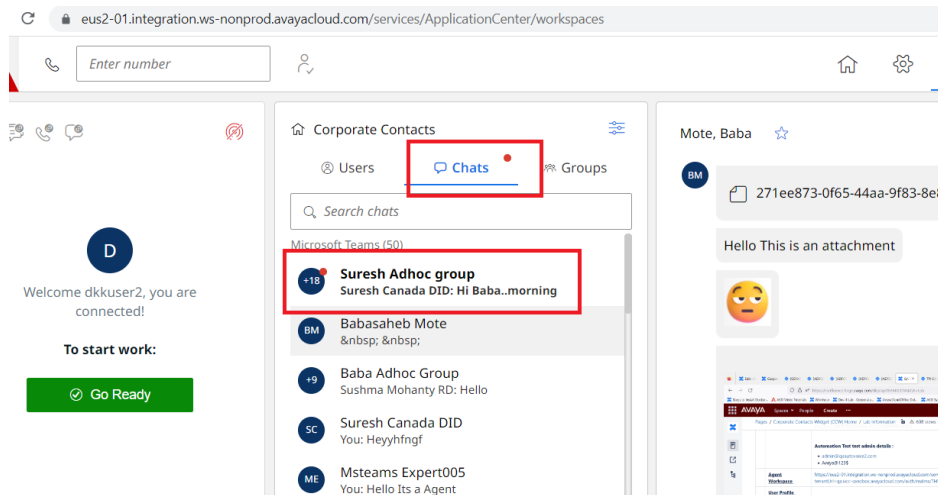
- If CCW already presents the one to one or ad-hoc group chat and the last messages are NOT presented (agent/supervisor scrolls up), then there shall be an indication for the unread message. Viewing to the expert chat message will clear the indication. Manually navigating to the last message will also clear the unread indication.
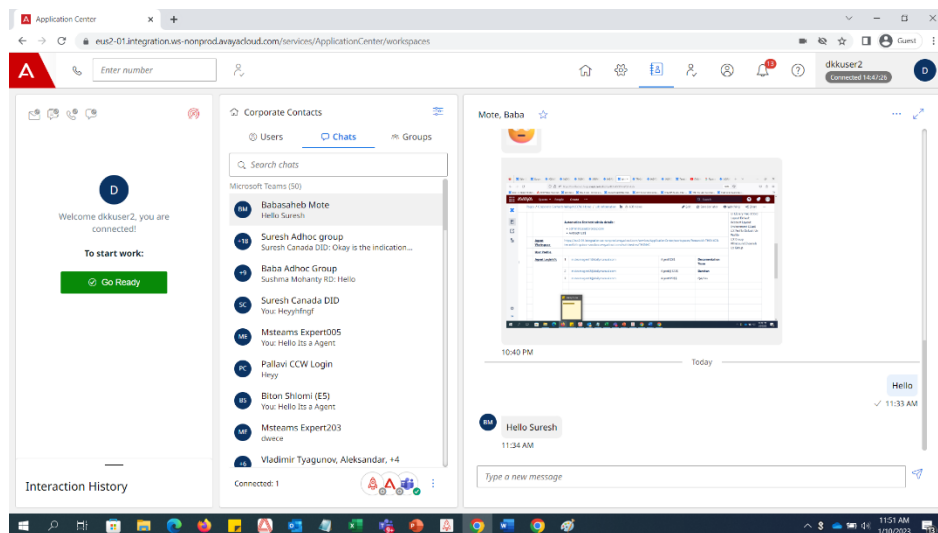
2.1.9. Mark chat as read one to one / ad-hoc group chat

- Unread message indication when entering to one to one or ad-hoc group chat or viewing the last messages when I am already in the one to one or ad-hoc group chat.
- If CCW already presents the one to one or ad-hoc group chat and the last messages are presented, then there shall be no indication for the unread or new messages when CCW is presented in the foreground

2.1.10. Mark chat as read for channel chat

- When entering the channel chat then the unread messages are automatically marked as read. If CCW already presents the channel chat and the last messages are presented, then there shall be no indication for the unread message when CCW is presented in the foreground.
- There will be no unread indication in the channel list as there will be no polling for new messages of each channel in the channel list or subscription to all channels in the channel list.

Note : There is known limitation for new Message button when agent/supervisor receives new messages for channel chat.

2.1.11. Present Scroll bar in the chat message view (one to one, one to many and channel chat)

- Presentation of scroll bar when scrolling the chat messages of one to one, one to many and channel chat messages. The scroll bar size/location shall be adjusted based on the messages displayed. For example, when extending conversation replies in the channel chat then the scroll bar size and location and shall be adjusted.
- Presentation of scroll bar in chat list and **one to one or one to many chat message window**.
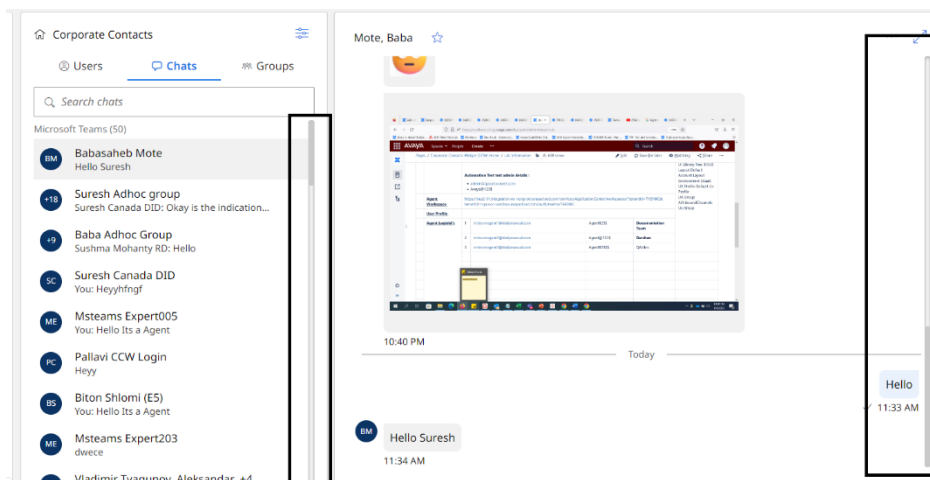
- Presentation of scroll bar in Groups channel chat message window.
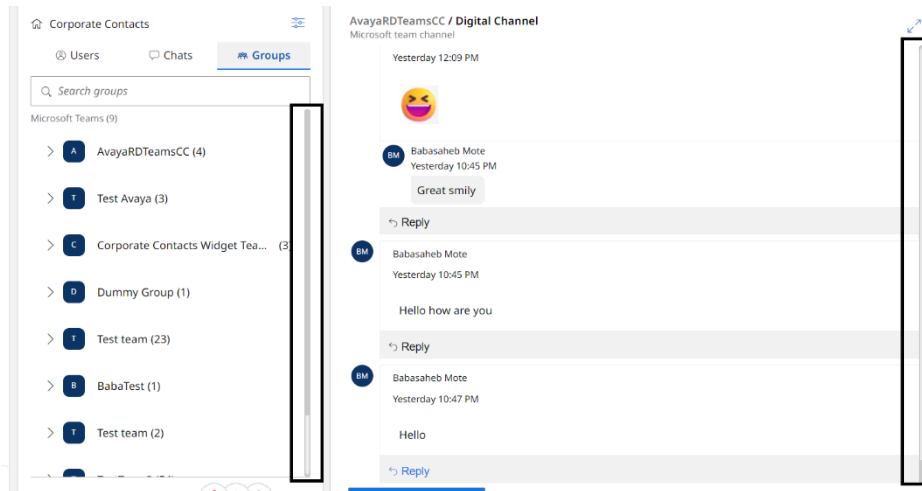
- There shall be presentation of the scroll bar when in the chat view as in MS-Teams. In all other places, there shall be no scroll bar.
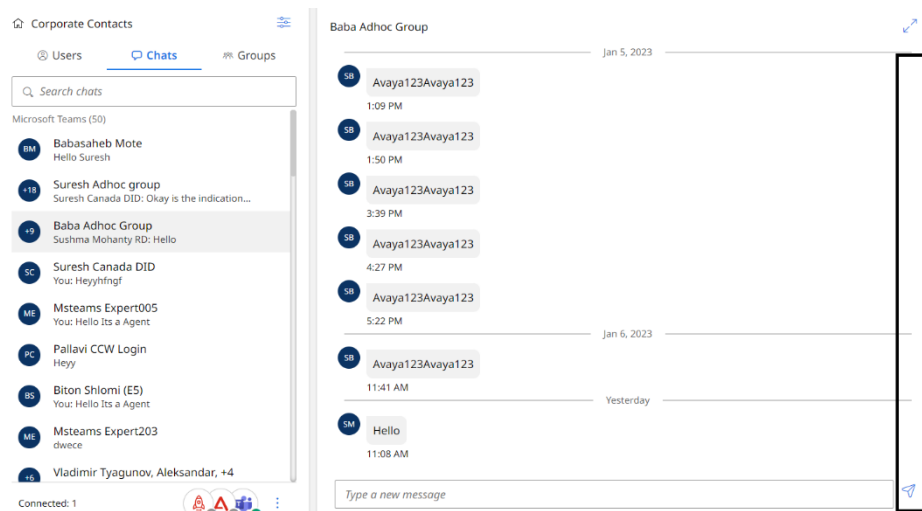
- If there are no full of messages occupied in the message window then there is no presentation of scroll bar.
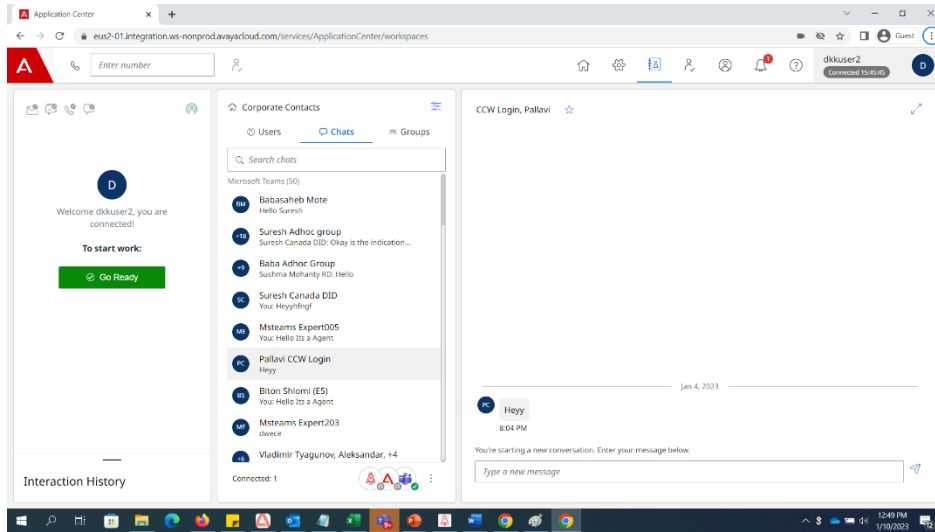
2.1.12. MS-Teams Chat: Localization support

- The languages supported by Avaya Workspaces are English (US), German, French, Italian, Spanish, Korean, Japanese, Russian, Portuguese (BR), Chinese (simplified) and Hebrew.
- CCW shall support UTF-8 characters for sending and receiving text messages.
- There shall be an option to write message in left to right languages (e.g. English) and right to left languages (E.g. Hebrew and Arabic).
- When switching from left to right language (e.g. English) to right to left language (e.g. Hebrew) then the chat list and chat view shall be simple a mirror view of left to right language (e.g. English). In particular:

2.1.13. Sign Out from MS Teams provider

To Sign Out form MS Teams , click on three dot menu ,pop-up window is opened then click on Sign Out button.
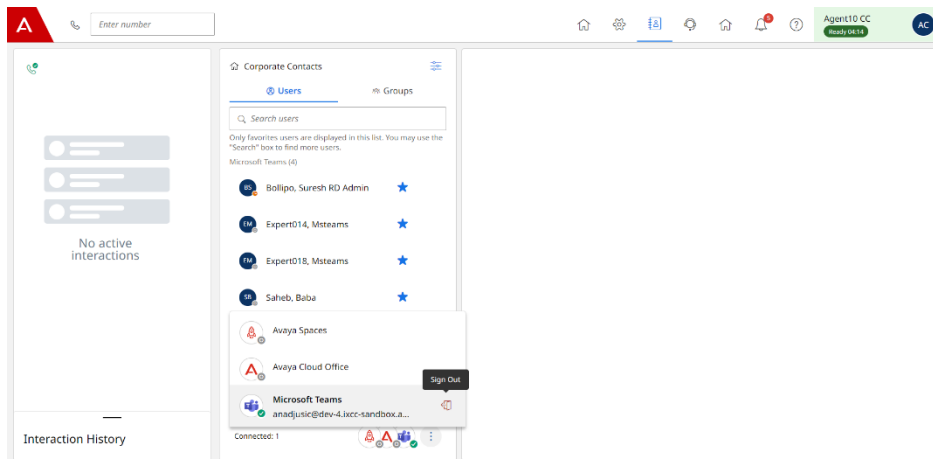
2.2. Client resync at websocket disconnect/reconnect

If the Workspaces client websocket is disconnected (e.g. Wi-Fi/internet disruption), messages/events may arrive for an agent and will not be shown on Workspaces client. From this drop, when reconnection is successful, client will resync automatically, and messages/events received during the disconnection will be shown on client.

Client shows state of websocket connection: Connected, Reconnecting with number of attempts in Agent State menu, disconnected with a notification telling the agent to refresh to retry connection
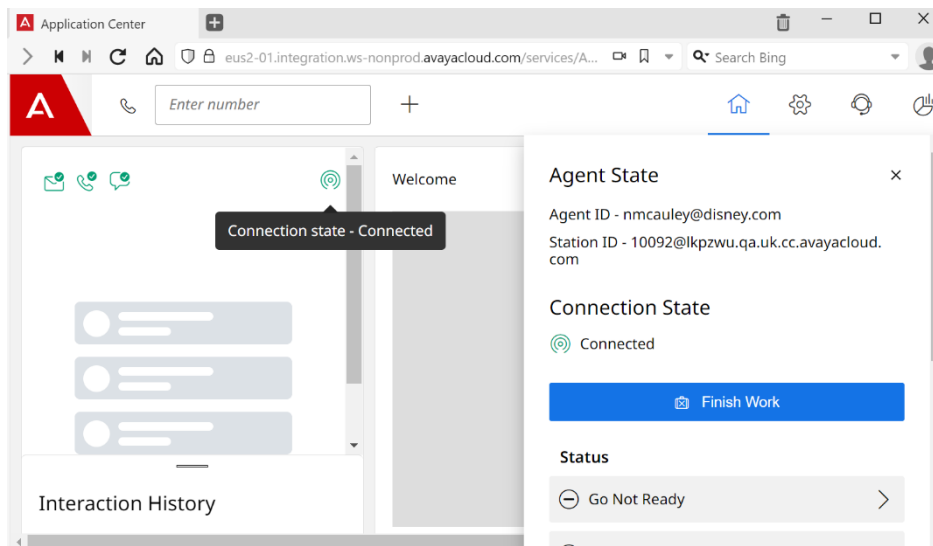
Screenshot: Connected
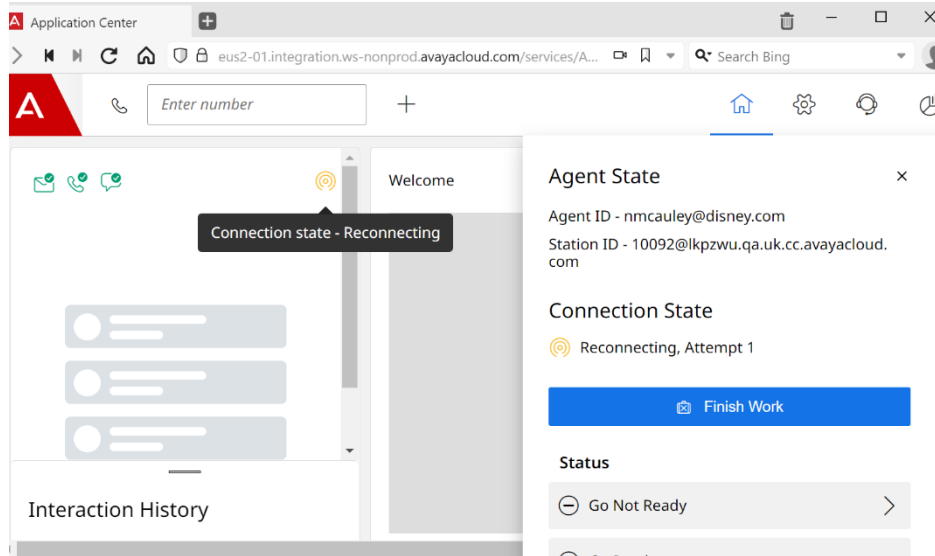
Screenshot: Reconnecting
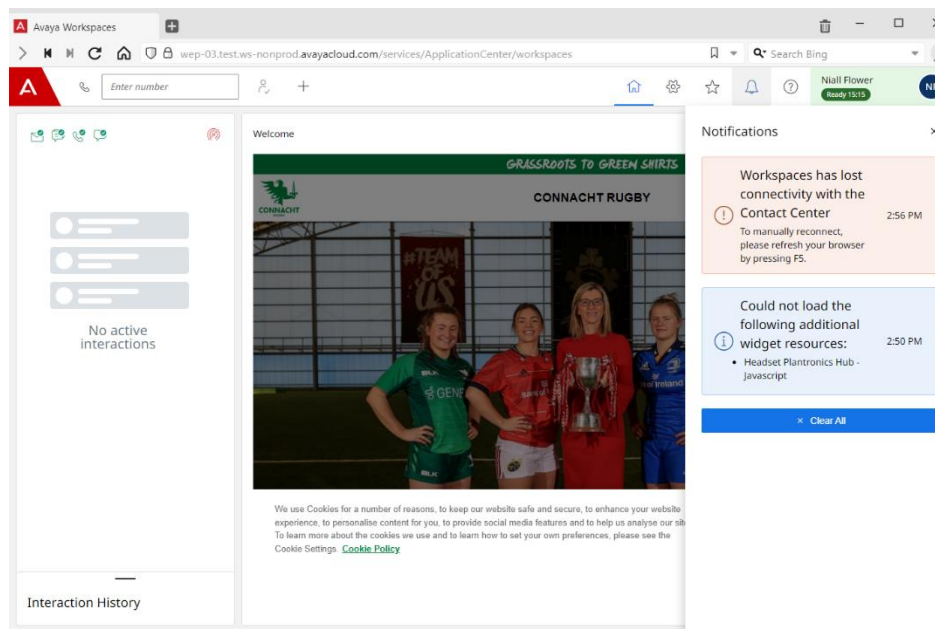
Screenshot: Disconnected

2.3. Provide insightful context when Workspaces encounters an unexpected error during startup

Until this release, if the Workspaces client encountered an error during startup, a very generic error message was shown:

"Workspaces encountered an unexpected error during startup".

From this release, a number of more granular and informative error messages are given. Further error messages may be added in future releases.

(Error codes and HTTP codes are not applicable for all errors, for example timeout, reason is unknown.)

User friendly UI message	Error Code	HTTP Status Code
"Activation has timed out. Please check your internet connection and try again. If this issue persists, please contact your system administrator."	N/A	
"Request failed, an internal dependency failed to respond. Please contact your system administrator."	503005	503
"Unable to retrieve details for the user provided. Please ensure that the login details are correct and that the user exists. If this issue persists, please contact your system administrator."	404004	404
"Request failed, a dependency failed to respond. Please contact your system administrator."	503005	503
"Validation of request has failed. If this issue persists, please contact your administrator."	400000	400

User friendly UI message	Error Code	HTTP Status Code
"Layout parsing error. Activation is not possible. Please contact your system administrator."	N/A	
"Unable to load Workspaces. Please check your firewall and proxy settings. Service may be temporarily unavailable and unable to process any requests. If this issue persists, please contact your system administrator."	N/A	
"Unable to establish a web socket with the contact center. Please refresh the page and try again. If this issue persists, please contact your system administrator."	N/A	
"There is no user profile configured for this user. Please ensure that the user has been configured correctly. If this issue persists, please contact your system administrator."	404001	404

2.4. Public Admin API.

- **Overview**
  - Public Admin APIs are being updated from Alpha to Beta versions.
  - To enable external programmatic access to the Admin APIs - Customer can integrate their solutions or may leverage Admin capabilities programmatically
  - No backward compatibility for the APIs being moved from Alpha to Beta, but will be available for future updates
  - These APIs will be tentatively available on APIXH gateway in April-2023
  - Following APIs are getting changed or moving to Beta –
    - **User Management API** - Ability to create/update/delete user, Profiles and Features

- **Bulk user API** – provides the capability to add, update, and delete users via bulk jobs.
- **Group API** - Create/update/Delete Group which is logical collection of the resources
- **Account Management API** –Create/update/Delete Account/tenant and/or organization node
- **Digital Admin API** – Ability to create/update/delete Custom Chat Element
- **Element API** - provide the capability to list of all elements
- **Phone Number AP**I - Provide capability to add/update/release/delete phone number
- **Voice Admin API** – ACO and MS Teams - provide capability to create/update/delete ACO and MS Teams elements.

- **Please find below information about each API which are moving to Beta, for more information including details of supported Producers, Measures, sample queries and response please refer to the API guide on the developer portal.**

- **PUBLIC ADMIN API - USER MANAGEMENT API**
  -
    - The Users API provides access to User Management via a REST API interface.
    - Agent and Supervisor responsible for handling calls, chats, messages and emails.
    - Administrator responsible for contact center administration and operations.
    - Profiles - provides a pre-configured template for contact center features (chat, messaging, email), routing attributes, roles and group memberships.
    - Following APIs are moved from Alpha to Beta
    - Following APIs are moved from Alpha to Beta
      - **/v1beta/accounts/ABCDEF/users** - To create a new User you should invoke Create User. The fields that you supply will depend on the type of User you wish to create.
      - **/v1beta/accounts/ABCDEF/users/c8c2909d-75e9-484a-94c0-b7e8d29771fe** –
        1. A Profile can be applied to a User either during the initial create or later via an update.
        2. To update a User, you should invoke Update User. You should include all the details of the User.
        3. To delete a User, you should invoke Delete User. No response body is returned from this request.
      - **/v1beta/accounts/ABCDEF/profiles** - After the Profile has been created you will receive a profiled in the response that you should use in all subsequent requests related to that Profile.
      - **/v1beta/accounts/ABCDEF/profiles/TELHGZ** –

1. To add/Remove a new or existing feature, e.g., chat, to an existing Profile you should invoke Update Profile and include all the details of the Profile plus the new feature.
2. To delete a Profile, you should invoke Delete Profile. No response body is returned from this request.

- **Public Admin API - Bulk User API**
  - The Bulk User API provides the capability to add, update, and delete users via bulk jobs.
  - Following APIs are moved from Alpha to Beta -
    1. **/v1beta/accounts/ABCDEF/users-bulk-template** - The first step is to download the bulk template which is provided in the file format .xlsx. This can be downloaded straight from the Download Bulk Template API.
    2. **/v1beta/accounts/ABCDEF/users:bulkAdd?jobName=Bulk%20Job** - Once you've completed adding users to the template the next step is to upload the .xlsx file to the API.
    3. **/v1beta/accounts/ABCDEF/jobs/c8c2909d-75e9-484a-94c0-b7e8d30771fe** - During the execution of a job you should periodically check its status by polling the Get Job API.
    4. **/v1beta/accounts/ABCDEF/jobs/c8c2909d-75e9-484a-94c0-b7e8d30771fe/users?pageNumber=1&pageSize=3** - During the execution of a job you can periodically check the status of the users by polling the List Users API. This is a paginated API.
    5. **/v1beta/accounts/ABCDEF/jobs/c8c2909d-75e9-484a-94c0-b7e8d30771fe** - When a job has finished processing it will end in 1 of 3 statuses: COMPLETED, FAILED OR ABORTED
    6. **/v1beta/accounts/ABCDEF/jobs/c8c2909d-75e9-484a-94c0-b7e8d30771fe:exportFailedUsers** - When a job ends with the status FAILED you will need to export the list of all the users that could not be processed by the previous job.

- **Public Admin API - Groups API**
  - A Group is a logical collection of the resources. It allows grouping of users.
  - Following APIs are moved from Alpha to Beta
    - **/v1beta/accounts/ABCDEF/groups** - To create a new Group you should invoke Create Group
    - **/v1beta/accounts/ABCDEF/group/c8c2909d-75e9-484a-94c0-b7e8d29771fe** –
      - To update a Group, you should invoke Update Group - **PUT /groups/{groupId}**
      - To delete a Group, you should invoke Delete Group - **DELETE /groups/{groupId}**

- **Public Admin API - Account Management API**
  - ○ Accounts API provides access to Account Management via a REST API interface.
  - ○ Following APIs are moved from Alpha to Beta -
    1. **/v1beta/accounts** - To create a new Account, user needs a System Administrator privileges.
    2. **/v1beta/accounts/accountId** - PUT /accounts - To update an existing Account you should invoke Update Account
    3. **/v1beta/accounts/ABCDEF - DELETE /accounts/{accountId}** - To delete an Account you should invoke Delete Account
    4. **/v1beta/accounts/accountId/organization-nodes** - POST /accounts/accountId/organization-nodes - Organization Node represents a node in the Account/Organization's hierarchy.
    5. **/v1beta/accounts/accountId/organization-nodes/organizationNodeId** - PUT /accounts/accountId/organization-nodes - To create an organization node you should invoke Update Organization Node.
    6. **/v1beta/accounts/accountId/organization-nodes/organizationNodeId** - DELETE /accounts/accountId/organization-nodes - To delete an Organization Node you should invoke [Delete Organization Node]

- **Public Admin API - Digital Admin API -Custom Chat Element**
  - ○ As of now only Custom Chat element is moving to OpenAPI, rest are out of scope for the current phase
  - ○ Following APIs are moved from Alpha to Beta
    1. **/v1beta/accounts/ABCDEF/chat-provider** - elements - POST /chat-provider-elements - To create a new Custom Chat Element you should invoke Create Cusutom Chat
    2. **/v1beta/accounts/ABCDEF/chat-provider-elements/c8c2909d-75e9-484a-94c0-b7e8d29771fe** - PUT /chat-provider-elements/{elementId} - To update a Chat Provider Element you should invoke Update Chat Provider.
    3. **/v1beta/accounts/ABCDEF/chat-provider-elements/c8c2909d-75e9-484a-94c0-b7e8d29771fe** - DELETE /chat-provider-elements/{elementId} - To delete a Chat Provider Element you should invoke Delete Chat Provider. No response body is returned from this request.

- **Public Admin API - Elements API**
 - ○ An Element is a server instance which provides feature capability. Some examples of elements are Avaya Cloud Office, Chat Connector, Microsoft Teams and so on. Element APIs require the Account Administrator role for access.

- o Following APIs are moved from Alpha to Beta
    - **v1beta/accounts/ABCDEF/elements?pageNumber=2&pageSize=5&filter=name:Avaya*&orderBy=name'** - GET /elements - To list all Elements you should invoke List Elements

- **Public Admin API - Phone Number API**
    - o Phone numbers is the entry point for contact center voice engagements. A privileged User creates the phone number via Phone Number Admin APIs.
    - o Following APIs are moved from Alpha to Beta
        - **/v1beta/accounts/{accountId}/phone-numbers** - POST /phone-numbers - To add new Phone Number you should invoke Add Number.
        - **/v1beta/accounts/{accountId}/phone-numbers/c8c2909d-75e9-484a-94c0-b7e8d29771fe** - PUT /phone-numbers/{phoneNumberId} - To update a Phone Number you should invoke Update Number
        - **/v1beta/accounts/{accountId}/phone-numbers/c8c2909d-75e9-484a-94c0-b7e8d29771fe** -DELETE /phone-numbers/{phoneNumberId} -To release a Phone Number you should invoke Delete Number
        - **/v1beta/accounts/{accountId}/available-phone-numbers?countryCode=US&type=TOLLFREE&areaCode=330&phoneNumber=%2B16479308804&pageNumber=1&pageSize=5** - GET /available-phone-numbers - To get Available numbers you should invoke [Available Phone Numbers]

- **Public Admin API - Voice Admin API**
    - o Voice API require the Account Administrator Role access
    - o Following APIs are moved from Alpha to Beta -
        1. **/v1beta/accounts/ABCDEF/aco-elements** - POST /aco-elements - To create a new Avaya Cloud Office Element you should invoke Create Avaya Cloud Office
        2. **/v1beta/accounts/ABCDEF/aco-elements/c8c2909d-75e9-484a-94c0-b7e8d29771fe** - PUT /aco-elements/{elementId} - To update an Avaya Cloud Office Element you should invoke Update Avaya Cloud Office.
        3. **/v1beta/accounts/ABCDEF/aco-elements/c8c2909d-75e9-484a-94c0-b7e8d29771fe** - DELETE /aco-elements/{elementId} - To delete an Avaya Cloud Office Element you should invoke Delete Avaya Cloud Office.
        4. **/v1beta/accounts/ABCDEF/msteams-elements - POST /msteams-elements** - To create a new Microsoft Teams Element you should invoke Create MS Teams.
        5. **/v1beta/accounts/ABCDEF/msteams-elements/c8c2909d-75e9-484a-94c0-b7e8d29771fe** - PUT /msteams-elements/{elementId} - To update a Microsoft Teams Element you should invoke Update MS Teams.

6. **/v1beta/accounts/ABCDEF/msteams-elements/c8c2909d-75e9-484a-94c0-b7e8d29771fe** - DELETE /msteams-elements/{elementId} - To delete a Microsoft Teams Element you should invoke Delete MS Teams

2.5. Forced Agent Logout

In this drop the Supervisor is presented with the ability to set their assigned agents to 'Not Ready' or 'Logged Out' states by setting agent status to 'Not Ready' or 'Finish Work'.
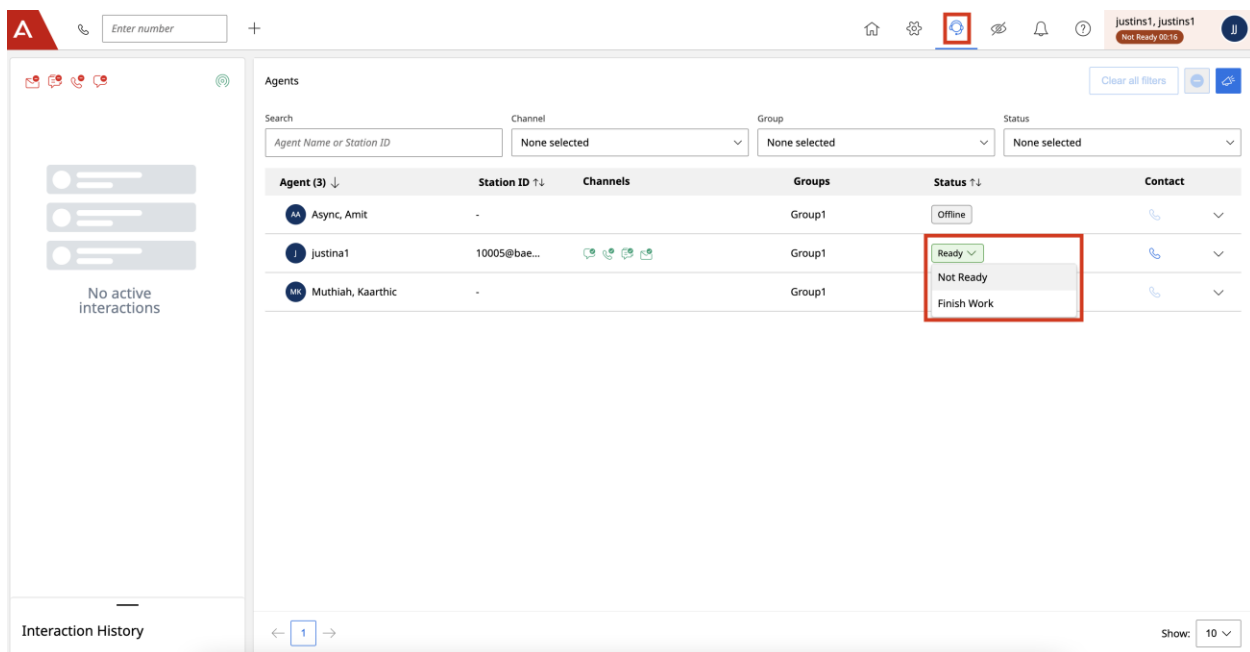
If agent is transitioned into 'Not Ready' or 'Logged Out' state by supervisor while on an active engagement, flow will be similar to when changing their own state.
Agent will transition to 'Pending Not Ready' or 'Pending Logout' state until the engagement terminates, and then automatically transition to 'Not Ready' or 'Logged Out' respectively

Any agent who is transitioned into 'Not Ready' state as a consequence of supervisor intervention is assigned the 'Supervisor' reason code.
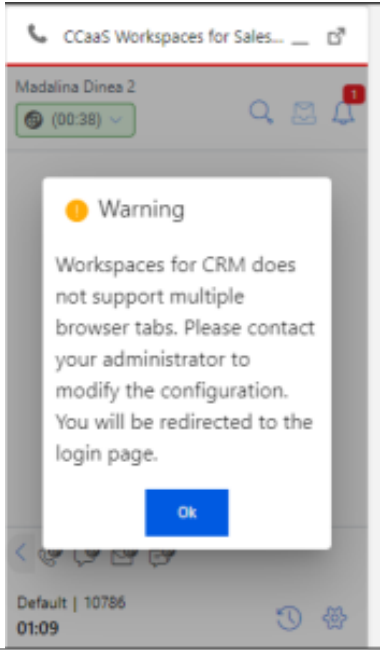
3.0 Known Considerations

3.1. Browser Support

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

3.2. Known Issues

#	Persona	Summary	Customer Impact	Workaround/Limitations	Frequency
1	Agent	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**	Always
2	Tenant Admin	Customer Journey Admin screen settings my take up to a minute to propagate to the Admin screen and UI	Changes made by the Tenant Admin may not be reflected in the system for up to a minute	Wait a minute to see changes take affect	Always 0 - 1 minute for changes to take effect.
3	Tenant Admin	Admin Portal – New timers introduced to handle browser disconnect issues are not working as expected.	New timers were introduced under Administration → Contact Center → Timers, 'AutoAgentNotReady' and 'AutoAgentLogout'. However, these timers are not taking effect as per the configuration on the tenant.	This is a known issue. While the UI has been delivered, the underlying functionality isn't available yet. We are planning to deliver the full functionality in the upcoming releases.	Always