

Avaya Experience Platform™ Release Notes  
Drop 43  
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## 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. Queue Metrics Synchronous API

This feature covers the addition of a GET REST API (request-response synchronous) to expose the existing queue metrics which include EWT (estimated wait time).

#### What are Queue Metrics?

A queue is used to identify a pool of contact center agents for which Customer engagements can be matched and routed. Queue Metrics are a collection of metrics associated with this queue, such as the number of agents that are ready, the number of agents that are busy, and the expected wait time.

A Match Queue is made up of:

- Queue Id - The unique queue identifier generated when the Queue is created.
- Channel Id - The unique Contact Center Channel identifier (Voice, Chat, Email, Messaging).
- Attributes - A list of attributes used to describe the skills of the agent. Engagements are typically routed to a suitable agent that matches the attribute combination of the queue. Queue metrics for queues with attributes may be less favorable than queue metrics without attributes, as only a subset of the agent pool may be configured to handle requests with the additional attributes.
- Priority - When Priority is specified the Engagement metrics returned will be for engagements with the specified Priority in that Queue, if not specified then the Engagement metrics returned will be an aggregate of all the Engagements across all priorities currently in Queue. Metrics for higher priority requests against a queue will have more favorable queue metrics (e.g. lower queue wait times). Match requests made with a higher priority will be handled before lower priority requests. The smaller the number meaning the higher the priority.

#### Types of Queue Metrics

Metric Name	Description
AgentStaffedCount	The number of agents who could be assigned an engagement from this queue
AgentReadyCount	The number of agents who are 'ready' to be assigned an engagement from the queue

Metric Name	Description
AgentBusyCount	The number of agents currently 'not ready' to be assigned an engagement from the queue ie. dealing with an active engagement or not available
WaitingEngagementCount	The number of engagements associated with the queue that have yet to be accepted by an agent
ProcessingEngagementCount	The number of engagements associated with the queue that have been accepted by an agent and have yet to be completed
OldestEngagementWaiting	The amount of time in seconds that the oldest engagement associated with an agent has been waiting to be answered
RollingAverageSpeedOfAnswer	The average amount of time in seconds it takes to answer an engagement associated with the queue
ExpectedWaitTime	The estimated amount of time in seconds that engagement associated with a queue is expected to be waiting to be answered
QueueOccupancy	The percentage ratio of busy agents to staffed agents associated with the queue

## Querying Metrics

The request to get metrics must contain a queueId and channelId path parameters, it may optionally supply attribute and priority query parameters. It does not have a payload.

Type of Metrics	Supplied parameters	metricType value returned	Description
Queue Based	QueueID + Channel	QUEUE	Queue based metrics are always calculated
Attribute Based	QueueID + Channel + Attributes	SPECIALIZED_QUEUE	Attribute based metrics returned
Attribute Based	QueueID + Channel + Attributes	QUEUE	Queue based metrics returned, attribute based metrics are in the process of getting calculated

Type of Metrics	Supplied parameters	metricType value returned	Description
Any	Any	DEFAULT	Default metrics returned, in the rare case that no metrics can be found. Its more important to continue on with the engagement rather than send an error code back

If a request is sent in with only a QueueID + Channel combination (queue based metrics) the metricType field in the response will always be set to QUEUE. Meaning that the metrics returned are queue based as requested.

Sample response when metrics are getting calculated for the requested QueueID + Channel + Attributes combination. Note the field metricType is set to SPECIALIZED\_QUEUE in the following response. This indicates that the metrics returned are calculated based on the QueueID + Channel + Attributes combination (attribute based metrics).

```
{  
  "accountId": "ABCDEF",  
  "correlationId": "d0d75f4f-4634-46d0-bc30-7b781f92e4c0",  
  "matchQueue": {  
    "queueId": "bea76b16-5aff-4cd6-8db0-5d8d649dd865",  
    "channelId": "Voice",  
    "attributes": [  
      "Language.English"  
    ],  
    "priority": 3  
  },  
  "metricType": "SPECIALIZED_QUEUE",  
  "metrics": [  
    {  
      "metricName": "AgentStaffedCount",  
      "metricValue": "10"  
    },  
    {  
      "metricName": "AgentReadyCount",  
      "metricValue": "5"  
    },  
    {
```



```
"metricName": "AgentBusyCount",  
  
"metricValue": "5"  
  
},  
  
{  
  
"metricName": "WaitingEngagementCount",  
  
"metricValue": "2"  
  
},  
  
{  
  
"metricName": "ProcessingEngagementCount",  
  
"metricValue": "3"  
  
},  
  
{  
  
"metricName": "OldestEngagementWaiting",  
  
"metricValue": "30"  
  
},  
  
{  
  
"metricName": "RollingAverageSpeedOfAnswer",  
  
"metricValue": "10"  
  
},  
  
{  
  
"metricName": "QueueOccupancy",  
  
"metricValue": "100"
```

```
    },  
    {  
      "metricName": "ExpectedWaitTime",  
      "metricValue": "10"  
    }  
  ]  
}
```

The metrics service cannot calculate all combinations of QueueID + Channel + Attributes ahead of time. When a combination is requested that metrics are not yet calculated for the metricType field will be set to QUEUE in the response. This means that the metrics returned are calculated based of only the QueueID + Channel combination. It also indicates that the requested attribute based metrics are in the process of getting calculated and to try again in the near future until the metricType field has the value SPECIALIZED\_QUEUE. It will take 2-4 seconds for the attribute based metrics to become available.

NOTE: The onus is on the client if they so wish to have logic to handle the case where queue based metrics are returned when attribute based metrics were requested.

Sample response when metrics are not yet calculated for the requested QueueID + Channel + Attributes combination. Note the field metricType set to QUEUE in the following response indicates that the metrics are not yet getting calculated for this QueueID + Channel + Attribute combination.

```
{
  "accountId": "ABCDEF",
  "correlationId": "d0d75f4f-4634-46d0-bc30-7b781f92e4c0",
  "matchQueue": {
    "queueId": "bea76b16-5aff-4cd6-8db0-5d8d649dd865",
    "channelId": "Voice",
    "attributes": [
      "Language.English"
    ],
    "priority": 3
  },
  "metricType": "QUEUE",
  "metrics": [
    {
      "metricName": "agentStaffedCount",
      "metricValue": "0"
    },
    {
      "metricName": "agentReadyCount",
      "metricValue": "0"
    },
    {
```

```
"metricName": "agentBusyCount",  
  
"metricValue": "0"  
  
},  
  
{  
  
"metricName": "waitingEngagementCount",  
  
"metricValue": "0"  
  
},  
  
{  
  
"metricName": "processingEngagementCount",  
  
"metricValue": "0"  
  
},  
  
{  
  
"metricName": "oldestEngagementWaiting",  
  
"metricValue": "0"  
  
},  
  
{  
  
"metricName": "rollingASA",  
  
"metricValue": "0"  
  
},  
  
{  
  
"metricName": "queueOccupancy",  
  
"metricValue": "0"
```

```
    },  
    {  
      "metricName": "expectedWaitTime",  
      "metricValue": "9999"  
    }  
  ]  
}
```

Sample response when metrics cannot be found. This will be the response format for any request type of request.

```
{
  "accountId": "ABCDEF",
  "correlationId": "d0d75f4f-4634-46d0-bc30-7b781f92e4c0",
  "matchQueue": {
    "queueId": "bea76b16-5aff-4cd6-8db0-5d8d649dd865",
    "channelId": "Voice",
    "attributes": [
      "Language.English"
    ],
    "priority": 3
  },
  "metricType": "DEFAULT",
  "metrics": [
    {
      "metricName": "agentStaffedCount",
      "metricValue": "0"
    },
    {
      "metricName": "agentReadyCount",
      "metricValue": "0"
    },
    {
```

```
"metricName": "agentBusyCount",  
  
"metricValue": "0"  
  
},  
  
{  
  
  "metricName": "waitingEngagementCount",  
  
  "metricValue": "0"  
  
},  
  
{  
  
  "metricName": "processingEngagementCount",  
  
  "metricValue": "0"  
  
},  
  
{  
  
  "metricName": "oldestEngagementWaiting",  
  
  "metricValue": "0"  
  
},  
  
{  
  
  "metricName": "rollingASA",  
  
  "metricValue": "0"  
  
},  
  
{  
  
  "metricName": "queueOccupancy",  
  
  "metricValue": "0"
```

```
    },  
    {  
      "metricName": "expectedWaitTime",  
      "metricValue": "9999"  
    }  
  ]  
}
```

The API will be made available on Avaya's Developer Portal:  
<https://developers.avayacloud.com/onecloud-ccaas>

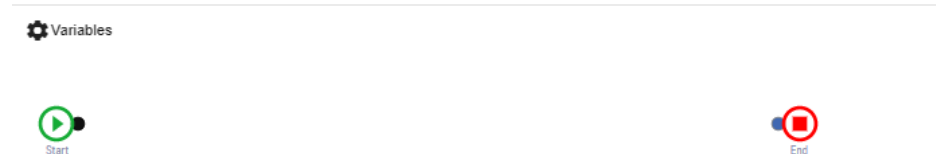


## 2.2. Self-service Flow Variables support

In this release we extend the support of Variables in Self-service flow to include:

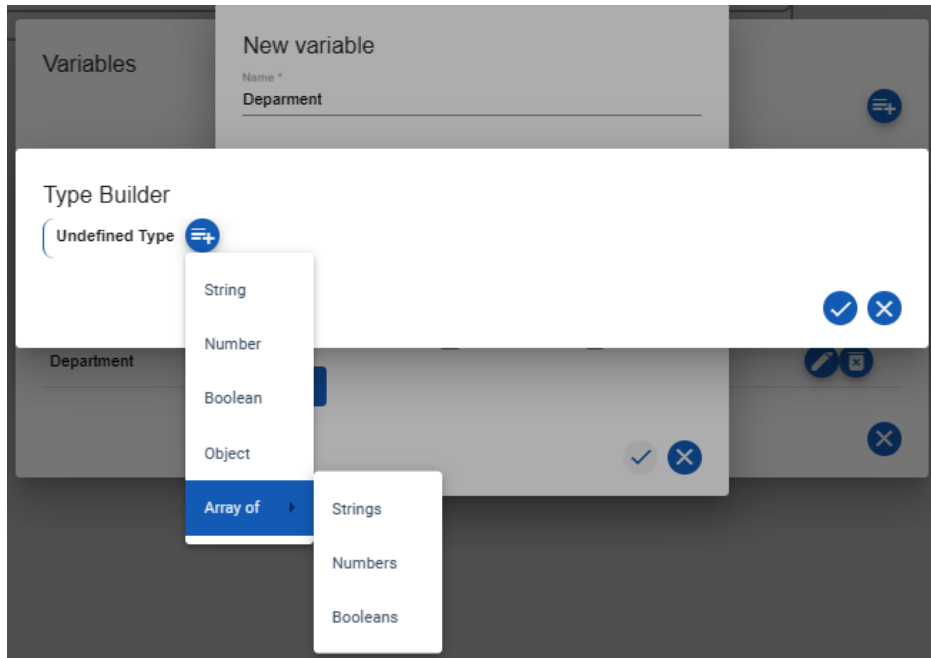
- Object and Array as Variable types
- Support Output Variables.

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



- Click on Variables to create/edit variables. A pop-up window will display with the list of the already existing variables. Click 'New' to create a variable.

The screenshot shows a 'New variable' pop-up window. It has a title bar 'New variable'. Below the title bar, there is a 'Name' field with the text 'Department'. Below the 'Name' field, there is a 'Default Value' field. Below the 'Default Value' field, there is a 'Description' field. Below the 'Description' field, there are three checkboxes: 'Private', 'Input', and 'Output'. Below the checkboxes, there is a blue button labeled 'Type...'. At the bottom right, there are two circular buttons: a checkmark and an 'X'.



Name	Read Only	Scope	Type	Default Value	Action
queues	<input checked="" type="checkbox"/>	Input	Array		
attributeList	<input checked="" type="checkbox"/>	Input	Array		
agentMatching	<input checked="" type="checkbox"/>	Private	Object		
Department	<input type="checkbox"/>	Input/Output	String		

- Variables can only be used in **Messages** with the exception of Object and Array variable types.



- 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.

### 2.2.1. Using Self-service flow variables in Orchestration

Where the self-service flow supports 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 back and forth between Self-service flow (Automation) and Workflow (Orchestration) at run-time.

Values can be hard-coded (Business Analyst User) or can be workflow variables (Expert User).

Start Automation

Cancel

Save

v5.0

Label

StartAutomation1

Add short description

Collect identity and intent

Properties

Self service flow

Demo Operations

Language :

es-ar

Input Variables

Define the variable values to be passed to the Self Service flow when its invoked/started.

queues object-array

attributeList string-array

Department string

Sales

Output Variables

Collected variables from the Self-Service flow and saved in cache variables.

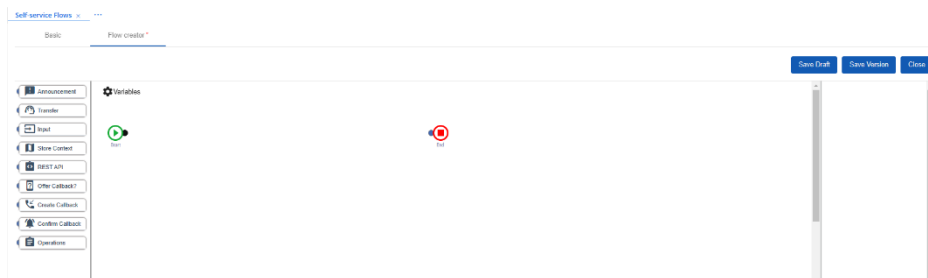
Department

## 2.3. Self-service flow new Operations task

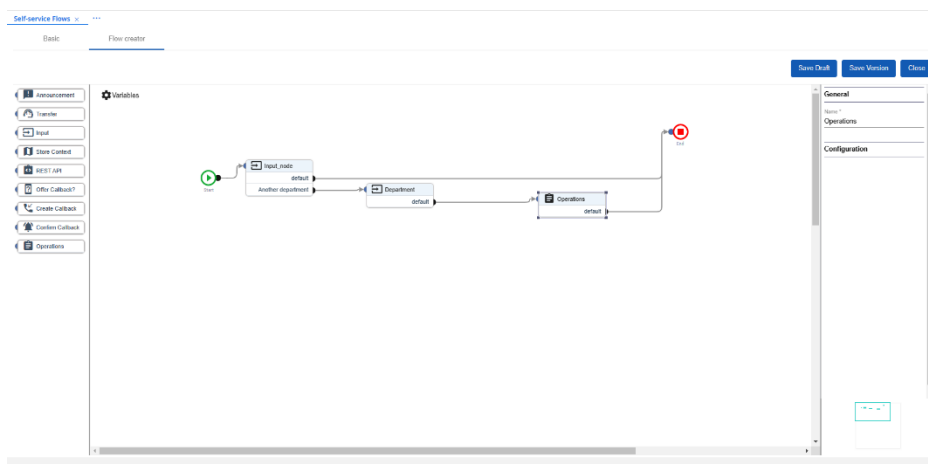
A new Self-service flow task is delivered as part of this release, the purpose of this task in this first release is to assign Variables with a value different from the one received from Orchestration.

The assignment of a new value to a variable can be done using the result of an Input task, another variable or a Static value as the source. This operation will be available for String, Number and Boolean variables only.

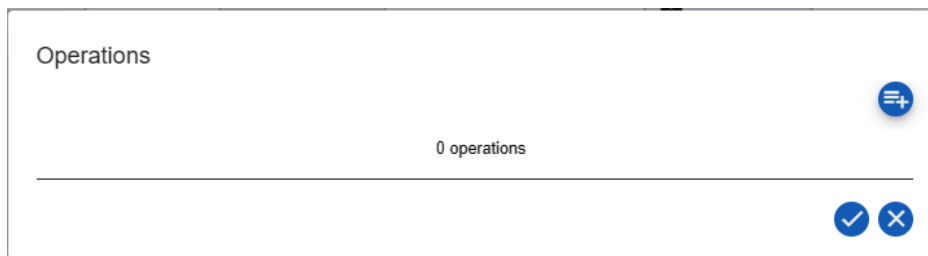
You will find this new task in the left side of the canvas.



- Drag and drop the task in order to configure the **Assignment**.



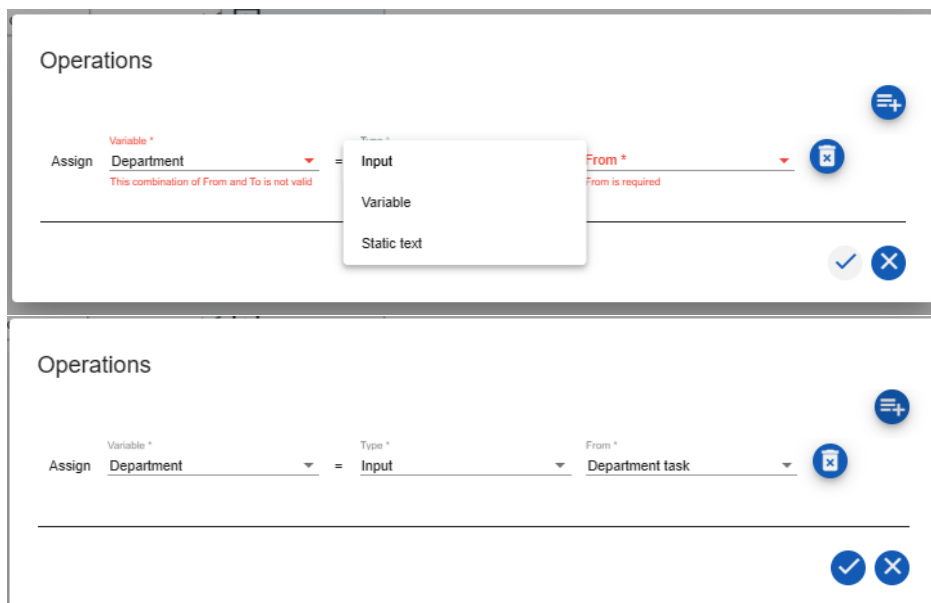
- Click on **Configuration** to add a new Operation to the task.



- In this initial release only **Assignment** operation will be available.



- Based on your selection, you will get displayed with the source of data. In this example, I am selecting 'Input' as the assignment type, since I will populate the variable 'Department' with the information obtained from an input task.
- In the Variable drop down, only editable variables will be displayed. You will not be able to overwrite a read only variable.



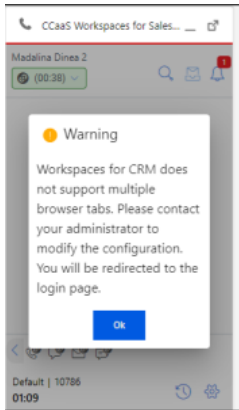
- Once you **Save Version** and **Publish**, if the variable's scope is Output, Automation will return the new value to Workflow.

## 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. Known Issues

#	Persona	Summary	Customer Impact	Workaround/Limitations	Frequency
1	Agent	Multiple browser tabs are not supported by workspaces for CRM existing voice customers	<p>The user will get a notification dialog informing them about the unsupported configuration.</p> 	<p>The Administrator should modify the CRM Call Center Configuration for voice tenants as follows:</p> <p>WebRTC mode: C</p> <p>Use local session sharing: N</p>	Always
2	Tenant Admin	Customer Journey Admin screen settings may 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
4	Analytics	If user logs into historical reporting during an upgrade, an error may occur	While the drop upgrade is in-progress, if a reporting user logs into historical reporting, an error may occur, stating - "There is no Project connected to this web server, to configure projects, go to Web Administrator."	This is a known issue. The duration of this interruption could be between 0-10 min (approx.). The user should retry the operation.	Intermittent based on timing