

Avaya Experience Platform™ Release Notes  
Drop 44  
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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. Workspaces: Consult to External Number and Consult complete as transfer/conference to External Number

This feature enables an agent on Workspaces to consult to an external number when on an existing inbound customer call.

This consult operation could then be ended either as a transfer or a conference also.

### 2.2. Analytics: Consult to External Number and Consult complete as transfer/conference to External Number

#### 2.2.1. Consult to External

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

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

Measure	Description	Dimension	Realtime	Historical
<b>Consult To External</b>	A count of engagements where the agent initiated a consult with External	Agent, AgentByChannel, AgentByQueue, Channel, Queue, QueueByChannel	✓	✓
<b>Consulting External Duration</b>	The duration the agent spent consulting with another external resource.	Agent, AgentByChannel, AgentByQueue, Channel, Queue, QueueByChannel	✓	✓
<b>Consult To External Indicator</b>	A CDR measure for external consult calls an agent makes.	CDR	✓	✓
<b>Consult To External Number</b>	A CDR measure for External Address the agent consulted with.	CDR	✓	✓



### 2.2.2. Consult to External End as Transfer

As part of this release, Consult to External End as Transfer feature is being delivered under Agent Performance, Agent Performance by Channel, Agent by Queue, Queue Performance, Queue Performance by Channel, Channel & CDR reporting.

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

Measure	Description	Dimension	Realtime	Historical
<b>Warm Transfer To External</b>	A count of engagements transfer initiated by the agent to external user that was a result of a consult.	Agent, AgentByChannel, AgentByQueue, Channel, Queue, QueueByChannel	✓	✓
<b>Warm Transfer To External Indicator</b>	A CDR measure for consult and transfer to external	CDR	✓	✓

### 2.2.3. Consult to External End as Conference

As part of this release, Consult to External End as Conference feature is being delivered under Agent Performance, Agent Performance by Channel, Agent by Queue, Queue Performance, Queue Performance by Channel , Channel & CDR reporting.

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

Measure	Description	Dimension	Realtime	Historical
<b>Conference To External</b>	A count of engagements conference initiated to external by the agent that was a result of a consult.	Agent, AgentByChannel, AgentByQueue, Channel, Queue, QueueByChannel	✓	✓
<b>Conference To External Indicator</b>	A CDR measure for consult and conference to external.	CDR	✓	✓



New measures available under Agent Performance, Agent Performance by Channel, Agent by Queue, Queue Performance, Queue Performance by Channel shown below:

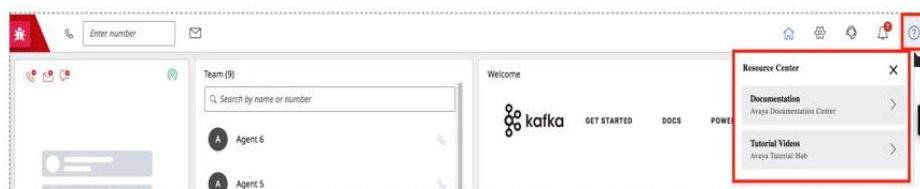
The screenshot shows the 'Agent Performance' report in the Avaya Performance Platform (APP) Historical Reporting interface. The report is titled 'Design Studio: Agent Performance' and displays a table of performance metrics for agents. The table includes columns for Agent ID, Agent Name, Agent Last Name, Agent Display Name, Internal Timestamp, and various performance indicators such as 'Consult to External', 'Consulting Internal Duration', 'Consulting to External', 'Internal Transfer to External', 'Offload', 'Consulted', 'Received', 'Hold', 'Hold Duration', 'Active Duration', 'ACW Count', 'Consult Accepted From User', and 'Consult Initiated To User'.

New measures available under Agent Performance, Agent Performance by Channel, Agent by Queue, Queue Performance, Queue Performance by Channel shown below:

The screenshot shows the 'Queue Performance' report in the Avaya Performance Platform (APP) Historical Reporting interface. The report is titled 'Design Studio: Queue Performance' and displays a table of performance metrics for queues. The table includes columns for Queue ID, Queue Name, Queue Last Name, Queue Display Name, Internal Timestamp, and various performance indicators such as 'Consult to External', 'Consulting Internal Duration', 'Consulting to External', 'Internal Transfer to External', 'Offload', 'Consulted', 'Received', 'Hold', 'Hold Duration', 'Active Duration', 'ACW Count', 'Consult Accepted From User', and 'Consult Initiated To User'.

## 2.3. Resource Center: Workspaces / Admin - Help icon and content implementation

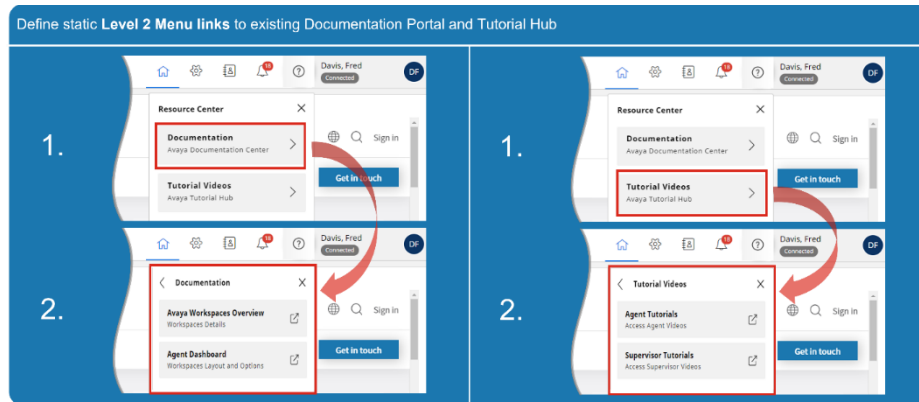
This EPIC enables activation of the Resource Center via the top-bar support icon.





The Resource Center is created and managed via the Pendo Digital Adoption Platform using a targeted activation.

The Phase 1a Resource Center is activated for en-US locale only and provides static links to Documentation Portal and Tutorial Hub in AXP Workspaces and Administration.



If Pendo is not enabled or is inactive, the Support icon defaults to the existing behavior, opening the configured URL (Documentation portal) in a new tab.

## 2.4. Workspaces - Agent State Menu

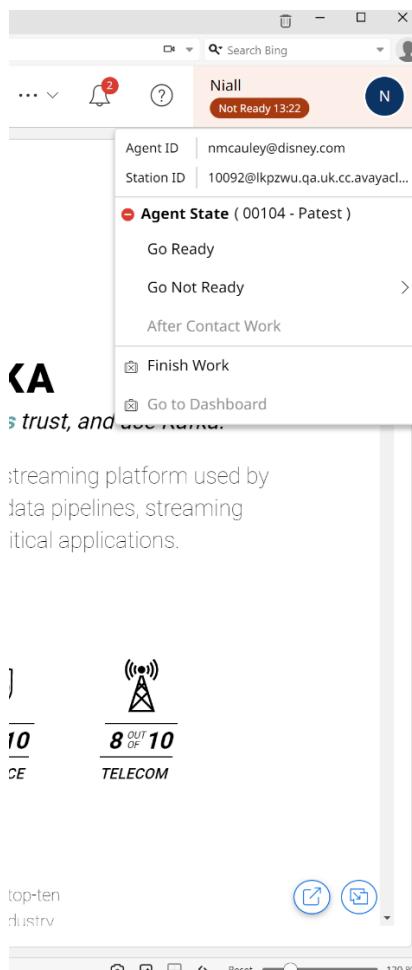
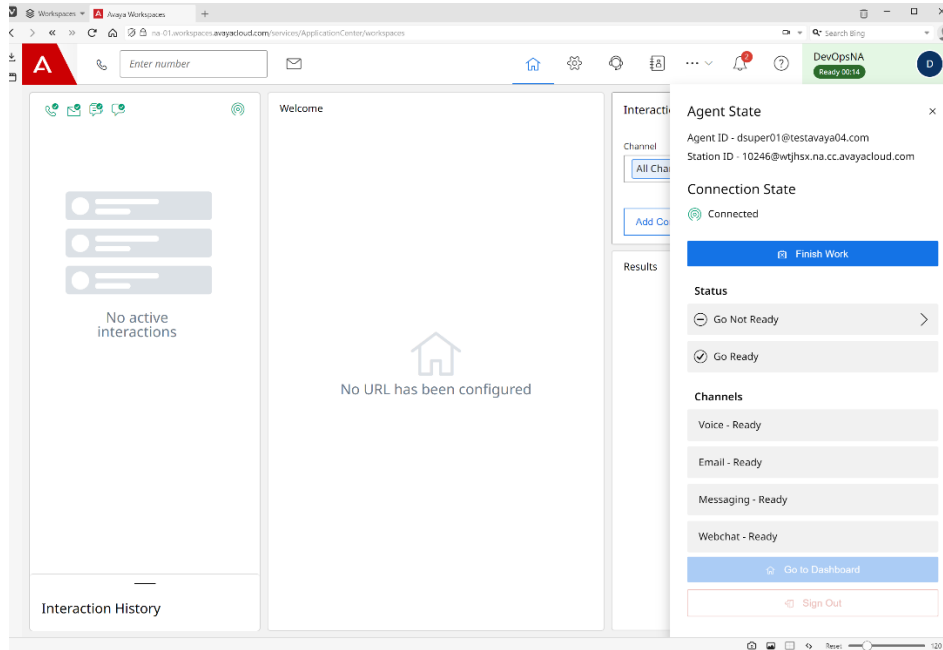
Workspaces Agent State menu can be accessed from the top right corner of Avaya Workspaces.

The Agent State menu is being enhanced for better usability and to support additional features as they become available later this year.

- Look/Feel aligned with CRM client.
- Same actions as existing menu.
- Channel and Connection information removed, already available on the main screen.
- Agent State colored indicator, Reason Code inline.
- Finish Work option moved to logical position at the bottom with Sign Out.



## Current Menu, New Menu:





## 2.5. Ready / Not Ready At Login (Configurable)

As part of this release, the capability to allow an agent / supervisor login in a Not Ready state has been included. This capability can be configured by an administrator through Workspaces UX Profile (accessed via Admin Portal) who can choose one of three **Start Work Options** for their agents:

- **Go Ready** - Agent will be presented with a Go Ready button that will place the agent in a Ready state (available to handle engagements) as soon as they start work.
- **Go Not Ready** - Agent will be presented with a Go Not Ready button that will place the agent in a Not Ready state (unavailable to handle engagements) as soon as they start work.
- **Both** - Agent will be presented with a Go Ready & Go Not Ready button which will allow them to choose to start work in either state (Ready or Not Ready).

Shown on the left is the **Start Work Options** menu available on Workspaces UX Profile, shown on the right is what the agent / supervisor is presented with when the '**Both**' start work option has been configured:



The image displays the Avaya Workspaces user interface. On the left is a navigation sidebar with the following menu items: Home, Account, Business Rules, Channels, Contact Center, Customer Journey, Element Inventory, Groups, Templates, User Management, Workspaces (highlighted with a red circle), Layout Manager, Screenpops, UX Profiles (highlighted with a red circle), and Widget Manager. The main content area is titled 'Edit Profile' and includes tabs for Profile Details, General (selected), and Notifications. Under the 'General' tab, there are fields for 'Welcome Page URL', 'Online help URL \*' (with a value of https://documentation.avaya.com/bun), 'Custom card limit' (with a value of 3), and 'Start Work Options \*'. The 'Start Work Options' dropdown menu is open, showing 'Go Ready' (selected), 'Go Not Ready', and 'Both'. Below this are fields for 'Mailbox number' and several toggle switches: 'Observe Indicator for Agent Inter' (checked), 'Widget Library' (checked), 'Library URL \*' (with a value of https://experience.cc.avayacloud.com/), 'Workspaces log download' (checked), and 'Workspaces log data privacy' (unchecked). On the right side of the interface, there is a header with the Avaya logo and a search bar labeled 'Enter number'. Below the header is a welcome message: 'Welcome Walsh, Mike, you are connected!' followed by 'To start work:' and two large buttons: a green 'Go Ready' button and a red 'Go Not Ready' button.



## 2.6. Assisted - Enhanced EWT

- Current EWT calculation takes into consideration the current average wait time for engagement on a given queue and the number of items in that queue, to produce an EWT value.
- This Feature aims to provide a more accurate EWT value which all so takes into consideration the available working agents on a given queue.
- Also, this feature aims to extend the scenarios where a max EWT value maybe returned
- The current max EWT value has also been increased from "9999" to "999999"

<b>Agent States</b> <b>(all examples have 10 agents administered )</b>	<b>Previous EWT</b>	<b>Enhanced EWT</b>
0 agents LoggedIn	9999	999999
10 agents LoggedIn 10 Ready	0	0
10 agents LoggedIn 5 Ready + 5 Not_Ready	0	0
10 agents LoggedIn 5 Ready + 5 Busy on Work	0	0
10 agents LoggedIn 10 Busy on work	300 seconds	300 seconds
10 agents LoggedIn 5 Busy on work + 5 Not_Ready	300 seconds	450 seconds
10 agents LoggedIn 10 Not_Ready	300 seconds	999999



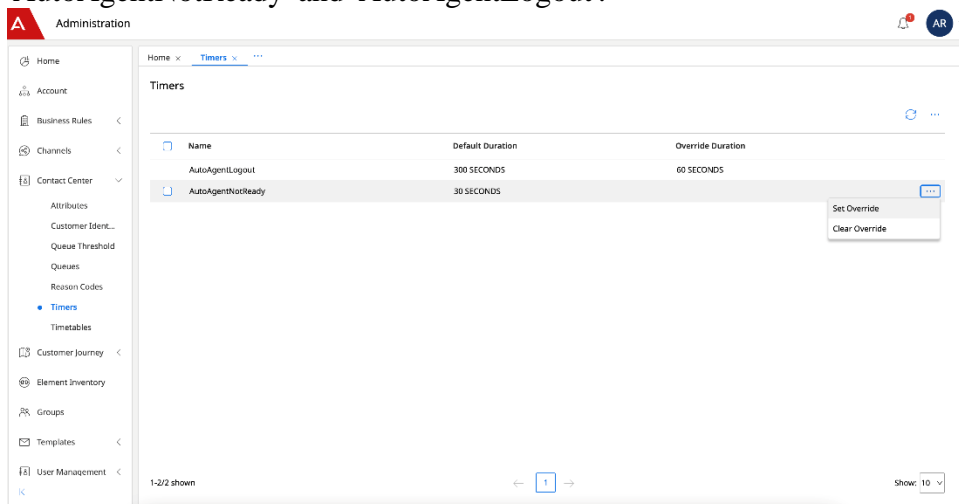
## 2.7. Browser Disconnect Handling

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 closes 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.

### 2.7.1. New 'Timers' administration tab

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



#### 2.7.1.1. 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.



### **2.7.1.2. 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.

### **2.7.1.3. 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.

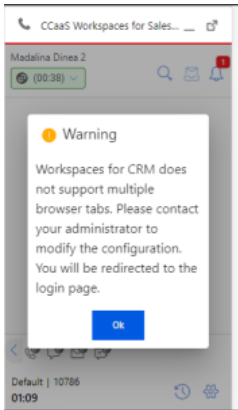


## 3.0 Known Considerations

### 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: <b>C</b></p> <p>Use local session sharing: <b>N</b></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	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