

Avaya Experience Platform™ Release Notes
Drop 66
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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_Experience_Platform

Please also see the latest Documentation Updates

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

Avaya Experience Platform™ Connect

Avaya Experience Platform Connect Hybrid Voice Bundle allows on-premises Avaya Call Center Elite systems to integrate with Avaya Experience Platform to add new features and functionality from Avaya Experience Platform.

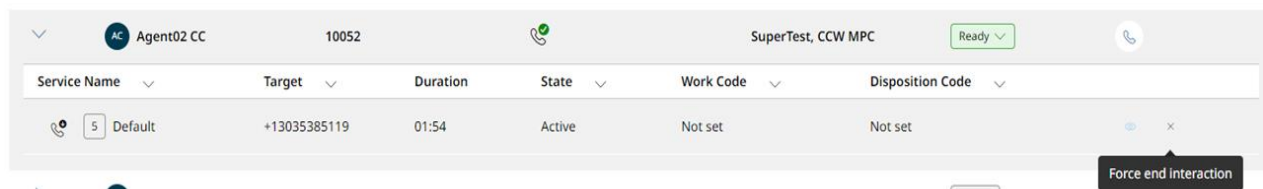
More details can be found in the Avaya Experience Platform™ Connect Release Notes at <https://download.avaya.com/css/public/documents/101087005>

2.0 New features

2.1. Supervisor can now clear a stuck workcard on Workspaces.

To address the immediate issue around stuck work cards on AXP, a new “Force end interaction” button is now available from the Supervisor’s “My Agents” Widget. This feature is meant to clear the following flavors of both voice and digital stuck work cards.

1. Agent Stuck Workcard – Workcard visible on Agent’s Desktop but Agent cannot end or remove the card.
 2. Supervisor Phantom Workcard – Workcard NOT visible on Agent’s Desktop but is visible by the Supervisor in the My Agents widget.
- Only Supervisors will have this capability, not the Agents.
 - Workspaces will always show this button regardless if the interaction is stuck or not
 - Caution must be applied when using the button as it can drop active work cards also.



Hovering over the “X” button will show the “Force end interaction” tooltip.

Clicking the button will attempt to remove the selected Agent’s interaction.

On success, the interaction will be removed from list of interactions.

On failure the interaction will remain meaning the feature could not remove the interaction for some reason in which case Avaya Support will need to be contacted to try and remove with the existing stuck card tool as is done today

2.2. Analytics - Active count for AgentByQueue producer

Active measure is already available in Analytics Realtime reporting. It supports Queue and Channel producer.

As part of this drop, for Active Measure, there is added support for AgentByQueue producer. Now Active Measure will be supported in Queue, Channel and AgentByQueue producer.

Realtime Reporting

Dashboard Viewer

AbandonQueueMe... Activecount Agent Agent by Channel Agent by Queue AgentState callback CDR Channel Queue Queue by channel SAMPLE Agent by ... SAA

Agent by Queue

Filter

Active	Agent Id	Agent Login Id	Queue Id	Queue Name
1	77a15794-ce08-4701-ba3b-c989bc454013	a1@voicemanual.dev19.com	#b66d6e-00d4-4552-8726-9dfffacc0dae	Support
0	aae5b47f-3633-4e21-bdc2-e9b1e4ea4b5c	s1@voicemanual.dev19.com	#b66d6e-00d4-4552-8726-9dfffacc0dae	Support
0	c84afa08-423c-4b56-be4f-b1f3400cc76e	a2@voicemanual.dev19.com	#b66d6e-00d4-4552-8726-9dfffacc0dae	Support
0	2d186a92-d944-43f9-ad06-cd942d5fadbb	a3@voicemanual.dev19.com	c2c799a6-0594-4214-a497-5109323c6d7	Sales
0	77a15794-ce08-4701-ba3b-c989bc454013	a1@voicemanual.dev19.com	c2c799a6-0594-4214-a497-5109323c6d7	Sales
0	aae5b47f-3633-4e21-bdc2-e9b1e4ea4b5c	s1@voicemanual.dev19.com	c2c799a6-0594-4214-a497-5109323c6d7	Sales
0	c84afa08-423c-4b56-be4f-b1f3400cc76e	a2@voicemanual.dev19.com	c2c799a6-0594-4214-a497-5109323c6d7	Sales
1	-	-	-	-

First Previous Next Last

2.3. Receive Instagram Story Mentions

- When a customer mentions an agent's account in a story, it is sent in the private conversation between the customer and the agent. Workspaces now support story mentions.
- Story mentions can be images or videos.
- Story mentions appear as CDN links which are streamed directly from Meta and they are not stored in AXP
- If a customer deletes or his story expires, the attachment will appear as expired on the agent's side.

This story has expired

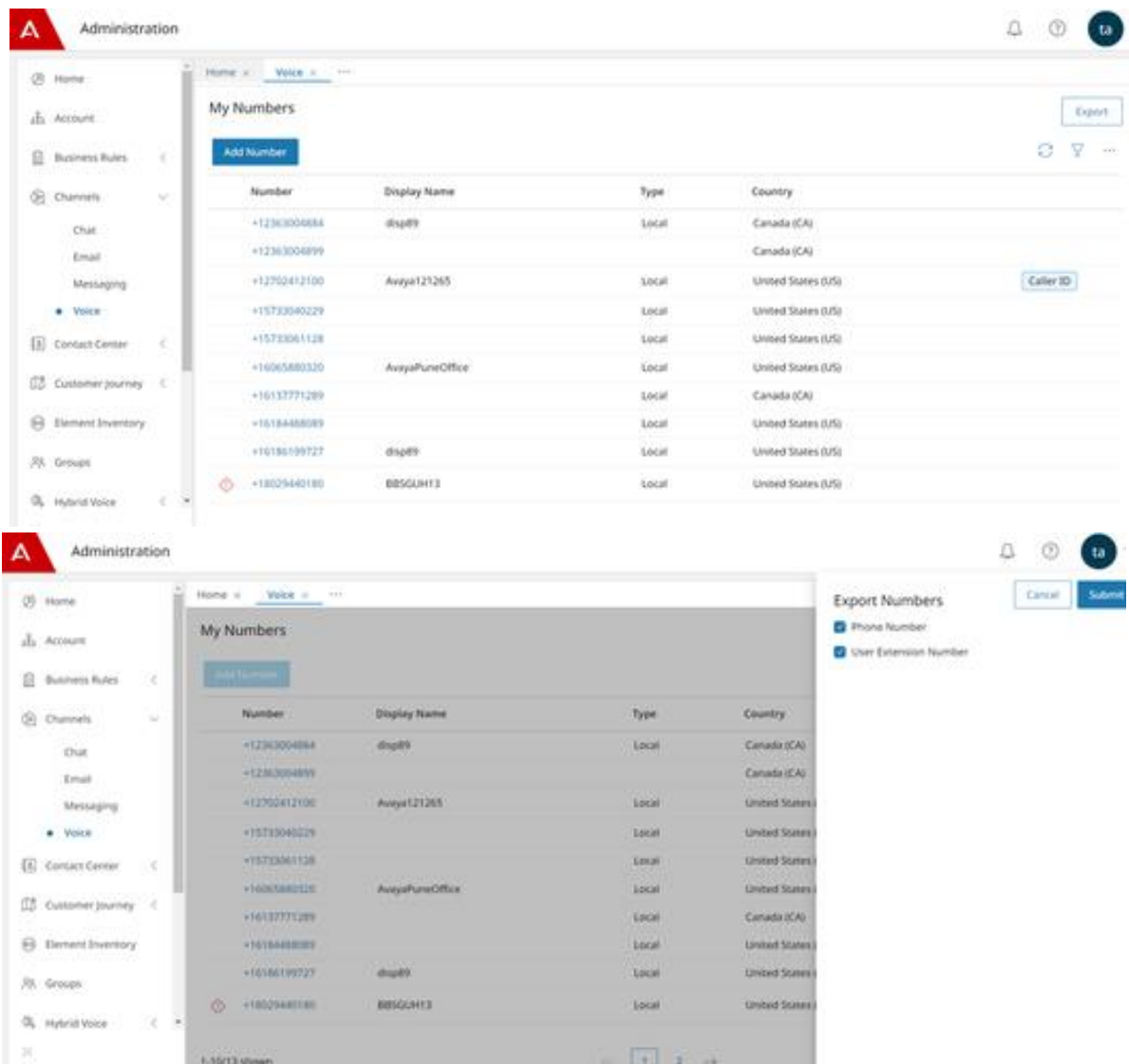
2.4. Receiving Instagram Attachments as CDN links

- When a customer sends an inbound attachment (Image, Video, Audio), we are now streaming it directly from Meta using their CDN (Content Delivery Network) link they share the attachment through it and we do not save the attachments in AXP.

2.5. Export the voice channel E.164 numbers and agent extensions.

Export the voice channel E.164 numbers and agent extensions into a CSV file for ACO hybrid directory.

This feature will allow tenant admin to export the AXP numbers into a csv file then upload it into the ACO directory.



The screenshot displays the Avaya Administration interface. The left sidebar shows the navigation menu with 'Voice' selected under 'Channels'. The main content area shows the 'My Numbers' table with columns: Number, Display Name, Type, and Country. An 'Export' button is visible in the top right corner of the table area.

Below the table, the 'Export Numbers' dialog is open, showing two options: 'Phone Number' and 'User Extension Number'. The 'Phone Number' option is selected. The 'Submit' button is highlighted in blue.

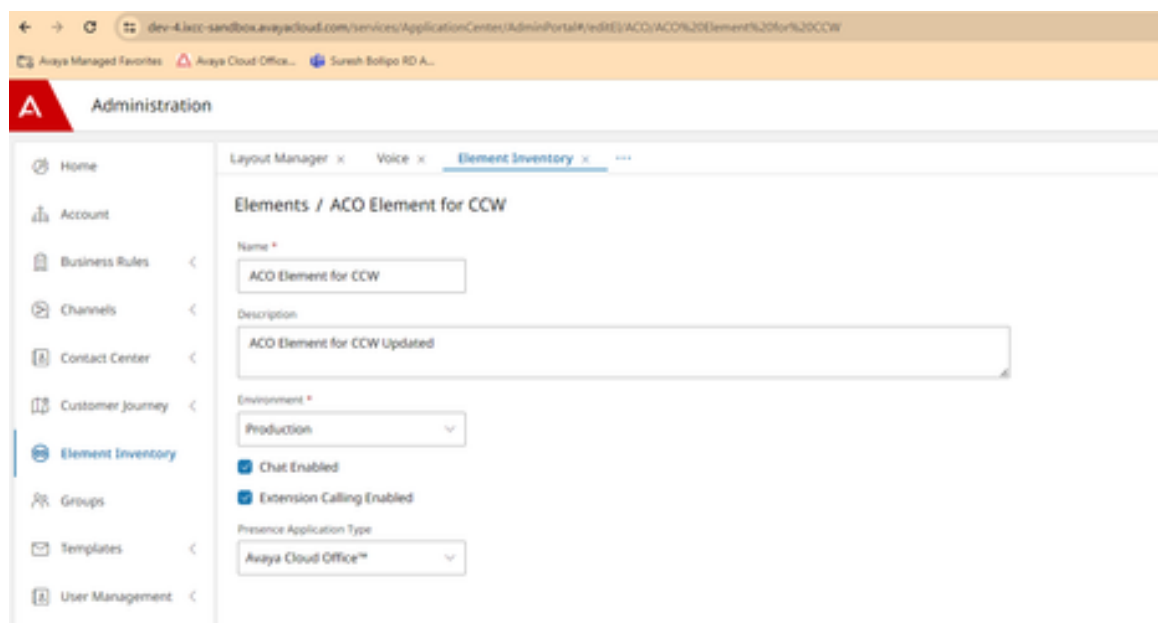
Number	Display Name	Type	Country
+12363004884	dlsp89	Local	Canada (CA)
+12363004899			Canada (CA)
+12702412100	Avaya121265	Local	United States (US)
+15733040229		Local	United States (US)
+15733061128		Local	United States (US)
+16065880330	AvayaPuneOffice	Local	United States (US)
+16137771289		Local	Canada (CA)
+16184488089		Local	United States (US)
+16186199727	dlsp89	Local	United States (US)
+18029440180	BB5GJH13	Local	United States (US)

2.6. Extensions dialing to ACO Expert over dedicated SIP trunk to RingCentral.

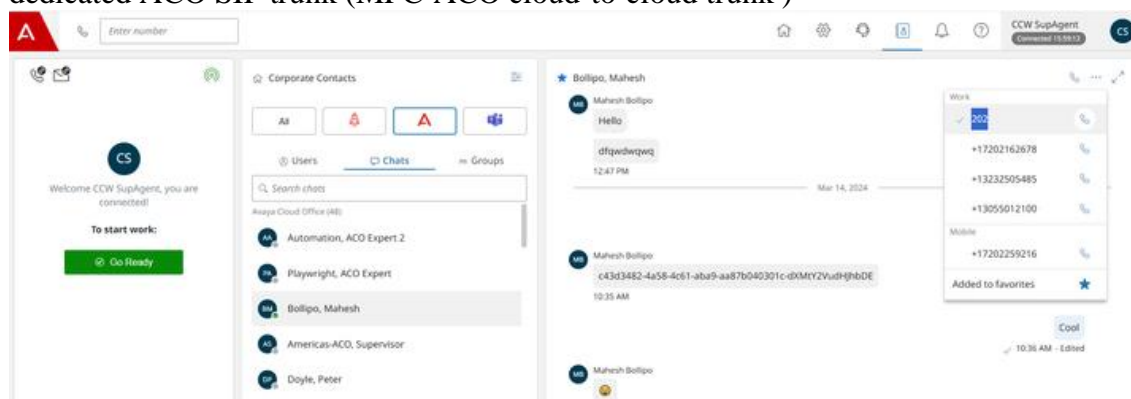
As now we had dedicated trunk with RingCentral, Workspaces agent can dial extensions of ACO

This feature will allow tenant admin to enable the Ext dialing to ACO experts using CCW

TA → Element Inventory → ACO Element → Extension calling enabled.



When the feature enabled CCW will show the ext of ACO Contacts and upon dialing will use dedicated ACO SIP trunk (MPC-ACO cloud-to-cloud trunk)



NOTE: Customer admins should only enable this feature only when they have dedicated ACO SIP Trunk with RingCentral.

2.7. Outbound Domain Based Routing - ACO

Outbound extension calling from AXP agents to ACO users over the MPC-ACO cloud-to-cloud trunk. One business goal is to support the PSTN bypass for the back-office calls to avoid PSTN tolls. Another business goal is to enable the extension dialing on the back-office calls because not all back-office users have dedicated E.164 DID phone numbers. Another business goal is to allow customer to have mixed type of trunks to be used for PSTN or back-office integrations.

Today, An AXP tenant can only be configured for one default MPC trunk for the outbound calls (excluding the 911 cases). This default MPC trunk setting is used for dialing to both PSTN and back-office calls.

This Drop will allow an AXP tenant to have multiple different types of MPC SIP trunks for PSTN and back-office extension calling in addition to the existing default inbound/outbound PSTN carrier. Customer can order mix types of MPC SIP trunks for a tenant. The outbound calls can be routed through any types of trunks ("Avaya SIP Trunk", "BYOC Hybrid", "BYOC Standard", "ACO Cloud-to-Cloud", "Teams Cloud-to-Cloud") based on the outbound call domain routing rules and outbound number routing rules.

2.8. Inbound Domain based Routing

This Feature allow support AXP agent extension inbound calls from back-office integrations, this feature aims to enhance communication efficiency by enabling direct reachability for AXP agents.

The primary objective is to eliminate the need for routing calls through PSTN, allowing AXP agents to be directly reachable from back-office integrations. By providing basic UC calling capabilities, this feature ensures seamless communication and meets customer expectations.

3.0. Known Considerations

Headset

There are also some additional Headset enhancements for Workspaces for CRM planned for upcoming releases.

Enhancement	Description
Prioritize hold instead of active from headsets	Long press multi-function will swap active call and held calls
Manually selected device is preferred if removed and added back	<p>If in Device settings the user configured any other devices than the default one, then this selection is kept even after device is removed.</p> <p>If the user connects his preferred device again then this one will be used.</p>
Error not displayed if Plantronics hub disconnected/quit	Additional error handling for Plantronics.

Analytics Considerations

Aggregated count not shown for real time duration measures if time format is hh:mm:ss

When time format for duration measures for e.g. Alert Duration, Active Duration is set to NONE then the duration is aggregated properly as seen below

TransferReport									
ogin Id	Transfer Initiated To Service	Transfer Accepted From Service	Offered	Answered	Not Answered	Completed	Alert Duration	activeDuration	Time Logged In
up2@a...	-	-	-	-	-	-	-	-	03 : 55 : 51
gent1@...	-	-	12	8	4	8	44	91	03 : 31 : 38
up1@a...	-	-	1	1	-	1	11	-	-
gent2@...	-	-	1	1	-	1	11	20	01 : 00 : 13
-	-	-	14	10	4	10	66	111	-

But if the time format is set to hh:mm:ss then aggregated duration is not being shown. This is currently working as designed from Workspaces side.

TransferReport									
Hide Summary									
Id	Transfer Initiated To Service	Transfer Accepted From Service	Offered	Answered	Not Answered	Completed	Alert Duration	activeDuration	Time LoggedIn
@a...	-	-	-	-	-	-	-	-	03:57:31
1@...	-	-	12	8	4	8	00:00:44	00:01:31	03:33:18
@a...	-	-	1	1	-	1	00:00:11	-	01:01:53
2@...	-	-	1	1	-	1	00:00:11	00:00:20	01:01:53
-	-	-	14	10	4	10	-	-	-

Time interval to show historical data in MSTR reports.

Below is the min and max time interval to see historical data in MSTR reports

- Agent Login/Logout - min 5 mins, max 10 mins
- Agent Performance - min 15 mins, max 30 mins
- Agent Performance By Channel - min 15 mins, max 30 mins
- Contact Detail Records - min 5 mins, max 10 mins

Packaged Realtime Views and Dashboards

In the new realtime client application there are no defined out of the box (default) views or dashboards. These will be added incrementally in subsequent releases.

Packaged Historical Reports

Logging into MicroStrategy to run historical reports is done through Application Center.

1. Login to Application Center as an account administrator
2. Create and save a new user with the appropriate historical roles - *Advanced*, *Basic* or *Consumer*
3. Sign out and login using the new user credentials.
4. Once successfully logged in, the Application Center *Launchpad* should display a Reporting option, which when selected will bring the user to the MicroStrategy user interface.

Once a user successfully logs in to MicroStrategy, they will have access to a number of default reports and dossiers. Reports are tabular displays while Dossiers include the reports as well as a number of KPIs and graphical views of historical data, providing a rich, user-friendly experience.

Users can create custom reports or dossiers including additional measures which are available for selection.

Dossier	Interval	Daily	Monthly	Dossier
Agent Performance	Yes	Yes	Yes	Yes
Queue Performance	Yes	Yes	Yes	Yes
Agent by Channel Performance	Yes	Yes	Yes	Yes
Agent by Queue Performance	Yes	Yes	Yes	Yes
Agent Not Ready by Reason Code	Yes	Yes	Yes	Yes
Agent by Disposition Code	Yes	Yes	Yes	Yes
Contact Detail Report	Yes	Not Applicable	Not Applicable	Yes
Agent Login/Logout	Yes	Not Applicable	Not Applicable	Yes
Agent Configuration	Yes	Not Applicable	Not Applicable	Yes
Supervisor Monitoring Summary	Yes	Yes	Yes	Yes
Emergency Calls	Yes	Not Applicable	Not Applicable	Yes
Queue Performance by Channel	Yes	Yes	Yes	Yes
Callback Detail report	Yes	Not Applicable	Not Applicable	Yes
Transfer by Channel	Yes	Yes	Yes	Yes

Retention of inactive data on real-time dashboards

A change in the way administration data is stored resulted in inactive data being retained forever on real-time reporting dashboards. Prior to this change, the real-time reporting dashboards displayed inactive data for 28 days.

This issue has been resolved, and the real-time reporting dashboards will display inactive data for 28 days. After this period, the inactive data will not be seen when the measures reset at midnight based on the selected time zone.

3.1. Browser Support

https://documentation.avaya.com/bundle/ExperiencePlatform_Solution_Description_10/page/Supported_browsers.html

3.2. Known Issues

#	Persona	Summary	Customer Impact	Workaround/Limitations	Frequency
1	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 effect	Always 0 - 1 minute for changes to take effect.
2	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
3	Agent	Agent List for Supervisor shows Messaging icon for Facebook/WhatsApp interaction.	Facebook/WhatsApp interaction history has icon of Messaging.	None	Always
4	Supervisor	Agent List for Supervisor shows Messaging icon for Facebook/WhatsApp interaction.	Agent List for Supervisor shows Messaging icon for Facebook/WhatsApp interaction.	None	Always
5	Analytics	If user is already logged into realtime /historical reporting during upgrade, the session will be disrupted.	If user is already logged into realtime /historical reporting during upgrade, the measures in report will not be updated.	This is a known issue. The workaround is to refresh the browser after the upgrade is complete.	Disruption will happen once during the upgrade.
6	Historical Supervisor User	When one Agent is removed from one Group and added to another group, the later interactions for that agent is showing in both the Groups in all the Agent Historical reports	Inaccurate data on historical reports when agents are moved between groups. No impact on realtime reports Only Historical reports impacted.	None	Always

7	Agent, Supervisor	Multitab not working for ServiceNow and Dynamics	Dynamics and ServiceNow multiple browser tabs support stopped working on latest Chrome upgrade. See https://bugs.chromium.org/p/chromium/issues/detail?id=1490528 Salesforce works as expected.	It works with Chrome version 116.0.5845.112ORCon figure chrome://flags/#third-party-storage-partitioning to Disabled.	Always
8	Tenant Admin	Orchestration REST task does not support mTLS.	AXP - specifically the Engagement Designer REST task - supports one-way TLS. mTLS for example is not supported at this time. ED's client certificate is used for internal communication between services only and will not be sent while making outbound connections to the internet or to a customer system	Do not use mTLS.	Always
9	Tenant Admin	Context Data Rules not showing in Voice PreRouting screen	When opening the 'Routing Setting' for a particular DNIS, any Context Data rules that may have been previously saved are not displayed. This is a display issue - the rules are still stored and will continue to work at runtime.	An interim workaround is to toggle the 'Apply Context Data Matching' slider - this will cause the saved rules to be displayed, and any desired changes can then be saved off.	Always