

Avaya Experience Platform™ Release Notes
Drop 68 & Drop 67
Release Date 2nd May 2024



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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. Rona Config

Ability to configure the Rona timer at the Tenant level for each channel and for each channel in a queue.

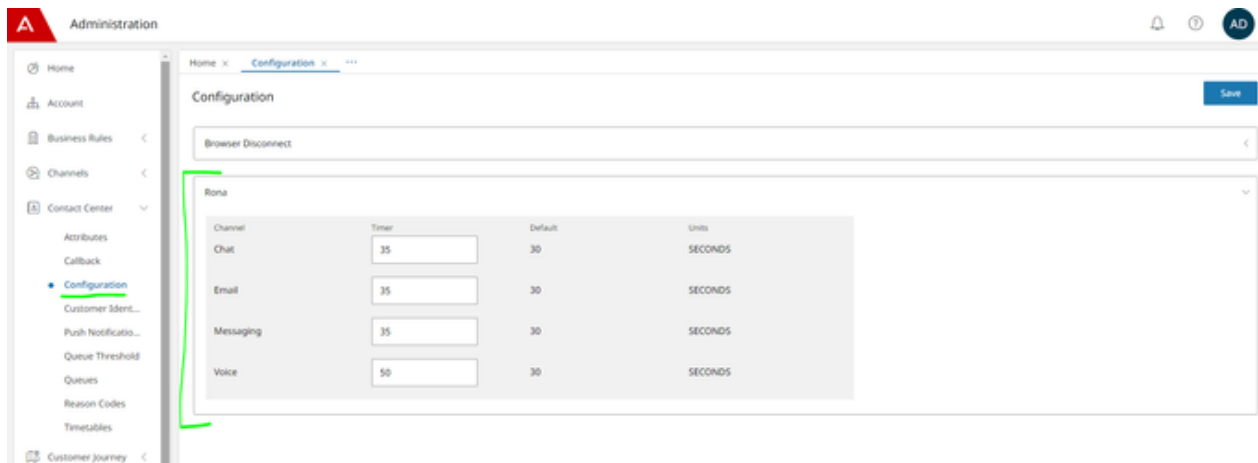
A precedence order applies (highest precedence first)

- Queue By Channel Timer (i.e. Queue + Channel combination)
- Configuration - RONA - Channel Timer Configuration - (Overriding the Default)
- Configuration Default Timer (30 seconds)

The maximum value that can be configured is 180 seconds for Digital channels and 50 for the Voice channel.

A minimum value of 5 seconds for all channels will be introduced.

Rona Config Timer - Account Level Channel Config



The screenshot shows the Avaya Administration interface. The left sidebar contains a navigation menu with options: Home, Account, Business Rules, Channels, Contact Center, Attributes, Callback, Configuration (highlighted), Customer Ident..., Push Notificatio..., Queue Threshold, Queues, Reason Codes, Timetables, and Customer journey. The main content area is titled 'Configuration' and has a 'Save' button. Below the title is a search bar labeled 'Browser Disconnect'. A green box highlights the 'Rona' configuration section, which contains a table with the following data:

Channel	Timer	Default	Units
Chat	35	30	SECONDS
Email	35	30	SECONDS
Messaging	35	30	SECONDS
Voice	50	30	SECONDS

Rona Config Timer - Queue Level Config

Queue

Queue Name *

Queue Description

Timetable

☐ After Contact Work

Rona

Channel	Timer	Default	Units
Chat	10	30	SECONDS
Email	15	30	SECONDS
Messaging	20	180	SECONDS
Voice	15	15	SECONDS

2.1.1. Agent Disconnect Timers

As part of this feature the Agent Disconnect Timers have moved and been consolidated along with the new Rona timers under the Configuration page in admin portal.

[Home](#)
[Account](#)
[Business Rules](#)
[Channels](#)
[Contact Center](#)

- Attributes
- Callback
- Configuration**
 - Customer Ident...
 - Push Notificatio...
 - Queue Threshold
 - Queues
 - Reason Codes
 - Timetables
- Customer Journey

Home x Configuration x

Configuration

Browser Disconnect

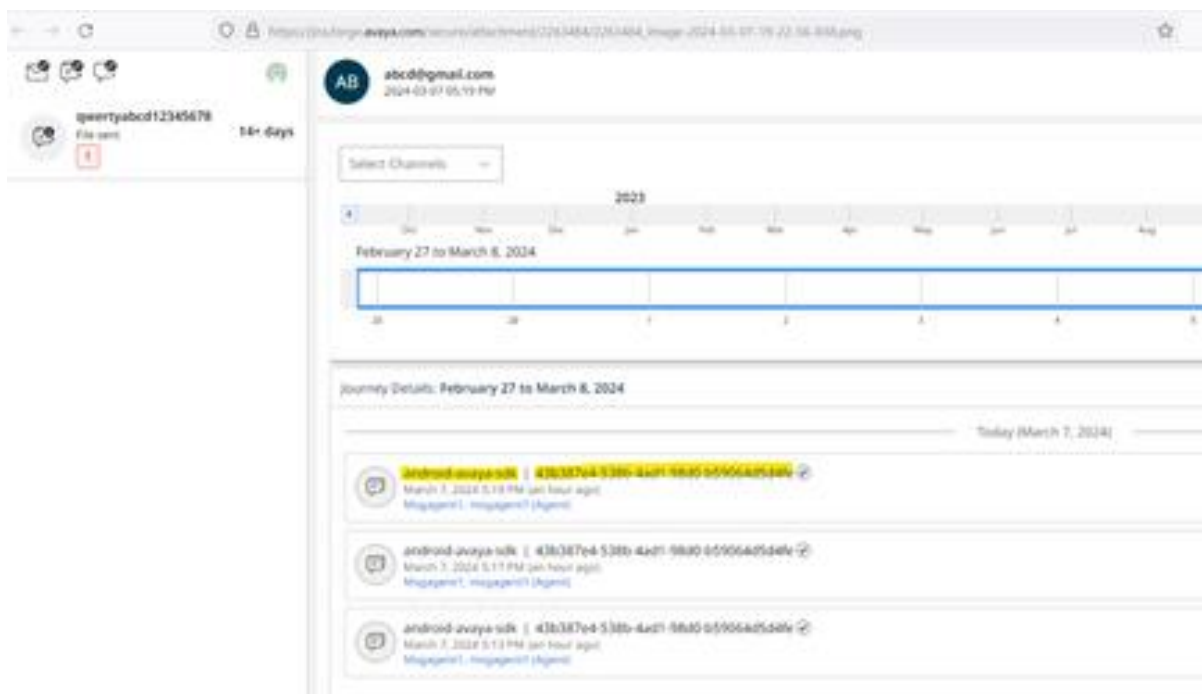
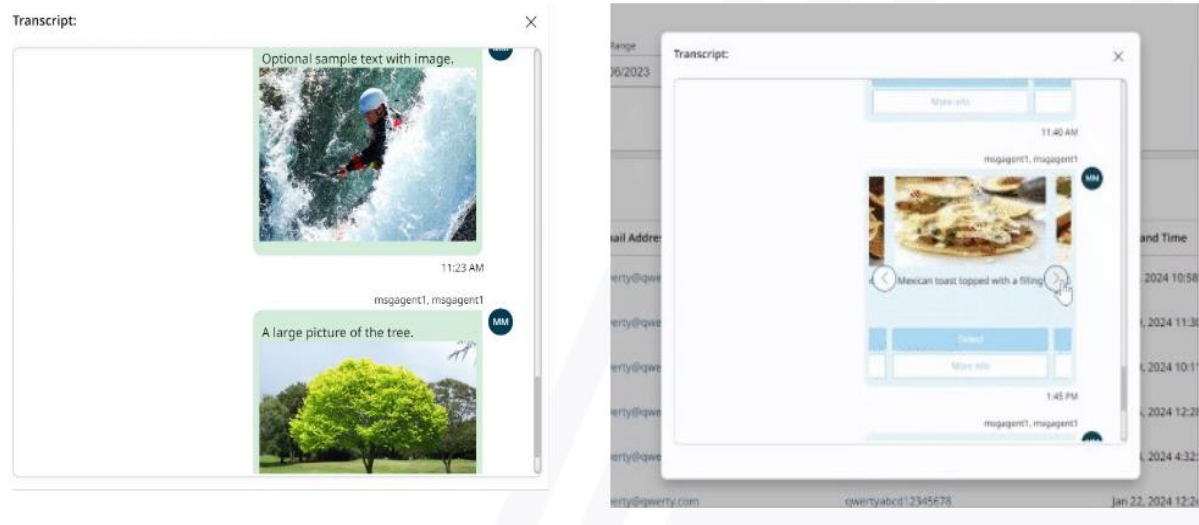
Auto Agent Not Ready	Default	Units
Timer Expiry	30	Seconds
Auto Agent Logout	Default	Units
Timer Expiry	300	Seconds

Rona

2.2. Customer Journey

2.2.2. Customer Journey Rich Media & Attachment and support for SDK SourceType & SourceAddress

The CJ Widget's transcript view now includes support for Rich Media, which enables various formats such as carousels, location, location request, location with optional fields, postback buttons, reply buttons with icons, links with text, links with postback, links with images, and customer replies.

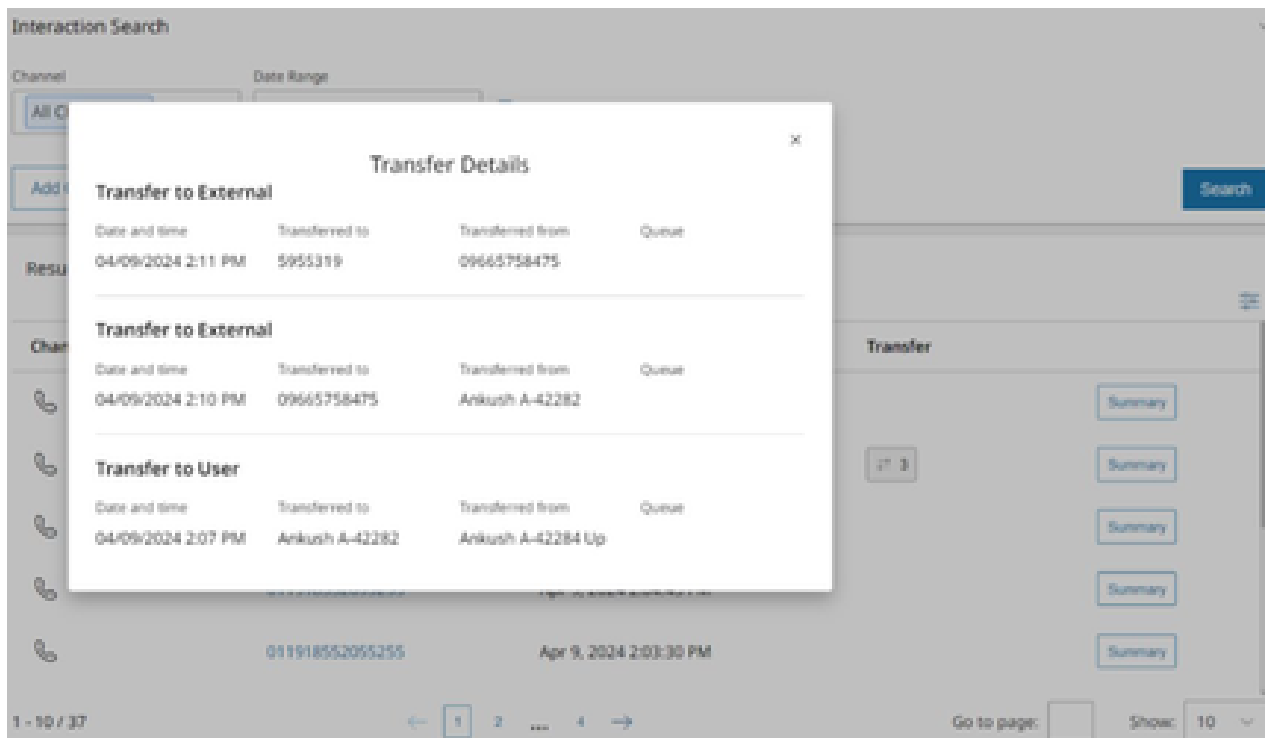


2.2.3. AXP connect Transfer support for Voice.

The same customer engagement is being used to create new customer journey records so that an end-to-end view is available of how the call is traversed through different agents.

Example

- Agent decides to transfer the call to Avaya Aura Contact Center Elite Number
- Agent accesses the transfer widget and looks for an Elite Number (for an agent or VDN)
- Agent selects the number and request the call to be transferred.
- The call gets transferred.
- The Agent is free to pick up new calls.



Transfer Details

Date and time	Transferred to	Transferred from	Queue
Transfer to External			
04/09/2024 2:11 PM	5955319	09665758475	
Transfer to External			
04/09/2024 2:10 PM	09665758475	Ankush A-42282	
Transfer to User			
04/09/2024 2:07 PM	Ankush A-42282	Ankush A-42284 Up	

011918552055255 Apr 9, 2024 2:00:30 PM

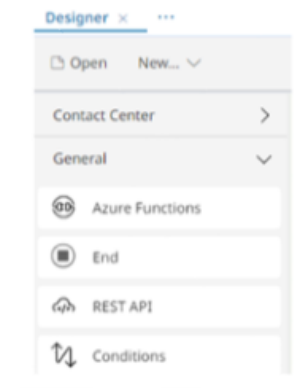
1 - 10 / 37

Go to page: Show: 10

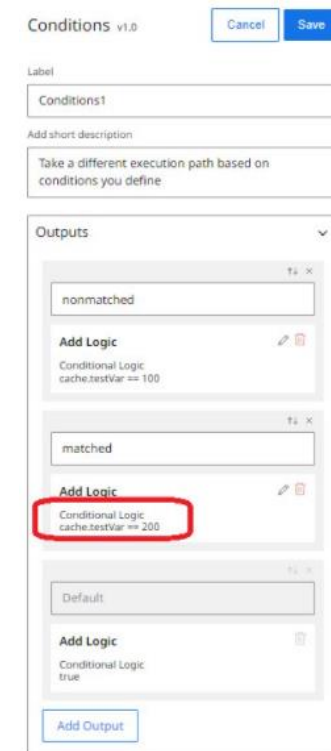
2.3. Orchestration

2.3.1. Orchestration Conditions Task

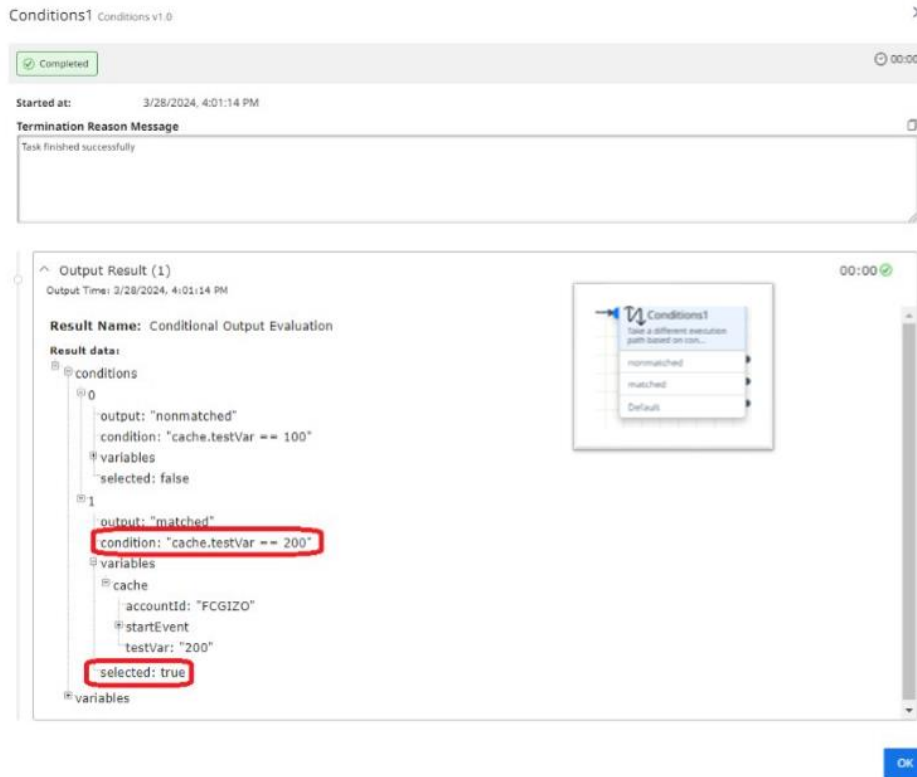
A new task has been introduced which can evaluate conditions and determine the desired output path.



Conditions are evaluated sequentially from top to bottom (hence order is important). It comes with a Default Output for the case where no other conditions are matched; or where some error has been encountered (e.g., attempting to check the value of a variable which is null at runtime).



The Instance Viewer has been enhanced to show comprehensive information on the condition that was evaluated, as well as the current state of the workflow variables. This enhanced view applies to the existing REST and Azure Function tasks as well.

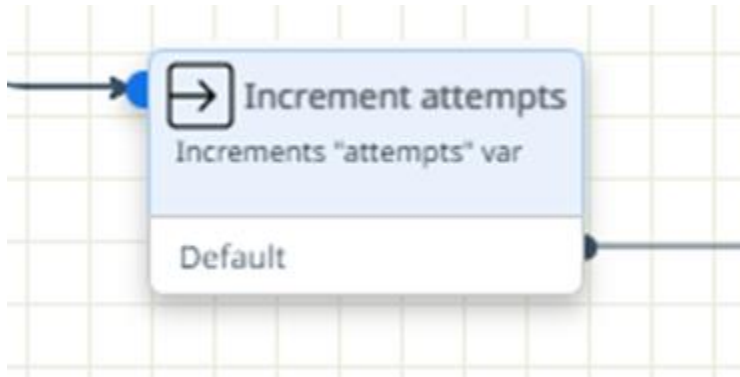


The screenshot displays the 'Conditions1' task instance viewer. At the top, a green 'Completed' status bar indicates the task finished successfully on 3/28/2024 at 4:01:14 PM. Below this, the 'Termination Reason Message' section shows 'Task finished successfully'. The main 'Output Result (1)' section provides a detailed view of the conditional evaluation. It shows two paths: a 'nonmatched' path (index 0) and a 'matched' path (index 1). The 'matched' path is selected, with its condition 'cache.testVar == 200' and the 'selected: true' status highlighted by red boxes. The variables for the 'matched' path include 'cache' (accountid: 'FCGIZO'), 'startEvent', and 'testVar: '200''. A small thumbnail of the task configuration is visible on the right side of the output panel.

'Dummy REST Tasks' which are in use presently for evaluating conditional branching should be replaced by this task.

2.3.2. Orchestration Assignment Task

A new task has been introduced which can assign values to workflow variables.



Multiple assignments can be carried out in the task's 'Result Mapping'; the task can assign values to cache variables as well as overwriting previous task outputs. There is no Error output – if an expression is invalid (e.g. `cache.myVar = 500/0`), the Assignment task will use null (i.e. `cache.myVar` will be set to null) and the flow will continue without error.

Assignment v1.0
Cancel
Save

Label
Increment attempts

Add short description
Increments "attempts" var

Result Mapping

☒ Assignment Variables

Destination	Value	
cache attempts	cache.attempts + 1	fx

Add Mapping

The enhanced Instance Viewer - which shows comprehensive information on the assignment(s) that were performed, as well as the current state of the workflow variables - applies to the Assignment task as well.

Assignment v1.0

Cancel
Save

Label

Increment_attempts Assignment v1.0

✓

Completed

Started at: 4/10/2024, 3:13:00 PM

Termination Reason Message

Task finished successfully

^

Output Result (1)

Output Time: 4/10/2024, 3:13:00 PM

Result Name: Assignment Evaluation

Result data:

assignments

0

expression: "cache.attempts + 1"

name: "cache.attempts"

value: 1

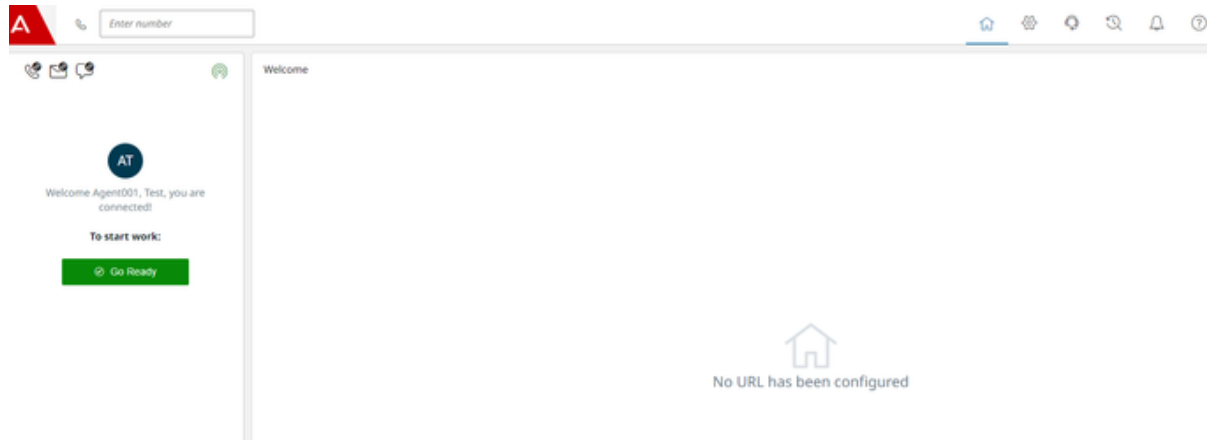
variables

'Dummy REST Tasks' which are in use presently for evaluating conditional branching should be replaced by this task.

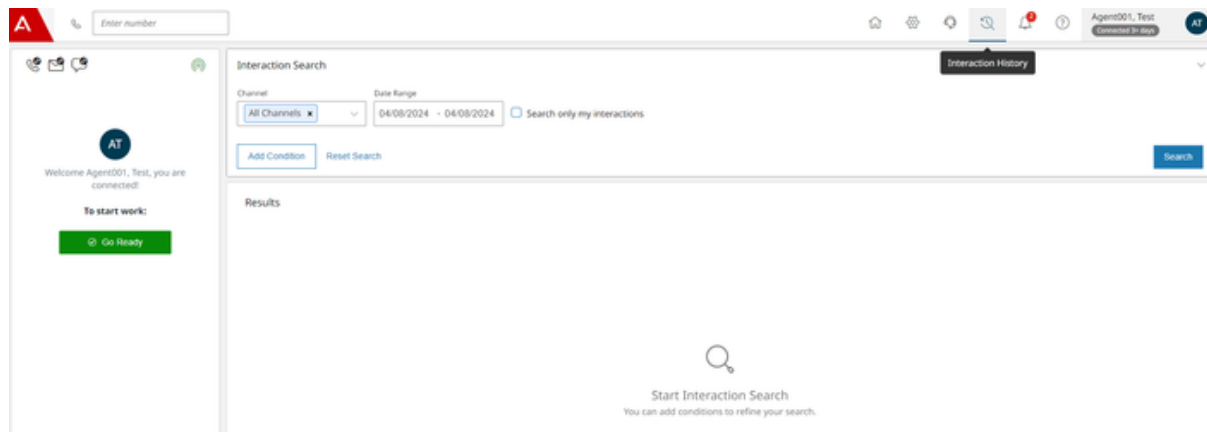
2.4. Voice Recording

2.4.1. Voice Recording Playback

Login to workspaces URL using supervisor credentials.

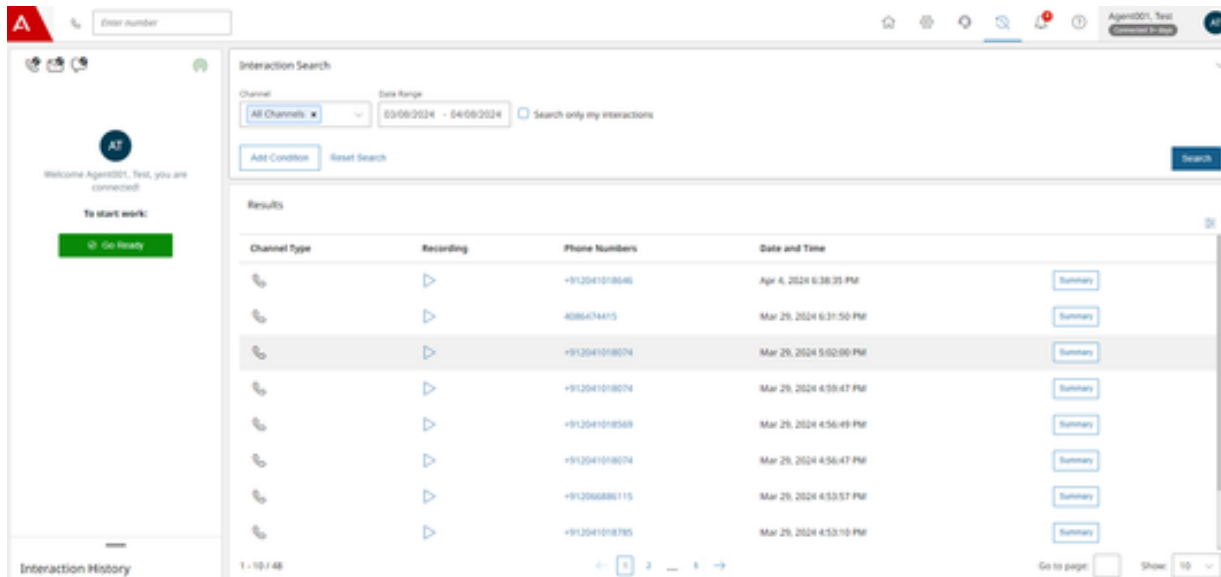


Interaction History




Search customer Interactions

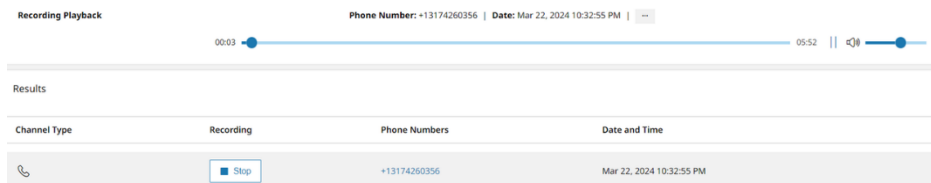
Select Date Range and Channel, click on search.





Start Recording playback



To start call recording playback click on  “Play the recording”. This shows new widget above the ‘Results’. This widget and button in the ‘Recording’ column can be used to control various actions for Playback. Possible actions and information displayed in the widget is described below.



Recording Playback starts with following audio controls.

- Displays Playback Progress 
- Displays Pause  recording playback.




- Displays Volume control  to increase or decrease playback volume.


Phone Number: +13174260356

- Displays phone no of caller
- Displays call date and time **Date:** Mar 22, 2024 8:55:03 PM

- Displays Engagement Id



Engagement Id

480ae7dd-5a9a-4f33-a831-cb4320f5a139 
- Displays Playback Resume icon  when playback is paused.
- Displays  icon to stop recording playback.
- Displays

 Stop

 icon to stop recording playback.


Pause  recording playback.



When recording playback is in progress, click on pause icon  to pause playback. After pause icon changes to  Resume.

Recording Playback
Phone Number: +13174260356 | Date: Mar 22, 2024 8:55:03 PM



03:06

04:05



Channel Type	Recording	Phone Numbers	Date and Time
	 Stop	+13174260356	Mar 22, 2024 8:55:03 PM


Resume  Recording playback



When recording playback is paused, click on Resume icon  to resume playback. After clicking Resume icon changes to  .

Recording Playback
Phone Number: +13174260356 | Date: Mar 22, 2024 8:55:03 PM

03:06



04:05

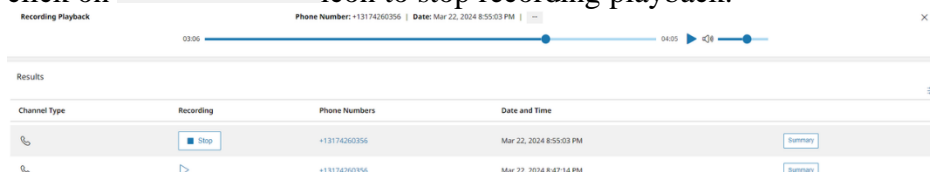


Channel Type	Recording	Phone Numbers	Date and Time
	 Stop	+13174260356	Mar 22, 2024 8:55:03 PM

Stop recording playback.

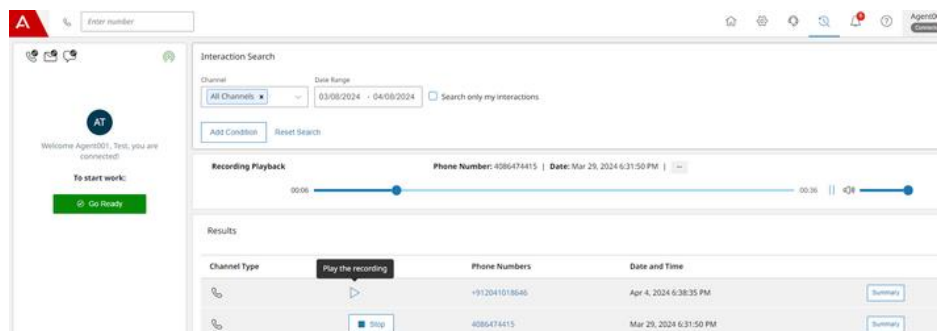
When recording playback is in progress/paused/resume state,

- click on  icon to stop recording playback.
- click on  icon to stop recording playback.



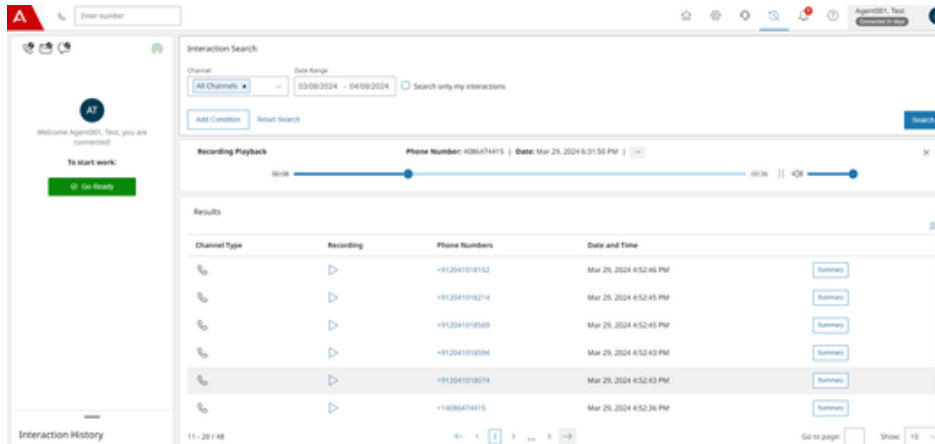
Switching to another recording playback while recording playback is on

when a user clicks on another recording for playback while recording playback is on, previous recording playback will be stopped, and new recording playback will start.





Navigating customer Interaction search history results while recording playback is on

After starting a playback when user moves to other pages in interaction history search results, the playback will continue until it completes or if user clicks on another recording for playback.




Recording playback with multiple recordings for call

When there are multiple recordings available for a call


- Recording playback shows which file is being played **1/2** or **2/2**
- Displays Previous Track  icon , to play previous recording
- Displays Next Track  icon , to play next recording

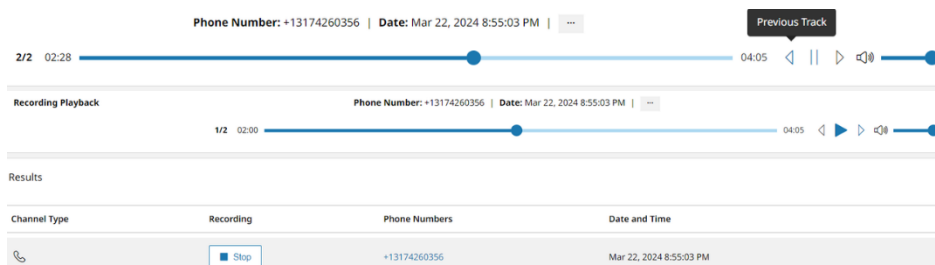
Playback Next recording

During recording playback click on Next track icon , to play next recording



Playback Previous recording

During recording playback click on Previous track icon , to play previous recording



Recording not available

"Recording not available" message is shown to supervisor if call recording isn't available or deleted after recording retention period.

The screenshot shows the Avaya Interaction Search interface. On the left, a sidebar displays a 'Go Ready' button. The main area is titled 'Interaction Search' and includes filters for Channel (Voice) and Date Range (12/11/2023 - 01/11/2024). Below the filters, a 'Results' table is displayed with the following data:

Channel Type	Recording not available	Phone Numbers	Date and Time
Phone		+13035382336	Dec 13, 2023 5:12:09 PM
Phone		+19055149355	Dec 13, 2023 10:46:03 AM

Recording column not visible in Interaction History Search results

Voice Recorder feature toggle is disabled for customer account.

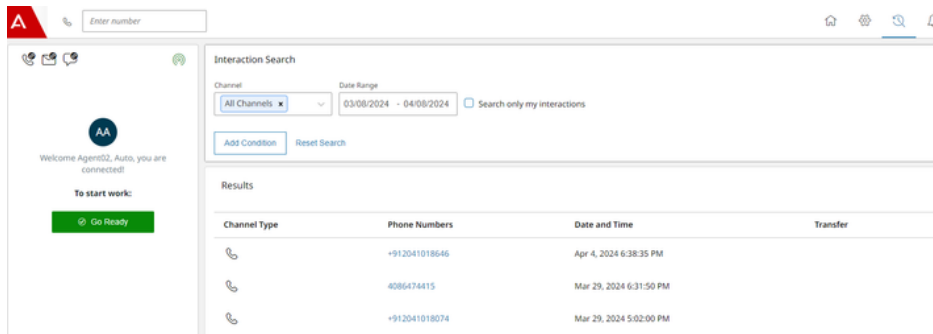
When Voice Recorder feature toggle is disabled for customer account, **recording** column in Interaction History Search results will not be displayed.

The screenshot shows the Avaya Interaction Search interface with the 'All Channels' filter selected. The 'Results' table displays the following data:

Channel Type	Phone Numbers	Date and Time	Transfer
Phone	+912041018646	Apr 4, 2024 6:38:35 PM	
Phone	4086474415	Mar 29, 2024 6:31:50 PM	
Phone	+912041018074	Mar 29, 2024 5:02:00 PM	

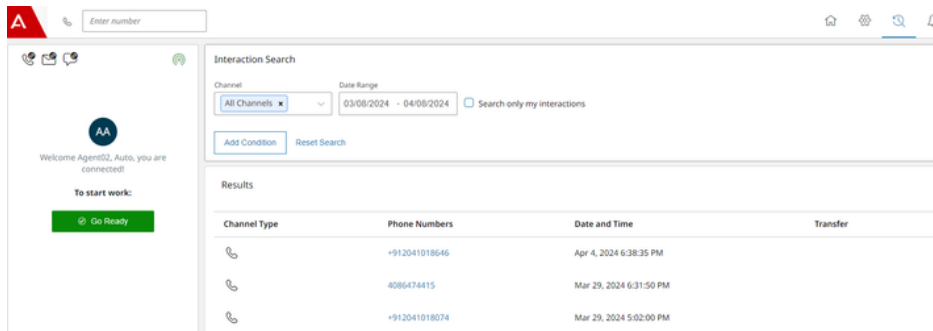
Recorder feature is off for customer account.

When Recorder feature is off for customer account, **recording** column in Interaction History Search results will not be displayed.



User not having supervisor role.

When user is not having supervisor role, **recording** column in Interaction History Search results will not be displayed.



Recording playback audio controls

Playback progress

When recording playback is in progress/paused/resume state, Playback progress is shown



Playback progress shows

- Call recording duration
- Duration of recording playback done
- You can use playback progress slider to jump to any point in call recording playback.



Volume control allows you to

- Increase or decrease playback volume using volume control slider.

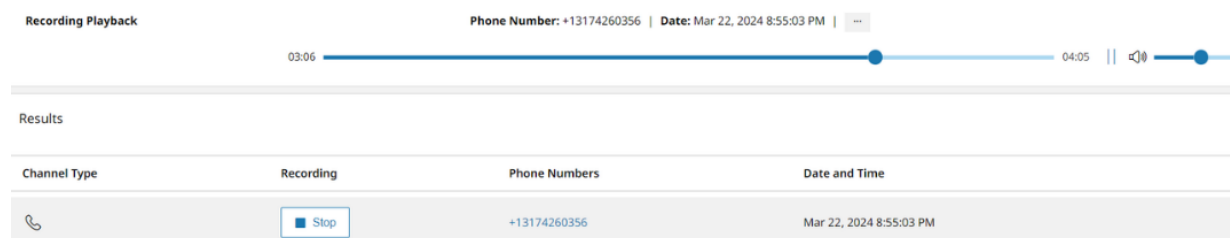
Call recording metadata

During recording playback following call related information is shown

- Phone no of caller **Phone Number: +13174260356**
- call date and time **Date: Mar 22, 2024 8:55:03 PM**
- Engagement Id

Engagement Id
480ae7dd-5a9a-4f33-a831-cb4320f5a139

Phone Number and Date is shown on UI (see screenshot)

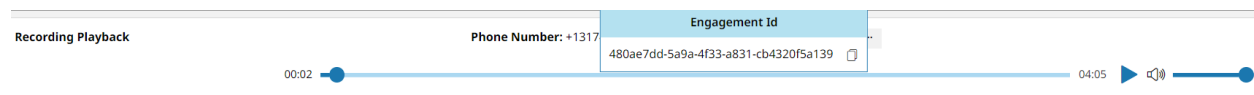


Show call Engagement Id

To view call engagement id click on three dots next to date **Phone Number: +13174260356 | Date: Mar 22, 2024 8:55:03 PM | ...**

Engagement Id is shown on screen (see screenshot)

click on copy icon to copy Engagement Id

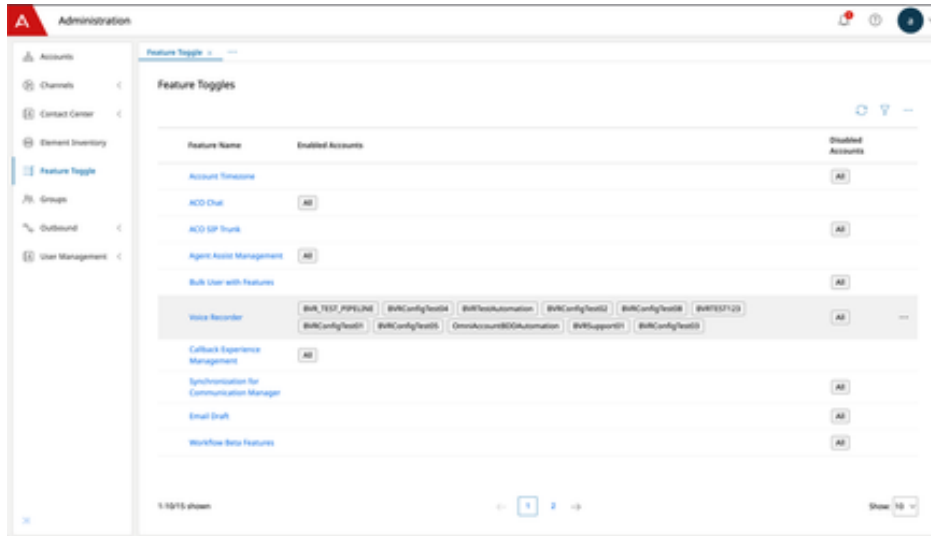


2.4.2. Pause/Resume Recording

- AXP provides agents the ability to manually pause and resume the voice recordings from the Agent Workspaces interface.
- Agents will have the ability to pause and resume recording for PCI/HIPPA compliance.
- When voice recording is paused, voice recorder doesn't store any audio content, from any of the participants in the call, replacing the voice content with either complete silence or silence plus beep tones. It is expected that while the customer is on hold, the voice recording is paused.

Enabling Pause/Resume Recording

- Voice Recorder Feature must be enabled by System administrator on Feature Toggle page

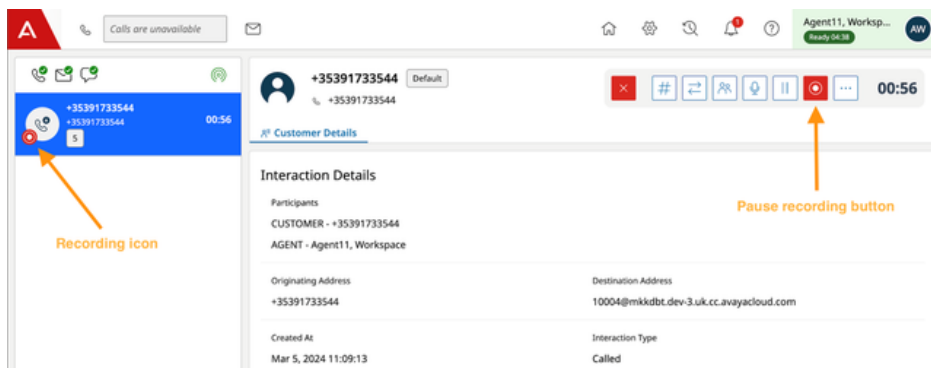


Recording indicator for Voice calls

Voice calls with *Voice Recorder feature toggle on* includes

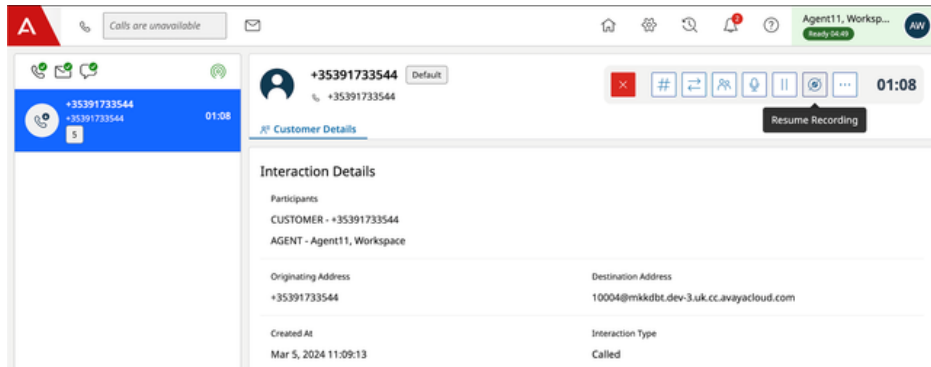
- Recording icon which indicates that recording is in progress
- Pause recording button

Voice calls with *Voice Recorder feature toggle off* should not include a recording icon, pause/resume buttons.



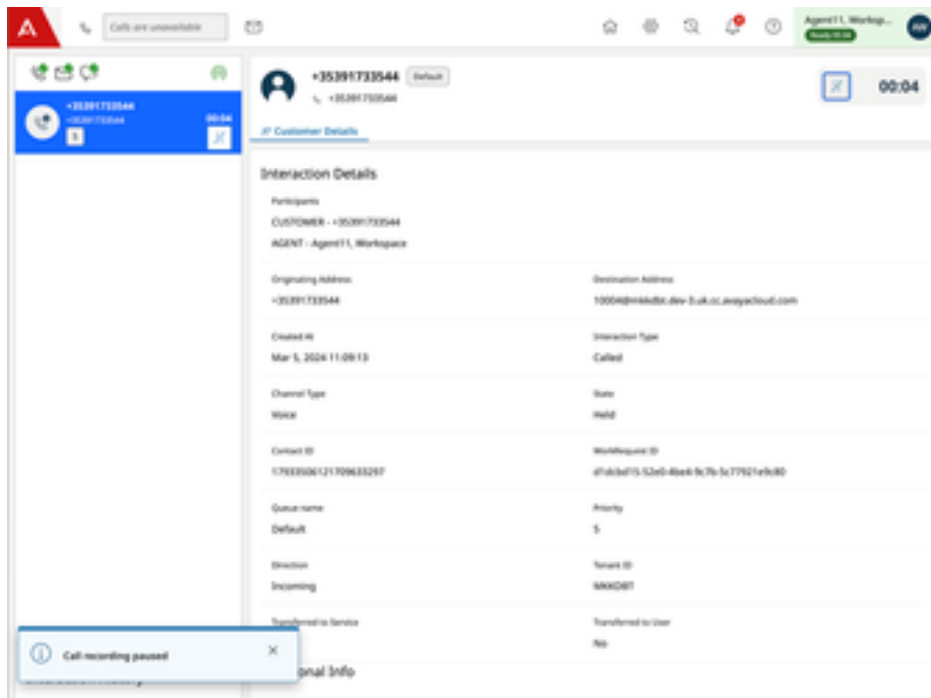
Resume call Recording

- Voice calls with recording *paused* includes a button to resume the recording



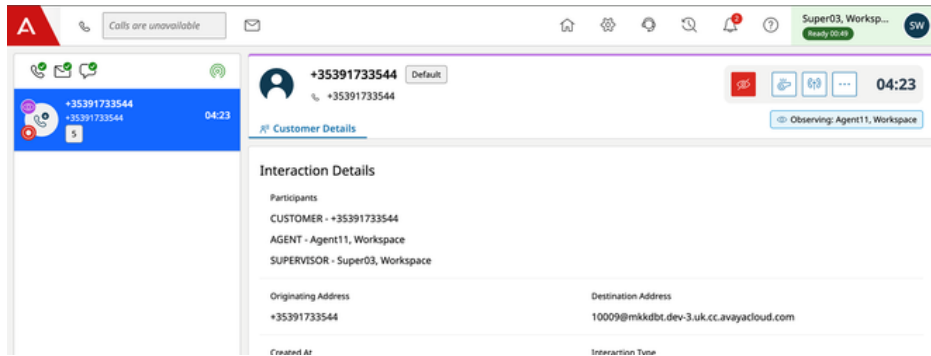
Voice call on Hold.

- When a call is put on hold, recording gets automatically paused



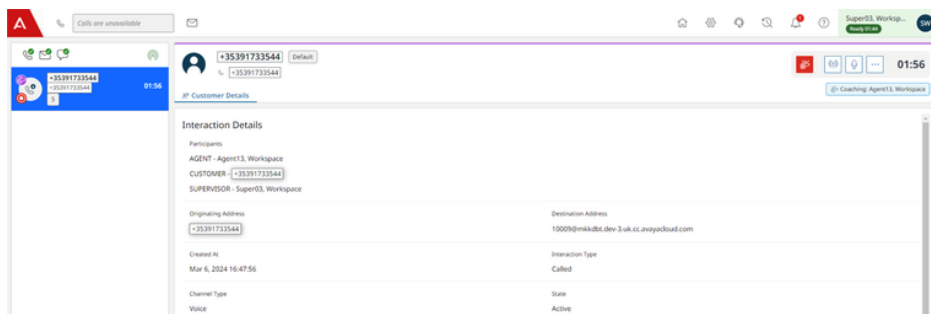
Observed Voice call.

- Voice calls that are observed by Supervisor, and while having recording in progress, include a recording icon
- Changing the recording state can be done only by either Agent or Supervisor. Only one agent/supervisor can change the recording state - whoever has received the call first



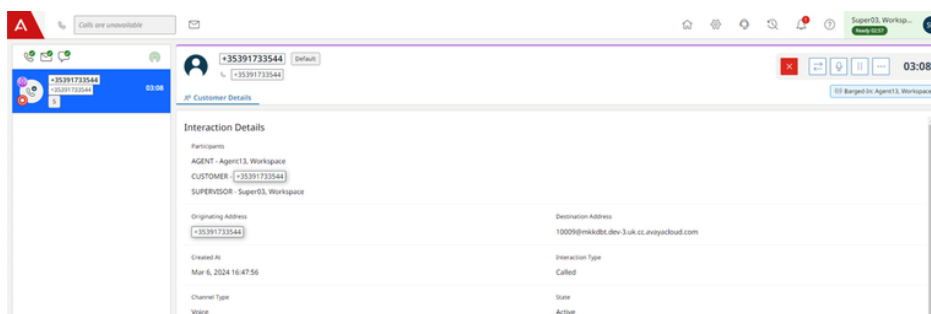
Coached Voice call

- Supervisor is shown a recording icon on the interaction card
- Supervisor is not allowed to change the recording state



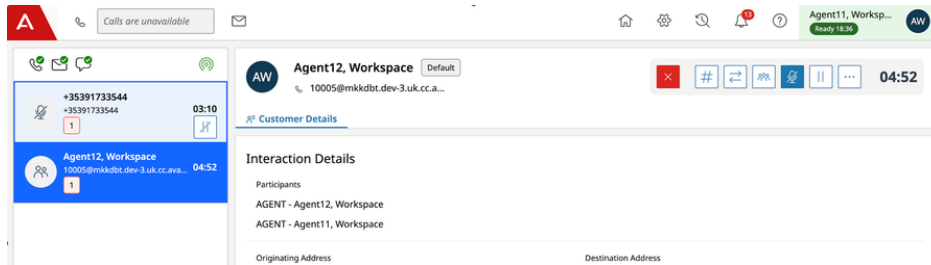
Barged in Voice call.

- Supervisor is shown a recording icon on the interaction card
- Supervisor is not allowed to change the recording state



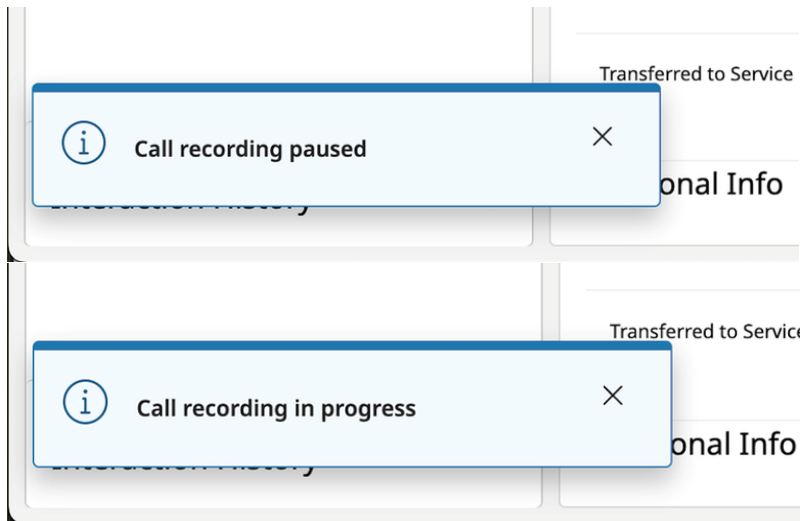
Consult Voice call.

- Given that initial call between Agent and Customer is put on hold while a consult call is in progress, the recording is paused.
- Consult calls are not recorded.
- Putting consult call on hold, enables back the recording between Agent and Customer



Notifications – Voice call

- A notification will be shown to Agent when recording state changes.



2.5. Microsoft Dynamics Integration with AXP Connect Workspaces for CRM

Provide the feature parity with Salesforce CRM for core features (e.g. call control, supervisor, AADS Directory search) and implement interaction logs, click to dial and screenpop features for Microsoft Dynamics CRM.

Channel Integration Framework 1.0 APIs were used for CRM specific operations:

- saving interaction logs in Dynamics
- click to dial from Dynamics Contact
- Dynamics Directory access
- search and screenpop on Dynamics Contacts

A new Dynamics Package is required for this integration, and it is made available on plds.avaya.com and support.avaya.com

2.6. ServiceNow Integration with AXP Connect Workspaces for CRM

Provide the feature parity with Salesforce CRM for core features (e.g. call control, supervisor, AADS Directory search) and implement interaction logs, click to dial and screenpop features for ServiceNow.

OpenFrame APIs were used for CRM specific operations:

- saving interaction logs in ServiceNow
- click to dial from ServiceNow Case
- ServiceNow Directory access
- search and screenpop on ServiceNow Contacts

A new Call Center Definition file is required for this integration and it is made available on plds.avaya.com and support.avaya.com

2.7. Agent Assist Widget

Agent Assist widget will be automatically created for all customers. For those that haven't yet imported the widget it will be now available.

2.8. Omni SDK Admin

1. The account administrator can setup following using the Omni SDK option :
 1. Create an Omni SDK integration which includes Messaging and WebRTC
 2. Set up separate pre-routing rules for messaging and WebRTC SDK.
2. All current Messaging Integrations will be automatically converted as Omni Integrations, and the current option for generating "Messaging SDK Integrations" will be deleted from the Admin UI (under Channel → Messaging → Avaya Messaging).

2.9. AXP WebRTC support for Source address and type in Analytics

Existing Analytics RT and Historical measures Engagement Source and Source Address were modified to support WebRTC calls. The measure value is calculated based on the value set by up-stream service owning that Engagement. If value is not set by the up-stream service Analytics sets the value to “unknown“

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