Avaya CRM Connector 2.0 for Call Center Elite
Release Notes

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Overview

Avaya CRM Connector 2.0 is a new voice-only modular software that allows Avaya to quickly deliver integrations to Customer Relationship Management (CRM) applications and at the same time provide a highly robust and scalable solution to Avaya contact center customers. A key part of Avaya CRM Connector 2.0 is its modular architecture built on top of Avaya Breeze™, composed by a common core and adapters to connect to different Avaya platforms and different CRM applications.

Deployment and configuration

To install and configure Avaya CRM Connector 2.0 for Call Center Elite, ensure that you have access to the latest installation and configuration guide. To access the latest document, download the document from https://support.avaya.com/documents/ .

You must refer the documents for Avaya CRM Connector 2.0 for Call Center Elite in the following order:

1. Installing and configuring Avaya CRM Connector 2.0 for Call Center Elite
2. Using Avaya CRM Connector 2.0 for Call Center Elite

Snap-ins revisions

The Avaya Breeze™ Snap-ins revisions for this release are:

- Aes3pcc-driver #835
- IEC #830
- Sfdc-2.0.0-cm #836

Stories/Enhancements/Fixes in Avaya CRM Connector 2.0.0.1 release

Sr. No.	Summary
1	Answer a call
2	Release a call
3	Hold a call
4	Retrieve a call
5	Make a call
6	Login
7	Logout
8	ANI Screen pop
9	Detail page pop logic
10	Agent login
11	Agent logout
12	Set Available (Ready)
13	Auxiliary work
14	After call work
15	Agent state preset

Sr. No.	Summary
16	Support non-ACD (a.k.a. UC mode)
17	Blind Transfer
18	Consult Transfer
19	Blind Conference
20	Consult Conference
21	Consultative call
22	Swap a call
23	Send DTMF
24	Click-to-Consult
25	Base call log
26	Update relationships
27	Relationship rules
28	Show the Call Log option
29	Conditional Call Log
30	Custom Call Log fields
31	Sticky relationships
32	Suppress the comments
33	DNIS screen pop

Sr. No.	Summary
34	Five field UUI screen pop
35	UUI Display pop
36	UUI ANI replacement
37	UUI wildcard pop
38	Disable the ANI pop
39	Visualforce page pop
40	Context Transfer
41	Advanced ANI Matching
42	Automatic Login
43	Save UCID as a Call Object Id
44	Preserve the original UCID on the call Log
45	Support for the Lightning Presentation mode
46	Disable Wrapup
47	Disable Auxiliary
48	Extended AfterCall
49	AUX Reason codes
50	AUX to AUX
51	Logout Reason codes

Sr. No.	Summary
52	Configurable labels
53	Disable a password on login.
54	Multi-tab support for Standard Mode
55	UUI DNIS replacement
56	WebLM integration
57	International ANI matching
58	Drop the last conferenced party
59	Last number redial
60	Show the queue information
61	Credentials storage
62	Call Log Report URL
63	Call Log for the incomplete calls
64	Configurable timeout to expire sessions on IEC
65	Show the conference call information
66	Logout - Show the reason code
67	Duplicate call logs are generated for the incomplete consult calls.
68	The Breeze-Salesforce softphone application hangs up if the server date/time is changed manually.
69	Browser tabs are unsynchronized when an agent performs a Consult call.

Sr. No.	Summary
70	Add the version information to snap-ins.
71	A card's information is hidden when multiple cards are displayed.
72	ANI should be the call originator.
73	When a conference call is performed with more than three parties, the 'Drop Last Added Party' button drops only the last added party but not able to drop the parties which were added prior to the lastly added party.
74	Salesforce pops up on original ANI instead of call originator ANI for a transfer or a conference call. This happens when Agent1 performs a transfer or a conference operation by viewing the Salesforce pages other than Salesforce records.

Known issues in Avaya CRM Connector 2.0.0.1 release

Sr. No.	Summary
1	Unexpected behavior when a conference call is transferred to another user (Agent3).
2	Unexpected behavior when a conference call is transferred to a user who is already in the conference call.
3	Invoking of the Visualforce page even if no pop is performed.

Limitations in current Avaya CRM Connector 2.0.0.1 release

Sr. No.	Summary	Description/Suggested Workaround
1	Agent1 (H.323 Extension) is not able to perform the 'Drop Last Added Party' action when Agent1 (H.323 Extension) performs Blind Conference with Agent2 (SIP Extension)	List of parties is not available for SIP Stations. No workaround.
2	Agent1 (SIP extension) is not able to perform Blind Conference with Agent2 (H.323 extension)	It is not possible to do Blind Conference with SIP Stations. The suggested workaround is to complete the conference manually after the second agent answers the call.
3	Lightning mode - Call logs are not saved using a value in a custom field lengthier than the one configured in Salesforce.	Salesforce Lightning API Limitation. No workaround.
4	Lightning mode - Contact details of a customer is displayed behind Breeze-Salesforce softphone for ANI screen pop on the existing browser window.	Salesforce Lightning Limitation. No workaround.
5	Lightning mode - ANI screen pop for no matching record is happening on top of the Breeze-Salesforce softphone.	Salesforce Lightning Limitation. No workaround.
6	User is not able to drop a last conferenced party when a conferenced party does not answer the call.	It is not possible to drop the last conference party until the call is answered. No workaround.

7	Agent state is not displaying pending state when an agent state is preset by using external softphones (Avaya Agent for Desktop or Avaya one-X® Agent)	Pending State not reflected in SFDC Softphone. No workaround.