

Avaya Experience Platform TM Release Notes Drop 45 Release Date 15th June 2023



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1.0 Avaya Experience PlatformTM Customer Documentation

The Avaya Documentation Center contains the documentation required to get customers setup and using Avaya Experience PlatformTM.

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

Please also see the latest Documentation Updates

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



2.0 New Features

2.1. Immediate Callback Customer First

2.1.1. Solution Overview

Immediate Callback Customer First is a feature that provides the customer with an option to request a callback when waiting time is high.

After callback is created, customer can hang up and wait to receive a callback in a time close to the estimated wait time captured when the request was created.

Callback calls returned to customer are routed to agents with high priority to reduce new waiting time.

Description:

- Offer callback before queuing the call.
- Based on expected wait time (EWT).
- Check hours of operation: based on timetable associated to queue.
- Configurable EWT thresholds, retries, and time between retries per tenant.
- Verify that at least first try can be done today.
- Callback calls are routing with high priority (3) after the customer is contacted.
- Pending callbacks retries will be terminated at the end of the day.
- Analytics: Real Time and Historical reports

Callback life cycle is divided in two phases: offer and delivery

2.1.1.1. Offer Callback:

Present the customer the option to request a callback instead of waiting for an agent in queue.

- 1. A new inbound call is received.
- 2. A new voice inbound workflow is instantiated in Orchestration.

3. The initial StartAutomation task will launch a Self-Service flow as usual to collect customer identity and intent, and to map intent with queue and service attributes. If customer requests to connect to an agent a second StartAutomation initiates a Callback Offer Self Service flow.

4. Callback offer Self Service flow retrieves call information and verify settings. If the contact center is within business hours, and the EWT is within configured thresholds the customer will have the option to wait for an agent or request callback.
5. If customer accepts to request a callback, on a successful creation, the request is scheduled to be launched in EWT seconds since callback creation time.



6. StartAutomation ends with no agent required and the workflow disconnects the customer from the call.

7. If customer opts to wait for an agent startAutomation ends with agent required and continue with connectAgent as usual.

8. An agent answers the call.

2.1.1.2. Callback Delivery:

When it is time call the customer and present a confirmation menu to accept and wait for an agent or cancel

- 1. Callback Backend service retrieves next callback to be delivered
- 2. Callback initiates a request to initiate outbound call to customer.
- 3. Request to create a new conversation and add customer as participant, callback remains as a participant as monitor
- 4. Customer answers the call
- 5. In case of call failure (busy, no answer, etc) callback validates retry configuration and reschedule or terminates.
- 6. When customer answers the call, callback delivery workflow is engaged.
- 7. The automation flow initiates and present a menu to the customer to accept or reject the callback:

1. If accepted, StartAutomation ends with Connect with agent (callback request is DELIVERED).

- 2. If customer rejects the offer, StartAutomation ends with NO agent required.
- And notifies CBA that callback was canceled (callback request is TERMINATED).If customer does not provide any input StartAutomation ends with No agent

required (callback request continues to be PENDING).

4. If customer drops, StartAutomation ends with No agent required. And notifies CBA that callback attempt failed (request continues to be PENDING).

8. Workflow continues with ConnectAgent task to search for an agent with high priority (3).

9. Agent answers the call and is connected to the customer. Callback delivery is completed.

2.1.2. Configuration

2.1.2.1. Callback Offer Workflow configuration:

• Add a new Start Automation task to an existing inbound workflow as illustrated in the workflow below:





• Configure the properties of the task :

.

- Select the default provided self-service flow OneCloud Callback Offer Self Service
- Select the appropriate Orchestration cache variable for each of the Input Variables:
 - CallingNumber: select cache.startEvent.callingNumber
 - CalledNumber: select cache.startEvent.dialledNumber
 - queues: select cache.serviceAttributes,queues
 - attributeList: select cache.serviceAttributes.attributeList



Start Automation	v5.0	Cancel	Save
Label			
StartAutomation2			
Add short description			
Collect identity and int	ent		
Properties			~
Self service flow OneCloud Callback Of	fer Self Service		
Language :	en-us		~
Input Variables Define the variable values CallingNumber strin	s to be passed to the Self Service flow when its	invocated/sta	rted.
cache.startEve	nt.callingNumber ×		+
CalledNumber string	3		
cache.startEve	nt.dialledNumber ×		+
queues object-array			
cache.serviceA	ttributes.queues ×		+
attributeList string-a	rray		
cache.serviceA	ttributes.attributeList ×		+
Error Handler			<

OneCloud Callback Offer Self Service

This self service flow is provided out of the box, two new self service tasks are included to create callback offer flow:



• Offer Callback? Task

This task is used to determine whether callback could be offered or not based on the following logic:

- 1. Get the EWT of a queue given a queueId, service attributes array, channel and priority by invoking the synchronous Query Metrics API, and store value in EWT variable
- Check whether (timestamp + EWT, accountid, timetableid) is within business hour by invoking the within timetable Business Hours API operation (more information in <u>TimeTableConfiguration</u>)
- 3. If EWT is within the configured thresholds and point 2 is within business hours task will exit **Yes**, otherwise will exit **No**.



• Create Callback Task

This new task should contain the following parameters:

- contactNumber: received as Input variable from Orchestration (CallingNumber) or entered by customer in Enter Phone Number prompt.
- deliveryStrategy: will always be CUSTOMER_FIRST
- **deliveryType:** will always be IMMEDIATE)
- **expectedWaitTime:** variable where the EWT is allocated (retrieved by Offer Callback? task)
- **ani:** received as Input variable from Orchestration (**CallingNumber**)
- dnis: received as Input variable from Orchestration (CalledNumber). This number is used as caller ID in the outbound call to the customer





• Provided self service flow is:



• Variables Used in Self service flow:

Name	Read Only	Scope	Туре	Default Value	Action
EWT			Number		
CallingNumber		Input	String		
CalledNumber		Input	String		
ContactNumber			String		
queues	\checkmark	Input	Array		/ 🗉
attributeList	\checkmark	Input	Array		/ 🗉
agentMatching	~	Private	Object		/ 8

Note: the *queues* and *attributeList* variables are read-only and of scope Input. These variables are now automatically present in all new self-service flows.



• Operation Task:

There are two operation task included in the flow, those are used to define the value to be used as a contact number in the callback creation task:

• Use Calling Number as Contact Number:

	Caliback	General Anne * Operations
ber ault ANI her	Operations	Configuration
	Vointee" Type" From" Assign ContactNumber • E Variable • CallingNumber • S	
	error defaut	

• Use customer entered number in Enter Phone Number menu:

Variables	Caliback	General Arme * Operations
Callback Number default ANI Other	Operations	Configuration
	Assign ContactNumber - = Input - Enter Phone Number - (5)	
Enter Phone N default	erfor default	

2.1.2.2. Callback Delivery Workflow

A new read-only default Orchestration workflow called **OneCloud Callback Delivery Customer First** is introduced to facilitate the delivery of the callback to the caller. It includes a Start Automation task labelled CallbackConfirmation to request confirmation of the callback from the caller using the default self-service flow **OneCloud Confirm Callback Self Service**. There is no configuration needed for the callback delivery phase. Below is a description of the provided flows:

• Orchestration OneCloud Callback Delivery Customer First:



			Customer is connected to the best agent	
	S Collhard Confirm		Agent disconnected	
	Collect identity and intent		Customer transferred	
		Agent adding	Redirected to external	
StartTask	Connect with agent		Consultation initiated	
	No agent needed	Agent dequeue timeout		
	Error Path 1 🤌	Agent available		
		Waiting for agent 2	BusinessStrategy	
		Error Path 1	changing agent req	
			Grev Tranternet Appliest transmer und the spert is avail. Drur Path 1	
			Succonnect Disconnects the customer from the imagement Customer disconnected	J
	ErrorHandler	Paperror Handling	OisconnectOnEr Disconnects the customer from the customer	
			EndTask3	

As the workflow is a read-only default workflow it already has a routing rule configured to instantiate the workflow based on data present in the ENGAGEMENT_PREROUTED event.



Filtering on the *feature* field of the event using the value **CallbackCustomerFirst** ensures the callback workflow is triggered during the callback delivery phase after customer answers a call.

The queue and attributes data present in the event is the same as those present in the offer phase. The priority value in the event has been set to 3.

The CallbackID is present as a key-value pair in the *engagementParameters* field on the event. The Start Task has been configured to extract the value so that it can be passed to the self-service flow as an input variable.



tart Automation v5.0 Cano	save	S	tart Task vi.1	Cancel	Save
ibel		L	bel		
CallbackConfirmation			StartTask		
dd short description		A	dd short description		
Collect identity and intent			Collect engagement parameters and start workflow	execution	
Properties	~		Properties		,
Self service flow		1	Event Family:		
OneCloud Confirm Callback Self Service	_		OneCloud		~
Language :en-us	~		Event Type:		
Input Variables Define the variable values to be passed to the Self Service flow when its invocat	ed/started.		ENGAGEMENT_PREROUTED		~
CallbackId string			Event Version:		
cache.startEvent.engagementParameters.CallBackID ×	+		1.0		~
OUDUDE object-array		·	Default filters :		
queues objectantay	+		feature		~
			CallbackCustomerFirst		1
attributeList string-array	+		Add Filter		
Error Handler	4		Customize engagement parameters:		
			Open Editor		

OneCloud Confirm Callback Self Service

This self service flow is used to tell the customer that this is a callback call and ask if he wants to accept and be transferred to an agent or cancel the call. In case of no response callback will be retried.

One additional task was included to communicate callback the outcome of the menu.

The task should include the following variables:

- Callback Id: Received as input variable from Orchestration.
- Notification Type: Can be set up to one of these 3 values: Failed, Canceled or Delivered. This value is obtained from Accept Callback? menu as shown in diagram below.

· · · · · · · · · · · · · · · · · · ·	General
(🏠 Confirm Callback	Name * Confirm Callback
default	Caliback Id * CalibackId ~
	Notification Type *
	Failed
	Canceled
	Delivered



×

• Provided Self service flow is:



• Variables used in Self Service Flow:

Variables					e
Name	Read Only	Scope	Туре	Default Value	Action
CallbackId		Input	String		
queues	\checkmark	Input	Array		/ 🗉
attributeList	~	Input	Array		/ 2
agentMatching	~	Private	Object		/ 🗵



2.1.2.3. Callback Settings Configuration

	Home × Callback	κ×			
7 Home					
Account	Callback Configu	uration / New Cal	lback Configuration		
Business Rules <	Callback Offer				
Channels <	If the Estimated Wait T	ime (EWT) is between Mi	nimum and Maximum values, th Maximum EWT *	e customer will be offered a callback	service.
Contact Center 🗸	5	mins	60	mins	
Attributes	Callback Attempt/De	livery			
	Maximum number of c	allback attempts to the c	ustomer.		
Callback	Maximum number of cal	llback attempts (no answer	or busy) *		
Customer Ident	3	Times			
Queue Threshold	If the callback is not an	swered within the time l	imit, retry after the specified de	ay.	
Queues	Next attempt after no an	iswer*			
Reason Codes	30	mins			
Timers	If the callback is busy, i	retry after the specified o	lelay.		
Timetables	Next attempt when busy	*			

Callback configuration settings are configured per account.

2.1.2.4. TimeTable Configuration

Time tables are configured from the admin portal in each of the queues were callback is offered. If not configured Callback will assume that hours of operations are 24hs every day.

2.1.3. Considerations

- 1. Redirect to External capability in Orchestration is not a supported use case with Callback
- 2. Verint Call Recording on callback returned calls is not available in this version



2.2. Consult to external in Workspaces for CRM

Consult to external completed as Transfer

CCaaS Workspaces for Salesforce	_	ď	1
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Consult to external completed as Conference







Consult with a number from CRM Directory

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Consult with a number by using the Dialpad

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Activity	Details	~		Assistant
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				Email Opt Out
				Do Not Call

Click to Consult from a CRM Object, for example a Contact

New Call Center Definition option named Click-to-Consult Enabled? (Y/N/T/P/I)

The option to enable the click-to-consult feature. With the click-to-consult feature, an agent who handles an active call can click a number and initiate a consultative call or transfer the active call.

The values are:

Y: Agents can use the click-to-consult feature.

N: Agents cannot use the click-to-consult feature.

T (Transfer): Agents can use the click-to-consult feature. When an agent clicks a number while on an active call, Avaya Workspaces for CRM performs a blind transfer.

P (Pre-fill): Agents can use the click-to-consult feature. When an agent clicks a number while on an active call, Avaya Workspaces for CRM displays this number in the Find Someone field. The agent can modify the number before initiating the call.

I (Interrogation): Agents can use the click-to-consult feature. When an agent clicks a number while on an active call, Avaya Workspaces for CRM displays a confirmation window before initiating the call. In the confirmation window, the agent can select Consult to initiate a consultative call, or Blind Transfer, to transfer the active call.



2.3. Consult to external using Corporate Contacts Widget (CCW)

1) Once Consult to Spaces/ACO/MSteams expert is successful by clicking **consult icon** under CCW , then user has below options to complete as transfer/conference



2) Complete as transfer

🛛 Avaya Workspaces 🛛 🔹 🗙 🕇		~ - 0	×
← → C (a eus2-05.integration.ws-n	onprod.avayadoud.com/services/ApplicationCenter/workspaces	💷 Q 😒 🛄 😁 Guest	1
A Colis are unavailable		😭 🛞 🗘 🛃 🙏 🗘 🕐 Supervise CC 🖉)
• •	13055012100 refuek 13005012100 * Lassoner Details	* # c2 % (0 11 00:20 Complete as Transfer	
13055912100 09:20 1 1 1 1 1 1 1 1 1 1 1 1 1	Interaction Details Pattopati COSTONIR - 1005012100 AGRIT - Supervisor CC		
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	Crested At. Jun 1, 2023, 12:51:42 PM	Interaction Type Consulting	
	Channel Type Voice	Sian Active	
	Context ID 4add9ab2-1e05-479a-bbe6-c83tdfcc536-d0MtY2VudHjhbDE	WorkRequent ID 5dc2005e-e104-4038-a758-ca8374120754	

3) Complete as Conference

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A Colts are unavailable]	\$ \$ \$ \$	A D 🛈 Supervisor CC 🛛 😣
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	Originating Address 10010	Destination Address 13055012100	
	Created AL Jun 1, 2023, 12:55:22 PM	Interaction Type Consulting	
	Channel Type Voice	Sune Active	
	Contact 13 26044842-eae9-4ec0-4012-59c12ce89674-d08rtr/2nud1jhb00	WorkRequest ID b304ccc2-88eF405a-a7b3-bdeeff3eb397	



2.4. Admin Portal Visibility of Success/Failure of UC requests for Administered Data

As a tenant administrator I should be able to monitor the "desktop" user configuration status.

If user configuration was completed successfully then there is no status/indicator on UI.

If user configuration failed, then status/indicator is red.

If the timeout had been exceeded, then status is red.

Default value for timeout is 10 minutes for single user, 60 minutes for bulk operation.

	agentconfiguration11@dev-12auto chat.com	agentconfiguration11	agentconfiguration11	dev-12_AutoChatAccount
(!>	analyticshistorical1@dev-12autoch at.com	analyticshistorical1	analyticshistorical1	dev-12_AutoChatAccount
(!)	analyticshistorical2@dev-12autoch at.com	analyticshistorical2	analyticshistorical2	dev-12_AutoChatAccount

User-service handles Acknowledge event and displays the checkpoints in AdminPortal UI.

Red indicator shows all failures on hover.

If "Desktop" checkpoint is red, then manual resaving is required.

Status Details : agentconfiguration11 agentconfiguration11						
Operation : Upda Password/Role Up	te odate : Given pa	ssword might not follow password policy	\otimes			
Feature Name	Operation	Status Message	Status			
Matching	Update	Operation completed successfully	\oslash			
Chat	Update	Operation completed successfully	\oslash			
Desktop	Delete	Operation marked failed - timeout	\otimes			



2.5. Analytics

Callback - Customer First

As part of this release, Callback feature - Customer First is being delivered for Realtime as well as for Historical reporting.

It provides a better caller experience by giving the caller an option to receive a callback instead of waiting in a queue for an agent.

There are two options for initiating callbacks, agent first and customer first. Customer-first strategy ensures optimal agent utilization and is the scope of this release. The callback should be initiated by dialing the customer's phone number first and then as soon as an agent is available the callback should be connected to that agent.

Measure	Notes
Callback ID	The unique identified of the callback request
Customer Phone Number	The phone number of the customer being called
Original Engagement ID	The engagement Id of the call from the customer from where they requested the callback
Callback Engagement ID	The engagement Id of the callback to the customer
Callback Request Created	The date and timestamp value of when the callback was requested
Callback Request Ended	The date and timestamp value of when the callback was completed
Status	The status of the callback
Callback Attempts	The number of callback attempts
Queue ID	The unique identifier of the queue associated with the callback *
Queue Name	The queue name associated with the initial customer engagement
Attributes	The attributes associated with the initial customer engagement
Agent ID	The unique identifier of the agent associated with the callback *
Agent Name	The name of the agent associated with the callback *
Termination Reason	The termination reason if the callback was terminated (e.g. Max Retries, Cancelled by the Customer, Outside Business Hours)

Below are newly introduced measures and the modified existing measures for this:



Administration		Q 0 aa
C Home	Home X Callback X ···	
கீ Account	Callback Configuration / New Callback Configuration	Save
🚊 Business Rules 🛛 <	Callback Offer	
Channels	If the Estimated Walt Time (EWT) is between Minimum and Maximum values, the customer will be offered a caliback service. Minimum EWT * Maximum EWT *	
🗴 Contact Center 🗸 🗸	1 mins 199 mins	
Attributes	Callback Attempt/Delivery	
Callback	Maximum number of callback attempts to the customer.	
Compact.	Maximum number of caliback attempts (no answer or busy) *	
Customer Ident	3 Times	
Queue Threshold	If the callback is not answered within the time limit, retry after the specified delay.	
Queues	Next attempt after no answer *	
Reason Codes	1 mins	
Timers	If the callback is busy, retry after the specified delay.	
Timetables	Next attempt when bury *	
🕼 Customer Journey 🧹	1 mins	
RR Flement Inventory		
K		

2.5.1. Callback - Customer First (Realtime Reporting)

A new Producer (**CallbackDetail(jrnl**)) has been introduced for Real time and due to this feature, there are changes in couple of CDR measures i.e.

Engagement ID

Dialog ID

Dialog start time

Direction

Engagement start time

Realtime Reporting		Ħ	Ļ	sl
board Viewer / Dashboard Settings / Views Manager	Select a Visualization Type to begin creating a view			



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Realtime Reporting					4	31
Dashboard Viewer 🚋						
C ADDN1 Agent by Queue Agen	(TD_callback Agents/channel) Agents	yqueue_n Agentbyqueuesb Cantaex Cantaex	Carbaci Pro Channel (10 Dialogi	Group_ITD_Callback	Queue Pro Queue_ITD_Caro	140X >
© film						
Agent Display Name 🔶 Agent Firs	t Name 🗠 Agent Agent Last Name	- Agent Login Id - Attribu Call	ack Attempts A Callback Created Timestamp	Callback Ended Timestamp	Callback Engagement Id 🧠	Callbac
4						•
© 7100 ck Attempts → Callback Created Tim	estamp 🚊 Caliback Ended Timestamp 🚊	Callback Engagement Id 🗢 Callback Id 🗢 Cu	stomer Phone Number 🔿 Engagement Id 🔿	Queue Id - Queue Name -	- Status + Termination Re	eason
Crew A Attempts - Calibratic Created The	estang - Gallack Ended Tinestang -	Cathol: Engagement 1d - Cathol: Ld - Cu	stoner Plane Number 🔺 Engagement M 🔺	Queur M - Queue Name -	- Satu + Tensination N	leason
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2.5.2. Callback - Customer First (Historical Reporting)

Navigation : Shared Reports \rightarrow Standard Historical Reports \rightarrow Reports \rightarrow Interval

Report Name : Call Back Detail Report

Report Description:

Displays historical details of all engagements and associated callback with it.

How it works

Tracks historic details of all engagements and callback associated with it. Supervisors can select the engagement & callback ID and analyze callback journey in the current interval. The start time of engagements determine the data displayed in the report.



An engagement is associated with a Callback ID .

How it will help Supervisor of Contact Center?

it helps supervisor to report on callback operations.

Report Output :

Prompts:

· · ·									_
🔶 🄶 Avaya Exp	perience Platform(TM) > Share	ed Reports >	Standard Historical Reports	> Reports >	Interval > Call Back	Detail Report			
NDEX X	1. Timezone (Required	d)							
Summary of your selections	This prompt allows only one	e selection.							
Timezone (Required)	🜪 🔄 Australia/Sydney 💌								
Start Date (Required)	1 - 4 of 4								
End Date (Required)									
Callback Engagement ID	2. Start Date (Required)								
Callback ID	□ 12 AM ♥ :00 ♥ :0								
Engagement ID									
	3. End Date (Required	n							
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	5. Callback ID								
	You can enter multiple Call	back ID seper	ated by comma						
	6. Engagement ID								
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eport Message Name: Call Back Detail	l Report								
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Prompts Available in the report :

Columns	Description
TimeZone	Timezone value for which the user wants to run the report. Can select only one value at a time
	*Mandatory Prompt
т, 1	Start and End Date of the reporting interval
Interval	*Mandatory Prompt
Engagement ID	The source system ID to uniquely identify the engagement. User can select multiple values, All Values or can keep it blank.
	*Optional Prompt
	The unique identified of the callback request.
Callback ID	*Optional Prompt
Callback Engagement ID	The engagement Id of the callback to the customer

Columns Available in the report :

Columns	Description		
Callback Engagement ID	The engagement Id of the callback to the customer		
Callback ID	The unique identified of the callback request		
Engagement ID	The engagement Id of the call from the customer from where they requested the callback		
Queue Name	The queue name associated with the initial customer engagement		
Agent Login ID	The unique identifier of the agent associated with the callback *		
Agent Name	The name of the agent associated with the callback *		
Callback Created Timestamp	The date and timestamp value of when the callback was requested		



Columns	Description	
Callback Ended Timestamp	The date and timestamp value of when the callback was completed	
Attributes	The attributes associated with the initial customer engagement	
Customer Phone Number	The phone number of the customer being called	
Callback Attempts	The number of callback attempts	
Status	The status of the callback	
Queue ID	The unique identifier of the queue associated with the callback *	
Termination Reason	The termination reason if the callback was terminated (e.g. Max Retries, Cancelled by the Customer, Outside Business Hours)	

Columns Available For Customization in the report :

Columns	Description		
Message Type	Type of message: NEW is a new email received/sent by contact center, REPLY is email replied to/by contact center, FORWARD is email forwarded to/by contact center		
Queue ID	The unique identifier of the queue associated with the callback *		
Agent ID	The unique identifier of the agent associated with the callback *		
Agent First Name	First name of the agent		
Agent Last Name	Last name of the agent		



3.0 Known Considerations

3.1. Browser Support

https://documentation.avaya.com/bundle/AvayaOneCloud CCaaS Solution Description 10/pag e/Supported_browsers.html

3.2. Known Issues

#	Persona	Summary	Customer Impact	Workaround/Limitations	Frequency
1	Tenant Admin	Customer Journey Admin screen settings my 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.
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