

Avaya Experience Platform™ Release Notes  
Drop 45  
Release Date 15<sup>th</sup> June 2023



© 2019 Avaya Inc. All Rights Reserved.

#### **Notice**

While reasonable efforts have been made to ensure that the information in this document is complete and accurate at the time of printing, Avaya assumes no liability for any errors. Avaya reserves the right to make changes and corrections to the information in this document without the obligation to notify any person or organization of such changes.

#### **Documentation disclaimer**

"Documentation" means information published in varying mediums which may include product information, operating instructions and performance specifications that are generally made available to users of products. Documentation does not include marketing materials. Avaya shall not be responsible for any modifications, additions, or deletions to the original published version of Documentation unless such modifications, additions, or deletions were performed by or on the express behalf of Avaya. End User agrees to indemnify and hold harmless Avaya, Avaya's agents, servants and employees against all claims, lawsuits, demands and judgments arising out of, or in connection with, subsequent modifications, additions or deletions to this documentation, to the extent made by End User.

#### **Link disclaimer**

Avaya is not responsible for the contents or reliability of any linked websites referenced within this site or Documentation provided by Avaya. Avaya is not responsible for the accuracy of any information, statement or content provided on these sites and does not necessarily endorse the products, services, or information described or offered within them. Avaya does not guarantee that these links will work all the time and has no control over the availability of the linked pages.

"**Hosted Service**" means an Avaya hosted service subscription that You acquire from either Avaya or an authorized Avaya Channel Partner (as applicable) and which is described further in Hosted SAS or other service description documentation regarding the applicable hosted service. If You purchase a Hosted Service subscription, You may be entitled to support services in connection with the Hosted Service as described further in your service description documents for the applicable Hosted Service. Contact Avaya or Avaya Channel Partner (as applicable) for more information.

#### **Hosted Service**

THE FOLLOWING APPLIES ONLY IF YOU PURCHASE AN AVAYA HOSTED SERVICE SUBSCRIPTION FROM AVAYA OR AN AVAYA CHANNEL PARTNER (AS APPLICABLE), THE TERMS OF USE FOR HOSTED SERVICES ARE AVAILABLE ON THE AVAYA WEBSITE, [HTTP://SUPPORT.AVAYA.COM/LICENSEINFO](http://support.avaya.com/licenseinfo) UNDER THE LINK "Avaya Terms of Use for Hosted Services" OR SUCH SUCCESSOR SITE AS DESIGNATED BY AVAYA, AND ARE APPLICABLE TO ANYONE WHO ACCESSES OR USES THE HOSTED SERVICE. BY ACCESSING OR USING THE HOSTED SERVICE, OR AUTHORIZING OTHERS TO DO SO, YOU, ON BEHALF OF YOURSELF AND THE ENTITY FOR WHOM YOU ARE DOING SO (HEREINAFTER REFERRED TO INTERCHANGEABLY AS "YOU" AND "END USER"), AGREE TO THE TERMS OF USE. IF YOU ARE ACCEPTING THE TERMS OF USE ON BEHALF A COMPANY OR OTHER LEGAL ENTITY, YOU REPRESENT THAT YOU HAVE THE AUTHORITY TO BIND SUCH ENTITY TO THESE TERMS OF USE. IF YOU DO NOT HAVE SUCH AUTHORITY, OR IF YOU DO NOT WISH TO ACCEPT THESE TERMS OF USE, YOU MUST NOT ACCESS OR USE THE HOSTED SERVICE OR AUTHORIZE ANYONE TO ACCESS OR USE THE HOSTED SERVICE.

#### **Copyright**

Except where expressly stated otherwise, no use should be made of materials on this site, the Documentation, Software, Hosted Service, or hardware provided by Avaya. All content on this site, the documentation, Hosted Service, and the product provided by Avaya including the selection, arrangement and design of the content is owned either by Avaya or its licensors and is protected by copyright and other intellectual property laws including the sui generis rights relating to the protection of databases. You may not modify, copy, reproduce, republish, upload, post, transmit or distribute in any way any content, in whole or in part, including any code and software unless expressly authorized by Avaya. Unauthorized reproduction, transmission, dissemination, storage, and or use without the express written consent of Avaya can be a criminal, as well as a civil offense under the applicable law.

#### **Third Party Components**

"**Third Party Components**" mean certain software programs or portions thereof included in the Hosted Service may contain software (including open source software) distributed under third party agreements ("Third Party Components"), which contain terms regarding the rights to use certain portions of the software ("Third Party Terms"). The Third Party Terms that apply is available in the products, Documentation or on Avaya's website at: <http://support.avaya.com/Copyright> or such successor site as designated by Avaya.

#### **Service Provider**

THE FOLLOWING APPLIES TO AVAYA CHANNEL PARTNER'S HOSTING OF AVAYA PRODUCTS OR SERVICES. THE PRODUCT OR HOSTED SERVICE MAY USE THIRD PARTY COMPONENTS SUBJECT TO THIRD PARTY TERMS AND REQUIRE A SERVICE PROVIDER TO BE INDEPENDENTLY LICENSED DIRECTLY FROM THE THIRD PARTY SUPPLIER. AN AVAYA CHANNEL PARTNER'S HOSTING OF AVAYA PRODUCTS MUST BE AUTHORIZED IN WRITING BY AVAYA AND IF THOSE HOSTED PRODUCTS USE OR EMBED CERTAIN THIRD PARTY SOFTWARE, INCLUDING BUT NOT LIMITED TO MICROSOFT SOFTWARE OR CODECS, THE AVAYA CHANNEL PARTNER IS REQUIRED TO INDEPENDENTLY OBTAIN ANY APPLICABLE LICENSE AGREEMENTS, AT THE AVAYA CHANNEL PARTNER'S EXPENSE, DIRECTLY FROM THE APPLICABLE THIRD PARTY SUPPLIER.

WITH RESPECT TO CODECS, IF THE AVAYA CHANNEL PARTNER IS HOSTING ANY PRODUCTS THAT USE OR EMBED THE H.264 CODEC OR H.265 CODEC, THE AVAYA CHANNEL PARTNER ACKNOWLEDGES AND AGREES THE AVAYA CHANNEL PARTNER IS RESPONSIBLE FOR ANY AND ALL RELATED FEES AND/OR ROYALTIES. THE H.264 (AVC) CODEC IS LICENSED UNDER THE AVC PATENT PORTFOLIO LICENSE FOR THE PERSONAL USE OF A CONSUMER OR OTHER USES IN WHICH IT DOES NOT RECEIVE REMUNERATION TO: (I) ENCODE VIDEO IN COMPLIANCE WITH THE AVC STANDARD ("AVC VIDEO") AND/OR (II) DECODE AVC VIDEO THAT WAS ENCODED BY A CONSUMER ENGAGED IN A PERSONAL ACTIVITY AND/OR WAS OBTAINED FROM A VIDEO PROVIDER LICENSED TO PROVIDE AVC VIDEO. NO LICENSE IS GRANTED OR SHALL BE IMPLIED FOR ANY OTHER USE. ADDITIONAL INFORMATION FOR H.264 (AVC) AND H.265 (HEVC) CODECS MAY BE OBTAINED FROM MPEG LA, L.L.C. SEE [HTTP://WWW.MPEGLA.COM](http://www.mpegla.com).

#### **Compliance with Laws**

You acknowledge and agree that it is Your responsibility for complying with any applicable laws and regulations, including, but not limited to laws and regulations related to call recording, data privacy, intellectual property, trade secret, fraud, and music performance rights, in the country or territory where the Avaya product is used.

**Preventing Toll Fraud**

"Toll Fraud" is the unauthorized use of your telecommunications system by an unauthorized party (for example, a person who is not a corporate employee, agent, subcontractor, or is not working on your company's behalf). Be aware that there can be a risk of Toll Fraud associated with your system and that, if Toll Fraud occurs, it can result in substantial additional charges for your telecommunications services.

**Avaya Toll Fraud intervention**

If You suspect that You are being victimized by Toll Fraud and You need technical assistance or support, call Technical Service Center Toll Fraud Intervention Hotline at +1-800-643-2353 for the United States and Canada. For additional support telephone numbers, see the Avaya Support website: <http://support.avaya.com>, or such successor site as designated by Avaya.

**Security Vulnerabilities**

Information about Avaya's security support policies can be found in the Security Policies and Support section of <https://support.avaya.com/security>

Suspected Avaya product security vulnerabilities are handled per the Avaya Product Security Support Flow (<https://support.avaya.com/css/P8/documents/100161515>).

**Trademarks**

The trademarks, logos and service marks ("Marks") displayed in this site, the Documentation, Hosted Service(s), and product(s) provided by Avaya are the registered or unregistered Marks of Avaya, its affiliates, its licensors, its suppliers, or other third parties. Users are not permitted to use such Marks without prior written consent from Avaya or such third party which may own the Mark. Nothing contained in this site, the Documentation, Hosted Service(s) and product(s) should be construed as granting, by implication, estoppel, or otherwise, any license or right in and to the Marks without the express written permission of Avaya or the applicable third party.

Avaya is a registered trademark of Avaya Inc.

All non-Avaya trademarks are the property of their respective owners.

Linux® is the registered trademark of Linus Torvalds in the U.S. and other countries.

**Downloading Documentation**

For the most current versions of Documentation, see the Avaya Support website: <http://support.avaya.com>, or such successor site as designated by Avaya.

**Contact Avaya Support**

See the Avaya Support website: <http://support.avaya.com> for product or Hosted Service notices and articles, or to report a problem with your Avaya product or Hosted Service. For a list of support telephone numbers and contact addresses, go to the Avaya Support website: <http://support.avaya.com> (or such successor site as designated by Avaya), scroll to the bottom of the page, and select Contact Avaya Support.

## Contents

1.0 Avaya Experience Platform™ Customer Documentation.....	4
2.0 New Features .....	5
2.1. Immediate Callback Customer First.....	5
2.1.1. Solution Overview .....	5
2.1.2. Configuration.....	6
2.1.3. Considerations .....	15
2.2. Consult to external in Workspaces for CRM .....	16
2.3. Consult to external using Corporate Contacts Widget ( CCW ) .....	20
2.4. Admin Portal Visibility of Success/Failure of UC requests for Administered Data.....	21
2.5. Analytics .....	22
2.5.1. Callback - Customer First (Realtime Reporting).....	23
2.5.2. Callback - Customer First (Historical Reporting) .....	24
3.0 Known Considerations .....	28
3.1. Browser Support.....	28
3.2. Known Issues .....	28

## 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. 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:**

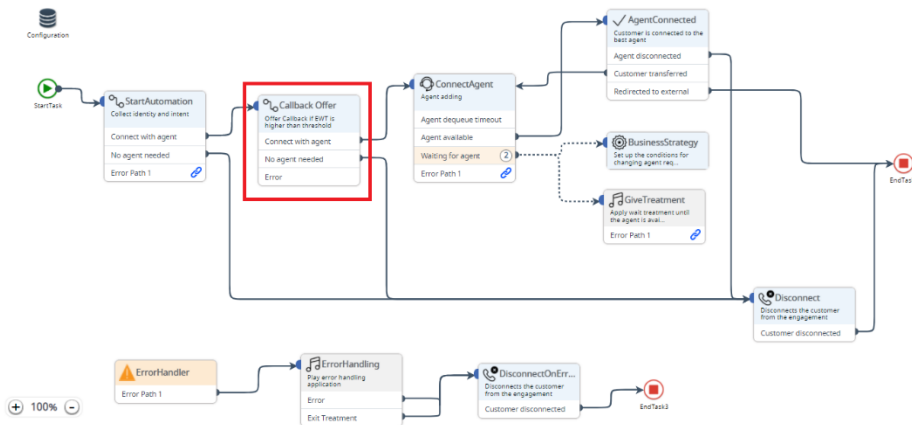
When it is time call the customer and present a confirmation menu to accept and wait for an agent or cancel

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).
  3. 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 intent

### Properties

#### Self service flow

OneCloud Callback Offer Self Service

Language :

en-us

### Input Variables

Define the variable values to be passed to the Self Service flow when its invoked/started.

CallingNumber string

cache.startEvent.callingNumber x

+

CalledNumber string

cache.startEvent.dialledNumber x

+

queues object-array

cache.serviceAttributes.queues x

+

attributeList string-array

cache.serviceAttributes.attributeList x

+

### Error Handler

<

- **OneCloud Callback Offer Self Service**

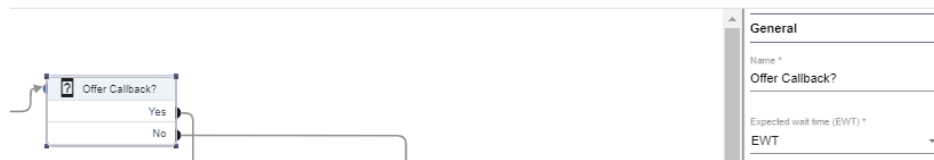
This self service flow is provided out of the box, two new self service tasks are included to create callback offer flow:



- **Offer Callback? Task**

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

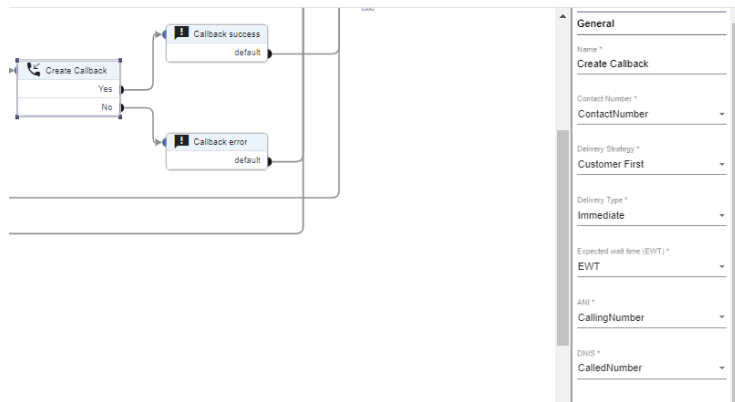
1. Get the EWT of a queue given a queueId, service attributes array, channel and priority by invoking the synchronous Query Metrics API, and store value in EWT variable
2. Check whether (timestamp + EWT, accountid, timetableid) is within business hour by invoking the within timetable Business Hours API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



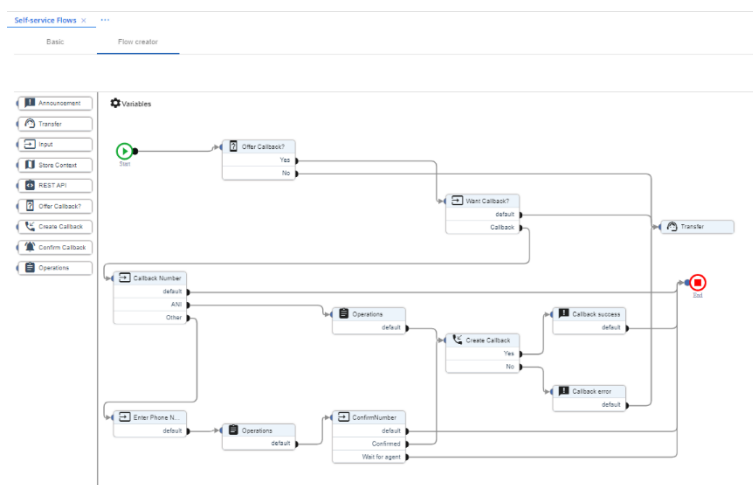
- **Create Callback Task**

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:

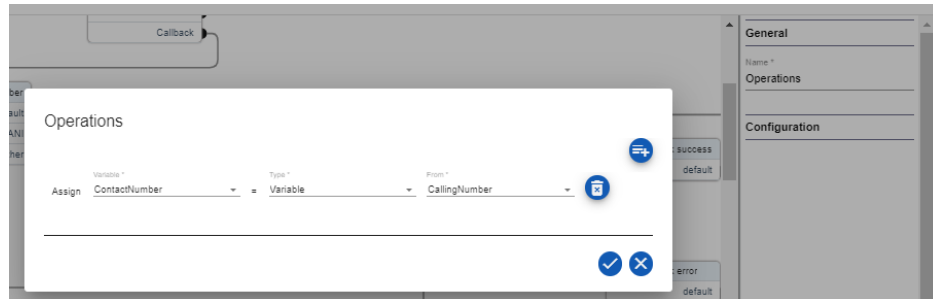
Variables					
Name	Read Only	Scope	Type	Default Value	Action
EWT	<input type="checkbox"/>		Number		
CallingNumber	<input type="checkbox"/>	Input	String		
CalledNumber	<input type="checkbox"/>	Input	String		
ContactNumber	<input type="checkbox"/>		String		
queues	<input checked="" type="checkbox"/>	Input	Array		
attributeList	<input checked="" type="checkbox"/>	Input	Array		
agentMatching	<input checked="" type="checkbox"/>	Private	Object		

**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.

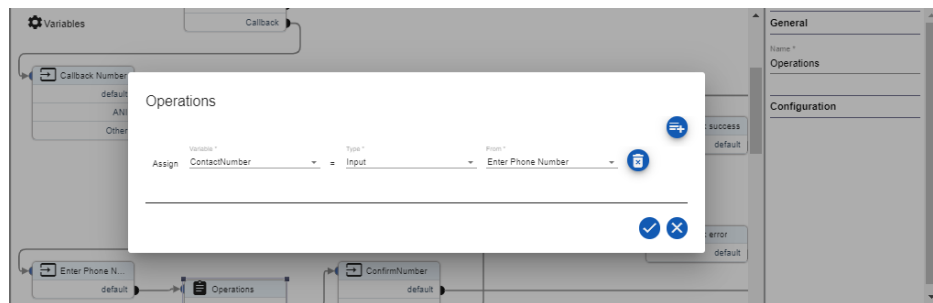
- **Operation Task:**

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:



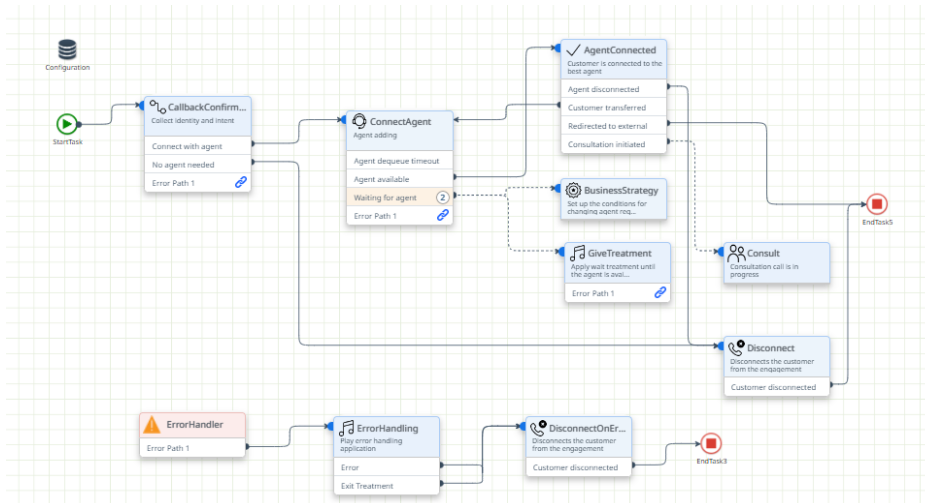
- Use customer entered number in Enter Phone Number menu:



### 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:**



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.

Orchestration Manager - Designer - Routing

Rule Name	Workflow	Filtering	Event	Enabled	Rank
OneCloud Callback Delivery Customer First v27	OneCloud Callback Delivery Customer First v27	feature: CallbackCustomerFirst	OneCloud - ENGAGEMENT_PREROUTED::0	<input checked="" type="checkbox"/>	0

Showing 1 to 1 of 1 rows | 10 rows per page

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.

### Start Automation v5.0

Label: CallbackConfirmation

Add short description: Collect identity and intent

Properties:

**Self service flow**

OneCloud Confirm Callback Self Service

Language: en-us

**Input Variables**

Define the variable values to be passed to the Self Service flow when its Invoked/started.

CallbackId: string

cache.startEvent.engagementParameters.CallbackID

queues: object-array

attributeList: string-array

Error Handler

### Start Task v1.1

Label: StartTask

Add short description: Collect engagement parameters and start workflow execution

Properties:

Event Family: OneCloud

Event Type: ENGAGEMENT\_PREROUTED

Event Version: 1.0

**Default filters:**

feature

CallbackCustomerFirst

Add Filter

Customize engagement parameters:

CallbackID

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**

Name \*

Confirm Callback

Callback Id \*

CallbackId

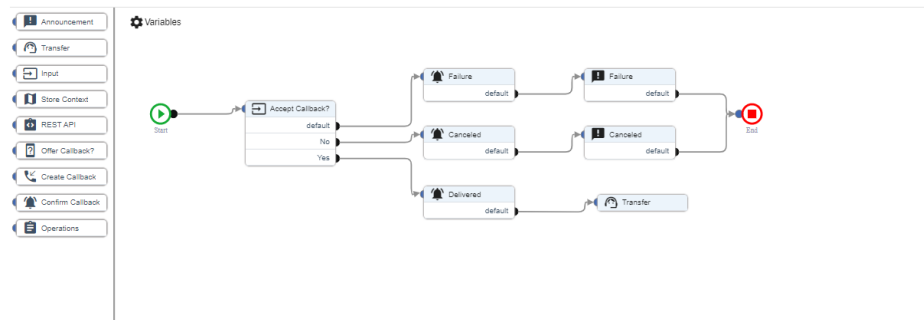
Notification Type \*

Failed

Canceled

Delivered

- **Provided Self service flow is:**



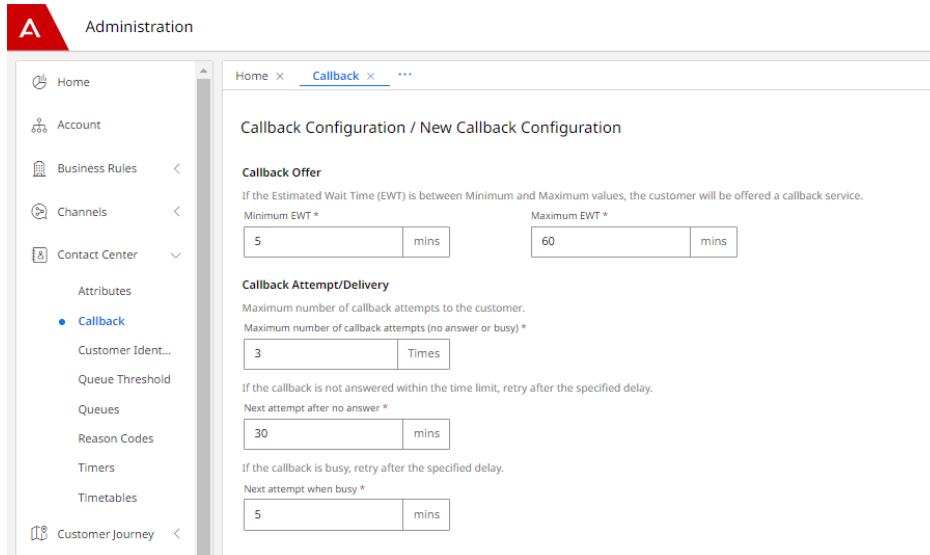
- **Variables used in Self Service Flow:**

#### Variables

Name	Read Only	Scope	Type	Default Value	Action
CallbackId	<input type="checkbox"/>	Input	String		
queues	<input checked="" type="checkbox"/>	Input	Array		
attributeList	<input checked="" type="checkbox"/>	Input	Array		
agentMatching	<input checked="" type="checkbox"/>	Private	Object		

### 2.1.2.3. Callback Settings Configuration

Callback configuration settings are configured per account.



The screenshot shows the Avaya Administration portal with the 'Administration' header. The left sidebar contains a navigation menu with 'Home', 'Account', 'Business Rules', 'Channels', 'Contact Center', and 'Customer Journey'. Under 'Contact Center', there are sub-items: 'Attributes', 'Callback' (selected), 'Customer Ident...', 'Queue Threshold', 'Queues', 'Reason Codes', 'Timers', and 'Timetables'. The main content area is titled 'Callback Configuration / New Callback Configuration'. It includes a 'Callback Offer' section with a note: 'If the Estimated Wait Time (EWT) is between Minimum and Maximum values, the customer will be offered a callback service.' Below this are two input fields: 'Minimum EWT \*' with a value of 5 and 'Maximum EWT \*' with a value of 60, both in minutes. The 'Callback Attempt/Delivery' section includes a note: 'Maximum number of callback attempts to the customer.' and 'Maximum number of callback attempts (no answer or busy) \*' with a value of 3. It also has a 'Next attempt after no answer \*' field with a value of 30 minutes and a 'Next attempt when busy \*' field with a value of 5 minutes.

### 2.1.2.4. TimeTable Configuration

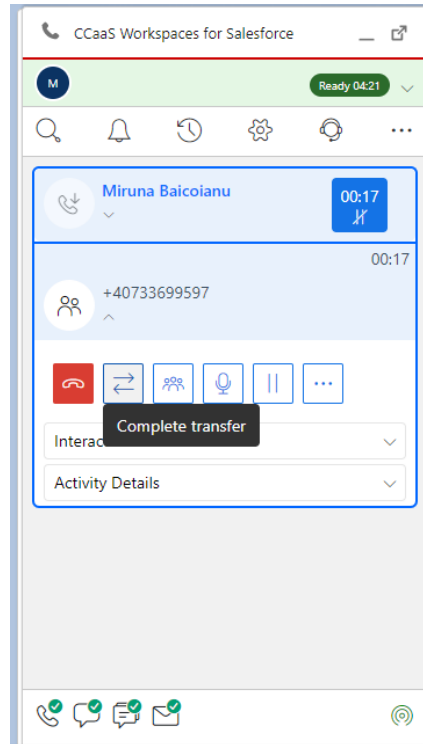
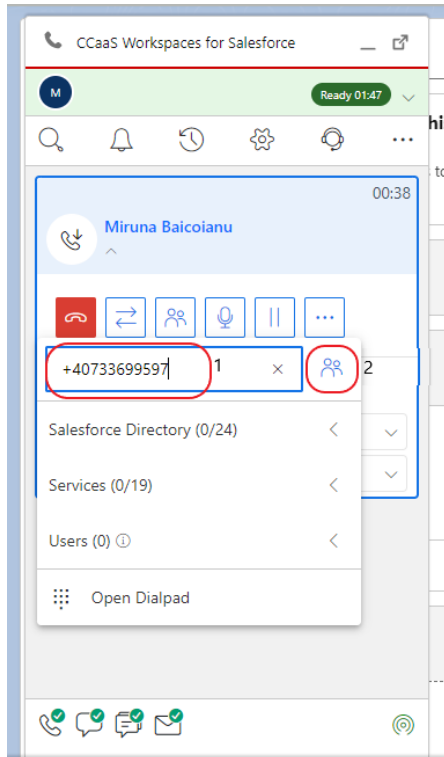
Time tables are configured from the admin portal in each of the queues where callback is offered. If not configured Callback will assume that hours of operations are 24hs every day.

### 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

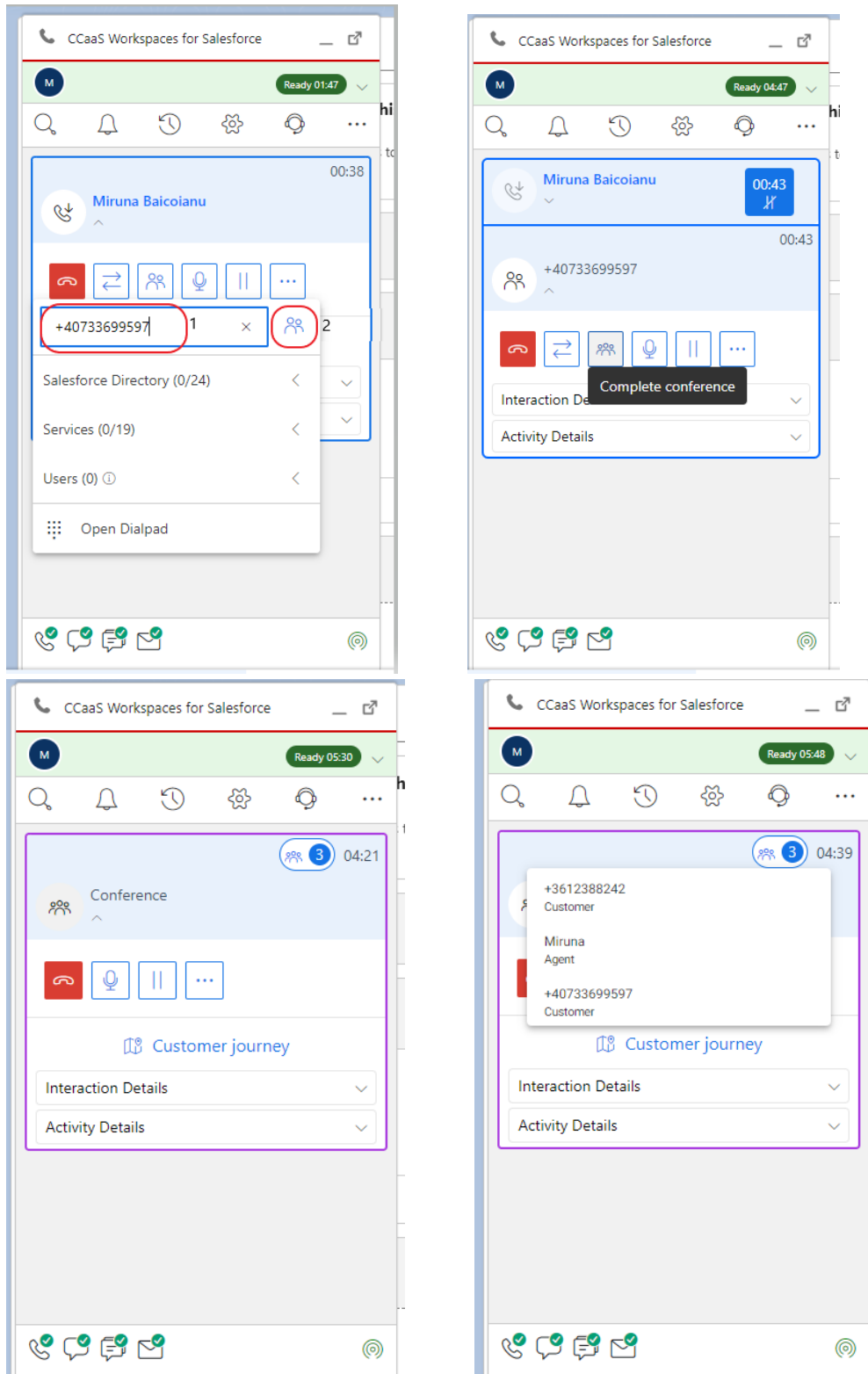
## 2.2. Consult to external in Workspaces for CRM

### Consult to external completed as Transfer

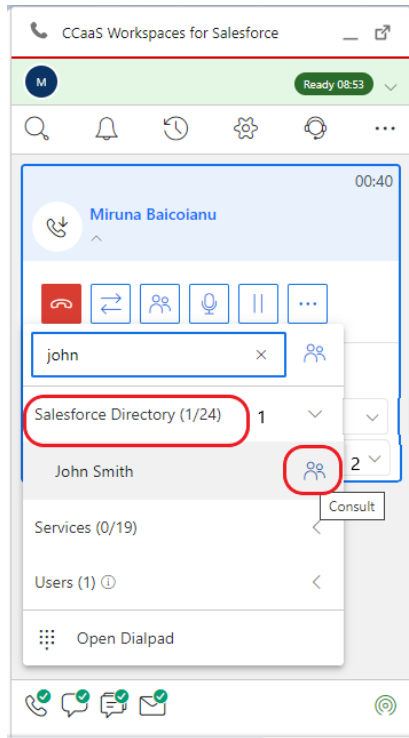




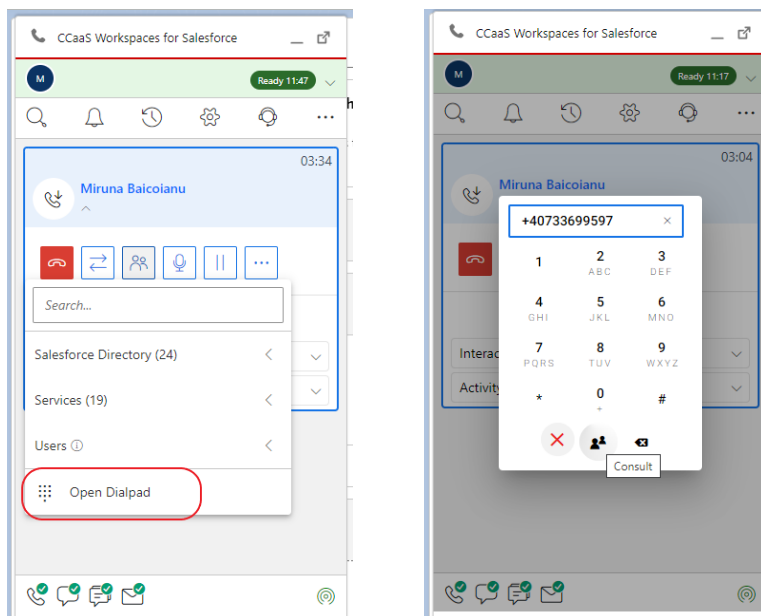
## Consult to external completed as Conference



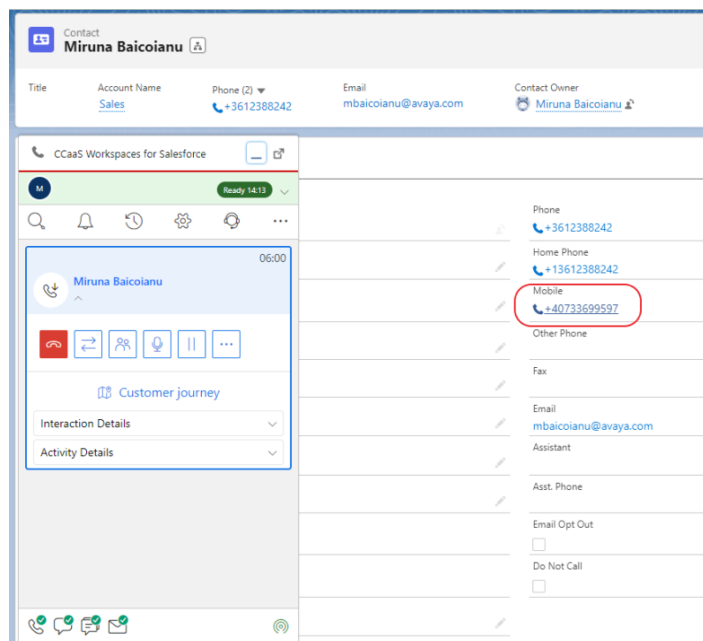
## Consult with a number from CRM Directory



## Consult with a number by using the Dialpad



## 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.

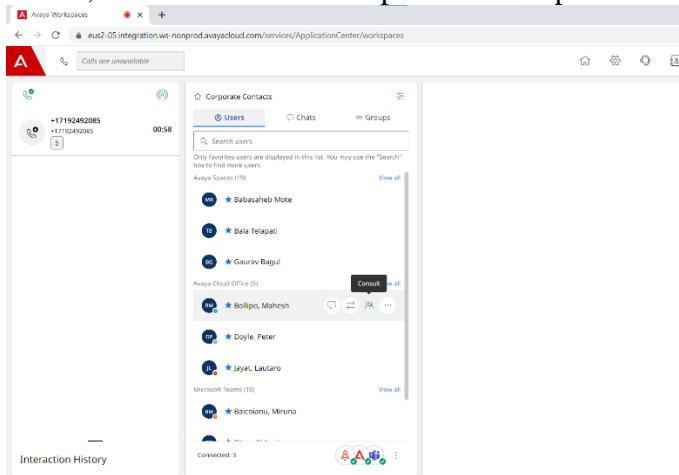
T (Transfer): Agents can use the click-to-consult feature. When an agent clicks a number while on an active call, Avaya Workspaces for CRM performs a blind transfer.

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.

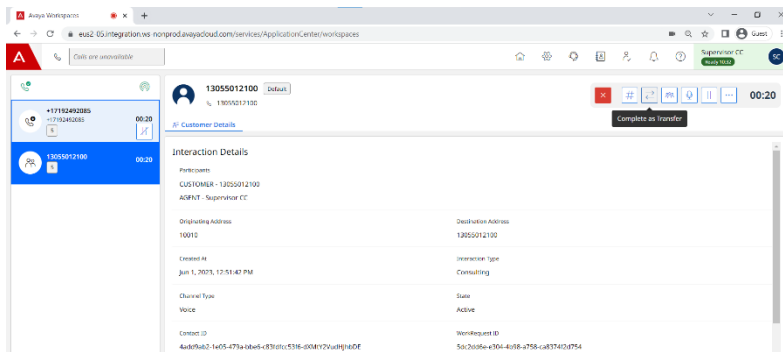
I (Interrogation): Agents can use the click-to-consult feature. When an agent clicks a number while on an active call, Avaya Workspaces for CRM displays a confirmation window before initiating the call. In the confirmation window, the agent can select Consult to initiate a consultative call, or Blind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

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

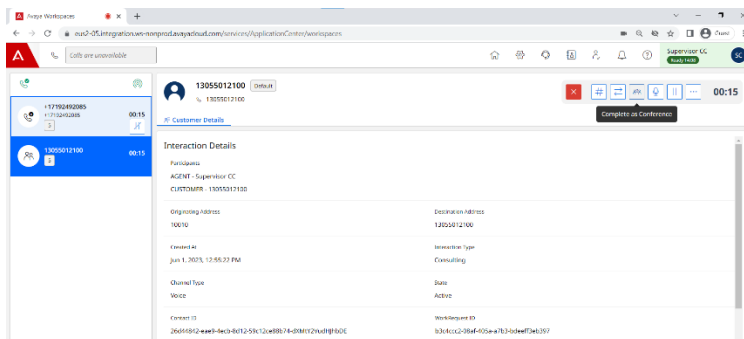
1) Once Consult to Spaces/ACO/MSteams expert is successful by clicking **consult icon** under CCW , then user has below options to complete as transfer/conference



2) Complete as transfer



3) Complete as Conference



## 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-12autochat.com	agentconfiguration11	agentconfiguration11	dev-12_AutoChatAccount
 analyticshistorical1@dev-12autochat.com	analyticshistorical1	analyticshistorical1	dev-12_AutoChatAccount
 analyticshistorical2@dev-12autochat.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 <span>×</span>			
Operation : Update			
Password/Role Update : Given password might not follow password policy 			
Feature Name	Operation	Status Message	Status
Matching	Update	Operation completed successfully	
Chat	Update	Operation completed successfully	
Desktop	Delete	Operation marked failed - timeout	

## 2.5. Analytics

### Callback - Customer First

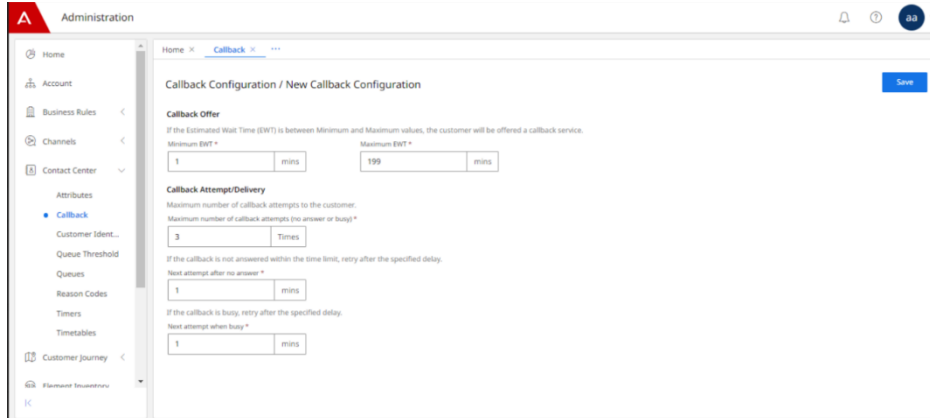
As part of this release, Callback feature - Customer First is being delivered for Realtime as well as for Historical reporting.

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.

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

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)



The screenshot shows the 'Administration' interface with a sidebar menu. The 'Callback' option is selected under 'Contact Center'. The main content area is titled 'Callback Configuration / New Callback Configuration'. It includes a 'Save' button in the top right. The configuration is divided into two sections: 'Callback Offer' and 'Callback Attempt/Delivery'. The 'Callback Offer' section has a note: 'If the Estimated Wait Time (EWT) is between Minimum and Maximum values, the customer will be offered a callback service.' It contains two input fields: 'Minimum EWT \*' with a value of '1' and 'Maximum EWT \*' with a value of '199', both with a 'mins' unit. The 'Callback Attempt/Delivery' section has a note: 'Maximum number of callback attempts to the customer. Maximum number of callback attempts (no answer or busy) \*'. It contains a 'Times' input field with a value of '3'. Below this, there are two conditional sections: 'If the callback is not answered within the time limit, retry after the specified delay.' with a 'Next attempt after no answer \*' input field set to '1' 'mins'; and 'If the callback is busy, retry after the specified delay.' with a 'Next attempt when busy \*' input field set to '1' 'mins'.

### 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.

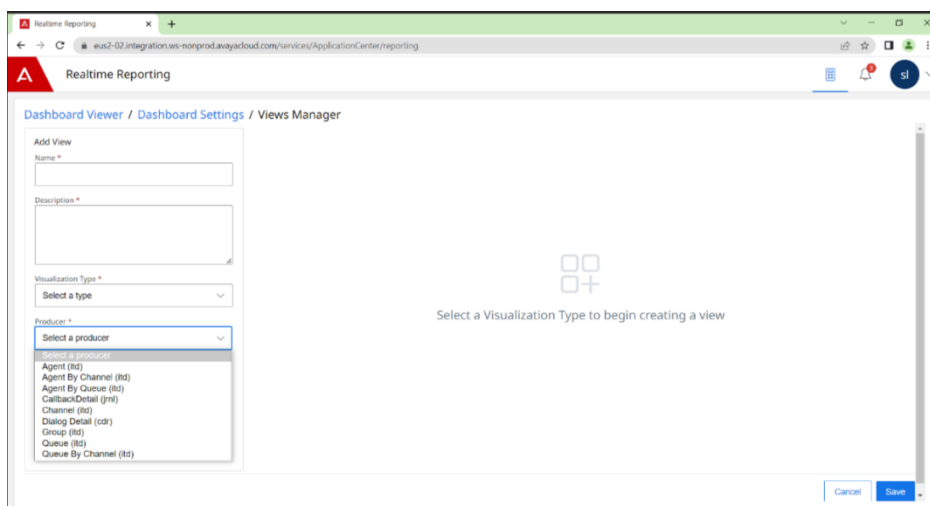
Engagement ID

Dialog ID

Dialog start time

Direction

Engagement start time



The screenshot shows the 'Realtime Reporting' interface with a 'Dashboard Viewer / Dashboard Settings / Views Manager' header. A 'Add View' dialog box is open on the left. It contains fields for 'Name \*', 'Description \*', and 'Visualization Type \*' (with a 'Select a type' dropdown). Below these is a 'Producer \*' dropdown menu. The 'Producer \*' menu is open, showing a list of producers: 'Agent (ltd)', 'Agent By Channel (ltd)', 'Agent By Queue (ltd)', 'CallbackDetail (jrnl)', 'Channel (ltd)', 'Dialog Detail (cdr)', 'Group (ltd)', 'Queue (ltd)', and 'Queue By Channel (ltd)'. The 'CallbackDetail (jrnl)' option is highlighted. In the center of the main area, there is a large plus icon and the text 'Select a Visualization Type to begin creating a view'. At the bottom right of the dialog, there are 'Cancel' and 'Save' buttons.

Realtime Reporting

Dashboard Viewer

AGENT Agent by Queue Agent JTD Callback Agent by Channel L... Agent by Queue JT... Agent by Queue ID Callback Callback Measures Callback Pro Channel JTD DialogDetail CDR... Group JTD Callback Queue Pro Queue JTD Callback

Filter

Agent Display Name	Agent First Name	Agent...	Agent Last Name	Agent Login Id	Attribu...	Callback Attempts	Callback Created Timestamp	Callback Ended Timestamp	Callback Engagement Id	Callbac

1 2 3 4 5 6 7 8 9 10 11 12 13 14 15 16 17 18 19 20 21 22 23 24 25 26 27 28 29 30 31 32 33 34 35 36 37 38 39 40 41 42 43 44 45 46 47 48 49 50 51 52 53 54 55 56 57 58 59 60 61 62 63 64 65 66 67 68 69 70 71 72 73 74 75 76 77 78 79 80 81 82 83 84 85 86 87 88 89 90 91 92 93 94 95 96 97 98 99 100 101 102 103 104 105 106 107 108 109 110 111 112 113 114 115 116 117 118 119 120 121 122 123 124 125 126 127 128 129 130 131 132 133 134 135 136 137 138 139 140 141 142 143 144 145 146 147 148 149 150 151 152 153 154 155 156 157 158 159 160 161 162 163 164 165 166 167 168 169 170 171 172 173 174 175 176 177 178 179 180 181 182 183 184 185 186 187 188 189 190 191 192 193 194 195 196 197 198 199 200 201 202 203 204 205 206 207 208 209 210 211 212 213 214 215 216 217 218 219 220 221 222 223 224 225 226 227 228 229 230 231 232 233 234 235 236 237 238 239 240 241 242 243 244 245 246 247 248 249 250 251 252 253 254 255 256 257 258 259 260 261 262 263 264 265 266 267 268 269 270 271 272 273 274 275 276 277 278 279 280 281 282 283 284 285 286 287 288 289 290 291 292 293 294 295 296 297 298 299 300 301 302 303 304 305 306 307 308 309 310 311 312 313 314 315 316 317 318 319 320 321 322 323 324 325 326 327 328 329 330 331 332 333 334 335 336 337 338 339 340 341 342 343 344 345 346 347 348 349 350 351 352 353 354 355 356 357 358 359 360 361 362 363 364 365 366 367 368 369 370 371 372 373 374 375 376 377 378 379 380 381 382 383 384 385 386 387 388 389 390 391 392 393 394 395 396 397 398 399 400 401 402 403 404 405 406 407 408 409 410 411 412 413 414 415 416 417 418 419 420 421 422 423 424 425 426 427 428 429 430 431 432 433 434 435 436 437 438 439 440 441 442 443 444 445 446 447 448 449 450 451 452 453 454 455 456 457 458 459 460 461 462 463 464 465 466 467 468 469 470 471 472 473 474 475 476 477 478 479 480 481 482 483 484 485 486 487 488 489 490 491 492 493 494 495 496 497 498 499 500 501 502 503 504 505 506 507 508 509 510 511 512 513 514 515 516 517 518 519 520 521 522 523 524 525 526 527 528 529 530 531 532 533 534 535 536 537 538 539 540 541 542 543 544 545 546 547 548 549 550 551 552 553 554 555 556 557 558 559 560 561 562 563 564 565 566 567 568 569 570 571 572 573 574 575 576 577 578 579 580 581 582 583 584 585 586 587 588 589 590 591 592 593 594 595 596 597 598 599 600 601 602 603 604 605 606 607 608 609 610 611 612 613 614 615 616 617 618 619 620 621 622 623 624 625 626 627 628 629 630 631 632 633 634 635 636 637 638 639 640 641 642 643 644 645 646 647 648 649 650 651 652 653 654 655 656 657 658 659 660 661 662 663 664 665 666 667 668 669 670 671 672 673 674 675 676 677 678 679 680 681 682 683 684 685 686 687 688 689 690 691 692 693 694 695 696 697 698 699 700 701 702 703 704 705 706 707 708 709 710 711 712 713 714 715 716 717 718 719 720 721 722 723 724 725 726 727 728 729 730 731 732 733 734 735 736 737 738 739 740 741 742 743 744 745 746 747 748 749 750 751 752 753 754 755 756 757 758 759 760 761 762 763 764 765 766 767 768 769 770 771 772 773 774 775 776 777 778 779 780 781 782 783 784 785 786 787 788 789 790 791 792 793 794 795 796 797 798 799 800 801 802 803 804 805 806 807 808 809 810 811 812 813 814 815 816 817 818 819 820 821 822 823 824 825 826 827 828 829 830 831 832 833 834 835 836 837 838 839 840 841 842 843 844 845 846 847 848 849 850 851 852 853 854 855 856 857 858 859 860 861 862 863 864 865 866 867 868 869 870 871 872 873 874 875 876 877 878 879 880 881 882 883 884 885 886 887 888 889 890 891 892 893 894 895 896 897 898 899 900 901 902 903 904 905 906 907 908 909 910 911 912 913 914 915 916 917 918 919 920 921 922 923 924 925 926 927 928 929 930 931 932 933 934 935 936 937 938 939 940 941 942 943 944 945 946 947 948 949 950 951 952 953 954 955 956 957 958 959 960 961 962 963 964 965 966 967 968 969 970 971 972 973 974 975 976 977 978 979 980 981 982 983 984 985 986 987 988 989 990 991 992 993 994 995 996 997 998 999 1000

Dashboard Viewer

AGENT Agent by Queue Agent JTD Callback Agent by Channel L... Agent by Queue JT... Agent by Queue ID Callback Callback Measures Callback Pro Channel JTD DialogDetail CDR... Group JTD Callback Queue Pro Queue JTD Callback

Filter

Callback Attempts	Callback Created Timestamp	Callback Ended Timestamp	Callback Engagement Id	Callback Id	Customer Phone Number	Engagement Id	Queue Id	Queue Name	Status	Termination Reason

1 2 3 4 5 6 7 8 9 10 11 12 13 14 15 16 17 18 19 20 21 22 23 24 25 26 27 28 29 30 31 32 33 34 35 36 37 38 39 40 41 42 43 44 45 46 47 48 49 50 51 52 53 54 55 56 57 58 59 60 61 62 63 64 65 66 67 68 69 70 71 72 73 74 75 76 77 78 79 80 81 82 83 84 85 86 87 88 89 90 91 92 93 94 95 96 97 98 99 100 101 102 103 104 105 106 107 108 109 110 111 112 113 114 115 116 117 118 119 120 121 122 123 124 125 126 127 128 129 130 131 132 133 134 135 136 137 138 139 140 141 142 143 144 145 146 147 148 149 150 151 152 153 154 155 156 157 158 159 160 161 162 163 164 165 166 167 168 169 170 171 172 173 174 175 176 177 178 179 180 181 182 183 184 185 186 187 188 189 190 191 192 193 194 195 196 197 198 199 200 201 202 203 204 205 206 207 208 209 210 211 212 213 214 215 216 217 218 219 220 221 222 223 224 225 226 227 228 229 230 231 232 233 234 235 236 237 238 239 240 241 242 243 244 245 246 247 248 249 250 251 252 253 254 255 256 257 258 259 260 261 262 263 264 265 266 267 268 269 270 271 272 273 274 275 276 277 278 279 280 281 282 283 284 285 286 287 288 289 290 291 292 293 294 295 296 297 298 299 300 301 302 303 304 305 306 307 308 309 310 311 312 313 314 315 316 317 318 319 320 321 322 323 324 325 326 327 328 329 330 331 332 333 334 335 336 337 338 339 340 341 342 343 344 345 346 347 348 349 350 351 352 353 354 355 356 357 358 359 360 361 362 363 364 365 366 367 368 369 370 371 372 373 374 375 376 377 378 379 380 381 382 383 384 385 386 387 388 389 390 391 392 393 394 395 396 397 398 399 400 401 402 403 404 405 406 407 408 409 410 411 412 413 414 415 416 417 418 419 420 421 422 423 424 425 426 427 428 429 430 431 432 433 434 435 436 437 438 439 440 441 442 443 444 445 446 447 448 449 450 451 452 453 454 455 456 457 458 459 460 461 462 463 464 465 466 467 468 469 470 471 472 473 474 475 476 477 478 479 480 481 482 483 484 485 486 487 488 489 490 491 492 493 494 495 496 497 498 499 500 501 502 503 504 505 506 507 508 509 510 511 512 513 514 515 516 517 518 519 520 521 522 523 524 525 526 527 528 529 530 531 532 533 534 535 536 537 538 539 540 541 542 543 544 545 546 547 548 549 550 551 552 553 554 555 556 557 558 559 560 561 562 563 564 565 566 567 568 569 570 571 572 573 574 575 576 577 578 579 580 581 582 583 584 585 586 587 588 589 590 591 592 593 594 595 596 597 598 599 600 601 602 603 604 605 606 607 608 609 610 611 612 613 614 615 616 617 618 619 620 621 622 623 624 625 626 627 628 629 630 631 632 633 634 635 636 637 638 639 640 641 642 643 644 645 646 647 648 649 650 651 652 653 654 655 656 657 658 659 660 661 662 663 664 665 666 667 668 669 670 671 672 673 674 675 676 677 678 679 680 681 682 683 684 685 686 687 688 689 690 691 692 693 694 695 696 697 698 699 700 701 702 703 704 705 706 707 708 709 710 711 712 713 714 715 716 717 718 719 720 721 722 723 724 725 726 727 728 729 730 731 732 733 734 735 736 737 738 739 740 741 742 743 744 745 746 747 748 749 750 751 752 753 754 755 756 757 758 759 760 761 762 763 764 765 766 767 768 769 770 771 772 773 774 775 776 777 778 779 780 781 782 783 784 785 786 787 788 789 790 791 792 793 794 795 796 797 798 799 800 801 802 803 804 805 806 807 808 809 810 811 812 813 814 815 816 817 818 819 820 821 822 823 824 825 826 827 828 829 830 831 832 833 834 835 836 837 838 839 840 841 842 843 844 845 846 847 848 849 850 851 852 853 854 855 856 857 858 859 860 861 862 863 864 865 866 867 868 869 870 871 872 873 874 875 876 877 878 879 880 881 882 883 884 885 886 887 888 889 890 891 892 893 894 895 896 897 898 899 900 901 902 903 904 905 906 907 908 909 910 911 912 913 914 915 916 917 918 919 920 921 922 923 924 925 926 927 928 929 930 931 932 933 934 935 936 937 938 939 940 941 942 943 944 945 946 947 948 949 950 951 952 953 954 955 956 957 958 959 960 961 962 963 964 965 966 967 968 969 970 971 972 973 974 975 976 977 978 979 980 981 982 983 984 985 986 987 988 989 990 991 992 993 994 995 996 997 998 999 1000

Callback Created Timestamp	Callback Ended Timestamp	Callback Engagement Id	Callback Id	Customer Phone Number	Engagem
06/06/2023 06:54:15 pm	06/06/2023 06:57:46 pm	409c0178-b5e1-4894-83ec-f9758d2a2ecd	881959b8-6c0e-49c5-887e-92354b522a85	+13035383869	733ca14...
06/06/2023 06:48:51 pm	06/06/2023 06:52:17 pm	fa84c4be-fa79-497d-a77e-b73f4f13cd95	cd8f3d62-d44c-4179-beb5-a20292619d89	+13035383869	f351931...
06/06/2023 06:44:41 pm	06/06/2023 06:47:57 pm	1da77d4e-e4d1-4167-b4ea-25c47e23d...	b591c224-f885-4d64-b0a8-44f098478cea	+13035383869	d2b8b6c...
06/06/2023 06:39:00 pm	06/06/2023 06:42:28 pm	bd5047e8-9f12-4f21-89f2-f4dd99fed1be	23f0565c-0a45-4e1d-9262-a010693d7ed2	+13035383869	e039abc...
06/06/2023 05:25:19 pm	06/06/2023 05:28:40 pm	6c10d753-507a-4787-958d-f1251da418...	e35f959c-3250-49d6-9df6-a28e36078cc	+13035383869	68ac807...
06/06/2023 05:19:38 pm	06/06/2023 05:23:05 pm	11976ea9-aeb9-4b50-bcf4-54b199f49007	ab0a969f-d110-42b7-b05b-4b7102f471ae	+13035383869	a6eda3c...
06/06/2023 05:11:50 pm	06/06/2023 05:15:59 pm	c86fbc3d-aa0d-4df5-89a7-9f2e0b60bafa	a831f7d6-fca1-4074-bb4d-498ef0c00f10	+13035383869	5772712...

## 2.5.2. Callback - Customer First (Historical Reporting)

**Navigation** : Shared Reports → Standard Historical Reports → Reports→ 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:

←

→

Awaya Experience Platform(TM) > Shared Reports > Standard Historical Reports > Reports > Interval > Call Back Detail Report

INDEX

✕

Summary of your selections

1 Timezone (Required)  
2 Start Date (Required)  
3 End Date (Required)  
4 Callback Engagement ID  
5 Callback ID  
6 Engagement ID

1. Timezone (Required)  
This prompt allows only one selection.  
Australia/Sydney  
1 - 4 of 4

2. Start Date (Required)  

12 AM

00

00

3. End Date (Required)  

12 AM

00

00

4. Callback Engagement ID  
You can enter multiple Callback Engagement ID seperated by comma

5. Callback ID  
You can enter multiple Callback ID seperated by comma

6. Engagement ID  
You can enter multiple Engagement ID seperated by comma

Report Message Name: Call Back Detail Report

Run Report

Cancel

🔍

🔍

⌂

📄

💬

Project Details									
URL	https://www.fox.com/								
IP	172.16.17.203 12/30/2018 10:30:00 AM								
Data rows: 4   Data columns: 10									
Callback Engagement ID	Callback ID	Engagement ID	Queue Name	Agent Login ID	Agent Display Name	Callback Count			
0757237-075-06d-f956-292377a7013	a381e6-402e-4f09-032d-037657075358	026385-6-5254-6-07556-6f0d6c-0831	ServiceMall	salesagent@fox.com-backlink.com	salesagent1, salesagent2	0/6/2023 9:35 12:34			
115706706-06b-405d-bc3d-544e-06050007	af6d62a0-e110-4d22-b09d-407162124716	af6d62a0-e110-4d22-b09d-407162124716	ServiceMall	salesagent@fox.com-backlink.com	salesagent1, salesagent2	0/6/2023 7:10 36:39			
15436294-616d-485c-495c-295444111	c0093d-14a-00d-36-36a-00c-4747-1036	07401c-74a0-345d-3801-037-00243433	ServiceMall	unknown	not view	5/6/2023 7:11 36:39			
15436294-616d-485c-495c-295444111	8025a-59-5-395d-47-25-3930b-307105	af6d62a0-e110-4d22-b09d-407162124716	ServiceMall	salesagent@fox.com-backlink.com	salesagent1, salesagent2	5/6/2023 7:11 36:39			
1810103-075-4f6-401-401-401-401-401	af6d62a0-e110-4d22-b09d-407162124716	c20808-532a-401-401-401-401-401-401	ServiceMall	unknown	not view	5/6/2023 7:11 36:39			
1810103-075-4f6-401-401-401-401-401	708a75-075-39-39-39-39-39-39-39	1000000-15-15-15-15-15-15-15-15	ServiceMall	unknown	not view	5/6/2023 7:11 36:39			
2087229-757-4a0-36b-40d-0609-0724	af6d62a0-e110-4d22-b09d-407162124716	3af6d62-8437-40d-401-35c01d0a-089	ServiceMall	unknown	not view	5/6/2023 10:27 26:21			
2871194-361-43d-4a1-36d-03d-03d-036	2a911d40-00d-00d-00d-00d-00d-00d-00d	af6d62a0-e110-4d22-b09d-407162124716	ServiceMall	unknown	not view	6/6/2023 1:36 39:34			
2a26262-276b-403-43d-40d-00d-00d-00d	6d7510-36-40d-40d-40d-40d-40d-40d	1a1201-21-40d-40d-666d-666d-666d	ServiceMall	salesagent@fox.com-backlink.com	salesagent1, salesagent2	6/6/2023 1:36 39:34			
2a26262-276b-403-43d-40d-00d-00d-00d	6d7510-36-40d-40d-40d-40d-40d-40d	af6d62a0-e110-4d22-b09d-407162124716	ServiceMall	salesagent@fox.com-backlink.com	salesagent1, salesagent2	6/6/2023 1:36 39:34			
2a26262-276b-403-43d-40d-00d-00d-00d	1a1201-21-40d-40d-666d-666d-666d	5a01101-075-40d-40d-40d-40d-40d-40d	ServiceMall	salesagent@fox.com-backlink.com	salesagent1, salesagent2	6/6/2023 1:36 39:34			
5151597-0744-47d-40d-40d-40d-40d-40d	0d6d62a0-e110-4d22-b09d-407162124716	5a01101-075-40d-40d-40d-40d-40d-40d	ServiceMall	unknown	not view	6/6/2023 1:36 39:34			
6206986-826-405d-40d-40d-40d-40d-40d	1a2600-40d-40d-40d-40d-40d-40d-40d	0d6d62a0-e110-4d22-b09d-407162124716	ServiceMall	unknown	not view	5/12/2023 6:20 12:34			
5a01101-0744-47d-40d-40d-40d-40d-40d	0d6d62a0-e110-4d22-b09d-407162124716	2a0c39d-075-40d-40d-40d-40d-40d-40d	ServiceMall	unknown	not view	6/6/2023 8:27 39:34			
5a01101-0744-47d-40d-40d-40d-40d-40d	1a2600-40d-40d-40d-40d-40d-40d-40d	af6d62a0-e110-4d22-b09d-407162124716	ServiceMall	salesagent@fox.com-backlink.com	salesagent1, salesagent2	5/12/2023 11:42 48:34			
5a01101-0744-47d-40d-40d-40d-40d-40d	1a2600-40d-40d-40d-40d-40d-40d-40d	1000000-15-15-15-15-15-15-15-15	ServiceMall	unknown	not view	5/12/2023 11:42 48:34			
5a01101-0744-47d-40d-40d-40d-40d-40d	1a2600-40d-40d-40d-40d-40d-40d-40d	2a0c39d-075-40d-40d-40d-40d-40d-40d	ServiceMall	unknown	not view	5/12/2023 9:23 53:4			

PROBING DETAILS								Data rows: 45   Data columns: 8	
UTS								Drop options here to	
5/1/2023 12:00:00 AM 6/30/2023 12:00:00 AM									
Agent Display Name	Callback Created Timestamp	Callback Ended Timestamp	Attributes	Customer Phone Number	Callback Attempts	Status	Termination Reason		
n	salesagent1_salesagent1	6/6/2023 9:58:53 AM		+13633630880	1	DELIVERED			
n	salesagent1_salesagent1	6/6/2023 9:49:59 AM		+13633630880	1	DELIVERED			
n	null value	9/30/2023 7:20:41 PM		+041811636263	1	TERMINATED	CANCELLED_BY_CUSTOMER		
n	salesagent1_salesagent1	6/20/2023 6:42:16 AM		+13633630790	1	DELIVERED			
n	salesagent1_salesagent1	6/20/2023 6:50:12 AM	[Department: Sales]	+13633630790	1	DELIVERED			
n	null value	6/20/2023 5:11:46 AM		+13633630783	3	TERMINATED	MAX_ATTEMPTS_REACHED		
n	null value	6/6/2023 10:47:24 PM		+13633630880	2	TERMINATED	CANCELLED_BY_CUSTOMER		
n	null value	6/20/2023 11:38:16 AM		+3591732020	3	TERMINATED	CANCELLED_BY_CUSTOMER		
n	salesagent1_salesagent1	6/20/2023 6:59:35 AM		+13633630783	1	DELIVERED			
n	salesagent1_salesagent1	6/6/2023 6:25:59 PM	[Language: Malay]	+13633630880	1	DELIVERED			
n	salesagent1_salesagent1	6/20/2023 5:56:43 AM		+13633630783	1	DELIVERED			
n	null value	5/31/2023 7:12:22 PM		+61966740565	1	TERMINATED	CANCELLED_BY_CUSTOMER		
n	null value	6/13/2023 6:26:04 PM		+61366246406	1	TERMINATED	CANCELLED_BY_CUSTOMER		
n	null value	6/6/2023 6:27:58 AM		+13633630880	3	TERMINATED	MAX_ATTEMPTS_REACHED		
n	salesagent1_salesagent1	6/30/2023 11:47:49 AM		+13633630783	1	DELIVERED			
n	salesagent1_salesagent1	6/30/2023 5:31:16 PM		+61366740565	1	DELIVERED			
n	null value	6/16/2023 9:36:13 AM		+13633630783	3	TERMINATED	MAX_ATTEMPTS_REACHED		
n	null value	6/6/2023 11:58:20 AM		+13633630880	3	TERMINATED	CANCELLED_BY_CUSTOMER		

### 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
Interval	Start and End Date of the reporting 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
Callback ID	The unique identified of the callback request.  *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/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	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.
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