

Avaya Experience Platform™ Connect

Release Notes

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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 links 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

Below is the link for Avaya Experience Platform Connect Solution overview.

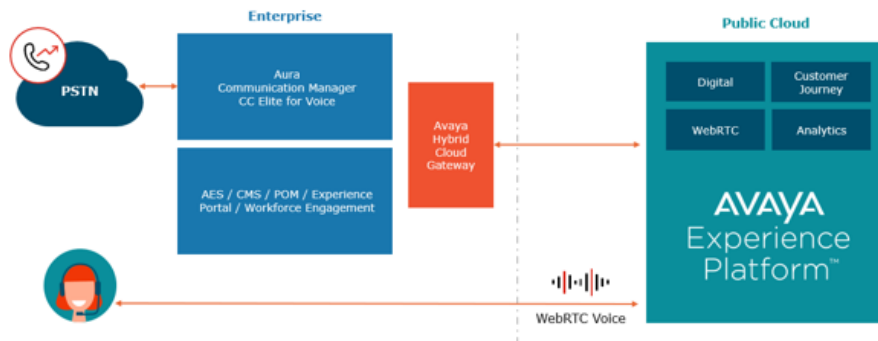
https://documentation.avaya.com/bundle/DeployingExperiencePlatformConnect/page/Avaya_Experience_Platform_Connect_solution_overview.html

Please also see the latest Documentation Updates

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

2.0 Avaya Experience Platform Connect Overview

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.



Customers can modernize and transform their Customer and Employee experiences by adopting Avaya Experience Platform capabilities from the cloud. This allows them to leverage modern innovations such as WebRTC based thin client agent desktop, Digital and social channels, CRM and Microsoft Teams integration, while continuing to leverage their on-premise CC Elite investments and ecosystem of adjunct applications.

CC Elite Agents can log into Avaya Experience Platform Workspaces and work as CC Elite Hybrid agents (receiving CC Elite Voice calls through Avaya Experience Platform into the WebRTC Workspaces client). By using the WebRTC Workspaces client as the agent desktop, agents get the benefits of a thin browser-based client that is extensible via custom or standard widgets, has customer journey information from digital interactions provide by Avaya Experience Platform, the media path uses WebRTC and agents and the customers they are speaking with benefit from AI Noise Reduction. Avaya Experience Platform Connect can be added to existing CC Elite contact centers. The addition of hybrid voice agents is not disruptive to existing CC Elite call flows, agents and adjuncts. Customers can continue using their existing reporting and CTI-based recording solutions such as CMS and Avaya Workforce Engagement Management as before.

These Hybrid Voice agents can also be enabled for digital channels (via Avaya Experience Platform Digital Bundle) such as Chat, Email and Social Messaging. Facebook, Twitter, Instagram and WhatsApp are supported channels for private messaging into the contact center. CC Elite voice agents enabled for digital channels use the same Avaya Experience Platform Workspaces client to receive digital interactions. With a few actions in Workspaces, they can switch between working on CC Elite voice channel and digital channels from Avaya Experience Platform.

Customers can also use the alternate CRM Connector agent desktop integration with Salesforce which enables screen pops, click-to-dial and saving interaction logs within Salesforce. This capability is listed in the above Offer Bundles table (Salesforce.com Embedded Desktop capability)



When not operating as a CC agent, the customer can still use Workspaces as a UC media endpoint to make and receive extension calls from their CM extension.

All of this is made possible by Avaya Hybrid Cloud Gateway, which is provisioned on-premises (in proximity to Aura stack), for the Call Center Elite and Avaya Experience Platform systems to integrate. Avaya Hybrid Cloud Gateway licenses are provided as entitlement with Avaya Experience Platform Connect bundles.

Future enhancements include more features delivered from Avaya Experience Platform including CRM Connector support for MS Dynamics and ServiceNow, tighter integration with Customer Journey to inject Hybrid voice touchpoints into the journey history, Unified Analytics to report on the CC Elite voice contact center. These enhancements will provide a 360* view of customer behavior as well as contact center performance, allowing for better analysis and decision making.

3.1 AXP Connect Features – November 2024

Table 1 - AXP Connect Changes released in November 2024

Theme	Feature
Feature Improvements	Bugs fixes for customer reported issue

3.2 AXP Connect Features – October 2024

Table 2 - AXP Connect Features released in October 2024

Theme	Feature
Deployment	Enable HCG to connect with SM / SBC on ports other than 5061

3.3 AXP Connect Features – August 2024

Table 3 - AXP Connect Features released in August 2024

Theme	Feature
Supervisor Change Agent State	Workspaces Supervisors can change the state of an agent from Ready to Not Ready
Deployment	Software-only HCG deployment on customer's RHEL 8.10 system

3.4 AXP Connect Features – June 2024

Table 4 - AXP Connect Features released in June 2024

Theme	Feature
Supervisor Calling Team member	Workspaces Supervisors can call team member from My Agent Widget

3.5 AXP Connect Features – May 2024

Table 5 - AXP Connect Features released in May 2024

Theme	Feature
SBC Support	Utilize Avaya SBC as optional component to secure media between the enterprise network and public cloud
Unified Customer Journey	A visual representation of the customer's interactions on Call Center Elite hybrid voice channels and Avaya Experience digital channels
Supervisor Observe, Barge, Coach	Workspaces Supervisors can observe or Coach or Barge an ongoing interactions being handled by the agent

3.6 AXP Connect Features – March 2024

Table 6 - AXP Connect Features released in March 2024

Theme	Feature
Synchronization of On Prem entities	Automatic increment synchronization of User, Extension, Agent, Reason code and System Defined Reason code from Aura from Aura to AXP

3.7 AXP Connect Features – February 2024

Table 7 - AXP Connect Features released in February 2024

Theme	Feature
Consult Capability	Consult to Station, Agent, VDN
	Complete the consult as Transfer
	Complete the consult as Conference

3.8 AXP Connect Features – January 2024

Table 8 - AXP Connect Features released in January 2024

Theme	Feature	Theme	Feature
Hybrid Cloud Gateway Simplification	Support for Silent Installation and Upgrade	Synchronization of On Prem entities	Synchronization and Re- synchronization of User, Extension and Agent from Aura to AXP
			Synchronization and Re- synchronization of Reason code and System Defined Reason code from Aura to AXP.

3.9 AXP Connect Features – October 2023

Table 9 - AXP Connect Features released in October 2023

Theme	Feature		Theme	Feature
Agent Login Experience	SAML 2.0 Integration with enterprise SSO		UC Call Experience	Answer incoming UC call
	User sign-in/sign-out			Make outgoing call
	Agent Login, Agent Logout (Start Work /Finish Work)			Outgoing call with Dialing Rules manipulation
	Agent Go-Ready, Go Not Ready including reason codes			Hold/Retrieve call
				DTMF mid call
Agent ACD Call Experience	Answer incoming ACD Call			Mute/unmute
	Auto-Answer with Zip tone			Music on Hold (MoH)
	Make outgoing call			AI Noise Reduction (Agent leg)
	Outgoing call with Dialing Rules manipulation			Single Step Transfer
	Hold/Retrieve call			Answer second incoming call
	DTMF mid call			
	Mute/Unmute			
	Music on Hold (MoH)		Media	MPC Media Server Selection based on Tenant Geo Location
	VDN Origination Announcement (VOA)			
	Agent No Answer (ROOF, RONA)			Screen Pops, including intrinsic support

	Display VDN, User-to-User Info		Workspaces Integrations	Custom Widgets for Hybrid Voice and AXP Digital
	After Call Work Codes			
	AI Noise Reduction (Agent leg)		Integrations	Premise based recordings
	Agent to Agent calls			CMS integration
	Single Step Transfer			AES application and 3PCC integration
				Proactive Outreach and POM Agent Desktop Integration
Agent Search Experience	Search Agent Directory			One-X Agent Supervisor Experience
	Search Virtual Directory Number (VDN) by name			AXP My Agent Widget Integration
	Search Enterprise Directory			Callback Assist Integration
	Search Corporate Contacts Widget			
			Customer Relationship Management	Salesforce.com integration
Standards and Compliance	HIPPA			
	PCI			
	Data Residency			

4.0 Product Information

Avaya Experience Platform™ Connect Documentation

Deploying Avaya Experience Platform™ Connect

https://documentation.avaya.com/bundle/DeployingExperiencePlatformConnect/page/Avaya_Experience_Platform_Connect_solution_overview.html

Using Avaya Workspaces for Avaya Experience Platform™ Connect

https://documentation.avaya.com/bundle/UsingWorkspacesExperiencePlatformConnect/page/AXPC_Avaya_Workspaces_overview.html

Avaya Experience Platform Data Privacy Factsheet <https://www.avaya.com/en/documents/fs-experience-platform-cc15839en.pdf?t=0>

Avaya Hybrid Cloud Gateway Software

Login to <https://support.avaya.com/> and search for **Product** - Avaya Experience Platform™ Connect

Table 10 - AXP Connect Software Release Details

Product	Description	File Name	md5checksum
Avaya Hybrid Cloud Gateway	Operating System OVA file along with HCG Application software	AHCG-1.0.9.0.5_OVF10.ova	ef353c8647ee2b735f5ac01cec86d950
	Software Only Deployment Package	AHCG-swonly-1.0.9.0.5.tgz	8d59611804bd2c457f712e571a75d9a1

5.0 Hybrid Cloud Gateway Installation

Refer Deploying Avaya Experience Platform™ Connect document on

<https://documentation.avaya.com/bundle/DeployingExperiencePlatformConnect/page/Purpose.html>

6.0 Product Interoperability

Table 11 - AXP Connect Product Interoperability

Product	Minimum Release	Notes
Avaya Aura® Session Boarder Controller	10.1.2 10.2	
Avaya Aura® System Manager	10.1.3.1 10.2	Ensure that latest released hotfix is installed.
Avaya Aura® Session Manager	10.1.3.1 10.2	
Avaya Aura® Call Center Elite	10.1.3.1 10.2	
Avaya Aura® Communication Manager	10.1.3.1 10.2	
Avaya Aura® Application Enablement Services	10.1.3.1 10.2	
Avaya Aura Device Services	10.1.1.2 10.2	
Call Management System	20.0 19.2	Existing functionality available with CC Elite, used for Voice channel reporting for AXP Connect Agents
Avaya Workforce Engagement	15.2.221	Existing functionality available with CC Elite, used for CTI recording compatibility for AXP Connect Agents
Avaya Workplace Client	3.x	Existing on-prem Supervisor can use Workplace client to monitor and/or observe Agent logged on Workspaces
Avaya Agent for Desktop	2.x	Existing on-prem Supervisor can use AAfD client to monitor and/or observe Agent logged on Workspaces
J100 – SIP	4.x	Existing on-prem Supervisor can use J100 – SIP client to monitor and/or observe Agent logged on Workspaces
Callback Assist	5.0.1	Existing functionality available with CC Elite and can be used with AXP Connect Agents.
Proactive Outreach Manager	4.0.2	Workspaces will be used as a station/endpoint only. Traditional POM desktop clients will be used to perform agent operations.
Secure Access Link	4.1.1	Used for day 1 installation and day 2 link to Avaya cloud for proactive monitoring and log access

6.1 AXP Connect Support for Aura 8.x

Under certain circumstances, Avaya may, at its sole discretion allow deployments of Avaya Aura 8 with Avaya Experience Platform Connect.

Additionally, the following should be noted:

1. Avaya Aura 8 is End of Manufacturer Support. No security or general patches will be provided on Avaya Aura 8.
2. The release line-up should be Avaya Aura 8.1.3.8 + additional patches that will be provided by the Avaya Aura 8 / Avaya Experience Platform Connect team. Releases older than Avaya Aura 8.1.3.8 will not be supported.
3. Avaya Aura 8.1.3.8 bug fixes that affect Avaya Experience Platform Connect working properly will be investigated and supported on best effort basis. If the issue cannot be fixed, the customer may be asked to upgrade to Aura 10.
4. Any Avaya Aura 8 issues that are not relevant to an Avaya Experience Platform Connect use case will not be supported. The Aura 8 support is only for Avaya Experience Platform Connect customers.
5. Support is available only for Avaya Aura 8.x customers who are planning on upgrading to Avaya Aura 10.2 or above. This support is for the 'interim' period while the customer plans and executes their upgrade to Avaya Aura 10.x.

Table 12 - AXP Connect Product Interoperability with Aura 8.x

Product	Minimum Release	Notes
Avaya Aura® System Manager	8.1.3.8 + Hotfix	Hotfixes for Aura 8.1.3.8 will be available to AXP-Connect customer for download using PLDS only. These Hotfixes ID will be named as below which will include <ProductName>8138AXP<Integer> For example the SMGR Hotfix currently available for download is "SMGR8138AXP01". Customers need login to PLDS and then download/install the latest available HF for any of the Aura products on 8.1.3.8 release.
Avaya Aura® Session Manager	8.1.3.8	
Avaya Aura® Call Center Elite	8.1.3.8	
Avaya Aura® Communication Manager	8.1.3.8	
Avaya Aura® Application Enablement Services	8.1.3.8	
Avaya Aura Device Services	10.1.1.2	

7.0 Known Issues and Workarounds

Table 13 - AXP Connect Known Issues

Sr. No	Persona	Description	Workaround	Frequency
1	Agent	When Agent 2 re-transfers the call to Agent 1 who had previously transferred the call, a new Customer Journey touchpoint is created instead of transferred call.	None	Always

8.0 Contacting Support

Go to the Avaya Support website at <https://support.avaya.com> for the most up-to-date documentation, product notices, and knowledge articles.

You can also search for release notes, downloads, and resolutions to issues. Use the online service request system to create a service request.

Chat with live agents to get answers to questions or request an agent to connect you to a support team if an issue requires additional expertise.