Avaya Proactive Outreach Manager 4.0.2 SP2 Release Notes

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Contents

Document changes

Date	Description
October, 2023	Release notes for Avaya Proactive Outreach Manager 4.0.2.2 (aka 4.0.2 SP2)
March, 2023	Release notes for Avaya Proactive Outreach Manager 4.0.2.1 (aka 4.0.2 SP1)
October, 2022	Release notes for Avaya Proactive Outreach Manager 4.0.2 (aka 4.0 FP2)

Introduction

This document provides the latest information to supplement Avaya Proactive Outreach Manager (POM) software and documentation. For updated documentation, product support notices, and service pack information, go to the Avaya Support site at http://support.avaya.com

Prerequisites to POM 4.0.2 SP2

AEP Build: **8.1.2.0.0202**

Apply AEP latest patches.

POM-4022 is only compatible with EP-8.1.2 and OD-8.1.2.

Note:
- **Ensure the new license file will be required due to WebLM Host ID change.**
- **You must backup the old host ID before installation.**

New in release – v4.0.2 SP2 (4.0.2.2)

SIP Code to Completion Code Mapping
When POM receives a telephony event through MPP or EP, the telephony event contains a SIP code or event. This sip code or event is mapped to a system completion code, which is then used to dispose the record.
With this feature, a user can change this default mapping and map a custom completion code to a sip code or event. The mapped completion code is then used to dispose the record.
User also has an option to add new mappings.

New category of completion codes for SIP Code
The SIP Code to completion code mapping is a system-wide/global configuration, and common for all organizations. This new SIP type of completion codes are used for mapping with SIP codes.
Only an administrator user can see, add, edit, or delete SIP type of completion codes.

Enhanced Rules to reduce evaluation of number of rules
Enhanced rules to use the current number that POM dials regardless of the phone attribute it is a part of.
With this option, you can:
- Avoid the need to create multiple rules for multiple phone or call attributes.
- Improve operating performance by reducing the number of rules that POM evaluates at the

time of dialing.
This is the default option for all new rules.

Separate database for POM Reports
By default, POM retrieves reports from the database to which POM is currently connected.
With this feature, POM retrieves reports from a replicated database. This reduces the load on the primary database, since POM can fetch reports from the replicated database.
The replicated database is of the same type as the POM database and has the same information as the POM database. The replicated database is of the same version of the POM database and has the same schema.

Delete contacts from contact list based on filter template
POM has a feature of emptying the contact list while uploading a file through a web browser or while creating a datasource
As an extension of this feature, users can now delete specific contacts by using a filter template. POM deletes the contacts that match the criteria in the filter template.
If the contact list is associated to a running campaign, POM deletes the contacts from the running campaign. This also helps to reduce the contacts in an ongoing infinite campaign.

Export contact list to a text file
With this feature, POM exports the contacts to a text file such as a .csv file. Users have a choice to select the attributes to export and also have an option to specify a delimiter of their choice. The file can then be downloaded from the web browser.
Users also have a choice to export from a different database which is of the same version, type as the database to which POM is currently connected, and also has the same schema.

Enhanced Security for Agent Scripts
Native Agent Scripts are now enhanced for better security. This enhanced security can be turned off from the Global Configurations page

Enhanced Health Monitor that displays adherence to POM System Limits
POM Health Monitor page now displays the POM System Limits tab.
The POM System Limits tab displays the supported limits for:
- Total number of Contacts per contact list
- Total number of Contacts per campaign
- Total number of Contacts in the POM database
- Total number of records in the Contact Attempts History table

POM System Limits page also displays system adherence to the supported limits for the above mentioned categories.

Smart Notification Widget on POM Home Page
The POM Home page displays the System Notifications widget only when POM detects that the supported system limits or the threshold for system limits are exceeded. This new widget is not displayed when the system is within the supported limits for specific categories. With this feature, a user can ensure that the system is well under the supported limits for specific categories before it starts impacting system performance.

Configuring Transactional logs per Agent
API message exchanges between an agent (client) and the Agent Manager (server) can now
be logged in a separate log file. The log files are created per agent and can be helpful in
troubleshooting an issue. The log files can be created on POM servers as well as on the desktop
systems of an agent (client).
The creation of log files is governed through a configuration, and the log files get rotated after their
size exceeds a threshold.

MSSQL Database Manual Failover within the Same Data Center
POM now supports MSSQL Database manual failover within the same Data Center

Increased limits for records in a contact list
Limit for number of records in a contact list is increased to 200k

Support for CMS-20
With this release, POM now supports CMS version 20

Support for SBC-10.1.2
With this release. POM now supports SBC version 10.1.2

Component Upgrades
Following components are upgraded in POM-4022:
- commons-fileupload-1.5
- spring-boot-gradle-plugin:2.7.12
- xstream-1.4.20
- activemq-all-5.16.6
- tomcat-embed-core-9.0.80
- tomcat-embed-websocket-9.0.80
- tomcat-embed-el-9.0.80
- tomcat-annotations-api-9.0.80
- tomcat-jdbc-9.0.80

New in release – v4.0.2 SP1 (4.0.2.1)

Quick upload functionality for Contact Lists
With the quick upload functionality, users will be able to upload contact lists using a csv directly from
the contact list web user interface without creating a datasource.

Display agent aux-state reasons in Supervisor Dashboard
The agent's aux-state reasons are visible in Monitor only. With POM-4.0.2.1, these reasons will now
be visible in Supervisor Dashboard as well.

Support $TODAY for timestamp type of attribute in Rule Engine
While creating a rule, users will be able to provide $TODAY as a value for all timestamp type of
attributes.

Capability to manage agents in real-time without Supervisor role
Supervisor role was mandatory to manage agents in real-time through Monitor or Supervisor

Dashboard. The operations include View active agents, release from outbound, move to job, place agent on break, force logoff. Users with one or more of these individual roles will now be able to manage agents in real-time through Monitor or Supervisor Dashboard, without requiring Supervisor Role.

Support for Postgres 14, 15
POM-4.0.2.1 supports Postgres-14.7 and Postgres-15.2 in addition to previously supported Postgres versions.

POM Capture Tool
The POM Config Capturing tool gathers configuration details and produces a report in html format. This report is then used by Avaya's support team for problem investigation. This report must be provided along with any escalation created on POM. This tool will be helpful in reducing time required to capture basic system configuration.

Component Upgrades
Following components are upgraded in POM-4021:
- spring-cloud-starter-oauth2-2.0.0.RELEASE
- spring-kafka-2.9.3
- spring-jdbc-5.3.22
- spring-kafka-test-2.9.3
- kafka_2.13-3.2.3
- kafka-clients-3.2.3
- kafka-streams-3.2.3
- kafka-log4j-appender-3.2.3
- kafka-streams-test-utils-3.2.3
- tomcat-embed-core-9.0.65
- tomcat-embed-websocket-9.0.65
- tomcat-embed-el-9.0.65
- tomcat-annotations-api-9.0.65
- tomcat-jdbc-9.0.65
- spring-boot-gradle-plugin:2.7.3

New in release – v4.0 FP2 (4.0.2)

Following are the new features and enhancements provided with Proactive Outreach Manager Release 4.0 FP2

Advanced Guard Time based dialing with Follow-the-sun
This release provides dialing based on advanced guard times wherein records are picked for dialing, from the operational database, only if the guard times are open. With this the number of records getting restricted, if the guard times are not open, reduces significantly. Additionally, follow-the-sun dialing can now be achieved by sorting with phone's time-zone attribute in Filter Template.

Dialing based on User Preferences
This release provides additional child attributes for each phone type of attribute to provide user's preference of allowed time to call as well as disallowed time to call.

Time zone for Zip-code and Zip-State
Additional attributes to specify two Zip-codes, two Zip-States, and their corresponding Time-zones with each record are now available with this release. Guard time specified for a country and state is then applied for the records which has that country value in Country Predefined attribute, and state in

Zip-state attributes.

Dialing based on Common Time and CFPB Compliance
A common time or intersection time is determined from the guard times specified for state or country or Time-zone, and user preferences of allowed and disallowed time, and zip-state. Records are picked for dialing, from operational database, based on this common time. This is done to meet the CFPB compliance.

Contact Distribution
With this release, Supervisor Dashboard provides a view of how the records of a running campaign are distributed across all the countries, states and time-zones for a campaign. The view also provides details of whether a time-zone is open or closed for dialing for a particular country/state and number of records dialed.

System Health Monitor
System resource consumption like CPU, memory, database connections and many more can now be seen on the UI based System Health Monitor.

POM Integrity Checker
This release comes with the integrity checker tool to identify any files/jars in the POM Home directory that is not part of the standard installation.

Stop/Pause/Resume all campaigns using manageCampaign.sh
This release provides options to stop/pause/resume all the campaigns at once using the manageCampaign.sh tool. This change is an extension to the already existing functionality provided by the manageCampaign.sh tool.

Time based finish criteria for Campaign
POM now supports "Abort At" feature for time-based finish criteria. Users can now provide Date and Time at which the job should be aborted. Date is optional, but time field is mandatory. Users can also set this criteria for a running campaign from POM Dashboard**.**

Bulk Import option added for Automatic File Import
POM now supports bulk import for Automatic File Import into POM contact list. Users can now select this option and provide a file name. POM will use this file name as a prefix and will search all files matching the pattern FILENAME[0-9]*. All files matching this pattern will be imported using the single Automatic File Import data source. For example, if user provides the file name as CreditContactList.csv, then users could copy file with name CreditContactList1.csv, CreditContactList2.csv, CreditContactList302.csv and so on. POM will import contacts from all these files using the same data source.

Bulk Import API added for importing contacts in a Contact List
Users can now use this API to import multiple contacts using a single Rest API. Please refer to POM Development Guide for more details.

Windows Authentication support for connecting to MSSQL DB
POM now supports Windows Authentication mechanism for connecting to MSSQL DB. This option is now available with installDB script.

Campaign Export
Account Admin will be able to download campaign export files on their local machine. Campaign export files can also be copied to customer's SFTP location, if SFTP server configured.

Hikari Connection Pool

- Observed 40-50% reduction in total number of connections to database compared with c3p0 in same environment and conditions.
- HikariCP has better response to connection timeout. HikariCP will give timeout message if any connectivity issue with database whereas c3p0 provide no response to activity.

Configurable Alarms
Externalize the Event Level, Throttle Interval, Severity of Alarms and ON/OFF Alarms from POM side. A new scripting tool is provided to perform these operations available at $POM_HOME/bin/eventSettingOperation.sh. Revisited the alarms settings and update the settings for some of the alarms. For updated alarms settings, refer POM Troubleshooting Guide.To maintain the backward compatibility, during upgrade customized alarm settings will be maintained in case of any customization done using existing tool in earlier release patch - $POM_HOME/bin/eventSettingOperation.sh

System Completion Code Name in export data
System Completion Code Name can be included in export data. This can be enabled/disabled through a configuration. By default it is enabled.

Log Rotation
The .out files log rotation will be done only using the "logrotate" command. In this approach we are maintaining 10 files for every service. The file size limit is kept as 5MB. Once the file size reaches 5MB, it will be rollover automatically. Also, compress the rotated .out files (the default format is .gz). "logrotate" command is run using a cron job.

API updates – Please refer POM Development Guide for more details
1. New API to assign a completion code to a running job.
2. New API to get list of POM applications.
3. New API to list Agent Address book.
4. Existing API updated to save contact to a list and associate it to a running job.

Supervisor Dashboard Enhancements
- The Complete Supervisor Dashboard UI is migrated to latest version of Avaya Neo Framework following all the WCAG guidelines and conforming to CEC and 508 Accessibility guidelines.
- Column Filters and Column Names are updated as per Avaya   Analytics Inbound Realtime reporting Standards.
- Color codes updated as per NEO accessibility guidelines across dashboard.
- Completion code detail view updated with Last 5 , 15, 30 mins data as per parity with Old POM   Monitor
- Agent RPC Success Closure trend chart added to Agent Detail
- Campaign detail screens updated to utilize full screen and show data on a single page without scrolling
- Breadcrumbs added in all pages for easier navigation.
- Billboard view updated to show additional information.
- Option to hide Billboard View title added to Dashboard Creation.
- Connection Status updated with correct error messages to handle different error handling scenarios.
- New KafKa Topic CCTRENDS added to capture historical data for Campaigns.
- Contact List distribution UI Is added to Contact list detail page.
- Changing of Pacing parameters is now possible from Campaign Settings page.
- Campaign setting page updated to show hierarchical settings.

- Supervisor Dashboard supports keycloak SSO mechanism added in Experience Portal for loading Dashboard in Avaya Workspaces for CCaaS integration

Trends
- Completion Code trend charts added to complete the feature parity with Old Dashboard. The feature parity with old POM monitor is now complete in 4.0.2 release.
- The Last 5 min, Last 15 min , Last 30 min and Last 60 min columns are added to the Completion Code View and also Multiple Campaign Summary View of Campaigns
- Staffed Agent Detail view now shows RPC (Right Party Contact), Success , Closure trend charts

Completion code
- Completion code trend charts are added in Campaign Detail page for all Handler specific view.
- Trend charts are displayed as Last 48 hours by default which are updated in Realtime and from beginning which shows static data directly fetched from POM Database.

User Experience Enhancements
Below pages provide enhanced user experience:

- Home Page
- Campaign Manager
- Contact List
- Filter Templates
- Completion Codes
- Campaign Attributes
- Contact Attributes
- Rule Editor
- File Splitter
- Purge Schedule
- Holiday
- Global Configuration

Common UX changes:
- All Table actions column icons are moved under 3 dot action menus.
- Long forms are divided into multiple sections and its easy to navigate between the sections with tabs/bookmarks. Form errors highlighted for each section in tabs with error icon. Implemented in CCW and global configurations.
- User can add multiple campaign/contact attributes at once.
- Now user can view and perform small action on same page instead of navigating to other page. Like Save as campaign, Associate organizations, Strategy summary etc.

Component Upgrades
Following components are upgraded in POM-402
- Kafka version 2.13.0-3.2.0
- Log4j-2.17.2
- ckEditor- 4.17.2
- ActiveMQ 5.16.4

Installation

Product compatibility
For the latest and most accurate compatibility information go to
https://support.avaya.com/CompatibilityMatrix/Index.aspx

File list – Proactive Outreach Manager 4.0.2 SP2 Software

Filename	Modific ation time stamp	File size	Version number	sha256 SUM
POM.04.00.02.02.00.2 31017-raf3c36e-x86_64.iso	Oct 17, 2023 3:26:17 AM	94324 5312 bytes	POM.04.00.02.02.00. 231017	3e2be24901653cc44a15 266828e56ae77f4e63f15 2d9f7216743d716a1190 6b8
POM.04.00.02.02.00.2 31017-raf3c36e-x86_64.iso.sha256.crt	Oct 17, 2023 3:26:17 AM	1842 bytes	POM.04.00.02.02.00. 231017	a79ea87dc2ab3c0e0b09 0db819909357cabb1eff5 7a95b7a06be35c3d1007 202
POM.04.00.02.02.00.2 31017-raf3c36e-x86_64.iso.sha256.sig	Oct 17, 2023 3:26:17 AM	256 bytes	POM.04.00.02.02.00. 231017	d6a7f12bb6a7a12e9193 b46ea0e74dec8660bde4 8ed23cec40f2b0bab7f54 69f
POM.04.00.02.02.00.2 31017-POMDesktopJavaAPI.z ip	Oct 17, 2023 3:25:25 AM	20520 73 Bytes	POM.04.00.02.02.00. 231017	31a1ab962486c3aed317 01ff18f85b630f7e873fb9 46a1bd46c23b4d048efe ae
POM.04.00.02.02.00.2 31017-DesktopDotNetAPI.zip	Oct 17, 2023 3:25:26 AM	17219 2 bytes	POM.04.00.02.02.00. 231017	7b03b54688bcf15aa89d 12dd757ad42584ca78c8 c4573840fb20eb263194 a21c

Note: The following software bundles are not changed in POM 4.0.2.2. Software bundles released as part of POM 4.0.2 will continue to work with POM 4.0.2.2 also.
- POMEventSDK
- PomPDC

Avaya Proactive Outreach Manager ISO software package is protected via code signing. The SHA256 hash is generated and signed by the *Avaya File Signing Authority* for Avaya Proactive Outreach Manager 4.0.2 SP2 ISO software package. The following describes the steps to validate the SHA256 hash and digital signature.

Software Package name	Steps to validate the SHA256 hash and digital signature
POM.04.00.02.02.00. 231017-raf3c36e-x86_64.iso	This is the Proactive Outreach Manager 4.0.2 SP2 ISO Image. Login to the Linux system as a root privilege user and perform the following commands: 1. Use "sha256sum" command to generate a SHA256 hash against the Proactive Outreach Manager POM.04.0.2 SP2 ISO Image:

Software Package name	Steps to validate the SHA256 hash and digital signature
	2. *sha256sum* POM.04.00.02.02.00.231017-raf3c36e-x86_64.iso. Compare the calculated hash from the above #1 step with the published SHA256 sum on support site. Both SHA256 hashes should be the same value to ensure the ISO image is not corrupted. 3. The following steps are to validate the SHA256 hash signature: - First extract the public key from the certificate that signed the SHA256 hash to "*pubkey.pem*". *openssl x509 -pubkey -noout -in* v.*sha256.crt >pubkey.pem* - Create POM.04.00.02.02.00.231017-raf3c36e-x86_64.iso file with below data : < published SHA256 sum on support site > <ISO name> e.g. 3e2be24901653cc44a15266828e56ae77f4e63f152d9f7216743d716a11906b8 POM.04.00.02.02.00.231017-raf3c36e-x86_64.iso **Note**: There are two white spaces between < published SHA256 sum on support site > and <ISO name> - Verify the SHA256 hash signature using the public key "*pubkey.pem*": *openssl dgst -sha256 -verify pubkey.pem -signature* POM.04.00.02.02.00.231017-raf3c36e-x86_64.iso.sha256.sig POM.04.00.02.02.00.231017-raf3c36e-x86_64.iso.sha256 "Verified OK" from the above command indicates the SHA256 hash signature is valid.

Installing the release

To install POM 4.0.2 SP2 software (File Name: POM.04.00.02.02.00.231017-raf3c36e-x86_64.iso) refer to the *"Implementing Avaya Proactive Outreach Manager"* guide for step by step instructions.

The POM on-line help library is integrated with the GA software. When you install POM on a system, the installer also installs the on-line help library on the system. However, you can download the updated on-line help library from the Avaya support site. To update the on-line help library on POM system, execute the following steps:

Download the POM on-line help library POM4.0.2Help.zip from
https://download.avaya.com/css/public/documents/101083667

1. FTP the file in binary mode at /home/craft location on POM server.
2. Login to command prompt using root or sroot user.
3. Stop the VPMS service.
   Enter the command: service vpms stop
4. Copy the downloaded ZIP file to the /opt/Tomcat/tomcat/webapps/VP_POM/help/AvayaPOMDocLibrary directory.
   Enter the command: cp /home/craft/POM4.02Help.zip /opt/Tomcat/tomcat/webapps/VP_POM/help/AvayaPOMDocLibrary

5. Go to the directory.
   Enter the command: cd
   /opt/Tomcat/tomcat/webapps/VP_POM/help/AvayaPOMDocLibrary
6. Extract the ZIP file.
   Enter the command: unzip POM4.02Help.zip
7. Enter A to overwrite all files.
8. From the directory, delete the ZIP file.
   Enter the command: rm POM4.0.2Help.zip
9. Change the ownership of all files to avayavp:avayavpgroup
   Enter the command: chown avayavp:avayavpgroup *
10. Set the file permissions to 755.
    Enter the command: chmod 755 *
11. Start the vpms service.
    Enter the command: service vpms start

Note:
Troubleshooting the installation
Refer to the *"Troubleshooting Avaya Proactive Outreach Manager"* guide section *"Troubleshooting install, upgrade, and uninstall"* for details.

Restoring software to previous version
NA

Fixed Issues:

SR	PEA	JIRA	Summary	Fixed in Release
1-20163772292	1-99VWPUS	OUTREACH-51703	Priority contacts added in running campaign doesn't dial after finishing the current contact. They get dialed after all the old medium priority contacts dialing gets over.	4.0.2.2
1-19459964262	1-9202IYZ	OUTREACH-50490	Security Vulnerability: Need to remove all weak ciphers	4.0.2.2
1-20081325952	1-98RW742	OUTREACH-51690	Datacenter name is not visible in front of EPM name (Media tab) while trying to create a campaign with Org user.	4.0.2.2
1-19534579252	1-8Z4SSX8	OUTREACH-50488	Unable to save Campaign strategy while using the Restrict & Exception Nodes and put the $NOW in min/max value	4.0.2.2
1-19805534432, 1-19805534432	1-93NO36H, 1-99LS09T	OUTREACH-51664	Unable to configure/modify campaigns	4.0.2.2
1-20084754372	1-98ULQ0W	OUTREACH-51575	DB connection leak for PIMADMIN service resulting in Web UI inaccessible for POM	4.0.2.2
1-20150348112	1-99G6WXY	OUTREACH-51662	Org based User is unable to Edit Campaign when show all Contacts is disabled from Roles	4.0.2.2
1-19442206152	1-8XVFPNO	OUTREACH-50484	Second preview call to an Agent	4.0.2.2

			after consult transfer doesn't get dropped while the preview is in ringing	
1-19775146291	1-95C1BRE	OUTREACH-51141	Need validation logic on characters [] : in campaign name while new campaign creation	4.0.2.2
1-19547089101	1-8Z9TYIV	OUTREACH-51665	Invalid Service Level getting displayed on Supervisor Dashboard UI	4.0.2.2
1-19930040292, 1-20244862342	1-98PY5QR, 1-9AUMGQK	OUTREACH-50969	Campaign Manager is leaking DB connection	4.0.2.2
1-20164789402	1-99J3GNU	OUTREACH-51656	User with 'POM Campaign Manager' role is unable to create global rule. User get error "Rule creation failed, Error in associating global rule." on screen	4.0.2.2
1-20163803282	1-9AB5RNO	OUTREACH-51139	Supervisor displays agents while campaign is paused but POM Monitor shows 0 agent	4.0.2.2
1-20140003122	1-99O9G7T	OUTREACH-51633	Contact attributes not visible in Campaign Manager/Contact List	4.0.2.2
1-19586821112, 1-20098183842	1-8ZXAA0T, 1-9A2BEBW	OUTREACH-51661	When navigating to POM Health Monitor, it shows "Server is invalid"	4.0.2.2
1-20104082292	1-99N1SG4	OUTREACH-51574	After deploying fix for OUTREACH-51118, empty values are exported in campaign export files	4.0.2.2
1-20128168782	1-993UP1C	OUTREACH-51330	Campaign strategy is not found when searched with underscore in Strategy's name	4.0.2.2
1-20055477632	1-99098SU	OUTREACH-51331	Campaign Export Files from UI is not working when underscore is used in Campaign name	4.0.2.2
1-19862859712	1-95CDB7C	OUTREACH-51140	POM log masking doesnot work for PHONENumber	4.0.2.2
1-20046859422	1-98GA9XO	OUTREACH-51171	POM Capture tool not working with secure data connection ON	4.0.2.2
1-19791695591	1-967B222	OUTREACH-50734	User with "Add DNC List" and "Delete DNC List" permission can not get DNC list name displayed	4.0.2.2
1-20044569872, 1-20104082292	1-9848A8C, 1-99FOM53	OUTREACH-51120	java.lang.NoSuchMethodError exception during Export Data Configuration operation of a campaign	4.0.2.2
1-19467713882	1-8YCNLLU	OUTREACH-50498	Linked Campaign through POM Monitor doesn't get started once yetToDialContacts becomes 0 for the base campaign and is paused/resumed in between	4.0.2.2
1-20037317957	1-97DP9J6	OUTREACH-50808	database datasource details are not preserved during edit action if the datasource is run successfully before edit	4.0.2.2
1-19830401612	1-9420BYE	OUTREACH-50731	New added country code is not displayed in Global Configuration->Contact Settings->Home Country	4.0.2.2
1-20074668255	1-97ZXTQA	OUTREACH-50494	POM API for Delete Contact from Contact list throws and ex-	4.0.2.2

			ception for invalid contact ID	
1-20033602482, 1-20033602482	1-97BG7NV, 1-97UPXJT	OUTREACH-50850	Contact Attribute type as Float shows different value when we save 0 as a value	4.0.2.2
1-19486021881, 1-19543391592	1-94BON9K, 1-95K5EC5	OUTREACH-50764	Simultaneously running two database datasources configured on same database and same table/view intermittently results in one of them stuck in "Running" state without fetching any records	4.0.2.2
1-19520821672	1-8ZPEX04	OUTREACH-50483	Runtime parameter changed through POM Monitor does not take effect after pause/resume campaign	4.0.2.2
1-19915761899, 1-19981118212, 1-20156103732	1-95DBWB8, 1-97C04IV, 1-99M6490	OUTREACH-50642	SQL Query field in database datasource of contact list has a limit of 75 characters	4.0.2.2
1-19437861442, 1-19883029932, 1-19915761741, 1-20156484171	1-8YJCDUI, 1-94Z4D8S, 1-95DBW5W, 1-99O8JHV	OUTREACH-50489	Test Connection to MSSQL database failed from Data Source (Contact List)	4.0.2.2
1-19598155552	1-929GHOW	OUTREACH-50495	During DNC list import, if datasource is created without filename in path, running the datasource removes the entire folder	4.0.2.2
1-19515806222	1-9276AIC	OUTREACH-50492	Unable to select 'AND' operator in the filter template when using Japanese Chrome, works fine with the English Chrome	4.0.2.2
1-19726154702	1-93C2BAD	OUTREACH-50497	POM SMS Campaign Runtime settings page shows incorrect for Pacing settings	4.0.2.2
1-19697320712	1-932P6AG	OUTREACH-50496	POM Campaign Parameter History report are not working	4.0.2.2
1-19485912612	1-8YZNDTC	OUTREACH-50487	For a preview campaign, if agent releases the call while customer phone is ringing, Nailer CCXML returns the failure reason as Network Refusal	4.0.2.2
1-18141877470	1-8LTQE5Q	OUTREACH-50327	Default completion code for CCA timeout is "Call Answered". No check for Enhanced CCA flag before setting default completion code	4.0.2.2
1-19553199322	1-921QKVA	OUTREACH-51663	Security: Application discloses web server name in the HTTP Response	4.0.2.2
1-20155251612	1-99PINOG	OUTREACH-51646	POM doesn't dial based on sort order defined in filter template	4.0.2.2
1-19462229112, 1-19804759812	1-968QA1Y, 1-96TGRAM	OUTREACH-51138	When campaign is paused, Agent on call cannot initiate a consult due to wrong capabilities.	4.0.2.2
1-19282217082	1-8VBV4GY	OUTREACH-51128	User with custom role has issues in supervisor functionality	4.0.2.2
1-19470852042	1-92AB31H	OUTREACH-50493	When cache is enabled, dynamic filter does not re-add applicable contacts for dialing.	4.0.2.2
1-19392767512	1-8XORAKW	OUTREACH-50485	In a race condition for a consult during a preview call, if customer drops the call before consult is	4.0.2.2

			initiated, POM does not check agent state before proceeding with consult call.	
1-19561888862	1-93AVEFW	OUTREACH-51641	After failover to auxiliary POM (primary server is disconnected from network), agent desktop application gets next contact details after 10-12 seconds once previous call is wrapped up (previous call was released in ringing state)	4.0.2.2
1-19650445571	1-90ZD8VB	OUTREACH-51127	Document Jira: Overview and Specification document mentions 'campaign manager executes a rule in the end' but custom rules execution is done before guard time check since POM 4.0	4.0.2.2
1-19804759812	1-93J858W	OUTREACH-50491	Need to update POM Agent API document regarding AGTCapabilitiesChanged and Capability matrix for missing 'Record Capability'	4.0.2.2
1-18148649914	1-8C5ER27	OUTREACH-50333	Time between retries is configured at 60 seconds but take 5-10 minutes, causing Agents to sit idle	4.0.2.2
-	-	OUTREACH-51762	WAV files with wrong encoding	4.0.2.2
1-17865769972	1-88R3W2Y	OUTREACH-50334	Callback was created by agent in timezone (Europe/Athens) which is currently running on DST but the Time zone which shows in callback manager page (Edit callback) is TZ Baghdad	4.0.2.2
1-19413429512	1-8XMWCLQ	OUTREACH-50342	Tab/Spaces should not be allowed in Campaign name, need validation logic on it.	4.0.2.1
1-19219582044	1-8TUUCG0	OUTREACH-50326	Schedule callback API which is used to create callback for dial now functionality is ignoring seconds value and considering only hours and minutes in StartTime.	4.0.2.1
1-19255687992	1-8UMT8FC	OUTREACH-50325	For Save Contact to List API, JSON response for emptiedAttributes does match developer guide	4.0.2.1
1-19319694822	1-8VO288I	OUTREACH-50324	No provision to check active VPMS during make CCXML call, resulting in invoking CCXML with unreachable VPMS. This results in additional 10-12 seconds delay before invoke CCXML is routed to active VPMS.	4.0.2.1
1-19337286432	1-8WB4VBW	OUTREACH-50323	Contact List Sorting is not performed using selected attributes from second page onwards	4.0.2.1
1-19347668502	1-8W7VNEO	OUTREACH-50322	Call in queue is not assigned to ready agent if campaign is stopped. The call is marked as nuisance.	4.0.2.1
1-19357332462	1-8WN7NJW	OUTREACH-50304	Getting different OffJobBreak-	4.0.2.1

			Percentage value from web-service API and POM Monitor	
1-19325269312	1-8W65IFK	OUTREACH-50253	Calls getting disposed with "Rejected Due To Attempt Already In Progress" code when Restrict node is used in strategy.	4.0.2.1
1-19331209132	1-8VU1R1Z	OUTREACH-50241	Unable to save campaign strategy with the required exception logic as per customer business	4.0.2.1
-	-	OUTREACH-50133	Calls getting rejected by RuleEngine and marked as "Rejected Due To Attempt Already In Progress"	4.0.2.1
1-19181403942	1-8TEMPMO	OUTREACH-50131	Linked Campaign to Infinite Campaign does not start after all the records gets dialed from base campaign and yetToDial-Contacts=0	4.0.2.1
1-19059370442	1-8SQ1CR3	OUTREACH-50120	Security Vulnerability: need to remove weak ciphers	4.0.2.1
1-19274408892, 1-19103213332	1-8URAOZU, 1-8S8LC7X	OUTREACH-50116	POM Agent Blend Report run by Org User but it shows all Org reports	4.0.2.1
1-17973257191	1-898TA1U	OUTREACH-50054	Callback get stuck in 'in-progress' state and never changes it's state.	4.0.2.1
1-19071194572	1-8RM1UE8	OUTREACH-50009	With MSSQL database, filter criteria is not working for Thai characters	4.0.2.1
1-18815686262, 1-18974987052, 1-19329390431, 1-19413655082	1-8NTSGMI, 1-8U563SK, 1-8VO7X4Z, 1-8XZKU3K	OUTREACH-48871	Agent SDK service HA/heart beat not working as expected when network is down	4.0.2.1
-	-	OUTREACH-45889	POM Realtime Supervisor dashboard and POM Strategy are not in sync for Pacing Parameter (Max Agents attribute).	4.0.2.1
1-17991093522	1-89LP373	OUTREACH-44754	Agent can not be force log out from POM dashboard	4.0.2.1
-	-	OUTREACH-41173	Scotiabank : Different behavior when all phone numbers are cleared due to validations and when no phone number provided for record	4.0.2.1
-	-	OUTREACH-37196	Enriched Attempt Event is not generated in Attempt_Timeout scenario	4.0.2.1
-	-	OUTREACH-50329	Change Log Level script: log4j properties file variable has relative path instead of absolute path	4.0.2.1
-	-	OUTREACH-49230	EP ->Manager -> HTTP Status 404 – Not Found displayed when db is not configured	4.0.2.1
-	-	OUTREACH-48821	In POM402, none mode to CCEl-ite is not working.	4.0.2.1
1-18141877470, 1-18746004182	1-8LTQE5Q, 1-8MCHLTZ	OUTREACH-48944	Agentless/Notification campaign with enhanced CCA on, we get "Call_Answered" completion code	4.0.2

1-18750983801	1-8M3UNQO	OUTREACH-49017	Predictive cruise control campaign pacing: perfor-mance issue for a list with lower contact rates	4.0.2
1-18781398991	1-8MM43B5	OUTREACH-48745	Campaign Manager sometimes generating false P_POMCM042 alarm	4.0.2
1-18825649902	1-8NO6W4M	OUTREACH-48749	Need to restrict Org based User to access POM Trust-ed Certificate	4.0.2
1-18734313261	1-8NAB9AH	OUTREACH-48747	Linked job is started even before contact filtering is complete in the first job.	4.0.2
1-18107847002	1-8BQ0860	OUTREACH-45641	Contacts are not showing properly in contact preview using filter when Database is MSSQL	4.0.2
1-18887989112	1-8ODYHNH	OUTREACH-48784	Contact list import : Data source created by deleted user runs with the same username causing 'Multiple Users found in data base' error.	4.0.2
1-18390507942	1-8KXDQRC	OUTREACH-41970	Job id coming 0 for Redial call	4.0.2
1-18820961992	1-8O3Z81A	OUTREACH-47871	POM Native Agent script fails to load JQuery compo-nents from AUX servers	4.0.2
1-18827337292	1-8NSZ8P2	OUTREACH-48605	Export data files are incomplete	4.0.2
SR 1-18066159602	1-8B5MU5I	OUTREACH-41355	Getting Error when trying to add Completion Code	4.0.2
			(Expected behaviour : In case of USE_CC_CODE=false , user won't be able to add completion code if same name/description exists.	4.0.2
			To add completion code with same name as descrip-tion USE_CC_CODE should be true).	4.0.2
1-17933215612	1-89H1KCL	OUTREACH-41417	if customer stop services in pri-mary POM. Some auxil-iary ser-vices seem to be also stopped	4.0.2
1-17835510332	1-87KT1VZ	OUTREACH-39555	When POM mode is NONE Chrome language set to Chinese campaign strategy -> handler -> call -> pacing parameter , there is no Min Port and Max port	4.0.2
1-17897514412	1-8970EFR	OUTREACH-40734	log rotation request for .out POM services file using "logrotate" command	4.0.2
1-17934870731	1-88LYIUV	OUTREACH-38387	Rule Engine process remain in DORMANT Mode for all the Rule engine process and no one be-come mas-ter after DB Connec-tion glitch scenario	4.0.2
1-17893166123	1-88IU1F2	OUTREACH-39595	Importing Contact List fails after first batch insertion and the con-nection closes after that	4.0.2
1-17774368997	1-817G12O	OUTREACH-37449	Agent "Acquire event" is not sending to Recorder	4.0.2
1-17469777993	1-81EGMP4	OUTREACH-37192	POM Export Report data are not aligned in proper columns.	4.0.2

1-17479692761	1-812YHC5, 1-816XHV0	OUTREACH-37448	Export data records are missing in the export file when we run export on frequency basis(daily/Hourly/Run Every N Minutes)	4.0.2
1-17815423632	1-86VKOX4, 1-8RG3COE	OUTREACH-38000	Getting count of "CallsPassedToLiveAgent" parameter on the basis of Populated "agent_id" which is further used in Nuisance Rate Calculation	4.0.2
1-17405940875	1-80X5ZZP	OUTREACH-31375	Agent State Time on Supervisor Dashboard doesn't reset to 00:00:00 whenever Agent State is changed	4.0.2
1-17136673792	1-7VEQEBD	OUTREACH-32822	No validation for empty value in two fields "Initial Hit Rate, Minimum Hit Rate" in ECR call pacing type	4.0.2
1-17376506472	1-7ZH2CJW	OUTREACH-35400	Notification campaigns no more run with H323 trunk.	4.0.2
1-17369090827	1-7ZB7GJK	OUTREACH-35731	Refresh Skills button on UI authorized outbound user instead of loggedIn user	4.0.2
1-17334196224	1-80GMLIO	OUTREACH-36704	Org directories get deleted by ALM service when POM services are started from UI	4.0.2
1-17330404341	1-7YM2PLL	OUTREACH-32822	PMonitorAgentPageSize is not fetching data for specific user role.	4.0.2

Known Issues

ID	Impact	Workaround/Comments
OUTREACH-51771	Advanced search contact list is working incorrect if contact list name is containing underscore and hyphen	Use basic search to search contact list name containing underscore
OUTREACH-51740	Inbound skill is not displaying in Dashboard while Monitor displaying	
OUTREACH-51772	After save contact list with forward flash sign in name, it showed up two messages displaying	
OUTREACH-50862	POM UI - Rule/Global rule was automatically re-enable	
OUTREACH-50670	Filter Template is not working with value IsNull or Is not Nul	
OUTREACH-51165	Unable to edit records if ID attribute is got masked for User	Do not mask ID attribute
OUTREACH-51283	Agent scripts is not shown on 2nd Agent after transferred	
OUTREACH-51284	The Updated function on Agent Script is not working after much talking time	

OUTREACH-50021	POM 4.0.2 : GA Build 2: Email load shows exceptions "OutboundQueueSize already reached the maximum size"	
OUTREACH-49264	Dashboard is not able to connect Kafka in HA Lab : Data stream is broken since Kafka server is down, new updated data won't be available until data stream is restored.	
OUTREACH-50465	After click on other tab in Campaign Manager, only type 1 characters for campaign name in Details tab	

Note: POM Soap Services are deprecated.

Languages supported

G14 Countries	Written Language
APAC:	
1. China	Simplified Chinese
2. Japan	Japanese
3. Korea	Korean
4. India	English
5. Australia	English
EMEA:	
6. France	French
7. Germany	German
8. Italy	Italian
9. Russia	Russian
10. UK	English
AI:	
11. Mexico	Lat-Spanish
12. Brazil	Brazilian-Portuguese
13. Canada	French/English
US:	
14. US	English

Contacting support

Contact Support Checklist
As a practice FINEST level logs against each item from following location are required for initial investigation at POM level:
- $POM_HOME/logs
- POM Agent API logs from desktop side for affected agent.
- $AVAYA_MPP_HOME/logs
- $APPSERVER_HOME/logs (In case of external application server please check logs directory on external server instead.)
- $APPSERVER_HOME/webapps/<APP_NAME>/data/log (Depends on channel type used in campaign)
- $CATALINA_HOME/logs

- If used custom OD application logs.

Use $POM_HOME/bin/getpomlogs utility to collect log files. To understand usage of this utility run $POM_HOME/bin/getpomlogs.sh command. With this utility you can collect POM, local application server logs. You can also collect MPP CXI logs if MPP and POM co-exists in single server deployment.

You may be asked for one or more log files and reports by Technical Support for analysis and investigation depending on scenario.

If you are having trouble with Avaya Proactive Outreach Manager you should:
1. Retry the action. Carefully follow the instructions in written or online documentation.
2. Check the documentation that came with your hardware for maintenance or hardware-related problems.
3. Note the sequence of events that led to the problem and the exact messages displayed. Have the Avaya documentation available?

If you continue to have a problem, contact Avaya Technical Support:
1. Log in to the Avaya Technical Support Web site https://support.avaya.com.
2. Contact Avaya Technical Support at one of the telephone numbers in the Support Directory listings on the Avaya support Web site.

Avaya Global Services Escalation Management provides the means to escalate urgent service issues. For more information, see the Escalation Contacts listings on the Avaya Web site.

Contact Support Tasks

You may be asked to email one or more files to Technical Support for analysis of your application and its environment.

Appendix A

Document Title	Link to Download
Avaya Proactive Outreach Manager Overview and Specification	https://download.avaya.com/css/public/documents/101083655
Implementing Avaya Proactive Outreach Manager	https://download.avaya.com/css/public/documents/101083657
Upgrading Avaya Proactive Outreach Manager	https://downloads.avaya.com/css/public/documents/101083548
Administering Avaya Proactive Outreach Manager	https://download.avaya.com/css/public/documents/101083665
Using Avaya Workspaces for Avaya Proactive Outreach Manager	https://download.avaya.com/css/public/documents/101083651
Avaya Proactive Outreach Manager High Availability	https://download.avaya.com/css/public/documents/101083661
Avaya Proactive Outreach Manager Integration	https://download.avaya.com/css/public/documents/101083715
Avaya Proactive Outreach Manager Database Dictionary	MSSQL: https://download.avaya.com/css/public/documents/101083696 Postgres: https://download.avaya.com/css/public/documents/101083692 Oracle: https://download.avaya.com/css/public/documents/101083694
Avaya Proactive Outreach Manager Database Model	https://download.avaya.com/css/public/documents/101083698
Avaya Proactive Outreach Manager Developer Guide	https://download.avaya.com/css/public/documents/101083700
Avaya Proactive Outreach Manager Agent API	https://download.avaya.com/css/public/documents/101083709
Avaya Proactive Outreach Manager Event SDK	https://download.avaya.com/css/public/documents/101083703
Using ELK Stack with Avaya Proactive Outreach Manager Reference Guide	https://download.avaya.com/css/public/documents/101083717 https://download.avaya.com/css/public/documents/101083719
Avaya Proactive Outreach Manager Port Matrix	https://download.avaya.com/css/public/documents/101083705
Avaya Proactive Outreach Manager Security White Paper	https://download.avaya.com/css/public/documents/101083713

Avaya Proactive Outreach Manager Privacy Statement	https://download.avaya.com/css/public/documents/101083711
Troubleshooting Avaya Proactive Outreach Manager	https://download.avaya.com/css/public/documents/101083671
Using Avaya Proactive Outreach Manager Supervisor dashboard	https://download.avaya.com/css/public/documents/101083659
Using Avaya Proactive Outreach Manager Reports	https://download.avaya.com/css/public/documents/101083669
POM4.0.2Help.zip	https://download.avaya.com/css/public/documents/101083667