Avaya Experience Platform ™ Release Notes
Drop 60 Incl. Drop 59
Release Date 18th Jan 2024

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).

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Contents

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_Experience_Platform

Please also see the latest Documentation Updates

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

Avaya Experience Platform ™ Connect

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.

More details can be found in the Avaya Experience Platform ™ Connect Release Notes at https://download.avaya.com/css/public/documents/101087005

2.0 New features

2.1. Workspaces for CRM - Social Media Source Indicator (Twitter and Instagram)

This feature will allow the end user to see the source of the messaging interactions for Twitter and Instagram.

The agent will be able to see the details of the Twitter/Instagram business account.

File type and size restrictions are the same as in standard Workspaces client.
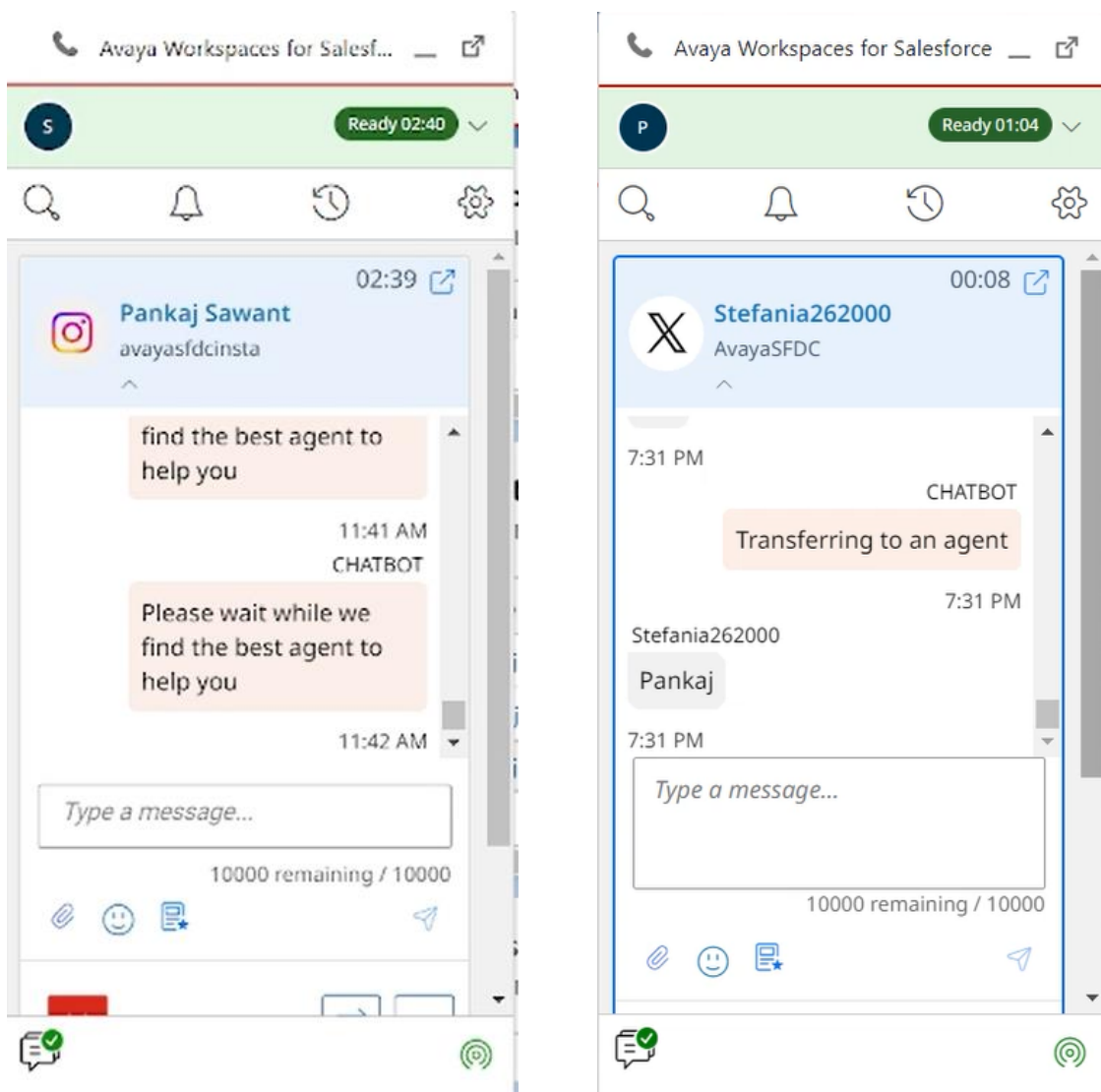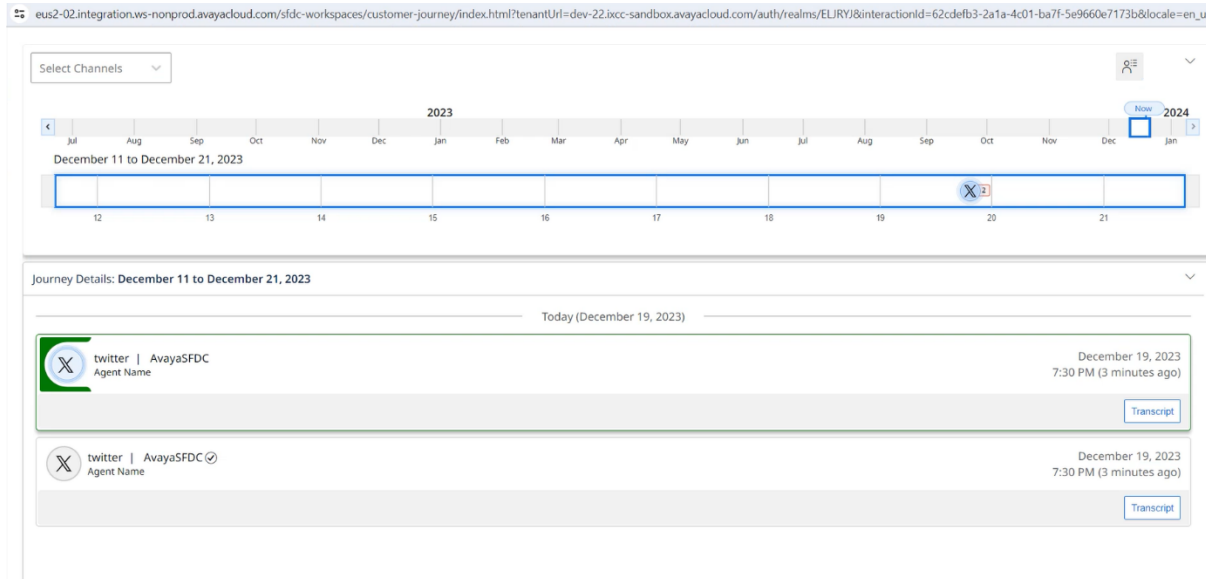
2.2. Workspaces for CRM - Engagement Parameters Data

Engagement Parameter data is used only for AXP interactions (only available for chat, messaging and voice)

Engagement Parameter data allows the agent to:

- have more information presented on the call card (interaction details that were collected before the interaction was routed to an agent;
  for exampleaccountID, caseID, businessAccountAddress, etc.)
- use this information for an advanced screen pop (for example pop directly to a case id in Salesforce)
- saved them in call logs/interaction logs in CRM.

Call Center Definition configuration

- Custom Parameter 1 to 10
- Data Log 1, Data Log 2
- Advanced Pop 1 to 10

This feature is available in Salesforce, MS Dynamics and ServiceNow.

2.2.1. Interaction Card Display

Additional information can be configured in Call Center Definition Custom Parameters 1-10.

Example:

customerType is an engagement parameter that has the value populated with "miruna"

Custom Parameter 1: param: .CustomerType=customerType

Expected behavior:

Interaction Details should contain also CustomerType label with the value "miruna".

2.2.2. Search and ScreenPop

In addition to the existing search and pop functionality, Engagement Parameter data can be used to perform an advanced pop.

This can be configured in Call Center Definition Custom Parameter 1-10.

#1 Search and Display based on the UUI Data

Format: param:label&Object.Field=EngagementParam1

Example: param:Case&Case.CaseNumber = CaseID

Result: Let's assume CaseID comes from CSDK as 00001099. If in

Salesforce exists a Case object with the Case.CaseNumber = 00001099

a screenpop will be performed to the found Case object.

In addition, this string will be shown in the Interaction

Details section of the call card: "Case: 00001099".

#2 ScreenPop only based on the attributes

Format: param:object.field = EngagementParam1

Example: param:Case.CaseNumber = CaseID

Result: Let's assume CaseID comes from CSDK as 00001099.

If in Salesforce exists a Case object with the

Case.CaseNumber = 00001099 a screenpop will be

performed to the found Case object.

#3 Global search and pop (SFDC Only)

Format: param:* = EngagementParam1

Example: param:* = businessAccountAddress

Result: Let's assume businessAccountAddress comes from CSDK as 87654321. If in Salesforce exists any object with a value that

contains 87654321 a screenpop will be performed to the found object.

#4 Pop to Object ID (SFDC Only)

Format: param:ID = EngagementParam1

Example: param:ID = AccountID

Result: Let's assume UUI1 comes from CSDK as 0030S000007FWMqQAO. If in Salesforce exists any object with an object

ID of 0030S000007FWMqQAO a screenpop will be performed to the found object.

#5 ANI and DNIS Replacement

Each of these components can be handled differently. It can be used to

replace the ANI or DNIS values (by specifying ani or dnis).

- ANI replacement: This will provide a value that is used in place of the given ANI.
- DNIS replacement: This will provide a value that is used in place of the given DNIS.

Format: param:ANI = EngagementParam1 or param:DNIS = EngagementParam1

If there are multiple ani or dnis replacements defined, the last one processed by the code takes precedence, however no order is promised or implied.

Screen Pop Options

Pop on ANI? (Y/N)	Y
Pop on DNIS? (Y/N)	N
Screen pop on consult or completed conference/transfer (C/S/N)	C
International ANI search? (Y/N)	N
Suppress Screen Pop (Y/N)	N
Wait for media before performing screenpop (Y/N)	N
Custom Parameter 1	param:ANI = customerType
Custom Parameter 2	
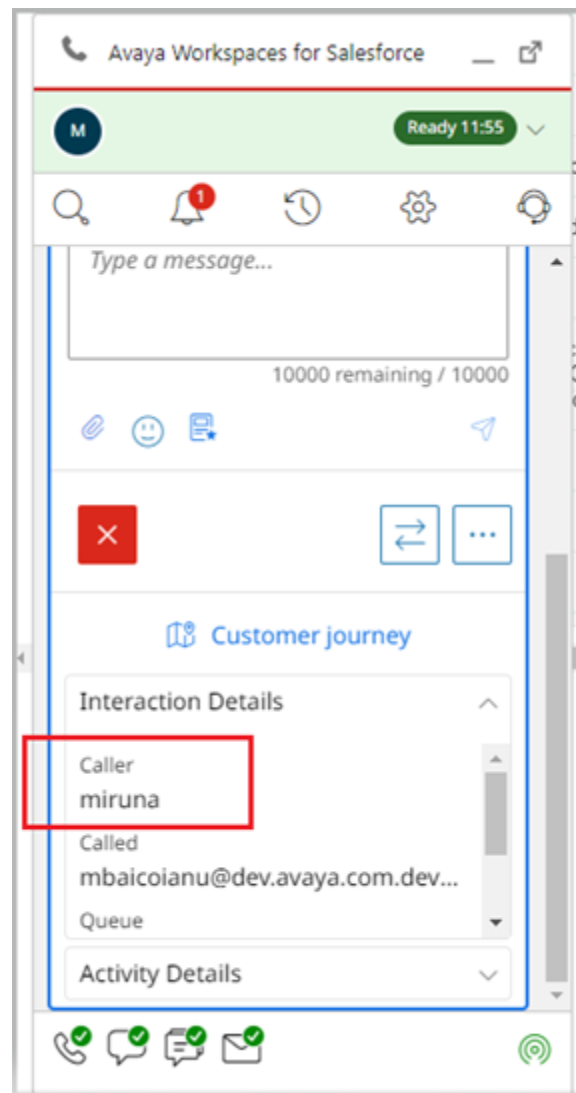
2.2.3. Interaction Logs in Salesforce

Additional information can be configured in Call Center Definition Log Data 1-2.

Format: param:ActivityField__c = EngagementParam1

Note: Multiple fields can be defined separated by semicolon ";"

Example:

OrderID__c activity field created in Salesforce

Log Data1: param:OrderID__c = businessAccountAddress

Expected behavior:

OrderID = 987456 will be saved in Interaction Logs in Salesforce.

2.2.4. Salesforce VisualForce Page – Data

Salesforce Administrators have the possibility of creating their own custom VisualForce Page.

Workspace for CRM offers the possibility of sending the Avaya call related data to VisualForce Page. This includes:

- AgentID
- ASAI_UUI
- ANI
- DNIS
- Caller Name
- Caller Number
- Consult
- DNIS
- End Time
- Prompted Digits
- Skill ID
- Skill Name
- Start Date
- Start Time
- Topic ID
- Topic Name
- UCID
- UUI
- Data Configured in Call Center Definition in Advanced Pop 1-10

Format for Advanced Pop 1-10

attr: Attribute1

attr: Attribute1 ; attr: Attribute1 ; uui: UUI1 ; param: Parameter1

uui: UUI1

param: Parameter1

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Example:

https://avayadev--devccaas--c.sandbox.vf.force.com/apex/Radu_VF?CALLER_NAME=12345555&CALLER_NUMBER=12345555&clc=0&CONSULT=&Department=Marketing&ENGAGEMENT_PARAMETERS=%7B%22customerType%22%3A%22miruna%22%2C%22businessAccountAddress%22%3A%22630630cac3770b00fd05e201%22%2C%22customerId%22%3A%2212345555%22%2C%22availableBalance%22%3A%22900%22%7D&FROM=miruna&isdtp=p1&Language=English<n_app_id=06m0S0000000C0pQAE&nonce=07c337d474a0bd740e1b156f3626a858f74ce73c7c9f69f443ae5c03f667c323&sfdcIFrameHost=web&sfdcIFrameOrigin=https%3A%2F%2Favayadev--devccaas.sandbox.lightning.force.com&START_DATE=2023-12-14%28UTC%29&START_TIME=11%3A14%3A54%28UTC%29&TO=mbaicoianu%40dev.avaya.com.devccaas-Messaging&TOPIC_ID=7f361728-86ea-4ff0-9af7-5ed8439a2ee9&TOPIC_NAME=MirunaQueue&tour=&WORKREQUESTID=5adb2e23-c392-4175-aeab-97c9671b07b2

2.2.5. Salesforce Flow – Data

Salesforce Administrators have the possibility of creating their own custom Flows.

Workspace for CRM offers the possibility of sending the Avaya call related data to Salesforce Flows. This includes:

- AgentID
- ASAI_UUI
- ANI
- DNIS
- Caller Name
- Caller Number
- Consult
- DNIS
- End Time
- Prompted Digits
- Skill ID
- Skill Name
- Start Date
- Start Time
- Topic ID
- Topic Name
- UCID
- UUI
- Data Configured in Call Center Definition in Advanced Pop 1-10

Format for Advanced Pop 1-10

attr: Attribute1

attr: Attribute1 ; attr: Attribute1 ; uui: UUI1 ; param: Parameter1

uui: UUI1

param: Parameter1

2.2.6. Salesforce Lightning Component – Data

Salesforce Administrators have the possibility of creating their own custom Lightning Components.

Workspace for CRM offers the possibility of sending the Avaya call related data to Salesforce Lightning Components on multiple events.

Incoming and Answer Events

- Caller (ANI)
- Called (DNIS)
- Consult
- Caller Name
- Start Date
- Start Time
- Topic ID
- Topic Name
- UUI
- UCID
- End Time
- Skill ID
- Skill Name
- Call ID
- Data Configured in Call Center Definition in Advanced Pop 1-10

Outbound Event

- Caller (ANI)
- Called (DNIS)
- Consult
- WorkrequestID
- Data Configured in Call Center Definition in Advanced Pop 1-10

Release Event

- Caller (ANI)
- Called (DNIS)
- Consult
- Caller Name
- Start Date
- Start Time
- Topic ID
- Topic Name
- UUI
- UCID

- End Time
- Skill ID
- Skill Name
- Call ID
- Data Configured in Call Center Definition in Advanced Pop 1-10
- Agent ID
- Call Duration
- Call Log Comments
- Call Log Subject
- Call Log Result / Disposition Code
- Call Type

Name

- Related To
- Release Type

2.3. Customer Journey Display Transfer Events

Customer journey now reads the transfer events and displays that information in the Customer journey widgets for the live and historical interactions.
It supports both Digital and Voice channels.

Agents can see the below information about the transfer in the Customer journey widget and Customer journey Interaction History widget.

- Number of transfers
- Type of Transfer.
- From Agent Name and To Agent Name.
- Datetime stamp when transferred happened.

When Agent views the Customer Journey widget and historical engagements the following can be seen.

- The image shows the transfer indicator and the count.
- The transfer pop up contains the details of transfer.
- Transfer indicator in the interaction search widget
- Interaction search with agent name

Interaction Search

Channel
All Channels ✕ ⌄

Date Range
07/03/2023 - 01/03/2024

☑ Search only my interactions

Add Condition	Reset Search					Search

Results

Channel Type	Email Addresses	Phone Numbers	Agent	Date and Time	Transfer	
💬	ankush.satpute@gslab.com	1234567890	User1LastName, user1	Dec 28, 2023 11:30:34 AM	⇄ 1	Transcript
💬	ankush.satpute@gslab.com	1234567890	User1LastName, user1	Dec 28, 2023 11:24:42 AM		Transcript
💬	ankush.satpute@gslab.com	1234567890	User1LastName, user1	Dec 26, 2023 5:07:45 PM	⇄ 2	Transcript
✉	redekarr@avaya.com		User2lastname, user2	Dec 21, 2023 10:24:39 PM	⇄ 2	Transcript
✉	shpatil@avaya.com		User1LastName, user1	Dec 21, 2023 10:24:15 PM		Transcript
✉	ranjit.redekar@gslab.com		User1LastName, user1	Dec 21, 2023 12:56:26 PM	⇄ 3	Transcript

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Interaction Search

Channel
All Channels ✕ ⌄

Date Range

Add Condition	Reset S...		Search

Results

Channel Type			Time	Transfer	

Transfer Details ✕

Transfer to User

Date and time	Transferred to	Transferred from	Queue
12/21/2023 13:16	user1LastName, user1	user1LastName, user1	

Transfer to Queue

Date and time	Transferred to	Transferred from	Queue
12/21/2023 13:00	user1LastName, user1	user2lastname, user2	Default

Transfer to User

Date and time	Transferred to	Transferred from	Queue
12/21/2023 12:56	user2lastname, user2	User1LastName, user1	

💬			2023 11:30:34 AM	⇄ 1	Transcript
💬			2023 11:24:42 AM		Transcript
💬			2023 5:07:45 PM	⇄ 2	Transcript
✉			2023 10:24:39 PM	⇄ 2	Transcript
✉	shpatil@avaya.com		Dec 21, 2023 10:24:15 PM		Transcript
✉	ranjit.redekar@gslab.com		Dec 21, 2023 12:56:26 PM	⇄ 3	Transcript

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Interaction Search

Channel
All Channels ✕ ▾

Date Range
10/03/2023 - 01/03/2024

☑ Search only my interactions

[Add Condition] [Reset Search]   [Search]

Results

Channel Type	Email Addresses	Phone Numbers	Date and Time	Transfer	
💬	ankush.satpute@gslab.com	1234567890	Dec 28, 2023 11:30:34 AM	⇄ 1	Transcript
💬	ankush.satpute@gslab.com	1234567890	Dec 28, 2023 11:24:42 AM		Transcript
💬	ankush.satpute@gslab.com	1234567890	Dec 26, 2023 5:07:45 PM	⇄ 2	Transcript
✉	redekarr@avaya.com		Dec 21, 2023 10:24:39 PM	⇄ 2	Transcript
✉	shpatil@avaya.com		Dec 21, 2023 10:24:15 PM		Transcript
✉	ranjit.redekar@gslab.com		Dec 21, 2023 12:56:26 PM	⇄ 3	Transcript

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3.0. Known Considerations

#	Persona	Summary
1	Analytics	When one Agent is removed from one Group and added to another Group, the later interactions for that agent are showing in both Groups in all the Agent Historical dashboard reports.

There are also some additional Headset enhancements for Workspaces for CRM planned for upcoming releases.

Enhancement	Description
Prioritize hold instead of active from headsets	Long press multi-function will swap active call and held calls
Manually selected device is preferred if removed and added back	If in Device settings the user configured any other devices than the default one, then this selection is kept even after device is removed. If the user connects his preferred device again then this one will be used.
Error not displayed if Plantronics hub disconnected/quit	Additional error handling for Plantronics.

3.1. Browser Support

https://documentation.avaya.com/bundle/ExperiencePlatform_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 my take up to a minute to propagate to the Admin screen and UI	Changes made by the Tenant Admin may not be reflected in the system for up to a minute	Wait a minute to see changes take affect	Always 0 - 1 minute for changes to take effect.
2	Analytics	If user logs into historical reporting during an upgrade, an error may occur	While the drop upgrade is in-progress, if a reporting user logs into historical reporting, an error may occur, stating - "There is no Project connected to this web server, to configure projects, go to Web Administrator."	This is a known issue. The duration of this interruption could be between 0-10 min (approx.). The user should retry the operation.	Intermittent based on timing
3	Agent	Agent List for Supervisor shows Messaging icon for Facebook/WhatsApp interaction.	Facebook/WhatsApp interaction history has icon of Messaging.	None	Always
4	Supervisor	Agent List for Supervisor shows Messaging icon for Facebook/WhatsApp interaction.	Agent List for Supervisor shows Messaging icon for Facebook/WhatsApp interaction.	None	Always
5	Analytics	If user is already logged into realtime /historical reporting during upgrade, the session will be disrupted.	If user is already logged into realtime /historical reporting during upgrade, the measures in report will not be updated.	This is a known issue. The workaround is to refresh the browser after the upgrade is complete.	Disruption will happen once during the upgrade.
6	Agent/Supervior	Multitab not working for ServiceNow and Dynamics	Dynamics and ServiceNow multiple browser tabs support stopped working on latest Chrome upgrade. See https://bugs.chromium.org/p/chromium/issues/detail?id=1490528 Salesforce works as expected.	It works with Chrome version 116.0.5845.112 OR Configure chrome://flags/#third-party-storage-partitioning to Disabled.	Always