

Avaya Experience Platform™ Release Notes
Drop 60 Incl. Drop 59
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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 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>

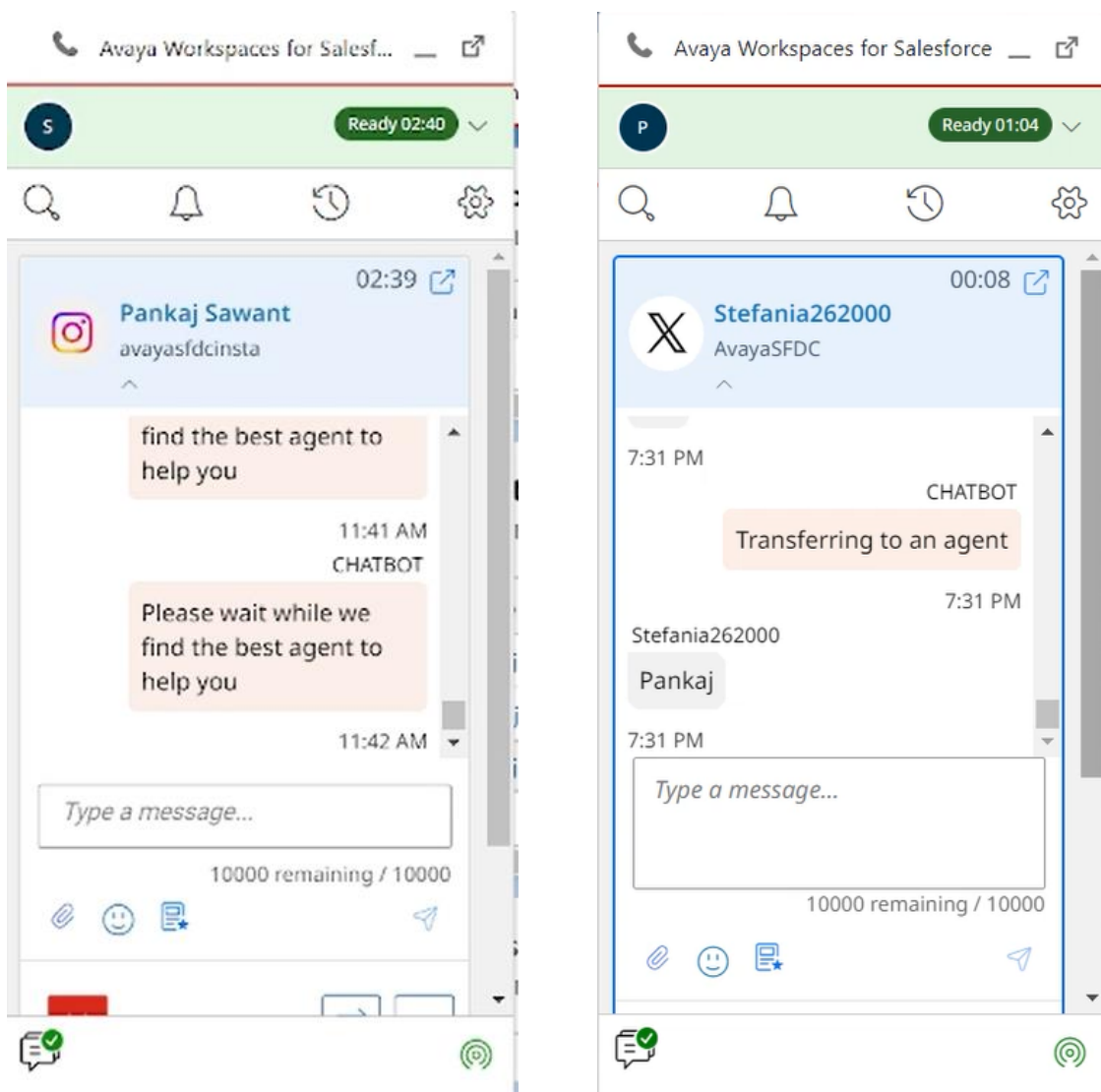
2.0 New features

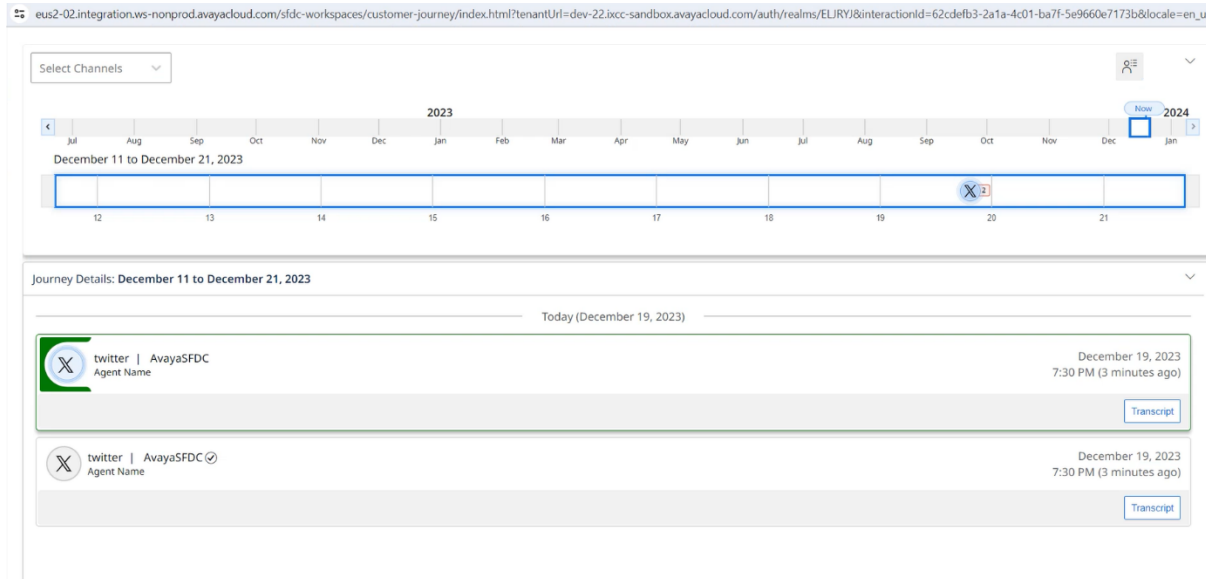
2.1. Workspaces for CRM - Social Media Source Indicator (Twitter and Instagram)

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 example accountID, 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:

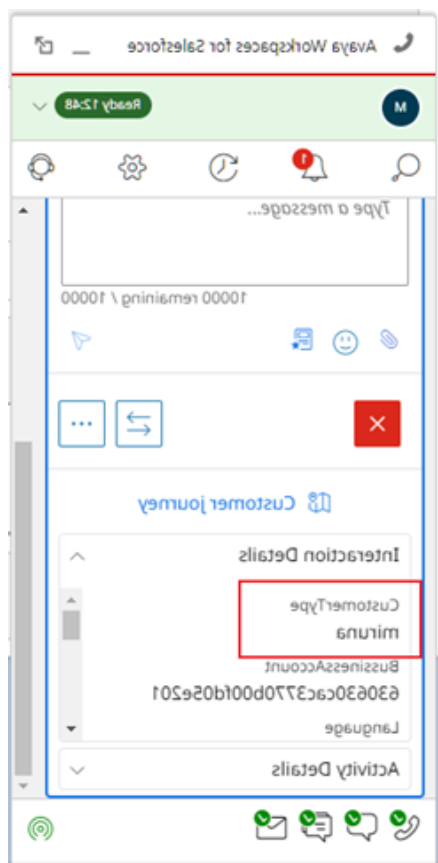
customerType is an engagement parameter that has the value populated with "miruna"

Custom Parameter 1: param: .CustomerType=customerType

Expected behavior:

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

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: .CustomerType=customerType	



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 UI 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".

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:Case&Case.CaseNumber = CaseID	
Custom Parameter 2		
Custom Parameter 3		

The screenshot shows the Avaya Workspaces interface. On the left, a call card is visible with a 'Case: 00001099' entry in the 'Interaction Details' section. On the right, a 'Details' panel displays various case information, including 'Case Number: 00001099', which is circled in red. The interface also shows a search bar and various navigation icons.

#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.

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:Case.CaseNumber = CaseID
Custom Parameter 2	

The screenshot displays the Avaya Workspaces for Salesforce interface. On the left, a sidebar shows a list of cases, with the selected case 'TV doesn't work' (Case Number 00001099) highlighted. The main area shows the details of this case, including the Case Owner (Cynthia McIntosh), Case Number (00001099), Contact Name (John Smith), Account Name (Audio Video Company), and various other details like Status (On Hold), Priority (P5), and Date/Time Opened (8/3/2023 12:18 AM). The interface also includes a search bar and a 'Collaborate here!' section for team communication.

#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 UII1 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).

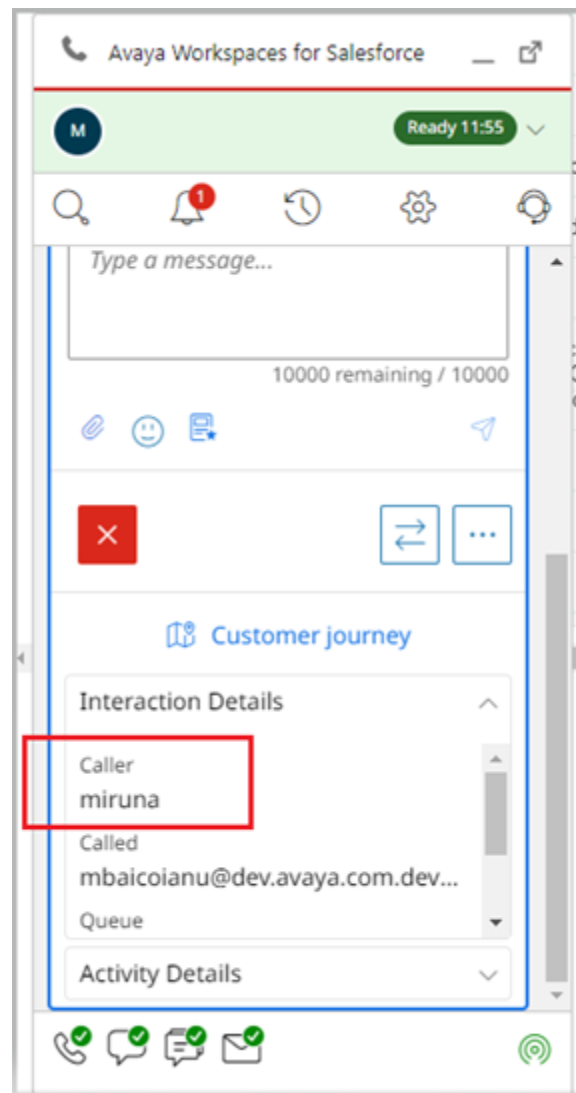
- ANI replacement: This will provide a value that is used in place of the given ANI.
- DNIS replacement: This will provide a value that is used in place of the given DNIS.

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.

Default Digital Activity Subject	
Handle Click-To-Dial from Task2 (MRB/UC)	
Log Data 1	param:OrderID__c = businessAccountAddress
Log Data 2	
High Velocity sales categories list field name	

Assigned To	Miruna Balciuanu	Status	Completed
Subject	Call	Name	
Call Duration	15	Related To	
Due Date	8/23/2023	Call Type	Inbound
Priority	Normal	Type	Call
Caller	5202367@tsi101d.iab	Work Codes	
Called		Queue	EXT 5955215
From		QueueId	5955215@tsi101d.iab
To		URI	04C820383938373435362C5265706C6163656D656E742C30303030313039392C4163636F756E742049542C313738393AFA0800010C5964E500C3encoding=hex
Call Start	8/23/2023 12:47 AM	UCID	00001031611692796403
Agent Id	34d13c55-925f-476c-89e0-0d842e4300b2	SkillId	5957215@tsi101d.iab
Department		SkillName	Valeria_Mamami_215
Language		Call End	
Consult		OrderID	987456
Call Object Identifier	14cb079b-e084-4277-899d-c6277e3ba751-dWmMzUWhH1j1yDx	Call Result	

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_UII
- 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
- UII
- Data Configured in Call Center Definition in Advanced Pop 1-10

Format for Advanced Pop 1-10

attr: Attribute1

attr: Attribute1 ; attr: Attribute1 ; uui: UII1 ; param: Parameter1

uui: UII1

param: Parameter1

Custom Parameter 10	
Advanced Pop 1	param: customerType
Advanced Pop 2	param: businessAccountAddress
Advanced Pop 3	
Advanced Pop 4	
Advanced Pop 5	

Example:

https://avayadev--devccaas--
c.sandbox.vf.force.com/apex/Radu_VF?CALLER_NAME=12345555&CALLER_NUMBER=1
2345555&clc=0&CONSULT=&Department=Marketing&ENGAGEMENT_PARAMETERS=%
7B%22customerType%22%3A%22miruna%22%2C%22businessAccountAddress%22%3A%22
630630cac3770b00fd05e201%22%2C%22customerId%22%3A%2212345555%22%2C%22avai
lableBalance%22%3A%22900%22%7D&FROM=miruna&isdtp=p1&Language=English<n_app
_id=06m0S0000000C0pQAE&nonce=07c337d474a0bd740e1b156f3626a858f74ce73c7c9f69f4
43ae5c03f667c323&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.av
aya.com.devccaas-Messaging&TOPIC_ID=7f361728-86ea-4ff0-9af7-
5ed8439a2ee9&TOPIC_NAME=MirunaQueue&tour=&WORKREQUESTID=5adb2e23-c392-
4175-acab-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

AN ankush.satpute@gslab.com
2023-12-28 11:30 AM

Select Channels

2023

Aug Sep Oct Nov Dec Jan Feb Mar Apr May Jun Jul Aug Sep Oct Nov Dec Jan

October 14, 2023 to January 10, 2024

Journey Details: October 14, 2023 to January 10, 2024

Chat ✓
December 26, 2023 5:07 PM (8 days ago)
User1 (Agent)

December 16, 2023

Chat ✓
December 16, 2023 8:43 AM (18 days ago)
User2 (Agent)

December 13, 2023

Chat ✓
December 13, 2023 6:58 PM (21 days ago)
User4 (Agent)

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@gsllab.com	1234567890	User1LastName, user1	Dec 28, 2023 11:30:34 AM	1 Transcript
	ankush.satpute@gsllab.com	1234567890	User1LastName, user1	Dec 28, 2023 11:24:42 AM	 Transcript
	ankush.satpute@gsllab.com	1234567890	User1LastName, user1	Dec 26, 2023 5:07:45 PM	2 Transcript
	redekar@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@gsllab.com		User1LastName, user1	Dec 21, 2023 12:56:26 PM	3 Transcript

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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@gsllab.com	1234567890	User1LastName, user1	Dec 28, 2023 11:30:34 AM	1 Transcript
	ankush.satpute@gsllab.com	1234567890	User1LastName, user1	Dec 28, 2023 11:24:42 AM	 Transcript
	ankush.satpute@gsllab.com	1234567890	User1LastName, user1	Dec 26, 2023 5:07:45 PM	2 Transcript
	redekar@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@gsllab.com		User1LastName, user1	Dec 21, 2023 12:56:26 PM	3 Transcript

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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	

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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←

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...

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→

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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	<p>If in Device settings the user configured any other devices than the default one, then this selection is kept even after device is removed.</p> <p>If the user connects his preferred device again then this one will be used.</p>
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 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 effect	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/Supervisor	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