

Avaya Experience Platform™ Release Notes
Drop 64
Release Date 7th March 2024



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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 AXP Agent Assist Digital Interactions

2.1.1. Add Agent Assist Widget in AXP Application Center

2.1.1.1. Prerequisites

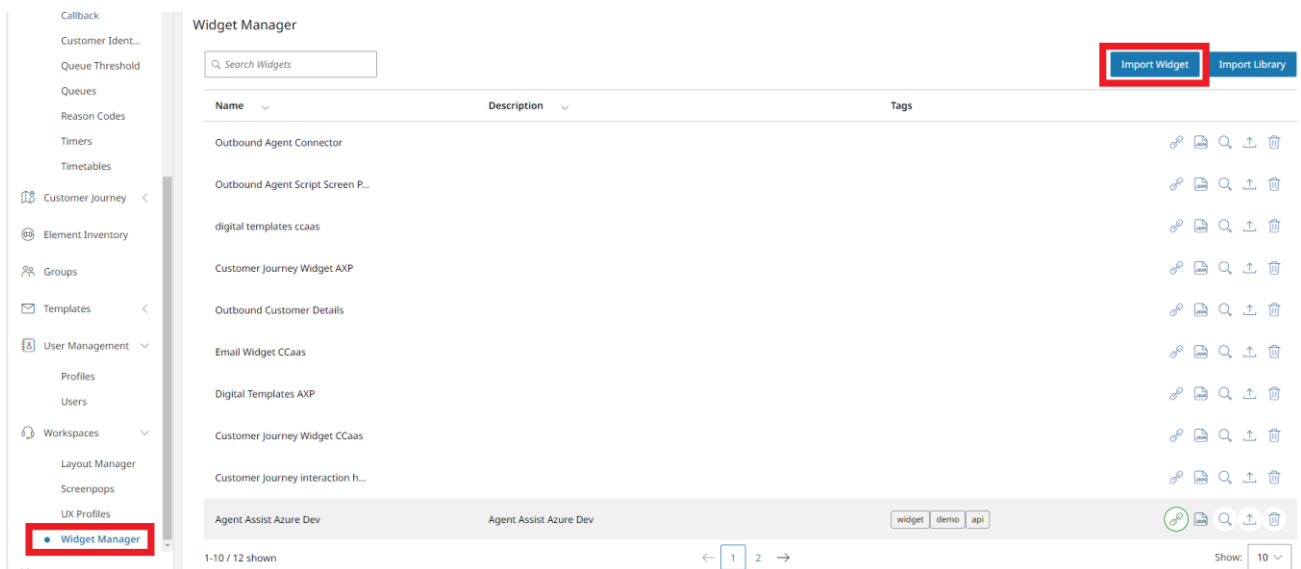
1. Tenant /Account Administrator Credentials.
2. Agent already created.

2.1.1.2. Considerations

Customers requiring the Agent Assist feature should contact Avaya to have the feature enabled on their Tenant/Account.

2.1.1.3. Steps

1. Login to AXP Application center using account administrator credentials.
2. Navigate to **Administration - Workspaces - Widget Manager**.



- Click on Import Widget, creat and load the widget configuration file (json format) with the data below. This will be automatic and will not be required in future AXP drops

```
{
  "name": "Agent Assist",
  "description": "Agent Assist",
  "icon": "neo-icon-sort",
  "element": "<aa-widgets></aa-widgets>",
  "version": "0.0.5",
  "files": ["assets/index.js"],
  "tags": [
    "widget",
    "demo",
    "api"
  ],
  "override_url": "https://REGION.appliedai.avayacloud.com/app/ui/v1/agentassist/agent/"
}
```

Note: **REGION** should be populated with the value in column Agent Assist Region (column #1) from table below.

Agent Assist Region	Region Name	AXP Region
na	East-2	NA
uk	UK South	UK
sa	South Brazil	SA
ase	Southeast Asia	AP
eu	Germany West Central	EU
aue	Australia East	AU
cac	Canada Central	CA
inc	Central India	IN
jpe	Japan East	JP

4. After import, widget should be listed.

Name	Description	Tags	
Outbound Agent Connector			
Outbound Agent Script Screen P...			
digital templates ccaas			
Customer Journey Widget AXP			
Outbound Customer Details			
Email Widget CCAas			
Digital Templates AXP			
Customer Journey Widget CCAas			
Customer Journey interaction h...			
Agent Assist Azure Dev	Agent Assist Azure Dev	widget demo api	

5. Go to Layout Manager and clone an existing Default account layout and name as "Agent Assist". Edit the "Agent Assist" layout.

- Click on WebChat.

Layout Manager > Agent Assist

Layouts Views Tabs Customize Tab

Select a View

 Home	 Voice	 Webchat	 Messaging	 Email	 Sms
 Social	 Generic	 Outbound	 Custom	 Video	 Reporting

- Click on Edit chat

Layout Manager > Agent Assist > Webchat

Layouts Views Tags Customize Tab

Add Tab

Customer Details	
Chat	
Customer Journey	

- Select the layout what can show more than one widget; for example the one with two parallel widgets. Then, click on widget #2 and select "Agent Assist Azure Dev" and click Save.

Layout Manager > Agent Assist > Webchat > Chat

Layouts Views Tabs Customize Tab

Tab Options

Name *

Role *

Icon *

Select a Layout

Select Widgets

- Navigate to **UX Profiles** and clone the Default UX Profile and named it "Agent Assist".
- Edit Agent Assist UX Profile and select in Layout "Agent Assist". Click Save.

Edit Profile

Profile Details General Notifications

Name *

Description *

Tags

Add tag(s) and hit Enter

Layout *

UX Groups

Select UX Groups

7. Create a User Profile

- Go to User Management - Profiles - Create Profile
- Add Name and Description and select in Workspaces the UX Profile created on the previous step.
- The rest of the form depends on your configuration. Make sure you assign this profile to the agent.
- Click Save.

Profiles / Agent Assist Cancel Save

Name * ⓘ
Agent Assist

Description
Agent Assist Profile

Workspaces UX Profile
Agent Assist

Membership

Roles
Select one or more Roles

Member Of
Select one or more Groups

8. Configure Profile on an Agent

- Go to User Management - Users
- Select a User (Agent) and click on Edit
- Select the profile created on the step above.
- Click Save

Users / aappsagent1 aappsagent1 Cancel Save

Account *
dev-6_AAppsChatAccount3

First Name * ⓘ
aappsagent1

Last Name * ⓘ
aappsagent1

Display Name ⓘ
aappsagent1, aappsagent1

Email Address
Email Address of User

Properties

Login ID *
aappsagent1 @ dev-6aappschat3.com

Password ⓘ
Password

Confirm Password
Confirm Password

Profile
Agent Assist

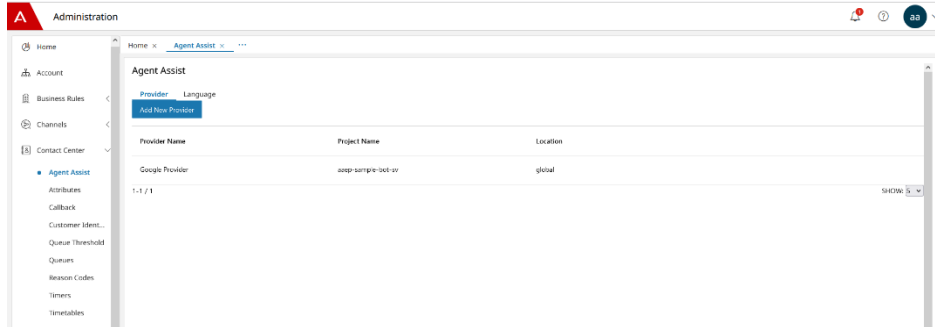
9. Login the agent to Workspaces and accept incoming chats.

2.2.2. Agent Assist Widget

2.2.2.1. Agent Assist Administration

In order to have the ability to enable Agent Assist widget for the Agent, you first need to have it configured in administration.

For that, log in to AXP, go to Administration - Contact Center - Agent Assist.



Click on 'Add New Provider' and complete the information required. That information belongs to the Google CCAI project you are working with.



Once the provider is set up, you can go ahead and add the different languages you have defined in the Google CCAI project.

To add a new language, click "Add New Language". You will find the different available features for each language configuration. At least one language needs to be created in the list of languages for the widget to work. You can set a default language configuration, which means that if the language selected during the interaction is not available in the language list, the widget will provide the information in the default language defined in the administration.

The screenshot shows the 'Agent Assist' configuration interface. On the left, there's a table with columns: Name, Default, Provider, and Preferences. The table contains one entry: English (United States), Yes, Google Provider, with buttons for 'Summarization' and 'Knowledge Base'. On the right, a 'New language' modal is open, showing a 'Cancel' and 'Save' button, and several feature toggles: Summarization, Frequently Asked Questions, Knowledge Base, and Default Configuration. Below the toggles are input fields for 'Select Language', 'Select Provider', and 'Conversation Profile Name'.

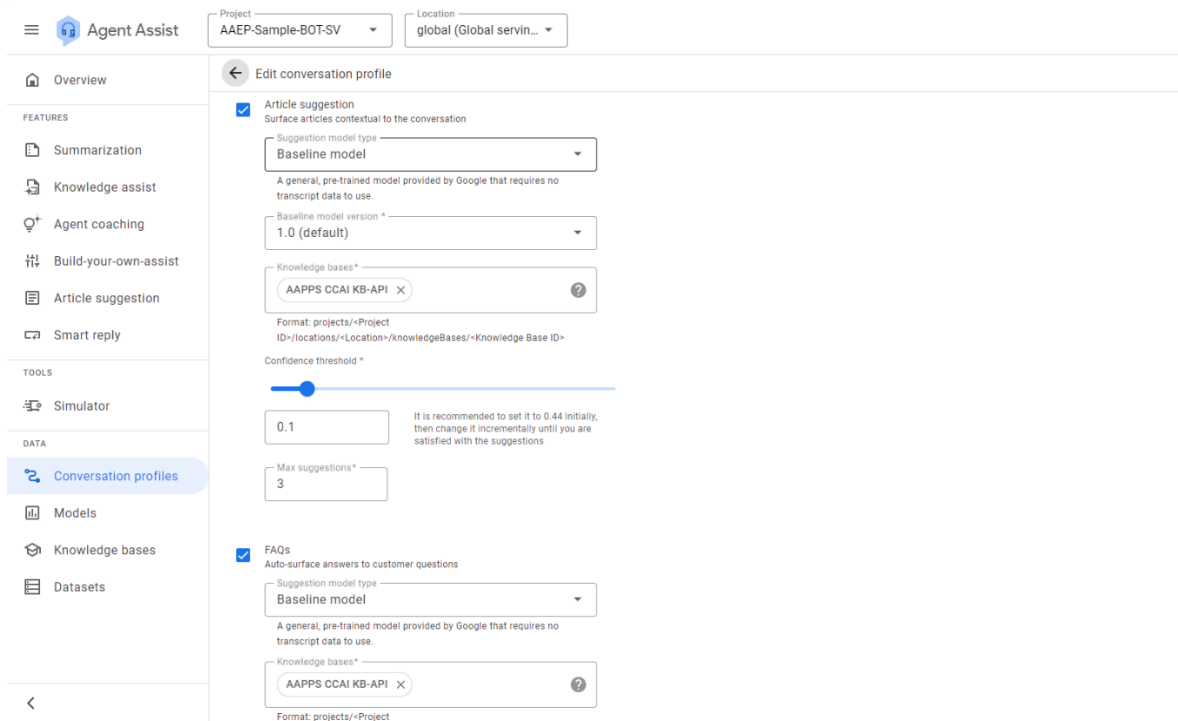
You can enable the different features by language, the conversation profile must be populated from the list of conversation profiles created by language in the Google CCAI project you define in the provider section.

Once all the information is complete, click Save.

You will be able to see the list of languages, and its configuration in the Language view.

The screenshot shows the 'Agent Assist' configuration interface with the 'Edit conversation profile' form open. The form has a sidebar on the left with 'Conversation profiles' selected. The main form area is titled 'Edit conversation profile' and contains several sections:

- Display name:** A text input field containing 'AAPPS CCAI Conversation Profile-1'.
- Language:** A dropdown menu set to 'en - English'.
- Suggestion types:** A list of checkboxes for different assistance types:
 - Conversation summarization (generator): Generate a customizable LLM powered summary of a conversation.
 - Conversation summarization (legacy): Generate a summary of a conversation. Below this is a 'Suggestion model type' dropdown set to 'Baseline model' and a 'Baseline model version' dropdown set to '1.0 (default)'. A note below reads: 'A general, pre-trained model provided by Google that requires no transcript data to use.'
 - Conversation summarization (legacy - voice): Generate a summary of a voice conversation. Below this is a 'Suggestion model type' dropdown set to 'Baseline model' and a note: 'A general, pre-trained model provided by Google that requires no transcript data to use.'



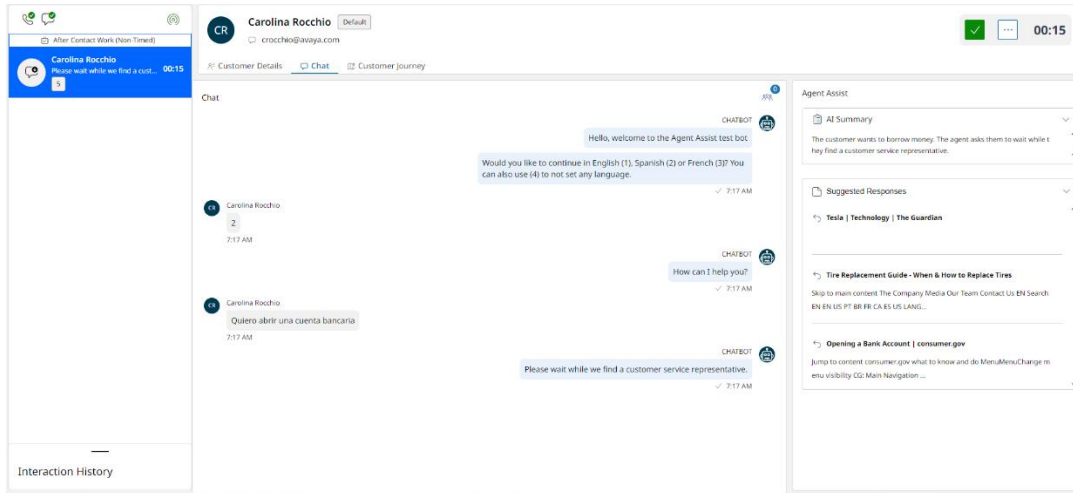
2.2.3. Agent Assist Overview

Agent Assist widget provides agents quick access to information and resources during the interaction (digital). As part of this release there are two features supported:

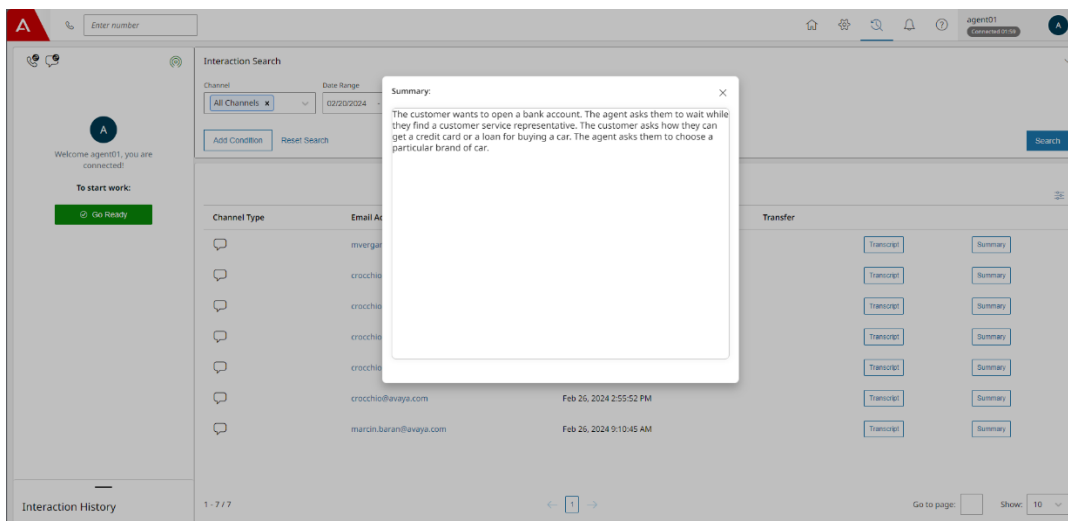
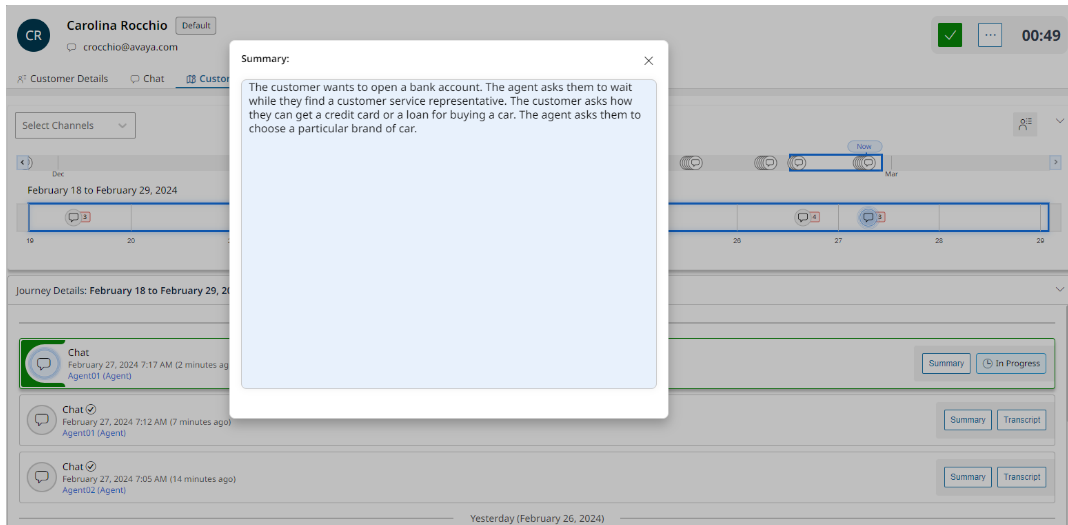
- Summarization
- Suggested Responses (FAQs and Knowledge Base)

Once the conversation is transferred to the agent, the Agent Assist widget will present the summary of the interaction and the suggested responses. As long as the interaction progresses, new suggestions will be displayed based on the articles the model configured within Google CCAI project. Suggestions can either be articles or FAQs; during the interaction the agent can paste them to the chat using the share icon. The agent can also copy the response to the clipboard.

When the interaction ends, the summary gets updated with an AI generated overview of the complete interaction. If the agent status is *After Contact Work*, the agent can edit the summary or even copy it to the clipboard.



After the interaction is finished, **Summary** will be accessible within **Customer Journey** or **Interaction History**.



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 116.0.5845.112ORConfigure chrome://flags/#third-party-storage-partitioning to Disabled.	Always