



DRAFT

CX Builder Release Note

CX Builder Draft

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Introduction

This release note applies to the June 2016 release of CX Builder (version 2.7.0). The information is grouped according to these platforms. Contact your account representative if you are unsure about the platform you use.

- The **New in This Release** section lists the new features.
- The **Corrections and Modifications** section for each release lists corrections to issues and limitations that were previously documented as **Known Issues**.
- The **Known Issues and Recommendations** section is a cumulative list. It includes information on when individual items were found and, if applicable, corrected.

Note: The numbers in parentheses are for internal use only.

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What's New?

This release contains the following new features or functionality:

- On a **Site Overview** screen, you can now select **Expand** or **Collapse** to reveal or hide all voice pages contained within a page group. (PEP-1095)
- On a **Logic Page**, for the **Substring** and **Random** functions, a new toggle button enables you to manually enter a variable or choose an existing one from a dropdown menu. (PEP-1178, PEP-1096)
- On the **Home** screen, the **Support and Documentation** section has been removed. To access support and documentation links, click the **Support** tab along the top of the **Home** screen or choose **Get Support** in the **Home** screen dropdown menu. (AACD-4829)
- On the **CX Builder** tab, the **Recordings and Voicemail** section has been renamed to **Voicemail**. (AACD-4829)
- CX Builder's User Interface has been updated to resemble other Genesys User Interfaces. Only formatting and style have been affected; all functionality remains unchanged.

- **NOTE:** For now, when you log in to CX Builder, you will continue to see the old User Interface. To view the new User Interface, hover over your name in the top right corner of the Home tab and uncheck the **Retro UI** box. Note that the option to switch back and forth will be removed in a later release. (AACD-4040, PEP-811)
- **NOTE:** In a later release, SMS Campaign will be offered as a separate service outside CX Builder. Campaigns and the SMS page require customers to procure dedicated short/long codes. Please contact Genesys Support or your Customer Success Manager for more details. Your current toll-free numbers can also be SMS enabled. (PEP-642)

Resolved Issues

This release contain the following corrections or modifications:

- On the **Data Files Properties** screen, you now have the option to enable **Deliver only new rows of data** for both FTP/SFTP delivery and Email delivery of data files. Previously, if you selected Deliver only new rows of data and selected both **Enable Delivery** (via FTP or SFTP) and **Enable Email Delivery**, the data files would get delivered to either the location you specified or to your email, but never to both. (PEP-1189)

Holly Platform Only

- Calls are no longer terminating during an IVR Whisper transfer when a destination phone cannot be transferred, and the calls are now showing up in both the Call History report and the IVR report. (PEP-1182)

Known Issues

This section is a cumulative list of known issues for all releases of CX Builder.

General

- When working with Big Data files, if you select **Deliver only new rows of data** and choose both **Enable Delivery** (via FTP or SFTP) and **Enable Email Delivery**, the files will go to either the location you specified or to your email, but never to both.
 - **NOTE:** For now, if you want to receive the big data files via FTP or SFTP delivery and through Email delivery, you could create two separate data files, one enabled for FTP or SFTP delivery, and the other enabled for Email delivery. (PEP-1253)

- On a **Question Page**, in order for voice recognition to work, the values in the **ASR Settings** should be set to the following:

	confidencelevel	completetimeout	incompletetimeout
City-state	0.3	1.8	1.9
Num Street	0.01	2.4	2.5
Apt Number	0.3	2.4	2.5
First Name	0.1	2.4	2.5
Last Name	0.1	2.4	2.5

(PEP-1162)

- During a conference call consisting of two agents and a caller, when the caller and Agent 1 hang up, Agent 2 is automatically disconnected. In this situation, the values of the variables configured in the **Advanced Options** tab of an **ACD Page** to store the call information are sometimes **Unknown**. (AACD-2910)
- On the **ACD Page** if you specify a customized user announcement on the **In Queue** tab for consult calls, the initiating agent (Agent 1) and the caller will experience silence during the transfer as described in the following scenario:
 1. The caller and Agent 1 are on a call together.
 2. Agent 1 initiates a consult call by skill but no agents are available.
 3. The caller hears wait music while Agent 1 hears the in-queue announcement.
 4. An agent (Agent 2) becomes ready. The consult call is routed to Agent 2 and that agent's phone rings.
 5. In a scenario where the check box for playing the transfer in queue audio is not enabled, Agent 1 hears nothing, as the in-queue music has stopped. The caller continues to hear music.
 6. In a scenario where the check box for playing the transfer in queue audio is enabled, neither the caller nor Agent 1 hear anything.

The caller and Agent 1 should continue hearing their respective audio until Agent 2 answers the call. The agent and caller do not hear silence in this scenario if a customized user announcement is not specified on the **In Queue** tab. (AACD-3724)

- For Voice sites with a **Transaction Page**, calls may intermittently disconnect on a **Transaction Page** when the caller speaks a key word. (PEP-878)
- In the United States and Canada, when an agent places an outbound call, the phone number dialed must start with 1 for domestic destinations and 011 for international destinations. For all other countries, dial the international direct dialing (IDD) number + country code + city/area code + phone number.

- For example, if an agent places an outbound call to a contact with a US or Canadian phone number that has a missing 1, such as +7037893067, instead of +17037893067, it will result in silence for approximately 20 seconds before the call fails. If the agent has a different invalid number, such as 12345678, the call will immediately fail.
- For more information about local, domestic, and international dialing, consult your domestic phone service provider.

Holly Platform Only

- If you specify customized in-queue music on the **Advanced** tab of an **ACD Page**, callers will hear silence rather than music in the following scenario:
 1. The call comes in and is transferred, during which the caller hears the transfer music.
 2. The agent to whom it is transferred is in the Not Ready state.
 3. The call enters the queue and the caller hears the in-queue music.
 4. The agent changes his or her status to a Ready state.
 5. The in-queue music stops playing, but while the call is offered to the agent, the caller does not hear either the in-queue music or the phone ringing, even though the agent's physical phone is ringing.

(AACD-3609)

GVP Platform Only

- Callers are mistakenly sent back to the queue instead of being connected to an agent in the following scenario:
 1. Caller 1 waits in the queue for an available agent.
 2. Caller 2 calls in after Caller 1 and also waits in the queue for an available agent.
 3. When Agent 1 becomes available, Caller 1 is routed to Agent 1.
 4. Agent 1 goes into Not Ready state and misses the call.
 5. Now, Agent 2 becomes available.
 6. Caller 1 should be routed to Agent 2 but is sent back to the queue behind all other callers, while Caller 2 is routed to Agent 2.

(AACD-4494)

- Callers will sometimes hear an error message and then get returned to the **Home Page** in the following scenario:
 1. Caller 1 dials the IVR number and is transferred to an end number using the **Call Transfer Page**.
 2. Caller 2 dials the IVR and is routed to the same number.

3. Caller 2 hears the error message 'It seems there has been a system error. Let me take you back to the beginning' and the caller gets routed to the **Home Page** instead of the **If line is Busy or No Answer** destination.

(PEP-818)

- Correct ACD values for **MaxQueue Timeout** are not being returned for the following scenarios:
 - A call is routed to an agent but before the agent answers the call, the caller hangs up.
 - A call comes in but the call is routed to a queue because no agents are ready or available, at which time the caller hangs up. (AACD-4386)
- When the Whisper feature is enabled on the **ACD Page**, while the system plays the Whisper prompts to the agent, the caller hears wait music instead of queue announcements. (AACD-4248)

Contacting Genesys Customer Care for the Cloud

Need additional assistance with using your Genesys Cloud solution? We're happy to help. Just contact us using one of the phone numbers listed on the following page: [Cloud Contact Phone Numbers](#).