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# Genesys App Automation Platform Release Notes

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# Genesys App Automation Platform Release Notes

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## Notices

Refer to the [Genesys Supported Operating Environment Reference Guide](#) for information on supported operating systems, databases, and web browsers.

## Releases

### Important

- Not all changes listed below may pertain to your deployment.
- Prior to the Nolan (3.5.000.09) release, Genesys App Automation Platform (GAAP) was known as SpeechStorm.

## Nolan (3.5.100.04)

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
03/03/2017	General					X

## What's New

This release includes the following new features and functionalities:

- This release adds a wide range of security enhancements.
- GAAP now uses the following end-call handling if data is attached after a hang-up event:
  - The license is released.
  - The attached data is added to the **cti\_fields** database cell in the database.
  - A **WARN** statement is added to the logs.

**Note: As the call has disconnected in this scenario, user-interaction blocks are not used or supported. The Menu or Question block in which the caller hung up has a result of hangup, but subsequent blocks have a result in line with their end state (for example, success, error, and so on).**

- If a database error occurs, GAAP now checks the SQL state against a comma-separated list specified in the following default server settings:
    - **Backlog.BackLoggableErrorsList.ExactMatch**
    - **Backlog.BackLoggableErrorsList.StartsWith**
- Errors that are not specified in this list are logged for easier debugging, if available.**
- WebIVR now uses smoother theme transitions. Additionally, themes change only when necessary, resulting in reduced network bandwidth.
  - Journeys tables in the database now use the data type *nvarchar* for faster and more efficient processing.
  - You can now set the following preferences per block or as a global default:
    - **Always confidential variables** - A list of comma-separated confidential variables that GAAP must not log when these variables are returned from web services.
    - **Confidential variables to send** - A list of comma-separated confidential variables that GAAP is permitted to send to web services for processing.
  - You can now use the following server settings to control masking of confidential variable values in Call Monitor and Database recognition results:

- **Reporting.Masking.ReplacementChar** - Specify the character to use for masking. Default is **X**.
- **Reporting.Masking.StringLengthBeforeApplyingUnmasking** - Specify the minimum string length before using unmasked characters. Default is **13**.
- **Reporting.Masking.MaxUnmaskedChars** - Specify the maximum number of characters to

unmask, up to string length. Default is **4**.

**Note: You cannot mask values that are attached to calls and hence viewable by agents. Therefore, you must ensure this attached data does not include sensitive values, such as PIN numbers, as these values still appear unmasked in the cti\_fields database cell.**

- GAAP applications now use only HTTPS webpages. In addition, the Control Center uses an "always redirect" level of HTTPS enforcement.
- You can use the server setting **FilteredPrompts.Display.MaxNumRows** to specify the number of rows to display when searching prompts. This setting ensures your web browser is not overloaded if your search returns a high number of results.
- GAAP now ignores WIRE logging configuration in the log4j.properties file and sets as WARN, unless the **HttpClient.Logging.PermitWireLogging** default server setting is enabled.
- You can now use the HSTS protocol for all HTTPS requests in the domain. You can enable this feature using the following GUI server settings:
  - **Security.HSTS.Enabled = true**
  - **Security.HSTS.MaxAgeSeconds = 600**
  - **Security.HSTS.IncludeSubDomains = true**
  - **Security.HSTS.PreloadInBrowser = false**

**Note: You must also add the GAAP self-signed certificate to the server's Trusted Authorities folder.**

- When the hive-off process starts, each GUI server now queries the configuration database to identify the primary GUI. This prevents the possibility of stale caches causing multiple GUI hive-offs.
- WebIVR now uses a context-sensitive keypad on mobile devices. For example, if the customer is asked to input numbers, WebIVR displays the numeric keypad.
- The **Reports** view now checks whether a nightly database job is in progress before it allows you to generate reports. This prevents unnecessary database load while maintenance is occurring.

## Resolved Issues

This release includes the following corrections and modifications:

- The Theme Previewer now correctly updates according to the selected theme being edited. (SPCHSTRM-375)
- Virtual calls now end correctly if you enable the **Skip blocks where no input is needed from the caller** checkbox. Previously, the GUI log showed an error on the final page if you used this setting, due to a duplicate attempt at the completion redirect. (SPCHSTRM-363)
- WebIVR session links now open correctly if the link was sent from a voice session with a non-default persona. (SPCHSTRM-352)
- GAAP now checks the MIME type of uploaded files against a configurable list of acceptable MIME types. (SPCHSTRM-335)

- Multimodal sessions now end gracefully if Orchestration Server returns a **200** response with error **JSON**. The call ends, the session is invalidated, and the license is returned for reuse by another call. (SPCHSTRM-334)
- The **MaxAllowed** default value is now **+96** for the **Credit Card Expiry** grammar. (SPCHSTRM-314)
- GAAP now properly displays the text that appears for Whisper Transfers in Facebook. (SPCHSTRM-313)
- Credit card numbers are now repeated correctly if you are using a **Payment Capture** module that is set to confirm the inputted card number with the caller. Previously, the module might have prepended an unrelated digit to the actual credit card number when it was repeated back to the caller. (SPCHSTRM-305)
- Background images now appear correctly when you view them in the WebIVR Themes Previewer. (SPCHSTRM-299)
- In the **Administration > Phone Numbers** tab, GAAP now displays a more informative validation message if you attempt to save a blank phone number rule set. (SPCHSTRM-291)
- The hive-off process now rebuilds the index **NC\_historicalcalls\_voiceplatformfullcallid** before completion. (SPCHSTRM-289)
- The end-of-call database write process now implements the following changes:
  - The query that tries to find a journey matching the current call now has a timeout to ensure the query does not run for too long.
  - If an error occurs when finding or inserting a journey, the call is now written to the backlog automatically to preserve the call data. **(SPCHSTRM-288)**
- Informative error messages now display in the WebIVR Themes Previewer if the previewer fails to load due to:
  - Mixed protocols between the GUI server and the previewer.
  - The GUI not being set as an allowed domain. **(SPCHSTRM-286)**
- Facebook bots still respond if you enter a blank string on a menu. (SPCHSTRM-276)
- Failed call records now correctly enter the backlog queue if the database pool is exhausted. If the server setting **Backlog.TreatAllFailuresAsBackloggable** is set to **true**, GAAP writes all database exception errors to the backlog. If set to **false**, GAAP writes only certain database exception errors to the backlog as before. (SPCHSTRM-273)
- Load Balancer servers now correctly implement TLS 1.2. Previously, Load Balancer servers used TLS 1.0, even if **HttpClient.Security.SupportedProtocols** was set to use TLS 1.2. (SPCHSTRM-248)
- WebIVR now correctly removes the **[pause]** placeholder from prompts. (SPCHSTRM-234)

## Nolan (3.5.000.09)

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
12/21/2016	General					X

### What's New

This release includes the following new features and functionalities:

- Added a messaging API to support multiple channels.
- Added a load balancer for use with the messaging API.
- Web IVR has been refactored to operate with the load balancer and messaging API.
- Added Facebook Messenger integration for self-service applications.
- Prompt Search/Replace has been added so that you can search all the prompts within a company and update the prompts in bulk.
- Added Multi-Modal IVR capability. Note, this requires Genesys GVP 8.5 and Orchestration Server. Multi-Modal in this context means that with Nolan we have included the ability to use Web IVR and IVR simultaneously on a single call.
- Added Multi-User notifications and Chat. If two or more users are editing a callflow they will be notified of each other's activity. They can also send messages to each other via a new chat box.
- Added Themes section to Personas tab for the creation of styles for Web IVR. This enhances the creation of styles by removing the requirement to write CSS directly.
- Removed the 'Visual Apps' tab from the GUI as it is now redundant. Now every application will have a link in the callflow editor which will launch Web IVR.
- Added a new Graph implementation for the GUI dashboard. This removes the requirement of having Adobe Flash installed.
- New Business Processes introduced in this release:
  - IT Help Desk
- New Utility Modules:
  - Easy Opening Hours

### Resolved Issues

This release includes the following corrections and modifications:

- Web IVR will no longer ignore message blocks if their TTS string is blank for the default persona. (SPCHSTRM-MANTIS-3550)

- Altered the default value of VUI Preference 'Retrieve CLI-specific data at start of call' from 'false' to 'true'. (SPCHSTRM-MANTIS-3516)
- Enhanced Virtual Call so that it will automatically select the application where you launch it from. (SPCHSTRM-MANTIS-3445)
- Changed the label of the Virtual Call button from 'Make a virtual call into this flow' to 'Virtual Call'. (SPCHSTRM-MANTIS-3444)
- Improved the error messages displayed when an error occurs using Web IVR. (SPCHSTRM-MANTIS-3441, SPCHSTRM-3202)
- Corrected an issue saving when switching from one Visual Cluster to another within a company. (SPCHSTRM-MANTIS-3439)
- Corrected the display of recording filenames in both Questionnaire Builder and Random Questionnaire Builder when viewing a report on-screen. (SPCHSTRM-MANTIS-3317)
- When downloading of recordings in Questionnaire Builder and Random Questionnaire Builder is disabled but an attempt is made to access the URL to download the recordings anyway, then an exception is thrown and the IP address of the user is logged. (SPCHSTRM-MANTIS-3315)
- Corrected the dates displayed in the name of the ZIP file of recordings when downloading recordings via either Questionnaire Builder or Random Questionnaire Builder. (SPCHSTRM-MANTIS-3223)
- Corrected the escaping when displaying retry prompts in Web IVR. (SPCHSTRM-MANTIS-3141)
- Enhanced Web IVR when a button is clicked. A loading bar will be displayed to prevent the button being clicked more than once, and also to give feedback to the user. (SPCHSTRM-MANTIS-3030)
- Sip 503 errors are now prevented if GAAP attempts to attach data to the call after the caller had hung up. Callflow error handling has also been improved to prevent the possibility of infinite loops. (SPCHSTRM-MANTIS-2890)
- Improved the guidelines in database.properties to explain how to correctly escape entries. (SPCHSTRM-MANTIS-162)
- When using Virtual Call, the end type of the call will now be correctly displayed in the call reports. (SPCHSTRM-MANTIS-141)
- Virtual Call will now hang up the call if an error occurs. (SPCHSTRM-MANTIS-138)
- Removed the possibility of an error occurring when launching Virtual Call when there is no Site ID in the session. (SPCHSTRM-MANTIS-132)
- Improved the validation message displayed when the text box for CLI is left blank when starting a Virtual Call. (SPCHSTRM-MANTIS-131)
- Removed the requirement for Web IVR to have a products folder in its webapp as it is now redundant. (SPCHSTRM-MANTIS-46)
- Virtual Call has been improved to better handle Start blocks. (SPCHSTRM-MANTIS-44)



- The call details report will now display the correct value for the result of an End block when it has been set to Disconnect. (SPCHSTRM-MANTIS-42)
- Added an informative message to Virtual Call in the case where a link block doesn't point to a module. (SPCHSTRM-MANTIS-31)
- Fixed an issue with Virtual Call that could unintentionally log you out of the GUI when using IE11 or Edge. (SPCHSTRM-MANTIS-30)

## Mendes (3.4.0)

### What's New

This release includes the following new features and functionalities:

- The visual appearance of the Control Centre user interface has been updated.
- There is now a simplified mode to Script blocks to make it possible to set a variable without writing Groovy script.
- New Script block API methods allow token-based passing of variables in-scope from voice channels to visual channels and back again.
- It is now possible to add per-prompt CSS customizations in Visual IVR.
- Results of standard reports (for example, **Block Results** and **Business Tasks Summary**) can be downloaded in CVS format.
- Results in the **Block Results** report can be filtered to show only certain blocks of interest.
- Raw call data reports can now be viewed on-screen with pagination between groups of records.
- Raw call data reports can be filtered by CLI and/or DNIS.
- SpeechStorm now officially supports Oracle 12c for core and reports databases.
- SpeechStorm is now validated against Nuance Vocalizer 6 TTS and Nuance Recognizer 10 ASR.
- SpeechStorm is now validated against Genesys GVP 8.5.
- The SpeechStorm Control Centre now supports the Mozilla Firefox, Google Chrome, and Microsoft Edge web browsers.
- SpeechStorm is tested against the Genesys Portico SMS Gateway for sending outbound messages.
- TTS prompt wordings can now be exported to Excel format and re-imported again.
- For convenience, prompts within the same prompt section (for example, Initial Prompts in a Menu block) can be re-ordered using drag-and-drop.

- The SpeechStorm Control Centre now runs in a 64-bit process.
- It is now possible to edit all of the parameter values for parameterized callflow modules in one screen.
- There is now an index on the **calls.voice\_platform\_full\_call\_id database** column to assist with matching records in SpeechStorm with their counterparts in InfoMart.
- A new server setting permits control over whether audio files captured by a Recording block should be copied to all VUI servers.
- New Business Processes introduced in this release:
  - Airline Flight Status
  - Card Cashback Request
  - Dynamic Grammar
  - Dynamic Menu
  - Loan Request
  - Local Identification and Verification
  - Statement Request
  - YesNo Selector
- Enhanced Business Processes included in this release:
  - Questionnaire Builder and Random Questionnaire Builder now have the ability to view the questionnaire results on-screen.

## Resolved Issues

This release includes the following corrections and modifications:

- URLs for grammar files that are reported in Nuance logs now contain the block type and block name for ease of classification during tuning exercises. (SPCHSTRM-MANTIS-3412)
- Nuance en-us TTS no longer reads out the word "space" when alphanumeric strings contain space characters. (SPCHSTRM-MANTIS-3343)
- Playback of alphanumeric strings in Nuance en-us TTS no longer says the word "capital" before uppercase letters. (SPCHSTRM-MANTIS-3327)
- Summary Report now correctly displays the average calls per day. (SPCHSTRM-MANTIS-3285)
- Clicking the **Jump to Module** button in a Link block that doesn't point to another module no longer causes an error. (SPCHSTRM-MANTIS-3284)
- It is now possible to use [var] variable notation in the values for parameters being passed in to standard grammars. (SPCHSTRM-MANTIS-3274)
- Virtual Call now works correctly with Internet Explorer 11. (SPCHSTRM-MANTIS-3248)

- Resolved an issue whereby Visual IVR would sometimes fail when skipping over Recording blocks. (SPCHSTRM-MANTIS-3247)
- Business Tasks Summary report now correctly filters on a per-Application basis. (SPCHSTRM-MANTIS-3238)
- Expansion of [var] variable references in prompts is now correctly applied in Virtual Call. (SPCHSTRM-MANTIS-3226)
- Questionnaire Builder and Random Questionnaire Builder now correctly close connections to the database after downloading results. (SPCHSTRM-MANTIS-3222)
- Resolved an Out Of Memory Error when importing callflows. (SPCHSTRM-MANTIS-3215)
- Removed spaces from the return value of the US Phone Number standard grammar. (SPCHSTRM-MANTIS-3211)
- Downloading CPR prompts for Cantonese and Mandarin languages no longer causes an error. (SPCSTRM-3207)
- Visual IVR no longer deletes contents of the resources folder when creating a new Visual App. (SPCHSTRM-MANTIS-3206)
- Resolved a typographical error in the Visual IVR default CSS file. (SPCHSTRM-MANTIS-3204)
- The **Scripting.EndCallNotification.WebServiceURL** setting is now created as standard. (SPCHSTRM-MANTIS-3197)
- Downloading moderate amounts of raw call data in CSV format no longer causes an Out Of Memory Error. (SPCHSTRM-MANTIS-3192)
- It is now possible to create two separate non-concurrent Business Tasks with the same name during a call. (SPCHSTRM-MANTIS-3188)
- The Application Designer role is now able to add and remove "Other Prompts" from the Prompt List page when the module is locked. (SPCHSTRM-MANTIS-3186)
- Interceptor blocks no longer auto-create paths for known defaults such as "error" and "recognition failure." (SPCHSTRM-MANTIS-3180)
- The "recognition failure" path in Menu and Question blocks is now created as a simple path and not as a menu option. (SPCHSTRM-MANTIS-3179)
- Resolved an issue that was preventing the correct display of 'special dates' in the Edit Opening Hours page. (SPCHSTRM-MANTIS-3161)
- Control Centre now allows apostrophe characters in email addresses. (SPCHSTRM-MANTIS-3153)
- Corrected a typographical issue in the introduction text on the Default Server Settings page. (SPCHSTRM-MANTIS-3148)
- Improved the user experience and alerting if JavaScript is not enabled on the user's browser. (SPCHSTRM-MANTIS-3140)

- Prompt list for es-mx CPR prompts now correctly displays accented characters. (SPCHSTRM-MANTIS-3135)
- Resolved issues with the layout of the TreeView Callflow Editor in Chrome and Firefox browsers. (SPCHSTRM-MANTIS-3127)
- Random Questionnaire Builder no longer generates an error when entering dates if the display language is Spanish. (SPCHSTRM-MANTIS-3120)
- Visual IVR credit card expiry input now accepts December in the earliest year in-range. (SPCHSTRM-MANTIS-3116)
- Resolved a Visual IVR scrolling issue in Firefox. (SPCHSTRM-MANTIS-3103)
- Visual IVR now uploads custom CSS and logo files to multiple servers. (SPCHSTRM-MANTIS-2954)
- The user's choice of selected persona is now maintained when switching between different block editors in the Callflow Editor. (SPCHSTRM-MANTIS-2240)

## Lynch (3.3.1)

### What's New

This release includes the following new features and functionalities:

- Added support for Windows Server 2012 R2.
- Added support for SQL Server 2012 Database.
- Added support for seventeen "Silver" (Medium) level Concatenated Prompt Recording (CPR) packs. This significantly adds to our previous CPR packs which were:
  - Gold (Full): English, American-English and Mexican-Spanish.
  - Bronze (Basic): English and French

**Dynamic prompt recordings are used to playback numbers, dates, times, currencies and alphanumeric strings. This is achieved through concatenating audio files. In the Bronze (basic) CPR pack there are less than 150 audio files. In the Silver (medium) CPR pack there are between 750 -1000 audio files depending on the language. In the Gold (Full) CPR pack there are between 3000-4000 audio files.**

**The Silver and Gold packs expand on the Bronze pack so that fewer concatenations are necessary. This results in smoother and more natural sounding playback. The audio files are to be recorded by the customer using the same voice artist as that for the static prompts. The new Silver CPR packs are listed below**

Language	Language Code
Arabic	Ar-ww
Czech	Cs-cz
German	De-de
English	En-gb

Language	Language Code
Spanish	Es-es
French	Fr-fr
Hindi	Hi-in
Hungarian	Hu-hu
Italian	It-it
Japanese	Ja-jp
Malayalam	MI-in
Dutch	NI-nl
Polish	PI-pl
Portuguese	Pt-pt
Russian	Ru-ru
Cantonese	Zh-hk
Mandarin	Zh-ma

## Resolved Issues

This release includes the following correction or modification:

- GAAP now prevents call-record duplication if the response to a hang-up event takes longer than the MCP fetch-timeout.

## Lynch (3.3.0)

### What's New

This release includes the following new features and functionalities:

- Visual IVR to allow IVR callflows to be presented on web pages.
- MX Enhancement: ability to embed Visual IVR flows in a mobile app.
- MX Enhancement: Dedicated 'tablet' layout option.
- MX Enhancement: WebRTC support via Visual IVR.
- Preview CSV reporting data on-screen before downloading.
- Reporting drill-down into individual call details.
- Added ability to pass parameters into Link blocks.
- Added table to show where each module is called from.
- GUI display text localisation: de-de.

- MCP performance enhancement: reduction in number of HTTP fetches required.
- Beta support for HollyConnects 6.0 platform.
- Beta support for Nuance Recognizer 9 and Vocalizer 5 with Cisco 10.

### Resolved Issues

This release includes the following corrections and modifications:

- Updated the default MRCP connection settings. (SPCHSTRM-MANTIS-3022)
- Blank 'DNIS' fields for Inbound SMS rules are now handled correctly in Oracle. (SPCHSTRM-MANTIS-3003)
- Increased the maximum length of data object audio filenames in the database. (SPCHSTRM-MANTIS-2992)
- French (fr-fr) is now included in the **available languages** setting for both TTS and ASR, rather than having to be added manually. (SPCHSTRM-MANTIS-2979)
- Module details are now updated when deleting a persona. (SPCHSTRM-MANTIS-2953)
- Corrected placement of the 'currently editing' toolbar for small screen sizes. (SPCHSTRM-MANTIS-2948)
- Average calls per day is now displayed correctly in the Summary report when using Oracle. (SPCHSTRM-MANTIS-2935)
- Virtual Call no longer displays JSON text when hitting return in a Question block. (SPCHSTRM-MANTIS-2925)
- Virtual Call now remembers the start page settings between visits. (SPCHSTRM-MANTIS-2923)
- The correct timestamp is now used in the Hive Off logging. (SPCHSTRM-MANTIS-2917)
- Using opening hours in a Phone Transfer block no longer causes errors. (SPCHSTRM-MANTIS-2911)
- Script block unit tests now display the return value in the results section. (SPCHSTRM-MANTIS-2910)
- Better handling of session IDs in Virtual Call. (SPCHSTRM-MANTIS-2896)
- Password reset email is now internationalized. (SPCHSTRM-MANTIS-2700)
- No longer have to save a callflow before running unit tests in a new Script block. (SPCHSTRM-MANTIS-2192)
- Better error messages when exporting callflows with a missing wav file. (SPCHSTRM-MANTIS-2042)

## Known Issues

This is a cumulative list of known issues for all releases of Genesys App Automation Platform:

- Oracle databases might fail when used with GAAP 3.6.x because the number of available cursors can exceed the default Oracle setting.
  - **Workaround:** As a SYS user, execute the following command in Oracle:  

```
alter system set open_cursors = 600 scope=both;
```

**(SPCHSTRM-650)**
- Firefox might become unresponsive if you use the browser's Find feature to search for text in the GAAP user interface.
  - **Workaround:** Use the Find feature in another supported browser. (SPCHSTRM-597)
- Calls by Date report shows incorrect results on some environments; figures shown are correct, but the dates displayed can be out-of-sync. (SPCHSTRM-MANTIS-2739)
- Dashboard graphs don't show today's calls on some environments. (SPCHSTRM-MANTIS-2722)
- System Pulse query can run slowly (SQL Server). (SPCHSTRM-MANTIS-2721)
- End-of-call HTTP timeouts are not handled gracefully. (SPCHSTRM-MANTIS-2663)
- The **Save and Close** button in the Mobile "Start" block editor is not localized for "es" locale. (SPCHSTRM-MANTIS-2571)

## Contacting Genesys Customer Care

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