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# Genesys Engage cloud Release Note

Agent Setup

4/7/2025

# Agent Setup

For information on later releases of Agent Setup, click here: [Agent Setup](#)

 **Note:** The updates listed below might not apply to all environments.

- [March 25, 2021 \(9.0.000.82 UPDATE\)](#)
- [March 4, 2021 \(9.0.000.81\)](#)
- [September 17, 2020 \(9.0.000.78\)](#)
- [August 11, 2020 \(9.0.000.77\)](#)
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- [May 14, 2020 \(9.0.000.74\)](#)
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- [November 7, 2019 \(9.0.000.63\)](#)
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- [September 26, 2019 \(9.0.000.60\)](#)
- [August 29, 2019 \(9.0.000.56\)](#)
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- [April 18, 2019 \(9.0.000.46\)](#)
- [April 4, 2019 \(9.0.000.45\)](#)
- [March 14, 2019 \(9.0.000.41\)](#)
- [February 28, 2019 \(9.0.000.40\)](#)
- [January 31, 2019 \(9.0.000.38\)](#)
- [January 17, 2019 \(9.0.000.37\)](#)
- [November 8, 2018 \(9.0.000.31\)](#)
- [October 25, 2018 \(9.0.000.30\)](#)
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March 25, 2021 (9.0.000.82 UPDATE)

### What's New

- Bulk Import now supports updating a username by using dbid as the primary key. This new support enhances the user download feature with the ability to also download dbid when exporting all users. (GAPI-26698)
- Introduced the following new option in the **Email** tab of the Desktop Options section:
  - **Allow Email Resend from History** — Enables agents to re-send an email from the interaction history. This option is dependent on the Contact option also being set in Desktop Options. (GAPI-26278)
- Introduced the following new option in the **Voice** tab of the Desktop Options section:
  - **Allow Alert for Opt-out Recording** — Alerts the agent that the current call is not being recorded by a supervisor. (GAPI-26276)
- Introduced the following new option in the **Interaction History Advanced Search** tab of the Desktop Options section:
  - **Allow Unanswered Outbound Call** — When this option is true, an interaction is created in the Universal Contact Server database, even if the outbound call is unanswered by the customer. This option can be overridden by a routing strategy, as described in the Configuration Guide. (GAPI-26274)
- It is now possible to create a statistic definition without mainMask by choosing the statistic category ServiceFactor1. (GAPI-26152)
- The following improvements have been made to the Agent Setup UI for Favorites:
  - A new **Favorites Pool** tab has been added to the Agent Desktop section. Through this new tab, you can add, delete, and edit (change the name, type, and category) the global favorites available in your Contact Center.
  - The **Global Favorites** tab has been updated so that you can manage linked Favorites per level (Contact Center, Agent Group, Agent, and Transaction).
  - Other general enhancements:
    - Improved the way the Favorite's "Attached Data" values are managed.
    - Improved the way duplicate Favorites are detected.
    - Improved the global checkbox logic after the data has been filtered.(GAPI-23054)
- If using the latest version of Genesys Engage cloud Email powered by our Intelligent Workload

Distribution (IWD) solution, you can find new instructions for setting up your email mailboxes in Workload Manager in the [IWD Administrator's Guide](#). If you are still using **Email classic**, setting up your Email Server in Engage cloud is still done through the **Email** tab of the **Desktop Options** section. No changes are required. (GAPI-28753)

March 4, 2021 (9.0.000.81)

### What's New

- Agent Setup now allows migration of statistics without mainMask.
- Introduced the following new options in the **Screen Pop** tab of the Gplus Salesforce section:
  - **Screen Pop For Outbound Calls** — Specifies whether the Adapter initiates screen pop in Salesforce for outbound calls.
  - **Create New Salesforce Record on Screenpop** — Specifies whether Gplus Adapter creates a new Salesforce record on screenpop. Values include:
    - None: No new Salesforce record is created
    - No Matching Record: A new Salesforce record is created when a Salesforce search returns no matching record
    - Always: A new Salesforce record is created for every screenpop
  - **Salesforce Object API Name** — Specifies the Salesforce custom object API name. To find the API name, go to **Salesforce Setup > Object Manager > Custom Object > Details > API Name**.
  - **New Salesforce Record Field Mapping** — Specifies the name of the configuration section where the mapping is defined. In the section, each key must correspond to an interaction UserData key, and each value must correspond to the name of the Salesforce standard or custom object field.
- Introduced the following new options for the Agent's WebRTC configuration in the **Voice** tab of the Desktop Options section:
  - **WebRTC Polling Timeout** — Specifies, in seconds, a period of time during which WebRTC library waits for the response for a polling request.
  - **Expression to capture groups in GWS url** — Specifies that Workspace should extract some part of its url to capture some groups containing shared information among services, like the tenant or the region.
  - **WebRTC Server URN** — Specifies the URN that should be based on the following pattern:  
WEBRTCGATEWAY\_SERVER:WEBRTCGATEWAY\_PORT?sip-proxy-address=  
SIPPROXY\_SERVER:SIPPROXY\_PORT.
- Introduced the following new option in the **General** tab of the Gplus Salesforce section:
  - **Prevent Gplus in Browser Multitab** — Specifies that Gplus Adapter will not work in multiple tabs.
  - **Notifications** — Specifies whether Gplus Adapter displays notifications.
- All users (Agents, Administrators, and Supervisors) can now access Agent Setup however, read and write access depends on the user's **role**.
- Agent Setup now provides the ability to configure external URLs at the workspace level and the

interaction level in the **External URLs** tab of the Agent Desktop section.

- Introduced the following new options in the **Activity Log** tab of the Gplus Salesforce section:
  - **Auto Activity Log Association** — Specifies the Salesforce criterion to use to associate the Activity Log Task when the interaction is completed.
  - **UI Activity Log Association** — Specifies whether Gplus Adapter displays the Object Association table when the interaction is completed.
- Introduced the following new options in the **Outbound** tab in the Desktop Options section:
  - **Allow View for Fields on Outbound Records** — Specifies if the agent can view the fields of the outbound record in the interaction.
  - **Allow Update on Outbound Records** — Specifies if the agent can update the fields of an Outbound Record that are configured as editable.
- Introduced the following new options in the **Contact** tab of the Desktop Options section:
  - **Allow Check for Duplicate Contact** — Enables workspace to alert agents when creating a duplicate contact. This option can be overridden by a routing strategy as described in the Configuration Guide.
  - **List of Contact Attributes for AND rule** — Specifies the list of contact attributes, each of which are added as an AND clause in the search query to retrieve potential duplicate contacts from UCS during contact creation in Workspace.
  - **List of Contact Attributes for OR rule** — Specifies the list of contact attributes, each of which are added as an OR clause in the search query to retrieve potential duplicate contacts from UCS during contact creation in Workspace.
  - **Allow Tree View for Threaded Interactions** — Enables agents to swap the interaction display format from grid view to tree view and inversely.
  - **Tree View - Contact History Displayed Columns** — Specifies the list of interaction fields that are displayed in the Contact History screen for tree view.
  - **Tree View - My History Displayed Columns** — Specifies the list of interaction fields that are displayed in the My History screen for tree view.
  - **Tree View - All Interactions Displayed Columns** — Specifies the list of interaction fields that are displayed in the Interaction Search screen for tree view.
- A new **Desktop Views** tab has been added under the Desktop Options section, providing sixteen new options:
  - **Default view in Region NavigationBarRegion** — Specifies, in precedence order, the view selected by default in the Navigation Bar Region.
  - **Views order in Region NavigationBarRegion** — Specifies the order (left to right, top to bottom) in which the views are displayed in the Navigation Bar Region.
  - **Default view in Region ConnectRegion** — Specifies, in precedence order, the view selected by default in the Connect Region.
  - **Views order in Region ConnectRegion** — Specifies the order (left to right, top to bottom) in which the views are displayed in the Connect Region.
  - **Default view in Region MonitoringRegion** — Specifies, in precedence order, the view selected by default in the Monitoring Region.
  - **Views order in Region MonitoringRegion** — Specifies the order (left to right, top to bottom) in which the views are displayed in the Monitoring Region.

- **Default View In Region ContactRegion** — Specifies, in precedence order, the view selected by default in the Contact region.
- **Views order in Region ContactRegion** — Specifies the order (left to right, top to bottom) in which the views are displayed in the Contact Region.
- **Default view in Region HistoryInteractionDetailsRegion** — Specifies, in precedence order, the view selected by default in the History Interaction Details Region.
- **Views order in Region HistoryInteractionDetailsRegion** — Specifies the order (left to right, top to bottom) in which the views are displayed in the History Interaction Details Region.
- **Default view in Region CaseSideRegion** — Specifies, in precedence order, the view selected by default in the Case Side Region.
- **Views order in Region CaseSideRegion** — Specifies the order (left to right, top to bottom) in which the views are displayed in the Case Side Region.
- **Default view in Region InteractionDetailsRegion** — Specifies, in precedence order, the view selected by default in the Interaction Details Region.
- **Views order in Region InteractionDetailsRegion** — Specifies the order (left to right, top to bottom) in which the views are displayed in the Interaction Details Region.
- **Default view in Region WorkbinInteractionDetailsRegion** — Specifies, in precedence order, the view selected by default in the Workbin Interaction Details Region.
- **Views order in Region WorkbinInteractionDetailsRegion** — Specifies the order (left to right, top to bottom) in which the views are displayed in the Workbin Interaction Details Region.

## Resolved Issues

- Reconfigured the list of SIP Phone types available in the **Users** tab. SIP Phone types are now listed as:
  - Disable CTI
  - Genesys Softphone / Genesys 420HT / AudioCodes 4xxHD / Polycom
  - Obsolete Genesys Softphone with embedded DTMF support
  - Generic phone
  - Genesys SoftPhone with WebRTC

For details on when to use each type, see [SIP Phone Types](#).

## (GAPI-26534)

- Introduced a new sorting functionality for **Toast Data**. (GAPI-25487)
- Fixed an issue with **Bulk Import** hanging during validation when an error in the data file is encountered. Now Agent Setup automatically clears the data file and requires the user to re-select and re-validate the data file once it's been corrected. (GAPI-25192)
- Changed the default Agent Setup mode in the **backwardCompatibility** option from v2(8.5) to v3(9.0). (GAPI-25134)
- Fixed an issue in the **Case Data** where long Business Attribute names would not display in full in the **Select Business Attribute** list. (GAPI-24073)

- Added the ability to sort the names of all **Dispositions** alphabetically, in ascending or descending order. (GAPI-15440)
- The **User Role** names are now renamed as the following:
  - The "Agent" role is now called "Agent Desktop Agent"
  - The "Supervisor" role is now called "Agent Desktop Supervisor"
  - The "Admin" role is now called "Agent Setup Admin"

(GAPI-25927)

- The following functionalities are now accessible to all Users who have the required roles and permissions set in **Access Groups**:
  - Audit action
  - Export action
  - Delete User and Delete multiple Users actions
  - Edit multiple Users action

(GAPI-25241)

- The .csv structure for an empty Annex field has now been changed to "Annex: <>". (GAPI-25193)
- Fixed an issue where, in certain instances, the **Recording Hierarchy** user interface was inadvertently disabled. (GAPI-24489)
- The **Enable Standard Response Library** option's default value is changed to false in the v3(9.0) version. (GAPI-23896)
- The **Skills** user interface is updated to now properly reflect the latest changes made by the user. (GAPI-23638)
- Fixed an issue where the **Business Attribute** (BA) folder displayed incorrectly. Previously, if a child folder and a BA had the same ID in the parent folder, the folder's BA list would generate incorrectly in the UI. (GAPI-23419)
- Fixed an issue where **Corporate Favorites** could not be added to **Agent Groups** unless one corporate favorite had first been added through the **Platform Administration**. (GAPI-23243)

## September 17, 2020 (9.0.000.78)

### What's New

- Introduced the following new option in the **Outbound** tab of the **Desktop Options** section:
  - **Outbound Treatment on Reschedule** — Specifies the list of disposition codes that can be set for an outbound interaction, enabling the Outbound Contact Server to receive outbound treatment for campaign records marked as Done, after a reschedule.
- Introduced the following new options in the **Contact** tab of the **Desktop Options** section:

- **Allow Contact Interactions to be Open from Queue** — Enables agents to open in-progress interactions from their workbin history.
- **Allow Contact Interactions to be Open from Personal Workbins** — Enables agents to open in-progress interactions that are in another agent's workbin history.
- **Allow Contact Interactions Workflow State** — Enables the use of the interaction workflow state in an interaction's details.
- Introduced the following new options in the **Voice** tab of the **Desktop Options** section:
  - **Voice SIP Preview Ringtone Type** — Allows the selection of a ringtone type from the default tone types.
  - **Voice SIP Preview Ringtone Priority** — Specifies Voice SIP ringing priority between different channels.
  - **Voice SIP Preview Ringtone Duration** — Specifies the Voice SIP preview duration.
  - **SIP Preview Interactions** — Specifies the path of the sound file that plays when the SIP Preview is ringing.
- Introduced the following new option in the **Standard Response Library** tab of the **Desktop Options** section:
  - **Enable favorite standard response** — Enables agents to use favorites for standard responses. These changes take effect after the next platform configuration refresh interval.
- Introduced the following new option in the **Activity Log** tab of the **Gplus Salesforce** section:
  - **Activity Log Field Mapping** — Specifies the name of the configuration section where the mapping is defined.

### Resolved Issues

- Only users with sufficient view permissions (administrator or supervisor) are able to login into the Agent Setup UI. (GAPI-22834)
- Fixed an issue where the **Edit Transaction** page did not display the required configuration information when opened in a new tab. (GAPI-22530)
- Fixed an issue where the **Category** field was incorrectly made mandatory when creating a Global Favorite. (GAPI-20619)

August 11, 2020 (9.0.000.77)

### What's New

- The user browser cache is automatically refreshed when Agent Setup is upgraded
- Introduced the following new option in the **Screen Pop** tab of the **Gplus Adapter for Salesforce** section:
  - **Screen Pop on Outbound Email Create** — Specifies whether the adapter initiates a screen pop in Salesforce immediately after creating an email.



- You can now **disable and enable agent groups and virtual agent groups** with the State setting in the Agent Group view.
- The UI for the **Users > User > Access Groups** page was redesigned to make it easier to use.
- Agent Setup has improved the **Users > User** view with the following enhancements:
  - Search based on **skill** and **agent groups** from the user sidebar.
  - A tool-tip for the sidebar sections was added.
  - Switch information was removed.
- **Edit User improvements:**
  - Added a new **Save** button that saves the changes and stays on the **Edit User** screen.
  - Renamed the **Update** button to **Save and Close**. Click this button to save your changes and return to the agent list.
- Agent Setup now supports **inserting standard responses using a short keyword**. Use the following options on the **Desktop Options > Standard Responses** page to configure this feature:
  - **Standard Response Shortcuts.<keyword>** - The template option you can clone to specify the association between a keyword and a standard response defined in Knowledge.
  - **Shortcuts Prefix** - Specifies a prefix to identify a keyword associated with a standard response.
  - **Use Shortcuts filter** - Enables an agent to filter Standard Responses in the Standard Responses tree view to show only those with shortcuts.

## Resolved Issues

- The **Add Statistic** window for Agent Statistics now includes all statistics objects in the list of available statistics. (GAPI-22048)
- Agent Setup no longer deletes the **interaction-workspace** section configuration when you delete all **External URLs** for an Agent Group. (GAPI-22018)
- The **Mailbox Name** field now supports the "@", "\_", and "." **special characters**. (GAPI-21772)
- The **From Addresses** option now uses the **emailAddress** Business Attribute as a value.(GAPI-21506)

July 16, 2020 (9.0.000.75)

## What's New

### Desktop Options

- Improved the **Standard Response** options view by adding new field labels.

### Gplus Salesforce Options

- Introduced the following new options in the **General** tab of the **Gplus Salesforce** section:

- **Run Salesforce Apex on Interaction Events** — Specifies the interaction event which triggers Salesforce Apex to run.
- **Apex Class Name** — Configures the name for a Salesforce custom apex class.
- **Salesforce Message Channel Name for Service Client API** — Specifies the name of the message channel in Salesforce for Service Client API.
- Introduced the following new options in the **Activity Log** tab of the **Gplus Salesforce** section:
  - **Chat Include Transcript in Description** — Specifies whether the adapter saves the chat transcript, as part of the activity description in Salesforce.
  - **Chat Transcript Custom Field Name** — Specifies the name of a custom activity field in Salesforce.

### Audit Trail

- Introduced a new **Download Audit Data** button, enabling Agent Setup to support the ability to export audit logs.

May 14, 2020 (9.0.000.74)

## What's New

### SAML Configuration

- Agent Setup now supports **configuration for SAML HTTP Redirect**.

### Resolved Issues

- The following Bulk Import issues are now fixed:
  - The CSV file import now supports a place name in the "Default place" field. (GAPI-20165)
  - Bulk Import now permits the "+" symbol in the extension number field. (GAPI-19996)
  - Bulk Import now permits the "@" symbol in the "Places" field, and the "?" symbol in the "Annex" field. (GAPI-20229)
- Now SAML can be enabled without first **uploading any IdP-metadata** into the "Region Name" field. (GAPI-19510)
- The "Export" functionality has been optimized to take less time and resources for data collection. (GAPI-19092)

March 26, 2020 (9.0.000.73)

## What's New

### CRM Adapter

- The following **Salesforce options** have been added for the CRM Adapter:
  - **Salesforce Object Type**
  - **Salesforce Object Name**
  - **Salesforce Object Key**
  - **Keep Alive Sync**
  - **Salesforce Activity Log Status**
  - **Open Media Activity Log**
- The following **Screen Pop options** have been added for the CRM Adapter:
  - **Screen Pop on Open Media Invite**

### Desktop Options

- The following options have been added to the **Global Login** section in the Desktop Options:
  - **Invalidate Auth SSO session on Workspace logout**—When this option is selected, the Auth SSO session along with the Agent Desktop session is invalidated when an agent logs out of the Workspace Agent Desktop. When this option is cleared, only the Agent Desktop session is removed and the GWS Auth SSO session is kept alive.
  - **Show Change Account Link**—Specifies whether or not to display the "Change login account" link on the login error page and the second step login page. This option is not used when the "Invalidate Auth SSO session on Workspace logout" option is selected.
- The following option has been added to the **Voice Options** section in the Desktop Options:
  - **Two-Step Voice Conference**—Enables two-step voice conferencing.

### Renamed Menu Items

- Menu items have been renamed from "CRM Adapter" to "Gplus Salesforce" for better alignment of functionality. A new "General" tab under the "**Gplus Salesforce**" section includes Salesforce Click-to-Dial Preprocessing Rules, Salesforce Object Type, Salesforce Object Name, Salesforce Object Key, and Keep Alive Sync. A new "Activity Log" tab includes all items from the current Salesforce tab except as listed above.

### Contact Center Settings

- The following option has been added to the **Screen Pop** tab in the Gplus Salesforce section:
  - **Use DNIS in Screen Pop Search**—Specifies whether the screen pop search uses the DNIS.
- The following option has been added to the **Activity Log** tab in the Gplus Salesforce section:
  - **Activity Log on Screen Pop**—When a screen pop occurs on inbound or external calls, specifies

whether the adapter creates an activity in Salesforce and modifies the logged activity when the interaction is marked done.

### Chrome v80+ SameSite Cookie Support

- The Chrome v80+ SameSite cookie attribute processing changes are now supported by Agent Setup.

### New Screen Pop Object Types

- Gplus Adapter for Salesforce now supports the following object types for **screen pop**:
  - SUBJECT
  - URL
  - OBJECTHOME
  - LIST
  - SEARCH
  - NEW\_RECORD\_MODAL
  - FLOW

### Resolved Issues

- The "Action Search" filter on the Audit Trail page now functions as expected. Previously, the search result also included the records that contained the action keyword in the message text. (GAPI-18200).
- The value of the "Interaction ID" attribute has been changed from "Id" to "id" for the **All Interactions Displayed Columns** option. (GAPI-18570)
- Before applying new SAML settings, Agent Setup now cleans up the corresponding old ones. Previously, outdated settings could cause outages. (GAPI-18399)
- Agent Setup now delays refreshing SAML settings until all data is fully replicated to secondary regions. (GAPI-18361)
- On the **Agent Groups > Custom Agent States** tab, you can now set an empty value for the **After Call Work** and **Not Ready** options. (GAPI-16946)
- Agent Setup now lets you:
  - Create a custom business attribute of type "Email Address" and manage its values.
  - Select any previously created custom business attribute as the Root Business Attribute.
  - Set the **email.from-addresses** option to the values present in the custom business attribute of type "Email Address" that is selected as the Root Business Attribute.

(GAPI-17552)

- The default value for the following options has changed to None.
  - **Chat Message Ringtone Type**
  - **Chat Message Sound Priority**
  - **Chat Message Sound Duration**

- **Chat Interaction Ringtone Duration**
- **Chat Interaction Ringtone Priority**
- **Chat Interaction Ringtone Type**

(GAPI-17812)

- Import of the Time for Statistics Reset option now functions as expected. Previously, a bulk import of this option resulted in an incompatibility error. (GAPI-17809)
- Statistics creation for Agent Desktop V.9 now behaves as follows:
  - The **notificationFrequency** option default value is equal to 60.
  - The **notificationMode** option with the **Periodical** value is created.
  - The empty **parameters** and **extensions** options are not created.

(GAPI-17681)

- When creating a new agent, you can now enable the **Multimedia Agent** option. Previously, this option was disabled until after the agent account was created and saved. (GAPI-17463)
- When defining Favorites, you can now use spaces in attached data keys. (GAPI-17383)
- The User Search by Skills filter now functions as expected. Previously, the filter would not work when using an Internet Explorer browser. (GAPI-17321)
- Field labels on the SAML Single-Sign-On (SSO) configuration page in Agent Setup have been updated. Refer to the [Enable Single-Sign On](#) page for more information. (GAPI-17299)
- The Agent Group Supervisor dropdown list is now correctly updated after a change is made. Previously, an Agent Setup caching issue resulted in unsaved changes. (GAPI-17262)
- A user no longer receives a misconfiguration error when the Genesys Softphone with WebRTC option is enabled. Previously, when this option was enabled, Agent Setup incorrectly enabled two conflicting options, resulting in the misconfiguration error. (GAPI-17206)
- Users can no longer switch between tabs when Agent Setup is disconnected from the server. (GAPI-16964)
- Agent Setup now displays an error message when a user lacks the necessary permissions to perform a specific bulk import operation, such as a directory update. Previously, the import would begin and then freeze, without indicating an error. (GAPI-15395)
- The "Transactions" page now supports pagination. (GAPI-4649)
- Audit logs now record SAML settings changes. (GAPI-11119).
- Agent Setup now removes **workspace.web-content** and **interaction.web-content** options when all corresponding External URLs are deleted. (GAPI-18822)
- Agent Setup now properly displays only the last search request result when utilizing the search field from the User tab. (GAPI-19186)

November 7, 2019 (9.0.000.63)

## What's New

### Resolved Issues

- Agent Setup now supports pagination for the Single Sign-on -> SAML -> Access Groups drop-down menu. This eliminates the need to scroll through a long list of Access Groups when configuring SAML. (GAPI-16247)
- On the Audit screen, the To Date Search field in the Search section now defaults to Now, meaning the current date and time. (GAPI-16851)
- On the Agent Groups -> Agents tab, when you search for an agent, the agent's username now appears next to the agent's first and last name in the search results. Previously, only the agent's first and last name appeared in the search results.(GAPI-16852)

October 24, 2019 (9.0.000.62)

## What's New

### Capacity Rules

- Agent Setup now supports Capacity Rules. Capacity Rules allow you to define an agent's ability to handle multiple interactions concurrently for different channels. When those limits are reached, the agent stops receiving calls/interactions. Refer to the [Capacity Rules](#) page in the Agent Setup Help manual for more information.

### External URL templates

- The following option has been added to the [External URLs](#) configuration templates to enable the use of attached data values in labels or URLs:
  - **\$AttachData.KVPName\$**

### WebRTC options

- The following options have been added to the [Genesys Softphone](#) section of Agent Setup:
  - Can Use WebRTC - Enables WebRTC in Workspace. Depends on 'Voice - Can Use Voice Channel'.
  - Can change speaker volume - Allows an agent to change speaker volume. Depends on 'Voice - Can Use Voice Channel' and 'WebRTC - Can Use WebRTC'.
  - Can mute microphone - Allows an agent to mute and unmute the microphone. Depends on 'Voice - Can Use Voice Channel' and 'WebRTC - Can Use WebRTC'.
  - Can mute speaker - Specifies if DTMF is available for WebRTC calls. Depends on 'Voice - Can Use Voice Channel' and 'WebRTC - Can Use WebRTC'.
  - Can send DTMF- Specifies if DTMF is available for WebRTC calls. Depends on 'Voice - Can Use Voice

Channel' and 'WebRTC - Can Use WebRTC'.

- Quality request interval - Specifies the voice channel ringing sound-configuration string. It consist of three options:
  - WebRTC Ringtone Type - Set WebRTC call ringing sound. Depends on 'Voice - Can Use Voice Channel' and 'WebRTC - Can Use WebRTC'.
  - WebRTC Ringtone Priority - Set WebRTC call ringing priority between different channels. Depends on 'Voice - Can Use Voice Channel' and 'WebRTC - Can Use WebRTC'.
  - WebRTC Ringtone Duration - Set WebRTC call ringing duration. Depends on 'Voice - Can Use Voice Channel' and 'WebRTC - Can Use WebRTC'.

## Resolved Issues

- You can no longer define a Skill level while creating or editing a Person template if you don't select that particular Skill. Previously, you could define a level for a Skill that wasn't selected for the template. (GAPI-16395)
- The Audit Trail screen in Agent Setup now includes a **Refresh Logs** option. (GAPI-16374)
- For Corporate Favorites, the attached data key now supports the <"> characters. (GAPI-16370)
- The option to assign a supervisor to a virtual agent group has been removed from the Agent Setup application because this option is not supported. (GAPI-16191)
- Agent Setup no longer throws an error when a supervisor is added to an agent group. (GAPI-16165)
- Agent Setup now correctly applies changes made to the Agent Page Limit and Agent Page Refresh settings. Previously, Agent Setup did not honor any updates made to these settings. (GAPI-16101)
- On the Users tab > Advanced Search, the State field no longer contains the Valid and Not Valid options because Agent Setup has disabled client side caching. (GAPI-15868)
- Agent Setup users can now set an empty value in the Business Attributes option for Agent Desktop. Previously, Agent Setup did not support this behavior. (GAPI-15823)
- The following issues with Bulk Import have been resolved:
  - Bulk Import now supports the @ symbol in a user's name.
  - Errors now contain more descriptive error messages. (GAPI-14580)
- On the Users tab, the Advanced Search filters are now presented as dropdown menus, allowing for multiple selections. (GAPI-13462)
- The following issues with External URLs have been resolved:
  - Agent Setup no longer throws an error when you try to create multiple External URLs using the same URL yet different labels.
  - Agent Setup now correctly identifies the mode being used for the External URL - INTERNAL, EXTERNAL, BACKGROUND, or HIDDEN. (GAPI-11806)
- A new Add button has been added to the Agent Groups -> Agents tab to allow you to manually assign one or more agents to the agent group. (GAPI-11664)
- Improvements have been made to the Audit Trail information collection process. (GAPI-15133)

September 26, 2019 (9.0.000.60)

## What's New

### Agent Desktop V.9 support

- The **Timed Preview Auto Dial** option for Agent Desktop is now available in the **Outbound** section of Agent Setup. This option specifies the method in which calls are dialed for agents in Preview, Push Preview, or Reschedule campaigns. The options are as follows:
  - The agent can manually dial a record.
  - The record is auto-dialed as soon as the record is accepted.
  - The record is auto-dialed after a specified number of seconds.

This option can be set at the Contact Center, Agent Group, and User level.

### Resolved Issues

- Agent Desktop options can now contain a blank Value field. Previously, the Value field could not be blank if a default value was defined. (GAPI-15920)
- Mailbox sorting and pagination issues have been resolved. Previously, mailbox entries did not display in alphabetical order, and the scroll bar was out of view. (GAPI-15754)
- Updates have been made to confirmation windows for operations related to deleting and unassigning Favorites. (GAPI-15715)
- A bulk import CSV file can now contain both an Agent account and an Admin account. (GAPI-15625)
- Stability improvements have been made to the agent export functionality. (GAPI-15436)
- Agent Setup no longer deletes Agent Desktop options that contain blank *Value* fields. (GAPI-15384)
- The **My Team Workbins** and **Access to Interaction Management** options no longer depend on the **Workitem** channel. Previously, the **Workitem** channel had to be enabled in order to access the **My Team Workbins** and **Access to Interaction Management** options. (GAPI-15349)
- Display and navigation issues on the *Skills* tab have been corrected (GAPI-14884)
- The following option has been deprecated:
  - *Voice Forward* (GAPI-14420)
- The **Email Address Regular Expression** option has been added to the **Email** section of Agent Setup. This option can be set at the Contact Center, Agent Group, and User level. (GAPI-14189)
- SAML can no longer be enabled in Agent Setup if SAML configuration is incomplete. (GAPI-13897)
- When you modify a **Standard Response** option for Agent Desktop, the confirmation window now includes the standard response prefix with the name of the option being modified (GAPI-13039)
- Agent Setup no longer requires a minimum browser width of 1280 pixels to view all onscreen elements in a single view (GAPI-12837)
- For bulk exports, you can now view the number of users being exported. (GAPI-12448)
- The **Team Communicator Exclude from Groups** option has been added to the **Global Login** section



of Agent Setup. When you enable this option, the agents from excluded groups are not visible in Team Communicator, Favorites, or Statistics. (GAPI-11772)

- When you modify an agent group (for example, add or remove agents; create, modify, or delete business attributes; update desktop options), a new confirmation dialog window appears with a summary of the changes. (GAPI-11663)
- Agent Setup no longer throws an error when you use bulk import to create a virtual agent group for a chat virtual queue. (GAPI-7056)
- Agent Setup now returns an error if a user attempts to perform a bulk import without the required permissions. (GAPI-5847)
- In the Audit Trail, the UPDATED action now reports on the following activity related to agent groups:
  - The name of the user added to an agent group.
  - The name of the user who made the update. (GAPI-15546)

## August 29, 2019 (9.0.000.56)

### What's New

#### Resolved Issues

- Scripts are no longer removed when a Group Favorite is added to a Virtual Agent Group. (GAPI-14725)
- The Chat timer tracking the response time to a customer comment now works correctly. (GAPI-15053)

## August 1, 2019 (9.0.000.55)

### What's New

#### Resolved Issues

- You can now include spaces in the First Name or Last Name fields when importing. Previously, spaces in these fields caused an error during imports. (GAPI-14815)
- Audit events now display in the local time zone. (GAPI-14166)
- You can now save more than one URL on the Screen Recording Server. (GAPI-13977)
- Voicemail numbers are now updating correctly. (GAPI-13839)
- Using the "Export All" option in the Users tab no longer duplicates users in the exported XML file. (GAPI-12318)
- You can now unassign skills using the /d option in the skill field during an import. Previously, skills were not removed when using the /d option. (GAPI-13870)

- You can now include spaces in the folder name during an import. Previously, spaces in the folder name caused an error during imports. (GAPI-14448)
- The reset time for statistic definition now saves correctly. (GAPI-14203)

June 6, 2019 (9.0.000.51)

### What's New

#### **Agent Desktop V.9 support**

- Auto-focus options on inbound interactions for the new Agent Desktop are now available among the **Global Login options** in the Contact Center Settings, Agent Groups and Users sections.
- Agent Setup now supports the configuration of Voicemail options for the new Agent Desktop.

#### Resolved Issues

- The "Time for Statistics Reset" option has been moved from the Global Login section to the **Statistics** section in Desktop Options. (GAPI-13587)
- The Bulk Import page now times out when the page is inactive, except during an active import session. (GAPI-12800)
- Audit messages are improved for better readability. (GAPI-12765)
- Audit now displays changes made to Agent Groups and the affected users. (GAPI-11919)

May 23, 2019 (9.0.000.49)

### What's New

#### **Agent Desktop V.9 support**

- A **Voice** option allowing calls to be released while they are on hold is now available for the new Agent Desktop in the Contact Center Settings, Agent Groups and Users sections.

#### **Genesys Altocloud support**

- Altocloud can now be enabled as a **Channel** and its options can be set in the Contact Center Settings, Agent Groups and Users sections.
- The Altocloud user privilege is now available as an export and import column.

### Resolved Issues

- When removing an extension from an agent's profile, you now have the option to keep the extension for other users or delete the extension from the system. (GAPI-12240)

May 13, 2019 (9.0.000.48)

### What's New

#### Resolved Issues

- A third-party component is updated to improve security within the session-handling mechanism. (GAPI-11984)

May 2, 2019 (9.0.000.47)

### What's New

#### Single Sign-On

- **Single Sign-On** configuration for SAML is now available.

#### Agent Desktop V.9 support

- **Outbound** options for the new Agent Desktop are now available in the Contact Center Settings, Agent Groups and Users sections.
- **Email** options for the new Agent Desktop are now available in the Contact Center Settings, Agent Groups and Users sections. These options include:
  - Click to Dial from email
  - Delete email
  - Move to Workbin
  - Reply and Reply All to email
  - Save and send email
  - Add attachments to email
  - Enable and toggle HTML formatting
- The following new options for **Supervisors** are now available for the new Agent Desktop in Contact Center Settings, Agent Groups and Users section:

- Allow Supervisor access to interaction management
- Allow Supervisor to move interactions to workbin
- Allow Supervisor to move interactions to queue
- Allow Supervisor to see workbins for their agents

## Resolved Issues

- The **Allow Reject Call** option is deprecated, because Reject Call is no longer supported. (GAPI-13015)
- When deleting shared favorites, a confirmation is now displayed. (GAPI-12490)
- Attached data for Favorites exceeding column widths are no longer cut off. (GAPI-12487)

April 18, 2019 (9.0.000.46)

## What's New

### Agent Desktop V.9 support

- **Chat** options for the new Agent Desktop are now available in the Contact Center Settings, Agent Groups and Users sections. These options include:
  - One-step transfer
  - Auto-disconnect
  - On-hold Queue
  - Warning time
  - Decline
  - URL push
  - Interaction disposition
- **Facebook** can now be enabled as a Channel and its options can be set in the Contact Center Settings, Agent Groups and Users sections.
- **Twitter** can now be enabled as a Channel and its options can be set in the Contact Center Settings, Agent Groups and Users sections.
- **Workitems** can now be enabled as a Channel and its options can be set in the Contact Center Settings, Agent Groups and Users sections.
- Options to handle Workitems for Genesys Task Routing are now available in the Contact Center Settings, Agent Groups and Users sections.
- Options to enable Performance Tracker and Dashboard, as well as manage the Sidebar Region, for the new Agent Desktop are now available through **Global Login** in the Contact Center Settings, Agent Groups and Users sections.

### Resolved Issues

- **Audit Trail** now tracks changes to the Desktop Options, CRM Adapter, and Recording sections. (GAPI-11065)

April 4, 2019 (9.0.000.45)

### What's New

#### **Export enhancement**

- Export files now only list skills with values equal to zero or greater.

### Resolved Issues

- A cache update message is now displayed in the application bar when updating a User's skills. (GAPI-12083)
- Skill names no longer cut off when exceeding 38 characters. (GAPI-11972)
- The application screen now resizes correctly with all browsers. (GAPI-11963)
- Usernames containing ('') now display correctly. (GAPI-11962)
- The Audit section is now correctly updating. (GAPI-11869)
- Agent Setup no longer redirects to Contact Center Settings after saving edited User profiles. (GAPI-11494)

March 14, 2019 (9.0.000.41)

### What's New

#### **Skill levels**

- A skill level can now be entered when adding a new skill to an Agent.

#### **Agent Groups**

- An Agent Group with one or more agents assigned to it can no longer be deleted. You must unassign all agents from the Agent Group before deletion.

### Resolved Issues

- When the **Service Client** option for "Auto Login" is selected, the agent is placed in their earlier login

state if they are unexpectedly logged out. (GAPI-11748)

- A **Digital Management** menu is now available for **Email Server Mailbox** configurations. Mailbox options now allow predefined values for mailbox servers and security protocols. (GAPI-10730)
- Passwords for mailboxes now update correctly when saved. (GAPI-9813)

## February 28, 2019 (9.0.000.40)

### What's New

#### Audit Trail

- The Audit Trail allows you to track user changes made in the application, such as logins, logouts, created accounts, deletions, updates, and imports.  
For more information, see the [Audit Trail](#) documentation.

#### Resolved Issues

- When using the **Advanced** filter while searching for users, the correct results are now displayed. (GAPI-11211, GAPI-11283, GAPI-11304, GAPI-11190)
- The table in the **Users** section now resizes properly when the web browser is reduced. (GAPI-9895)
- The login page now shows "Agent Setup" as the application name. (GAPI-11201)
- Session authentication now provides protection against login conflicts with an additional verification to ensure users belong to the correct tenant. (GAPI-11593, GAPI-11558)

## January 31, 2019 (9.0.000.38)

### What's New

#### Resolved Issues

- Assigned skills are now visible when editing a user. (GAPI-11017 )
- An error message is now presented to unauthorized users when they attempt to access Agent Setup. (GAPI-10131)
- Agent Setup is once again compatible with Internet Explorer 11. (GAPI- 11002)

January 17, 2019 (9.0.000.37)

## What's New

### **Remove objects during import**

- Use the new /r option to unassign phone numbers, places, and default places from user accounts during a bulk import. These objects are not deleted from the environment.

### **From email addresses**

- You can now configure additional From email addresses for agents to use in Agent Desktop.

### **DN Groups**

- You can now create DN Groups for Virtual Queues and Route Points through the Routing Manager menu.

November 8, 2018 (9.0.000.31)

## What's New

### **Application timeout**

- Application timeout has been introduced to log off users after 15 minutes of inactivity.

### **Menu condensed**

- You can now expand and collapse the left-side option menu in the Contact Center Settings, Agent Groups, and Users sections.

## Resolved Issues

- Issues causing Agent Setup to be unresponsive have been resolved. (GAPI-9464)

October 25, 2018 (9.0.000.30)

## What's New

### **Team Communicator**

- The include and exclude drop-down lists of Agent Groups for Team Communicator now include Virtual

Agent Groups.

### Resolved Issues

- Agent Groups are now displayed in the quick-view panel in the Users section. (GAPI-8585)
- The Genesys Softphone options Use Headset and URI are now available at the Contact Center Settings, Agent Groups, and Users levels. (GAPI-8581)

October 11, 2018 (9.0.000.28)

### What's New

- External URLs can now be configured at the Agent Group and User levels.
- Service Client API options for Agent Desktop can now be set at the Contact Center Settings, Agent Group, and User levels.
- Genesys Softphone with Web-RTC can now be provisioned for users.

### Resolved Issues

- Agent Setup's performance is now improved when exporting a large amount of user records. (GAPI-8626)
- Agent Setup no longer truncates External URLs when you paste them into the entry field. (GAPI-8731)

September 27, 2018 (9.0.000.27)

### What's New

#### **Genesys Email**

- You can now configure email mailboxes using Genesys Email.

### Resolved Issues

- Supervisors can now log in to Agent Setup. (GAPI-8518)
- Setting the Reset Password flag now properly prompts the user to change the password the next time the user logs in. (GAPI-7620)



September 13, 2018 (9.0.000.26)

## What's New

### User interface

- The user interface has changed to reflect Genesys Corporate UX standards, including the following:
  - The login page has been changed to the new corporate application page.
  - The navigation bar logo has been changed from white to Genesys red.
  - The navigation bar active item color has been changed from blue to Genesys red.
  - The fonts and color palette has changed for buttons, tables and alerts.

### Voice options

- The following options are now available at the Contact Center Settings, Agent Groups and Users levels:
  - Allow Reject Call
  - Show Post Call Duration
  - Show Hold Indication Timer
  - Allow Pending State in My Channel

### CRM Adapter

- The following options have been deprecated from the CRM Adapter section:
  - CRM Adapter Provisioning
  - CRM Adapter Interaction
  - Voice and Chat Track Agent's Navigation

### Resolved Issues

- When removing an Agent Group from a user's profile, the warning message has been improved to say remove instead of delete. (GAPI-7182)

## Archive

**[+] Click to show archived release notes**

August 30, 2018 (9.0.000.25)

## What's New

### **Salesforce templates**

- If you use templates for Salesforce activity, you can now set template options in the CRM Adapter section, under Salesforce Options.

### Resolved Issues

- Agent Setup only supports external URLs with HTTPS. Previously, the example URL in the External URLs field displayed HTTP. (GAPI-8060)
- Agent details now correctly display in the Users section. (GAPI-7619)
- Attached Data no longer disappears when being added with Favorites. (GAPI-7030)
- If you incorrectly set an option in Contact Center Settings, the error message now identifies which option is not properly set. (GAPI-4348)
- When importing an existing password fails, the error message now displays the actual error shown in the logs. Previously, the error message did not explain why the import failed. (GAPI-3831)

August 2, 2018 (9.0.000.23)

## What's New

### Resolved Issues

- When changing data on an Edit User page, the Revert button performs as expected. Previously, the Revert button did not reverse the changes. (GAPI-7275)
- The informational modal shown in External URLs now correctly identifies your operations when creating a new entry. Previously, the modal displayed an extra delete operation. (GAPI-7192)
- Skills now display correctly with their folders. Previously, Skills for different folders displayed as single records. (GAPI-6889)
- When creating a folder on the Dispositions page of Contact Center Settings, Agent Setup no longer stops working. (GAPI-6834)
- The application loading progress now displays in the Main Navigation Bar. (GAPI-6178)
- Agent Setup no longer stops working when saving edits to Users with Skills from the Special Access folder. (GAPI-7246)

July 19, 2018 (9.0.000.22)

## What's New

### **Bulk Import contacts**

- You can now import contact records using the Bulk Import page under Data Tools. Imported records are now accessible in the Contact Directory section of Agent Desktop.

### Resolved Issues

- The load time for Agent Setup as been significantly improved. (GAPI-7064)
- An error message is no longer displayed when Capacity Rule is set to an empty value. (GAPI-7217)
- When creating Statistical Types, the Display Name field now shows the correct value. Previously, the Statistical Type was created without the Display Name. (GAPI-7212)
- The Add URLs button now shows properly in the External URLs section. (GAPI-7137)
- The Agent Channels field menu in the Supervisor section now shows values. (GAPI-7127)
- The editing of skill level fields no longer results in an error message. (GAPI-7096)
- Required Statistical Type fields now show as mandatory. (GAPI-6995)
- You can now set the Wrap Up Time for hot desk agents. (GAPI-6952)
- Attached Data is now correctly formatted in the Templates menu for External URLs. (GAPI-6936)
- When creating a Standard Response, lengthy values no longer overflow on the screen. (GAPI-6851)
- The Skills section for Users now displays in a table view, and includes the Skill level. (GAPI-6842)
- The Capacity Rule field on the Users page has been moved down on the page and properly aligned. Previously, it was shown at the top of the right column of the add or edit user view. (GAPI-6668)

July 5, 2018 (9.0.000.21)

## What's New

### Resolved Issues

- Toast alerts were corrected and updated. (GAPI-4163, GAPI-4525, GAPI-4563, GAPI-4565)
- Changes made in Case Data under Contact Center Settings now save correctly. (GAPI-6483)

June 21, 2018 (9.0.000.19)

## What's New

### Capacity Rules

- Capacity Rule can now be chosen as an import value when using Bulk Import.
- Capacity Rule can now be chosen as an export value when using bulk export on the Users tab.
- Capacity Rules can now be assigned to individual users.

### Skills

- The list of skills assigned to an agent now display in a tree structure flowing from their assigned folders.

### Resolved Issues

- Validation during a Bulk Import now correctly identifies if an Employee ID is linked to another user. Previously, the validation error stated the "person already exists" instead of the "Employeeid exists." (GAPI-6088)

June 7, 2018 (9.0.000.18)

## What's New

### Resolved Issues

- The progress bar for bulk uploads now tracks each step of an import and provides the overall progress as a percentage. The number of completed records also displays on screen when the import is finished. (GAPI-4441)
- Changes made in Case Data under Contact Center Settings now save correctly. (GAPI-6483)

May 24, 2018 (9.0.000.17)

## What's New

### Resolved Issues

- The Application Menu has been reordered to show Contact Center Settings as the first menu item. This change was made to shorten the application load time. (GAPI-5572)

- You can now create a default Agent's role during an import. (GAPI-5677)
- You can now create Global Favorites with @ characters for Route Points. Previously, the application did not accept anything after the @ character. (GAPI-5167)
- The Save button now functions as expected on all pages. Previously, it was missing on some pages and any changes made on those pages were saved automatically. (GAPI-2525)

May 10, 2018 (9.0.000.16)

### What's New

#### **Routing Manager**

- You can now view and filter a list of your Routing Points and Virtual Queues with the Routing Manager menu in Contact Center Settings. The Alias name for each line can also be changed as needed.

#### Resolved Issues

- Bulk Import is now working correctly. Previously, the import process stalled prior to completion. (GAPI-4376, GAPI-4870)

April 26, 2018 (9.0.000.15)

### What's New

#### **One Step Transfer for Chat**

- The option to enable One Step Transfer for Chat in Agent Desktop is now available at the Contact Center Settings, Agent Groups or Agent levels.

#### **Statistics**

- You can now configure options for Display Statistics on the Agent Desktop Menu Bar at the Contact Center Settings or Agent Groups levels. The following fields are available for this feature: Default Statistics displayed, Refresh Time, and Maximum quantity of Gadget Statistics displayed.

#### **After Call Work**

- You can now extend After Call Work time to an indefinite value for Agent Desktop at the Contact Center Settings, Agent Groups or Agent levels.

### Resolved Issues

- Bulk Export is now working properly. Previously, the export didn't include all records. (GAPI-4530)

April 12, 2018 (9.0.000.14)

### What's New

#### **Contact History notepad**

- You can now enable Contact History notepad for Agent Desktop at the Contact Center Settings, Agent Groups or Agent levels.

### Resolved Issues

- Agent Setup now loads properly. Previously, the application continually spun without loading. (GAPI-4950)

March 29, 2018 (9.0.000.12)

### What's New

#### **Voice Quality Alarm**

- You can now enable Voice Quality Alarm for Genesys Softphone.

### Resolved Issues

- You can now set a Routing Point for Skill Based Transfer. (GAPI-3880)

March 8, 2018 (9.0.000.09)

### What's New

#### **Screenpops**

- Screenpops for chat or email invites can now be configured at the Contact Center Settings, Agent Group, or Agent levels.

- You can now enable screenpops for consults through CRM Adapter's Screenpop section at the Contact Center Settings, Agent Groups or Agent levels.

### **Standard Response quick search**

- The option to enable Can Do Quick Search for the Standard Response Library is now available at the Contact Center Settings and Agent Group levels.

### **Agent groups**

- The option to include agent groups in Team Communicator can be configured at the Contact Center Settings, Agent Group, or Agent levels.

### **Resolved Issues**

- Agent Setup is now supported through Internet Explorer. (GAPI-4313)
- Bulk Imports no longer cause an error when uploading files. (GAPI-4438)
- Updating an agent no longer removes the agent's loginID. (GAPI-4381)
- Desktop Options now load correctly. (GAPI-4449)

February 8, 2018 (9.0.000.07)

## **What's New**

### **Field Code option**

- The Field Code option for Standard Response is now available for configuration at the Contact Center, Agent Group or Agent levels.

### **Interaction search**

- The Interaction search option for Agent Desktop can now be turned on or off at the Contact Center, Agent Group, and Agent levels.

### **Email options**

- Email management options for Agent Desktop can now be turned on or off at the Contact Center, Agent Group, or Agent levels. The options are:
  - A list of Cc addresses on forwarding email
  - Instructions for forwarding email
  - A list of multiple To addresses for forwarding email
  - The max size of each attachment with a value range from minimum of 1MB to a maximum of 20MB

### **Recording controls**

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- Recording controls for pause, resume, start, and stop recording can now be enabled or disabled at the Contact Center, Agent Group, or Agent levels.

### **Pending state**

- The Pending Agent State option is now available to turn on or off at the Contact Center, Agent Group, or Agent levels.

### **Channel Transfers**

- The option to enable or disable one-step email transfer is now available at the Contact Center, Agent Group, or Agent levels.
- The options to enable or disable voice one-step or two-step transfers are now available at the Contact Center, Agent Group, or Agent levels.
- The options to enable or disable two-step chat transfer or conference are now available at the Contact Center, Agent Group, or Agent levels.

### **Resolved Issues**

- User updates no longer fail due to an incompatible JavaScript code stored in the browser's cache. (GAPI-4177, GAPI-4178, GAPI-4162)
- An issue of unwanted settings blocking agents from viewing Corporate Favorites has been fixed. (GAPI-4176)
- Templates are now correctly displayed. (GAPI-3697)
- Agent Group settings now display correctly in Internet Explorer 11. (GAPI-3485)
- Contact Center Statistics are now available at the Agent Groups and Agent levels. (GAPI-3156)
- A new 'Place' line is no longer added to Agent Options. (GAPI-3625)
- Sorting by agent groups now works correctly. (GAPI-3629)
- Passwords can now be entered correctly using Internet Explorer. (GAPI-3546)
- Import validation no longer freezes at five per cent. (GAPI-3547)
- Supervisors can now be added correctly to Agent Groups when using Bulk Import. (GAPI-3696)

December 7, 2017 (9.0.000.05)

## **What's New**

### **Genesys Softphone**

- Agent-level and headset-name options now allow Agent Desktop to sign on to Genesys Softphone.
- You can now turn on or off the mute and volume widget in Agent Desktop for use with Genesys Softphone at the Contact Center, Agent Group, or Agent levels.



### Custom Agent States

- Action codes for Custom Agent States can be added as additional values, allowing Agent Desktop to send action codes to a telephony server.
- Custom Agent States (reason codes) can now be sorted alphabetically in the Display Name column.

### CRM Adapter

- The CRM Adapter option for the Click-to-Dial processing rule has been improved with pre-configured rules.

### Resolved Issues

- The Statistics Reset time can now be set correctly. (GAPI-3378)
- External URLs now display correctly. (GAPI-3136)
- External ID is now present in the Add/Edit User window. (GAPI-3163)
- A default place now correctly appears in Agent Setup if the default place was created and assigned in Platform Administration. (GAPI-2549)
- All menus now correctly display in Internet Explorer 11. (GAPI-3308)

November 1, 2017 (9.0.000.04)

## What's New

### Enhanced user interface

**Tip:** Review the following video to see the enhanced user interface in action: [Agent Setup New UI](#).

- Application menu: Agent Groups and Transactions are now available in the Application Menu for easier access.
- Users view:
  - Click the Add User button on the main User view to quickly create new user accounts.
  - Desktop Options for individual users are available for quick configuration.
  - You can now edit user information in multiple places, such as in the detail view, in the drill down on each record, or from the pull-down menu.
- The Agent Groups view provides detailed records of group members and options currently configured.
- In the Contact Center Settings view, options are grouped based on category and displayed on the side menu for easy access.

### Forward emails inline

- The option to configure email inline forward is now available for contact center, agent group, or agent configurations.

## Agent Setup

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- You can now configure an option to send email to an external party as inline directly from the interaction history.

### **Resolved Issues**

- You can now use default values when configuring Case Data of type enum. (GAPI-812)
- The Users tab now correctly displays the user information. Previously, the Users tab failed to load the user data and eventually timed out. (GAPI-2724)

October 5, 2017 (9.0.000.03)

### **What's New**

- Setting Feedback Options from Desktop Options now works for both CRM Adapter and Agent Desktop. The Feedback section of CRM Adapter settings has been removed.
- Microsoft Edge is now a supported browser.

### **Resolved Issues**

- Extension DNs for Polycom phones can be configured. (GAPI-1400)

September 21, 2017 (9.0.000.02)

### **What's New**

#### **Resolved Issues**

- The Contact Center Settings > Agent Groups folder is now displayed correctly. (GAPI-2030)
- The application Login screen has been updated to reflect Genesys branding and login cache. (GAPI-1557)
- External URLs are validated to ensure only HTTPS is supported. (GAPI-1903)

August 24, 2017 (9.0.000.01)

### **What's New**

#### **Browser support**

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- Google Chrome browser version 54+ for Windows 10 and Mac OS X 10, 11
- Firefox browser version 45+ for Windows 10 and Mac OS X 10, 11

### **Cancel After Call Work**

- You can set Cancel After Call Work (ACW) to allow agents to cancel ACW when they change their status to Ready or Not Ready.

### **Auto Answer**

- In Desktop Options, you can turn on or off the ability to disable Auto Answer when an Agent is on an existing call.

### **Resolved Issues**

- You can now turn on or off Voice Forward in the Voice section of Desktop Options. (GAPI-753)
- The Reject feature for Voice is no longer available for turning on or off. To set this option, please log a case with Genesys Care. (GAPI-826)
- CRM Adapter now uses the same option to control recording buttons as Agent Desktop. (GAPI-865)
- You can now set the values for agent status, Agent Status Global Status, to be displayed in the My Channel tab of Agent Desktop. The actions are displayed in the order in which they appear in the list. (GAPI-886)
- You can now set the values for agent status, Agent Status Global Status, to be displayed in the Agent Status button of Agent Desktop. The actions are displayed in the order in which they appear in the list. (GAPI-986)
- Agent Login can now be correctly assigned to supervising agents. (GAPI-1808)
- Display Name for Favorites can now be correctly updated. (GAPI-785)
- The format of the option intercommunication.voice.routing-points has been corrected. (GAPI-1766)
- You can turn on or off the ability to look up and create contacts for each channel. You can find the Lookup Contact and Create Contact options in Desktop Option for the Voice, Chat, and Email sections. (GAPI-1054)
- You can turn on or off the ability to store the most recent place an agent used when logging into Agent Desktop. This option is applicable when the Prompt Place option is set to true. (GAPI-995)
- When using Bulk Import, Supervisors are now added to their Agent Group as Supervisors. (GAPI-828)
- You can turn on or off the ability to save a contact in Agent Desktop using the Save Contact checkbox in the Contact section of Desktop Option. This feature is available for Contact Center, Agent Group and User levels. (GAPI-1082)
- The Active Recording option in the CRM Adapter section is no longer available. CRM Adapter now uses the recording option set in Desktop Option. (GAPI-700)
- When make case data editable, Agent Setup now recognizes your update and no longer treats the case data as read only. (GAPI-1166)
- Case Data of an enumerated type is correctly configured as editable. (GAPI-786)

July 17, 2017 (9.0.000.00)

## What's New

### Re-branding

- Agent Setup is rebranded to reflect the new Genesys logo

### Resolved Issues

- Exporting using the filter "Enabled" no longer results in all users being exported. (GAPI-997)
- The Desktop Options page now loads correctly. (GAPI-1525)

March 30, 2017 (8.5.201.60)

## What's New

### Resolved Issues

- Previously, when importing bulk user accounts on the Bulk Import tab, the import stopped at 7 percent in certain cases. This no longer occurs. (HTCC-26786)
- Previously, if you deleted a user by clicking Delete User on the Manage User page, the user's assigned DN was not deleted. This no longer occurs. (HTCC-26578)
- Previously, when adding or modifying an agent group, the Agent Group Supervisor dropdown list box displayed only supervisors with names that start with "a". The list box now shows all valid supervisors. (HTCC-26674)
- Previously, new custom disposition codes did not display in list on the Manage Disposition page. This no longer occurs. (HTCC-26779)

February 23, 2017 (8.5.201.59)

## What's New

### Resolved Issues

- When adding users using bulk import, the Password field is no longer allowed. Instead, a system default password is generated for each user account in the imported file. The format of the default password is: '<username>@<companyname>.com-<month>-<year>', where <month> is the three-letter abbreviation for the month. For example, 'hjackson@demo.com-Feb-2017'. The Reset Password option is automatically enabled and all users added through bulk import will be required to reset their password the first time that they log in. (HTCC-26398)

- The Open From History option, which allows agents to open in-progress emails from contact interaction history, now works correctly. (HTCC-26433)
- Correct error messaging is now displayed to users when the Prompt Place option is disabled on the Contact Center Settings > Desktop Options page and enabled for Agent Groups. (HTCC-26285)
- Statistics can now be configured once and then shared between Agent Groups (Contact Center Settings > Agents Groups and the global contact center under the Desktop Settings tab. (HTCC-23350)

February 9, 2017 (8.5.201.58)

### What's New

#### Resolved Issues

- You can now configure the Desktop option to allow a specific type of target (for example, Agent or Agent Group) to appear in Agent Desktop Team Communicator. (HTCC-26154)
- The Agent Login code is now only visible when the correct rights are applied to the user. (HTCC-25738)
- Corporate Favorites can now be set up to be visible only to certain Agent Groups. (HTCC-23309)
- A bulk import of statistics no longer hangs the system. Previously, when the import reached 59%, it would cause the system to hang. (HTCC-26223)
- The bulk import feature no longer fails to add skills to agents. Previously when the skill level was set to 0 (zero), agent skills were not added after the import was finished. (HTCC-26224)
- Previously, when choosing a statistic name for one type of stat (such as Agent Stat), the same statistic would no longer be available in other stat types (such as Call Center Stat). This issue has been resolved. (HTCC-25750)

January 26, 2017 (8.5.201.57)

### What's New

#### Invalid user accounts

- The list of users on the Users page now displays a red check box for user accounts that are considered invalid due to missing account information. You can hover your mouse over the check box to learn what information is missing. You can also filter the list to show only Valid or Not Valid user accounts.

#### Resolved Issues

- All Agent Setup users are now required to reset their password when they log in to Agent Setup for the first time. (HTCC-25783)
- When importing or adding new agent records, the Reset Password option is now selected automatically. When Reset Password is enabled, agents must provide new password when they log in to Agent

Desktop. (HTCC-25696)

- In the Voice section of the Desktop Options page, you can now specify sequences of numbers to exclude from the Team Communicator in Agent Desktop. This modification introduces the following options: Single Step Conference Exclude Number, Single Step Transfer Exclude Number, and Consultations Exclude Number. (HTCC-25674)
- On the Transactions page, you can now add corporate favorites as a business attribute in the Transaction list. (HTCC-25663)
- You can now use the Delete Contact option on the Desktop Options page to allow Agent Desktop users to delete contacts. (HTCC-25585)
- You can now use the Email Forward option on the Desktop Options page to allow Agent Desktop users to forward emails to another user. (HTCC-25557)
- You can now use the Contact Notepad option on the Desktop Options page to enable or disable the notepad feature in Agent Desktop. This can be set at a global, agent group or agent level. (HTCC-25503)
- The Manage Skill page now provides the list of skills in a nested folder tree structure. (HTCC-25482)
- On the Case Data and Toast Data tabs of the Desktop Settings page, you can configure toast and case data to be shared across different agents and agent groups. (HTCC-25156)
- On the Dispositions tab of the Desktop Settings page, you can configure disposition codes to be shared across different agents and agent groups. (HTCC-25155)
- On the Caller ID tab of the Desktop Settings page, you can now configure Caller IDs to be shared across different agents and agent groups. (HTCC-23623)
- You can now create Virtual Queue aliases in Agent Setup. (HTCC-25823)
- When you export user accounts (Users > Export All), the export process no longer fails at 21 percent of the export. (HTCC-25647)

December 15, 2016 (8.5.201.56)

## What's New

### Resolved Issues

- When updating disposition codes, existing Disposition Codes now display correctly on the Agent Groups > Dispositions window. (HTCC-25642)
- When updating the Caller ID list, the existing Caller ID list now displays correctly on the Manage Caller IDs window. (HTCC-25643)
- When exporting user accounts, Agent Setup no longer intermittently hangs. (HTCC-25647; HTCC-25641)

December 8, 2016 (8.5.201.55)

## What's New

### Resolved Issues

- You can now set the Open from History option, which allows agents to open in-progress emails from the Interaction History view in Agent Desktop. (HTCC-25261)
- You can now include the SIP Phone Type field when you export agent records to a .CSV file. The SIP Phone Type field can also be processed when you import the external file back in. (HTCC-25165)
- You can now set the Mandatory Disposition option in the Global Login section of the Desktop Options page. The Mandatory Disposition option specifies whether it is mandatory for the agent to select a disposition before marking an interaction as done. (HTCC-24970)
- You can enable the Conference option in the Voice section of the Desktop Options page enables one-step voice conferencing. When this option is disabled, the Conference button does not appear in Agent Desktop. (HTCC-24947)
- The supervisor settings have been moved from the Add User and Manage User windows to the Supervisor of the Desktop Options page. (HTCC-24783)
- You can now set all options for Virtual Agent Groups as you can for regular Agent Groups. (HTCC-24718)
- The Desktop Options page is restructured. The configuration options are now better organized into the following sections: Channel, Global Login, Supervisor, Voice, Chat, Email, Recording, Contact, Standard Response Library, and Feedback. (HTCC-24611)
- You can now reset the Statistics option for any time of the day. Previously, the following error message was displayed: The value is invalid. (HTCC-25272)

November 10, 2016 (8.5.201.53)

## What's New

### Export Agent Login field

- When performing a bulk export of user accounts, you can now export the Agent Login field.

### Resolved Issues

- The Team Communication Filter option has been moved to the Desktop Options page to make the option configurable for agents, agent groups, and the contact center. Previously, the option was only available to be configured for agent groups on Agent Groups page. (HTCC-24891)
- You can now add, enable, and edit the following options for the Agent Desktop on the Desktop Settings page:
  - DTMF (HTCC-24736)
  - Transfers based on specific action in routing (HTCC-24669)

Audible tone for new inbound voice or chat (HTCC-23651)

- For options that allow you to organize objects into folders, such as Custom Agent States and Disposition, you can now create new folders when using folder selection dialog. (HTCC-22828)
- The global favorites configured in Agent Setup now display correctly in the Team Communicator on the Agent Desktop. Previously, an issue occurred where global favorites were not displayed. (HTCC- 24775)
- When using the Microsoft Internet Explorer 11 web browser, bulk imports no longer fail. (HTCC-24911)

## October 27, 2016 (8.5.201.49)

### What's New

#### **Enable / disable user accounts**

- You can now enable or disable user accounts when adding, editing, importing, or exporting user accounts. You can also filter the Users list to view only enabled or disabled user accounts.

#### **Agent Login editing**

- You can now edit the Agent Login name when editing user details.

#### **Configure CRM adapter**

- You can now configure CRM adapter options for agents that use the Gplus Adapter for Salesforce.

#### **Resolved Issues**

- The Cancel ACW status when voice interaction is marked Done option is now available to be set for all users, specific agent groups, or individual agents. (HTCC-24595)
- The allow reject of inbound interaction option is now available to be set for all users, specific agent groups, or individual agents. This option is available for both the voice and chat channels. (HTCC-24563)
- The History Quick Search option is now available to be set for all users, specific agent groups, or individual agents. (HTCC-19879)

## October 6, 2016 (8.5.201.44)

### What's New

#### **Agent Desktop Options**

- In addition to being able to configure WWE options for Agent Desktop at the Contact Center and Agent Group levels, you can now add or update Agent Desktop (WWE) Options to an individual agent record.



### Resolved Issues

- You can now enable the following features for the Team Communicator in Agent Desktop (HTCC-24008):
  - Click to dial from transcript
  - Feedback for Disconnect
  - User Feedback
  - Detail Agent state
- You can now assign multiple supervisors to an Agent Group. Previously only a single supervisor could be assigned to an Agent Group. (HTCC-23970)
- Filters that use a Skill name that contains “ ” or space now returns all matching records. Previously, not all matching records were returned. (HTCC-23883)
- After you add Contact Center Statistics to Agent Desktop, the proper view for Contact Center Statistics is now displayed in Agent Desktop. (HTCC-24171)

September 22, 2016 (8.5.201.42)

### What's New

#### Standard Response Library

- You can now configure Agent Desktop to allow agents to access the Genesys Standard Response Library.

#### Time parameter reset

- You can now edit the reset time parameter for contact center statistics.

### Resolved Issues

- When adding or updating a Caller ID entry, users can specify a display name for each Caller ID. (HTCC-23211)

September 8, 2016 (8.5.201.41)

### What's New

#### Agent Desktop configuration

- As new features are made available to Agent Desktop, you can now configure the options and parameters for the features in Agent Setup. These options can be configured at the Agent, Agent Group, or Global levels.

### **Resolved Issues**

- Previously, when the UPDATE operation completed for a bulk import, an issue occurred if the Is Agent or Is Supervisor fields were missing. This issue caused the associated record to be unusable. This no longer occurs. (HTCC-23572)

August 25, 2016 (8.5.201.40)

### **What's New**

#### **Resolved Issues**

- When you configure a Login template, you can now use patterns to create the Agent Login Name. (HTCC-23055)
- You can now include the Voice Mail Box and Recording Hierarchy fields when you export users to an external file. (HTCC-23025)
- Previously, when exporting agents, the export might have stalled or failed to complete. This no longer occurs. (HTCC-23300)

August 11, 2016 (8.5.201.37)

### **What's New**

- This upgrade is targeted to improve performance and stability of the service, and does not provide new features or corrections.

July 28, 2016 (8.5.201.35 UPDATE)

### **What's New**

#### **Resolved Issues**

- The Contact Center Settings view now functions correctly. Previously, when the view was accessed, incorrect objects were created and displayed. (HTCC-23062)
- Statistics threshold options are no longer created with empty values. Previously, these options caused alarms to be displayed in the Workspace Agent Desktop Contact Center Statistics tab. (HTCC-23064)

July 25, 2016 (8.5.201.35)

## What's New

### Resolved Issues

- You can now update the Display Name field of an existing global favorite. (HTCC-22775)
- When you export an Agent Group list, the export no longer stops at 10 percent. The export now completes successfully. (HTCC-22836)

July 14, 2016 (8.5.201.34)

## What's New

- You can now assign an origination DN, such as a DN, virtual queue, or routing point, to an agent group.

July 7, 2016 (8.5.201.33)

## What's New

### Resolved Issues

- You can now create new or add existing favorites to an agent group. (HTCC-22616)

June 30, 2016 (8.5.201.32)

## What's New

### Resolved Issues

- When creating agent accounts in Agent Setup, you can now specify the type of the SIP phone for the agents. (HTCC-21876)

June 22, 2016 (8.5.201.31)

## What's New

### Resolved Issues

- You can now configure mandatory fields for case information. (HTCC-20965)
- You can now configure custom attributes so it will be displayed in the My History tab of Agent Desktop. (HTCC-20856)

June 16, 2016 (8.5.201.30)

## What's New

- You can now edit Annex for Agent Group options such as:
  - Auto Answer (Voice)
  - Agent Desktop Timeout
  - Number of seconds to alert an agent that Agent Desktop is going to time out
- You can now add personal voicemail box access for each agent.

June 9, 2016 (8.5.201.29)

## What's New

- You can now assign a user with supervisor privileges to an Agent Group.

May 26, 2016 (8.5.201.27)

## What's New

- You can now configure the option to override the routing by assigning a list object name to the override option.
- You can now configure Transaction List for the following objects: disposition code, case and toast data, and caller id.

May 12, 2016 (8.5.201.26)

### What's New

- You can now configure agents to use the screen recording client with Agent Desktop.
- You can now configure the Supervisor option as part of the Agent Desktop Team Lead features, such as agent monitoring and controlling agent real-time status.
- You can now enable or disable an agent's contact management features, such as Assign Contact, Search Contact History, and Quick Search attributes.
- You can enable and disable an agent's Caller ID feature.
- You can now configure the following values of the Agent Desktop Team Communicator filter list: Agent, Agent Group, Interaction Queue, and Custom Contact.
- You can now configure Agent Desktop statistics to be exported in either YAML or CSV format.

### Resolved Issues

- There is a new option to improve the bulk update process. Empty fields are ignored by default, and you can configure a pattern to delete any unwanted fields. (HTCC-21614)

April 28, 2016 (8.5.201.23)

### What's New

- Global Favorites can now be assigned to an individual agent.
- When creating an extension, the user has the option to choose a specific switch to assign to that extension.

April 14, 2016 (8.5.201.21)

### What's New

- In Agent Group, the following options can be set:
  - Agent Inactivity Timeout - the amount of time before a message is sent to an agent stating their desktop will be disconnected

Calls can be answered automatically with "Auto Answer"

March 11, 2016 (8.5.201.19)

### What's New

- Ability to create and edit users (agents, supervisors)
- Ability to create and edit templates
- Ability to create and assign skills
- Ability to create agent groups and virtual agent groups
- Ability to manage contact center desktop settings for entire contact center
  - Case and Toast Data - Add/Update/Delete
  - Disposition codes - Add/Update/Delete
  - Custom Agent States - Add/Update/Delete of reason codes: Not Ready; After Call Work
  - Assignment of global favorites to agent, agent group
  - Manage and assign external URL to show in desktop
  - Manage and assign outbound caller id list for desktop
  - Manage and assign agents and call center statistics for desktop
- Bulk Export of agent's record to csv file
- Bulk Import of agent's record (from csv) - Allow for Add/Update/Delete