



PureConnect®

2020 R1

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See [Change Log](#) for summary of changes.



PureConnect

Release Notes

Abstract

This document summarizes new features in PureConnect, Interaction Dialer, and other PureConnect products. It also includes general product notices at the beginning.

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Product Notices

This section contains notifications about changes in sales and support status for PureConnect products, or third party products.

Salesforce Object Routing Server

Added April 8, 2020

Genesys is replacing the Salesforce Object Routing Connector with the Salesforce Object Routing Server. This eliminates the need for the PureCloud Bridge Server.

The Salesforce Object Routing Server integrates Salesforce with Customer Interaction Center (CIC). The Salesforce Object Routing Server (SORS) is an application developed using Node.js. It communicates with Salesforce using Bayeux protocol and long polling.

For an explanation of the Salesforce Object Routing Server and information about installation and setup, see the [Salesforce Object Routing Server help](#). You can download the Salesforce Object Routing Server and related files from the [Genesys CIC Utilities and Downloads](#) page.

Notice: Genesys will not support the PureCloud Bridge Server after January 1, 2021. Customers using the PureCloud Bridge Server with the Salesforce Object Routing Connector should install the new Salesforce Object Routing Server. To use the SORS, customers must be on CIC 2018 R4 or a later release.

Genesys Widgets Customization

Added February 19, 2020

As part of a continuous cycle of improvements to Genesys Widgets, we release new Widgets versions. These new versions may impact customers who have customized widgets beyond the limits in our [documented guidelines](#).

If you already use Genesys Widgets, and have followed our guidelines for customization, there will be no visible impact to your customers once you upgrade, other than improved behavior in terms of accessibility, particularly via screen readers.

In our documented guidelines we specify the extent of allowed customizations. You can align Widgets look and feel to your branding guidelines and ensure that we can still offer you backward compatibility across new version upgrades. In the guidelines, we provide access to sample LESS files, which can be used as starting point for the customization. This is a safe way to change Widgets styling, to reflect your company's branding.

On the other hand, if you have customized Widgets UI beyond our product guidelines, by making structural changes or relying on Widgets inner HTML structure for advanced customization, then upcoming releases might impact your customized version. We cannot guarantee backward compatibility. In this case, we strongly recommend that you revert your customization and apply our documented guidelines. This ensures that you can safely benefit from latest upgrades, and always be on the latest branch.

If you're not sure about your Widget customization, you can post on the [Genesys Developer forum](#) for assistance.

Interactive Update No Longer Supports updates.inin.com

Added February 14, 2020

The Interactive Update provider (updates.inin.com) was deprecated September, 2019. This service will not be replaced. Instead, use a [local provider](#), a [standalone provider](#), or a [remote provider](#). If you have questions, you can use the [Genesys My Support](#) site to contact PureConnect Customer Care.

Early Adopter Programs

(2/6/2020)

PureConnect has a number of early adopter programs available for features that are currently in development and slated for upcoming releases. Please reach out to Product Management for details on the early adopter program for any of these features:

- One-way audit streaming – Deliver real-time voice to third-party end-points to enable capabilities like agent assist and voice transcription.
- CX Insights – Provide detailed historical and real-time statistics in a web-based, customizable tool to supervisors or the entire contact center.
- Media server virtualization – Provide detailed historical and real-time statistics in a web-based, customizable tool to supervisors or the entire contact center.

Microsoft SQL Server 2008 R2 End of Support

Added July 19, 2019

PureConnect 2019 R3 is the last release that supports Microsoft SQL Server 2008 R2 . No further validation testing will be performed with SQL Server 2008 and no software fixes will be issued due to use of SQL Server 2008 in PureConnect .

PureConnect Technical Support will not fix code issues related to SQL Server 2008 R2 in releases after 2019 R3 because Microsoft has [ended extended support for SQL Server 2008](#) as of July 9, 2019. That means Microsoft will not provide non-security updates because the product is end of life. If issues arise in PureConnect sites using MS SQL Server 2008 R2, customers will be instructed to upgrade to a [supported version](#) of SQL Server.

PureCloud for CIC Directory View Feature End of Support

(14-May-2019)

The PureCloud for CIC Directory view feature in Interaction Connect and Interaction Desktop is no longer supported after June 30, 2019. This feature and related documentation will be removed in PureConnect 2019 R3 and subsequent releases. The public APIs that support this functionality will remain available and working until the 2019 R3 release in August 2019. The announcement of [End of Support](#) for this feature was April 23, 2019.

PureConnect Billing Notices

General information related to PureConnect billing may be posted under here from time to time.

[PureConnect Cloud Billing Notice](#)

[Subscription Billing](#)

PureConnect Cloud Billing Notice

In order to provide PureConnect Cloud customers with additional visibility into your monthly usage, we made a modification to all PureConnect Cloud invoice layouts beginning **April 30, 2019**. Previously, your usage orders combined the committed and overage charges for a part number into one line item. Moving forward, if there is overage for a part, you will see that amount separated out and listed on a second line. There is no change in the amount charged or billed, it is solely a change to how the information is displayed. Please reach out to NAInquiries@genesys.com (for North America and Latin America customers) or revenue_orders.emea@genesys.com (for EMEA customers) or APAC_OMTeam@genesys.com (for APAC customers) with questions.

Subscription Billing

Added May 1, 2018

PureConnect 2018 R2 Patch 2 and later versions support a subscription billing option. For more information, see [PureConnect Subscription Billing](#) on the PureConnect Product Information site.

Microsoft Exchange MAPI-based Integrations

(28-August-2018)

PureConnect no longer supports Microsoft Exchange MAPI-based integrations as of the 2016 R2 release. Use Microsoft Exchange Web Services-based integration as the alternative to the Microsoft Exchange MAPI-based integration. The options for configuring Microsoft Exchange MAPI-based integrations remain visible in Interaction Administrator but setting the options no longer enables Microsoft Exchange MAPI-based integrations. For more information, see the Microsoft Exchange Web Services-based integration section in the [PureConnect Installation and Configuration Guide](#).

PureConnect Data Privacy Request Tool

(26-July-2018)

Genesys offers a database anonymization tool for download via the [PureConnect Utilities and Downloads page](#) on the PureConnect Product Information site. This tool is for any PureConnect customer that has access to their database.

Note: PureConnect Cloud customers who do not host their database locally must contact [Customer Care](#) to open a Data Privacy request ticket and the Customer Care team will use this tool along with the ticket number for audit trail purposes to anonymize the data. See this [KB article](#) for detailed instructions on opening a Data Privacy request ticket and the types of information required.

This PureConnect Data Privacy Request Tool enables users to anonymize personally identifiable information (PII) in the PureConnect database and thereby comply with GDPR requirements. See the General Data Protection Regulations section in the [PureConnect Security Precautions Technical Reference](#) for more information about GDPR requirements and solutions.

The PureConnect Data Privacy Request Tool provides the following features:

- It works on Microsoft SQL Server and Oracle databases.
- It queries the PureConnect database to return records with PII which can then be selected to anonymize the PII data.
- It can generate and save reports showing PII data to be anonymized.
- It anonymizes (rather than deletes) specified PII data to retain the integrity of report metrics and statistics. It does not delete records.
- It anonymizes personal data by replacing it with "XXX". Once data is replaced, it cannot be recovered again.
- It creates an audit trail table in the PureConnect database, which includes a service request number associated with each anonymization operation.

For more information about downloading, installing and using the PureConnect Data Privacy Request tool, see the [online help](#).

Windows 7 End of Support

Added May 15, 2018

PureConnect 2018 R3 is the last release to be validated with and that supports Microsoft Windows 7 operating system for client workstations. No further validation testing will be performed with Windows 7.

PureConnect Technical Support will not fix code issues related to Windows 7 in releases after 2018 R3 because Microsoft has ended [mainstream support for Windows 7](#) in January 2015 and plans for the product end-of-life in January 2020. If issues arise in PureConnect clients running on Windows 7, customers will be instructed to upgrade to a [supported version](#) of client operating systems.

Microsoft Windows Server 2008 R2

Added November 9, 2017

PureConnect 2018 R2 and later supports Microsoft Windows Server 2016 (64-bit). PureConnect 2018 R2 is the last release that supports Microsoft Windows Server 2008 R2 operating system. Starting with PureConnect 2018 R3, PureConnect supports Microsoft Windows Server 2012 R2 and Microsoft Windows Server 2016.

Interaction Host Recorder and SSL encryption and authentication support

Added May 14, 2018

Interaction Host Recorder does not natively include SSL encryption and authentication support. In CIC 3.0, customers could use the OnWeb Web-to-Host product from NetManage (now Micro Focus) to take advantage of the SSL options. Micro Focus no longer packages the required DLLs for SSL encryption and authentication support in their product line. Therefore, Host Recorder no longer supports these SSL options.

CIC and PureConnect releases no longer include the Host Server license and do not support the ability to use the SSL encryption and authentication. Genesys recommends that you convert to a SOAP or REST solution instead of using Host Interface tools.

Salesforce Lightning Experience

Added March 10, 2017

In the upcoming April release, the CIC for Salesforce integration will support the new CIC for Salesforce Lightning Experience.

The CIC for Salesforce Lightning integration offers significant advantages over the CIC for Salesforce integration in the Classic Sales mode. In Classic Sales mode, every time an agent takes an action, a new CIC session is created. This puts an additional load on the IC Server and off-server Session Managers. Lightning mode eliminates those page refreshes. The soft phone does not have to reload when Salesforce reloads with each page refresh. The CIC for Salesforce integration can then use one session for the duration of the day, improving the scalability of CIC for Salesforce. Salesforce Classic Console mode provides the same benefit and can use one session for the duration of the day.

For more information about the differences between Salesforce Classic Sales mode and Salesforce Lightning Experience, see the Salesforce website: [What are the Gaps Between Lightning Experience and Salesforce Classic](#) and the [Salesforce Help Portal](#).

IPA Process Automation Server Version 1

In CIC 2017 R1, version 2 of the Process Automation Server subsystem in Interaction Process Automation will replace the original version of the subsystem. That release, which is estimated to be available in November 2016, will no longer include Process Automation Server version 1 in the installation, and Process Automation Server version 2 will be installed by default. It will not be possible to roll back from version 2 to version 1.

Customers who use Process Automation Server version 1 should upgrade to Process Automation Server version 2 using the migration tools before upgrading to CIC 2017 R1 or later versions. For more information about the migration tools and the differences between the two versions of Process Automation Server, see the [Interaction Process Automation Technical Reference](#).

Note: Software updates for CIC 2017 R1 and later will apply only to Process Automation Server version 2. There are no restrictions on the sale of Interaction Process Automation licenses.

Interaction Monitor

Starting in CIC 2017 R2, CIC will use and require TLS 1.1 to better support PCI compliance. The PCI Council's Data Security Standard version 3.1 mandates this change. However, Interaction Monitor 1.0 requires TLS 1.0, so it will not be compatible with CIC 2017 R2 and subsequent releases. CIC releases prior to CIC 2017 R2 will continue to support Interaction Monitor.

In addition, the latest version of firmware that Interaction Monitor supports on the AudioCodes gateway (Mediant 1000 and Mediant 2000) includes: M1000a: 6.40a.018.007, M1000b: 6.80A.261.013, M2000: 6.40a.063.001. For more information about firmware, see page 4 of the [Interaction Monitor Server Implementation Guide](#).

Legacy Salesforce Integrations

Updated September 15, 2016

CIC's integration with Salesforce Desktop will no longer be available for installation or use starting with CIC 2017 R1, which is estimated to be available in November 2016. Salesforce no longer supports the [CTI Toolkit](#), which will stop working by February 2017. The CTI Toolkit is the foundation of the CIC Salesforce Desktop integration. Based on Salesforce's end of support, the Salesforce Desktop integration is end-of-life and no longer supported in CIC 2017 R1 and later versions.

The IC Integration for Salesforce Web will no longer be available for installation or use starting with CIC 2017 R2, which is estimated to be available in February 2017. This Salesforce Web integration will remain under standard support terms, but will no longer be available for sale or updates in CIC 2017 R2 and later versions.

Customers using these legacy Salesforce integrations should move to the newer CIC for Salesforce integration, which was released in July 2015, and includes numerous enhancements. For more information about the CIC for Salesforce integration, see the [CIC for Salesforce](#) help.

Note: The CIC for Salesforce integration is released on a different schedule from CIC and therefore it has its own [CIC for Salesforce Release Notes](#) list as well as a "[What's new in CIC for Salesforce](#)" topic.

Internet Explorer 10

Added November 11, 2016

Microsoft has [ended support of Internet Explorer 10](#) (IE10) as of January 16, 2016. This means that IE10 no longer receives security updates or fixes, and that third-party libraries that once supported IE10 may no longer be updated as well. Therefore, the last CIC release in which Interaction Connect supports IE10 is CIC 2017 R2. CIC customers using IE10 should plan to upgrade to Internet Explorer 11 (IE11) or another [currently supported web browser](#) for Interaction Connect before upgrading to CIC 2017 R3 or later.

In addition, CIC for Salesforce will no longer support IE10 after December 31, 2016.

Updates for Previous Releases

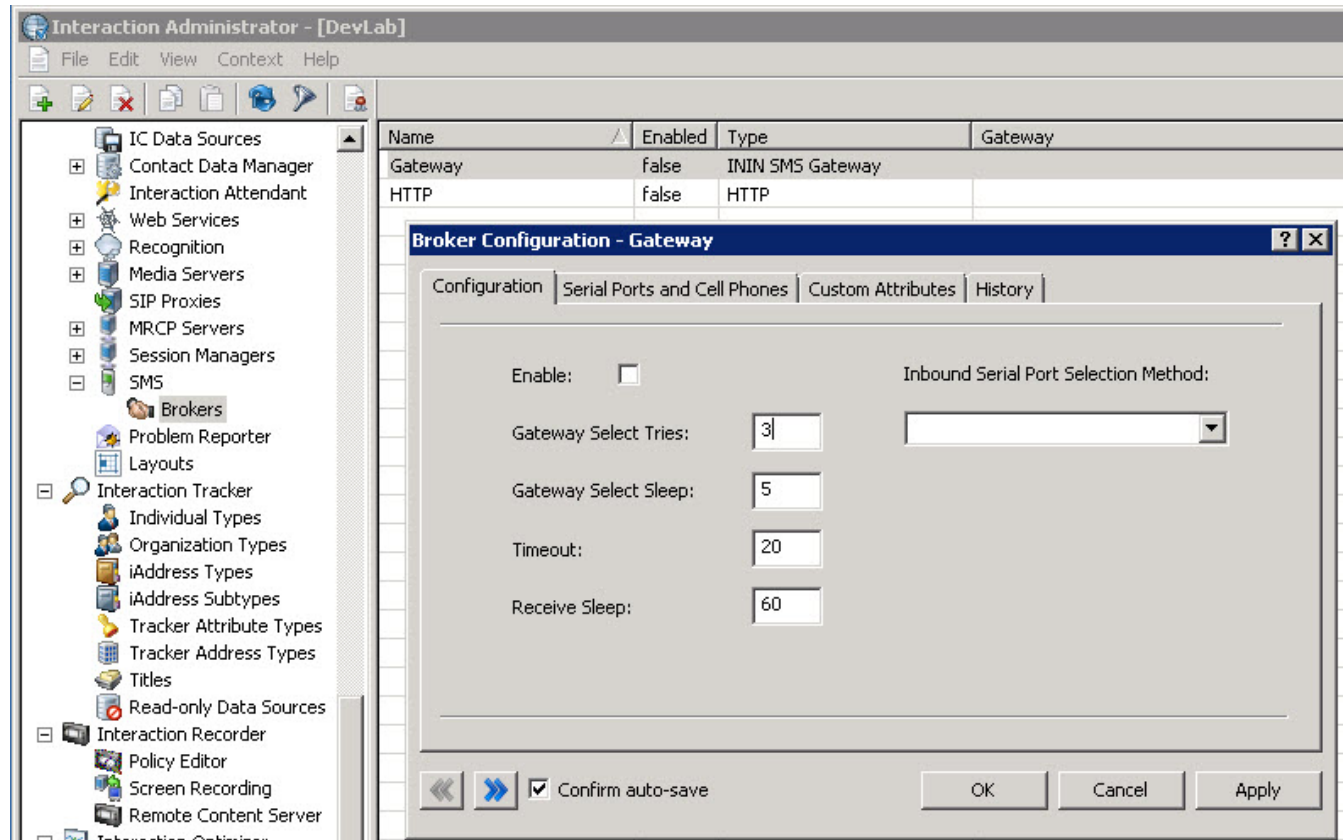
- Starting in CIC 2016 R2, CIC supports Windows 10 and Microsoft Edge.
- Starting in CIC 2016 R1, CIC supports Microsoft Exchange Server 2016 for Exchange Web Services.

For more information about support for Windows 10, Microsoft Edge, and Microsoft Exchange Server 2016, see [CIC System Software Requirements](#).

Legacy SMS Gateway Broker Deprecated

Added October 6, 2016

CIC 4.0 SU4 added support and configuration options for multiple HTTP-based SMS brokers as the preferred SMS interface. By the time of CIC 4.0 SU6, CIC no longer supported the SMS Gateway-based interface, but the configuration options remained in Interaction Administrator. Starting in CIC 2017 R2, the SMS Gateway configuration options will be removed from Interaction Administrator and anyone still using the SMS Gateway interface needs to move to the HTTP-based SMS interface.



Added Oct. 6, 2017

End of Life Schedule for Interaction Client Web and Mobile Web Editions

Added August 8, 2017

Interaction Connect supersedes Interaction Client Web Edition. Interaction Connect includes the same features, plus more. [CIC Client Comparison](#)

The last release for Interaction Client Web Edition and Interaction Client Mobile Web Edition was PureConnect 2017 R3. Those client editions are covered by software maintenance updates until November 1, 2018, and will be supported until May 1, 2020. [Genesys End of Life Products page](#)

Starting in PureConnect 2017 R4, customers who want to use a web-based client must use [Interaction Connect](#) or the [CIC for Salesforce](#) client. Interaction Connect is installable from the CIC Web Applications .zip file on the [Downloads page](#).

TLS 1.2

Starting with PureConnect 2017 R2, PureConnect supports the use of SQL Server Native Client 11 to enable TLS version 1.2 between the CIC server and database.

HP ProLiant Gen10 Server available

Genesys validated the HP ProLiant Gen10 Interaction Application Server as a replacement to the HP ProLiant Gen9 Interaction Application Server that also runs the Interaction Media Server. For more information, see the *Packaged Hardware Documents* in the Documentation Library at https://help.genesys.com/cic/mergedProjects/wh_ps/desktop/introduction_packagedhardware.htm.

Internet Explorer 11 support

Added September 5, 2018

The last release of PureConnect to actively test with and support Internet Explorer 11 (IE11) is PureConnect 2019 R1. PureConnect 2019 R2 (release in May 2019) and later releases will not test or support IE11 due to new product features that use modern web technologies and libraries which are not supported in IE11. Some PureConnect apps may continue to work on IE11 after 2019 R1 but they will not be tested or supported if IE11 specific issues are reported. See the [CIC Software Requirements](#) page and the [Testlab site](#) for the list of tested web browsers.

PureConnect Licensing

The Activation File Management tool replaces the License Management System for PureConnect products. Also, the anniversary date and re-registration process are no longer applicable because PureConnect now uses perpetual software licenses with an expiration date of 1/1/2100. For more information, see the *PureConnect Licensing Technical Reference* in the PureConnect Documentation Library at https://help.genesys.com/cic/mergedProjects/wh_tr/desktop/technical_reference_documents.htm.

Interaction Connect Language Localization Change

(Updated August 2019)

Starting in PureConnect 2018 R3 and later releases, Interaction Connect supports the following languages in the user interface:

- Arabic (starting in 2019 R3)
- Chinese (Simplified)
- Dutch
- French
- German
- Japanese
- Polish
- Portuguese (Brazilian)
- Spanish

Other languages previously supported will contain English user interface text for features added in PureConnect 2018 R3 and later releases while older features will remain in those languages (Chinese-Traditional, Danish, Italian, Korean, Norwegian, Russian, Serbian, and Turkish).

Interaction Edge and Interaction Gateway End of Support

Added January 7, 2020

Interaction Edge and Interaction Gateway reached [End of Support](#) in 2019. Genesys removed all references to Interaction Edge and Interaction Gateway from all relevant documentation in the PureConnect Documentation Library. Genesys also removed the *Interaction Gateway Administrator's Guide* and the *Interaction Edge Installation and Configuration Guide* from the PureConnect Documentation Library.

If you have questions, contact [Customer Care](#) or post your questions to the [PureConnect Community](#).

IS_Action_CallComplete now sends updated attributes

The IS_Action_CallComplete function now updates the server with any changes made to the contact associated with the call it's completing. Prior to the 2019 R3 release, these attributes were not sent to the server unless the IS_Action_WriteData function was called first, so that it could populate the map they are stored in. For sites that used IS_Action_CallComplete prior to 2019R3, check your source to see if it still uses IS_Action_WriteData, which is no longer needed.

New Features in 2020 R1

This section lists the features that are new in the CIC 2020 R1 release, which is planned for February 20, 2020.

- [E911 Emergency Calls](#)
- [Interaction Connect Accessibility Enhancements](#)
- [Web Chat Enhancements](#)
- [New Compiler and Binary Compatibility \(2020r1\)](#)
- [Support for Speech Technologies](#)
- [Support for Microsoft Windows Server 2019](#)

E911 Emergency Calls

PureConnect now supports E911 (Enhanced 911) for emergency calls. E911 provides a caller's location information to 911 dispatchers. PureConnect routes the 911 call to the nearest PSAP (Public Safety Answering Point) based on this emergency location information. This routing enables emergency services to be dispatched quickly to your exact location. The E911 service provider, West Corporation, validates and provisions this emergency location information.

Interaction Administrator

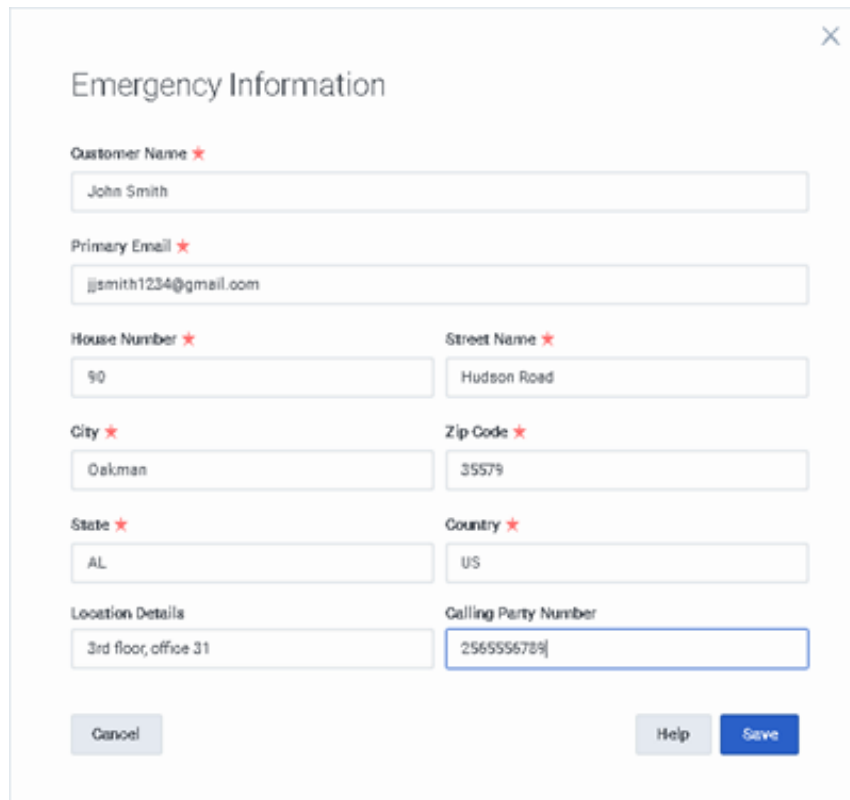
Requirements: The PureConnect administrator must subscribe to the E911 service with West Corporation, then enable and configure the E911 feature in Interaction Administrator. This configuration includes specifying server parameters, WestE911 configuration, and location information for each CIC station. For more information, see the [Interaction Administrator help](#) and the [E911 Technical Reference](#).

In summary, CIC supports a new server parameter, **E911Enabled**. To enable the E911 feature, set the **E911Enabled** server parameter to **True**. You supply West account information in the System Configuration > **WestE911** configuration dialog. When you enable the E911 feature, new fields appear in the **Emergency Information** tab of the Station Configuration dialog.

CIC Clients

Agents can dial 911 from any client including Interaction Desktop, PureConnect for Salesforce, or Interaction Connect.

Agents can update their emergency details for managed and non-managed stations only from Interaction Connect or Interaction Administrator. Agents who log on through WebRTC or a Remote Number can update emergency information only through Interaction Connect. To update their E911 information, agents can select the **Update Emergency Info** option from the Interaction Connect menu.



The screenshot shows a dialog box titled "Emergency Information" with a close button (X) in the top right corner. The form contains the following fields:

- Customer Name ***: Text input with "John Smith".
- Primary Email ***: Text input with "jjsmith1234@gmail.com".
- House Number ***: Text input with "90".
- Street Name ***: Text input with "Hudson Road".
- City ***: Text input with "Oakman".
- Zip Code ***: Text input with "35579".
- State ***: Text input with "AL".
- Country ***: Text input with "US".
- Location Details**: Text input with "3rd floor, office 31".
- Calling Party Number**: Text input with "2565556789".

At the bottom of the dialog, there are three buttons: "Cancel", "Help", and "Save".

Interaction Connect Accessibility Enhancements

Interaction Connect includes accessibility enhancements based on WCAG 2.0 (Web Content Accessibility Guidelines). These enhancements include screen reader support, keyboard navigation, and a new Command Palette that makes it possible to use command shortcuts. For the visually impaired, we have improved the contrast ratio for text and links and we now support for content resizing up to 200 percent.

The JAWS (Job Access with Speech) screen reader provides speech output when needed. This includes text-to-speech output for:

- New call **alerts**
- **Input control** names and descriptions
- Types of **values** such as Server Name or Remote Number required in text boxes and other input controls
- **Entries** in text boxes
- Names of **enabled buttons** or other controls in a **toolbar**, the kind of operation each performs, and the button's associated tooltip
- **Failed logon attempt** announcement including a description of the issue, such as invalid credentials
- The content of screen **pop-ups** and **notifications**
- Title of a **dialog box** or **pop-up** and the names of its available **buttons**

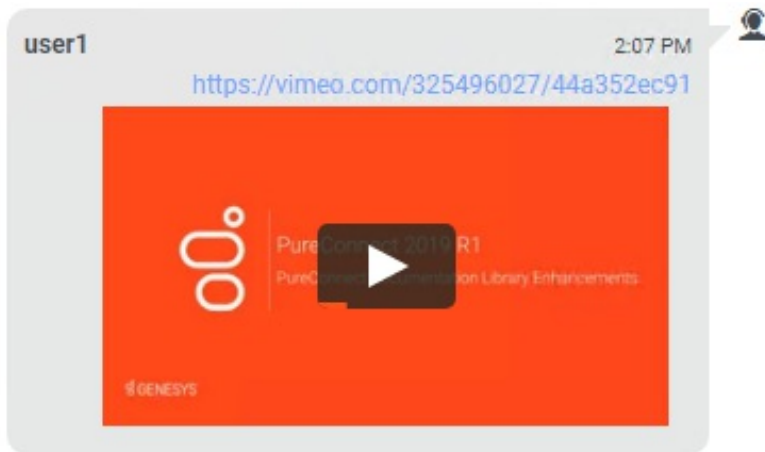
Web Chat Enhancements

Interaction Connect users can use these new features in web chat interactions:

- Insert an Emoji in a reply.
- Quote an earlier message in a chat conversation when replying.
- Use multimedia in replies. Insert an https link to a video, an audio file, or an image. Interaction Connect embeds a video or audio file player or displays the image in the agent's view of the chat.

Note: The links are transmitted to chat participants. Visitors using the Interaction Web Tools chat or chat widget on your company website can click the link and open it in a separate browser tab.

Example: An embedded video player appears in the **Current Interaction** view for supported formats like YouTube, Vimeo, and Imgur.



We have improved the chat interface in the [Current Interaction view](#) in other ways.

- Chat messages and replies appear in chat bubbles.
- Icons indicate if you are talking with a customer or another agent.
- Message indicators appear on the **My Interactions** and **Current Interactions** tab alerting you to new or unread chat message needing a response.
- The typing indicator is now text instead of an icon.

New Compiler and Binary Compatibility (2020r1)

PureConnect development must occasionally update its compiler for core components to stay in support and to take advantage of new compiler capabilities and fixes. PureConnect 2020 R1 was built using the latest Microsoft Visual Studio 2019. Previous PureConnect releases were built using an older version of Visual Studio. This means that you should not mix binary files from older releases with PureConnect 2020 R1; they may not be compatible, and their use is unsupported.

Any custom tools built with the CIC Designer COM API using an older compiler will need to be recompiled for use in 2020 R1 and beyond. In addition, customers migrating from an older version of PureConnect to 2020 R1 or newer will need to use the PureConnect 2020 R1 version of the Interaction Migrator utility to export configuration data on an older PureConnect server. See the Interaction Migrator Technical Reference document for details.

Support for Microsoft Windows Server 2019

PureConnect 2020 R1 and later supports Microsoft Windows Server 2019 (64-bit) with the following exceptions:

- You must install the Desktop Experience feature with Windows Server 2019.
- Interaction Web Portal and Interaction Administrator Web Edition are not supported because Windows Server 2019 does not support Silverlight. For more information, refer to [Interaction Web Portal and Interaction Marquee Installation and Configuration Guide](#) and [Interaction Administrator Web Edition Installation and Configuration Guide](#).

Support for Speech Technologies

PureConnect interoperability with Nuance SpeechSuite 11 has been validated.

Nuance SpeechSuite 11 supports Windows Server 2012R2 (Standard and Enterprise) and Windows Server 2016 (Standard and Datacenter). For more information, see [CIC System Software Requirements](#).

New Features in 2019 R4

This section lists the features that are new in the CIC 2019 R4 release, which is planned for November 12, 2019.

- [Operating Limits in Interaction Optimizer](#)
- [PureCloud Bridge Replacement](#)
- [Validation of Oracle 12.2](#)
- [Altocloud Content Offers](#)

Operating Limits in Interaction Optimizer

Interaction Optimizer in IC Business Manager contains new functionality to view the operating limits for a scheduling unit. On the Interaction Optimizer home page, the system displays a status to indicate if the scheduling unit is within or has exceeded operating limits. When you view the operating limits, the system displays the current configured value and the supported limitation for the following categories:

- Agents
- Route Groups - Active
- Route Groups - Configured
- Staffing Groups
- Workgroups

For more information, see [Operating limits](#) in Interaction Optimizer help.

PureCloud Bridge Replacement

The new Cloud Bridge subsystem is a replacement for the Bridge Server platform previously used for integration with Genesys Cloud. Cloud Bridge connects via a standard SCIM-based API, offering modern and efficient user synchronization between both premise and cloud versions of PureConnect to Genesys Cloud. This integration provides the ability for PureConnect to consume services such as WebRTC, Co-Browse, and Salesforce Object Routing from Genesys Cloud. Upon updating, existing Bridge Server users will have their configuration migrated to the new subsystem.

Beginning with CIC 2019 R4, the PureCloud for CIC integration was renamed to Genesys Cloud for PureConnect. For more information, see the configuration details in the [Interaction Administrator help](#) and the [Genesys Cloud for PureConnect Administrator's Guide](#) in the PureConnect documentation library.

Validation of Oracle 12.2

PureConnect 2019 R4 and later supports Oracle 12c2 (64-bit) 12.2.x with (32-bit) 12.2.x client. For a list of supported databases, see the [Genesys testlab](#) site. For System Software requirements, see [CIC System Software Requirements](#).

Altocloud Content Offers

Genesys released support for Altocloud content offers in PureEngage and PureCloud on January 11, 2019. A content offer is a type of Altocloud action that triggers on a website when a user's behavior or segment matches to the criteria defined in an action map. For more information about content offers, see https://all.docs.genesys.com/ATC/Current/AdminGuide/About_content_offers.

New Features in 2019 R3

This section lists the features that are new in the CIC 2019 R3 release, which is planned for August 20th, 2019.

- [Genesys and AudioCodes Firmware Upgrade](#)
- [Interaction Analyzer Statistics](#)
- [Interaction Optimizer AI-Powered Scheduling](#)
- [Interaction Connect Support for Arabic](#)
- [Journey Map](#)
- [Interaction Desktop Improved Accessibility Compliance](#)
- [User-defined Pronunciation Dictionary Support](#)
- [Interaction Dialer now supports SMS](#)
- [Limitations on outbound SMS messaging](#)
- [Interaction Dialer Digital History includes SMS data](#)
- [Real-time SMS Totals](#)
- [Interaction Dialer now requires Microsoft SQL Server 2012 Native Client](#)
- [Skill Set Columns in Interaction Supervisor](#)
- [JSON Support for VXML Applications](#)
- [Event-level IVR Data Logging](#)

Genesys and AudioCodes Firmware Upgrade

To correct garbled audio issues, Genesys upgraded the firmware to 2.2.16.142.41 for the following phones:

- AudioCodes and Genesys 405
- AudioCodes and Genesys 405HD
- AudioCodes and Genesys 420HD
- AudioCodes 430HD
- AudioCodes 440HD

For more information, see the *CIC Managed IP Phones Administrator's Guide* at https://help.genesys.com/cic/mergedProjects/wh_tr/desktop/pdfs/managed_ip_phones_ag.pdf.

Interaction Analyzer Statistics

Added the following statistics to Interaction Analyzer. For more information, see the *Interaction Analyzer Technical Reference* at https://help.genesys.com/cic/mergedProjects/wh_tr/desktop/pdfs/analyzer_tr.pdf.

Interaction Analyzer Workgroup Statistics

- **Highest active agent negative score** - This statistic represents the highest negative score that an agent has accumulated in an active interaction in this workgroup. This cumulative score does not include positive scores that occurred during the interaction.
- **Highest active customer negative score** - This statistic represents the highest negative score that a customer has accumulated in an active interaction in this workgroup. This cumulative score does not include positive scores that occurred during the interaction.
- **Highest active agent positive score** - This statistic represents the highest positive score that an agent has accumulated in an active interaction in this workgroup. This cumulative score does not include negative scores that occurred during the interaction.
- **Highest active customer positive score** - This statistic represents the highest positive score that a customer has accumulated in an active interaction in this workgroup. This cumulative score does not include negative scores that occurred during the interaction.
- **Lowest active agent positive score** - This statistic represents the lowest positive score that an agent has accumulated in an active interaction in this workgroup. This cumulative score does not include negative scores that occurred during the interaction.
- **Lowest active customer positive score** - This statistic represents the lowest positive score that a customer has accumulated in an active interaction in this workgroup. This cumulative score does not include negative scores that occurred during the interaction.

Interaction Analyzer Workgroup Details Statistics

- **Total agent negative score** - This statistic represents the total negative cumulative score for agent interactions in this workgroup. This cumulative score does not include positive scores that occurred during the interactions.
- **Total agent positive score** - This statistic represents the total positive cumulative score for agent interactions in this workgroup. This cumulative score does not include negative scores that occurred during the interactions.
- **Total customer negative score** - This statistic represents the total negative cumulative score for customer interactions that this workgroup handled. This cumulative score does not include positive scores that occurred during the interactions.
- **Total customer positive score** - This statistic represents the total positive cumulative score for customer interactions in this workgroup. This cumulative score does not include negative scores that occurred during the interactions.

Interaction Analyzer Agent Details Statistics

- **Total agent negative score** - This statistic represents the total negative score that this agent has accumulated in all interactions. This cumulative score does not include positive scores that occurred during the interactions.
- **Total agent positive score** - This statistic represents the total positive score that this agent has accumulated in all interactions. This cumulative score does not include negative scores that occurred during the interactions.
- **Total customer negative score** - This statistic represents the total negative score that this customer has accumulated in all interactions. This cumulative score does not include positive scores that occurred during the interactions.
- **Total customer positive score** - This statistic represents the total positive score that this customer has accumulated in all interactions. This cumulative score does not include negative scores that occurred during the interactions.
- **Customer Keyword Spotted** - This statistic represents the last customer keyword spotted during the last interaction that this agent handled.
- **Agent Keyword Spotted** - This statistic represents the last agent keyword spotted during the last interaction that this agent handled.

Interaction Optimizer AI-Powered Scheduling

Interaction Optimizer now includes an AI-powered scheduling feature. Interaction Optimizer sends scheduling data to a new cloud scheduling service. Using the provided data, the service:

- Creates advanced AI modeling by deriving customer behavior and its relationship with service performance and changes in queue workload.
- Capitalizes on advanced AI modeling to ensure accurate staffing requirements and performance predictions.
- Takes advantage of mathematical optimization to ensure true optimality of generated schedules.

Interaction Optimizer now includes an option to create an AI-powered schedule and displays the results of the scheduling scenario.

Note: AI-powered scheduling within PureConnect requires the PureConnect **WFM AI-Powered Services** feature license with a PureCloud organization for each PureConnect customer.

For more information, see [PureConnect AI-Powered Workforce Management Technical Reference](#) and [AI-powered scheduling](#) in Interaction Optimizer help.

Interaction Connect Support for Arabic

Arabic is now available as a language selection for Interaction Connect. You can change the language used in the interface when you log on to Interaction Connect. For more information, see [Logging On](#).

Journey Map

Journey Mapping is a new Interaction Connect feature. Journey Mapping is a history of interactions between PureConnect client users and outside contacts. It tracks various types of interactions (phone, fax, email, web chat.)

Availability

2019 R3 is the official release for Journey Mapping. However, it is also available in 2019 R2 but is disabled by default. You can enable this feature in 2019 R2 by setting the server parameter, **EnableJourneymap**, to 1.

Requirements: Customers who have Tracker licenses need not buy any new licenses to use this feature. For more information, see [Journey Map Licensing and Rights](#).

Use Journey Mapping to:

- View an interaction history related to your currently selected interaction in the new **Journey Map** view..

The **Related Interactions** tab of the [Journey Map view](#) can include past interactions with the current caller, or with anyone in the caller's organization or with anyone at the same location.

- [View the details of any interaction](#) listed in the **Related Interactions** tab of the [Journey Map view](#).
- Play a recording, if one exists, of any interaction listed in the **Related Interactions** tab of the [Journey Map view](#).
- [Match your current interaction to a contact](#) if the match does not occur automatically or if more than one possible match is found.
- Add a new [contact](#) or [organization](#) to the Journey Mapping database.

Interaction Desktop Improved Accessibility Compliance

As of **2019 R3 Patch 3**, Interaction Desktop now includes accessibility compliance enhancements based on AODA-UK (Accessibility for Ontarians with Disabilities Act) guidelines. The views with improved accessibility include the main screen, My Interactions, Interaction Information, Call History, Company Directory, and the Log On dialog box.

You can perform all essential agent tasks using the keyboard and a screen reader. Tab across views, toolbar buttons, menu bar, and the status bar in sequence. Within a view, a user can tab to buttons in sequence. Access to all controls is available from the keyboard. See [Accessibility Compliance](#) for details.

The JAWS (Job Access with Speech) screen reader provides speech output when needed. This includes text-to-speech output for:

- New call **alerts**
- **Input control** names and descriptions
- Types of **values** such as Server Name or Remote Number required in text boxes and other input controls
- **Entries** in text boxes
- Names of **enabled buttons** or other controls in a **toolbar**, the kind of operation each performs, and the button's associated tooltip
- **Failed logon attempt** announcement including a description of the issue, such as invalid credentials
- The content of screen **pop-ups** and **notifications**
- Title of a **dialog box** or **pop-up** and the names of its available **buttons**
- The number of **results for a search** in the Company Directory or Call History view

When you use the **accessibilitycompliant=true** command line argument or server parameter, these additional enhancements are available:

- Bold letter names and highlighted **command buttons** assist users with partially impaired vision to distinguish between enabled and disabled command buttons.
- The screen reader fully describes a **selected interaction** (name, number, state, and so on).
- If a **search** fails to find matching records, the screen reader announces that no records were found.

User-defined Pronunciation Dictionary Support

Added support for user-defined pronunciation dictionaries for text-to-speech and speech recognition. For more information, see the following:

- *CIC Text to Speech Engines Technical Reference* at https://help.genesys.com/cic/mergedProjects/wh_tr/desktop/pdfs/tts_engines_tr.pdf
- *Interaction Speech Recognition Technical Reference* at help.genesys.com/cic/mergedProjects/wh_tr/desktop/pdfs/isr_tr.pdf

Interaction Dialer now supports SMS

You can now create SMS messages. See [SMS behavior type](#) in Dialer Manager Help.

Limitations on outbound SMS messaging

Now that [Interaction Dialer supports SMS messaging](#), it's important to understand the limits to how many messages you can send at any given time, as well as what kinds of Sender-ID you can use for different types of messages. For more information, see the [SMS Settings](#) page in [Interaction Dialer Manager Help](#).

Interaction Dialer Digital History includes SMS data

The Digital History table managed by Interaction Dialer now includes information about all SMS messages that are sent during a campaign. This combined data provides an audit trail for all outbound SMS traffic. See [DigitalHistory table](#) in Dialer Manager Help.

Real-time SMS Totals

Dialer now keeps track of the total number of SMS messages sent, by Period, Shift, Recycle, and Campaign. See [Dialer agent statistics](#) in Dialer agent statistics in Dialer Manager Help.

Interaction Dialer now requires Microsoft SQL Server 2012 Native Client

Interaction Dialer Central Campaign Server (CCS) now requires version 11.0 of the Microsoft SQL Command Line DLL (sqlncli11.dll), which is part of the Microsoft SQL Server 2012 Native Client installation. You must install Microsoft SQL Server 2012 Native Client before installing the CCS.

For more information, see the *Interaction Dialer Installation and Configuration Guide* at https://help.genesys.com/cic/mergedProjects/wh_tr/desktop/pdfs/dialer_icg.pdf.

Skill Set Columns in Interaction Supervisor

Interaction Supervisor now displays separate columns to list an agent's skill proficiency and to list an agent's desire to use the skill. The Workgroup Details view and the Workgroup Directory view can now include the Skill Set (Proficiency) column and the Skill Set (Desire to use) column. For more information, see [Workgroup Directory control](#) and [Workgroup Directory view](#) in Interaction Supervisor help.

JSON Support for VoiceXML Applications

PureConnect 2019 R3 adds support for two JSON encoding types ("enctype" attributes) to be used with the <data> element in VoiceXML applications. The two encetypes are: "application/json" and "application/json-inin". These two similar but different JSON enctype data elements provide support for the VoiceXML document to have complete control of the JSON in the body of the <data> element. The "application/json" type automatically formats and sends variables and data in JSON format from the ECMAScript to the specified webservice. The "application/json-inin" type sends just the data (without all of the script variable names) from a single variable in the script, but you must generate the data in JSON format before passing it. PureConnect also supports using the PUT HTTP request method with the <data> element. For more information, see [Supported VXML Data Elements](#) in the VoiceXML Technical Reference document.

Event-level IVR Data Logging

This feature provides a robust and scalable data architecture to log IVR data at the event level.

Configure Analytics data retention settings in Interaction Administrator in the Analytics node. For more information see Analytics in the Interaction Administrator help. https://help.genesys.com/cic/mergedProjects/wh_ia/desktop/analytics_configuration.htm

New Features in 2019 R2

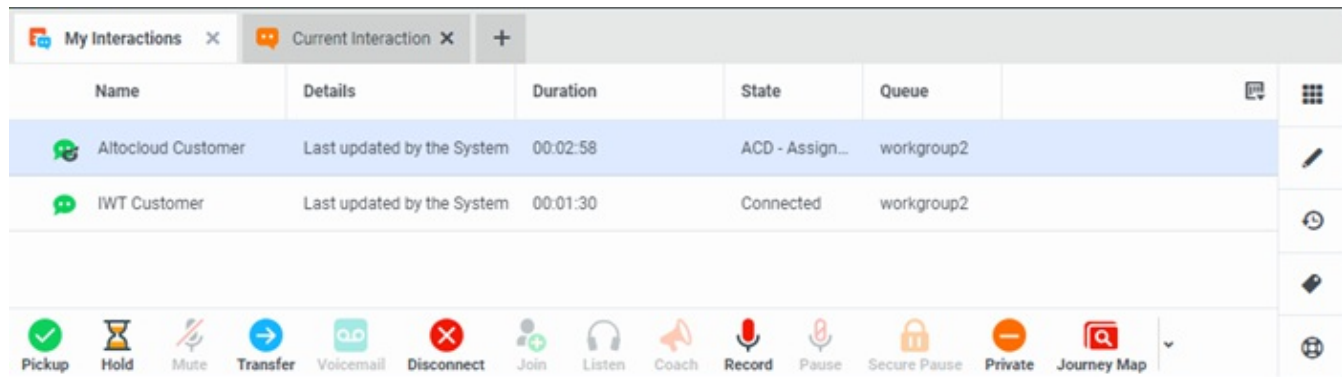
This section lists the features that are new in the CIC 2019 R2 release, which is planned for May 14th, 2019.

- [Altocloud chat icon](#)
- [Interaction Optimizer AI-Powered Forecasting](#)
- [Journey Map](#)
- [New Server Parameter to Block the IC Server from Moving Recordings by Region](#)
- [Separate .iso Files for Language Pack and Prompt Pack Installs](#)
- [Web Chat Widget Subject](#)

Altocloud chat icon

Altocloud Chat interactions are now indicated by a standard Chat icon with an Altocloud badge.

For more information about Altocloud, see [Altocloud](#) or the [PureConnect Integration with Altocloud Technical Reference](#) in the PureConnect Documentation Library.



Name	Details	Duration	State	Queue
Altocloud Customer	Last updated by the System	00:02:58	ACD - Assign...	workgroup2
IWT Customer	Last updated by the System	00:01:30	Connected	workgroup2

Interaction Optimizer AI-Powered Forecasting

Interaction Optimizer now includes an AI-powered forecasting feature. Optimizer sends historical data to a new cloud forecasting service and, based on the provided historical data, the service:

- Determines outliers and missing data.
- Chooses the best forecasting method to use and the parameters to use within the selected method.

Optimizer displays the results of the forecast scenario. A new UI option details the forecast model used for the scenario, the selected parameters, the forecast error, and the points designated as outliers and missing.

Note: AI-powered forecasting within PureConnect requires the new PureConnect **WFM AI-Powered** feature license and a Tier 3 PureCloud organization that is configured for PureConnect customers.

More information will be available in the *PureConnect AI-Powered Workforce Management Technical Reference*.

Journey Map

Journey Mapping is a new Interaction Connect feature. Journey Mapping is a history of interactions between PureConnect client users and outside contacts. It tracks various types of interactions (phone, fax, email, web chat.)

Availability

2019 R3 is the official release for Journey Mapping. However, it is also available in 2019 R2 but is disabled by default. You can enable this feature in 2019 R2 by setting the server parameter, **EnableJourneymap**, to 1.

Requirements: Customers who have Tracker licenses need not buy any new licenses to use this feature. For more information, see [Journey Map Licensing and Rights](#).

Use Journey Mapping to:

- View an interaction history related to your currently selected interaction in the new **Journey Map** view..
The **Related Interactions** tab of the [Journey Map view](#) can include past interactions with the current caller, or with anyone in the caller's organization or with anyone at the same location.
- [View the details of any interaction](#) listed in the **Related Interactions** tab of the [Journey Map view](#).
- Play a recording, if one exists, of any interaction listed in the **Related Interactions** tab of the [Journey Map view](#).
- [Match your current interaction to a contact](#) if the match does not occur automatically or if more than one possible match is found.
- Add a new [contact](#) or [organization](#) to the Journey Mapping database.

New Server Parameter to Block the IC Server from Moving Recordings by Region

If a Remote Content Server cannot be selected to receive recordings, for example, the Remote Content Server runs out of space, you can block the IC Server from moving recordings by region. To block the movement of recordings, add the server parameter **Prevent IC Server from Moving Recordings by Region**.

For more information, see [Optional General Server Parameters](#) in the Interaction Administrator help.

Separate .iso Files for Language Pack and Prompt Pack Installs

CIC Language pack and Prompt Pack Installs

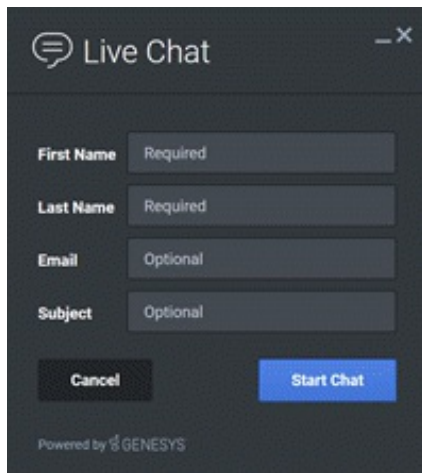
Starting with 2019 R2, the CIC Language Pack and Prompt Pack installs for new CIC installations and updates for existing localized CIC systems are available on the CIC Language Pack .iso file. The separate CIC Language Pack and Prompt pack .iso files are downloadable from the Product Information site at <https://my.inin.com/products/Pages/Downloads.aspx>. Previously, the CIC Language Pack and Prompt Pack install was available on the CIC .iso file. For more information, see the [CIC Language Pack Technical Reference](#) and the [CIC Prompt Pack Technical Reference](#).

Dialer Language pack and Prompt Pack Installs

Starting with 2019 R2, the Dialer Language Pack and Prompt Pack installs for new Dialer installations and updates for existing localized Dialer systems are available on the Dialer Language Pack .iso file. The separate Dialer Language Pack and Prompt pack .iso files are downloadable from the Product Information site at <https://my.inin.com/products/Pages/Downloads.aspx>. Previously, the Dialer Language Pack and Prompt Pack install was available on the Dialer .iso file. For more information, see the [Interaction Dialer Installation and Configuration Guide](#).

Web Chat Widget Subject

The information entered in the **Subject** field on new chats created by the Web Chat widget now appears in the **Notes** property on Chat interactions. For more information, see Web Chat in [Widgets Plugins Configuration](#).



The image shows a dark-themed 'Live Chat' widget interface. At the top left is a speech bubble icon and the text 'Live Chat'. At the top right is a close button (minus and X icon). Below the header are four input fields: 'First Name' (Required), 'Last Name' (Required), 'Email' (Optional), and 'Subject' (Optional). Each field has a light gray placeholder text. At the bottom left is a 'Cancel' button, and at the bottom right is a blue 'Start Chat' button. At the very bottom, it says 'Powered by GENESYS' with a small logo.

New Features in 2019 R1

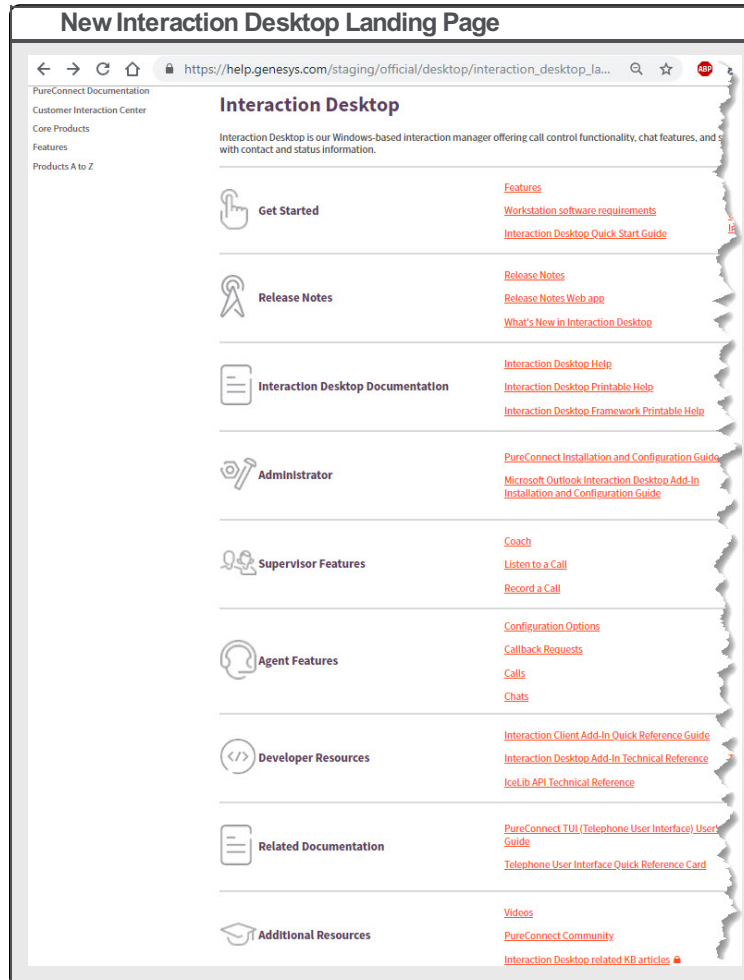
This section lists the features that are new in CIC 2019 R1 release which is planned for February 19th, 2019.

- [2019 R1 Documentation Library Enhancements](#)
- [Additional Genesys Widget Types](#)
- [Altocloud Integration](#)
- [Browser-based application rebranding](#)
- [Dialer now supports campaigns that use HTML email](#)
- [Interaction Dialer Digital History](#)
- [Interaction Optimizer Social Media Interactions](#)
- [Real-time Email Totals](#)
- [Recording Retention Based on Recording Date](#)
- [Siebel Innovation Pack 2018 Support](#)
- [Social Media Interaction Recovery](#)
- [Social Media Processor Deployed as a Service](#)
- [Support for New Polycom Phones and Firmware](#)
- [Third-Party Chatbot Support](#)

2019 R1 Documentation Library Enhancements

In an effort to help new and existing users find and adopt PureConnect products and features, the PureConnect Information Experience team implemented a new simplified navigation pane and added new landing pages that assemble related content for each product and feature. The top level PureConnect Documentation landing page remains the same, to provide quick access to commonly used pages. Changes include:

- Simplified navigation using Core Products, Features, and Products A to Z for listing all products. Features includes functional areas such as Email, SMS, Chat, Security, and more, which are not associated with only one product.
- New landing pages for each product and feature provide a brief overview and gather relevant links for new users as well as Administrators, Supervisors, Agents and Developers. External content, including content from My Support, Developer Portal and Genesys University is also linked under Additional Resources.
- Search engine results include Library Landing Pages in a separate pane, to easily identify and find relevant landing pages.
- Previously bookmarked links will continue to work, and help system links will open in a new window with the full TOC in the navigation pane.



Use the Feedback link at the top or side of each page to send comments and suggestions on further enhancing the information experience on these pages.

Additional Genesys Widget Types

Interaction Connect supports the configuration of additional Genesys Widget types for use in your company's website. For more information, see [Widgets Plugins Configuration](#).

- **Callback:** Website visitors can request a call from one of your support agents. PureConnect routes this as a [Callback request](#) interaction to a designated queue.
- **Call Us:** Website visitors can initiate a call to any selected phone number displayed on the Call Us widget.
- **Offers:** Use the Offers widget to display a product or promotion along with an image or a video. You can select from Toaster or Overlay mode.
- **Sidebar:** The Sidebar widget displays icons, titles and command shortcuts for the widgets available on your website.

Altocloud Integration

Genesys Altocloud is a customer journey analytics platform that analyzes all kinds of customer journey behavior and data. Your organization can use it to observe and analyze visitors on your digital properties, such as websites. Genesys Altocloud can predict what it will take for visitors to achieve a desirable business outcome, and then it acts to offer the most appropriate and effective channel to assist them in completing their journey.

Each of the Genesys platforms, PureConnect, PureCloud, and PureEngage, has an integration with Altocloud.

The first phase of the PureConnect integration with Altocloud enables your organization to track the sequence of pages a website visitor sees and the actions they take. It also enables your organization to automatically offer chat interactions with website visitors who trigger specific actions, as long as there are agents available to handle the interactions. Once an interaction is connected to a licensed agent, the agent can view a map that outlines the visitor's journey on the website.

For more information, see [Altocloud](#) or the [PureConnect Integration with Altocloud Technical Reference](#) in the PureConnect Documentation Library.

Browser-based application rebranding

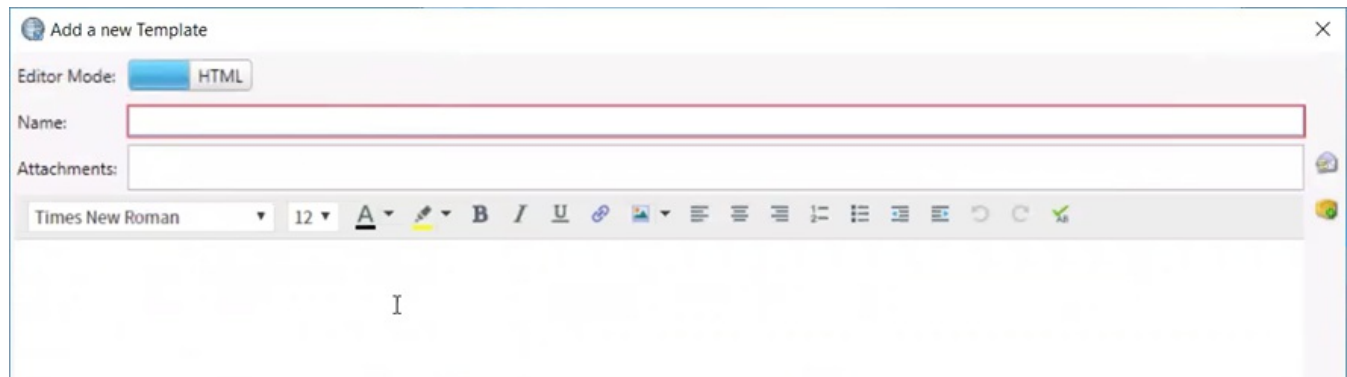
Development has updated the look and feel of the PureConnect browser-based applications to match Genesys User Experience guidelines. This involved updating the following to match Genesys UX guidelines: colors, fonts, logos, icons, and logon pages. This also included moving "Quick Pick" functionality to the Add View dialog box and upgrading the docking architecture to allow fully customizable tab layout.

There were no changes in functionality. The rebranded applications include:

- Interaction Connect
- Interaction Scriptor (only the functions embedded in Interaction Connect)
- Interaction Desktop (only the Email Editor)
- Interaction Optimizer
- CX Insights
- Interaction Data Extractor
- PureConnect for Salesforce (only the pop-up window)

Dialer now supports campaigns that use HTML email

You can now create and edit HTML-formatted emails as part of your outbound campaigns. See [HTML Email behavior type](#) in Dialer Manager Help.



Interaction Dialer Digital History

A new Digital History table managed by Interaction Dialer captures key information about all emails that are sent during a campaign, and provides a link to the Call History Details table. This combined data provides an audit trail for all outbound email traffic. See [DigitalHistory table](#) in Dialer Manager Help.

Interaction Optimizer Social Media Interactions

Interaction Optimizer includes social conversations and social direct messages as interaction types. For more information on interaction types in Interaction Optimizer, see [Interaction Optimizer help](#).

- Scheduling Unit configuration support for both new interaction types has been added to both properly display and allow for selection to
 - Scheduling Unit Service Goal Groups
 - Agent Groups
 - Staff Types
- Both new interaction types are available for selection in forecasts.
- Time Off Requests configuration has been updated to properly display both new interaction types as well as the ability to sort by either new type.

Real-time Email Totals

Dialer now keeps track of the total number of emails sent, by Period, Shift, Recycle, and Campaign. See [Dialer agent statistics](#) in Dialer Manager Help.

Recording Retention Based on Recording Date

Interaction Recorder now allows recording retention to be based on the Recording Date. Currently the expiration dates are set based on the last time a recording was evaluated by a policy. With the new feature, recordings can be set to expire and be purged from the system at a specific time interval. Using Interaction Recorder Policy Editor you can set recording retention to be based on Recording Date. You can also use Interaction Recorder Client in IC Business Manager to modify a recording retention date to be re-evaluated based on a specific date.

Interaction Recorder Policy Editor

Use Interaction Recorder Policy Editor to create a retention policy with re-evaluate retention policies for a selected period. You can also modify existing retention policies to re-evaluate recordings based on the recording date.

Edit Retention Policy

Name

Re-evaluate policy

Step 2: Select actions

☐ assign questionnaire to <questionnaire list>

☐ clear the attribute on the recording

☐ set attribute on the recording

☐ remove tags

☐ set tags to <tags>

☒ store media at <media location>

☒ re-evaluate retention policies in <time period>

☐ purge the recording or media only

☐ archive recordings to <location> for <volume_prefix> with chunks of <size>

☐ stop processing more policies

Policy description (click an underlined value to edit):

This policy applies to all recordings
perform the following action(s):
store media at C:\3\IC\Recordings
re-evaluate retention policies in 2 days

Cancel

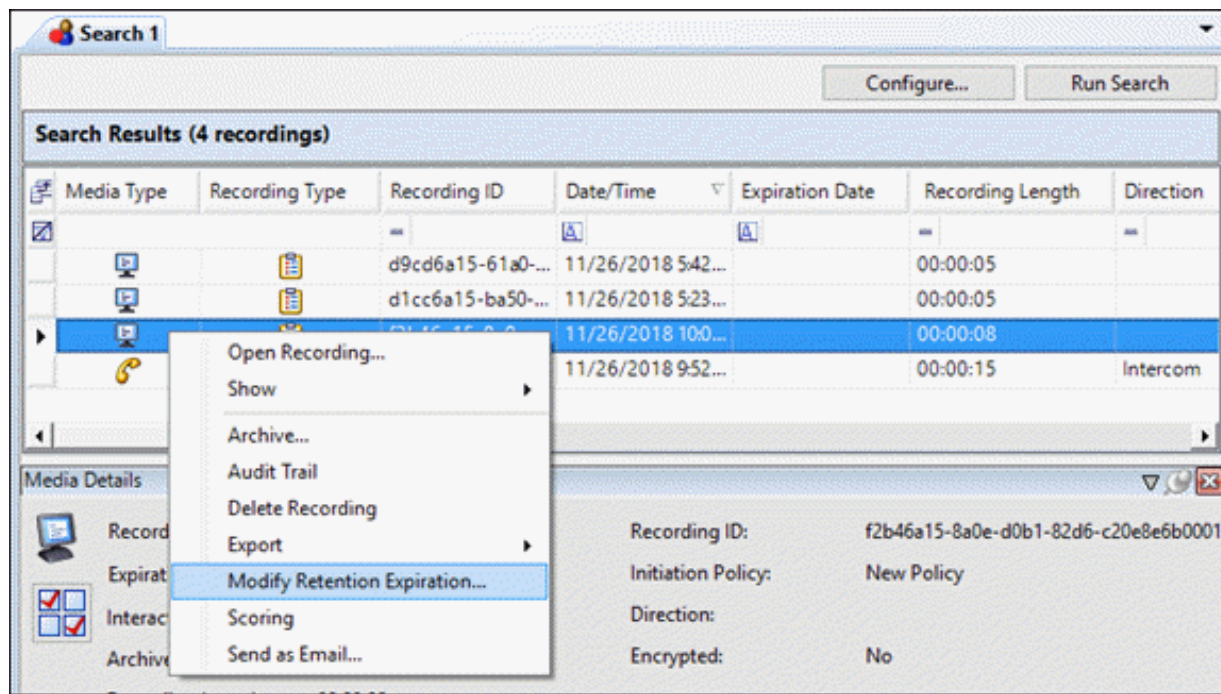
< Back

Next >

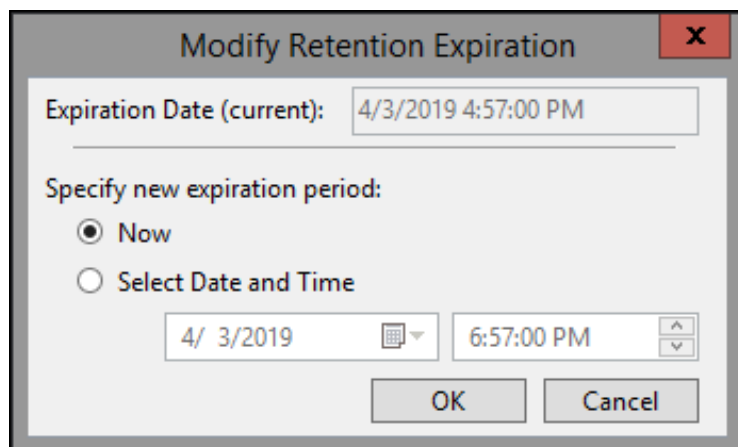
Finished

Interaction Recorder Client for IC Business Manager

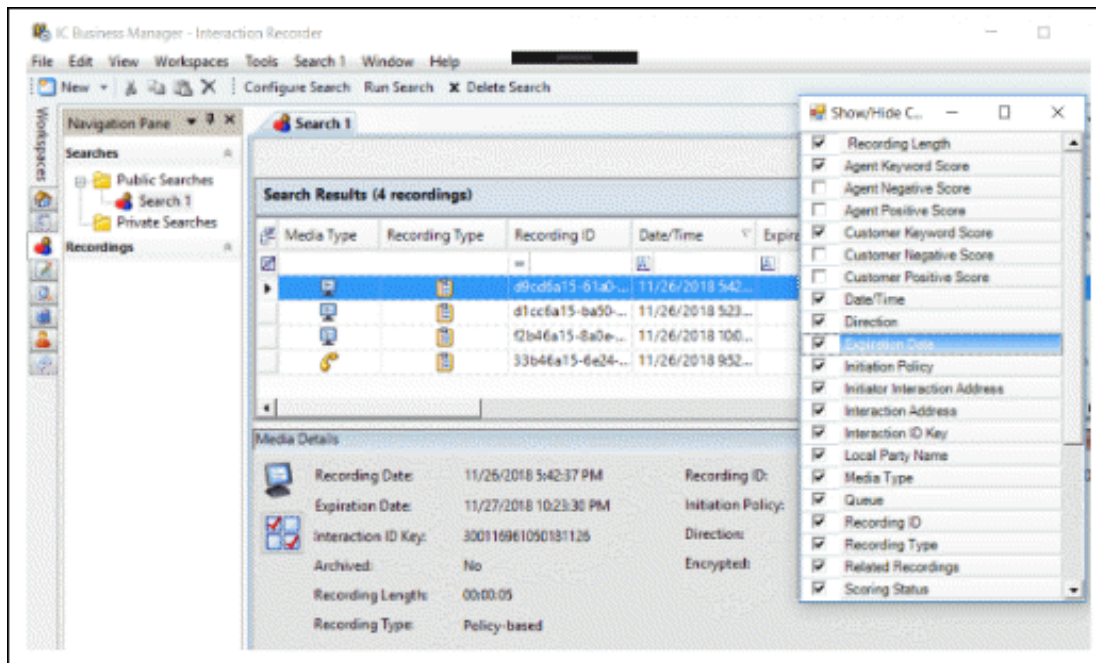
Use Interaction Recorder Client for IC Business Manager to modify a retention expiration date for a recording.



When you click **Modify Retention Expiration**, you can specify a new expiration Date and Time.



In the Recordings Search Results data grid, you can add the column Expiration Date to display the retention date of recordings.



For more information on configuring this feature, see the [Interaction Recorder and Interaction Quality Manager Technical Reference](#).

Siebel Innovation Pack 2018 support

CIC now supports Siebel Innovation Pack 2018. For more information, including updated installation steps, see [IC Integration to Siebel Installation and Configuration Guide](#) and [CIC Integration to Siebel User's Guide](#).

Social Media Interaction Recovery

Two new server parameters allow recovery of social media interactions after a switchover. For more information, see [Interaction Recovery for Social Media Interactions](#) in the [PureConnect Social Media Technical Reference](#).

Social Media Processor Deployed as a Service

Updated March 27, 2019

Social Media Processor is a hybrid cloud service which enables PureConnect's social media features.

The initial Social Media Processor conditional release with PureConnect 2018 R4 and R5 required a locally installed instance of Red Hat Minishift along with the local installation of the Social Media feature containers. Starting in February 2019, the PureConnect Social Media Processor features are hosted in the Genesys Cloud system and accessible for both PureConnect Cloud and PureConnect on-premises sites. All customers need to purchase the Social Media [licenses](#) prior to provisioning and deployment. PureConnect on-premises customers must agree to [Genesys Cloud Terms & Conditions](#). The previous "conditional release" containers are no longer available for download and current and prospective customers will use the Social Media Processor microservices hosted in the Genesys Cloud. This announcement supersedes the [earlier information](#) in 2018 R5. This hosted Genesys Cloud service change greatly simplifies the deployment and maintenance of social media features in PureConnect.

The hosted Social Media Processor microservice supports social media features in PureConnect 2018 R4, R5 and subsequent releases. At this time, PureConnect Social Media is not a PCI compliant feature and PCI data (for example, credit card numbers) should not be passed through this microservice.

The social media [licensing](#) and [configuration](#) process is the same as before. Once the necessary licenses have been purchased, work with sales, your account manager, or Customer Care to request and retrieve Social Media Processor deployment information and credentials to be used in PureConnect Social Media configuration.

Support for New Polycom Phones and Firmware

PureConnect now supports the Polycom VVX 150, VVX 250, VVX 350, and VVX 450 model phones. The firmware is based on Polycom release 5.8.1. The phones are available for deployment with the PureConnect 2019 R1 Patch4, 2018 R5 Patch10, 2018 R4 Patch16, 2018 R3 Patch23, 2018 R2 Patch29, 2018 R1 Patch35. For more information, see [Polycom Firmware for Supported and EOL Phones](#) in the *CIC Managed IP Phones Administrator's Guide*.

Third-Party Chatbot Support

Requirements: To support third-party chatbots, the IC Server must be running CIC 2019 R1 Patch 5 version or later. Alternatively, you can apply a gap ES to an IC Server running CIC 2019 R1 Patch 4. Chatbot support also requires Interaction Connect version 2019 R1 Patch 5 or later.

Support for DialogFlow is included in this initial release with support for other third-party chatbots to follow soon. You configure any of these third-party chatbots in the Interaction Connect Widgets view. For more information, see [Widgets Plugins Configuration](#).

This release provides the ability for widgets to use websockets when talking to chatbots. It also enables an optional server parameter, webhook, within the ICWS web chat API that eliminates polling the server.

New Features in 2018 R5

This section lists the features that are new in CIC 2018 R5 which was released November 13th, 2018.

- [Polycom Firmware 5.8.0 Supported](#)
- [Polycom VVX D60 Wireless Handset Supported](#)
- [Support for New Phones and Firmware](#)
- [Security Certificates from Windows Security Store](#)
- [Social Media Direct Messages](#)
- [Social Media Direct Messages Analytics](#)
- [Social Media and Response Management](#)
- [Documentation Enhancements](#)

Polycom Firmware 5.8.0 Supported

Desktop phones now support Polycom firmware 5.8.0. For more information, see "Polycom firmware and phones (CIC 4.0 SU 6, CIC 2016 R4 and later)" in the [CIC Managed IP Phones Administrator's Guide](#).

Polycom VVX D60 Wireless Handset Supported

PureConnect now supports the Polycom VVX D60 Wireless Handset. The firmware is based on Polycom release 5.8. The phones are available for deployment with the PureConnect 2018 R5 release.

Interaction Administrator includes the following configuration options for VVX D60 Wireless Handset Support:

- **VVX D60 Profile** - This option indicates whether to enable the VVX D60 feature.
- **VVX D60 Allowing Paring** - This option indicates whether a user can pair or unpair a VVX D60 base station with a VVX business media phone.

For configuration information in Interaction Administrator, see [Advanced options: Polycom phones or templates](#).

Support for New Phones and Firmware

PureConnect now supports the following phones:

- AudioCodes 405, 405HD, 430HD, and 440HD IP phones in addition to the currently supported 420HD IP phone
- Genesys 405, 405HD, and 420HD IP phones.

The phones support AudioCodes firmware 2.2.16.142 and are available for deployment with PureConnect 2018 R5 Patch5, 2018 R4 Patch11, 2018 R3 Patch18, 2018 R2 Patch24, 2018 R1 Patch31, 2017 R4 Patch37.

For more information, see "AudioCodes and Genesys Phone Administration" in the [CIC Managed IP Phones Administrator's Guide](#).

Security Certificates from Windows Security Store

Users can now use the GenSSLCertsU command-line utility and IC Setup Assistant to import signed certificates from the Windows certificate store when using a single server certificate for all certificate use types. For more information about using IC Setup Assistant, see IC Setup Assistant help. For more information about using GenSSLCertsU command-line utility, see [Security Features Technical Reference](#).

Conditional Release of CX Insights and Social Media Features 2018 R5

The CX Insights containers are not ready for release at the time of the general 2018 R5 release. We will update this page with more information when the conditional release is ready.

Social Media Features Conditional Release Update (2018 R5)

The Social Media containers released and described [here](#) on October 16 include support for social media features added in the 2018 R5 release. These containers and the related instructions are still required to implement social media features until the new PureConnect cloud service is available to replace the conditional release containers. If you have already deployed the social media containers, you do not need to update them to take advantage of the 2018 R5 features. These new features are available after you install the 2018 R5 release on the CIC server.

Note: This conditional release process has been superseded by Social Media Processor hosted as a service. Look [here](#) for more information.

The social media feature containers are available for download on the Product Information Site and you must read the documentation for how to implement social media with the conditional release to learn how to install and configure these files. For more information on licensing and configuration of social media features, see the [PureConnect Social Media Technical Reference](#).

Social Media Direct Message Recordings

PureConnect now supports the recording of Interaction Recorder social media direct message interactions for the social media platforms Facebook and Twitter. The **Direct Message** media type is configured in Interaction Recorder Policy Editor in Interaction Administrator. You can search and play back social media direct message interactions using the Interaction Recorder Client in IC Business Manager.

Interaction Recorder Policy Editor

Use Interaction Recorder Policy Editor to create recording policies for social media direct message interactions. You can create policies to initiate social media direct message recordings, set up retention policies for social media direct message recordings, and configure security policies for your recordings.

Edit Initiation Policy

X

Name

New Policy

Step 2: Restrict to these event(s)

☐ Inbound call connected
☐ Outbound call connected
☐ Intercom call connected
☐ Inbound chat connected
☐ Intercom chat connected
☐ Inbound email
☐ Outbound email
☐ Inbound social conversation
☐ Inbound social direct message

Policy description (click an underlined value to edit):

This policy does not apply to anyone:
If the following event(s) occur(s):
 (Any interaction)
and the interaction meets the following restrictions:
 (no restrictions)
No actions have been defined

Cancel

< Back

Next >

Finished

Interaction Recorder

Use Interaction Recorder in IC Business Manager to search and play back social media direct message recordings.

Create Recording Search

-

□

X

Title: Search 1

Maximum results: 100

Location: Private Searches

Author: triniti_user

New Attribute ▾

Interaction Analyzer ▸

Interactions ▸

Media Specific ▸

Questionnaires ▸

Survey ▸

Advanced ▸

UNION Operator

Calls ▸

Emails ▸

Social Conversation ▸

Social Direct Message ▸

in attribute into the search.

Platform

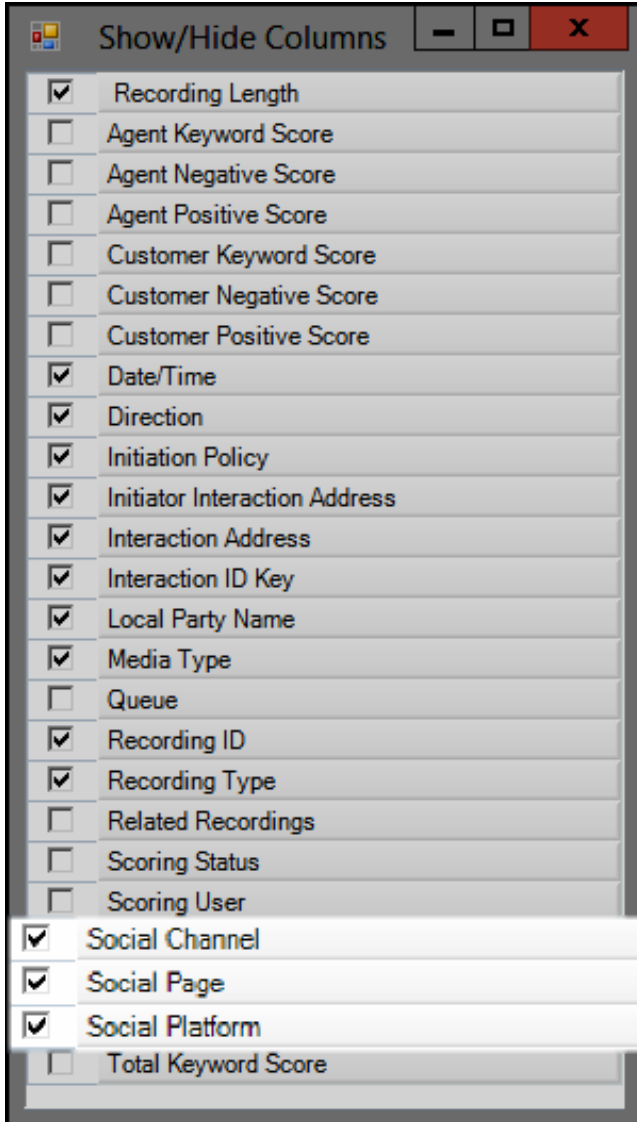
Channel

Page

45

Working with Recording Search Results

You can display three new fields for the columns that are displayed in the Search Results grid. In the Field Chooser of the grid, you can now show or hide the social media fields: **Social Channel**, **Social Page**, and **Social Platform**.



For more information on social media direct message recordings, see the [Interaction Recorder and Interaction Quality Manager Technical Reference](#).

Social Media Direct Messages

Social Direct Message is a new interaction type that enables agents to respond to private messages sent to your corporate Facebook page or directed at your corporate Twitter handle. Interaction Connect users can now receive and reply to these ACD-routed social media interactions in the familiar Current Interactions view. For more information, see [Social Media](#).

Administrators can configure **different ACD workgroups** for social media conversations and direct messages. For more information, see [Configure Facebook channels](#) and [Configure Twitter Channels](#).

Agents can review and acknowledge **scorecards** or review **recordings** of their direct message interactions in the [My Quality Results](#) view. See [Social Direct Message Scorecard](#).

Special Notice: PureConnect does not support [secure input](#) in social media conversations or direct messages. Do not include credit card numbers or other sensitive information in your replies and discourage your customers from doing so.

Social Media Direct Messages - Analytics

Interaction Supervisor includes statistics for the longest social direct message and active social direct messages . For more information about these statistics, see [Interaction Statistics](#) in Interaction Supervisor help.

The Interaction Details view in Interaction Supervisor includes social direct message media type in search criteria. For more information about media type in search criteria, see [Interaction Details view](#) in Interaction Supervisor help.

The Interaction Details dialog in Interaction Supervisor includes Media Type indicator for social direct message. For more information, see [Interaction Details dialog](#) in the Interaction Supervisor help.

Social Media and Response Management

You can use stored responses in both social media conversations and social media direct messages. For more information, see [Use Response Management in a Social Media Interaction](#).

Documentation Enhancements in 2018 R5

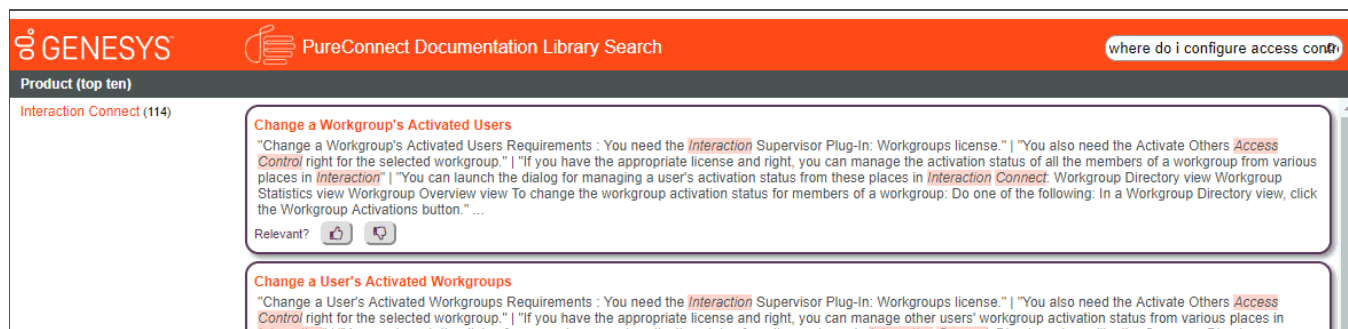
The PureConnect documentation library has added some significant enhancements to the 2018 R5 release in order to improve customers' information experience.

New Search Engine

The **Search** field at the top of the PureConnect documentation library is tied to a much more powerful search engine that supports:

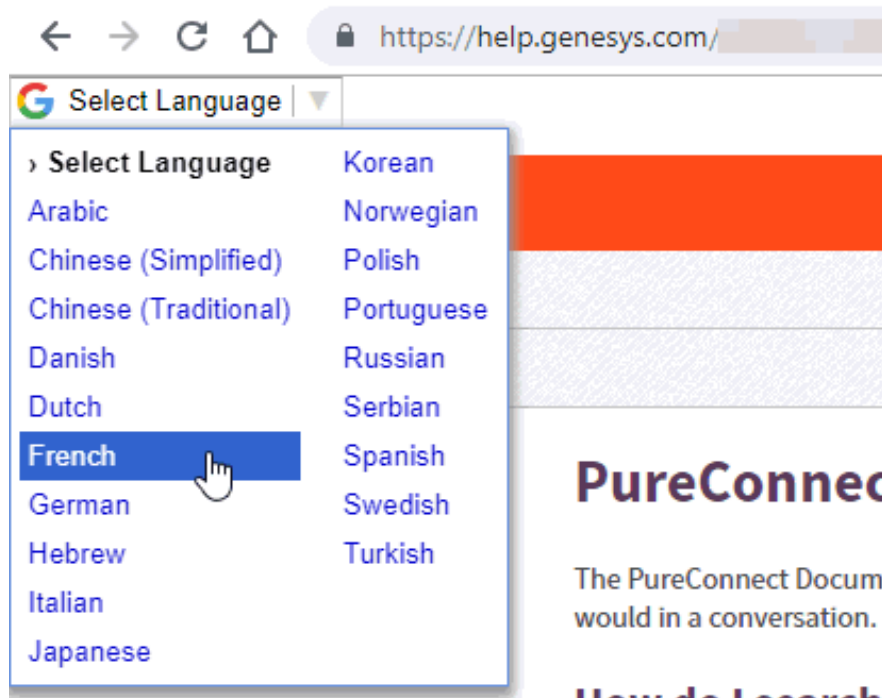
- Natural language search. For example, "where do I configure access control for interaction connect".
- Product name facets to filter search results. For example, in the natural language search example above, click **Interaction Connect** to see only the search results related to that product.
- Faster search results.
- Search result feedback. Click the thumbs-up icon when a search result is a match and click the thumbs-down icon when it's not. Your reactions help train the search engine.

Additional search-related enhancements will continue in subsequent releases. See [PureConnect Search Usage](#) for a description of the current search features.



Google Translate Support

The PureConnect documentation library includes support for Google Translate menus at the top of the browser. This option lets users select one of 19 languages to see the documentation in that language. Google-translated content is not perfect or equivalent to professionally translated content, but it can be helpful for non-native English speakers.



New Landing Pages

Starting in PureConnect 2018 R5, some products will include new landing pages that provide a brief overview of the product or feature and links to key resources within and outside of the documentation library. These landing pages provide a consistent interface that enables users to access important information about and related to each product or feature. New landing pages will be introduced over the next few product releases, beginning in 2018 R5.

Interaction Connect

Interaction Connect is our browser-based interaction manager offering call control functionality, chat features, and status management. It includes directories with contact and status information. Interaction Connect is run from the browser — no components are installed on the desktop.



Get Started

[Features](#)

[Browser requirements](#)

[Interaction Connect Quick Start Guide](#)



Release Notes

[Release Notes Webapp](#)

[What's New in Interaction Connect](#)

[Release Note](#)



Interaction Connect Documentation

[Interaction Connect Printed Help](#)

[CIC Client Comparison](#)



Administrator

[CIC Web Applications Installation and Configuration Guide](#)

[CIC Licensing Technical Reference](#)

[Widgets](#)



Supervisor Features

[Agent Statistics](#)

[Monitored Interactions](#)

[Coach an Agent on an interaction](#)

[Stationless Logon](#)

New Features in 2018 R4

This section lists the features that are new in CIC 2018 R4.

- [Conditional Release of CX Insights and Social Media Features](#)
- [Social Media](#)
 - [Social Media Analytics](#)
 - [Social Media Configuration](#)
 - [Social Media Interactions](#)
 - [Social Media Recordings](#)
- [CX Insights](#)
- [Interaction Analyzer Statistics](#)
- [Interaction Conference Microsoft Outlook Plugin](#)
- [Interaction Connect Account Code Configuration](#)
- [Interaction Connect Add-ins](#)
- [Interaction Connect Alert Configuration](#)
- [Interaction Connect Compact Speed Dial View](#)
- [Interaction Connect Email Playback in Quality Dashboard](#)
- [Interaction Connect IPA Support](#)
- [Interaction Connect Stationless Logon](#)
- [Interaction Connect Widgets Configuration](#)
- [Interaction Dialer Call History Details](#)
- [Microsoft .NET Framework 4.7 Requirement](#)
- [New Server Parameter: Allow Multiple Calls to Station On Deferred Answer Line](#)
- [Polycom Phone Trio 8500/8800 Support](#)
- [OAuth Authentication with Exchange](#)
- [Chatbot Service](#)
- [Documentation Updates](#)

Conditional Release of CX Insights and Social Media Features

PureConnect 2018 R4 includes a conditional release of CX Insights dashboards and the social media features that support public social media interactions with Facebook and Twitter. The conditions of the release require the local deployment of the MiniShift Platform as a Service, separate from the PureConnect server installation. This MiniShift platform runs the social media and CX Insights microservices, which are distributed in containers.

Genesys expects to provide the GA release of CX Insights and social media features with the 2018 R5 release later in November. In that release, the features will be hosted in the cloud and available for both PureConnect Cloud and PureConnect on-premises customers. At that time, customers using the 2018 R4 conditional release of the features may need to change their configuration of CX Insights and social media features.

Note: The previous information has been superseded by information in the 2018 R5 release. [Click here for more information.](#)

Social Media Features Conditional Release Update (16 October, 2018)

The social media feature containers are available for download on the [Product Information Site](#) and you must read the documentation for [how to implement social media with the conditional release](#) to learn how to install and configure these files. For more information on licensing and configuration of social media features, see the [PureConnect Social Media Technical Reference](#).

Social Media

PureConnect now supports capturing Facebook posts and Twitter messages. PureConnect administrators can configure Facebook and Twitter channels that create social media conversations anytime a visitor posts a comment on your corporate Facebook page or when your company is mentioned in a Tweet. These conversations become ACD-routed interactions. PureConnect routes these posts and messages as interactions to workgroups and agents.

[Conditional Release of CX Insights and Social Media Features](#)

PureConnect enables agents with the Social Media License to manage and respond to Facebook and Twitter social media messages. Agents can also record Social Media Interactions and manage these interactions in the My Quality Results view.

- [Social Media Analytics](#)
Interaction-based StatServer statistics for Agent and Workgroup include those for Social Media channels similar to other digital channels already in place.
- [Social Media Configuration](#)
You can enable and configure social media features in Interaction Connect.
- [Social Media Interactions](#)
Interaction Connect enables agents to manage and respond to social media interactions. Social Media interactions are available only in Interaction Connect. Social Media interactions do not appear in Interaction Desktop.
- [Social Media Recordings](#)
PureConnect supports the recording and playback of Social Media interactions. You can record and manage Social Media recordings through the Interaction Recorder Policy Editor. Interaction Connect supports Snippet recordings of these interactions.

Social Media Analytics

Interaction Supervisor includes statistics for the Longest social conversation and Active social conversations. For more information about these statistics, see [Interaction Statistics](#) in Interaction Supervisor help.

Interaction Details view in Interaction Supervisor includes Social Conversation media type in search criteria. For more information about media type in search criteria, see [Interaction Details view](#) in Interaction Supervisor help.

Interaction Details dialog in Interaction Supervisor includes Media Type indicator for social conversation. For more information, see [Interaction Details dialog](#) in Interaction Supervisor help.

Interaction Desktop includes Social Media iAddress type for Interaction Tracker contacts, organizations, and locations. For more information, see the following topics in Interaction Desktop help:

- [Add a Tracker Contact](#)
- [Add a Tracker Organization](#)
- [Add a Tracker Location](#)

[Conditional Release of CX Insights and Social Media Features](#)

Social Media Configuration

Social media configuration includes the following tasks in Interaction Administrator:

- [Load the social media licenses](#): I3_FEATURE_SOCIAL_MEDIA and I3_ACCESS_ACD_SOCIAL_MEDIA
- Configure [users](#) and [stations](#) to enable ACD Social Media.
- [Specify how many social conversation interactions an agent can receive via ACD.](#)
- [Specify the workgroup target service level for handling social conversation interactions.](#)

For more information, see [Social Media Configuration](#) in the *PureConnect Social Media Technical Reference*.

Social media configuration includes the following tasks in Interaction Connect (requires the Social Media Admin right):

- [Enable social media in Interaction Connect.](#)
- [Create a social media account in Interaction Connect.](#)
- Configure social media channels.
 - [Set up Facebook channels](#) to associate workgroups with Facebook pages. Posts and replies on a configured page become social conversation interactions that are routed to the associated workgroup.
 - [Set up Twitter channels](#) to associate workgroups with Twitter handles and keywords. Any tweet that mentions a configured Twitter handle or contains a keyword becomes a social conversation interaction that is routed to the associated workgroup.

For more information about configuration tasks, see the *PureConnect Social Media Technical Reference*.

For more information about social media in Interaction Connect, see [Social Media](#) in the Interaction Connect help.

[Conditional Release of CX Insights and Social Media Features](#)

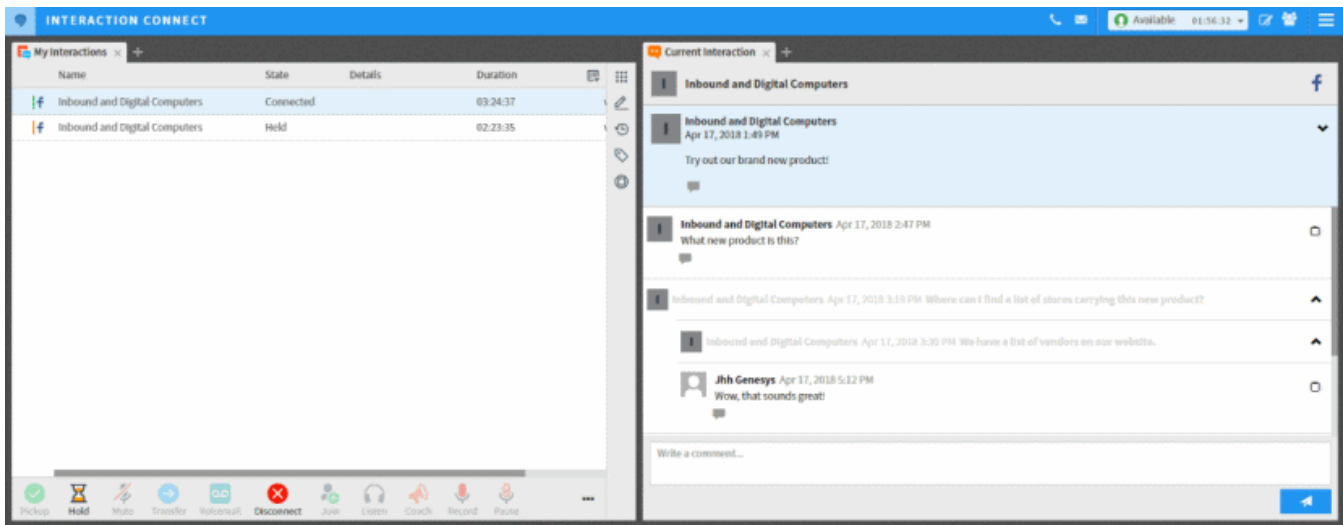
Social Media Interactions

Interaction Connect users can now receive and reply to ACD-routed social media interactions. These social media interactions are **inbound Facebook** and **Twitter** messages. Social Media interactions are available **only in Interaction Connect**. Social Media interactions do not appear in Interaction Desktop.

Note: In a future release, social media interactions will also include Facebook and Twitter private (direct) messages.

Requirements: To manage Social Media interactions, agents need the **ACD Social Media** license. These agents must also belong to a workgroup selected as a **Conversation Workgroup for a Social Media Channel**. The workgroup must also have an ACD queue. For more information, see [PureConnect Social Media Technical Reference](#) in the PureConnect Documentation Library.

Agents manage social interactions in the familiar **My Interactions** and **Current Interaction** views. For more information, see [Social Media](#).



[Conditional Release of CX Insights and Social Media Features](#)

Social Media Recordings

PureConnect supports the recording of Social Media interactions, and is configured in the Interaction Recorder Policy Editor. You can search and playback Social Media interactions using Interaction Recorder or the [My Quality Results](#) view in Interaction Connect.

[Conditional Release of CX Insights and Social Media Features](#)

Interaction Recorder Policy Editor

Use Interaction Recorder Policy Editor to create recording policies for Social Media interactions. You can create policies to initiate Social Media recordings, set up retention policies for Social Media recordings, and configure security policies for your recordings.

Edit Initiation Policy

Name
New Policy

Step 2: Restrict to these event(s)

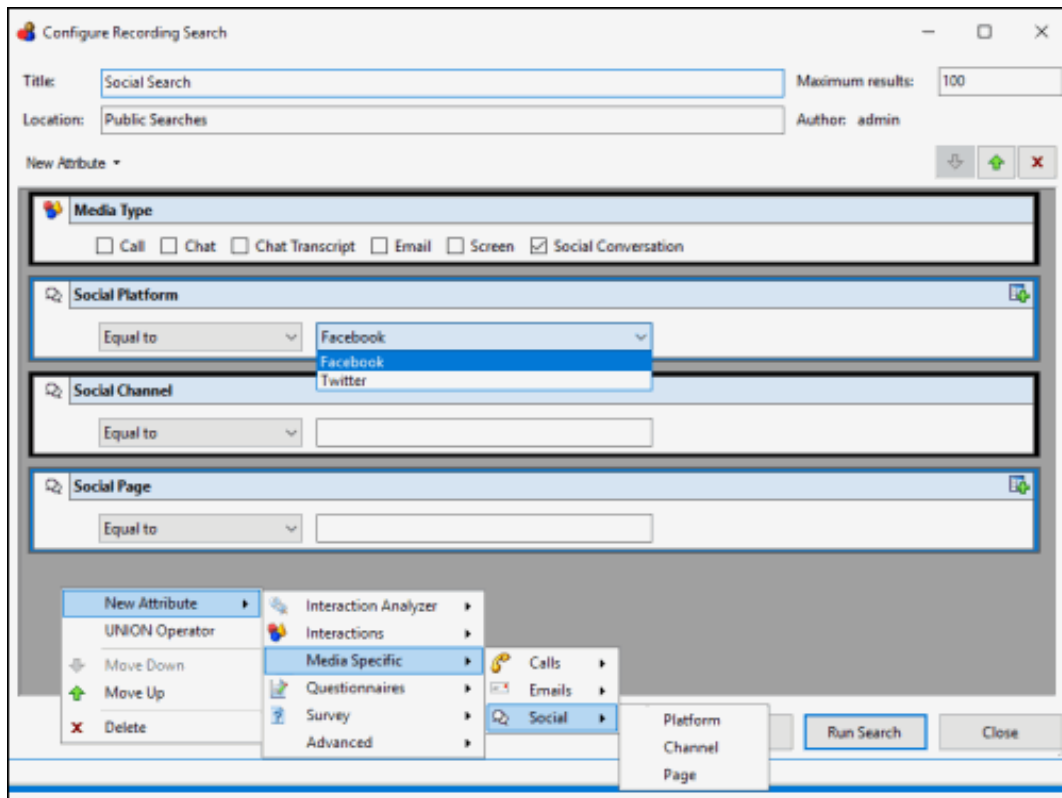
- ☐ Inbound call connected
- ☐ Outbound call connected
- ☐ Intercom call connected
- ☐ Inbound chat connected
- ☐ Intercom chat connected
- ☐ Inbound email
- ☐ Outbound email
- ☐ Inbound social conversation

Policy description (click an undefined value to edit):
This policy does not apply to anyone.
If the following event(s) occur(s):
(Any interaction)
and the interaction meets the following restrictions:
(no restrictions)
No actions have been defined

Cancel < Back Next > Finished

Interaction Recorder

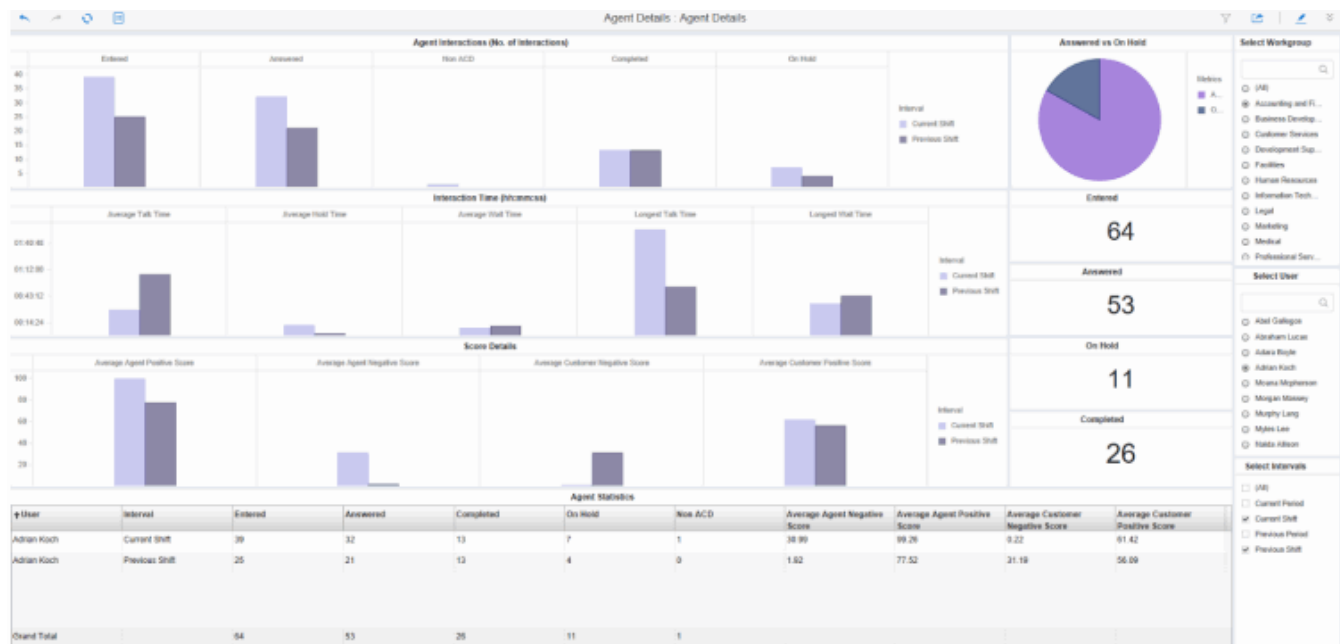
Use Interaction Recorder in IC Business Manager to search and playback Social Media recordings.



For more information on Social Media recordings see the [Interaction Recorder and Interaction Quality Manager Technical Reference](#).

CX Insights

CX Insights is a web-based application that provides the ability to view and analyze PureConnect data through interactive dashboards. Dashboards for Agent and Workgroup statistics are included in this release. The interactive dashboards provide users an easy way to see a wide range of real-time agent and workgroup activity to understand the current state of the contact center. Here is an example of the Agent Details dashboard and its visualizations.



Conditional Release of CX Insights and Social Media Features

For this release we are delivering 11 new CX Insights dashboards for Agent and Workgroup metrics.

- **Agent Details**
This dashboard displays individual agent details for a selected workgroup. The visualizations provide statistics for agent: total interactions answered, completed, and on hold. This dashboard also shows the average handling times of an agent and the agent's positive and negative scores.
- **Agent Overview**
This dashboard displays multiple agent details for a selected workgroup. The visualizations provide statistics for the total interactions answered, completed, and on hold, for multiple agents. The dashboard also shows the average handling times of agents with their positive and negative scores.
- **Agent Overview Grid**
This dashboard grid displays multiple agent details for a selected workgroup. The visualizations provide statistics for the total interactions answered, completed, and on hold, for multiple agents. The dashboard also shows the average handling times of agents with their positive and negative scores.
- **Agent Status**
This dashboard displays the number of agents and their time in selected statuses. You can use this dashboard to compare between selected workgroups and users.
- **Workgroup Overview**
This dashboard allows you to monitor agent status in real-time and view agent interaction details. The dashboard visualizations give supervisors an at-a-glance view of available agents and their current states for a single workgroup.
- **Workgroup Interval Analysis**
This dashboard displays the number of interactions for current and previous shift and period. The visualizations also show the number of calls answered within the service level target configuration for the workgroup queue, interaction type, and the interval, such as current period or shift. You can filter the data based on workgroup and interval.
- **Multiple Workgroup Overview**
This dashboard allows you to monitor agent status in real-time and view agent interaction details for multiple workgroups. The dashboard also provides supervisors an at-a-glance view of available agents the their current states, in multiple workgroups.
- **Multiple Workgroup Overview Grid**
This dashboard grid allows you to monitor agent status in real-time and view agent interaction details for multiple workgroups. The dashboard also provides supervisors an at-a-glance view of available agents the their current states, in multiple workgroups.
- **Multiple Workgroup Interval Analysis**
This dashboard shows the available interactions for the current and previous shift and period. The visualizations show the number of calls answered within the service level target configuration for the workgroup queue, interaction type, and the interval, such as current period or previous shift. You can filter the data based on multiple workgroups and interval.
- **Multiple Workgroup Interval Details Grid**
This dashboard grid shows the available interactions for the current and previous shift and period. The visualizations show the number of calls answered within the service level target configuration for the workgroup queue, interaction type, and the interval, such as current period or previous shift. You can filter the data based on multiple workgroups and interval.
- **Multiple Workgroup Status**
This dashboard shows the number of agents in status, for selected workgroups.

For more information on CX Insights, see the [CX Insights help](#).

Interaction Conference Microsoft Outlook Plugin

The Interaction Conference Microsoft Outlook Plugin now supports Microsoft Outlook 2016 (32-bit). For more information, see [Install Interaction Conference Outlook Plugin](#) in the Interaction Conference Administrator's Guide.

Interaction Connect Account Code Configuration

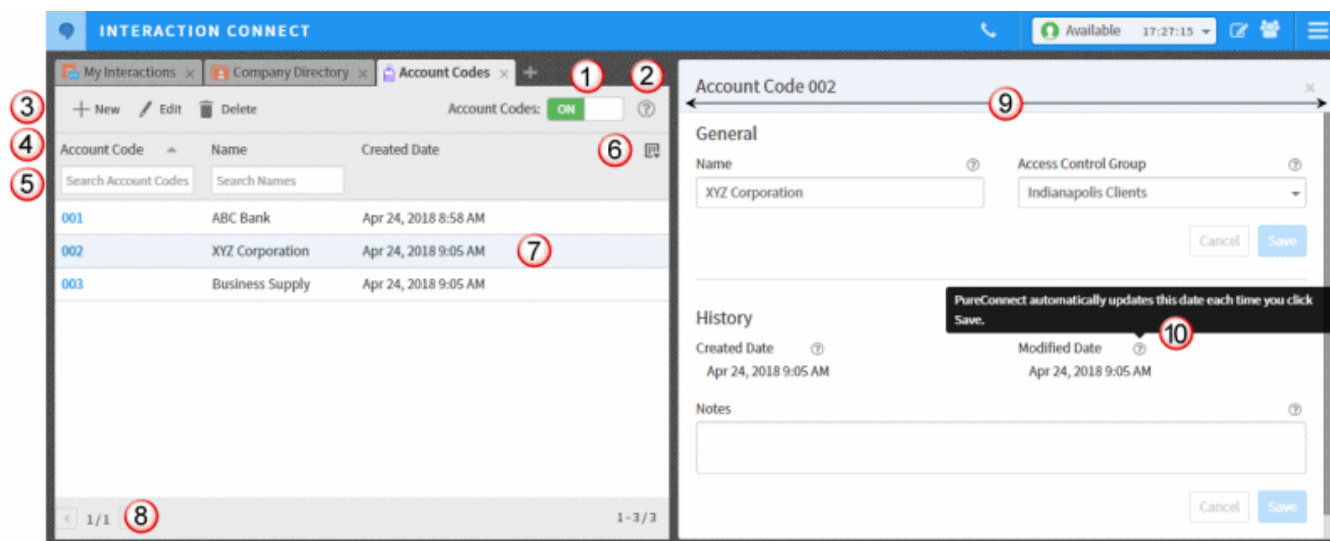
Administrators with the appropriate rights can configure account codes in the new Account Codes view. Account Code configuration was formerly available only in Interaction Administrator. For more information, see [Configure Account Codes](#).

Requirements for Configuring Account Codes

- To display the Account Codes view, you need the **Master Administrator** right or **Administrator Access** rights to at least one account code.
- If you have Administrator Access to **All** account codes, you can view, edit, delete, or add any account code.
- If you have Administrator Access to only the account codes in selected **Access Control Groups**, you can view, edit, delete, or add account codes only for those Access Control Groups.

- If you have Administrator Access only to **selected account codes**, you can view, edit, or delete only those account codes. You cannot add any account codes.

Account Codes view



Account Codes view		
1	Account Codes	<p>Toggle switch for enabling account codes. This makes Account Codes generally available for assignment to interactions. Users must still meet the Requirements for Assigning Codes.</p> <p>Note: The Account Codes toggle switch is visible only if you have the Master Administrator right, Administrator Access rights to all account codes, or Administrator Access to account codes in all Access Control Groups. It is not visible if you have Administrator Access only to some account codes; for example, selected individual account codes or account codes in selected Access Control groups.</p>
2	Help	Click for Account Codes view help.
3	Toolbar	<p>New (Add), Edit, and Delete controls.</p> <p>Note: The New button is enabled only if you have the Master Administrator right, Administrator Access rights to all account codes, or Administrator Access to account codes in all Access Control Groups. The New button is disabled if you have rights to only some account codes.</p>
4	Column headings	Sort the list by clicking the Account Code heading. Move columns by dragging and dropping column headings. For more information, see Customize Columns .
5	Search	Search for account codes by code number or name.
6	Choose Columns	Use the Choose Columns control to add or remove view columns .
7	Account Codes	A list of currently configured account codes.
8	Paged display	If you have more account codes than fit in the view, use the paging controls to scroll through the list.
9	Configuration panel	A slide out panel for adding or editing account codes.
10	Help	To display help for a selected field, point to this icon.

Interaction Connect Add-ins

Add-in views are loaded into a sandboxed iframe element. As a result certain features are disabled. The Add-in iframe now supports the **allow-popups-to-escape-sandbox** parameter. This parameter enables you to open a browser window that can run scripts.

Interaction Connect Alert Configuration

Requirements: To configure alerts, you need the **Interaction Supervisor Plug-In: Workgroups** license. You must also [enable supervisor features](#) in Interaction Connect. The CIC server must have PureConnect 2018 R4 or later installed.

Warning: PureConnect does not support simultaneously logging into Interaction Connect and ICBM to manage alerts.

Supervisors can configure their own alerts in Interaction Connect. Previously, supervisors could configure alerts only in Interaction Supervisor in ICBM. An alert appears when a statistic enters a user-defined threshold, is within bounds, or is no longer within a range of values. Alerts for telephone calls can be based on calls longer than a specific duration, average hold time greater than a given value, and many other metrics.

The screenshot shows the 'Manage Alerts' interface. On the left, a list of alert sets is shown, with 'My Default Alert Set' selected. The main panel displays the configuration for an alert rule. The 'Display String' is 'In use: QP-DREADNOUGHT, Assigned, I3_ACCESS_CLIENT'. A horizontal bar chart shows a value of 50,000. The 'Alert Rule Type' is 'Value greater than' with a 'Minimum' of 50000 and 'Severity' of 'Normal'. There are checkboxes for 'Send Email' (ON), 'Apply Font Styling' (ON), and 'Execute Handler' (OFF). A 'Sample alert text' field is also present. Buttons for 'Add', 'Copy', 'Delete', 'Cancel', and 'Save' are at the bottom.

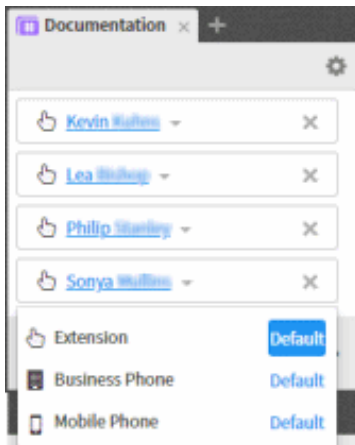
In Interaction Connect, you display your triggered alerts in the [Active Alerts](#) view. Alerts also appear in Interaction Connect in the [Agent Statistics](#), [Workgroup Statistics](#), and [Workgroup Overview](#) views. Alerts use color-coded icons and tooltip text to emphasize selected metrics. Alerts can optionally send email notifications or client memos, play sounds, or invoke a handler.



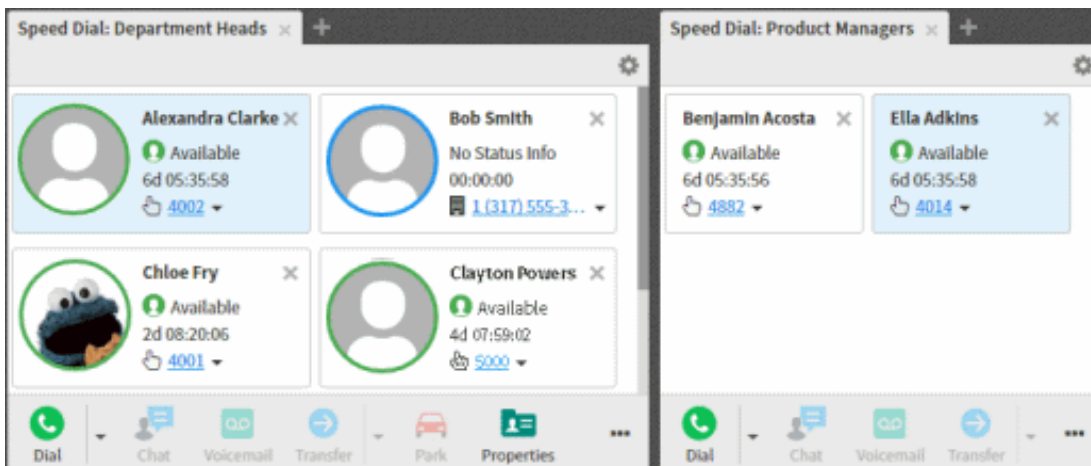
Interaction Connect Compact Speed Dial View

You can now switch between minimized and maximized tiles in your Speed Dial views.

Minimized tiles in a Speed Dial view provide a space-saving, simple list with contact names.



Maximized tiles are a card view of your contacts which display status information and default number. Also, your CIC administrator can enable this view to show photos or images for each contact.



Interaction Connect Email Playback in Quality Dashboard

The Interaction Connect [My Quality Results view](#) now enables agents to review and acknowledge scorecards or review recordings of their email interactions. For more information, see [Email Scorecard](#) in the Interaction Connect help.

Note: This feature requires PureConnect 2018 R4 or later for the CIC Server and Interaction Recorder Remote Content servers.

The screenshot displays the Interaction Connect Quality Dashboard. The top navigation bar includes 'INTERACTION CONNECT', a status indicator 'Available', and a timer '3d 03:00:25'. The main interface is divided into two panels. The left panel, titled 'Scorecard', shows 'Overall Score: 0.00%' and 'Overall Rank: F Failed'. It includes a 'Summary' section with 'Question Group Scores' and 'Workgroup Average Score' for 'How are you?'. The right panel, titled 'Media Details - Email Recording', shows a table with columns: 'Recording Date', 'Recording Length', 'Interaction ID Key', and 'Direction'. The table contains one row: '05/07/2018 6:40:02 PM', '00:00:44', '300152500840180507', and 'Inbound'. Below the table is an email preview for 'majesta_user' with a list of attachments including 'image1525698425103.png', 'Basic.txt', 'TC format.xlsx', 'genesys-logo.png', 'FW Email contain anothe...', 'purecloud-logo.jpg', 'Only_Logo.bmp', 'Pure-Engage.htm', and 'old_telephone.mp3'. The email body starts with 'Hi,' and 'This email contains all types of attachments.' It also includes a 'Regard,' and a Genesys logo with the text 'Great Place To Work. Certified'.

Interaction Connect IPA Support

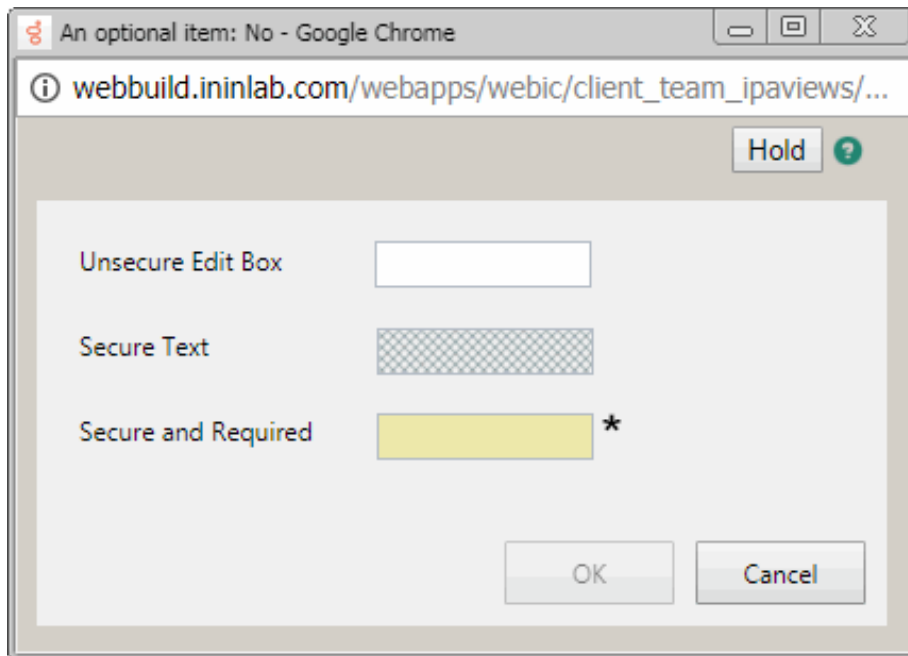
Requirements: Only agents with the appropriate licenses and rights can use Interaction Process Automation. For more information, see [IPA User Licenses](#) and [IPA User Rights](#). Also, IPA is available to Interaction Connect users only by special arrangement. To unlock this feature, the CIC administrator must contact [Graeme Provan](#), Global Director of Business Automation.

Interaction Process Automation (IPA) is a communications-based process automation system that manages business processes by routing work items to qualified and available members of your organization in a defined and controlled manner. For more information, see [Interaction Process Automation](#) in the Interaction Connect help.

If you have the appropriate license and user rights, you can:

- pick up a work item and complete a necessary task
- start a process that routes work items to other members of your organization

When you pick up a work item, it appears in the [IPA Work Item Viewer](#). Your organization's process architect designs the forms and controls the content of a work item. The form type and content also depend on the process that generates the work item.



IPA Integration Differences

Interaction Desktop also supports Interaction Process Automation features. There are differences between IPA support in Interaction Connect and Interaction Desktop.

Warning: One important difference is that clicking the **X** to close the Work Item Viewer in Interaction Connect does not save any data you entered or changed. It puts the Work Item in a state where you cannot work on it or disconnect it until the session times out which can take several minutes.

Interaction Connect

- Work Items appear in My Interactions.
- Can filter work items by multiple work item categories
- The Work Item viewer website control will not load websites that specify that they cannot be hosted in an iframe.

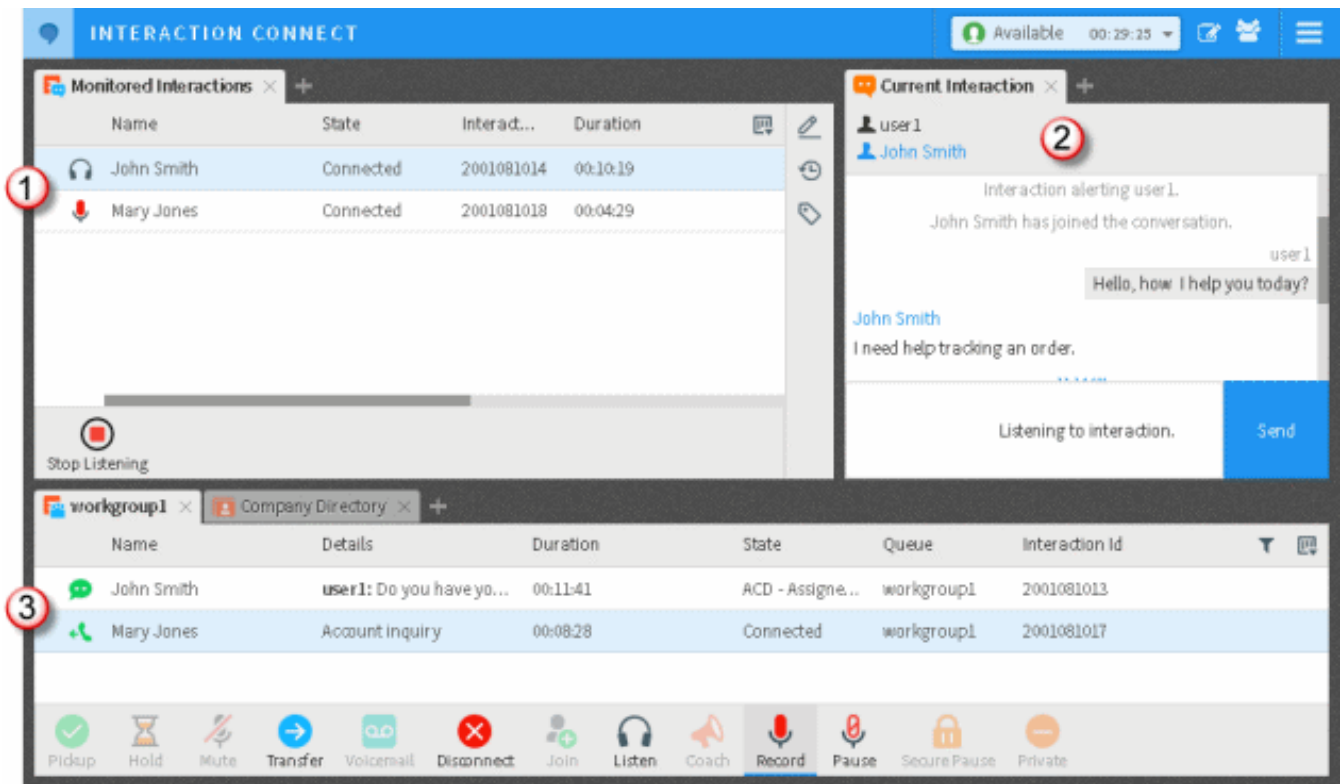
Interaction Desktop

- Work Items appear in the Work Item view.
- Can associate an interaction with a process.
- Can search for an already launched process.
- Can display Process Details.
- Automatically picks up a work item routed to you after launching a process.
- Can add Notes to a Process instance.
- Displays Work Item Reminders.
- Displays Work Item Warnings.

Interaction Connect Stationless Logon

Administrative, supervisor, Interaction Process Automation, Interaction Optimizer, Social Media, and other features are available without a station in Interaction Connect. Also agents can log on and handle interactions that do not require a station (like chats and emails) without consuming a Basic Station license. Interaction Connect hides or disables features that require a station when you log on without selecting a station. For more information, see [Stationless Logon](#).

Supervisors who log on with a **Supervisor Plug-in: Workgroup** license but without a station or a Client Access license, can use the new **Monitored Interactions view**. This view enables supervisors to continue to monitor interactions that they are listening to or recording. For more information, see [Monitored Interactions](#).



1	Interactions that you are monitoring appear in the Monitored Interactions view.
2	When available, information about the currently selected monitored interaction appears in the Current Interaction view.
3	You create a monitored interaction by listening to or recording an interaction in a User, Station, or Workgroup queue.

Interaction Connect Widgets Configuration

Widgets are streamlined and lightweight elements you can add to your company’s website to support activities like chatting with an agent. PureConnect Widgets are javascript-based, cloud-hosted, and cloud-configured extensions that implement the Genesys Widgets API under a continuously integrated and deployed release model.

These widgets are easy to configure and deploy by means of code snippets you include in your company’s website. You can configure Genesys Widgets in the new **Widgets** view in Interaction Connect. For more information, see [Widgets](#) in the Interaction Connect help.

INTERACTION CONNECT Available 18:07:50

My Interactions × Company Directory × Widgets × +

Widget Name: Chat with Marketing

General

IC Server Host Names * Reverse Proxy URL

Use HTTPS ☒ Yes Debug ☐ No

Theme * Fallback Language

Internationalization file path * Custom Stylesheet ID *

Download Google Font ☒ Yes

Mobile Mode * Mobile Mode Breakpoint *

Add / Remove plugins

☒ Web Chat

Note: This initial release supports the Genesys Chat widget.


Live Chat — ×

First Name

Last Name

Email

Subject

Powered by  GENESYS

Developers can get information about extending or customizing Widget functionality in the PureEngage documentation. See:

- Genesys Widgets Bus Guide, <https://docs.genesys.com/Documentation/GWC/8.5/CXWBusAPI/Welcome>
- Genesys Widgets Deployment Guide, <https://docs.genesys.com/Documentation/GWC/8.5/Deployment/Welcome>
- Genesys Widgets Reference, <https://docs.genesys.com/Documentation/GWC/8.5/WidgetsAPI/Welcome>

Interaction Dialer Call History Details

A new Call History Details table managed by Interaction Dialer indicates when key events occur during calls that reach a contact. This data is useful to determine whether optimization should be performed to decrease the time required to deliver a Dialer call to a Dialer agent; for example to comply with OfCom regulations. See **Measuring Call Delivery Response Times** in Dialer Manager Help.

Important: To ensure the accuracy of timestamps in the Call History Details table, administrators must synchronize clocks of Media servers and ODS servers to the current time. For details, see **Synchronize Media server and ODS clocks** in Dialer Manager Help.

Microsoft .NET Framework 4.7 Requirement

Starting in PureConnect 2018 R4, .NET Framework version 4.7 or later is required on the CIC server and client workstations that run IC User Application and IC Server Manager Applications. Microsoft .NET Framework 4.7 is a highly compatible, in-place update to the .NET Framework versions 4.5.1, 4.5.2, 4.6, 4.6.1, 4.6.2.

For more information see the Microsoft KB article <https://support.microsoft.com/en-us/help/3186539>.

If .NET Framework version 4.7 has not already been installed via Windows Update, install it on the CIC server from the PureConnect 2018 R4 or later .iso file and on the client workstations from the IC_WorkstationPreReqs share on the 2018 R4 CIC server. For details, see [CIC System Software Requirements](#).

New Server Parameter: Allow Multiple Calls to Station On Deferred Answer Line

The Allow Multiple Calls to Station On Deferred Answer Line server parameter in Interaction Administrator determines whether an additional call alerts the station. If the Allow Deferred Answer option is enabled for a line on a station, you can use the Allow Multiple Calls to Station On Deferred Answer Line server parameter to disable the alert for an additional call.

For more information about the Allow Multiple Calls to Station On Deferred Answer Line server parameter, refer to [Optional General Sever Parameters](#) in Interaction Administrator help.

For more information about the Allow Deferred Answer option, refer to [Sip line Options](#) in Interaction Administrator help.

Polycom Phone Trio 8500/8800 Support

PureConnect now supports the Polycom Trio 8500/8800 phones. The firmware is based on Polycom release 5.4.5. The phones are available for deployment with the PureConnect 2018 R4 release.

OAuth Authentication with Exchange

Customers who want to use OAuth to authenticate with Exchange can now specify a certificate, certificate password, and the application ID generated during the application registration in the Azure portal. The new configuration options are located in the **Domain properties** dialog box when configuring the Exchange provider. For more information, see [Configure domain properties for an Exchange provider](#) in the Interaction Administrator help.

Chatbot Service

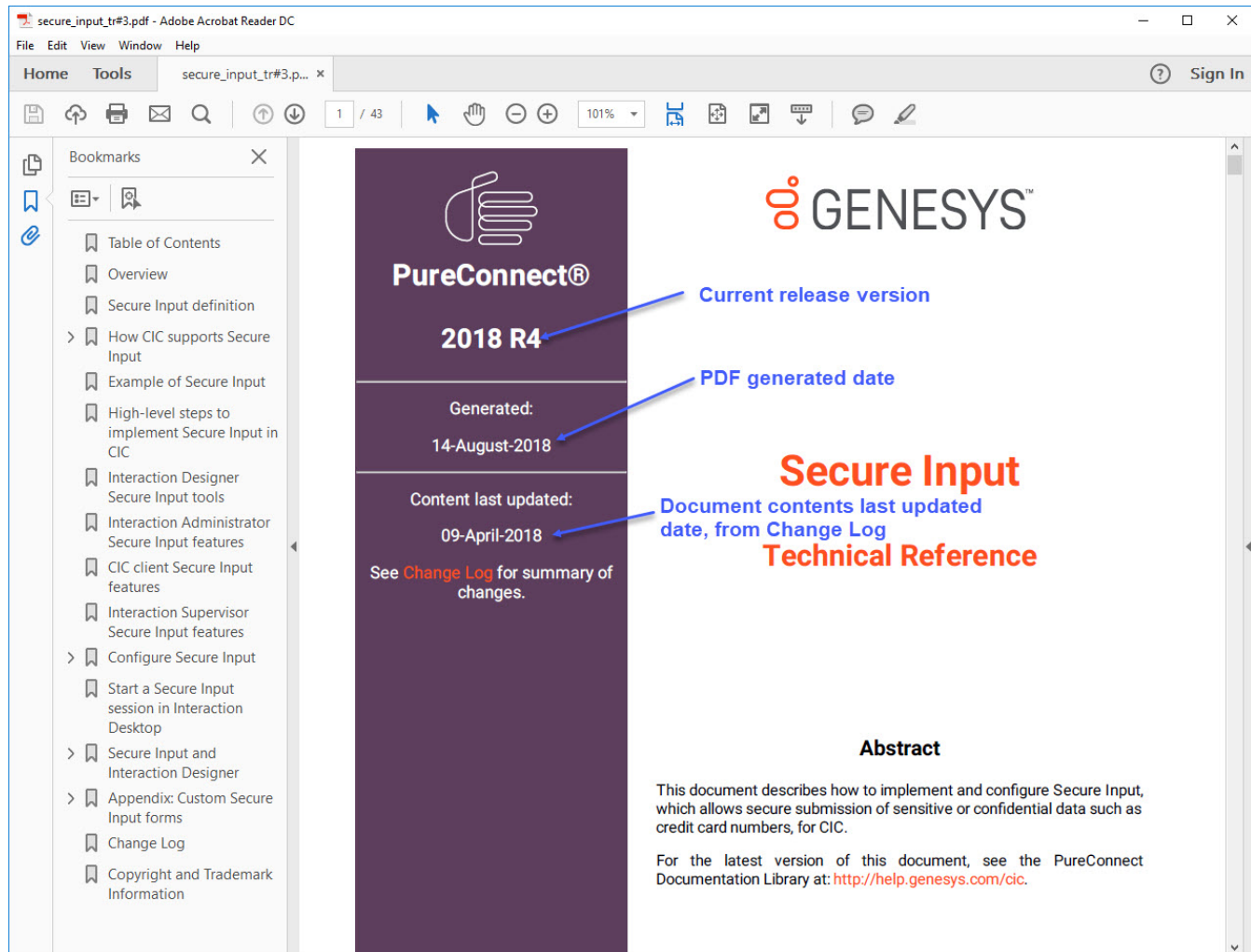
A cloud-based chatbot service for PureConnect is now available in PureConnect 2018 R4. The initial version supports chatbots with Genesys Intelligent Automation. Genesys expects to add support for other chatbot providers in future releases. For more information, see the *PureConnect Integration with Genesys Intelligent Automation Technical Reference* in the PureConnect Documentation Library at https://help.genesys.com/cic/mergedProjects/wh_tr/desktop/technical_reference_documents.htm.

Documentation Updates

Two documentation resource changes were introduced in 2018 R4 to enhance information experience.

New Documentation Cover Page Format

The PDF documents in the [Technical Reference Documents](#) section of the Documentation Library include an updated cover page that clarifies publication information. Previously, document cover pages were not updated if the content did not change for a release, sometimes leading to confusion. Starting in PureConnect 2018 R4, cover pages are updated automatically for each release and the cover indicates the current release, the date the PDF was generated, and last time the content was updated based on the last entry in the Change Log for that document.



Data Dictionary URL

The PureConnect Data Dictionary URL has been specific to a version of PureConnect, such as PureConnect 2018 R3 at help.genesys.com/cic/datadictionary/2018r3/content/Landing.html. Starting in 2018 R4, you can bookmark a constant URL <https://help.genesys.com/cic/datadictionary/index.html> to reflect the current version of the data dictionary. Previous versions of the data dictionary are available in the [archived versions](#) of the documentation library.

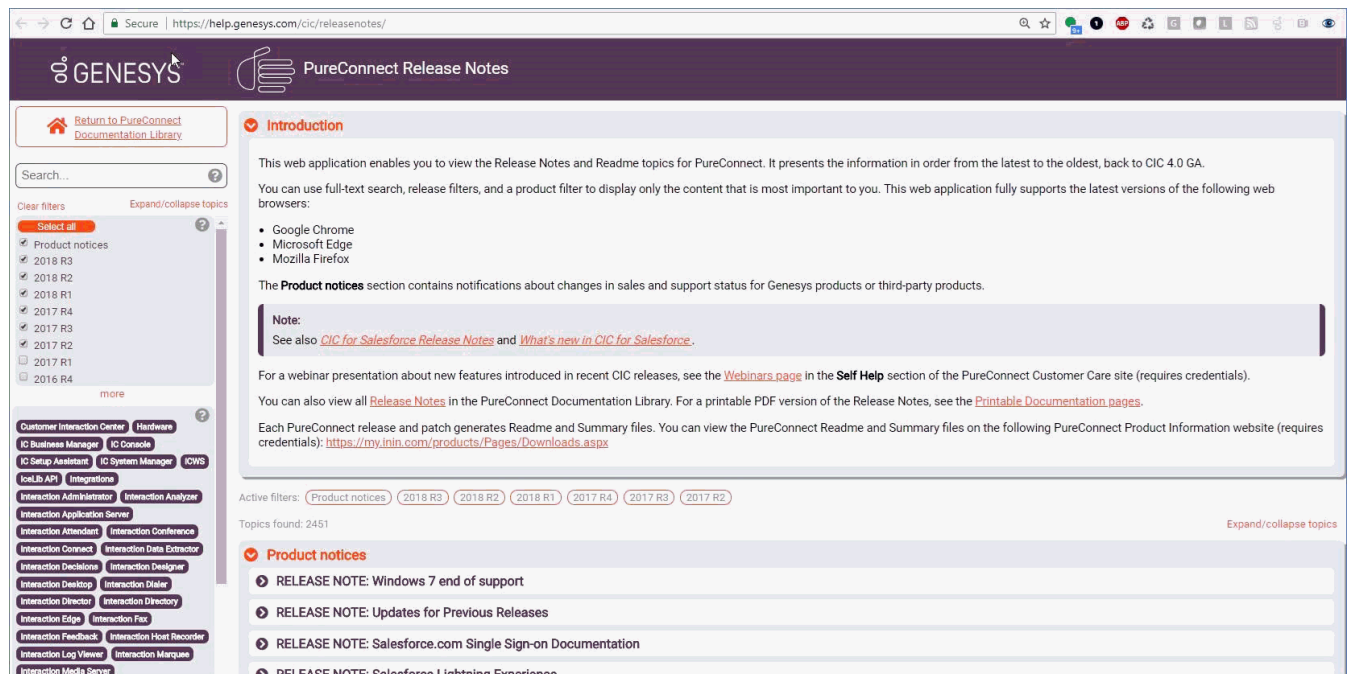
New Features in 2018 R3

This section lists the features that are new in CIC 2018 R3.

- [Release Notes Web App Support](#)
- [Interaction Optimizer client license](#)
- [Interaction Connect Optimizer integration](#)
- [Interaction Connect Quality Dashboard](#)
- [Interaction Connect Supports Custom Outbound Scripts](#)
- [New CIC Server Parameter for Purging Large Report Log Databases](#)

Release Notes Web App Support

Starting May 25, 2018, a [new web app](#) is available to help users track product changes between specific releases. This web app merges data from all Release Note entries from 4.0 GA to current with data from all CIC and Dialer Readme file entries for the last six releases. Additional Readme data may be added later. The web app enables you to filter by release and by product, and it provides full text search options. See the Search field help in the app for search option details. Use the Feedback option in the web app to report issues and request changes.



Interaction Optimizer client license

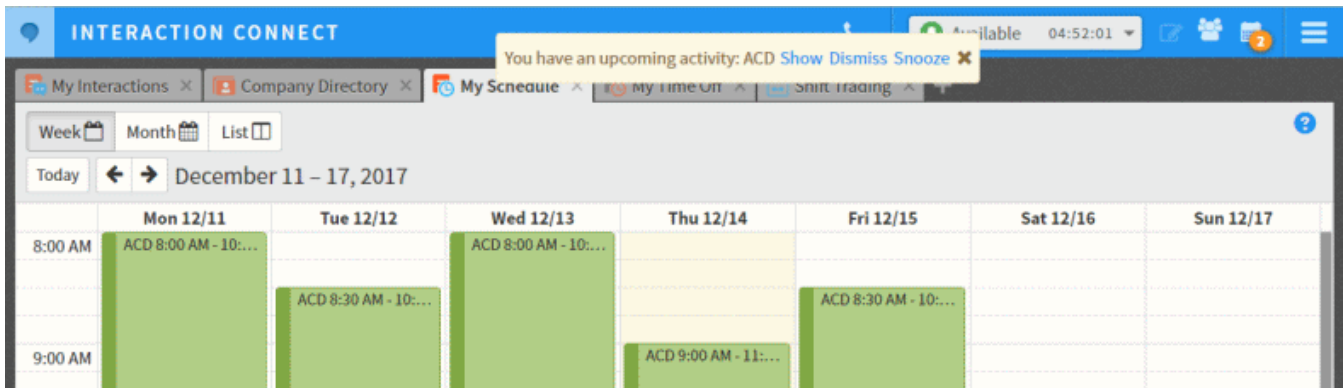
The licensing requirement for using the Interaction Optimizer web application is now enforced when an agent logs on instead of after logon. Agents need the **Interaction Optimizer Client Access** license to both log on and use the browser-based Interaction Optimizer client application. Previously agents could log on without the required license, but couldn't use the application.

Interaction Connect Optimizer integration

Interaction Optimizer is a Workforce Management (WFM) application that enables administrators to effectively schedule resources. Interaction Optimizer is an optional component of Customer Interaction Center (CIC). Administrators can generate schedules based on forecasted demand and available resources. Administrators can also analyze and modify generated schedules when necessary.

Interaction Optimizer is now available from the Interaction Connect interface. Agents can view their schedules, receive schedule reminders, submit time off requests, and trade shifts. Schedule reminders appear as both desktop alerts and as badges on the **Activity Feed** icon. Agents can set reminder times for each type of scheduled activity. These settings control how far in advance an agent is alerted to changes in his or her scheduled activity.

The CIC administrator determines whether an agent has access to these Interaction Optimizer features inside Interaction Connect. For more information, see [Interaction Optimizer](#).



Interaction Connect Quality Dashboard

Interaction Connect now includes an early look at the new Interaction Quality agent results portal. The **My Quality Results** view provides secure access to quality management scorecards and interaction recordings specific to the agent currently logged in.

Requirement: To view and use the **My Quality Results** view, the CIC administrator must assign agents the **Interaction Quality Monitoring Agent** license. To properly generate and assign this license, the CIC administrator should follow the instructions in [License Agents for the My Quality Results View in Interaction Connect](#).

- Agents can query and view recently completed quality scorecards associated with both Call and Chat recordings. Agents no longer need Interaction Web Portal for these tasks.
- Agents can preview scorecards before opening the associated recording.
- Agents can query for their scorecards that require their review and acknowledgement.
- The My Quality Results view includes a new web-based playback control for Call and Chat recordings.

For Call recordings, the **waveform** control displays the associated audio data (single or dual-channel). The control also has options for playback speed, volume and sound device. Station audio is an option for playback.

Important: The audio data for Call recordings must be transcoded into an audio codec that is supported by the browser in which Interaction Connect is running. The server handling the the playback request completes the transcoding. This results in an increase in CPU usage and memory consumption during the transcoding process. Genesys recommends that you review the available memory and load on any Interaction Recorder Remote Content Servers and the Interaction Center Server that you leverage for playing back call recordings from within our web clients.

If the My Quality Results view is used in Interaction Connect, **certificate authority (CA) signed certificates are used for both CIC Server and Remote Content Service (RCS) servers**. For the CIC Server see "Create Signing Requests and Import Third-Party Signed Certificate" in the *PureConnect Installation and Configuration Guide*. For the Remote Content Service, see "Create an HTTPS certificate signed by a certificate authority for viewing playback recordings" in the *Interaction Recorder Remote Content Service Installation and Configuration Guide*.

The screenshot displays the Interaction Connect user interface. At the top, a blue header bar contains the 'INTERACTION CONNECT' logo, a status indicator 'Available' with a timer '6d 22:00:43', and navigation icons. Below the header, a tab labeled 'My Quality Results' is active. A scorecard window is open, showing an 'Overall Score: 52.79%' and 'Overall Rank: Rank4' with a 'Passed' status. The scorecard includes a 'Summary' section with a table of 'Question Group Scores' and a 'Workgroup Average Score' of 49.85%. Below the scorecard, the 'Media Details - Call Recording' section shows a table with columns for 'Recording Date', 'Recording Length', 'Interaction ID Key', and 'Direction'. The recording details for a call on 03/18/2018 at 8:11:24 PM are displayed. At the bottom, there is a call recording player with a waveform and a progress bar.

Scorecard

Overall Score: 52.79% Overall Rank: Rank4 Passed

Summary Group 01 Group 02 Group 03 Group 04 Group 05 Group 06 Group 07 Group 08

▼ Summary

Question Group Scores	Workgroup Average Score
Question Group: Group 01	Workgroup: Workgroup2
Score: 34.12% Rank: Rank5	Score: 49.85% Rank: Rank5
Question Group: Group 02	
Score: 73.81% Rank: Rank3	
Question Group: Group 03	
Score: 50.9% Rank: Rank5	

Acknowledge Scorecard

Media Details - Call Recording

Recording Date	Recording Length	Interaction ID Key	Direction
03/18/2018 8:11:24 PM	00:03:18	30011222130234657	Inbound

Primary Sound Driver ▼

00:00/03:18

Interaction Connect Supports Custom Outbound Scripts

Starting with PureConnect 2018 R3, call center agents can use **Interaction Connect** to process outbound Dialer calls with custom script screen pops. Previously, Interaction Connect supported base scripts only. Agents were required to use **Interaction Scripter .NET** client for campaigns with custom scripts. To use Interaction Connect instead, custom scripts must conform with new programming requirements.

Interaction Connect processes JavaScript asynchronously, breaking tasks into threads that execute independently. Conversely, Interaction Scripter .NET is synchronous. It waits for each script statement to finish before moving to the next. For this reason, Interaction Connect and Scripter .NET have divergent programming requirements.

- Custom scripts must be written for one client or the other.
- The same custom script cannot be used in both Scripter .NET and Interaction Connect.
- Legacy scripts written for Interaction Scripter .NET work as before in that client application.
- To be compatible with Interaction Connect, scripts must implement callback functions that indicate when asynchronous operations complete.
- Scripts written for Scripter .NET should not implement callbacks designed for Connect.

For more information, see [Writing custom scripts for Interaction Connect or Scripter .NET](#), in the [Interaction Scripter Developer's Guide](#).

New CIC Server Parameter for Purging Large Report Log Databases

A new server parameter, **UseExternalTranProviderforPurging**, is available for purging large report log databases.

With large report log databases, the purge process might run for an extended period of time, causing locks on the database for the attempted delete. The purge process, which runs on the Transaction Server, has a five-minute timeout that could prevent the purge from completing.

To avoid the five-minute timeout, use the server parameter **UseExternalTranProviderforPurging**, which allows CIC to execute the purge process using external scripts. Using external scripts requires the Microsoft SQL Server command line tools or the Oracle SQL*Plus utility. If the tool or utility is not installed before setting the server parameter, it will require restarting the PureConnect service for the tools or utility to be in the path for the Transaction server.

For more information, see the [PureConnect Reporting Technical Reference](#).

New Features in 2018 R2

This section lists the features that are new in CIC 2018 R2.

Interaction Connect

[Interaction Connect Call Security](#)

[Interaction Connect Custom Buttons](#)

[Interaction Connect Workgroup Activation Management](#)

Microsoft Windows Server 2016

[Support for Microsoft Windows Server 2016](#)

Interaction Screen Recorder Capture Client

[HTTP Connection Configuration for Interaction Screen Recorder Capture Client](#)

[Interaction Screen Recorder Capture Client Installation Command-Line Option](#)

Interaction Administrator

[Amazon S3 Region Endpoints in S3 Bucket Configuration](#)

[Ability to Add Custom Amazon S3 Endpoints to S3 Bucket Configuration](#)

[CIC Server Parameter to Sort the Workgroup Overview](#)

[Server Parameters to Suppress Data in Trace Logs](#)

[New Interaction Dialer Server Parameters](#)

Interaction Dialer

[Interaction Dialer Option to Suppress Tracing of Attribute Values](#)

[CallScripter™ Replaces Interaction EasyScripter](#)

[New Interaction Dialer Server Parameters](#)

Interaction Migrator

[Interaction Migrator](#)

Speech

[Language Support Additions and Updates](#)

Interactive Update

[Patch Update Required for Interactive Update](#)

Data Privacy

Interaction Attributes

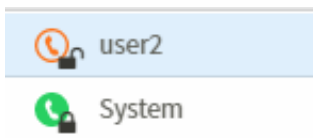
[Interaction Attributes](#)

Interaction Connect Call Security

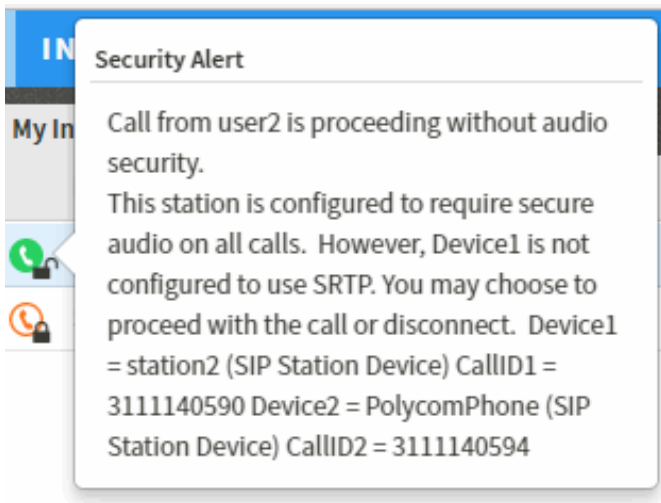
Customer Interaction Center provides call security that prevents others from listening in on a call or even determining which internal parties are involved in a conversation.

When the CIC administrator configures your station to request that all calls are secure or if you are involved in a call where one of the parties has requested a secure call, the CIC client monitors a call's security level to determine if it is secure and remains secure.

Call security icons appear in **My Interactions**. They appear only if your station is configured to have secure calls and *end-to-edge* security. A closed lock icon indicates that a call is secure while an open lock icon indicates the call is not secure.



Hover over or click an unsecured call icon for more details. To dismiss this tooltip, press <Esc> or click the icon again.



Note: For more information about call security and end-to-edge security, see [Call Security](#) in the Interaction Connect help.

Interaction Connect Custom Buttons

You can use Interaction Administrator to configure the behavior and appearance of custom buttons for Interaction Connect. These custom button can appear on any queue control toolbar, including My Interactions. Interaction Connect custom buttons can invoke an add-in or a handler.

Note: This new feature adds **Connect Add-In Notification** to the **Actions** available in Interaction Administrator Client Button Configuration.

Add-ins invoked by custom buttons are installed on the web server. When a user clicks a custom button configured to notify an add-in, it passes to the add-in the interaction ID of the selected interaction (if any). It also passes along the ID of the user who pressed the button, the station from where the request was made, and the queue ID and type (if the button was pressed from a queue view). The add-in then performs whatever action is required as customized.

Handlers invoked by custom buttons send a notification to launch a custom handler. This action passes to the handler the interaction ID of the selected interaction (if any), the ID of the user that pressed the button, and the station from where the request was made. The handler then performs whatever action is required as customized.

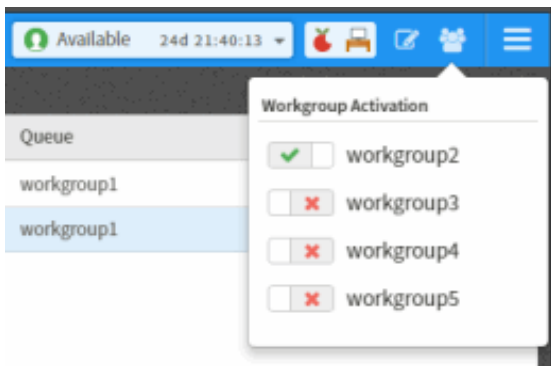
For more information, see [Custom Buttons](#) in the Interaction Connect help.

Interaction Connect Workgroup Activation Management

A user who has an **Interaction Supervisor Plug-In: Workgroups** license and who has enabled supervisor features can manage other users' workgroup activation status from various places in Interaction Connect.

New **User Activations** and **Workgroup Activations** buttons can appear on the Company Directory or workgroup directory toolbars. You can also manage user Activations from the **Agent Statistics** view. And you can manage the activation status for members of a workgroup from the **Workgroup Statistics** view and the **Workgroup Overview**.

You use a new activation toggle control to manage activation status. You can also use this new control to manage your own workgroup activation status in the **Workgroup Activation** dropdown list.



For more information, see [Change a User's Activated Workgroups](#) in the Interaction Connect help.

Interaction Migrator

The Interaction Migrator import now appends "_migrated" to the IP table names before updating them to prevent collisions.

Language Support Additions or Updates

Speech Recognition model updates

Improved accuracy and confidence modeling for British English (en-GB), American English (en-US), Japanese (ja-JP), and Mandarin Chinese (zh-CN).

Interaction Speech Recognition improvements for British English (en-GB) built-in grammar

Reduced occurrences of incorrect insertions of '0' in digits built-in grammar, by reducing weight of pronunciation for "oh".

Interaction Text to Speech model updates

Implemented pronunciation improvements for German (de-DE), Australian English (en-AU), British English (en-GB), American English (en-US), Italian (it-IT), & Dutch (nl-NL). Harmonized pronunciation dictionaries.

DNN Language Models

Interaction Text-to-Speech (ITTS) now supports enhanced language models, trained with Deep Neural Networks (DNNs). DNN models provide more natural sounding voices for a better caller experience. The languages supported by DNN models now include:

- de-DE (German, Germany)
- en-AU (English, Australia)
- en-US (English, United States)
- es-US (Spanish, United States)
- nl-NL (Dutch, Netherlands)
- ja-JP (Japanese, Japan)

By default, ITTS uses enhanced DNN models instead of older GMM models. Customers can opt-out of DNN models by adding a CIC server parameter named **EnableEnhancedTTS**, set to **False**. In a future release, the option to use GMM models will be eliminated. For more information, see [Optional General Server Parameters](#) in Interaction Administrator Help.

Nuance is not supported on Microsoft Windows Server 2016

Nuance and Genesys do not support running current Nuance software on Microsoft Windows Server 2016. Since an ASR server can be on a different OS than the rest of the system, customers can upgrade CIC to Microsoft Windows Server 2016, while continuing to run ASR servers on a supported OS. Customers who are considering upgrading to Windows Server 2016 should take this under advisement if they use Nuance. See also [Speech Recognition Engine \(ASR\)](#) in the CIC System Software Requirements section of the PureConnect Documentation Library.

Deprecated Property

Updated ASR Technical Reference to remove the reco:ASREnableAudioPrefix property. This property is no longer used or needed. It instructed ASR Server to include the session ID in the RTP URI generated for the ASR session.

Text to Speech Engines

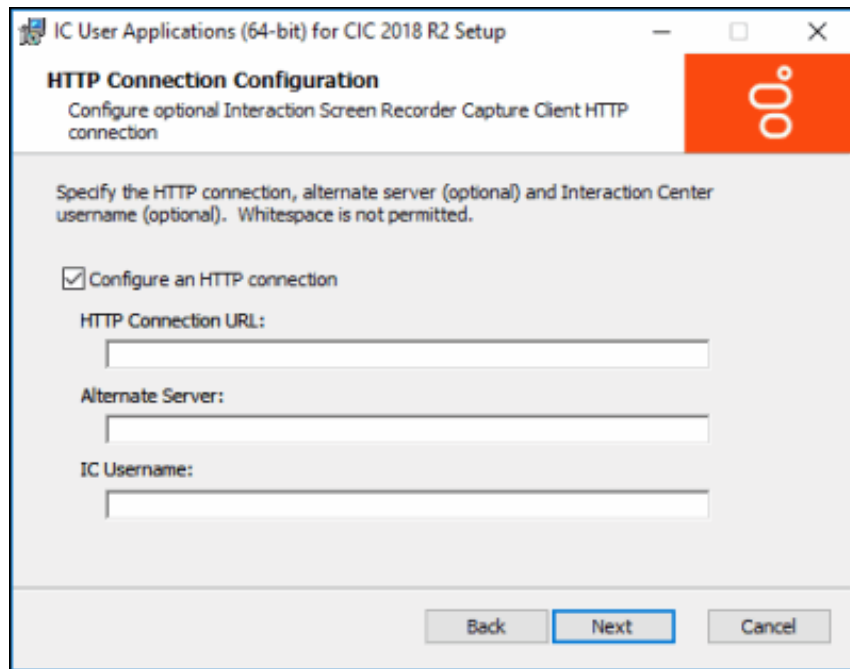
Updated a note in CIC Text to Speech Engines Technical Reference which said, "To ensure that Interaction Media Server does not use too many CPU resources, PureConnect recommends that you use no more than four languages with Interaction Text to Speech. Overuse of Interaction Media Server resources can result in defects or failures in audio processing." The note now says:

"To ensure that Interaction Media Server does not exceed memory resources, customers should test the performance and memory usage of Media Servers when using more than 4 TTS languages. Older Media Servers may not be able to handle more than 4 languages. Overuse of Interaction Media Server resources can result in defects or failures in audio processing."

Configure an HTTP Connection for Interaction Screen Recorder Capture Client

A new installation configuration option is available to configure an HTTP connection for the Interaction Screen Recorder Capture Client.

An installation dialog has been added to the Interaction Screen Recorder Capture Client installation to specify the HTTP Connection URL.



For more information, see "Install Interaction Screen Recorder Capture Client" in the [Interaction Recorder and Interaction Quality Manager Technical Reference](#).

New Documentation to Help Customers Configure SOAP Listener

New help topics below "Install and Configure SOAP Listener" in the *SOAP API Developer's Guide* help customers configure their SOAP Listener.

For more information, see the following topics in that guide:

- Configuring IC SOAP Listener to work with IC 4.0 and 2015 or later
- Additional configuration steps required for SOAP Listener when using IIS7

Deprecated Interaction Mobilizer SDK

Interaction Mobilizer is no longer supported. Removed references to Mobilizer SDK from the Web Tools Developer Guide. Specifically, removed the topics titled "Using the Interaction Mobilizer SDK", "Example: Mobilizer with iOS Apps", and "Example: Mobilizer with Phonegap Apps".

Interaction Screen Recorder Capture Client installation command-line option

You can now use a command-line option when you want to *only* install the Interaction Screen Recorder Capture Client, and no other features.

After the CIC installation, use the Windows Command Prompt to install the Interaction Screen Recorder Capture Client on client workstations that require screen recording capability.

For more information, see "[IC User Applications \(64-bit\) command-line installation](#)" in the [Interaction Recorder and Interaction Quality Manager Technical Reference](#).

New Amazon S3 Region Endpoints added to S3 Bucket Configuration

Four new Amazon S3 Region Endpoints are available in Interaction Administrator S3 Bucket Configuration in Cloud Services Configuration. The new Region Endpoints are also available when configuring S3 Bucket configurations for Interaction Recorder Policy Editor Retention media locations.

The four new endpoints are:

- US Standard (Ohio) (us-east-2)
- Canada (Central) (ca-central-1)
- EU (London) (eu-west-2)
- Asia Pacific (Mumbai) (ap-south-1)

For information on configuring Amazon S3 Buckets, see [Cloud Services Configuration](#) in the Interaction Administrator help.

Ability to Add Custom Amazon S3 Endpoints to S3 Bucket Configuration

You can now add custom Amazon S3 Regions and Endpoints in the S3 Bucket Configuration in Interaction Administrator Cloud Services Configuration.

A new configuration option in the S3 Bucket Configuration dialog allows you to Specify Custom S3 Endpoints. When specifying the custom endpoint, the Display Name must match the region defined by Amazon S3 for the Endpoint. Amazon S3 Endpoints are available on the Amazon Web Services website at [Amazon Simple Storage Service \(Amazon S3\)](#).

For information on configuring Amazon S3 Buckets, see [Cloud Services Configuration](#) in the Interaction Administrator help.

Patch Update Required for Interactive Update

Starting with PureConnect 2018 R2, metadata in an installation package includes the updated Manufacturer Name property. Interactive Update Client service verifies metadata fields such as the Manufacturer Name property in an installation package. For Interactive Update Provider to recognize updates to product components, apply one of the following patch updates to Interactive Update Provider and Interactive Update Client:

2018 R2, 2018 R1 patch 3, 2017 R4 patch 8, 2017 R3 patch 15, 2017 R2 patch 20, 2017 R1 patch 26, 2016 R4 patch 30

If you do not apply the patch update, Interactive Update Provider fails to recognize updates to product components and the following message appears in the `inin.updateproviderservice` log file.

Company property info for the patch is not Interactive Intelligence, Inc. : ManufacturerName='Genesys'

Use the Log viewer utility to view the message in the log file.

For more information, see the [Interactive Update Technical Reference](#).

PureConnect data privacy

Customers can prevent potentially sensitive data from appearing in trace logs. The PureConnect data privacy feature can suppress the trace logging of data that might be sensitive. This feature is enabled by setting two server parameters. For details, see PureConnect data privacy feature, in Chapter 6 of the [Security Precautions Technical Reference](#).

NOTE: To access this secure content, you must login to the Genesys Product Information website.

Support for Microsoft Windows Server 2016

PureConnect 2018 R2 and later supports Microsoft Windows Server 2016 (64-bit) with the following exceptions:

- Nuance and Genesys do not support running current Nuance software on Microsoft Windows Server 2016. Since an ASR server can be on a different OS than the rest of the system, you can upgrade CIC to Microsoft Windows Server 2016, while continuing to run ASR servers on a supported OS. If you are considering upgrading to Windows Server 2016 and you use Nuance, take this under advisement. See also [Speech Recognition Engine \(ASR\)](#) in the CIC System Software Requirements section of the PureConnect Documentation Library.
- For IC Business Manager, the Desktop Experience feature on Windows Server 2016 is optionally installed during Windows Installation using the Setup wizard. You must choose Windows Server (Server with Desktop Experience) when you install Windows Server 2016. You cannot install Server with Desktop Experience after installation. For more information, refer to [Interaction Recorder and Interaction Quality Manager Technical Reference](#).
- For Interaction Web Portal, the Desktop Experience feature on Windows Server 2016 is optionally installed during Windows Installation using the Setup wizard. You must choose Windows Server (Server with Desktop Experience) when you install Windows Server 2016. You cannot install Server with Desktop Experience after installation. For more information, refer to [Interaction Web Portal and Interaction Marquee Installation and Configuration Guide](#).

New CIC Server Parameter to Sort the Workgroup Overview

To enhance performance, IC Business Manager no longer sorts the Workgroup Overview. To automatically sort that view, add the AutoSortWorkgroupOverview server parameter, and set its value true. In Interaction Administrator Help, see AutoSortWorkgroupOverview in the Optional General Server Parameters topic.

Interaction Attributes

In the Interaction Attributes Technical Reference:

- Added dynamic call attributes, previously documented only in Interaction Attendant help
- Added Eic_RecoSession attribute.

Interaction Dialer Option to Suppress Tracing of Attribute Values

Interaction Dialer can now suppress tracing of attribute values for the new [PureConnect data privacy feature](#). Starting in 2018 R2, customers can prevent potentially sensitive data from appearing in trace logs. The PureConnect data privacy feature can suppress the trace logging of data that might be sensitive.

This feature is enabled by setting server parameters. For details, see PureConnect data privacy feature in Chapter 6 of the [Security Precautions Technical Reference](#). Note that to access this secure content, you must login to the Genesys Product Information website.

CallScripter Replaces Interaction EasyScripter

Interaction EasyScripter is no longer offered by Genesys. It was replaced by CallScripter™ from <http://www.callscripiter.com>.

CallScripter empowers non-technical users to build scripts quickly and easily using a library of drag and drop controls and ready-made templates. See the [CallScripter product information page](#).

New Interaction Dialer Server Parameters

Dialer Prevent Autobreak On Workgroup Followup

This parameter resolves an issue caused by email and chat interactions entering Followup status. In summary, if an agent logged into a base script in Interaction Scriptor .Net moves to Followup from an email or chat interaction, this causes the agent's status to immediately enter Do Not Disturb status. Enabling the "Dialer Prevent Autobreak On Workgroup Followup" server parameter will prevent this from occurring. See [Optional Server Parameters](#) in Interaction Dialer Manager Help.

Apply Custom DNC to PND Lookup

This parameter allows the PND to be filtered by a database-based custom DNC. See [Optional Server Parameters](#) in Dialer Manager Help.

Dialer Preserve Agent Ownership On Max Daily Attempts

This parameter tells Dialer not to increment the attempts rescheduled when an agent-owned callback is rescheduled due to hitting the max daily attempts limit. See [Optional Server Parameters](#) in Dialer Manager Help.

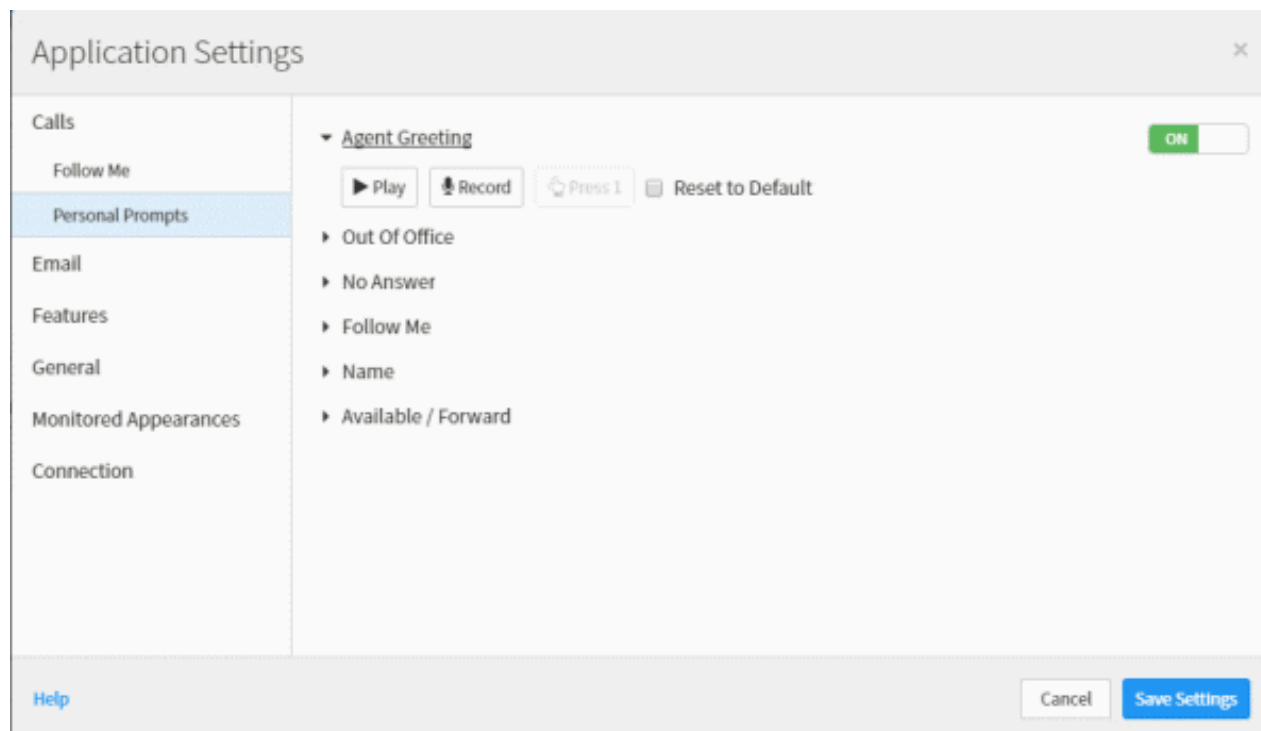
New Features in 2018 R1

This section lists the main features that are new in CIC 2018 R1.

- [Interaction Connect Personal Prompts](#)
- [Interaction Connect Ring Sounds](#)
- [Interaction Dialer updates](#)
- [Interaction Recorder Park Segments Events](#)
- [Interaction Web Portal Timeout Values](#)
- [Media Server Language Support](#)
- [New Columns in Interaction Recorder Archiving Templates](#)
- [New SMS Brokers](#)
- [Removal of Interaction Process Automation PAS_usev2 Server Parameter](#)
- [Removal of Weak Cipher Suites](#)
- [Support for Microsoft Office 365](#)
- [Support for Third-Party Certificates and Improved Security for Certificates and Private Keys](#)
- [Treatment of dates in ITTS](#)
- [Treatment of non-native characters in ITTS](#)
- [Genesys Rebranding](#)
- [New Custom Columns in InteractionCustomAttributes Table](#)

Interaction Connect Personal Prompts

You can now record personal prompts in Interaction Connect. Personal prompts are messages which are played to people who call you. The type of prompt played depends on whether you are in an "Available" or "Do Not Disturb" type of status. You can playback previously recorded prompts, record new prompts, and reset any prompt back to the default. For more information, see [Personal Prompts Options](#) in the Interaction Connect help.



Interaction Connect Ring Sounds

You can now configure distinctive ring sounds to alert you of new calls, chats, e-mail messages, callbacks, and other interaction types. For more information, see [Ring Sounds](#) in the Interaction Connect help.

The screenshot shows the 'Application Settings' dialog box with the 'Ring Sounds' tab selected in the left sidebar. The main area contains four sections, each with a dropdown menu and a play button icon:

- Calls:** Cardinal
- Chats:** Nightingale
- Emails:** Goshawk
- Callbacks:** Tundra Swan
- All Other Interactions:** Tundra Swan

At the bottom of the dialog, there is a 'Help' link on the left and 'Cancel' and 'Save Settings' buttons on the right.

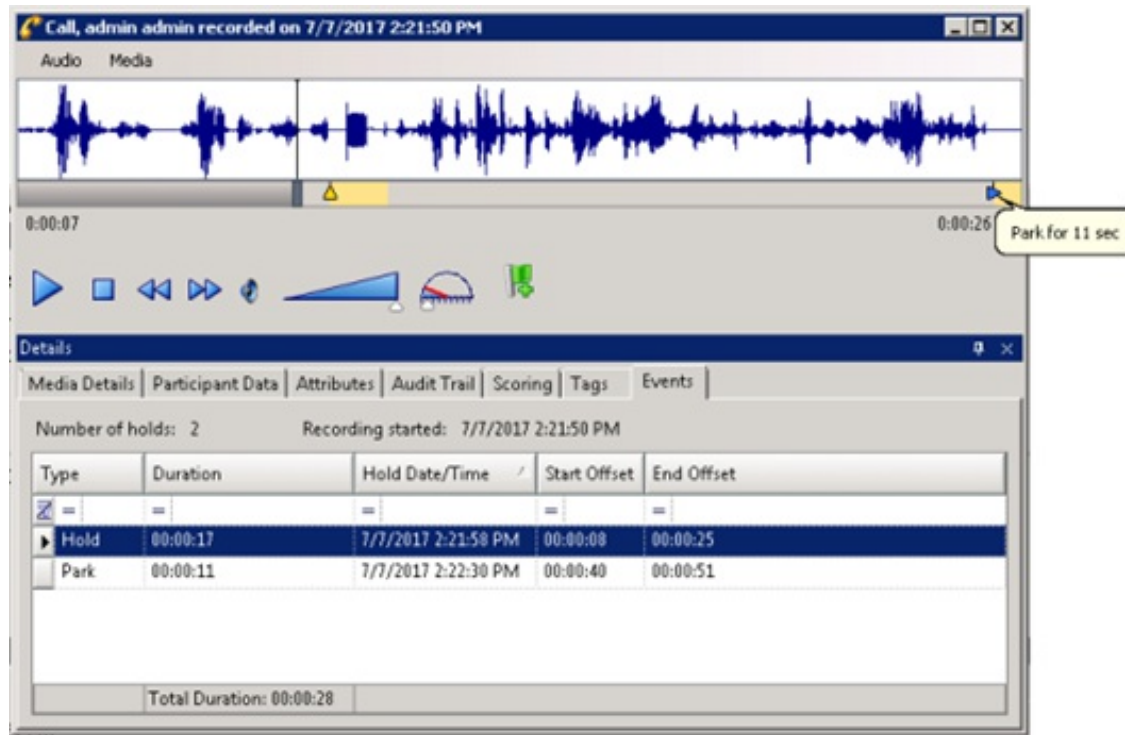
Interaction Dialer updates

1. In Dialer Manager Help, updated the "Play File" option in the [Automation Tab](#) topic.
2. In Dialer Manager Help, [Optional Server Parameters](#) topic, added optional server parameter "Dialer Scripter Use Record Snippet". When set True, Interaction Scripter.NET will record snippets, provided that the record option is made visible in the client by assigning the "Snip" security right, and that the user has the "Record Interaction Snippet" right, which grants authorization to initiate recordings in their queue.

Interaction Recorder Park Segments Events

Interaction Recorder now supports Park Segments Events, allowing Park Events to be recognized as a type of transfer. You can now search for recordings based on Park Events using the Holds search attributes.

Park Events that occur within recordings are displayed with Hold or Transfer data in the Events tab in the Detail pane in IC Business Manager.



Park Events that occur in recordings are displayed with a duration on the playback timeline in the Recording Playback control.

For more information, see the [Interaction Recorder and Interaction Quality Manager](#) Technical Reference, and search for **Event Indicators**.

Interaction Web Portal Timeout Values

You can specify the length of time that Interaction Web Portal performs an operation before timing out and returning an error. You can set the timeout value for searching, loading, and binding. If you do not set a timeout value, Interaction Web Portal uses the default of:

- 8000 milliseconds for searching (for example, searching for a user, workgroup, or interaction).
- 4000 milliseconds for loading a view or page.
- 4000 milliseconds for binding to the LDAP connection.

You specify the timeout values for Interaction Web Portal by using the **Additional Information** field in LDAP Data Source Configuration found in Interaction Administrator. For more information, refer to [LDAP Data Source Configuration](#) in Interaction Administrator help.

Media Server Language Support

Added language support to the Media Server for the following:

- es-CR (Spanish, Costa Rica)
- es-EC (Spanish, Ecuador)
- es-HN (Spanish, Honduras)
- es-NI (Spanish, Nicaragua)

Updates to model files improve overall accuracy based on large data sets of diagnostic recordings from customers and partners in each region. To use an updated model file, set the "Call Analysis Language" server to the name of the language model and region if the CIC default language is set to something different. For example, a customer in Nicaragua would set the "Call Analysis Language" server parameter to "es-NI".

For more information, see the "Supported call analysis language models and regions" section of the [Interaction Media Server Technical Reference](#).

New Columns in Interaction Recorder Archiving Template

New columns have been added to the Archiving Volume Content (recorder-archive-vol-content) template to capture the Interaction Address and Initiator Interaction Address values when archiving recordings.

The new columns are:

- **To Connection** (Interaction Address)
- **From Connection** (Initiator Interaction Address)

Important note: With the addition of these new columns, the ANI and DNIS columns have been deprecated and are no longer recommended for use when archiving recordings.

Here is the new Archiving Volume Content template.

```
<p>
Archiving Volume Content:
</p>

<p>
<table border=1>
  <tr>
    <th>#</th>
    <th>Recording ID</th>
    <th>Media Type</th>
    <th>Recording Type</th>
    <th>File Path</th>
    <th>Recording Date</th>
    <th>File Size (bytes)</th>
    <th>Direction</th>
    <th>First participant</th>
    <th>Other participants</th>
    <th>To Connection</th>
    <th>From Connection</th>
    <th>Tags</th>
    <th>Attributes</th>
  </tr>
  ##FILE_LIST####FIRST_START_HERE##
  <tr>
    <td>##SEQUENCE_NUMBER##</td>
    <td>##RECORDING_ID##</td>
    <td>##MEDIA_TYPE##</td>
    <td>##RECORDING_TYPE##</td>
    <td><a href=##FILE_PATH##>##FILE_PATH##</td>
    <td>##RECORDING_DATE##</td>
    <td>##FILE_SIZE##</td>
    <td>##DIRECTION##</td>
    <td>##FIRST_PARTICIPANT##</td>
    <td>##OTHER_PARTICIPANTS##</td>
    <td>##TO_CONNECTION##</td>
    <td>##FROM_CONNECTION##</td>
    <td>##TAGS##</td>
    <td>##ATTRIBUTES##</td>
  </tr>
  ##FILE_LIST##
</table>
</p>

<p>This volume content was automatically generated by Recorder Archiving.</p>
```

For more information on the new columns, see "Appendix E: Archive Log Resource Templates" in the [Interaction Recorder and Interaction Quality Manager](#) Technical Reference.

New SMS Brokers

PureConnect now supports Genesys and Nexmo as SMS brokers by default. This means you are not required to do any broker integration work. You can just select Genesys or Nexmo as an SMS broker when configuring an SMS broker for PureConnect. Both Genesys and Nexmo support inbound SMS, outbound SMS, and delivery receipts.

Note: Via Genesys SMS, PureConnect supports receiving all domestic and international inbound SMS. It supports sending outbound SMS in the United States and Canada only. We anticipate the ability to send outbound messages to other countries via Genesys SMS in Fall 2017.

For more information about SMS broker configuration, see [SMS Broker](#) in the Interaction Administrator help. For more information about SMS, see the [Short Message Service Technical Reference](#).

Removal of Interaction Process Automation PAS_usev2 Server Parameter

Interaction Process Automation no longer supports the PAS_usev2 server parameter. This parameter specified whether CIC used Process Automation Server version 1 or version 2. CIC now only uses Process Automation Server version 2. For more information, see the [Interaction Process Automation Technical Reference](#).

Removal of Weak Cipher Suites

CIC no longer supports weak cipher suites. Any already selected suites remain in use but do not comply with PCI policy. The following cipher suites are no longer available in Interaction Administrator:

- TLS_RSA_WITH_3DES_EDE_CBC_SHA
- TLS_RSA_WITH_DES_EDE_CBC_SHA
- TLS_RSA_WITH_RC4_128_SHA
- TLS_RSA_EXPORT_WITH_DES40_CBC_SHA

If you previously activated any of these weaker cipher suites, they still appear in Interaction Administrator as activated. Once you deactivate any of these weaker cipher suites, the cipher suite is no longer available. For more information, see [Modify TLS cipher suites](#) in Interaction Administrator help.

Support for Microsoft Office 365

Added February 2, 2018

PureConnect 2018 R1 and later supports Microsoft Office 365. For more information about support for Microsoft Office 365, see [System Software Requirements](#).

Support for Third-Party Certificates and Improved Security for Certificates and Private Keys

Users can now use the GenSSLCertsU command-line utility and IC Setup Assistant to generate Certificate Signing Requests and import signed certificates and private keys. There is also an option to encrypt the certificate and private key files and store the master decryption certificate in the Windows Certificate Store. If you use the new option to encrypt the certificates and private keys, a custom application that uses the CIC certificate store could encounter errors. For more information about using IC Setup Assistant, see IC Setup Assistant help. For more information about using GenSSLCertsU command-line utility, see [Security Features Technical Reference](#).

ISR Confidence Scoring Improvements

The accuracy of Interaction Speech Recognition (ISR) confidence scoring was improved for short phrases by updating several ISR languages to use multi-class, deep neural networks for confidence modeling. The languages with improved confidence scoring are:

- Australian English (en-AU)
- Canadian French (fr-CA)
- German (de-DE)
- Spanish (es-ES)
- Italian (it-IT)
- Japanese (ja-JP)
- Dutch (nl-NL)
- Portuguese (pt-BR)

For more information, see the [Interaction Speech Recognition Technical Reference](#).

Treatment of dates in ITTS

ITTS now defaults to pronounce selected texts as dates rather than a fraction or number. For example, in US English the text "12/15" now will be pronounced as "December fifteenth" rather than "twelve fifteenths", and "1985" will be pronounced as "nineteen eighty-five" rather than "one thousand nine hundred eighty-five."

For information about ITTS, see the [Text to Speech Engines Technical Reference](#).

Treatment of non-native characters in ITTS

ITTS now preserves all non-native characters when processing a say-as directive, resulting in more accurate pronunciation of borrowed words. For information about ITTS, see the [Text to Speech Engines Technical Reference](#).

Genesys Rebranding

Many visual elements of CIC were updated to reflect the merger with Genesys and the renaming of the CIC platform to PureConnect. PureConnect is the new name for the CIC family of products. CIC is a product within PureConnect.

Examples of updated visual elements include splash screens, logos, logon screens. There are also changes to PureConnect application shortcut locations. The following sections describe some important changes.

Windows Start Menu Location

Previously, CIC applications were located under Interactive Intelligence in the Windows Start menu. Starting in this release, the applications are located under PureConnect. Once all of the applications are upgraded to 2018 R1 or later, the Interactive Intelligence folder will be removed.

If any third-party customizations laid down their own items into the Start menu under Interactive Intelligence, then they will need to be updated to lay down those items under PureConnect in the Start menu.

Installed Application Publisher Name

Previously, CIC applications were installed with Interactive Intelligence, Inc. as the publisher. Starting in this release, the PureConnect applications are now installed with Genesys as the publisher.

If any third-party customizations or utilities depend on the publisher value for finding installed applications, they will need to be updated to look for Genesys instead of Interactive Intelligence.

Renaming of the ININProductInfo Utility

This utility was renamed to PureConnectProductInfo.

What Has Not Changed

- The install location for PureConnect applications
- Registry locations/names used by PureConnect
- Application names, unless otherwise noted
- Third-party integration compatibility with the IceLib or IC Web Services (ICWS) APIs
- Windows service names
- Log file names
- Extensions of proprietary file names, such as i3f

New Custom Columns in InteractionCustomAttributes Table

Three custom numeric columns and three custom string columns were added to the InteractionCustomAttributes table in 2018 R1 to allow for logging of additional custom attributes..

New Features in 2017 R4

This section lists the main features that are new in CIC 2017 R4.

- [Interaction Connect Scripter Integration](#)
- [Interaction Connect Customize Queue Control Toolbar](#)
- [Interaction Connect Monitored Appearances](#)
- [Interaction Connect Queue Views](#)
- [Interaction Connect Web based Phone](#)
- [Interaction Data Extractor](#)
- [Interaction Process Automation PAS_LoadBalanceThreshold server parameter](#)
- [Language Support](#)
- [Microsoft .NET Framework 4.5.2 Requirement](#)
- [New Crystal Reports for Calibration Details and Calibration Recording Summary](#)

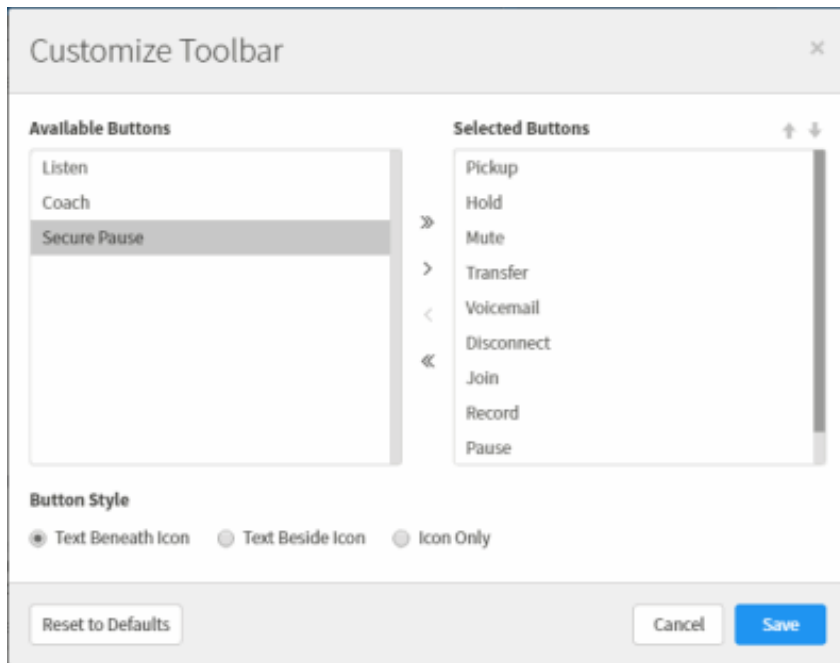
Interaction Connect Scripter Integration

The [Interaction Scripter integration](#) enables you to process outbound calls placed by Interaction Dialer. The new Interaction Scripter view contains information pertaining to the call, the customer, and the campaign, based on behavior defined in a script. This information appears in a form that you complete. All information that you collect or modify during the call is routed back to database tables. The features available in the Interaction Scripter view are very similar to those in Interaction Scripter .NET Client (sometimes called the Dialer client.) For more information, see the Interaction Connect help.

The screenshot displays the 'Interaction Connect' interface for a 'Regular Call' by 'user3'. The form includes fields for 'Number To Dial' ((317) 555-6542), 'First Name' (Eleanor), 'Last Name' (Lacy), 'Street' (8060 Schumaker Rd), 'City' (Edmonton), 'State' (Test3), 'DateTime' (03/21/2017 01:38 AM), 'Attempts' (6), 'Cell Phone' ((317) 844-6542), and 'Zone' (PDT). A 'CellPhone' label is next to the 'Number To Dial' field. On the right, a vertical list of call outcomes is shown: Success, Skipped, Scheduled, No Answer, Failure, and Transferred. A 'Place Follow-up Call' checkbox is at the bottom right. The bottom of the interface features a toolbar with icons for Pickup, Hold, Mute, Transfer, Disconnect, Record, Pause, Secure Pause, Private, and Break. The top bar shows 'Campaign Call' with a timer at 00:00:02.

Interaction Connect Customize Queue Control Toolbar

You can add, remove, or rearrange buttons on [Queue Control toolbars](#). Right-click anywhere in a Queue Control toolbar and click **Customize Toolbar**.

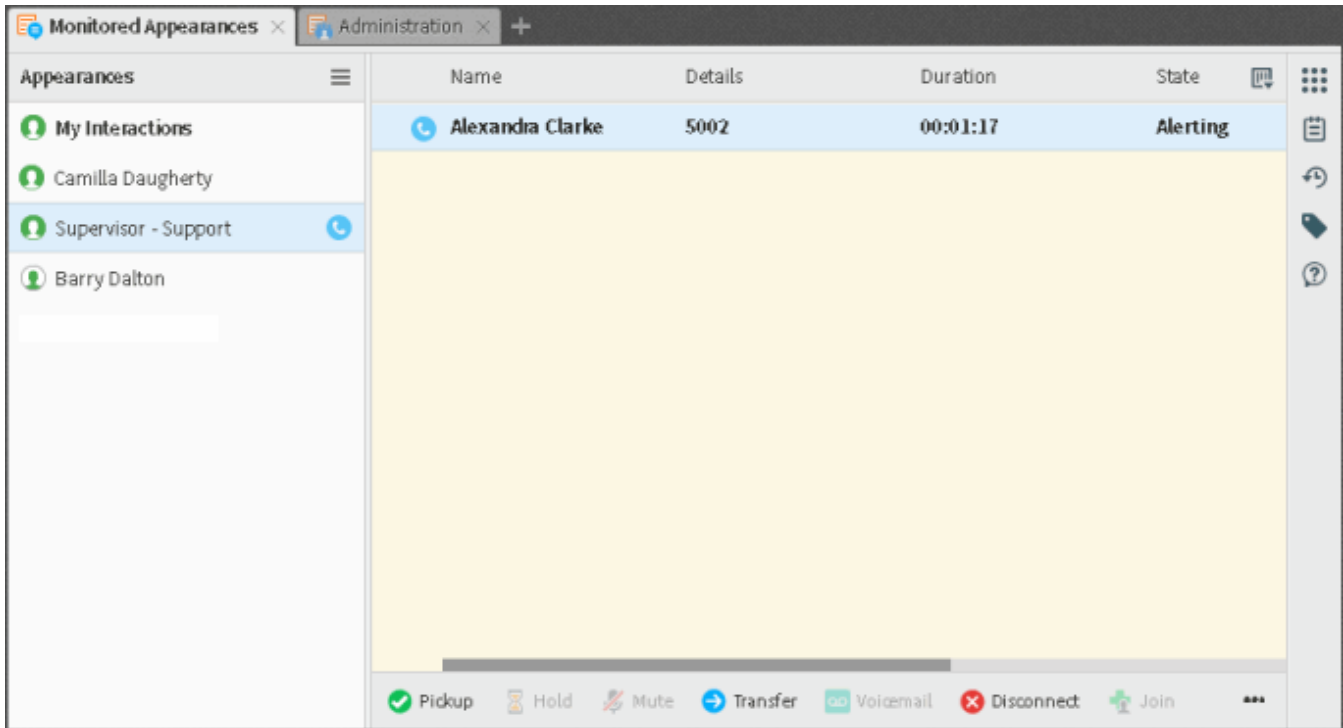


Interaction Connect Monitored Appearances

You can set up [Monitored Appearances](#) to observe and manage calls for other users. Access Control rights determine which queues you can view and what actions you can perform on the interactions in these queues.

You can configure ring and alert settings for each monitored appearance. Users may configure custom ring sounds, desktop notifications, and even have their own phone ring when the target user receives a call.

Monitored Appearance entries appear on the same view as My Interactions. Each Monitored Appearance appears as a tab within this view. The tabs for each appearance show the user's current status as well as whether they are currently on a call or not. A monitored appearance has a different background color than My Interactions to help you view and facilitate interactions for that monitored user.



Interaction Connect Queue Views






[Additional Queue Types](#)

You can now add other queue types within Interaction Connect beyond the existing My Interactions queue view. If you have the appropriate Access Control rights, you can add views to display and manage interactions for selected **workgroups**, **users**, and **stations**.


My Interactions x


Administration x


+


Name	Details	Duration	State		
 Tim Jones	Last updated by the Sys...	00:04:05	Held		Admini
 Mary White	I need help tracking an ...	01:13:59	Held		Admini
 Paul Green	Is it too late to register f...	00:02:43	Held		Admini


This view is limited to displaying 3 interactions. There are more interactions in the queue that aren't displayed.


 Pickup


 Hold


 Mute


 Transfer


 Voicemail

 Disconnect

 Join

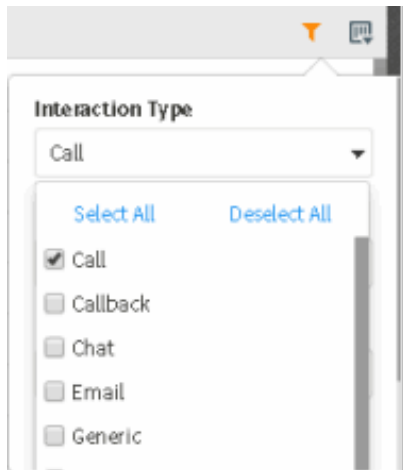
 Listen

 Coach



Queue Filtering

You can apply a real-time filter to these views based on interaction type, state, or assigned user. Additionally, you can filter Workgroup queues by the user handling the interaction. You can also filter User queues by the ACD workgroup to which the interaction belongs. Click the **new filter icon** which appears in the top right corner of a queue view.



Queue Limits

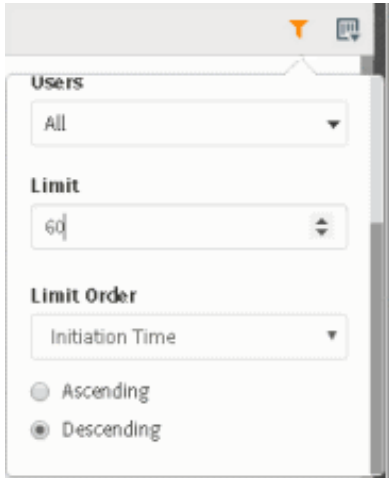
Supervisors can set queue filter parameters that control the maximum number of interactions shown and the order in which they appear.

By default, the new Workgroup Queue, User Queue, and Station Queue views load the **50 newest** interactions in the queue. Administrators can adjust this default by setting the server parameter `InteractionConnectDefaultQueueLimit` to the desired default limit.

Additionally, users who enable Supervisor Features in Interaction Connect can set their own custom result limit within the queue filter menu. Enabling supervisor features requires an Interaction Supervisor Plug-in: Workgroup license. Custom result limits set by

supervisor users are also subject to a maximum queue limit value that administrators can control by setting the server parameter `InteractionConnectMaxQueueLimit` to the desired max limit. The default maximum is 200.

Supervisor users can also select the interaction attribute value used to apply the limit. By default, the limit is applied in a way that results in the "newest" interactions by considering the value of the Initiation Time attribute in descending order. Supervisor users can choose both the interaction attribute and the sort direction to use for applying the queue result limit.



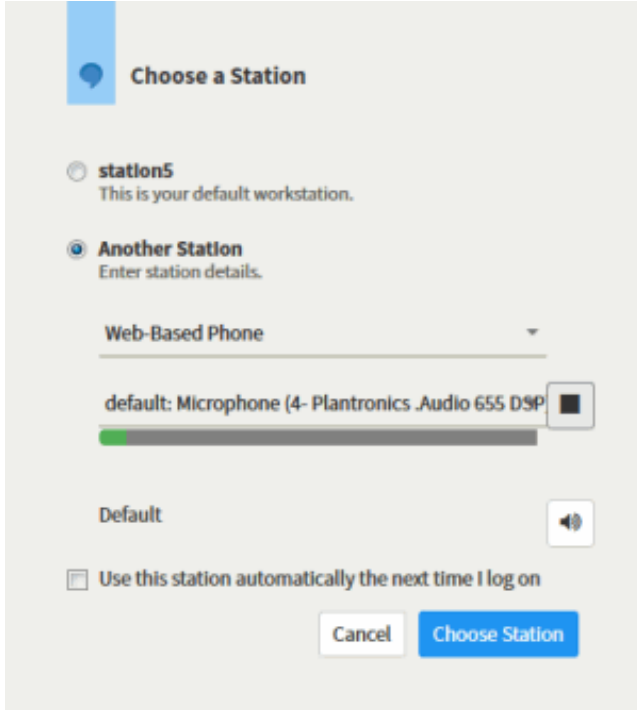
The screenshot shows a settings panel with the following controls:

- Users:** A dropdown menu currently set to "All".
- Limit:** A numeric input field containing the value "60".
- Limit Order:** A dropdown menu currently set to "Initiation Time".
- Sort Direction:** Two radio buttons: "Ascending" (unselected) and "Descending" (selected).

Interaction Connect Web-based Phone

You can test the microphone and speakers you select for use with the [Web-Based Phone](#). Click the test icons next to your selections.

Your microphone and speakers selections are saved for the next time you log on to Interaction Connect and select the Web-Based Phone as your workstation.

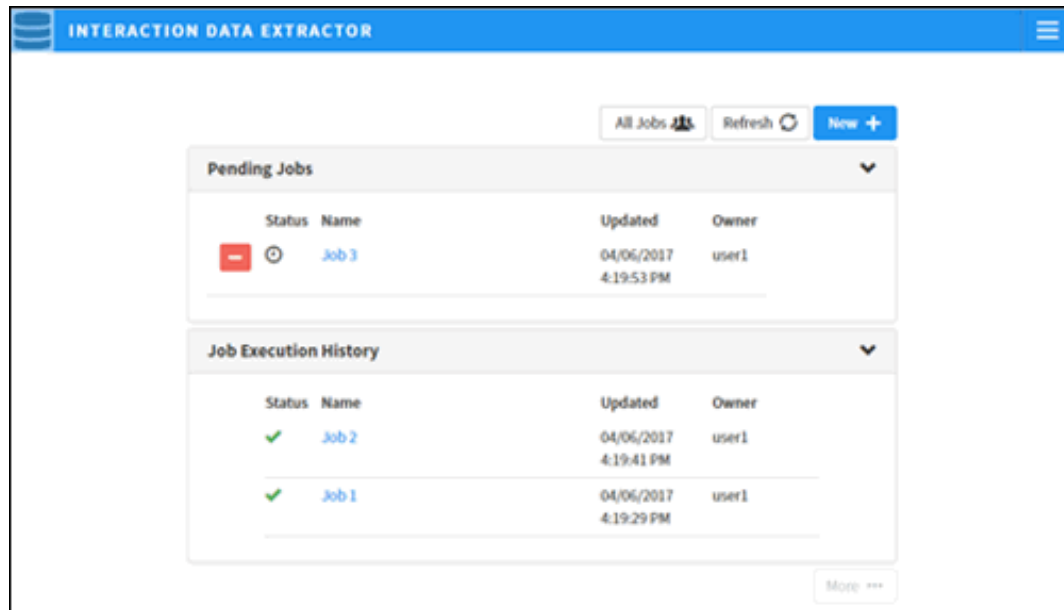


The screenshot shows the "Choose a Station" dialog box with the following elements:

- station5:** A radio button option with the text "This is your default workstation." below it.
- Another Station:** A selected radio button option with the text "Enter station details." below it.
- Web-Based Phone:** A dropdown menu.
- Microphone Selection:** A text field showing "default: Microphone (4- Plantronics .Audio 655 DSP)" with a test icon (speaker) to its right.
- Default:** A text field with a test icon (speaker) to its right.
- Checkbox:** A checkbox labeled "Use this station automatically the next time I log on".
- Buttons:** "Cancel" and "Choose Station" buttons at the bottom.

Interaction Data Extractor

[Interaction Data Extractor](#) is a web-based application that provides the ability to export IC product data without requiring the user to have direct access to the IC database. Interaction Data Extractor generates an easily consumable, flat-format CSV file, which can be utilized directly or imported into a variety of powerful, 3rd-party Business Intelligence (BI) tools.



Configuring an extraction is presented in wizard format, guiding the user through the configuration process while providing definitions of available IC fields, statistics, and datasets. Users are able to tailor an extraction to their specific requirements by selecting the desired data from available datasets (tables or views). If applicable, an extraction can be filtered by either date and time or site ID. Once submitted, an extraction job will be created on the IC server and queued for execution within the window defined by your administrator. Extracted data will be made available in a folder unique to the extraction job at the location configured by your administrator.

Interaction Process Automation PAS_LoadBalanceThreshold server parameter

The PAS_LoadBalanceThreshold server parameter in Interaction Administrator controls the load balancing of running process instances among off-servers. Set this parameter to the maximum number of process instances that must occur before load balancing occurs between off servers. For more information, refer to [Optional General Server Parameters](#) in Interaction Administrator help.

Language Support Additions

CIC 2017 R4 added Mandarin Chinese and Italian language support as follows:

- Interaction Analyzer for keyword spotting now includes support for Mandarin Chinese.
- Interaction Speech Recognition now includes support for Mandarin Chinese and Italian.
- Text to Speech Engine for CIC now includes support for Italian.

Microsoft .NET Framework 4.5.2 Requirement

The following installs now require [Microsoft .NET Framework 4.5.2 or higher to enable TLS 1.2](#):

- Interaction Web Portal
- Interaction Script Assist
- Oracle Service Cloud
- Scheduled Reports Client
- IC Integration to Siebel
- Interaction Center Integration with WFM Historical and Real-Time Adherence

New Crystal Reports for Calibration Details and Calibration Recording Summary

Interaction Center reports that use ActiveReports .NET are built on an old version of ActiveReports. We are no longer planning to support ActiveReports in future releases, in favor of reports based on Crystal Reports 2013. In PureConnect 2017 R4, the [Calibration Details Report](#) and the [Calibration Recording Summary Report](#) that used ActiveReports have been replaced with versions built on Crystal Reports.

The new Crystal Reports Calibration Details and the Calibration Recording Summary reports will be found in IC Business Manager's Interaction Reporter under the Interaction Quality Manager Reports category. The ActiveReports versions of these reports are under the Legacy Reports category, and they are still accessible and will run as they did in previous releases of Customer Interaction Center.

This table contains information on the new Crystal Reports, the ActiveReports that are being replaced, and the report differences.

New Report (Crystal)	Report Category	Legacy Reports (ActiveReports)	Design Differences
Calibration Details	Interaction Quality Manager Reports	Calibration Details Report	<ul style="list-style-type: none">• Color scheme and font are changed• Company Logo is changed according to current Crystal reports
Calibration Recording Summary	Interaction Quality Manager Reports	Calibration Recording Summary Report	<ul style="list-style-type: none">• New Stored procedure is used• Color scheme and font are changed• Company Logo is changed according to current Crystal reports

The new Calibration Details and the Calibration Recording Summary reports in this release use stored procedures to extract data for the report, similar to the ActiveReports version of the reports.

New Features in 2017 R3

This section lists the main features that are new in CIC 2017 R3.

- [Time Stamp Added to Log File Names](#)
- [CIC Data Dictionary Improvements](#)
- [Interaction Client New Default Status Icons](#)
- [Interaction Connect Camp](#)
- [Interaction Connect Directory Editing](#)
- [Interaction Connect Fax View](#)
- [Interaction Connect Inbound SMS Text Messages](#)
- [Interaction Connect Speed Dial](#)
- [Interaction Connect Voicemail View](#)
- [Interaction Desktop Email Editor](#)
- [Interaction Dialer Scalability Enhancements](#)
- [Interaction Fax Max Cover Page Size Server Parameter](#)
- [Interaction Optimizer Erlang-C Option for ACD Simulation](#)
- [Interaction Supervisor Force User Logouts](#)
- [New Crystal Reports for Line Group Summary and Detail, and Quality Scoring Details](#)
- [Polycom Phone Advanced Options](#)
- [REST API JSON Parser Tool](#)

Time Stamp Added to Trace Log File Names

Trace log files will now include the date and time of creation in the .zip file name. The zipping process now appends the creation time of the unzipped log file to make it easier to locate and identify the appropriate trace logs. For example, instead of a file name "notifier_1.zip", the file name is "notifier_1-2016102524355.zip", which was created at 02:33:55 on 2016/10/25.

CIC Data Dictionary Improvements

A new webpage for the CIC Data Dictionary will now be accessible from our support pages at <http://help.inin.com>. This online reference replaces the current CIC Data Dictionary Technical Reference document and will now be updated regularly with PureConnect releases.

Along with a new webpage, there are improvements to the maintainability and the content of the information on the reporting CIC Data Dictionary. The webpage is now accurately maintained by extracting the content from current database schemas. The improvements also include additional table column information and consistency of the table information throughout the data dictionary. Examples of additional column information include: table and column change versions and change reasons; whether a table contains personally identifiable information (PII); and information about the views and stored procedures used by Interaction Reporter.

CIC Reporting Data Dictionary

SQL Platform: HQL

Introduction

Interaction Detail Data

Agent Status Data

Interval Queue Data

Interval Line and Queue Status Data

Task Execution History Table

WFO History Table

WFO Interval Table

Workable Statistics

Agent Queue Activation History

Administrative Data

Configuration Mirror Data

Appendix A: How CIC generates Interaction IDs

Appendix B: Queue/Process/Status/Interval/Server Parameters

Appendix C: Database Column Definitions

Appendix D: Custom Logging to Report Tables

Appendix E: Interaction Tables

Appendix F: Interaction Feedback Tables

Appendix G: SMS Delivery Details

Appendix H: Routing Exception Tables

Reporting Database Objects

Tables

Views

Stored Procedures

INTERACTIVE INTELLIGENCE

RE-IMAGINE INNOVATION

CIC Data Dictionary

Technical Reference

Interactive Intelligence Customer Interaction Center® (CIC)

2017 R3

Abstract

This Technical Reference provides a concise and detailed description of the database tables CIC uses to store and generate reports on historical data. This includes information stored for interactions, queue statistics, agent and user activity, line and line groups, administrative changes, and other Interaction Administrator configuration information. This document assists you in understanding the structure and contents of CIC tables.

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The new reporting CIC Data Dictionary webpage

















Changes have also been made to the way we build our database scripts. This might produce differences with some database objects when comparing schemas against an older IC database install. These differences will also appear in the Database Schema Change Library on the Product Information website. Even though these changes show up as differences, they are still functionally equivalent to the previous version of these objects and will make change tracking more robust for future changes.

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Interaction Client New Default Status Icons

A set of more modern status icons has been available for the CIC client since CIC 2015 R2. It is now the default set. The new default set is stored in \\vcserver\Resources.

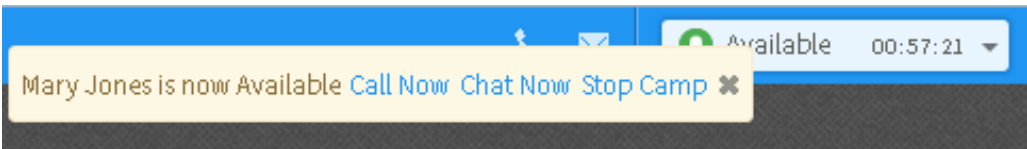
Note: The older set is still available in \\vcserver\Resources\alternates. You can configure the icon used for each status in **Interaction Administrator > System Configuration > Status Messages**.

	ACD - Agent Not Answering
	At a Training Session
	At Lunch
	Available
	Available, Follow-Me
	Available, Forward
	Available, No ACD
	Away From Desk
	Do Not Disturb
	Follow Up
	Gone Home
	In a Meeting
	On Vacation
	Out of the Office
	Out of Town
	Working at Home

Interaction Connect Camp

Camp is a function that can watch another user’s status and alert you when that status changes. When another CIC client user in your organization is currently unable to take your call, you can camp on that person’s extension until that person becomes available.

When the person’s status changes to an available type, an alert appears. To call the user, click **Call Now**.



Interaction Connect Directory Editing

You now have the ability to create, edit and delete directory entries.

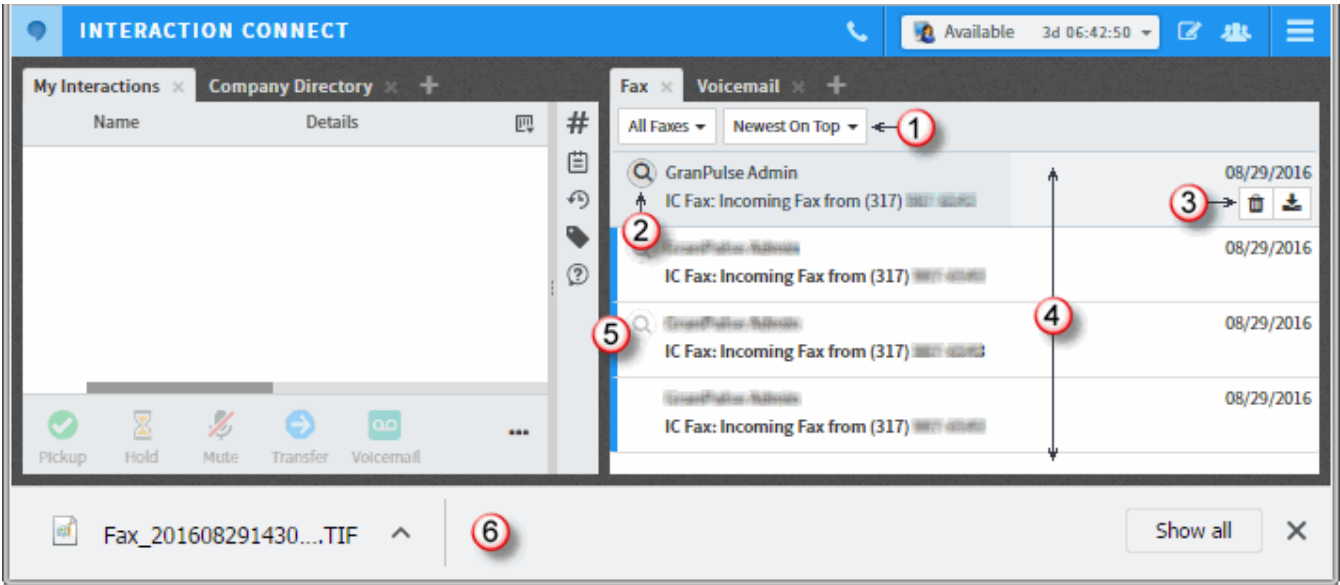
Note: When you have the appropriate rights, as in the IC Private Contacts directory, you can insert and delete directory entries. You need the **Directory Administrator** Security right to edit public directories belonging to other users. You cannot edit Company Directory entries. Some additional conditions apply when you want to add, edit or delete contacts in a **private** directory. For more information, see [Working with Directories](#).

- To view or edit a directory entry, select the entry and click the **Properties** button in the Directory toolbar.
- To insert a directory entry, click **Add Entry** in the Directory view.
- To delete a directory entry, select the entry and click **Delete Entry** in the Directory view.

Company Directory x IC Private Contacts x IC Public Contacts x +			
Last Name	First Name	Business Phone	Company
Smith	Bob	1 (317) 555-3983 / ^101	XYZ Bank
Jones	Joe	1 (317) 555-9023	ABC Ltd.
White	Pat	1 (317) 555-9023	Supplies, Inc.
Black	Beth	1 (317) 555-2114	Printing Express
Search Add Entry Delete Entry Page 1 of 1 Viewing items 1 - 11 of 11			
Dial	Chat	Voicemail	Transfer
Park	Properties	Change Status	Camp

Interaction Connect Fax View

The new Fax view displays a list of your current faxes. You can view, download, or delete any of these faxes. You can also sort and select the faxes appearing in this view.



1	<p>You can select and sort the faxes that appear in the Fax view.</p> <ul style="list-style-type: none">• Select all, unviewed, or viewed faxes.• Sort the faxes by newest or oldest on top.
2	<p>Click the View button (magnifying glass) to display a PNG or PDF format fax in your browser.</p> <p>If the View button is disabled, this means your browser does not support the fax format.</p> <ul style="list-style-type: none">• You can use Interaction Fax to view faxes in the I3F format.• You can download faxes in the TIF format and view them in the default Windows application for that format.
3	<p>Delete and Download buttons appear when you select a fax.</p> <div>Note: The currently selected fax appears highlighted.</div>
4	<p>The Fax view contains the Faxes list. This list contains the faxes you have not yet deleted, including both previously viewed and unviewed faxes.</p>
5	<p>A blue bar indicates a fax you have not yet viewed.</p>
6	<p>Downloaded faxes appear in your browser's File Download location. Click to view the fax.</p>

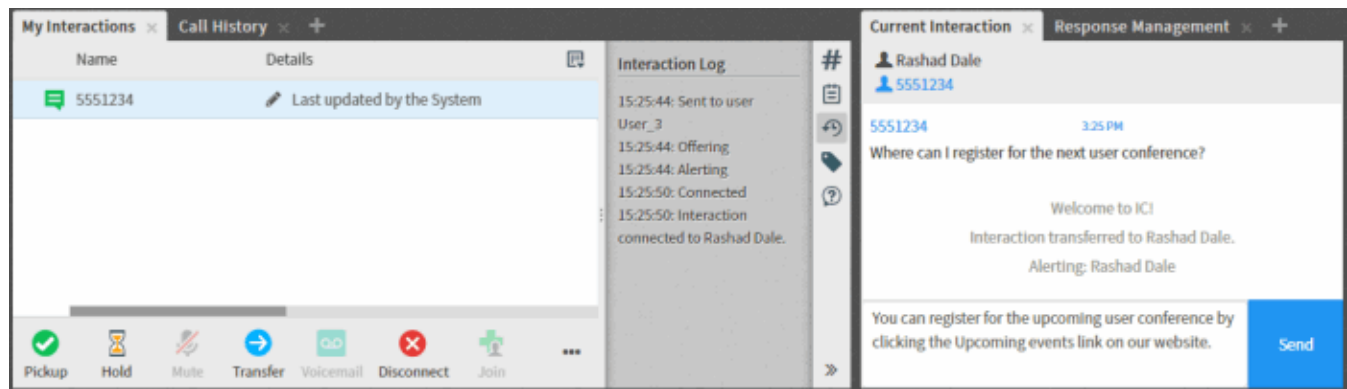
Interaction Connect Inbound SMS Text Messages

ACD-routed SMS text messages can appear in Interaction Connect as chats. Your CIC administrator controls the routing of inbound SMS text messages. CIC can route SMS text messages as Chats, to a handler, or as a generic object to a queue.

Requirements: Your CIC administrator must configure the Short Message Service (SMS) feature in Interaction Administrator before it is available in the CIC client. Your CIC administrator must also enable the Short Message Service plug-in for you. Your **Phone Number Classification** Access Control rights determine whether you can send a text message to specific classes of phone numbers (for example, Local, Long Distance or International).

When CIC routes SMS text messages as Chats, you interact with them exactly as you would any other Chat. All the features available when handling a Chat are available to you when handling these SMS text messages. You can invite other CIC users to join the text message conversation, use Response Management to look up answers to frequently asked questions, add notes or codes, and more.

You work with SMS text messages in the **Current Interaction** view.

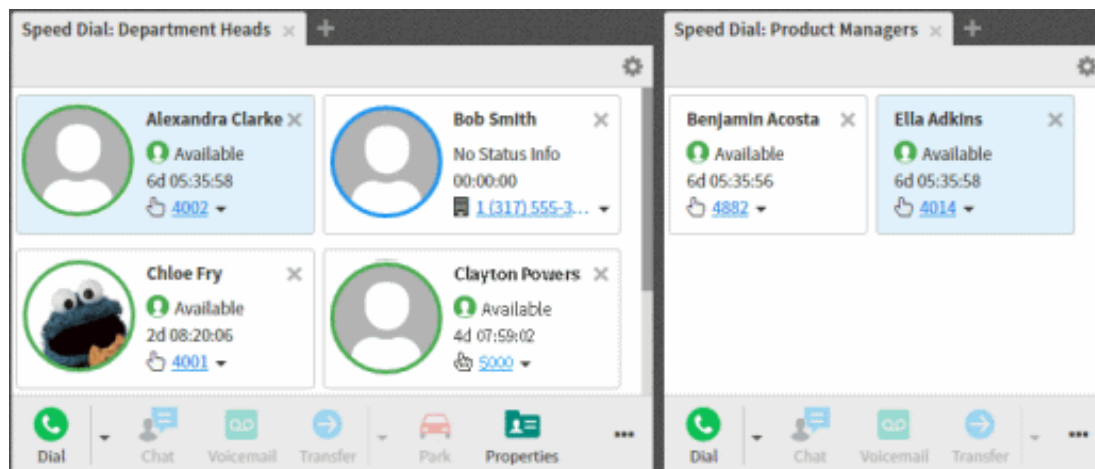


Interaction Connect Speed Dial

You can now create Speed Dial views from inside Interaction Connect. You can share these views with other CIC users or keep them private. For views you make Public, you also determine if other users can add, change or delete entries or even rename the Speed Dial view.

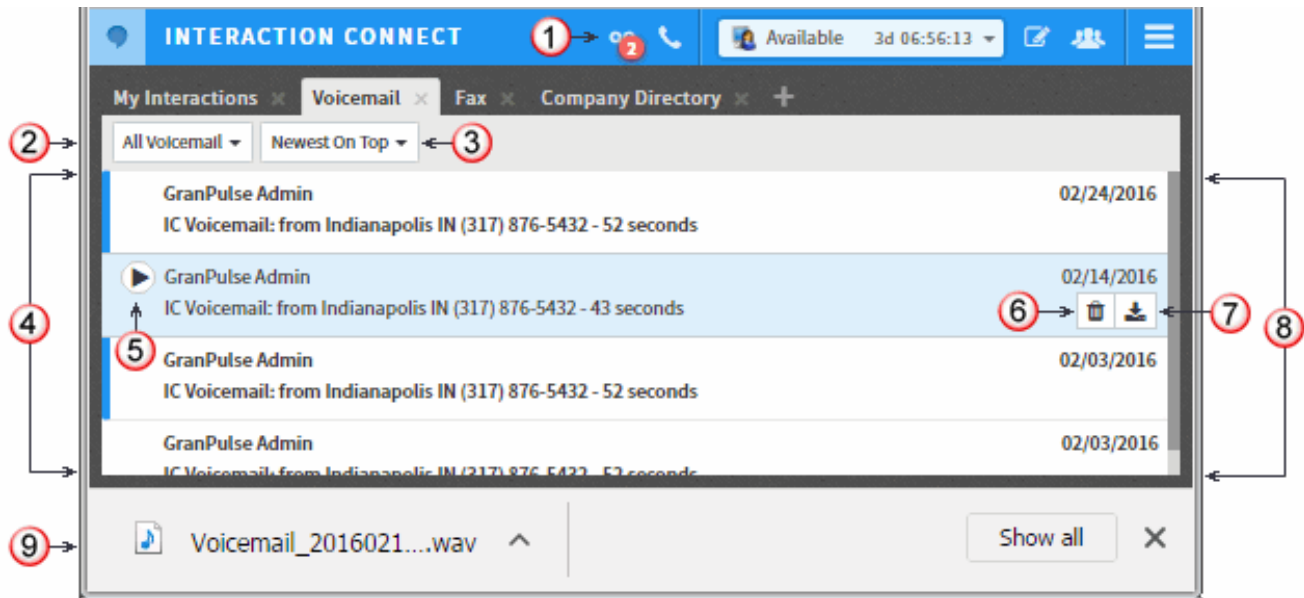
Note: CIC does not support LDAP data sources for General Directories or Speed Dial directories in the current Interaction Connect release.

Speed dial views can include photos or images for each entry. The type of entries you see depend on whether your CIC administrator enables this type of display and how wide you make the view tab.



Interaction Connect Voicemail View

The new Voicemail view enables you to view a list of your voicemail messages. You can play the messages. You can also sort and select the messages appearing in this view. The Voicemail view automatically refreshes when you receive a new voicemail message. A new Voicemail Message Waiting Indicator (MWI) appears when you have unheard voicemail messages.

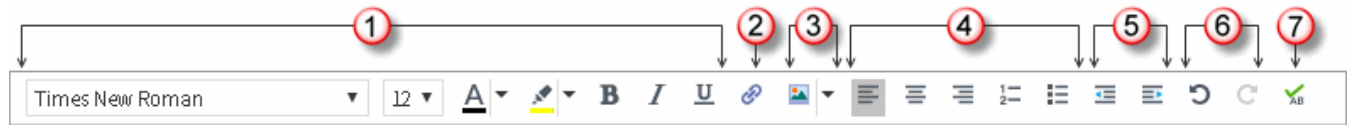


1	<p>The Voicemail Message Waiting Indicator (MWI) appears when you have unheard voice mail messages.</p> <ul style="list-style-type: none"> • The number on the icon indicates the number of unheard messages. • Click the icon to select the Voicemail view and bring it to the front if it is behind another view. <p>Note: Clicking the MWI does not add the Voicemail view to Interaction Connect. For more information on adding this view, see Voicemail View.</p>
2	<p>Select the type of voicemail messages to display in the Voicemail list:</p> <ul style="list-style-type: none"> • All Voicemail • Unopened Voicemail • Opened Voicemail
3	<p>Select a sorting option:</p> <ul style="list-style-type: none"> • Newest on top • Oldest on top
4	<p>The Voicemail View contains the Voicemails List. It contains the voice mail messages you have not yet deleted, including both previously played and unheard voice mail messages.</p> <p>Tip: A blue bar indicates an unheard message.</p> <p>Note: If your CIC administrator configures your user account to receive an email alert whenever you receive a voice mail message, then two entries appear for each voice mail message: a voice mail notification and the voice mail. You can select either the notification or the voice mail and click Play to listen to the voice mail.</p>
5	<p>The currently selected voice mail message appears shaded. Click the Play control to listen to the currently selected voice mail message.</p>
6	<p>Click the Delete control to delete the currently selected voice mail message.</p> <p>Tip: To delete multiple messages at the same time, press and hold the Ctrl key and select the messages, then click the Delete control.</p>
7	<p>Click the Download control to download the currently selected voice mail message as a WAV file to your workstation. Use your default audio player to playback the voice mail message.</p> <p>Note: If your designated audio player does not play the voice mail message then it is likely that the required codec (software that compresses and decompresses digital audio) is not installed on your computer. Some recent operating systems no longer include the TrueSpeech codec. For more information, contact your CIC administrator.</p>
8	<p>A vertical scroll bar appears if you have more voice mail messages than can be displayed at one time.</p>
9	<p>Downloaded messages appear in your browser's File Download location. Click to play back the voice mail message in your default audio player.</p>

Interaction Desktop Email Editor

An improved Email Editor gives you enhanced text formatting controls, improved memory usage, and stability. You can now preview email messages and create a reply in the Email Editor. You can display the Email Editor in multiple workspaces.

Note: The new CEF (Chromium Embedded Framework) Email Editor replaces the Email Preview. The EmailEditor server parameter determines which editor appears in the CIC client. For more information, see [Optional General Server Parameters](#).



1	Font	<p>Use the font controls to bold, underline or italicize selected text. You can also select text color, font and size.</p> <p>Note: Font selection and size default from those you last used.</p>
2	Insert Link	<p>Use the hyperlink control to create a working hyperlink in your email reply.</p>
3	Upload Image	<p>Use the image control to insert a picture in your email reply. You can insert an image from your local drive or insert a URL pointing to the image's location.</p> <p>Tip: Drag and drop an image into an HTML email reply or cut and paste an image from the Windows clipboard. Resize an image by selecting it and dragging any of its edge controls.</p>
4	Paragraph	<p>Use the paragraph controls to set left, right and center text alignment. You can also create bulleted or numbered lists.</p>
5	Text Indent	<p>Use text indent controls to increase or decrease the space between the selected text and the left margin.</p>
6	Undo and Redo	<p>Use the Undo and Redo controls to reverse the last change you made to your reply or to reverse an Undo action.</p>
7	Spell Checker	<p>Check your spelling before sending an email message.</p> <p>Note: You can configure the CIC client to spell check email messages automatically. For more information, see Email Configuration. To install and manage the spelling dictionary, use Microsoft Word.</p>

Interaction Dialer Scalability Enhancements

Performance issues can occur when running Interaction Dialer at scale. These enhancements improve stability when running Interaction Dialer:

- Improved the overall ability for the ODS server to run higher CPS for dialing. On our large-scale dialer servers and configuration, we were able to sustain 100 CPS. Customer performance varies depending on their servers and configuration.
- Reduced memory footprint of several Dialer subsystems and converted several to 64-bit.
- Added the following server parameters to allow for removal of penetration table data:
 - **Dialer Allow Policy to Update Attempts** server parameter indicates the number of days to keep data in the penetration table. For more information, see "[Optional Server Parameters](#)" in Dialer Manager Help.
 - **Execute Custom Disposition As Standalone** server parameter indicates the time of day to delete data in the penetration table. For more information, see "[Campaign Server Parameters](#)" in Dialer Manager Help.
- Used multithreading to improve processing of rule evaluations.
- Optimized the amount of tracing output by Dialer subsystems.
- Improved the performance of the Stage Overview view in IC Business Manager so that the:
 - Information in the view loads faster.
 - View no longer appears unresponsive while loading the list of agents in the Agent field.
- Improved the performance of the Campaign Command Center view in IC Business Manager so that:
 - The information for a campaign loads faster. The statistics update after the view loads.
 - You can use the mouse to scroll the information in the view.

Interaction Fax Max Cover Page Size Server Parameter

The Max Cover Page Size server parameter in Interaction Administrator determines the maximum size of a cover page in Interaction Fax. The default for this parameter is 10,000 KB. If the cover page for a fax exceeds the value set in this parameter, the fax does not get sent. For more information, refer to [Optional General Sever Parameters](#) in Interaction Administrator help.

Interaction Optimizer Erlang-C Option for ACD Simulation

Interaction Optimizer now has a new feature that provides the ability to swap the ACD simulation based staffing requirement for either totaled or aggregated Erlang-C derived values. This setting must be configured with the assistance of the Support Center, by opening a support ticket to get the required script and to receive guidance for its implementation.

Interaction Supervisor Force User Logouts

The Workgroup Details view and the Workgroup Directory view in Interaction Supervisor allows you to log off another user. For example, if a user left for the day and forgot to log off, a supervisor with this security right can log off that user and release the license.

Interactive Administrator includes the Force User Logout security right. A user with this security right can log off another user by using the Workgroup Details view or the Workgroup Directory view in Interaction Supervisor.

For more information, see [Force User Logouts](#) in Interaction Supervisor Help.

New Crystal Reports for Line Group Summary and Detail, and Quality Scoring Details

Interaction Center reports that use ActiveReports .NET are built on an old version of ActiveReports. We are no longer planning to support ActiveReports in future releases, in favor of reports based on Crystal Reports 2013. In this release, Line Group Summary, Line Group Detail, and Quality Scoring Details reports that used ActiveReports have been replaced with versions built on Crystal Reports.

The new Crystal Reports Line Group Summary and Detail, and Quality Scoring Details will be found in IC Business Manager's Interaction Reporter under the Line Reports and Interaction Quality manager categories. The ActiveReports versions of these reports are under the Legacy Reports category, and they are still accessible and will run as they did in previous releases of Customer Interaction Center.

This table contains information on the new Crystal Reports, the ActiveReports that are being replaced, and the report differences.

New Report (Crystal)	Report Category	Legacy Reports (ActiveReports)	Design Differences
Line Group Summary and Detail	Line Reports	Line Group Detail Report Line Group Summary Report	<ul style="list-style-type: none">- Formatting parameters are not available in the Crystal Reports version.- The user clicks the hyperlink in the report, which opens a new tab in the Crystal Report viewer that displays the daily detail view. Now this will automatically fetch the data instead of showing the parameter screen.- Show Detail parameter is added to distinguish between Summary and Detail report.- Color scheme and font are changed.- Company Logo is changed according to current Crystal reports.
Quality Scoring Details	Interaction Quality Manager Reports	Quality Scoring Details Report	<ul style="list-style-type: none">- Color scheme and font are changed.- Company Logo is changed according to current Crystal reports.- New Media Type, Chat Transcript, has been added.

The new Line Group Summary and Detail report, and the new Quality Scoring Details report in this release use stored procedures to extract data for the report, similar to the ActiveReports version of the reports.

Polycom Phone Advanced options

The following advanced options in Interaction Administrator are available for Polycom phones capable of 4.0 or newer firmware. For more information, refer to [Advanced options: Polycom phones or templates](#) in Interaction Administrator help.

- Boot Server Type
- Boot Server Option
- Boot Server Option Type
- Provisioning URL

REST API JSON Parser Tool

With this release, the JSON Parser tool can parse a JSON object that includes keywords such as break, case, and catch. Previously, a JSON object that contained a keyword would cause the JSON Parser to exit with the failure path. For more information, see the [Designer REST API Developer's Guide](#).

New Features in 2017 R2

This section lists the main features that are new in CIC 2017 R2.

- [Interaction Administrator Change Log Enhancements](#)
- [Co-Browse for CIC](#)
- [Interaction Connect Create Personal Responses](#)
- [Interaction Connect Outbound Email Interaction](#)
- [Interaction Recorder Support for OPUS mono and dual-channel recordings](#)
- [New Compiler and Binary Compatibility](#)
- [TLS version 1.2 connections](#)
- [Validation of Microsoft SQL Server 2016](#)
- [WebRTC for CIC](#)

View a short [webinar](#) to learn more about features and functionality in PureConnect (CIC) 2017 R2.

Interaction Administrator Change Log Enhancements

Database tables and views contain detailed information about changes made in Interaction Administrator. These enhancements were made to two of the most commonly used nodes: Default User and Roles. Customers can now create reports or database queries that display information about Default User changes, and Roles additions, changes, and more.

This enhancement is an expansion of the Interaction Administrator Change Log Enhancement added in CIC 2016 R1 http://help.inin.com/cic/mergedProjects/wh_rn/desktop/interaction_administrator_change_log_enhancements.htm.

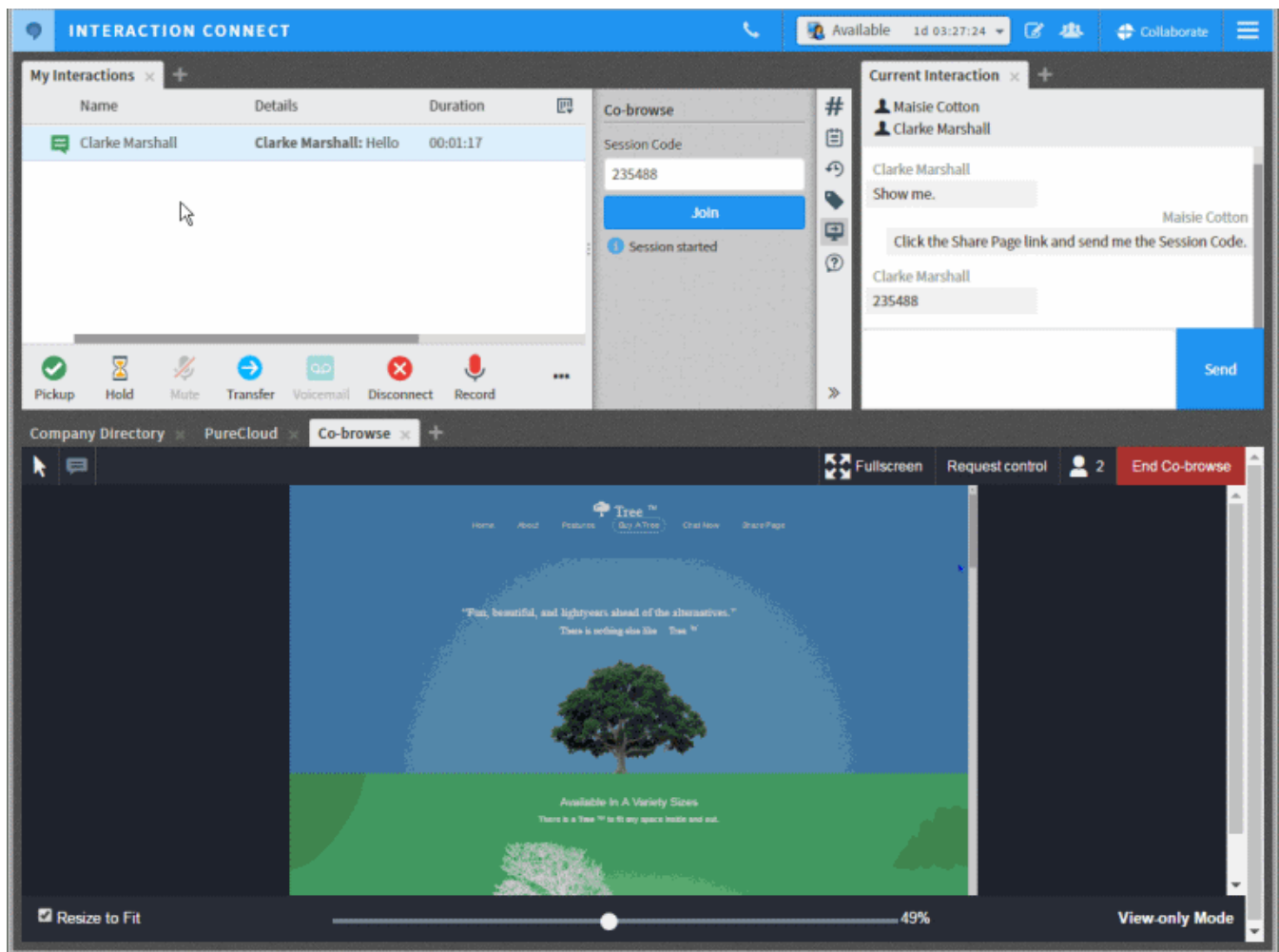
EnhancedIChangeLog												
EnhancedIChangeLogId	ChangeDateTime	ChangeTime	ChangeDateTimeGMT	UserId	StationId	ChangeType	EntryKey	EntryClass	TimeStampGMT	SiteId	SubSiteId	ApplicationID
-2147483306	16:32:0	15:16:32	16:32:0	MORPHEUS_USERMORPHEUS		Modification	workgroup1	RolesWorkgrou	16:32:0	1	0	2
-2147483307	16:32:0	15:16:32	16:32:0	MORPHEUS_USERMORPHEUS		Modification	user41	RolesUser	16:32:0	1	0	2
-2147483308	16:32:0	15:16:32	16:32:0	MORPHEUS_USERMORPHEUS		Modification	Supervisor	Roles	16:32:0	1	0	2

Warning: Enable the enhanced Interaction Administrator change log only during non-peak production hours and only if all CIC clients are upgraded to CIC 2016 R1. Enabling this log is an intensive operation that requires significant computing resources. If you enable this feature before you upgrade all CIC clients to CIC 2016 R1 or later versions, then the CIC clients that run earlier versions of CIC will log incomplete audit data.

Co-Browse for CIC

The Co-browse feature enables Interaction Connect users to give a visitor to your company's website direct assistance on a webpage. With the consent of the website visitor, an Interaction Connect user can take full or limited control of the visitor's screen and interact directly with the webpage.

Interaction Connect has a new 'Co-Browse View'. This view is coupled with the new Co-browse sidebar in My Interactions. Together the new view and sidebar enables agents to assist customers by establishing co-browse sessions which are associated with an interaction.



Requirements

- **PureCloud Engage 3**

Co-browse is a billable PureCloud service that requires a PureCloud Engage 3 license. The PureCloud service is available to CIC customers at a discounted rate. Contact a Sales representative to arrange for this discount, PureCloudInsideSalesDev@genesys.com.

Note: The Co-Browse for CIC feature is available on a limited basis in its initial release. A PureCloud sales representative can arrange for you to qualify.

- **Customer Interaction Center**, version 2017 R2 or later.
- **Interaction Connect**, version 2017 R2 or later.
- **PureCloud for CIC integration**

Note: Because this feature leverages PureCloud, the CIC administrator must enable the PureCloud for CIC integration. The PureCloud administrator must give the **Engage User Role** that includes the co-browse permission to selected users in the paired PureCloud organization. The co-browse feature is not available in Interaction Connect until the administrator grants this permission. For configuration and setup information, see the [PureCloud for CIC Administrator's Guide](#) in the CIC Resource Center.

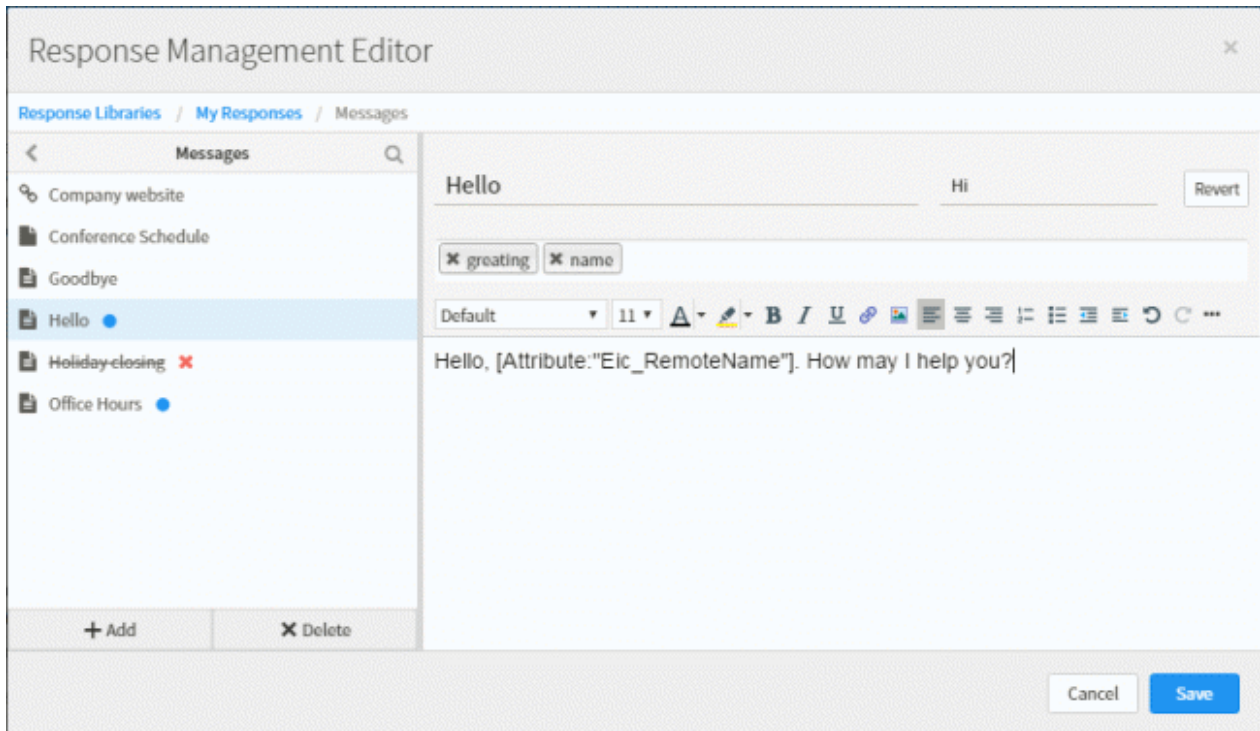
Interaction Connect Create Personal Responses

Interaction Connect users can create their own stored responses, organize them in categories, and store them in a personal Response Management library. These users can then search for and use these personal responses in interactions.

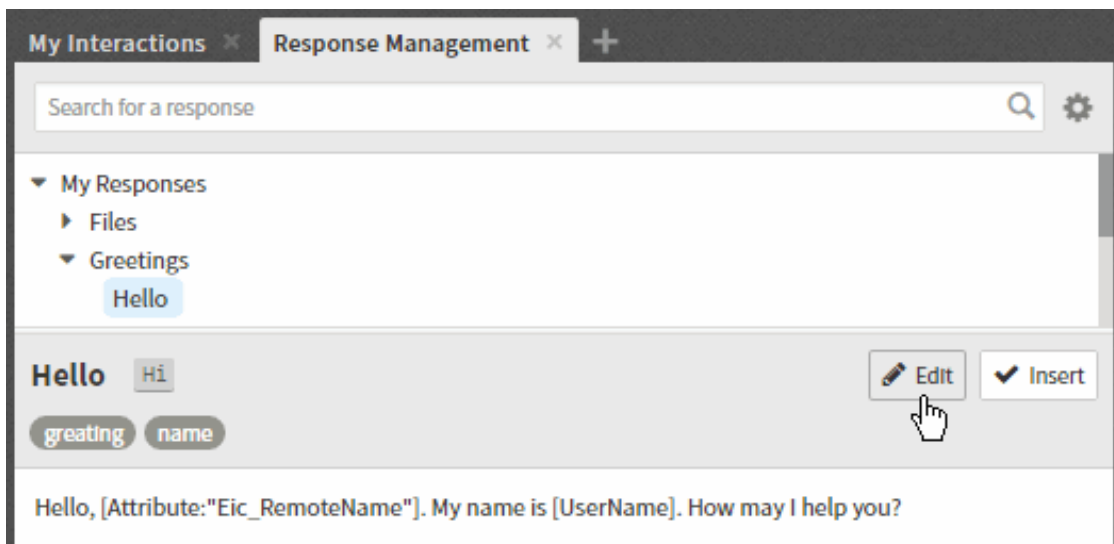
Interaction Connect users can create and edit only their own personal responses. Personal responses are private and are not available to other CIC users.

- Interaction Connect users create these personal responses in the new Response Management Editor. This editor supplies a full range of text formatting tools. It also enables the user to insert clickable URLs, hyperlinks to images, or macros that supply interaction attributes such as the name of the agent. Users can also create file responses that upload a file from their workstation as an attachment in email or chat interactions.

Requirement: The Response Management Editor requires a 2017 R2 or later CIC server.



- These responses appear in the **My Responses** folder in the **Response Management** view. Agents can search for these responses by name or label. They can use shortcuts to insert these responses in email or chat interactions.



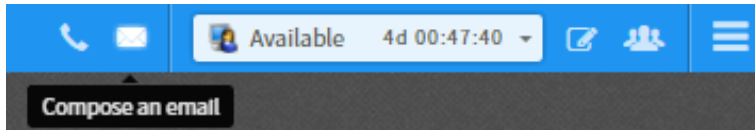
Interaction Connect Outbound Email Interaction

Outbound Email Interaction

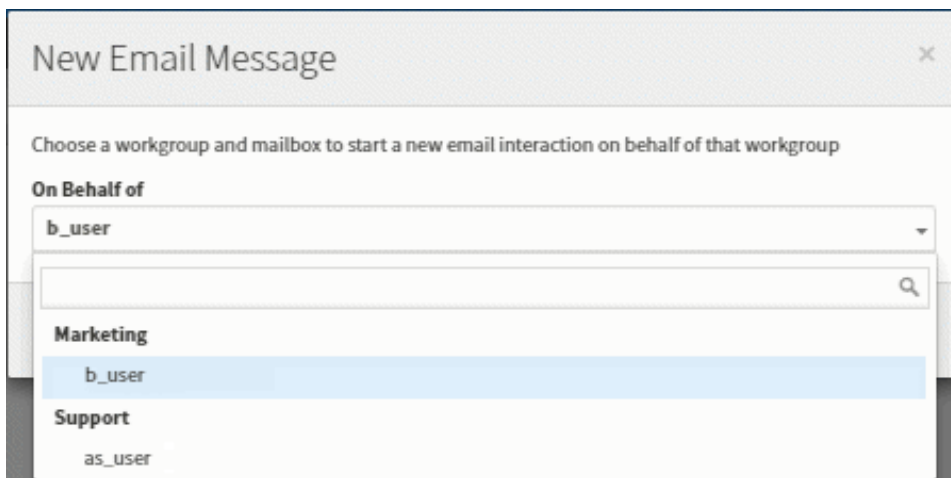
Interaction Connect users can initiate an outbound email interaction on behalf of a workgroup. It can be included in Customer Interaction Center reports and statistics. Additionally, as an interaction, it could be processed by any custom email handlers in your Customer Interaction Center installation.

To initiate an outbound email interaction:

1. The agent clicks the **Compose an email** icon in the navigation toolbar.



2. If the agent is a member of more than one workgroup configured with one or more outbound mailboxes, the agent selects the appropriate workgroup and mailbox. Then the agent clicks **Create Email Message**.



Note: The agent's workgroup status does not have to be **Active** in order for the agent to send an email message.

3. The agent addresses and composes the email message in the **Current Interaction** view.

Note: Complete details for this procedure will be in the CIC 2017 R2 Interaction Connect help topic, [Start an Email Interaction](#).

Important points to consider:

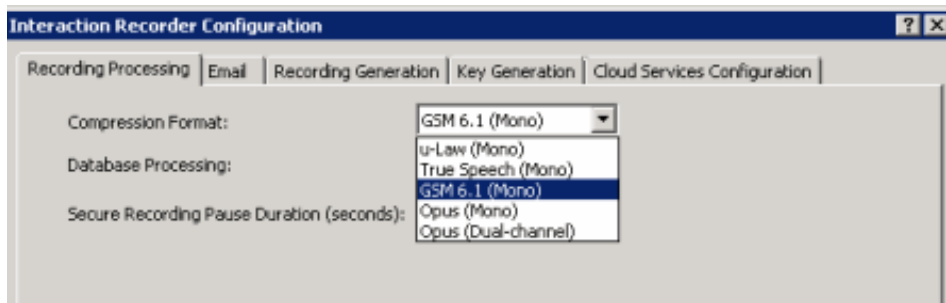
- Sending an outbound email interaction is not the same as **replying** to an ACD-routed email message sent to a workgroup mailbox. You are **initiating** the interaction, not responding. For more information about responding to an ACD-routed email, see [Reply to an E-mail Message](#).
- A reply to an outbound email interaction is addressed to the appropriate workgroup mailbox and is routed as an ACD interaction. A reply would first appear in the appropriate workgroup queue and then be ACD-routed to [My Interactions](#).

Requirements: The agent needs an ACD Access License associated with the E-mail interaction type in order to work with email messages. Also, to send an email interaction, the agent must be a member of a workgroup configured with an outbound email mailbox. The agent also needs the View User Queues or Modify User Queues right to his or her user queue.

Interaction Recorder Support for Opus Mono and Dual-channel Recordings

To further support customers who require 3rd party vendors for post-call speech analytics and speech-to-text transcription, the following new compression formats have been added into Interaction Recorder and configured in Interaction Administrator:

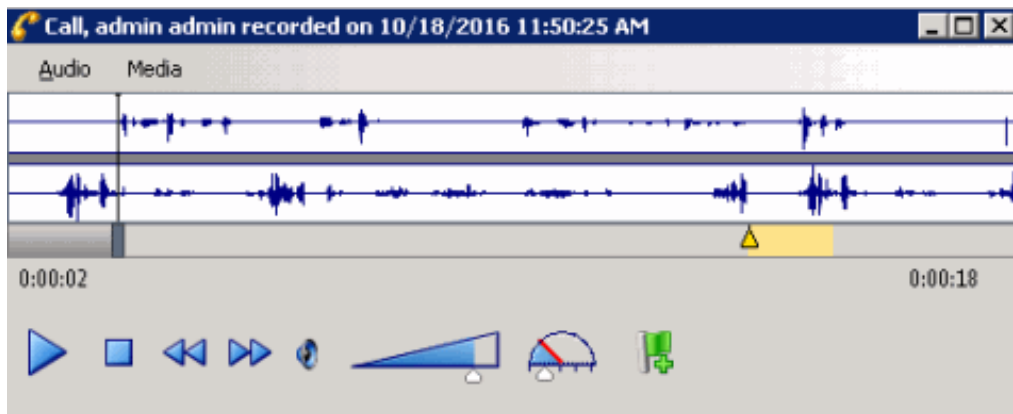
- Opus (Mono)
- Opus (Dual-channel)



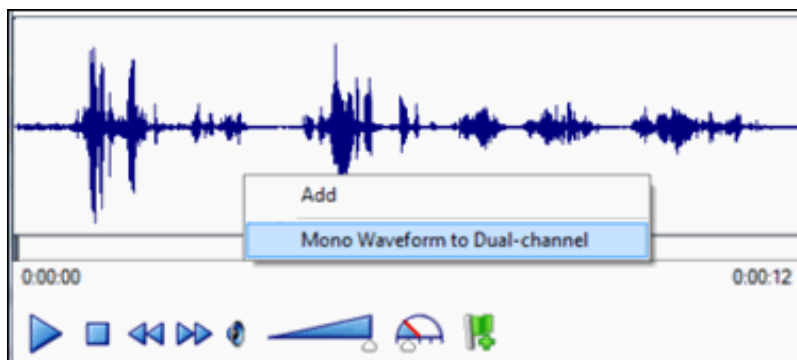
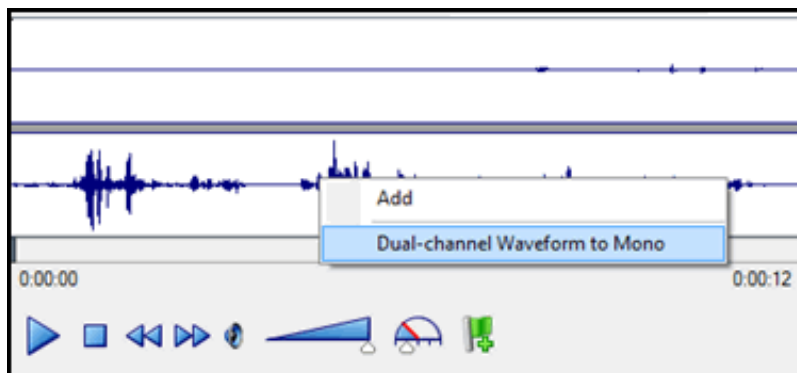
Supporting both the Opus mono and dual-channel formats allows for greater audio compression and smaller recording file sizes, especially for Opus mono as compared to GSM or TrueSpeech compression formats.

Recording playback enhancements and management of Opus, ogg-based recordings within the standard recording playback control were also made.

- Interaction Recorder playback control now displays both channels within the waveform control for dual-channel recordings.



- New context menu item within the playback control added to switch between the dual-channel and mono waveform data for dual-channel recordings.



- When Opus recordings are exported or archived from within Interaction Recorder, the extracted Opus audio data will be extracted into an Opus, ogg-based audio file with the .opus file extension.

- During exporting or archiving, the number of channels will be maintained so Opus Mono recordings will be exported with 1 channel audio data, and Opus dual-channel recordings will be exported with 2-channel audio data.

Important Note

Support for Opus recordings within Interaction Recorder and CIC requires version 2017R2 or later client and server-side components. Earlier versions of the Interaction Recorder Remote Content Servers also do not support Opus recordings and will result in errors when archiving or exporting Opus recordings. Opus recordings can be generated within CIC and Interaction Recorder starting with 2017R1 or later Media Servers.

- Enabling the Opus (Mono) and Opus (dual-channel) compression formats requires additional resources on the Media Servers. See the *Interaction Media Server Technical Reference* and the Interaction Media Server Sizing Calculator for details, specifically when using Dual-channel as it requires 1 additional point on the Media Servers.
- Enabling the Opus (dual-channel) compression format requires additional disk space storage. See the *Interaction Recorder and Interaction Quality Manager Technical Reference* for updated compression factors and disk space requirements when generating Opus (Mono) and (Dual-channel) recordings.

New Compiler and Binary Compatibility (updated 11/17/2016)

CIC development must occasionally update its compiler for core components to stay in support and to take advantage of new compiler capabilities and fixes. CIC 2017 R2 was built using the latest Microsoft Visual Studio 2015 Update 3 compiler. Previous CIC releases (back to 2015 R1) were built using Visual Studio 2010 or earlier. This means that you should not mix binary files from older releases with CIC 2017 R2 - they may not be compatible and their use is unsupported.

Any custom tools built with the CIC Designer COM API using an older compiler will need to be recompiled for use in 2017 R2 and beyond. In addition, customers migrating from an older version of CIC to 2017 R2 or newer will need to use the CIC 2017 R1 version of the Interaction Migrator utility to export configuration data on an older CIC server. See the [Interaction Migrator Technical Reference](#) document for details.

e-FAQ Integration Compatibility

The e-FAQ integration software requires the appropriate version of CIC. For sites using CIC 2017 R2 and later, you must also install the e-FAQ integration from CIC 2017 R2 or later on the CIC server. For sites using CIC 2017 R1 or earlier, you must also install the e-FAQ integration corresponding to that release of CIC. You cannot use the e-FAQ integration from 2017 R1 or earlier with CIC 2017 R2 or later.

New Crystal Reports for Line Summary and Detail, and Wrap Up Codes

Interaction Center reports that use ActiveReports .NET are built on an old version of ActiveReports. We are no longer planning to support ActiveReports in future releases, in favor of reports based on Crystal Reports 2013. In this release, the Line Summary, Line Detail, and Wrap Up Codes reports that used ActiveReports have been replaced with versions built on Crystal Reports.

The new Crystal Reports Line Summary and Detail, and Wrap Up Codes will be found in IC Business Manager's Interaction Reporter under the Line Reports and Wrap Up Codes categories. The Active Reports versions of these reports are under the Legacy Reports category, and they are still accessible and will run as they did in previous releases of Customer Interaction Center.

New Report (Crystal)	Report Category	Legacy Reports (ActiveReports)	Design Differences
Line Summary and Detail	Line Reports	Line Detail Line Summary	<ul style="list-style-type: none">- Formatting parameters are not available in the Crystal Reports version.- The user clicks the hyperlink in the report, which opens a new tab in the Crystal Report viewer that displays the daily detail view. Now this will automatically fetch the data instead of showing the parameter screen.- Show Detail parameter is added to distinguish between Summary and Detail report.- Color scheme and font are changed.- Company Logo is changed according to current Crystal reports.
Wrap Up Codes	Wrap Up Codes	Wrap Up Codes	<ul style="list-style-type: none">- Interaction ID column is added.- Extra header text "Wrap-up Time" is added.-Color scheme and font are changed.- Company Logo is changed according to current Crystal reports.

The new Line Summary and Detail, and the new Wrap Up Codes reports in this release use stored procedures to extract data for the report, similar to the ActiveReports version of the reports.

TLSv1.2 connections

TLS negotiation

CIC, its subsystems, and client applications support network connections using Transport Layer Security (TLS) versions 1.0, 1.1, and 1.2. By default, CIC 2017 R2 uses TLS v1.2. CIC negotiates to previous TLS versions for backwards compatibility with older CIC components.

Note:

A TLS 1.2 connection to SQL Server will be available in a future release due to the requirement of SQL Server Native Client 11.0 support.

Disabling older TLS versions

Using a new `ININ_SSL_MIN_PROTOCOL_VERSION` environment variable on the CIC server, you can control the minimum version of TLS network connections that the CIC server supports.

Supported values:

- TLSv1.0
- TLSv1.1
- TLSv1.2

Configure this environment variable only after updating all CIC subsystems to the latest version. Otherwise, setting TLSv1.2 as the minimum version prohibits network connections with older CIC subsystems. For more information, see the [Security Features Technical Reference](#) (*Set the minimum version of TLS for CIC* section) for more information about using TLS 1.2.

Director updated to latest CIC release

Interaction Director is now included as part of the CIC release cycle and supports TLSv1.2 network connections.

Validation of Microsoft SQL Server 2016 with CIC (updated 12/8/2016)

CIC 2017 R2 and later supports Microsoft SQL Server 2016 on Windows Server 2012 R2. For a list of supported databases, see the testlab.genesys.com site.

CIC web-based phone

The CIC web-based phone feature enables Interaction Connect users to use a web browser on a PC as a SIP telephone using WebRTC as the communication protocol. The CIC web-based phone eliminates the need to distribute, install, and configure a physical IP telephone for each agent or user, or to install a SIP soft phone application on PCs.

Interactions that use CIC web-based phone leverage the existing functionality of CIC. Call data, prompt plays, music on hold, and recordings for CIC web-based phones function as normal CIC calls for traditional IP phone types.

Note:

For 2017 R2, CIC web-based phone is an early-release feature. The CIC web-based phone requires CIC 2017 R3 for PureConnect Cloud/CaaS.

For PureConnect Cloud (CaaS) customers, all WebRTC media traffic is routed through the PureCloud Edge device to the Interaction Media Servers in use with the feature. This PureCloud Edge device must be deployed at the customer site.

For Remote Control Model (RCM) customers, this traffic will pass across the MPLS network. The MPLS link must be sized as if each agent was at the customer premises; no media will be passed out the PureConnect/PureCloud use with the feature.

CIC web-based phone requirements

- Personal computer with the following items:
 - Speakers and microphone (or headset)

- Supported web browser
 - Google Chrome - version 47 or higher
 - Mozilla Firefox - version 44 or higher
- Licensing:
 - No feature license for CIC is needed at this time
 - PureCloud Communicate license
- Network:

CIC web-based phone consumes approximately 200 to 400 Kbps (30-50 KB/sec) of bandwidth, even when not on an active call.

Note:

Ensure that your network connections between the agent and PureCloud are sufficient to facilitate the bandwidth consumption for all CIC web-based phone instances in a location.

- PureCloud Edge appliance (one or more):
 - PureCloud Edge (Standard)
 - PureCloud Edge Mini
 - PureCloud Edge Micro
 - Virtual PureCloud Edge
- CIC 2017 R2 or later

Note: The CIC web-based phone requires CIC 2017 R3 for PureConnect Cloud/CaaS.

Interaction Connect and WebRTC

After you use Interaction Administrator to configure lines and dial plan entries to connect to PureCloud, and create stations as CIC web-based phones, agents use the CIC web-based phone type in Interaction Connect:

CIC web-based phone limitations

At this time, the CIC web-based phone feature has the following limitations:

- All CIC web-based phones are treated as remote numbers.
- The CIC web-based phone feature facilitates only audio communications, video communications are not available at this time.
- The CIC web-based phone feature supports only the following web browsers:
 - Google Chrome - version 47 or higher
 - Mozilla Firefox - version 44 or higher

New Features in 2017 R1

This section lists the main features that are new in CIC 2017 R1.

- [Compliance and Security in 2017 R1](#)
- [Crystal Reports User and Queue Reports](#)
- [Interaction Connect Statistics Views](#)
- [Interaction Recorder and Content Server Health Check](#)
- [Interaction Recorder HTTPS Support for Export, Playback, and Archiving](#)
- [Interaction Dialer Enhancements in 2017 R1](#)
- [IPv6 Support](#)
- [New REST Tools for IVR Deployment](#)
- [Reporting: ACD Exceptions](#)

Compliance and Security in 2017 R1

These changes enhance CIC's commitment to high security and industry standards.

OpenSSL Version Update

OpenSSL is an open-source project that provides a robust, commercial-grade, and full-featured toolkit for the Transport Layer Security (TLS) and Secure Sockets Layer (SSL) protocols. It is also a general-purpose cryptography library.

The previous version of CIC was built with OpenSSL 1.0.1 and support for this version will end on December 31, 2016, which means that no security updates will be provided after that. CIC 2017 R1 incorporates OpenSSL 1.0.2h, which disables weak ciphers, includes support for TLS 1.2, and provides better security. See the OpenSSL 1.0.2 Release Notes for details.

Windows 10 V1607 QoS Driver Signing

CIC 2017 R1, and subsequent releases, include a QoS driver that is digitally signed by Microsoft. This small change prevents installation problems detected on computers with new installations of Windows 10 version 1607. The installation problems were previously noticed after Microsoft began enforcing its digital signature requirement in that version of the operating system, and which Interactive addressed in KB [Q147040943600476](#).

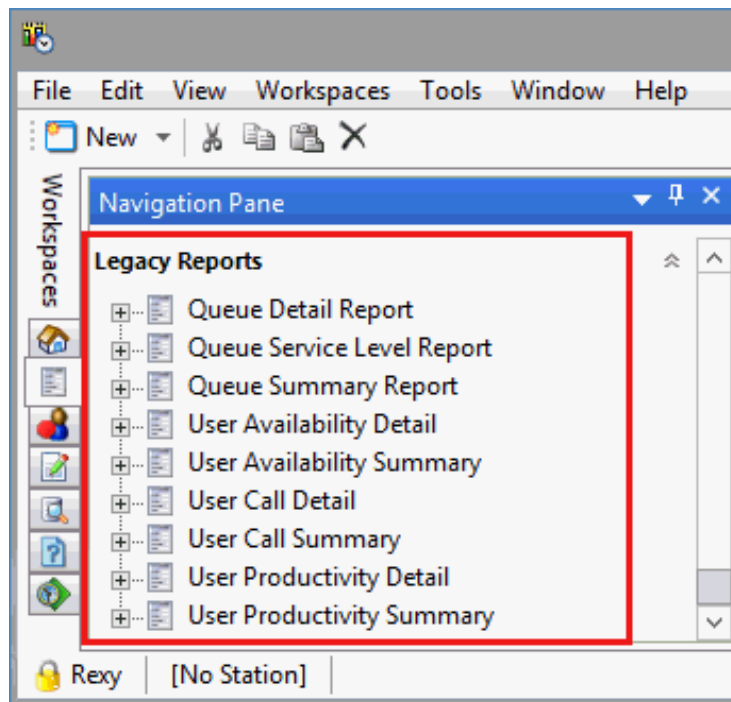
E911 Service Provider Support

To enable North American customers to comply with emergency service number (E911) regulations implemented in some states and areas, CIC provides a new mechanism for E911 functionality. The E911 feature sends the Media Access Control (MAC) and IP address of a managed station that dials 911 through a CIC client application to a third-party E911 service provider. The E911 service provider can associate those addresses to a previously provided Automatic Location Information (ALI) record and forward it to the correct Public Safety Answering Point (PSAP) to answer.

For more information, see the [E911 Technical Reference](#) in the CIC documentation library.

Crystal Reports User and Queue Reports

In this release, the user and queue reports that previously used ActiveReports are replaced with reports built on Crystal Reports. The new user and queue reports are available in IC Business Manager's Interaction Reporter, under the User Reports and Queue Reports categories. The ActiveReports versions are now available in a new Legacy Reports category. The reports in the [Legacy Reports](#) category are accessible and will run as they did in previous CIC releases.



Interaction Connect Statistics Views

Workgroup Statistics

The customizable [Workgroup Statistics](#) view displays a table for viewing selected workgroup statistics by workgroup. Users can select multiple workgroups and view up to eight statistics per workgroup. Users can view shift and period statistics to compare their own performance to the workgroup. Users with the Interaction Supervisor Plugin: Workgroups license can choose which statistics appear in the table and can enable alerts for the statistics in the view.

INTERACTION CONNECT

Available00:47:05

My InteractionsCompany DirectoryWorkgroup Statistics

Workgroup & Activation Status	Interactions Waiting	Longest Interaction Waiting	Longest Talk Time	Available For ACD Interactions
✖ Marketing	6	00:00:11	00:01:48	0
✔ Presales	8	00:00:21	00:01:02	0
Analyzer	6	00:00:04	00:00:07	6

Select a workgroup for shift/period statistics

Choose StatisticsChoose WorkgroupsConfigure

Workgroup Overview

The new [Workgroup Overview](#) view is a customizable summary of a workgroup's performance during a shift or period. The view includes graphical elements for service level, abandon rate, and wait time statistics, and includes more detailed statistic values for interactions and agents on queue. Users with the Interaction Supervisor Plugin: Workgroups license can choose which statistics appear in the table and can enable alerts for the statistics in the view.

INTERACTION CONNECT

Available

00:10:28

My Interactions

Workgroup Overview: Marketing

Marketing

Current Shift

Configure

Abandon Rate Target

0%

Average Wait Time

00:00:01

Longest Interaction Waiting

N/A

Service level Target

100%

INTERACTIONS ON QUEUE

Interactions Received	Interactions Answered	Interactions Waiting	Interactions Completed
6,976	6,976	0	6,976

AGENTS ON QUEUE

Logged On + Activated	Available For ACD Interactions	On Inbound ACD Interactions	On Inbound ACW
21	9	11	0

Agent Overview

The [Agent Overview](#) view enables supervisors to manage their agents. The customizable view offers a snapshot of a single user in a selected workgroup, showing user status, workgroup activation status, and selected agent-specific statistics. The view also includes a queue of the interactions assigned to the agent with supervisor-focused call control actions, including coach, listen, and join. This view is only available to users with the Interaction Supervisor Plugin: Workgroups license.

INTERACTION CONNECT

My Interactions

Agent Overview: Hardie, Racquel in Marketing

Marketing

Hardie, Racquel

Current Shift

Configure

Hardie, Racquel

Available00:01:28

Activated

Average Talk Time

00:01:43

Longest Talk Time

00:02:08

CURRENT SHIFT INTERACTIONS

Interactions Received	Interactions Answered	Interactions Completed	Interactions Held
4,324	4,324	4,323	0

CURRENT INTERACTIONS

Name	Details	Duration	State	Queue
Nelle Spears	(617) 555-9010	00:00:17	ACD - Assigned: BostonUser1	Marketing

Pickup

Transfer

Disconnect

Join

Listen

Coach

Record

Pause

Private

Interaction Recorder and Content Server Health Check

Content Server IC Business Manager View

A new [Content Server view in IC Business Manager](#) displays statistics for each configured content server the Recorder Server. This allows system administrators to see the status of each server in real time and take action if a server experiences problems or exhausts its resources.

IC Business Manager

FileEditViewWorkspacesToolsWindowHelp

New

Content Servers

System Statistics

Server	Failed transfers	Total CPU usage	Memory usage	Recordings successfully processed	Recordings played back last hour	Available local disk space	Available HTTP Client Connections	Free disk space logs	Available share disk space	Recorder Server is connected to Amazon S3
QF-JULIETT	0	0.00%	6743 KB	0	0	17.0 GB	64	17.00 GB	17.0 GB	False
QF-ALPHA	0	0.00%	3467 KB	0	0	45.0 GB	64	45.00 GB	17.0 GB	False

Qf-juliett

[No Station]

0

Not listening

Recorder SNMP Enhancements

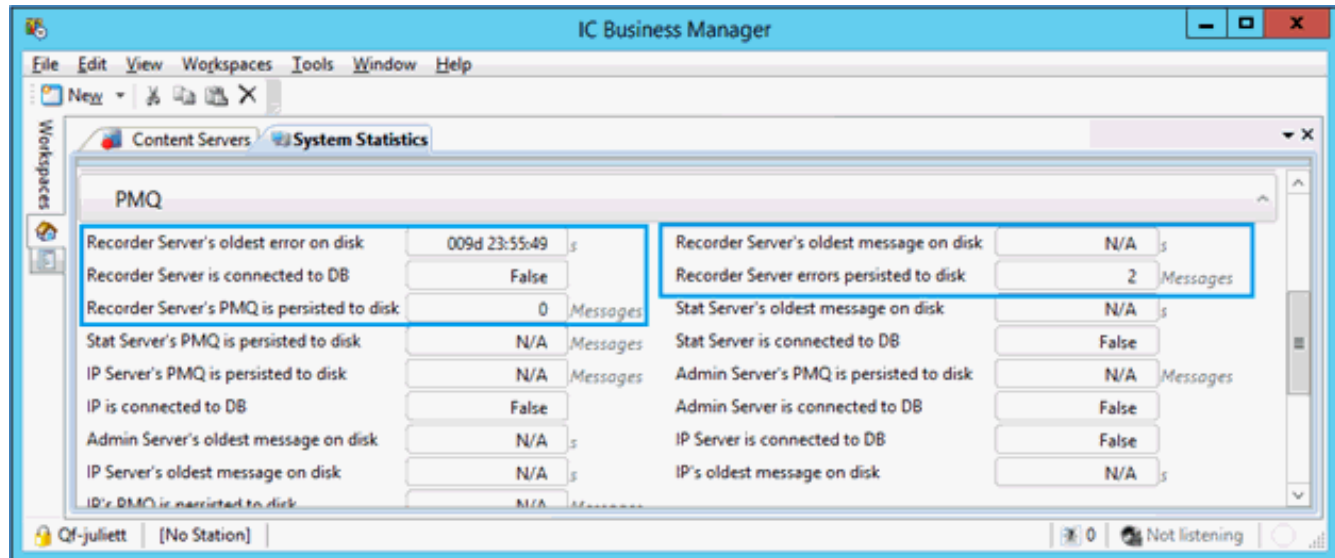
New statistics and multiple traps are now exposed through [SNMP on the CIC server](#). The SNMP statistics include those in the new view in IC Business Manager.

The SNMP trap scenarios include:

- Any recording transfer failures
- No content server is able to access a shared location configured in the Recorder Policy Editor
- All content servers in a region are low on available storage space (under 5 GB)

Recorder Server PMQ Statistics

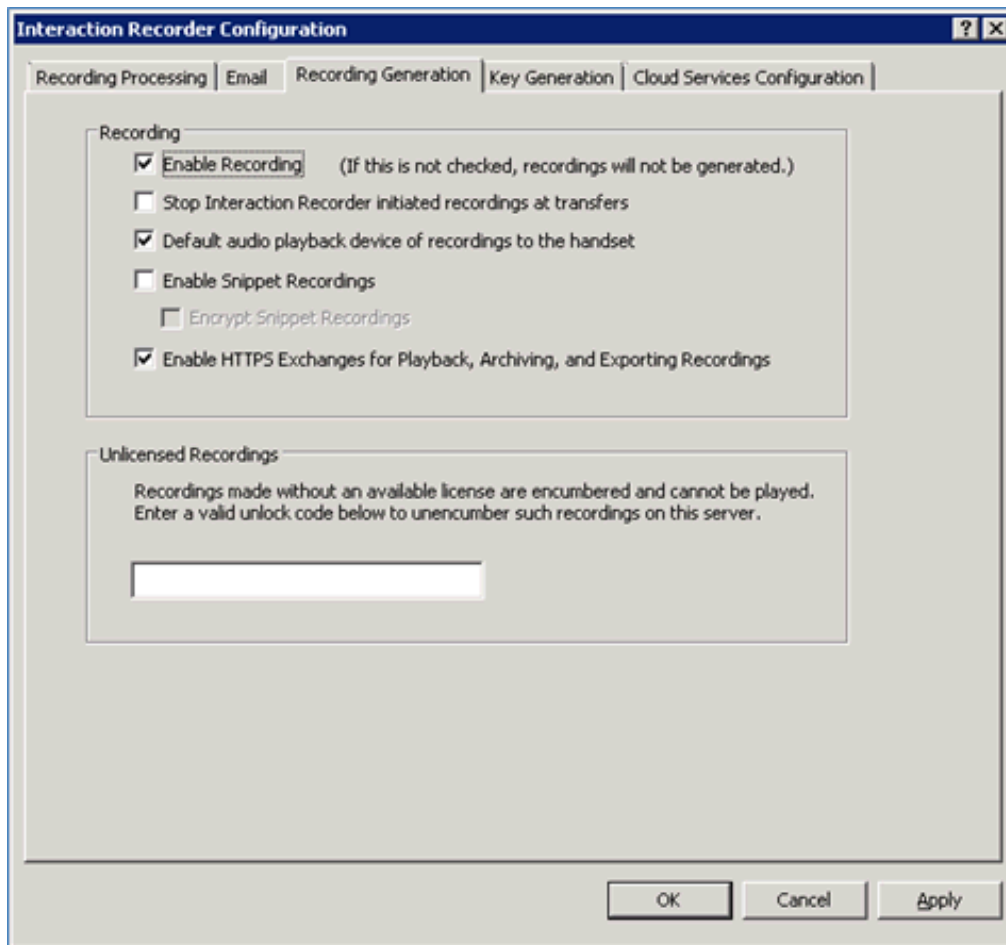
The [PMQ statistics view in IC Business Manager](#) now includes error file statistics for Recorder Server. By monitoring the error file statistics, an administrator can view detected errors and schedule them for reprocessing in Interaction Administrator. The PMQ statistics view shows the status of PMQ files to be reprocessed.



See also the [Interaction Recorder and Interaction Quality Manager Technical Reference](#).

Interaction Recorder HTTPS Support for Export, Playback, and Archiving

The Interaction Recorder container in Interaction Administrator includes [new configuration options](#) to help secure communication paths when accessing recordings for playback, archiving, and exporting.



For ICELib applications that export recordings in `ININ.IceLib.QualityManagement.RecordingsManager`, new public `GetExportUriSecure` API methods check the Enable HTTPS Exchanges for Playback, Archiving, and Exporting Recordings configuration setting. When enabled, exporting of recording files uses HTTPS exchanges. When disabled, exporting defaults to HTTP exchanges.

When installing Interaction Recorder Remote Content Service (RCS), a new Remote Host Secure Port HTTPS option allows customers to specify the secure/https port for each remote content service. The default secure port is 8107.

Interaction Recorder Remote Content Service Setup

IR Remote Content Service Connection

Configure the parameters needed to establish a connection to a server

Please specify the maximum number of connections as well as the port to which a connection to the IC Server will be established.

Maximum Connections: (Maximum: 64)

Remote Host Port:

Remote Host Secure Port:

Note: The secure (HTTPS) port value for an Interaction Recorder Remote Content Service connection is changeable in the `ircontentserverconfig.xml` file after installation. All recordings should be processed before changing the HTTPS port value; otherwise, there may be accessibility issues with unprocessed recordings until the original port number is restored. Remote Content Service must be restarted for a new HTTPS port to take effect.

Interaction Dialer Enhancements in 2017 R1

- Agents can place multiple, successive calls on the same contact before moving to the next contact.
- Reporting was changed to classify the additional time that agents spend on additional calls to the same contact.
- New IPv6 support as added for HTTP transfers using Interaction Dialer.

IPv6 Support

All CIC components now support IPv6 for SIP proxy. This is a requirement for Joint Interoperability Test Command (JITC) certification.

In CIC 2017 R1, IPv6 support was added to:

- HTTP transfers from Interaction Dialer
- Interaction SIP Proxy - for more information, see the [Interaction SIP Proxy Technical Reference](#) document

New REST Tools for IVR Deployment

Interaction Designer includes a new REST tool palette, which includes six new tools for developing REST-based IVR applications. These applications can now make REST-based calls directly to web servers. Previously, IVR developers used the Interaction Designer SOAP tools with middleware to REST-based calls. The new tools include:

- [REST HTTP](#)
- [Bearer Token Request](#)
- [JSON Builder](#)
- [JSON Parser](#)
- [Array Builder](#)
- [Array Parser](#)

Reporting: ACD Exceptions

CIC administrators can now enable tracking of ACD exceptions and use that data to help improve call center efficiency. Tracked exceptions include transfers, flow-ins, flow-outs, and abandons.

The administrator can enable tracking of ACD exceptions in the [Interaction Tracker configuration](#) in Interaction Administrator. Tracking is disabled, by default, but administrators are encouraged to use this option to identify bottlenecks in their call centers.

The screenshot shows the 'Interaction Tracker Configuration' dialog box with the 'Items Tracked' tab selected. The 'Interaction Types Tracked' section has checkboxes for Calls, Emails, Generic Objects, Chats, Faxes, and SMS, all of which are checked. The 'Track Intercom Interactions' checkbox is checked, while 'Track Routing Exceptions' is unchecked and highlighted with a red rectangle. Other options like 'Track Interactions Without a User Connect Event', 'Track Voicemails', and 'Track Additional Segments' are also visible. At the bottom, there are 'OK', 'Cancel', and 'Apply' buttons.

Administrators can choose to keep the data on the Data Purging tab.

The screenshot shows the 'Interaction Tracker Configuration' dialog box with the 'Data Purging' tab selected. The 'Enable Purging' checkbox is unchecked and highlighted with a red rectangle. Below it, the 'Purging Options' section is visible, containing a time picker set to '2:30:00 AM' and a text input for '34 days', both highlighted with a red rectangle. At the bottom, there are 'OK', 'Cancel', and 'Apply' buttons.

New Features in 2016 R4

This section lists the main features that are new in CIC 2016 R4.

- [Improved Scalability](#)
- [PureCloud for CIC Integration \(phases 2 and 3\)](#)
- [AT&T Certification with CIC](#)
- [SMS Improvements](#)
- [Compliance and Security](#)
- [Interaction Recorder Policy Editor Overview Feature](#)
- [Interaction Recorder Configuration Options for AWS](#)
- [Crystal Reports Metadata Migrator Process Improvements](#)
- [New Parameter for Interaction Dialer Reports](#)
- [Interaction Optimizer Enhancements](#)
- [Managed Phones](#)
- [Improved language models for Interaction Analyzer and Interaction Media Server](#)

Improved Scalability

CIC can now support up to 20,000 configured users and 10,000 active agents on a single CIC instance. Specific improvements include:

- The conversion of RemocoServer to a 64-bit application to allow for valid virtual machine performance counters
- Improvements to the performance of the StatServerAgent subsystem
- Improvements to the performance and reduced memory footprint of the StatAlertServer subsystem
- The elimination of off-server Session Manager crashes while running at large scale
- Reductions to the bandwidth required between the StatAlertServer and off-server Session Manager subsystems

PureCloud for CIC Integration (phases 2 and 3)

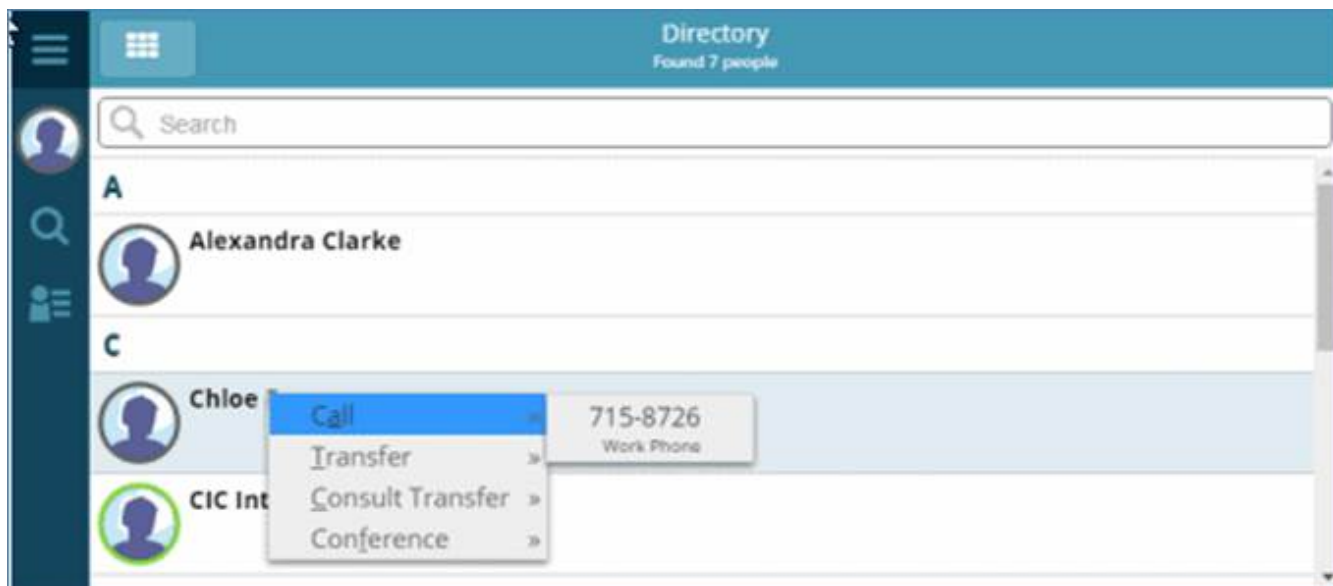
The PureCloud for CIC integration enriches the CIC user experience by leveraging the power and data of CIC and the collaborative features of PureCloud. PureCloud for CIC brings users together into a single environment that allows for seamless communication between CIC and PureCloud-only users.

Phases 2 and 3 of the integration include:

- A PureCloud Directory view in Interaction Desktop and Interaction Connect
- CIC and PureCloud user status synchronization
- The ability to view the status of PureCloud bridges and connectors in Interaction Administrator

PureCloud Directory View

The PureCloud Directory view, which is available to add in Interaction Desktop and Interaction Connect, allows CIC users to see all PureCloud and CIC users in a single directory and view detailed user information. From the Directory view, CIC users can call, transfer calls to, and conference with PureCloud users. For more information, see “PureCloud for CIC” in the [Interaction Connect help](#) or the [Interaction Desktop Client help](#).

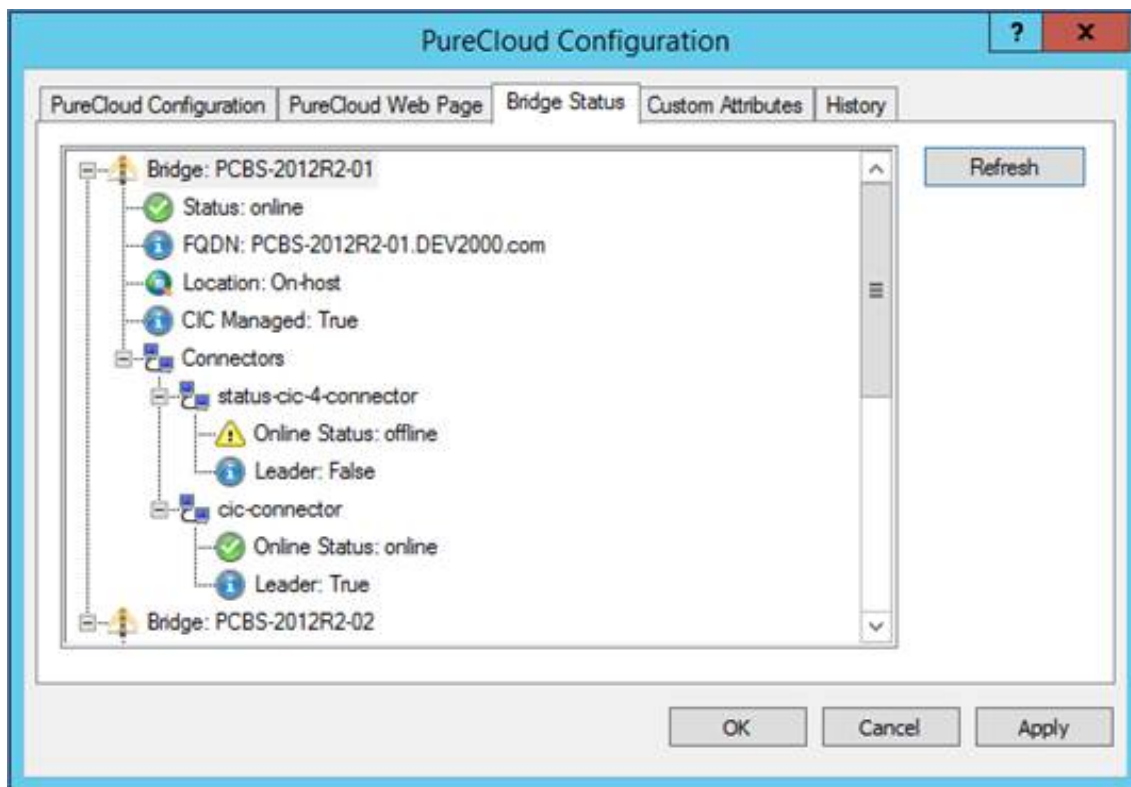


PureCloud Directory options for CIC users

CIC users can choose either PureCloud or CIC as the primary source for their status and presence.

Status of PureCloud Bridges and Connectors

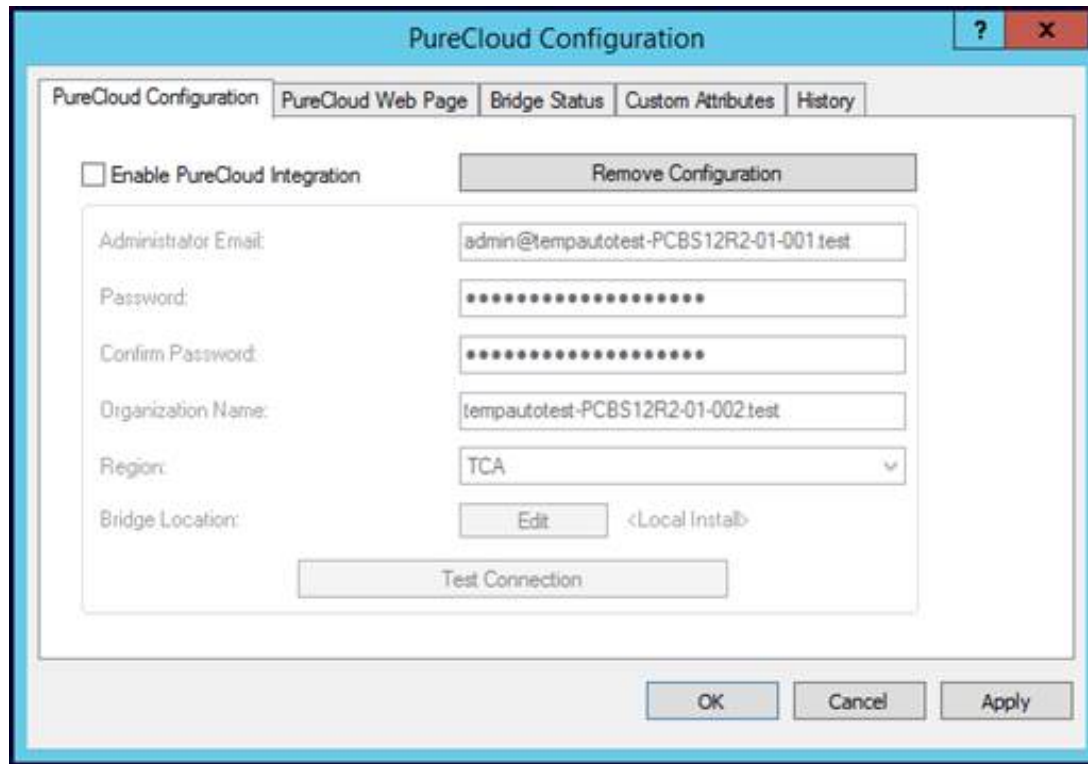
A new Bridge Status tab in the Interaction Administrator PureCloud Configuration dialog box allows CIC administrators to check the status of an organization's bridges and connectors.



PureCloud bridge and connector statuses in Interaction Administrator

Options to Remove and Change the Paired PureCloud Organization

Administrators can now disable the integration or pair to a different PureCloud organization on the PureCloud Configuration tab in Interaction Administrator.



Options to disable the integration or change the paired organization

For more information, see the [PureCloud for CIC Administrator's Guide](#).

AT&T Certification with CIC

CIC is now certified by AT&T for its interoperability with AT&T IP Toll-Free and the related Transfer Connect service. This certification applies to and was tested with CIC 2016 R1 patch 9, the minimum required version. CIC customers can now use AT&T IP Toll-Free and Transfer Connect to provide and manage inbound calls to CIC. For more information, see the [CIC Configuration Guide for AT&T IP Toll-Free Transfer Connect \(IPXC\) Service](#) on the PureConnect testlab.genesys.com site.

SMS Improvements

- CIC now links the original text message with a reply and preserves the entire SMS text conversation.
- Improved SMS routing can route replies to the original agent or use keywords to route the reply to another agent or queue.
- Delivery receipts are supported when using selected, approved SMS brokers.
- Simplified configuration makes using multiple SMS brokers easier.
- Agents can choose different outbound numbers and even different SMS broker accounts for each outbound SMS message use case. Using the appropriate broker enables you to take advantage of lower rates for person to person outbound messages.
- Improved SMS resiliency makes SMS more like a stateful interaction channel. Starting with CIC 2016 R4, the Interaction Recovery Service subsystem recovers SMS interactions with a transition that is almost seamless.

For more information, see [Short Message Server Technical Reference](#) in the PureConnect Documentation Library,

Compliance and Security

This release includes the following compliance and security changes.

SHA-2 Support for CIC

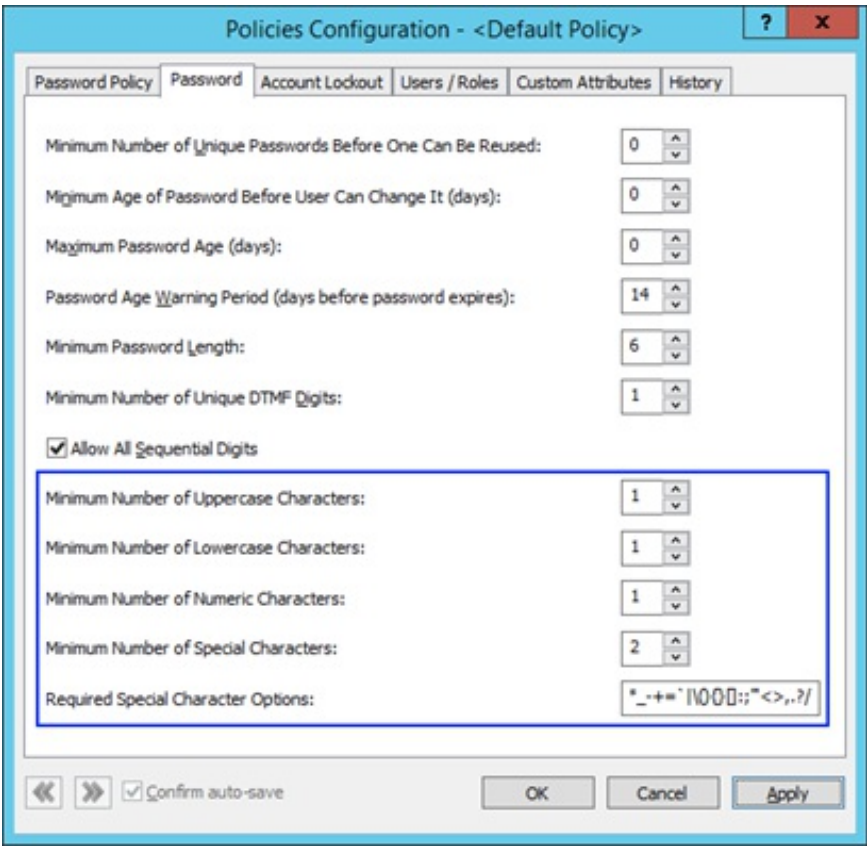
CIC can now use SHA-2 certificates for communication between CIC and its subsystems. This update allows customers to use either SHA-1 or 256-bit SHA-2 for certificates signed by the CIC server group authority. For more information, see “SHA-2 Upgrade Overview” in the [Security Features Technical Reference](#).

FIPS Compliance for JITC

CIC client applications can now operate in Windows environments where the **System cryptography: Use FIPS compliant algorithms for encryption, hashing, and signing** group policy is enabled.

Additional Password Policy Complexity Options

The CIC password policy now supports additional complexity options.



New password policy options

Interaction Recorder Policy Editor Overview Feature

Interaction Recorder Policy Editor now supports the initiation policy overview feature, which reviews and provides the following overview of enabled initiation policies defined with the Policy Editor:

- Verifies which entities (users, stations, lines, workgroups, and roles) will be recorded, based on the current initiation policies.
- Verifies which users and stations are licensed with the Interaction Recorder Access license.
- Checks for initiation policies that contain the **stop processing more policies** or **abandon recording** actions, which can affect recording initiation rules.
- Formats and displays results of the overview within the Initiation Policy Overview form.

For more information, see "Interaction Policy Overview" in the Interaction Recorder Policy Editor help.

Interaction Recorder Configuration Options for AWS

The Interaction Recorder Cloud Services configuration options for Amazon S3 now support Amazon Web Services (AWS) Version 4 with region endpoint support.

Interaction Administrator AWS Configuration Options

In the Interaction Recorder container in Interaction Administrator, administrators can configure a regional endpoint for each Amazon S3 bucket. The configuration options appear on the Cloud Services Configuration tab.

S3 Keys Editing AWS Options

An administrator must select which region endpoint to associate with their S3 bucket configuration. Per the Amazon "AWS Regions and Endpoints" documentation, specifying a regional endpoint can help reduce data latency in the application when accessing or storing recordings with the AWS S3 service.

Interaction Recorder Policy Editor AWS Configuration Options

In Interaction Recorder Policy Editor, when configuring Amazon S3 buckets for the retention policy store media action, the administrator can specify the region endpoint for any Amazon S3 bucket.

AWS-Related Improvements

Improvements include:

- The ability to store recordings in Amazon S2 buckets as part of the retention policy storage location action.
- Improvements to the parallel processing of recordings for Amazon S3 storage operations. The improved processing results in less load on system resources and more efficient thread usage throughout Interaction Recorder and the Remote Content Servers.

Crystal Reports Metadata Migrator Process Improvements

The migration process now migrates custom reports and includes several dozen historical reports that were not included in earlier CIC versions. The migration process runs without user intervention.

The process checks to see if there are reports to migrate. It migrates the report metadata and the ACLs associated with the reports.

The historical reports that are included in this process are found in IC Business Manager Interaction Reporter in the Legacy Historical Reports category. By default, the Legacy Historical Reports category is not visible. To display the category in Interaction Reporter, an administrator can change the state of this category to Visible in the Interaction Administrator Report Management node, on the Report Configuration page.

For more information and the list of legacy historical reports, see the Interaction Reporter Help.

New Parameter for Interaction Dialer Reports

The new Secure Campaign Name parameter uses a permissions-based selection of campaigns that a user has access to. With this parameter, users can select campaigns, for which they have access, to run a report. If the user does not have access to view a campaign, that campaign is not available from the campaign parameter list and the user is not able to run a report for that campaign.

For more information, see “Report Management” in the Interaction Administrator help.

Interaction Optimizer Enhancements

- In the Agent Details view, a new **Export All Visible Columns** button allows users to export all the columns in the view. This feature accompanies the existing **Export Editable Columns** button, which allows users to export only the columns with information that can be imported. For more information, see “Manage the Agent Details view” in the Interaction Optimizer help.
- In the Add Modification dialog box, a new **Create another** check box allows users to add more than one forecast modification. This feature allows users to quickly and easily add multiple modifications in one session without closing and reopening the dialog box each time. For more information, see “Add a forecast modification” in the Interaction Optimizer help.
- Previously, unexpectedly high or low forecast FTE values had a negative impact on the schedule, in some cases. In this release, we changed the forecast FTE calculations to resolve the unexpected fluctuation in forecast FTE values. This should result in improved headcount estimations.

Managed Phones

This release includes support for new phones. For more information, see the *Managed IP Phones Technical Reference* at http://help.inin.com/cic/mergedProjects/wh_tr/desktop/pdfs/managed_ip_phones_ag.pdf. The change log at the end of that document indicates the updates.

Polycom Phones VVX 101 and 201 Support

CIC now supports Polycom VVX 101 and VVX 201 as managed phones. The phone firmware is based on Polycom release 5.4.0. The phones will be available for deployment August 1 with the 2016 R4 release.

SIP 100/200 TLS Functionality

This release includes TLS/SRTP support for AudioCodes 420HD, Interaction SIP Station I, and Interaction SIP Station II.

Improved language models for Interaction Analyzer and Interaction Media Server

Added Oct. 4, 2016

CIC 2016 R4 introduced new language models that improve accuracy in keyword spotting for Interaction Analyzer and call analysis in Interaction Media Server.

Caution!

The new language models increase CPU resource utilization for Interaction Media Server and could overtax the server resulting in audio errors during interactions or probation periods. In CIC environments where Interaction Analyzer and call analysis are not used, the new language models do not impact Interaction Media Server performance. To ensure that your current Interaction Media Servers have sufficient CPU resources to facilitate the increase processing load of the new language models, download and use the [Interaction Media Server sizing calculator](#).

For CIC 2016 R4 Patch 0 through 2016 R4 Patch 4, the upgrade process for Interaction Media Server automatically installs and enables the new language models. However, due to the possibility of Interaction Media Servers being placed on probation by the CIC server because of increased utilization of CPU resources, CIC 2016 R4 Patch 5 reinstalls the previous language models. This change ensures that no unforeseen impacts occur to the ability of your Interaction Media Servers to handle and process interactions.

If you install 2016 R4 Patch 5 or later, you can control which language models Interaction Media Server uses for keyword spotting and call analysis. Using Interaction Administrator, set the `UseNewAnalyzerModels` server parameter to **True** to enable the new language models. Set the server parameter to **False** to use the previous language models.

Note:

In CIC 2017 R1, only the new language models will be installed and enabled. The older language models will not be available. Therefore, always set the `UseNewAnalyzerModels` server parameter to **True**. Genesys strongly recommends that customers using Interaction Analyzer re-evaluate their Interaction Media Server sizing forecast with the updated [sizing calculator](#) to validate that you have sufficient Interaction Media Server resources to support the additional CPU resource requirement prior to upgrading. If you require additional Interaction Media Servers, Genesys recommends that you reduce the amount of keyword spotting until you can implement additional Interaction Media Servers. To reduce the amount of keyword spotting, modify recording policies to reduce the percentage of calls being analyzed.

New Features in 2016 R3

This section lists the main features that are new in CIC 2016 R3.

Internet-Enabled Reporting

Internet-enabled reporting allows reporting services to execute without a direct connection from a workstation to the database server. The connection to the database server uses a reporting plug-in added to HttpPlugin Host to facilitate a proxy connection to the database server. A secure (SSL/TLS) WebSocket tunnel between Interaction Reporter and the reporting plug-in establishes a connection to the database. All database traffic uses this connection without the need for Interaction Reporter to establish direct connection to the database.

For more information about Internet-enabled reporting, see the *CIC Reporting Technical Reference* in the CIC Documentation Library.

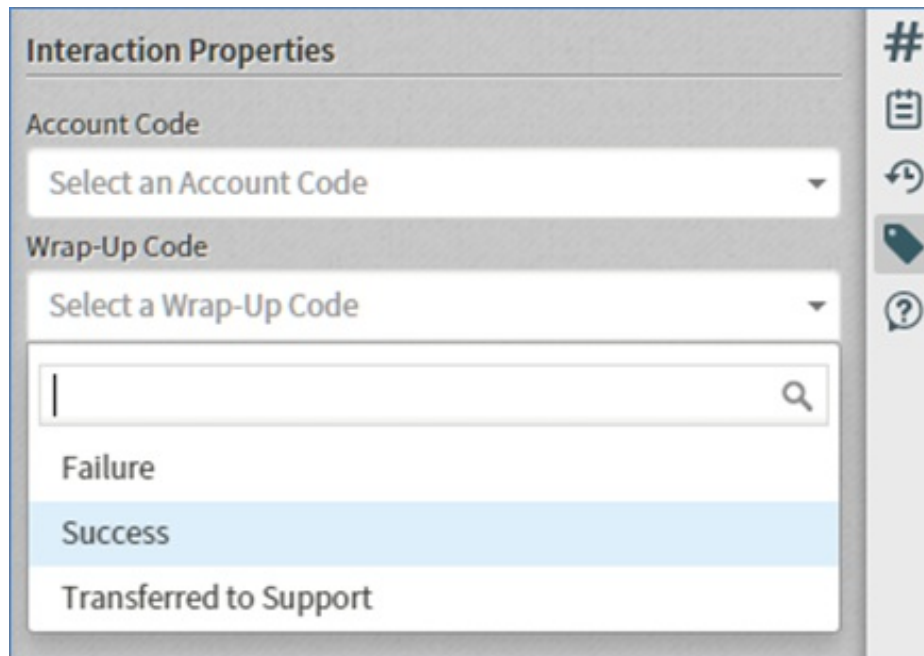
Interaction Connect Improvements

CIC 2016 R3 includes several enhancements to features in Interaction Connect.

Wrap-up Codes

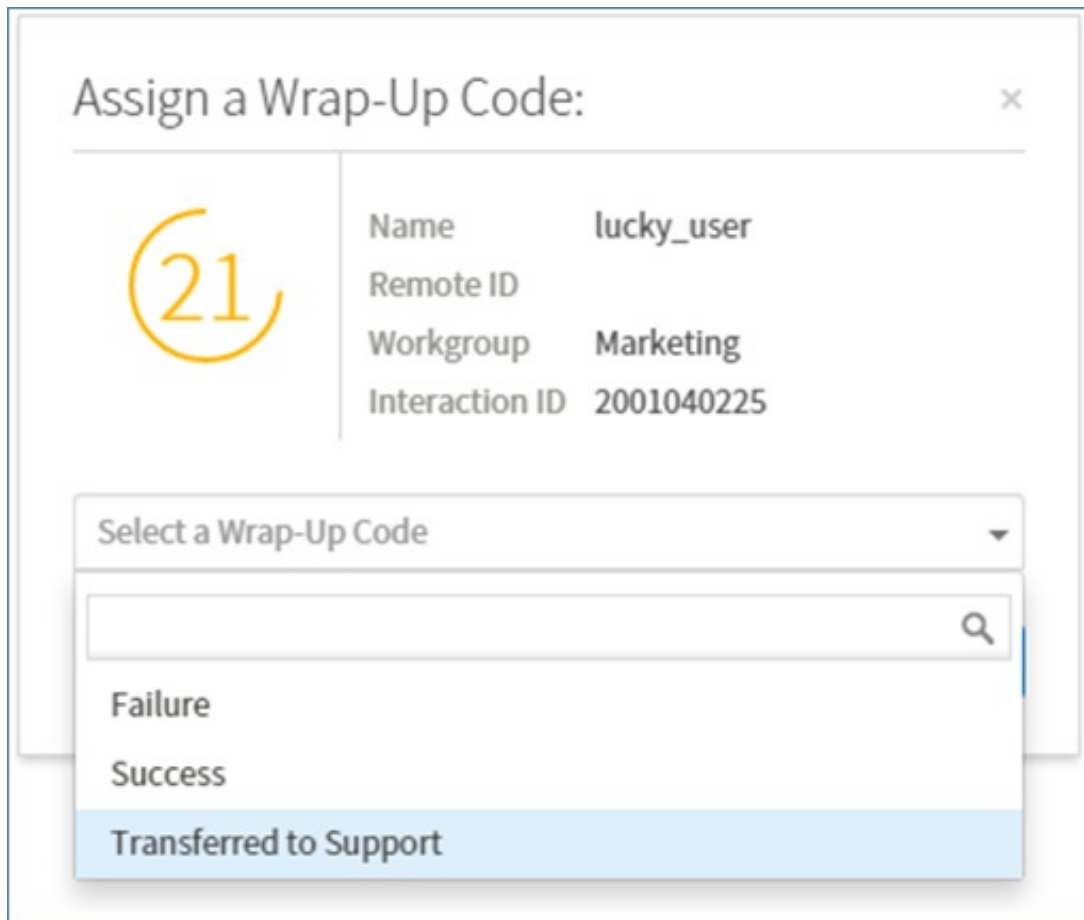
A user on an ACD interaction now has the option to set a wrap-up code. Wrap-up codes indicate the nature of an interaction, such as a billing problem, new order, or service request. CIC administrators can associate wrap-up codes with any workgroup queue. Reports are available to categorize call details by wrap-up codes.

Users have two options when setting wrap-up codes. The first option is to select a wrap-up code in the **Interaction Properties** dialog box during an interaction.



Setting the wrap-up code on an interaction using Interaction Properties

The second option is to select a wrap-up code from the **Assign a Wrap-Up Code** dialog box, which appears when the interaction disconnects if no wrap-up code is already set. The dialog box closes after a configurable amount of time, but a user can still set the wrap-up code in the **Interaction Properties** dialog box.



Setting the wrap-up code from the Assign a Wrap-Up Code dialog box

Secure Pause

Secure recording pause is a feature that an agent can initiate when requesting sensitive input, such as a social security number or credit card information, from a customer. The agent can initiate the pause using the **Secure Pause** icon on the queue toolbar.

The **Secure Pause** button is only available if:

- The user has the necessary security rights and adds the button to the toolbar.
- The feature is enabled.
- There is a selected interaction that is in an appropriate state, such as connected.



The **Secure Pause** button appears on the queue toolbar when enabled

To initiate a secure pause, the agent clicks the **Secure Pause** icon. All recordings of the interaction pause for a configurable amount of time. An administrator can globally configure the length of secure pauses in the Recorder configuration in Interaction Administrator. During the pause, the amount of time remaining in the secure segment appears on the toolbar. The recording resumes when the pause is complete.



The secure pause timer counts down the amount of time remaining

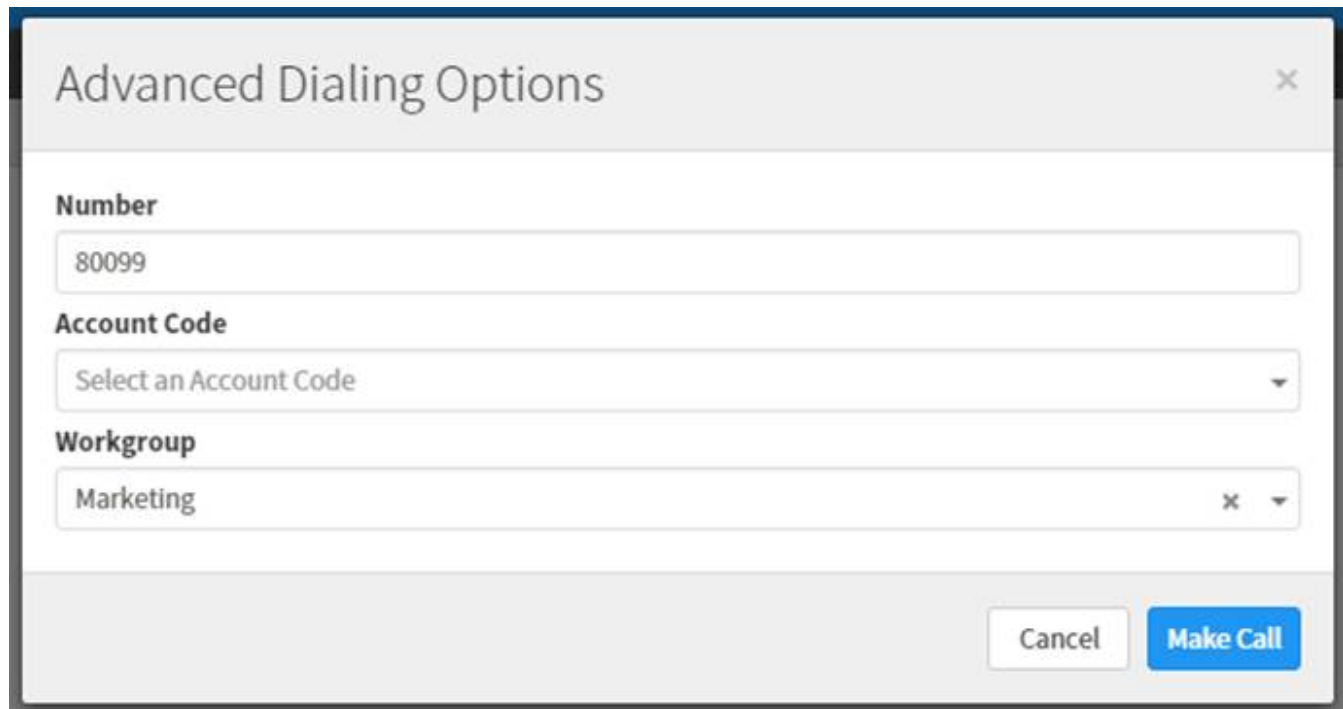
To extend the pause, the agent can click the icon again. The secure pause terminates when the configured amount of time elapses.

Dial on Behalf of Workgroups

If the CIC administrator enables advanced dialing options for an agent and that agent is a member of at least one workgroup and has at least one account code to select, then the **Advanced Dialing Options** dialog box appears every time the agent starts a call. This prompts the agent to assign the appropriate account code and/or designate a workgroup.

If an agent designates a workgroup when making a call, this action associates the outbound call with a workgroup. Primarily used for administrative and reporting purposes, the dial on behalf of a workgroup feature enables the call to count towards an agent's and the workgroup's statistics.

Note: An agent can only dial on behalf of a workgroup in which his or her status is Active.

The image shows a screenshot of the 'Advanced Dialing Options' dialog box. It has a title bar with the text 'Advanced Dialing Options' and a close button (X) in the top right corner. The dialog contains three input fields: 'Number' with the value '80099', 'Account Code' with a dropdown menu showing 'Select an Account Code', and 'Workgroup' with a dropdown menu showing 'Marketing'. At the bottom right, there are two buttons: 'Cancel' and 'Make Call'.

Advanced dialing options

PureCloud for CIC Integration (Phase 1)

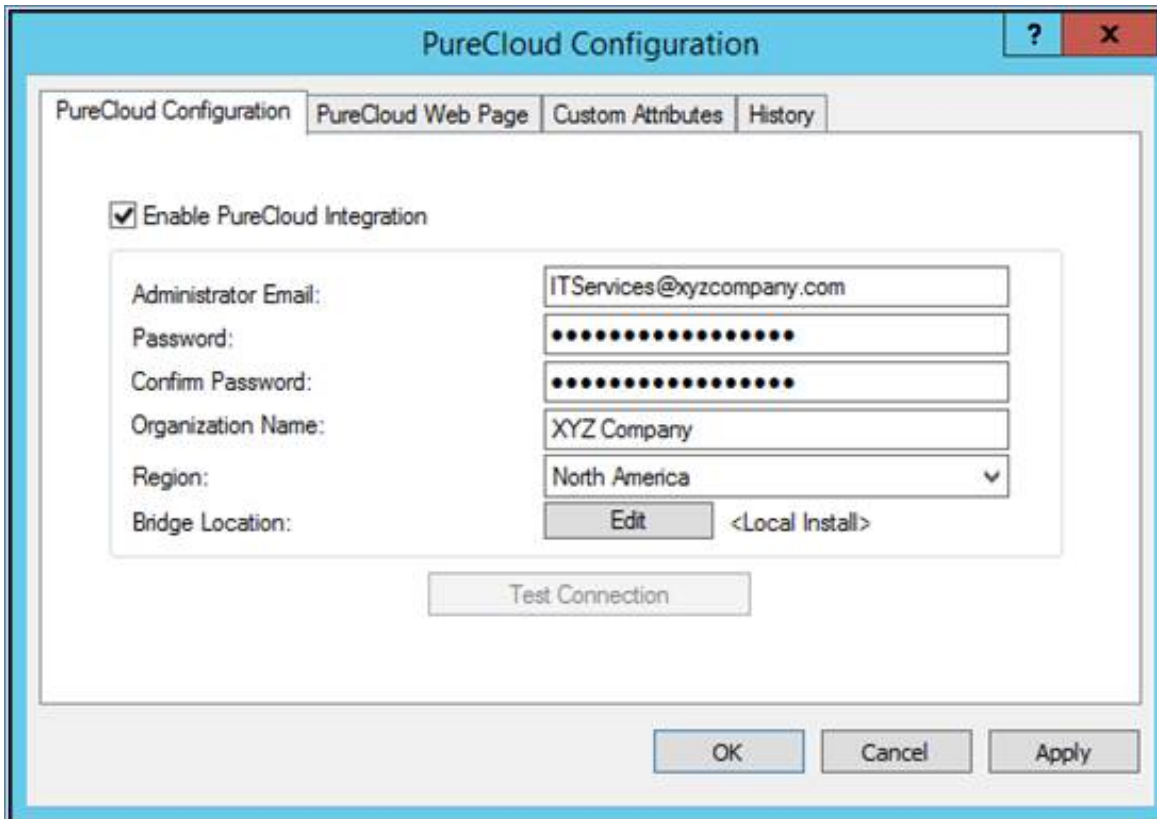
The PureCloud for CIC integration enriches the CIC user experience by leveraging the power and data of CIC and the collaborative features of PureCloud. PureCloud for CIC brings users together into a single environment that allows for seamless communication between CIC and PureCloud-only users.

The initial phase of the integration includes:

- Configuration in Interaction Administrator
- User information and status synchronization
- Interaction Connect user access to PureCloud Collaborate

Configuration in Interaction Administrator

The PureCloud for CIC configuration only requires a few steps in Interaction Administrator. The CIC administrator can create a new PureCloud organization, if one does not already exist, or use an existing PureCloud organization.



The image shows a 'PureCloud Configuration' dialog box with a blue title bar and standard window controls. It features four tabs: 'PureCloud Configuration' (selected), 'PureCloud Web Page', 'Custom Attributes', and 'History'. Under the 'PureCloud Configuration' tab, there is a checkbox labeled 'Enable PureCloud Integration' which is checked. Below this, a form contains the following fields: 'Administrator Email' (text box with 'ITServices@xyzcompany.com'), 'Password' (password box with 12 dots), 'Confirm Password' (password box with 12 dots), 'Organization Name' (text box with 'XYZ Company'), 'Region' (dropdown menu showing 'North America'), and 'Bridge Location' (text box with 'Edit' and '<Local Install>'). A 'Test Connection' button is located below the form. At the bottom of the dialog are 'OK', 'Cancel', and 'Apply' buttons.

PureCloud for CIC configuration

- A new PureCloud Admin user is automatically created with the specified email address and password. The PureCloud Admin user has permissions in both CIC and PureCloud.
- PureCloud Bridge is installed to manage the data transfer between CIC and PureCloud. A local install on the IC server is recommended. However, an off-server PureCloud Bridge install is available.
- Once PureCloud for CIC is configured, the administrator can start PureCloud Collaborate directly from Interaction Administrator.

User information and status synchronization

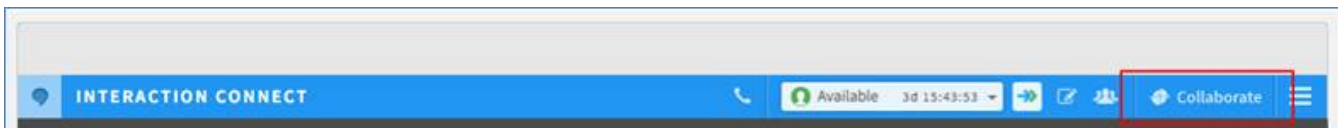
CIC user information and statuses are automatically and continuously synced into a paired PureCloud organization.

PureCloud for CIC syncs the following default CIC user information in the PureCloud organization:

- Display name (required)
- Email address (required)
- Extension
- Business number
- Work phone
- Cell phone
- Department name
- Title
- Status (user-configured)

Interaction Connect user access to PureCloud Collaborate

Once PureCloud for CIC is configured, CIC users can access PureCloud Collaborate directly from Interaction Connect.



Collaborate access in Interaction Connect

For more information about the integration, see the *PureCloud for CIC Administrator's Guide* in the CIC Documentation Library at <http://help.inin.com/cic/>.

Interaction Recorder Snippet Recordings

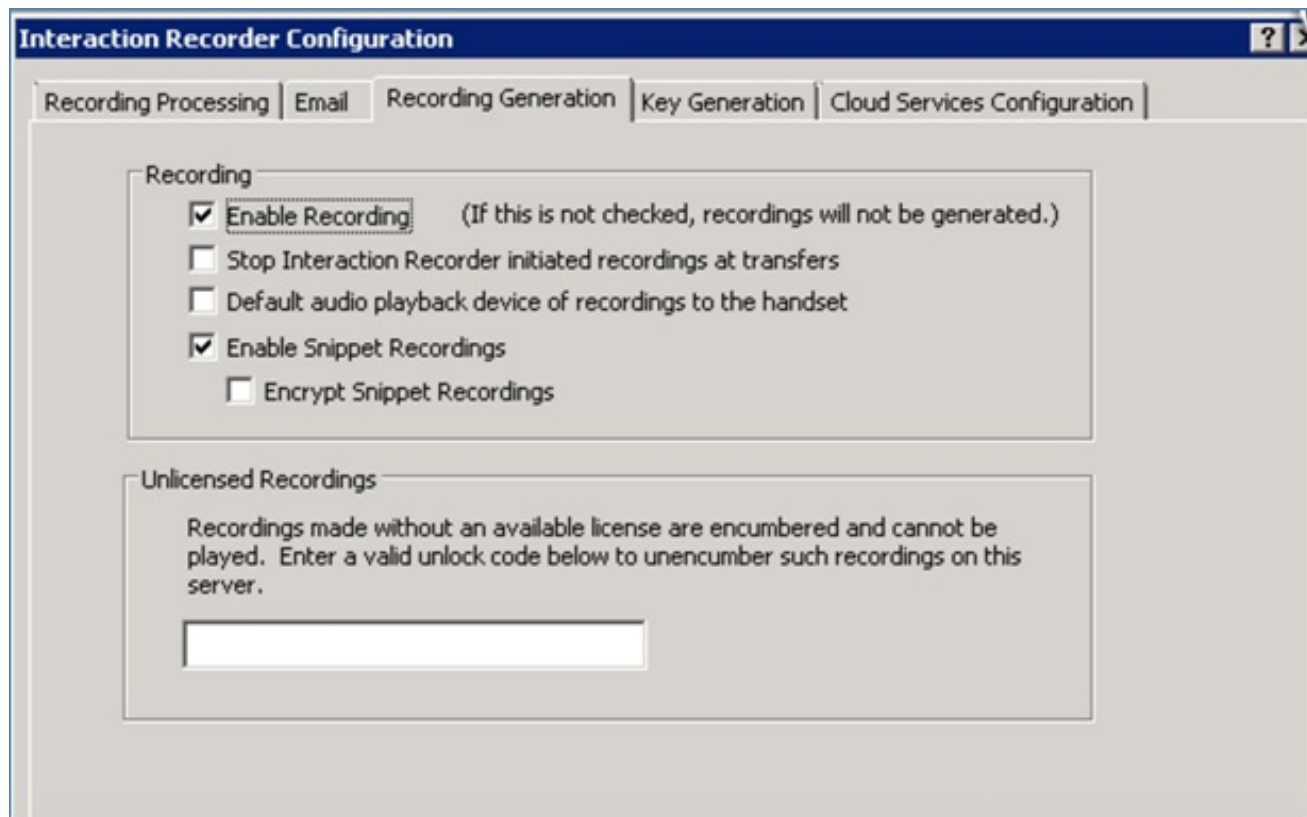
A new snippet recording feature in Interaction Recorder provides the option to initiate recording of a portion of a call or chat. This is useful when there is a need to record only a segment of a conversation, such as for the confirmation of a transaction request.

This feature helps contact centers meet specific needs for recordings. For example, many organizations require the ability to record a segment of a conversation for legal purposes. Also, some organizations require the ability to initiate a recording only after obtaining agreement from the customer.

An agent can control the point at which the recording begins or ends. Unlike with ad hoc recordings, Interaction Recorder records and manages snippet recordings. Agents can manually initiate and stop snippet recordings during a portion of a call. Handlers can also start and stop recordings.

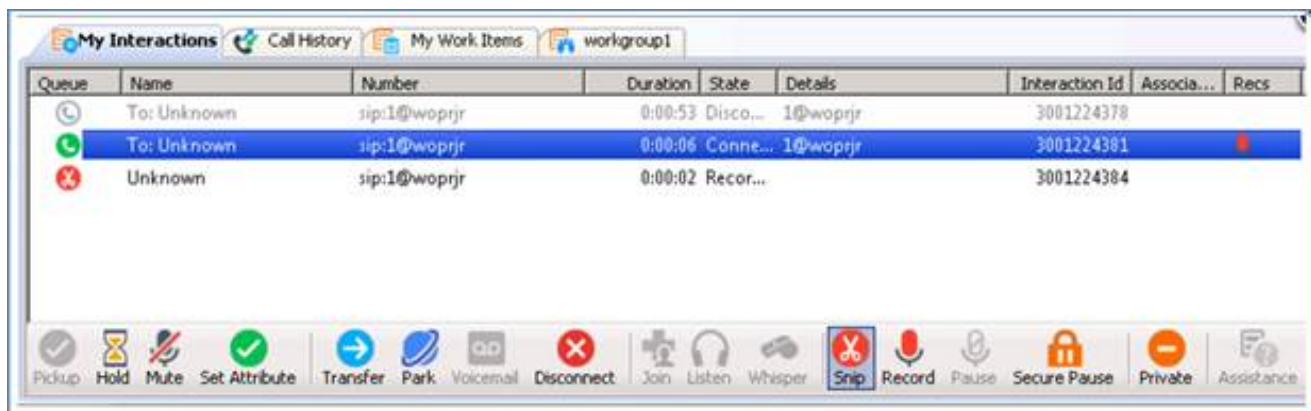
Other features of snippet recordings:

- A new search attribute provides the ability to locate snippet recordings.
- Interaction Recorder supports the encryption of snippet recordings for security purposes.
- Snippet recordings are available for quality evaluation purposes.
- The type of recording, Snippet or Policy-based, appears in the new **Recording Type** column in the Search Results view.

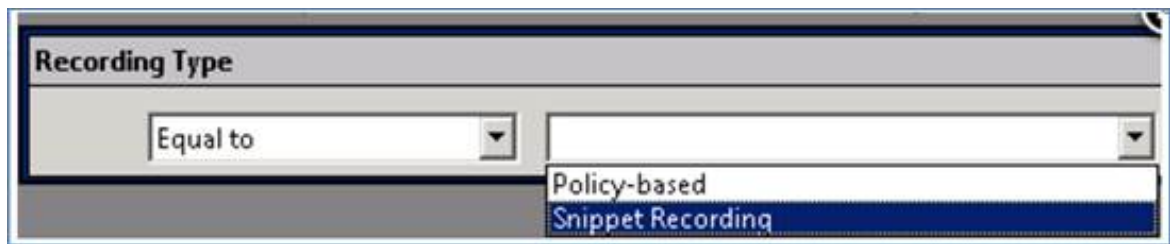


The screenshot shows the 'Interaction Recorder Configuration' window with the 'Recording' tab selected. The window has a title bar and a tabbed interface with tabs for 'Recording Processing', 'Email', 'Recording Generation', 'Key Generation', and 'Cloud Services Configuration'. The 'Recording' tab is active, displaying a 'Recording' section with several checkboxes: 'Enable Recording' (checked), 'Stop Interaction Recorder initiated recordings at transfers' (unchecked), 'Default audio playback device of recordings to the handset' (unchecked), 'Enable Snippet Recordings' (checked), and 'Encrypt Snippet Recordings' (unchecked). A note next to 'Enable Recording' states: '(If this is not checked, recordings will not be generated.)'. Below the 'Recording' section is an 'Unlicensed Recordings' section with a text box for entering an unlock code. The text in the 'Unlicensed Recordings' section reads: 'Recordings made without an available license are encumbered and cannot be played. Enter a valid unlock code below to unencumber such recordings on this server.'

Snippet recording configuration



New icon to initiate and stop a snippet recording



Search for snippet recordings only

Search Results (52 recordings)					
	Media Type	Recording Type	Recording ID	Date/Time	Recording
<input checked="" type="checkbox"/>			=		=
<input type="checkbox"/>			30241814-e4af-...	11/19/2015 10:31:11 AM	00:00:52
<input type="checkbox"/>			0a241814-295b-...	11/19/2015 10:28:27 AM	00:00:50
<input type="checkbox"/>			09241814-25d1...	11/19/2015 10:28:24 AM	00:00:52
<input type="checkbox"/>			fc231814-182b-...	11/19/2015 10:27:26 AM	00:00:52
<input type="checkbox"/>			c5231814-8209-...	11/19/2015 10:23:29 AM	00:00:14
<input type="checkbox"/>	Call		c4231814-428a-...	11/19/2015 10:23:27 AM	00:00:16
<input type="checkbox"/>			b6231814-0410...	11/19/2015 10:22:25 AM	00:00:52
<input type="checkbox"/>			a7231814-a233-...	11/19/2015 10:21:21 AM	00:00:00

Recording type search results

Interaction Dialer Compliance Improvements

This release includes compliance-related improvements to Interaction Dialer.

Policy Set/Behavior Types

When configuring the call routing behavior type for a PreCall policy type, users can now select Preview in addition to the standard routing types Normal, Precise, and Do Not Call. Selecting the Preview routing type configures the system to wait until an agent is available, presents the agent with a screen pop that includes contact information, and then places a call object in an initializing state on the agent’s queue. The system either waits for the agent to manually make the call, or, if Preview Countdown is enabled, makes the call once the time on the countdown timer elapses.

Preview routing type

Recall Control

New max attempt thresholds allow an administrator to set the maximum number of contact attempts, after which no more calls are made to the contact. This maximum is configurable on a per-record or per-number basis. Conversely, an administrator can allow an unlimited number of per-number, per-record, or per-day contact attempts.

Campaign Ownership

On the **Campaign Ownership** tab in the **Contact List** view, an administrator can configure options to ensure that multiple campaigns do not dial the same contact on a shared contact list during a configurable period of time. This is useful if multiple campaigns simultaneously use the same contact list. The first campaign to dial a number gets ownership of that record. Dialer denies access to any other campaigns that attempt to access that record.

The **Action** options on the same tab allow an administrator to manually release ownership of campaign records. These options are only available if the administrator has the Contact List Record Ownership Control security right.

Campaign ownership options

Custom DNC Source

A new field, **Custom DNC source**, appears on the **Contact List** tab. This field allows the administrator to specify both a custom DNC data source and a DNC.com source to simultaneously scrub contact lists. Using more than one data source is optional.

Scheduled Call History

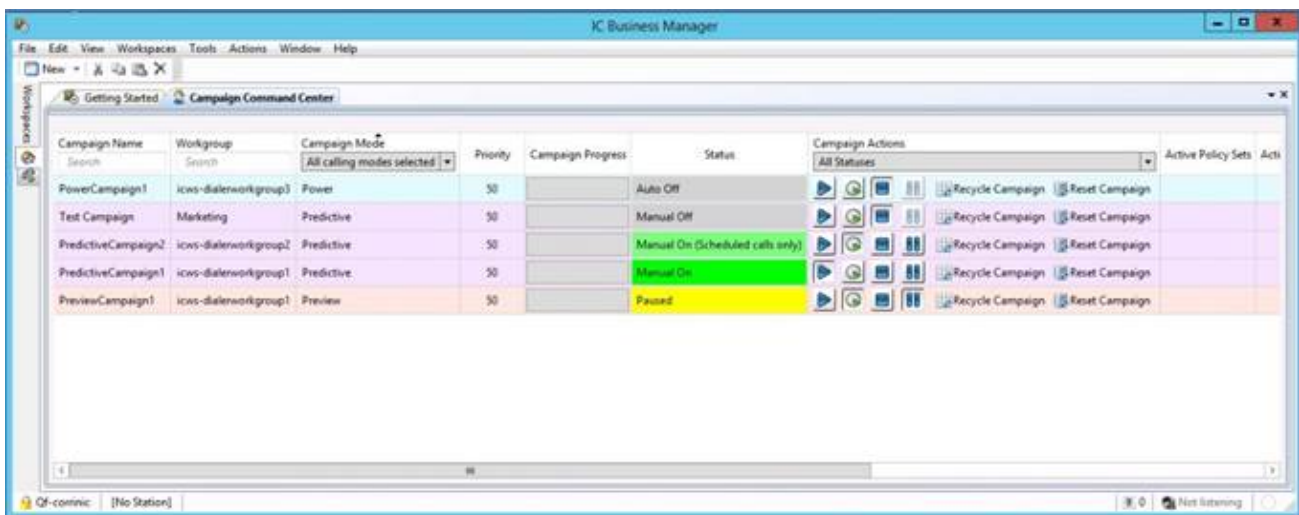
When a scheduled callback occurs, a new `callscheduledtime` field in the `CallHistory` table stores the call's scheduled date and time.

When a call results in a scheduled callback, Dialer adds a new `CallHistory` record for that call. The `wrapupcategory` and `wrapupcode` fields in the record contain the word "Scheduled," and the `callscheduledtime` field is NULL. Then, when the scheduled callback occurs, Dialer adds a second `CallHistory` record for that call. The `callscheduledtime` field in the new record contains the date and time of the scheduled call, and the `wrapupcategory` and `wrapupcode` fields contain the appropriate values.

Campaign Command Center View Enhancements

Enhancements to the **Campaign Command Center** view make it easier to find information with multiple campaigns displayed:

- Color coding in the **Status** column indicates the status of each campaign.
- Color coding of rows indicates which rows have the same value in the sort-by column.
- Sortable columns include **Workgroup**, **Campaign Mode**, **Priority**, **Campaign Progress**, and **Status**. Sorting by the **Campaign Name** column displays alternating row colors because campaign names are always unique.



Campaign Command Center color coding

DNC.com Metadata

When scrubbing a contact list, Dialer can now access and process additional metadata from DNC.com. This metadata includes information on Calling Time Window, Calling Time Restrictions, Do Not Call Today, and Existing Business Relationship (EBR) Permission. Information about calls that are blocked based on this metadata is stored in a new searchable table. Results of blocked call searches can then be exported in a number of different formats for future use.

Removal of HEAT Integration

As of CIC 2016 R3, the HEAT integration is no longer available. However, HEAT is now available as a cloud solution. For more information about the integration to support the HEAT cloud version, contact Genesys partner Automated Voice and Data Solutions.

New Features in 2016 R2

This section lists some of the main features that are new in CIC 2016 R2.

New Features in 2016 R2

This section lists the main features that are new in CIC 2016 R2.

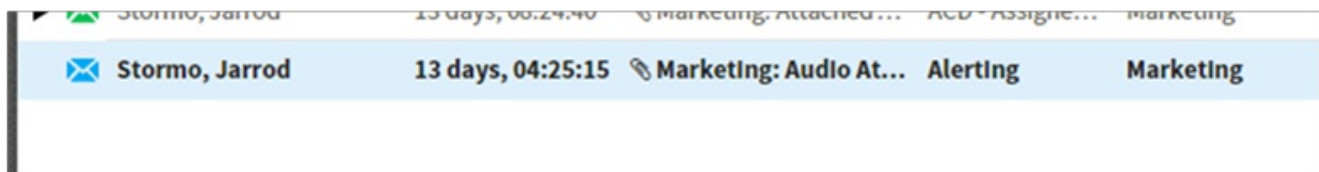
Interaction Connect Enhancements

This release contains several enhancements to Interaction Connect. For more information about the features and enhancements described here, see the Interaction Connect Help.

Support for Email Interactions

Users can now reply to ACD-routed email messages. Like with other interaction types, CIC reports and statistics can include email message replies. With support for email interactions, Interaction Connect now supports all interaction types, except Interaction Process Automation work items.

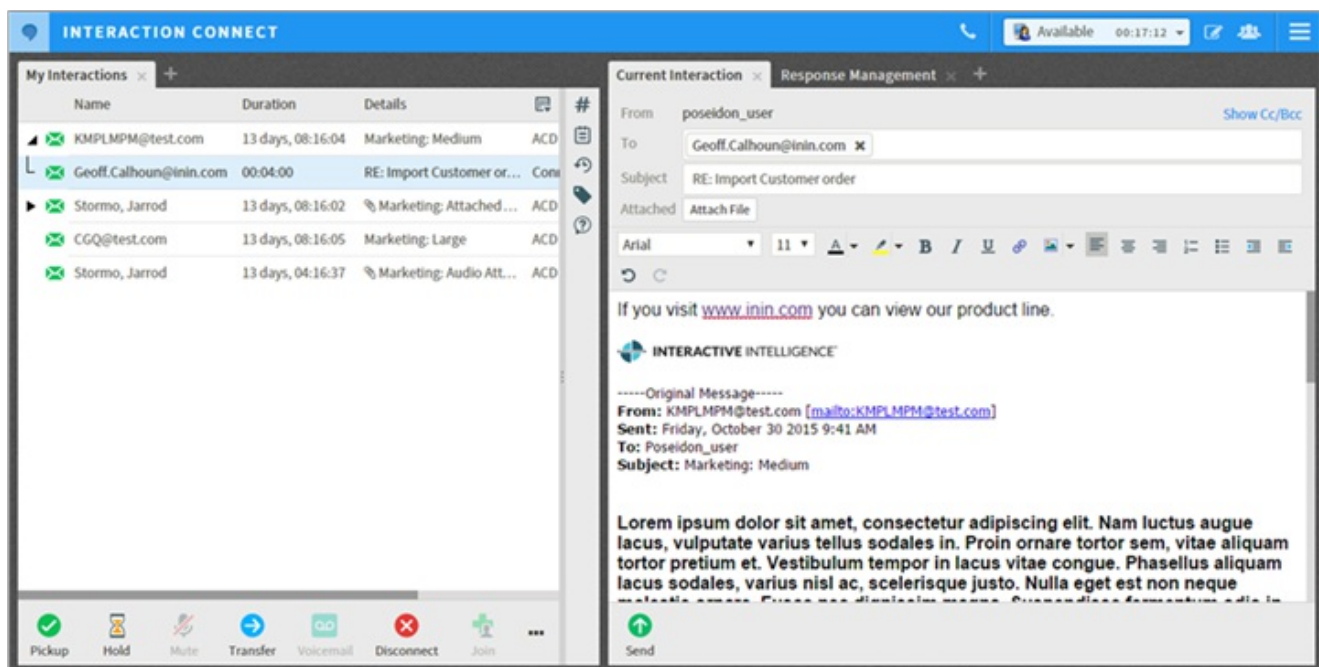
As with other interaction types, users see email interactions on the My Interactions tab and they receive pop-up notifications to alert them to email interactions.



Alerting email interaction on the My Interactions tab in Interaction Connect

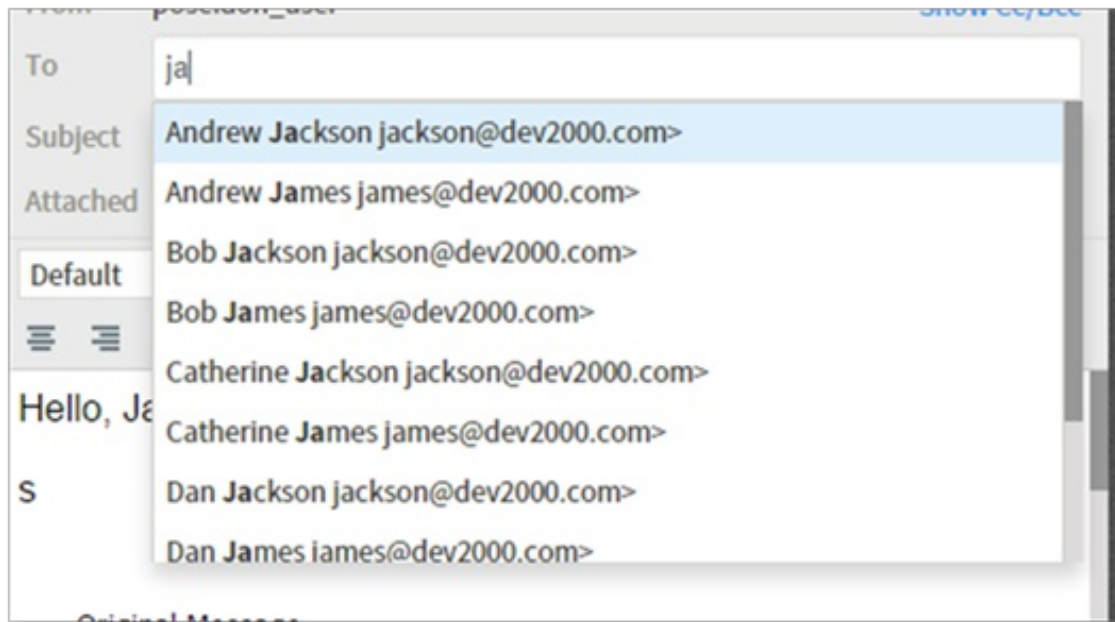
The email editor in Interaction Connect offers a rich email experience, similar to the one in Interaction Desktop. The email editor enables users to customize email messages in many different ways, including:

- Changing the font, font size, and font color
- Highlighting text
- Aligning and indenting text
- Inserting hyperlinks and images



Working with an email interaction

The email form also includes the ability to resolve contacts automatically as the user types in the To, CC, and BCC fields. This ability reduces the time it takes to respond to an email interaction.



Contact resolution

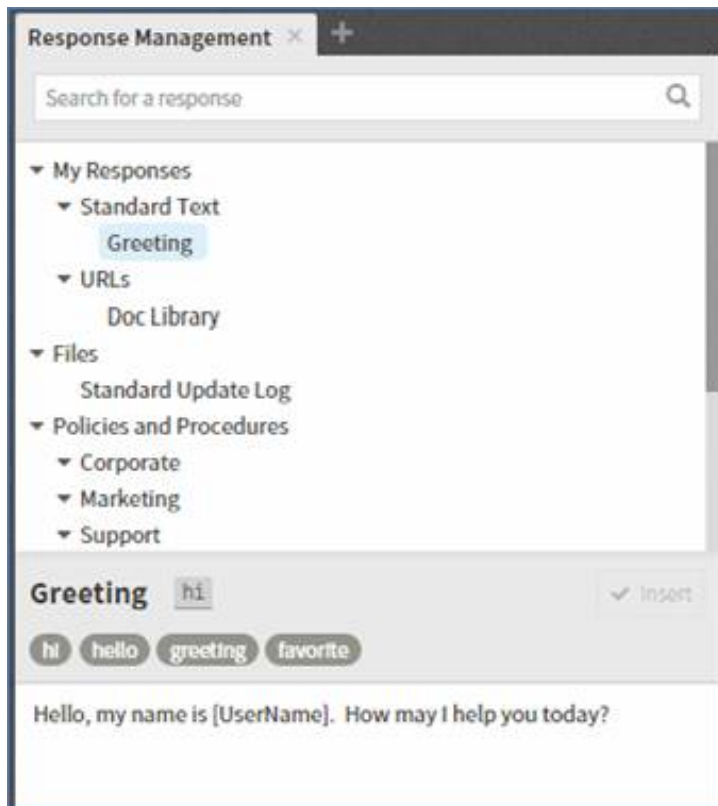
For more information about email interactions in Interaction Connect, see the Email Messages section of the Interaction Connect help.

Support for Response Management

Interaction Connect now supports Response Management, which enables the use of pre-defined items, such as messages and stored files, to more quickly handle interactions. CIC administrators can create system-wide response items and organize them into categories. Administrators can then grant the necessary rights for all or selected users to access a particular library of response items.

Users can view, select, and use a stored response during a chat session, when replying to an ACD-routed email interaction, and when responding to a callback request.

Note: A future release of Interaction Connect will allow users to create and manage their own personal responses. Users can view, select, and use any existing personal responses they have created using another CIC client, like Interaction Desktop.



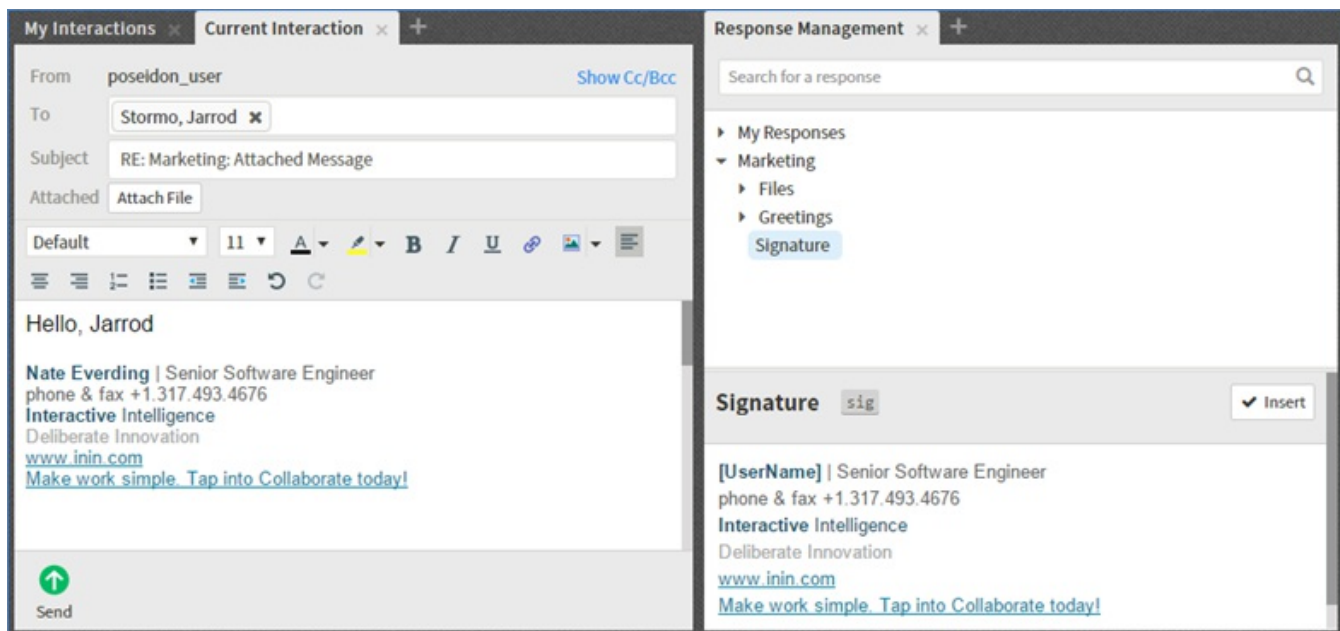
Response management library with several categories and items

Response management also includes the ability to use macros. Macros allow information to be filled in dynamically when the response item is chosen, reducing the overall number of response items that you need to create.

Macros can be items such as:

- The user name
- Interaction attributes, including custom attributes
- The current date and time

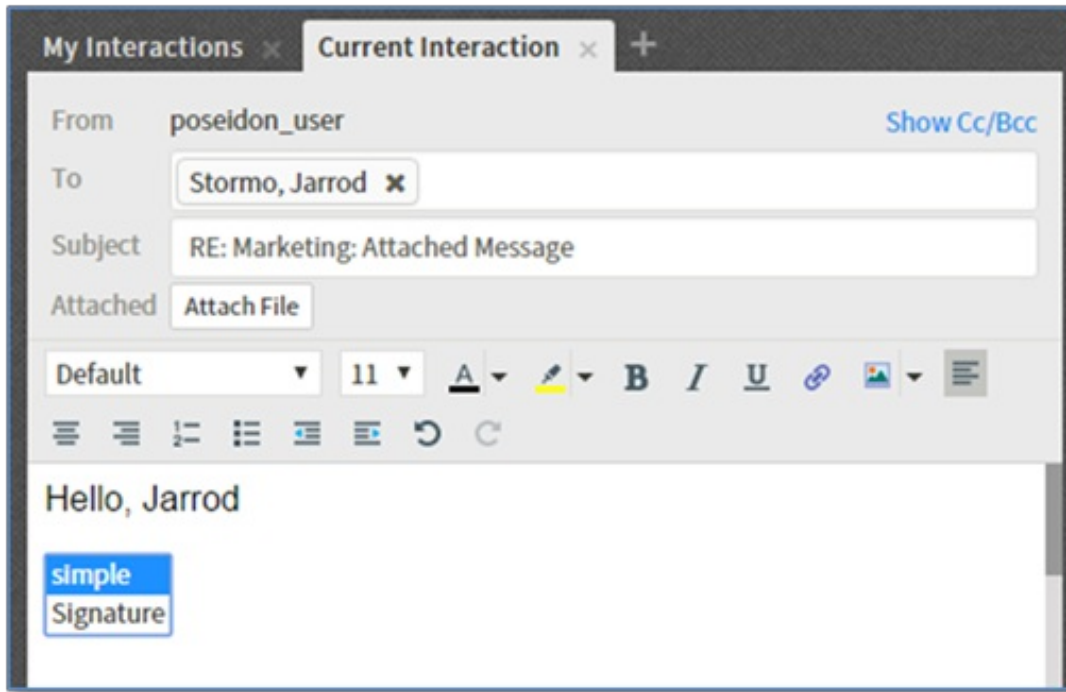
Under **Signature** in the following screen, the chosen response item includes the macro [Username]. In the interaction, the user's name, Nate Everding, is filled in when the response item is inserted. Since the user name is filled in dynamically, every user could potentially use this one response item, eliminating the need to create a signature response item for each user.



UserName macro fills in user name

Response management shortcuts allow quicker insertion of response items. In the screen above, the signature response item has the shortcut “sig.”

In the body of the email below, the user types an s and then presses Ctrl+Spacebar. Since there are two response items with shortcuts that begin with s, the user sees a list of the two options. Had there only been one response item with a shortcut that begins with s, it would have been automatically inserted.



Example of response management shortcuts

For more information about response management, see the Response Management section of the Interaction Connect help.

Interaction Process Automation Off-Server Install

The off-server components section of the CIC .iso file now includes an option to install off-server instances of Interaction Process Automation version 2.

Process Automation Server version 2, which released in CIC 2015 R3, provides greater scalability and N+1 capabilities. For more information about the improvements in Process Automation Server version 2, see the [CIC 2015 R3 release webinar](#).

For more information about the install, see the [Interaction Process Automation Technical Reference](#).

IC Web Services (ICWS) Improvements

This release includes new Agent-Assistance and Client Configuration public APIs, and improvements to the POST and PUT APIs.

For more information, documentation, and examples, or to download the ICWS SDK, see <https://developer.inin.com/documentation/pages/default.aspx>.

ICWS Community Technology Preview

You can now preview upcoming ICWS improvements and new APIs. Improvements and new APIs are generally available for preview one release before they become public. This preview period allows time for initial testing and development work to start before the APIs are public.

For example, the following new or improved APIs are now available to preview in CIC 2016 R2:

- Configuration
- Connection
- Interactions
- Response management
- Statistics

Email Attachment Download Improvements

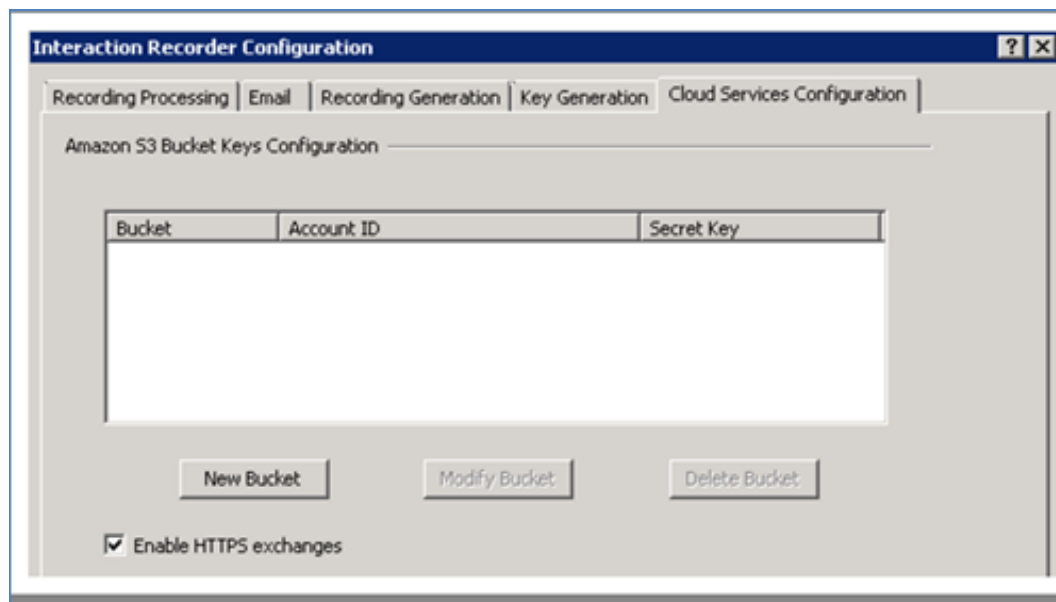
Email attachments now download out-of-band using HTTP file transfer. This improvement significantly reduces the time it takes to download attachments, especially for connections with nontrivial latency, such as over a WAN.

Interaction Quality Manager Improvements

Interaction Quality Manager now provides the ability to force the Interaction Screen Recorder Capture Client to log on to only a specific single sign-on (SSO) identity provider. Configuration now enables automatic logon to screen recorder using single sign-on credentials. It eliminates the need for users to log on to both SSO and Interaction Screen Recorder Capture Client.

If a recording is encumbered, the local party name is now visible in IC Business Manager to allow administrators to identify users or stations that need the Recorder Add-on license. This eliminates the need to scour the logs or run manual database queries to determine which users or stations are missing the required license.

There is a new configuration option within Interaction Recorder to control whether exchanges between the Amazon S3 cloud services and Interaction Recorder Server are HTTP or HTTPS. This option is especially beneficial for CaaS.



Cloud Services configuration in Interaction Recorder

Interaction Speech Recognition

Interaction Speech Recognition includes support for additional languages, including Australian English (en-AU), U.S. Spanish (es-US), Canadian French (fr-CA), and German (de-DE). Support for U.S. English (en-US) was included in a previous CIC release. All of the languages are available in tier 1 and tier 2 licensing.

Interaction Text-to-Speech

This release introduces native support for Interaction Text-to-Speech, which runs natively on the media server and includes support for these initial languages: U.S. English (en-US), Australian English (en-AU), Great Britain English (en-GB), Canadian French (fr-CA), and German (de-DE).

Usage-based Pricing for Speech within CaaS

CIC 2016 R2 introduces a change to pricing for speech offerings. You can still choose to purchase persistent ports, however two new options based on reported usage are now available.

- Price per minute
With this option, the system tracks the usage of speech and converts that into a time value. You pay for actual usage based on that time.
- Maximum monthly concurrent ports
This option monitors your call ports and reports on the largest maximum usage. Your bill is based on the port cost multiplied by the number of concurrent ports.

You can use both options with Interaction Speech Recognition or Nuance's Recognizer speech offerings.

New Interaction Dialer Reports

This release includes two new Interaction Dialer reports: Best Time to Call Analysis and Call Answer Distribution. These reports allow customers more intuitive looks into their data set in an effort to increase ROI.

Best Time to Call Analysis Report

This report displays an hourly breakdown of contacts, right party contacts, and success rates for one or more campaign groups.

The report consists of a main report with summarized data per site ID, campaign name, and campaign group. A line chart, which follows the data, allows comparison of contacts, RPC, and success, based on the number of dials.

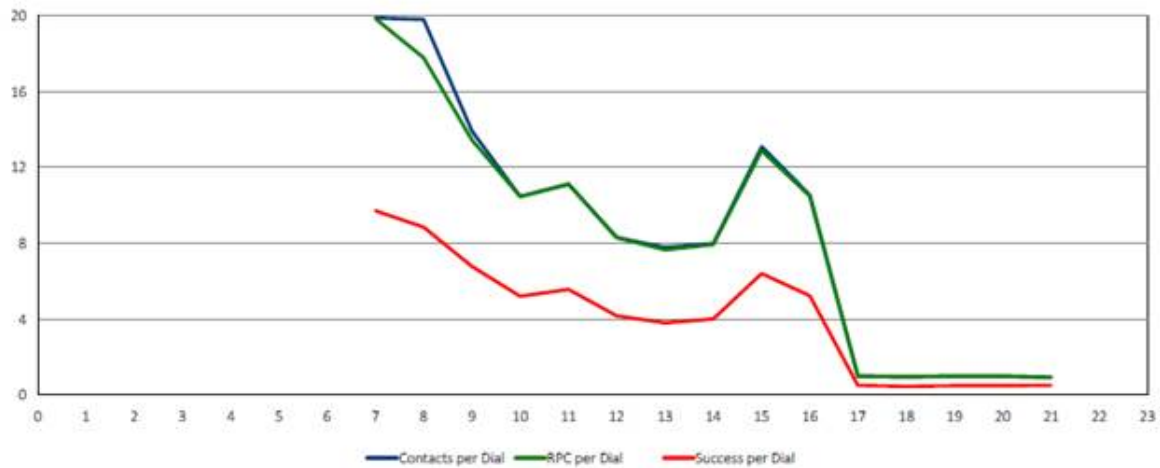
Best Time To Call Analysis



Date: 7/1/2015 12:00:05 AM - 10/1/2015 11:59:59 PM
 Site: <All>
 Campaign: rabahcampaign
 Campaign Group: <All>

Site: Regular_server
 Campaign Name: RabahCampaign
 Campaign Group: -

Time	Dials	Contacts		Right Party Contact			Success			
		#	Per Dial	#	Per Dial	Per Contact	#	Per Dial	Per Contact	Per RPC
7:00	9,584	1,903	19.86	1,899	19.81	99.79	930	9.70	48.87	48.97
8:00	170,993	33,830	19.78	30,373	17.76	89.78	15,125	8.85	44.71	49.80
9:00	268,993	37,377	13.90	36,133	13.43	96.67	18,195	6.76	48.68	50.36
10:00	366,596	38,329	10.46	38,329	10.46	100.00	19,044	5.19	49.69	49.69
11:00	338,393	37,587	11.11	37,561	11.10	99.93	18,823	5.56	50.08	50.11
12:00	461,843	38,317	8.30	38,290	8.29	99.93	19,291	4.18	50.35	50.38
13:00	538,548	41,826	7.77	41,199	7.65	98.50	20,421	3.79	48.82	49.57
14:00	522,520	41,701	7.98	41,414	7.93	99.31	20,917	4.00	50.16	50.51
15:00	381,085	49,862	13.08	49,026	12.86	98.32	24,388	6.40	48.91	49.75
16:00	379,675	39,997	10.53	39,784	10.48	99.47	19,820	5.22	49.55	49.82
17:00	178,757	1,778	0.99	1,777	0.99	99.94	889	0.50	50.00	50.03
18:00	155,042	1,487	0.96	1,486	0.96	99.93	716	0.46	48.15	48.18
19:00	179,244	1,763	0.98	1,763	0.98	100.00	884	0.49	50.14	50.14
20:00	179,018	1,778	0.99	1,778	0.99	100.00	883	0.49	49.66	49.66
21:00	30,440	282	0.93	282	0.93	100.00	153	0.50	54.26	54.26



Best Time to Call Analysis Report

Best Time To Call Analysis

REQUIRED PARAMETERS

DateTime

Custom

7/1/2015 12:00:00 AM To 9/24/2015 11:59:59 PM

Add Parameter

ADDITIONAL PARAMETERS

Additional Parameters...

Additional Parameters...

Campaign

Site ID

Campaign Group

Best Time to Call Analysis Report parameters

Parameters

This report requires a date/time range to query the view.

Users can narrow the query results using the following parameters:

- Site ID
- Campaign name
- Campaign group

Interaction Dialer now supports the selection of multiple sites, campaign names, and groups.

ADDITIONAL PARAMETERS

Additional Parameters...

Site ID

Equals ManualOnly x

--- OR ---

Equals Regular_server x

Add Parameter

Parameters for selecting multiple Interaction Dialer sites

ADDITIONAL PARAMETERS

Additional Parameters...

Campaign

Equals Agentless Campaign x

--- OR ---

Equals Bilingual x

--- OR ---

Equals Bilingual Weekend x

Add Parameter

Parameters for selecting multiple campaigns

ADDITIONAL PARAMETERS

Additional Parameters...

Site ID

Equals ManualOnly x

--- OR ---

Add Parameter

Campaign

Equals Bilingual Weekend x

Add Parameter

Campaign Group

Equals Bilingual Sat/Sun - Blasters Homes/Mobiles Messages x

--- OR ---

Equals Bilingual Sat/Sun 9 - *** Business NO Messages x

--- OR ---

Equals Bilingual Sat/Sun 3 - Mobiles NO Messages x

Add Parameter

Parameters for selecting multiple campaign groups

A user can select multiple campaign groups using the pre-populated list for the selected campaign, except when a campaign group is part of the selection to run the report.

Call Answer Distribution

This report displays summary data and a graphical analysis of the number of seconds it takes to answer Interaction Dialer calls. This data provides guidance for setting the no-answer timeout value. The Show Detail parameter drives the display of the following summary data table.

Call Answer Distribution

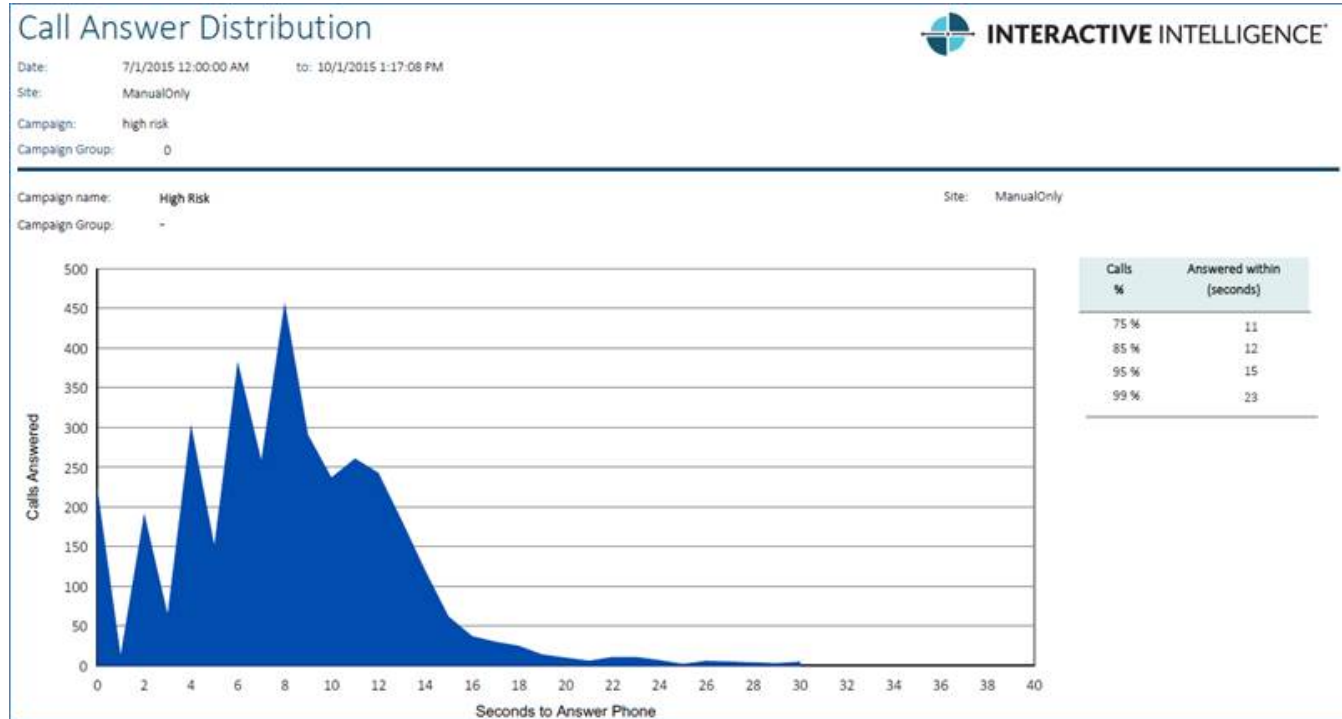
Date: 7/1/2015 12:00:00 AM to: 10/1/2015 1:17:08 PM
 Site: ManualOnly
 Campaign: high risk
 Campaign Group: 0

Campaign name: High Risk
 Campaign Group: -

Calls	Answered within seconds	Calls %	Running Total %
224	0	6.19	6.19
13	1	0.36	6.55
192	2	5.31	11.86
65	3	1.80	13.65
304	4	8.40	22.06
152	5	4.20	26.26
383	6	10.59	36.84
259	7	7.16	44.00
458	8	12.66	56.66
291	9	8.04	64.70

Call Answer Distribution Report

Following the summary data, the graph presents the distribution of answered calls.



Call Answer Distribution Report

Parameters

- Start date/time (local converts to map CallplacedtimeUTC)
- Campaign (maps CampaignName)
- Campaign group (returns Campaign Group identifier to map CallHistory.RuleGroupID)

- Site ID (maps CallHistory.SiteID)
- Show detail (Boolean to control tabular data visibility)

The screenshot shows a dialog box titled 'Call Answer Distribution Report parameters'. It contains four sections, each with a dropdown menu, a text input field, and an 'Add Parameter' button.

- Campaign:** The dropdown menu is set to 'Equals', and the text input field contains 'Demo'.
- Site ID:** The dropdown menu is set to 'Equals', and the text input field contains 'Regular_server'.
- Campaign Group:** The dropdown menu is set to 'Equals', and the text input field contains 'All Zones'.
- Show detail:** The dropdown menu is set to 'True'.

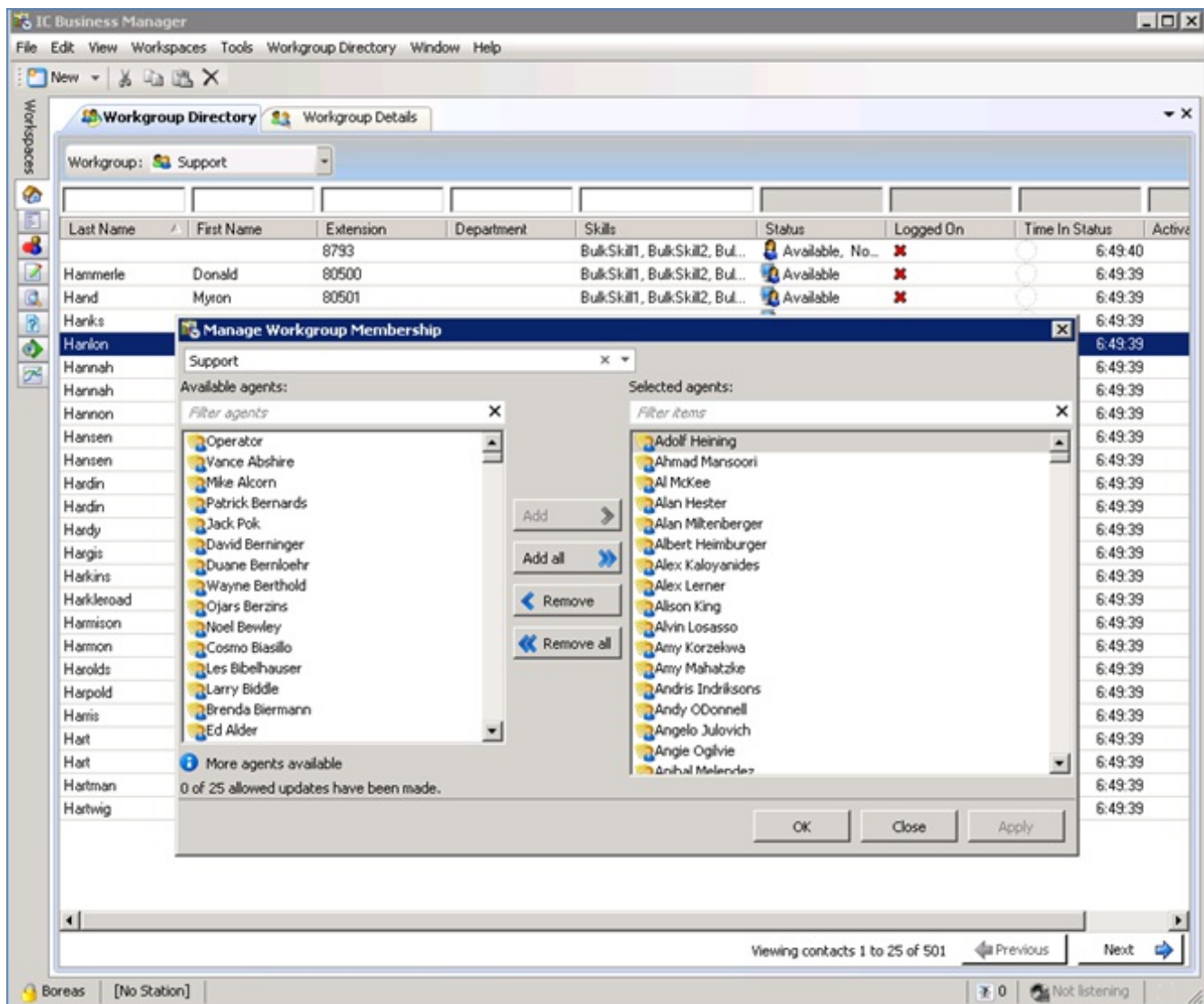
Call Answer Distribution Report parameters

IC Business Manager Feature Improvements

IC Business Manager now supports the addition or removal of agents in a workgroup queue. Feature improvements allow for the use of server parameters to restrict the number of records that appear in the IC Business Manager statistics views.

Addition/Removal of Agents in a Workgroup Queue

This release adds support for supervisors to add and remove agents to/from a workgroup queue in IC Business Manager. Supervisors can add or remove up to 25 agents at a time in the Manager Workgroup Membership dialog box.



Adding or removing agents in a workgroup queue

Server Parameters for IC Business Manager Views

You can now use server parameters to restrict the number of records that appear in the IC Business Manager Statistics view. To set the server parameters, add them in the Server Parameters container in Interaction Administrator. Then, set the parameter values.

Parameter Name	Description
MaximumAgentsInAgentGraphView	Set this parameter to limit the number of agents shown in the Agent Graph view. The default value is 20.
MaximumAgentsInAgentOverviewView	Set this parameter to limit the number of agents shown in the Agent Overview

	view. The default value is 20.
MaximumStatisticsInAgentGraph	Set this parameter to limit the number of statistics shown in the Agent Graph view. The default value is 40.
MaximumStatisticsInWorkgroupGraph	Set this parameter to limit the number of statistics shown in the Workgroup Graph view. The default value is 40.
MaximumStatisticsInWorkgroupOverviewView	Set this parameter to limit the number of statistics shown in the Workgroup Overview view. The default value is 180.
MaximumWorkgroupsInWorkgroupOverviewView	Set this parameter to limit the number of statistics shown in the Workgroup Overview view. The default value is 20.

Note:

Genesys performed scalability tests for 5000+ agents and 500+ supervisors, with each supervisor allowed to observe up to 720 agent statistics and 720 workgroup statistics simultaneously. Exceeding the tested number of simultaneous statistics watches could cause Customer Interaction Center server scalability issues.

Crystal Reports Import Utility

The stand-alone Crystal Reports Import Utility provides a streamlined method for configuring Crystal Reports reports that run in IC Business Manager. The utility provides customers an easy-to-use wizard for importing a new report into the system using an .rpt file and user-friendly forms. This utility eliminates the need to add a Crystal Reports report manually through Interaction Administrator using XML editing to populate the metadata. For more information about the utility, see the *Crystal Reports Import Utility Technical Reference* in the CIC Documentation Library at help.inin.com.



Crystal Reports Import Utility

The user runs the CrystalReportImportUtility.exe file, and then begins the import using the Report Configuration Assistant. The user then enters or selects the files, name, category, and so on.

The screenshot shows the 'Report Configuration Assistant' window at the second step, titled 'Load Crystal 2013 File and Set Name and Category'. The instructions read: 'Browse to the Crystal Reports .rpt file that you want to import. Then set the name of the report as you want it to appear in the CIC System. Then choose the category that you want this report to appear under.' The form contains the following fields and controls:

- File to Import:** A text box with a red question mark icon and a 'Browse...' button.
- Report Destination:** A text box with a red question mark icon and a 'Browse...' button.
- Report Name:** A text box with a red question mark icon.
- Report Category:** A dropdown menu with a red question mark icon.
- Report Description:** A large text area with a red question mark icon.

At the bottom are three buttons: '< Back', 'Next >', and 'Cancel'.

Report Configuration Assistant name and category selection

The user can then configure one or more tables and the related data sources.

Report Configuration Assistant

Configure Tables

Below are the tables that were found in the rpt file. You can edit the listed tables' data sources directly from the grid below.

Table Name	IC Data Source
calldetail_viw	IC Report Logs

Set all tables to use:

13Text White Pages

< Back

Next >

Cancel

Report Configuration Assistant table configuration

After configuring the tables, the user can configure the report parameters in the .rpt file, and then import the report.

Report Configuration Assistant

Configure Parameters

Use this page to configure the parameters that will be used with this report. Select a parameter to make changes below. Parameter data type cannot be changed.

Parameter Name	Data Type
ReportTitle	StringParameter
Dnis	StringParameter
FieldValue	NumberParameter
FieldTitle	StringParameter

Parameter Name: ReportTitle

Prompt Text (Description): Enter display title for report

Default Value: This is the default string ☒ Use Engine Default

UI Control Type: TextBoxParameter

Class Name: StringParameter

☐ Fixed to Default ☐ Required Parameter

* Required Field

< Back Next > Cancel

Report Configuration Assistant parameter configuration

Database Schema Change Library

To help with upgrading database customizations, a [Database Schema Change Library](#) is available on the PureConnect Product Information site. The library contains reports that detail the schema changes between your current CIC release/patch and a target CIC release/patch.

Interaction Optimizer Performance Improvements

This release includes improvements to the schedule editor and adherence exceptions view in Interaction Optimizer.

Removal of Remedy 4.0-7.0 Screen Pop Integration

The Remedy 4.0-7.0 IVR integration was removed in CIC 2015 R3. In CIC 2016 R2, the screen pop integration was removed. Integration with the current version of Remedy (8.1) is still possible using out-of-the-box CIC functionality. You can find instructions at developer.inin.com.

REST API Support to Configure the Media Server

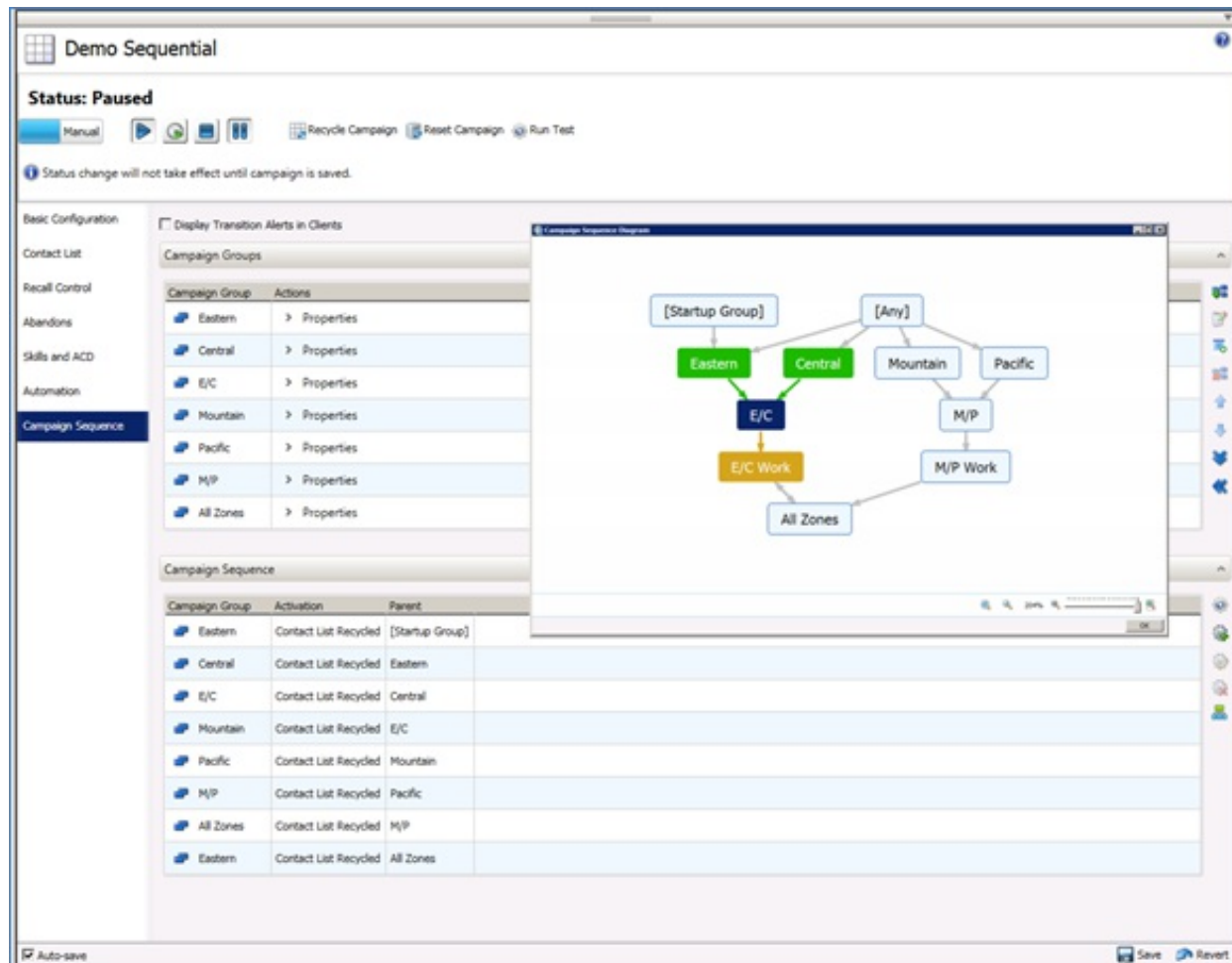
You can now configure Interaction Media Server using the REST API, which makes implementing many media servers much simpler. For more information about the REST API, see the Interaction Media Server REST API section in the [Interaction Media Server Technical Reference](#).

Interaction Dialer Enhancements

Beginning with this release, you can find information about new features in this document, *CIC Release Notes*. Information about previous releases, CIC 4.0 through CIC 2016 R1, is still available in *Interaction Dialer Release Notes*, which you can find in the CIC Documentation Library at help.inin.com.

Interaction Dialer Advanced Campaign Management Tool

Using the Advanced Campaign Management feature for Interaction Dialer, you can more easily configure a campaign to modify its behavior automatically as conditions change throughout the day. Using the tools on the Campaign Sequence tab in Interaction Administrator, you can break down the campaign into groups, each with the same set of campaign properties. You can adjust the values of the campaign properties in each group. Then, you can arrange the campaign groups in a sequence such that the flow of the campaign moves from group to group based on time, event, or statistical triggers.



Interaction Administrator Campaign Sequence tab

Once a campaign sequence runs, you can monitor its behavior in real time from the Dialer Campaign Sequence Details view in IC Business Manager. In the view, you can easily track the campaign using statistics, progress gauges, and color-coded listings.

New Features in 2016 R1

This section lists the main features that are new in CIC 2016 R1.

Release Process Enhancements

These following enhancements to the PureConnect release process are now available.

Known Issues

You can now preview a list of issues fixed in the next PureConnect and Dialer patches on the [Known Issues](#) page on the PureConnect Product Information site.

CIC 2015 R3 Patch 12 Engineering Specials				
SCR	Summary	Detail	ES Available	Resolved In
IC-132466	Fixed an issue that could cause email forms to get stuck in memory long after the email was disconnected.	Fixed this issue by making sure to clean up any lingering events after the email interaction had been deallocated.	P12-IC-132466	Patch13
Click here to preview issues resolved in CIC 2015 R3 Patch 13				
SCR	Summary	Detail		
IC-125309	When an external call is transferred to an external number, only one of the interactions will get deallocated.	When an external call is transferred to an external number, only one of the interactions will get deallocated after the call is disconnected. This can cause an issue with Tracker getting the appropriate information to clear its cache of the interaction entry, so later interactions might get stale cache data.		
IC-127842	Historical Reports are not properly Migrated.	We fixed an issue where migration code did not properly append the '_migrated' suffix to imported report ds keys, and added code to keep the report ds migration ahead of the report files migration.		

of issues fixed in the next patch

List

Database Scripts

Starting in CIC 2016 R1, a .zip file containing the Microsoft SQL Server and Oracle database scripts is available for each release and patch of the .iso file, and as a separate download on the [Downloads](#) page on the PureConnect Product Information site.

Release	Release Download(s)	Release Posted On
CIC 2016 R1 (with Interactive Update 2016 R1)	CIC_2016_R1.iso CIC_Appliance_2016_R1.iso 2016_R1_DatabaseScripts.zip	01-08-2016 08-08-2016

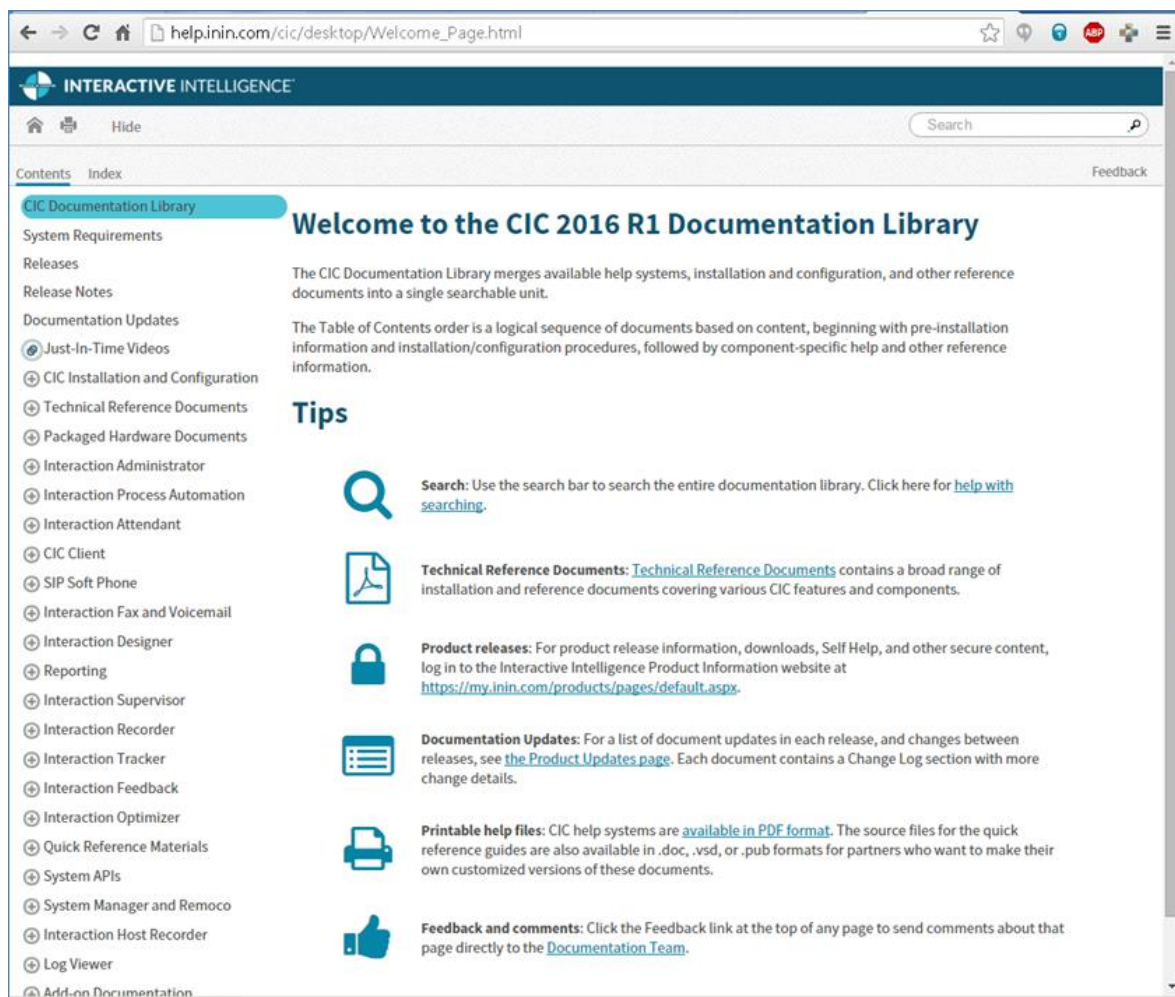
scripts on the Downloads page

Accessing database

Public Access to Technical Content

Starting in CIC 2016 R1, the PureConnect Documentation Library and the Just in Time videos developed by Education have a new public location hosted on help.genesys.com/cic. The PureConnect Developer Portal, developer.inin.com, no longer requires a login to access content. The public URLs provides easier access to the technical resources for all CIC customers and partners.

PureConnect Documentation Library	help.genesys.com/cic	Existing links and bookmarks to the rebranded PureConnect Documentation Library and all help systems and documents within it are automatically redirected to the new location.
Just-In-Time Videos	help.genesys.com/justintime/index.html	This is a library of easy-to-find, brief, and focused "how-to" training videos that apply to all CIC customers. The videos were previously hosted on the CaaS MyCloud portal.
Developer Portal	developer.inin.com	The established URL continues to work for the Developer Portal even though some of its content is hosted on the new public site.



public PureConnect Documentation Library

New

Microsoft .NET Framework 4.5.2 Requirement

Starting in CIC 2016 R1, .NET Framework version 4.5.2 is required on the IC server and client workstations that run IC User Applications and IC Server Manager Applications. Microsoft .NET Framework 4.5.2 is a highly compatible, in-place update to .NET Framework versions 4.5.1, 4.5, and 4.0.

For more information, see the Microsoft KB article <https://support.microsoft.com/en-us/kb/2934520>. If .NET Framework version 4.5.2 has not already been installed via Windows Update, install it on the IC server from the [CIC 2016 R1 or later .iso file](#) and on the client workstations from the IC_WorkstationPreReqs share on the 2016 R1 IC server. For details, see [System Software Requirements](#).

Remote Providers for Interactive Update

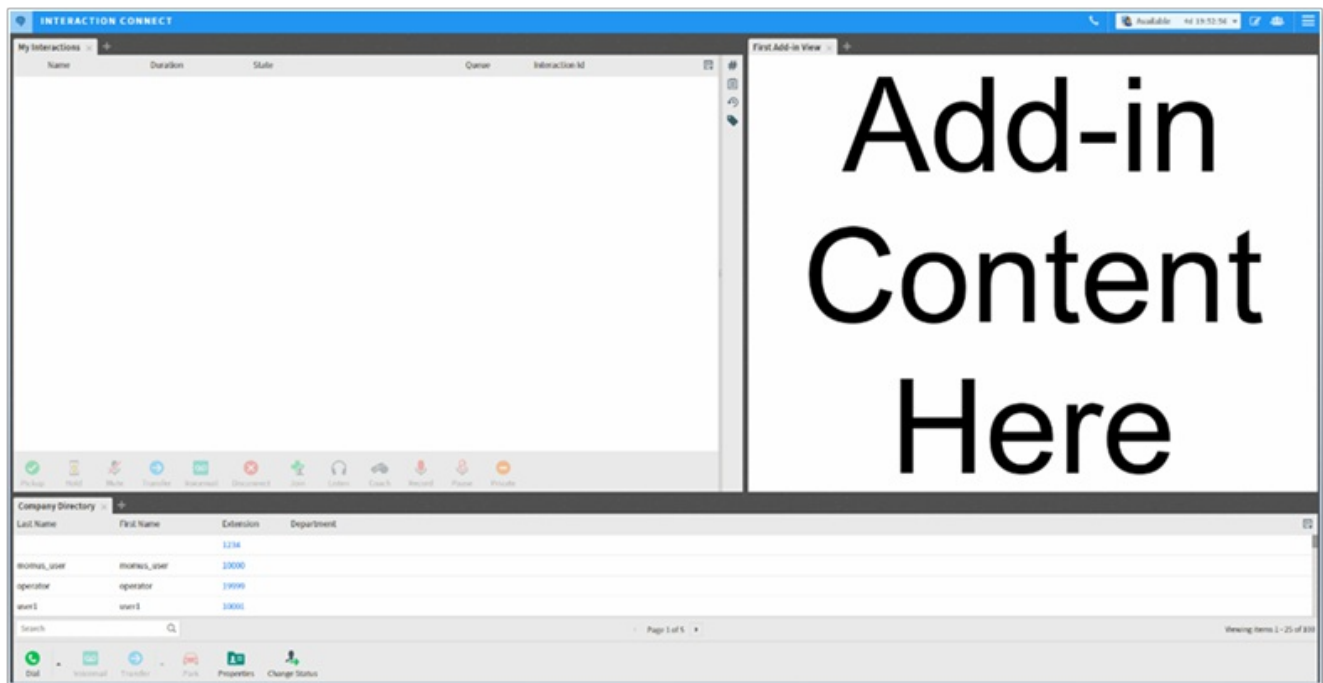
CIC now supports remote content providers for customers that use Interactive Update. Remote content providers are instances of Interactive Update servers that are located at a customer's locations. A remote content server holds copies of the update files so that the files only need to be pulled once across the WAN. CIC clients at the different locations can then pull updates from the remote content providers over the LAN, using less WAN bandwidth and improving the time to apply updates.

For more information, see the [Interactive Update Technical Reference](#).

Interaction Connect Add-in Support

CIC 2016 R1 contains the initial phase of support for using custom add-ins with Interaction Connect. Add-ins allow customizations to Interaction Connect, beyond what is available out of the box. This support is similar to the add-in support that is available in Interaction Desktop, but with less functionality in this initial phase.

For more information, see <https://developer.inin.com>.



Support for custom add-ins

StatServer and Statistics Scalability and Reliability

A more reliable StatServer subsystem provides:

- Reduced memory usage
- 64-bit
- An increase in the number of workgroups to which a user can belong

End of Life for Interaction Client .NET Edition

To complete the transition to Interaction Desktop as the primary CIC client in CIC 2015 R3 and later, Interaction Client .NET Edition is removed when you apply CIC 2016 R1 to existing installations and is no longer installed with new CIC 2016 R1 and later installations. If you have not yet transitioned from Interaction Client .NET Edition to Interaction Desktop, the CIC 2016 R1 or later update still allows you to migrate settings and perform phased upgrades.

Interaction Administrator Change Log Enhancements

New database tables and views contain detailed information about changes made in Interaction Administrator. These enhancements were made to four of the most commonly used nodes: Users, Workgroups, Skills, and Licenses. Customer can now create reports or database queries that display information about licenses, granted system rights, and historical workgroup membership moves, additions, changes, and more.

Results		Messages						
	EntryKey	License	IsActive	Changetype	IsAssignable	ChangedBy	ChangedFrom	ChangeDateTime
1	mssUser1	I3_ACCESS_ACD_MEDIA_3_PLUS	1	Initial	0	MSSADMIN	QF-MSS	2015-10-23 13:17:46.217
2	mssUser1	I3_ACCESS_CLIENT	1	Initial	0	MSSADMIN	QF-MSS	2015-10-23 13:17:46.217
3	mssUser1	I3_ACCESS_IPA_DESIGNER	1	Initial	0	MSSADMIN	QF-MSS	2015-10-23 13:17:46.217
4	mssUser1	I3_ACCESS_ACD_MEDIA_3_PLUS	1	Initial	0	MSSADMIN	QF-MSS	2015-10-23 13:15:27.430
5	mssUser1	I3_ACCESS_CLIENT	1	Initial	0	MSSADMIN	QF-MSS	2015-10-23 13:15:27.430
6	mssUser1	I3_ACCESS_IPA_DESIGNER	1	Initial	0	MSSADMIN	QF-MSS	2015-10-23 13:15:27.430
7	mssUser2	I3_ACCESS_ACD_MEDIA_3_PLUS	1	Initial	0	MSSADMIN	QF-MSS	2015-10-23 13:17:46.217
8	mssUser2	I3_ACCESS_ANALYZER	1	Initial	0	MSSADMIN	QF-MSS	2015-10-23 13:17:46.217
9	mssUser2	I3_ACCESS_CLIENT	1	Initial	0	MSSADMIN	QF-MSS	2015-10-23 13:17:46.217
10	mssUser2	I3_ACCESS_ACD_MEDIA_3_PLUS	1	Initial	0	MSSADMIN	QF-MSS	2015-10-23 13:15:27.430
11	mssUser2	I3_ACCESS_ANALYZER	1	Initial	0	MSSADMIN	QF-MSS	2015-10-23 13:15:27.430
12	mssUser2	I3_ACCESS_CLIENT	1	Initial	0	MSSADMIN	QF-MSS	2015-10-23 13:15:27.430

For more information about enabling and using enhanced logging of Interaction Administrator changes, see [here](#). For examples of database views that show license and other change log history data, see [here](#).

Warning: Enable the enhanced Interaction Administrator change log only during non-peak production hours and only if all CIC clients are upgraded to CIC 2016 R1. Enabling this log is an intensive operation that requires significant computing resources. If you enable this feature before you upgrade all CIC clients to CIC 2016 R1 or later versions, then the CIC clients that run earlier versions of CIC will log incomplete audit data.

Interaction Marquee Improvements

CIC 2016 R1 includes an initial phase of development work to ensure that the application is deployed more efficiently in the field, customers can more easily create packages, and the application is more reliable and stable in call center environments.

Improvements include:

- Improved switchover reliability
- Now includes detailed package execution history with diagnostic info for failures
- Now indicates exact problem in the package output for failures instead of "Marquee Package Unavailable"
- Automatically recovers from many types of package execution failures that previously required a restart
- Syncs LDAP configuration more frequently and more reliably

Interaction Dialer Support Added to IC Web Services (ICWS)

ICWS now provides the ability to perform various Interaction Dialer related operations:

- Log in and out of Interaction Dialer campaigns.
- Mark agents as ready for calls.
- Request breaks from taking Interaction Dialer interactions.
- Disposition Interaction Dialer interactions.
- Provide access to system facilities, such as sending a notification to one or more custom handlers and subscribing to handler-sent notifications.

ICWS does not yet include support for Interaction Dialer scripts or staging.

Improving Monitoring/Health Statistics

CIC 2016 R1 includes new SNMP Management Information Base (MIB) files for Session Manager and the StatAlertServer subsystem to provide proactive monitoring of resource utilization and system stability.

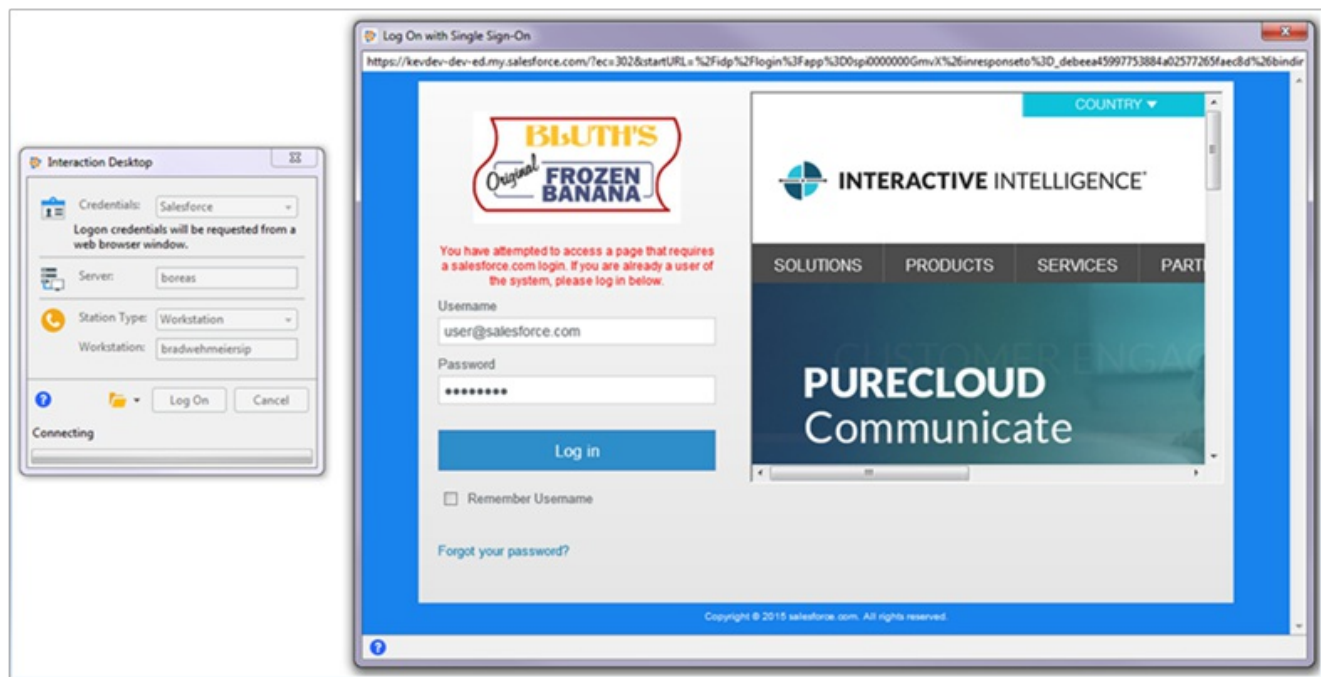
Session Manager monitors:

- The number of session for every CIC subsystem on a Session Manager instance
- The CIC products that are watching a Session Manager instance and consuming resources
- The top bandwidth users of a Session Manager instances over the last five minutes
- The total number of alerts and statistics being monitored by CIC products

StatAlertServer tracks the statistics requested and provided by various CIC products.

Web-Based Authentication SSO for IceLib-Based Applications

IceLib-based applications, such as Interaction Desktop, now support web-based single sign-on providers such as Salesforce.com. This enables users to be redirected to a web-based authentication form as part of logging onto CIC. Interaction Connect already includes this capability.



based single sign-on

Web-

Use of MSXML 4.0 Discontinued

CIC no longer uses MSXML version 4.0. Since Microsoft discontinued support for MSXML 4.0, CIC use of this version causes it to show up during vulnerability scans. CIC now uses MSXML versions 3.0 or 6.0 to avoid this.

64-bit Media Servers

Media servers now run as 64-bit, allowing access to larger amounts of memory and additional CPU cores.

Switchover Support for CaaS

SIP stations now fully support switchover for CaaS customers.

Quality Improvement with Analyzer Results Data and Analyzer Reports

The Keyword Scores tab in the IC Business Manager Media Details dialog box is now named Keywords. In addition to displaying the Agent/Customer positive and negative scores, the Keywords tab now includes the following scores:

- Total score for Agent/Customer
- Overall score (combines the agent and customer totals)

Additional data displayed in the Keywords tab now includes the following for each spotted keyword:

- Keyword name (right-click on the keyword to jump to that spot in the recording)
- Frequency of the keyword hit
- Offset (time within the call where the hit occurred)
- Keyword category
- Keyword set name
- Score for the keyword
- Channel (agent or customer)
- Spotted confidence %
- Utterance

Call, user1 user1 recorded on 10/27/2015 1:46:34 PM

Audio Media

0:00:00 0:00:16

Details

Media Details Participant Data Attributes Audit Trail Scoring Tags Keywords Events

Customer Score			Agent Score			Total Keyword Score
Total	Positive	Negative	Total	Positive	Negative	
-3	2	-5	5	8	-3	2

Keyword: development Keyword Frequency: 1

Offset	Category	Set Name	Score	Channel	Spotted Confidence	Utterance
00:00:03	Department	Department Na...	2	Customer	69.37 %	d ih v eh l ah p m...

Keyword: November Keyword Frequency: 1

Offset	Category	Set Name	Score	Channel	Spotted Confidence	Utterance
00:00:10	Months	Months	-5	Customer	38.28 %	n ow v eh m b er

Keyword: publications Keyword Frequency: 1

Offset	Category	Set Name	Score	Channel	Spotted Confidence	Utterance
00:00:13	Miscellaneous	Miscellaneous	-3	Agent	42.85 %	p ah b l ih k ey s...

Keyword: sacrifice Keyword Frequency: 1

Offset	Category	Set Name	Score	Channel	Spotted Confidence	Utterance
00:00:07	Miscellaneous	Miscellaneous	8	Agent	72.65 %	s ae k r ah f ay s

Analyzer Results Data

The ability to see additional data for each spotted keyword, such as the spotted confidence and utterance, helps with the ability to recognize frequency and patterns needed to fine-tune for improved accuracy results of keyword spotting. Offset, the time within the call where the hit occurred, provides valuable insight regarding both sides of the conversation and can help to identify improvement opportunities for agents and for contact center processes. The ability to copy/paste/export data from the Keywords tab (a feature that was made available in CIC 2015 R4), allows users to have data to create reports and to assist in fine-tuning keyword settings.

New Analyzer Keyword Hit Report

The Analyzer Keyword Hit report is new in CIC 2016 R1. This section describes the report, its parameters, and the report views.

Analyzer Keyword Hit Report Description

This report displays detail and summary views of keyword hits that were identified by Analyzer keyword categories over a specified period of time. A bar chart that reports the percentage of recordings that contain hits from keyword categories, and a chart that shows the count and percentages of recordings that contain keyword hits by category, appear in the main view. The report contains hyperlinks to drill down to a Keyword Detail view and an Interaction Detail view for additional information on keyword hits within each call.

The main view provides high-level insight into the voice of the customer. The report assists in answering questions such as "Which keyword categories are getting the most hits?"

Further analysis of calls with keyword hits can help to determine drivers and to gain additional insight. For example, if there is a keyword category for First Call Resolution (FCR), what percentage of the calls had a keyword hit?

By inspecting keyword categories with a low percentage of hits, you can also use the report to determine if tuning or revision of keywords is needed.

Analyzer Keyword Hit Report Parameters

The Analyzer Keyword Hit report provides the ability to specify a timeframe for results, for specific categories and specific keyword sets. After defining the parameters, hyperlinks included within the report data provide the ability to drill down to views with additional details of the keyword hits within the categories.

The following parameter options are available to the user running the report:

- Timeframe (pre-defined date range) or custom start and end date (required).
- Keyword category.
- Keyword set.
- Workgroup or agent.
- Top N (to limit number of categories displayed, such as top 10).
- Display chart - Default is set to true to view results in a bar chart.

Parameters for Keyword Hit Report

Chart and Table View

The header of the report displays the selected report parameters.

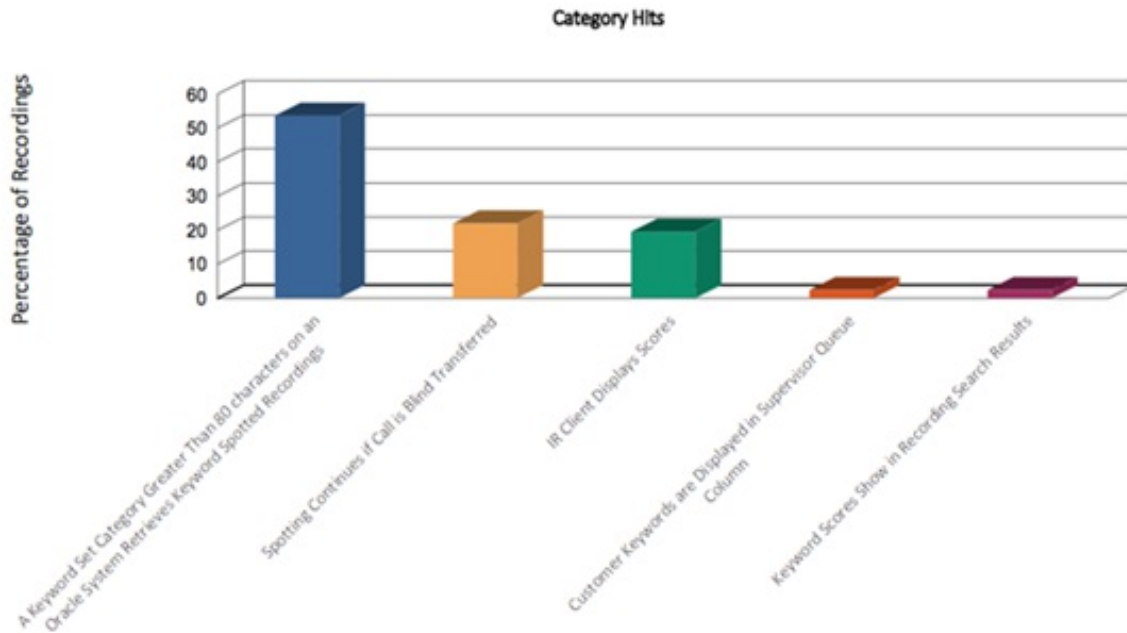
Both the bar chart and table display the selected keyword categories and the percentage of recordings that contain hits within each category within the defined timeframe.

The chart and table view answers questions such as:

- Out of all of the recordings, which keyword categories are getting the most hits?
- What are the top N categories with hits?
- What are the hits for these specific categories?
- What are hits for a specific workgroup?
- What were the highest hits today? Last week? Last month?

Analyzer Keyword Hit

Date: 5/3/2015 12:00:00 AM - 5/7/2015 11:59:59 PM (This Week)
 Category: <All>
 KeywordSet: <All>



Category	Total Recordings	
	41	100.00%
A Keyword Set Category Greater Than 80 characters on an Oracle System Retrieves Keyword Spotted Recordings	22	61.38%
Spotting Continues if Call is Blind Transferred	9	18.52%
IR Client Displays Scores	8	16.93%
Keyword Scores Show in Recording Search Results	1	2.12%
Customer Keywords are Displayed in Supervisor Queue Column	1	1.06%

Category name, total number of recordings within each category, and % of total recordings for each category within the timeframe. Hyperlinks from the table display additional data regarding the number of recordings and the number of keyword hits within each category.

The additional data answers questions such as:

- How many calls this week had hits for keywords in categories XYZ?
- How many hits were there yesterday? Today?
- What were the keywords with hits and how many recordings include those hits?
- If there were 22 recordings with hits for a keyword, how many times was that keyword spotted within those recordings?

Analyzer Keyword Hit

Date: 5/3/2015 12:00:00 AM - 5/7/2015 11:59:59 PM (This Week)
 Category: <All>
 KeywordSet: <All>
 Interval: Day

Keyword	Date	# Recordings	# Hits
No Workgroup		41	189
A Keyword Set Category Greater Than 80 characters on an Oracle System Retrieves Keyword Spotted Recordings		22	116
TC35094		22	116
accommodation	5/6/2015	10	10
development		22	22
november		22	22
primarily		10	10
publications		21	31
sacrifice		21	21
Customer Keywords are Displayed in Supervisor Queue Column		1	2
TC9001		1	2
development	5/5/2015	1	1
publications		1	1
IR Client Displays Scores		8	32
TC11059		8	32
accommodation		8	8
	5/4/2015	4	4
	5/5/2015	4	4
development		8	8
	5/4/2015	4	4
	5/5/2015	4	4
primarily		8	8
	5/4/2015	4	4
	5/5/2015	4	4
publications		8	8
	5/4/2015	4	4

Date, all keyword categories, hits in all categories, dates of hits, number of recordings with hits, number of hits in recordings

Hyperlinks from the previous view provide a Keyword Detail View of recordings with the keyword hit and an additional hyperlink provides the Interaction Detail View, with keyword hit details for each recording.

Keyword Detail View Example

The example of this view includes the following information (see the example below the *Interaction Detail View* section):

- Hyperlinks from the previous view to details of keyword hits for the keyword “development”
- Recording ID
- Date/Time
- Duration
- Event offset (time in call of hit)
- Customer positive/negative score
- Agent positive/negative score
- Channel
- Score
- Spotted confidence

Interaction Detail View Example

This view is accessible from a hyperlink in the Keyword Detail view. The example of this view includes the following information for the keyword “development,” which was found in eight recordings (see the example below):

- InteractionID
- Direction
- RecordingID
- Segment date/time
- Participants
- Role
- iAddress
- Duration

This view provides answers to questions such as:

- For workgroup X, within this timeframe, what are the details for hits on a specific keyword?
- What is the recording ID so that I can listen to the call?
- Where in the call does the hit occur? Is it at the beginning, middle, or end, or is there no consistency of hit location?
- What is the spotted confidence of each hit?
- Were there multiple participants on the call?
- How did that call end? Was it transferred or was it disconnected by the agent or caller?

Keyword Detail and Interaction Detail view examples

Interaction Recorder

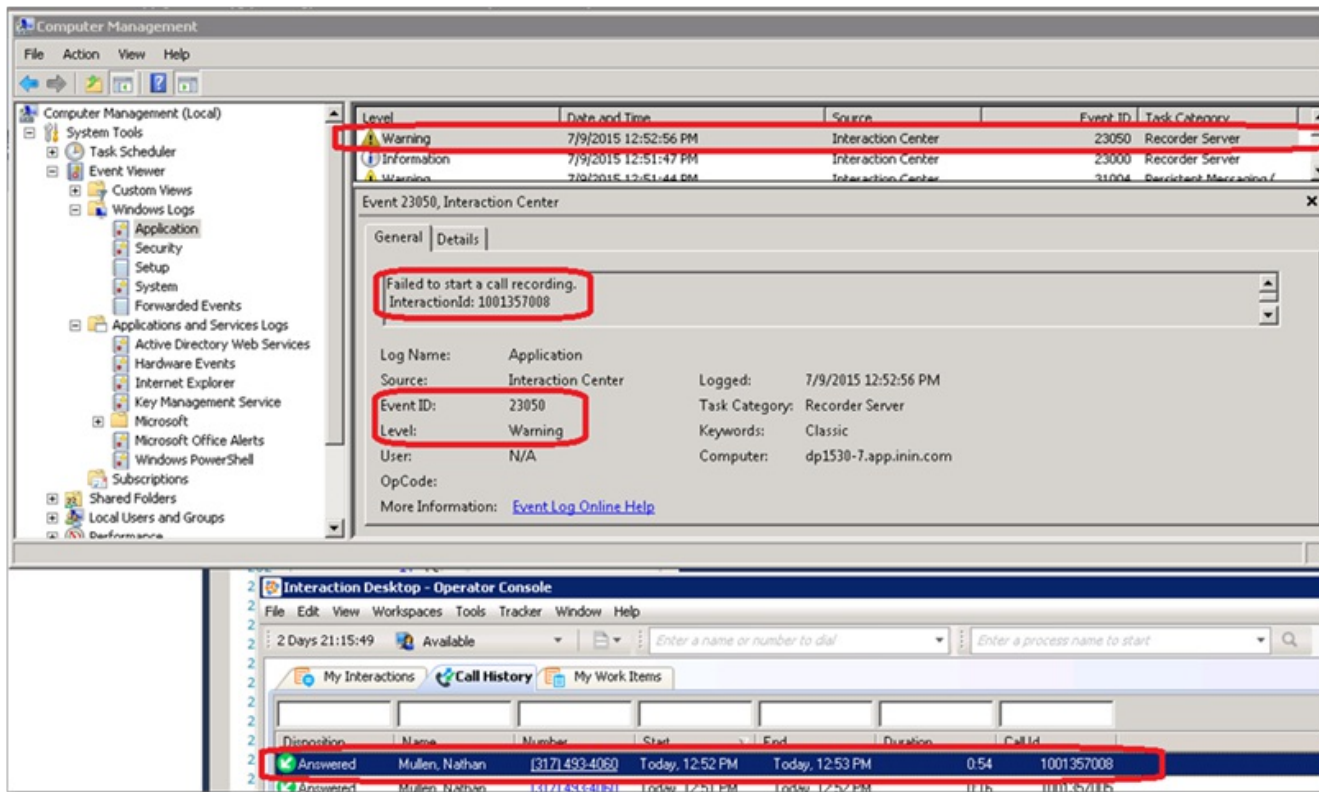
This section describes enhancements to Interaction Recorder in CIC 2016 R1.

Failed Recording - Application Log Error Warning

Interaction Recorder tracks unsuccessful recording attempts, however all recording media types are reflected in the same unsuccessful recording statistic. Notifications in the application log now provide a warning to users so that they can see failed recording attempts by media type (call, screen, email, and chat), and immediately take action on them if necessary.

Audio recording requirements can carry heavy penalties and SLAs for certain customers, while unsuccessful recording of other media types such as screen, email and chat are typically less critical. The General tab within the app logs specifies the media type of the recording.

Example of Application Log View for Failed Call Recording



Application Log View

Interaction Quality Manager

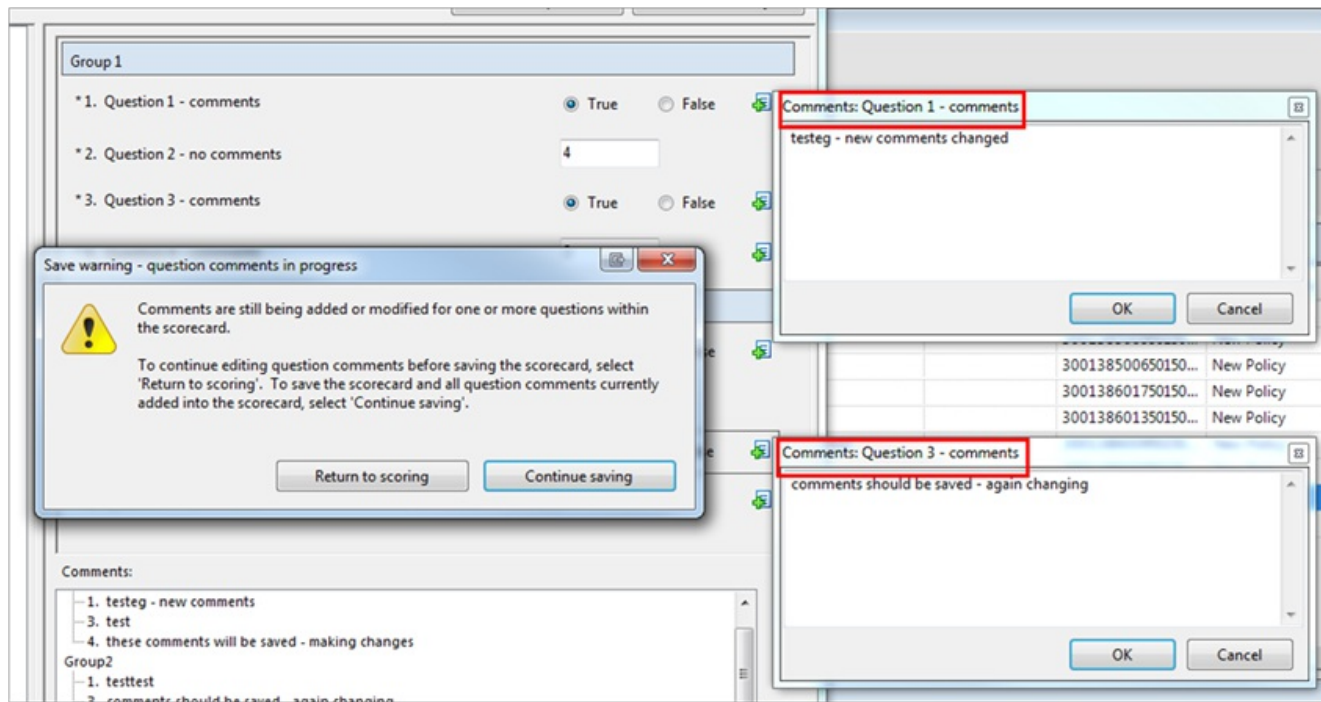
CIC 2016 R1 includes improvements to Quality Scorecard comments and some changes to the Media Details dialog box.

Improvement to Quality Scorecard Comments

The Scorecard Comments dialog box now does the following:


- Allows full display of long scorecard comments in the Scorecard view, as well as the tool tip and is no longer truncated to display just first 250 characters in the Scorecard view
- Provides access to other screens within IC Business Manager when in the process of entering scorecard comments.
- Allows the user to pause the recording playback without first close the Scorecard comments box

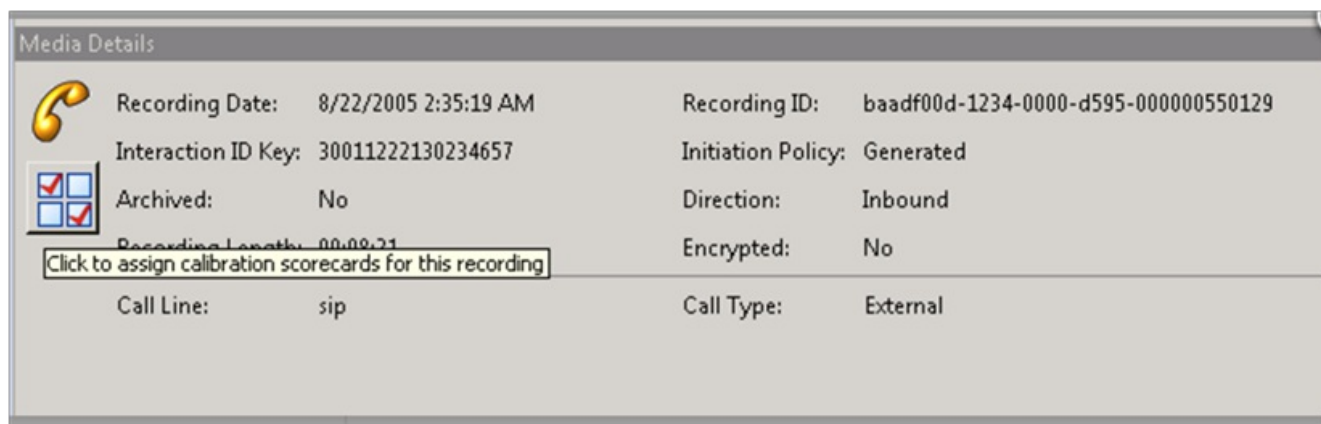
- Associates the comment box title to the Scorecard question to which it pertains.
- Allows opening of multiple comment forms at the same time, and displays them slightly to the right of the Add Comment control within the question.
- Warns the user if there are unsaved scorecard comments when the Save or Finish buttons are clicked on the scorecard form.
 - Clicking "Continue saving" continues with the save, closes the comments forms, and saves any open comments.
 - Clicking 'Return to scoring' aborts the save operation and returns to scoring the scorecard.



Enhancements to Quality Scorecard Comments

Assign Scorecards for Calibration in Recording Media Details Window

- The Interaction Recorder Media Details window displays a new icon  to provide the ability to assign scorecards for use in the calibration of recordings.
- The tooltip for the new icon: Click to assign calibration scorecards for this recording
- The Calibrate button appears for users with the Interaction Quality Manager license and the rights to assign scorecards for evaluation.
- When the button is clicked, the Assign Calibration Scorecards form appears.



New icon in Media Details

The user that is responsible for locating recordings for inclusion in the quality calibration process can assign the appropriate scorecard to use. The user can assign the scorecard to individual evaluators or by role. Assigning the calibration by role assigns the evaluation to all users currently within that role.

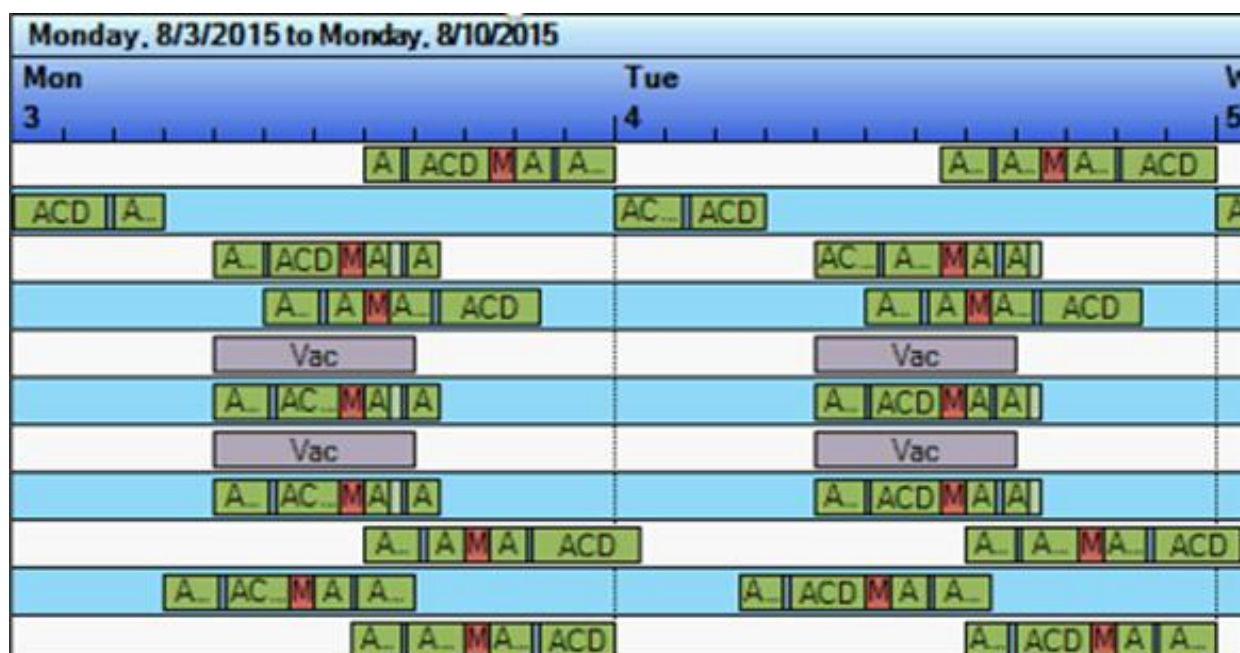
The already existing Recordings to Score view allows a quality manager/coordinator to see the assignment and scoring status for assigned calibration scorecards.

Existing calibration reports provide the ability to compare variations of each evaluator's scoring results.

Interaction Optimizer

CIC 2016 R1, Workforce management administrators can:

- In a time-off accrual plan, set a negative time-off accrual balance.
- Modify multiple activities in the schedule editor to prevent the system from forcing time value lengths to be a multiple of 15 minutes. This feature is useful for bringing agents back into adherence.
- When in week view, choose to view the individual activities of each day, rather than viewing the entire shift as one item. Open the Schedule Display Options dialog box and choose to view individual activities in week view, or clear the option to view activities in a single time bar for the entire shift. Administrators cannot move or change individual activities in week view.



New week view

- In the Scheduling Unit's configuration view, enable or disable calibration in the Scheduling Unit Configuration view. If calibration is enabled, then scheduling and re-forecasting will look at published schedules or actual agent activity information in the recent past, along with historic service performance, and adjust requirements accordingly.

In adherence/conformance reports, if multiple statuses from the same activity type exist consecutively, then the system displays all status names rather than just one. For example, if an agent contains back-to-back statuses of Available, On call, and After call wrap-up, then administrators can see all three statuses in the report.

The use of special characters when creating and naming scheduling units previously caused issues. Going forward, special characters are limited when creating scheduling units. A scheduling unit name cannot contain any of the following characters: /, \, |, &, ', ^, =, +. However, previously created scheduling units that contain special characters are not affected.

Localization

CIC 2016 R1 includes localization of IC Business Manager Applications reports for additional languages, and localization of the Interaction Optimizer shift trading feature.

Localization of Analyzer Keyword Hit Report

CIC 2016 R1 includes localization of the Analyzer Keyword Hit Report in IC Business Manager Applications for these languages:

- Simplified Chinese
 - Traditional Chinese
 - German
 - French
 - Japanese
 - Polish
 - Brazilian Portuguese
 - Spanish
-

Localization of Interaction Optimizer Shift Trading Feature

The new Interaction Optimizer shift trading feature is localized in the same languages that are available in Interaction Optimizer, both on the server and agent sides.

Temporary Removal of ETL Report Log (Log 50)

Log 50 represents the CIC ETL (Extract Transform Load) process. It is not yet fully functional and will be automatically disabled upon upgrade to CIC 2016 R1 or later versions. To prevent the log from being inadvertently turned on, the UI control for it was removed and the log is no longer be visible in Interaction Administrator. Log 50 will be available again in Interaction Administrator in a future CIC release.

Initial Release of HP ProLiant DL 360 and DL 380 Gen 9 Servers

The HP ProLiant DL 360 Gen 9 Server is an update to the HP ProLiant DL 360 Gen 8 Server. The server is upgraded to the Windows Server 2012 operating system with a more powerful CPU. This server platform supports the Interactive Applications Server (IAS) platform and the Media Server SIP Proxy (MSSP) platform. This SIP-based device is designed for contact center and enterprise environments and it hosts the CIC provisioning subsystem and Interaction Administrator.

HP ProLiant DL 360/380 Gen 9 Server

- Replaces HP Gen 8 Server
- Medium and Large Configurations
- **CPU** 1 or 2 - Intel® - XEON 6-Core Processor (w/ Hyper-Threading)
- **RAM** 16GB or 32 GB RAM
- **Hard Drive(s)** 450GB or 900 GB SAS x 4
- **Storage Controller** Embedded HP Smart Array Controller w/2GB flash backed cache
- **RAID Configuration** RAID 1+0
- **Operating System** Microsoft® Windows Server 2012 R2 Standard w/latest ININ approved patches. Includes Windows Server Embedded Standard 2012 R2 COA.
- **Warranty Information**
 - Protected by HP Standard Warranty (3-year Parts, 3-year Labor, 3-year On-site support) with Next Business Day (NBD) response.
 - A 3-year or 5-year HP Care Pack may be purchased separately to supplement the standard warranty provided by the manufacturer.



**** HP DL 380 server is used for Extra-Large HP Gen 9 Servers**

HP ProLiant DL 360 and DL 380 Gen 9 server details

Sametime Integration End of Sale/Life

The Sametime 8.0/8.5 integration has been removed from sale and installation as of the CIC 2016R1 release. IBM removed Sametime 8.0/8.5 from the market in September, 2013, when Sametime 9 was released. A replacement Sametime 9.0 integration is available from Automated Voice & Data Solutions, a Genesys Elite partner. For more information, contact Sharon Moon at sharon.moon@avds.com.

LiveLOOK Packaged Integration End of Life

The LiveLOOK packaged integration originally released with CIC 4.0 SU1 has been removed from sale and installation as of the CIC 2016R1 release. The CIC 4.0 SU1 integration package is no longer compatible with the current release of LiveLOOK.

New Features in 2015 R4

This section lists some of the main features that are new in CIC 2015 R4.

New Features in 2015 R4

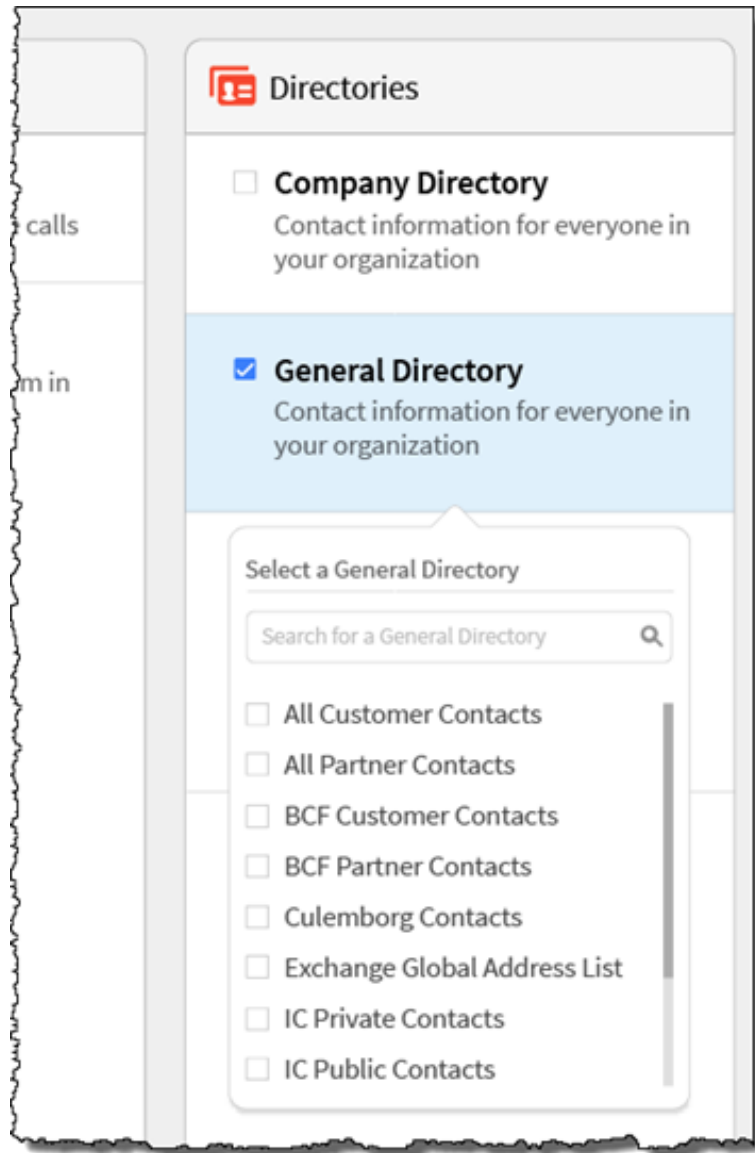
This section lists the main features that are new in CIC 2015 R4.

New Features in Interaction Connect

Interaction Connect includes several new features.

New Directory Types

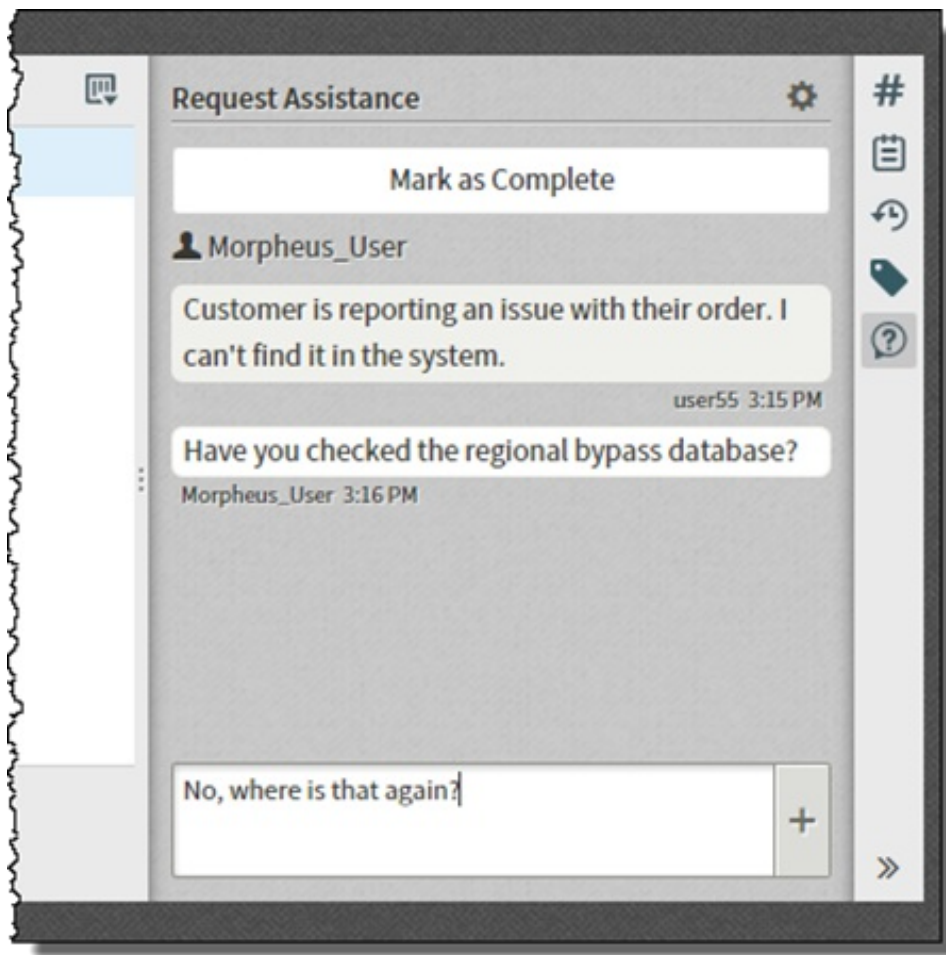
Interaction Connect now supports additional directory types, such as general, station groups, and workgroups.



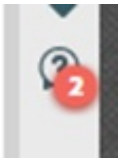
Interaction Connect Directories

Interaction Connect Request Assistance

Agents can now request and receive assistance from workgroup supervisors. This feature is valuable when an agent needs assistance with an interaction. For example, when a caller asks a question that the agent cannot answer.



Interaction Connect Request Assistance Feature

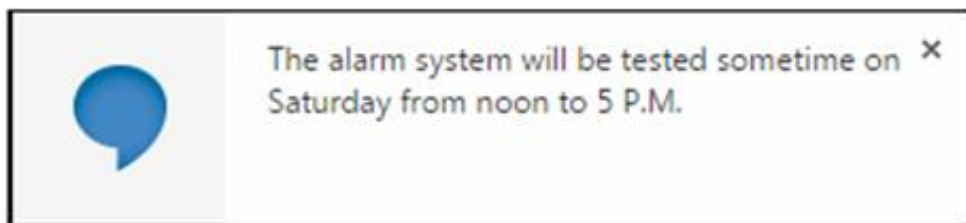


User Assistance Request Responses that Need Attention

Interaction Connect and Desktop Memos

Client memos now appear in Interaction Connect and desktop notifications. Client memos allow supervisors and administrators to easily communicate with selected users, workgroups, or roles, by means of brief messages. For example, a supervisor might use a memo when interaction volumes are high to tell agents to go into a specific queue.

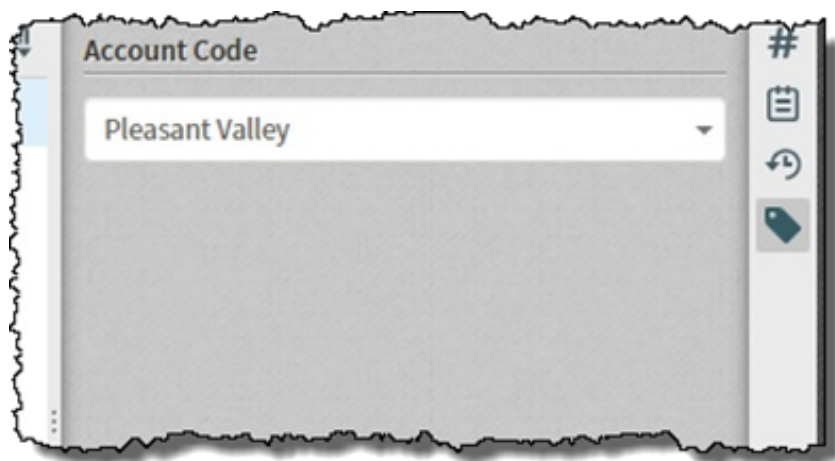




Interaction Connect and Desktop Notifications

Interaction Connect Account Codes

Agents can now assign account codes to interactions. An account code is an identifying set of numbers that is assigned to an account name and that agents can add to CIC to associate outgoing and incoming calls.



Account Codes

Interaction Connect Single Sign-on Workflow Improvements

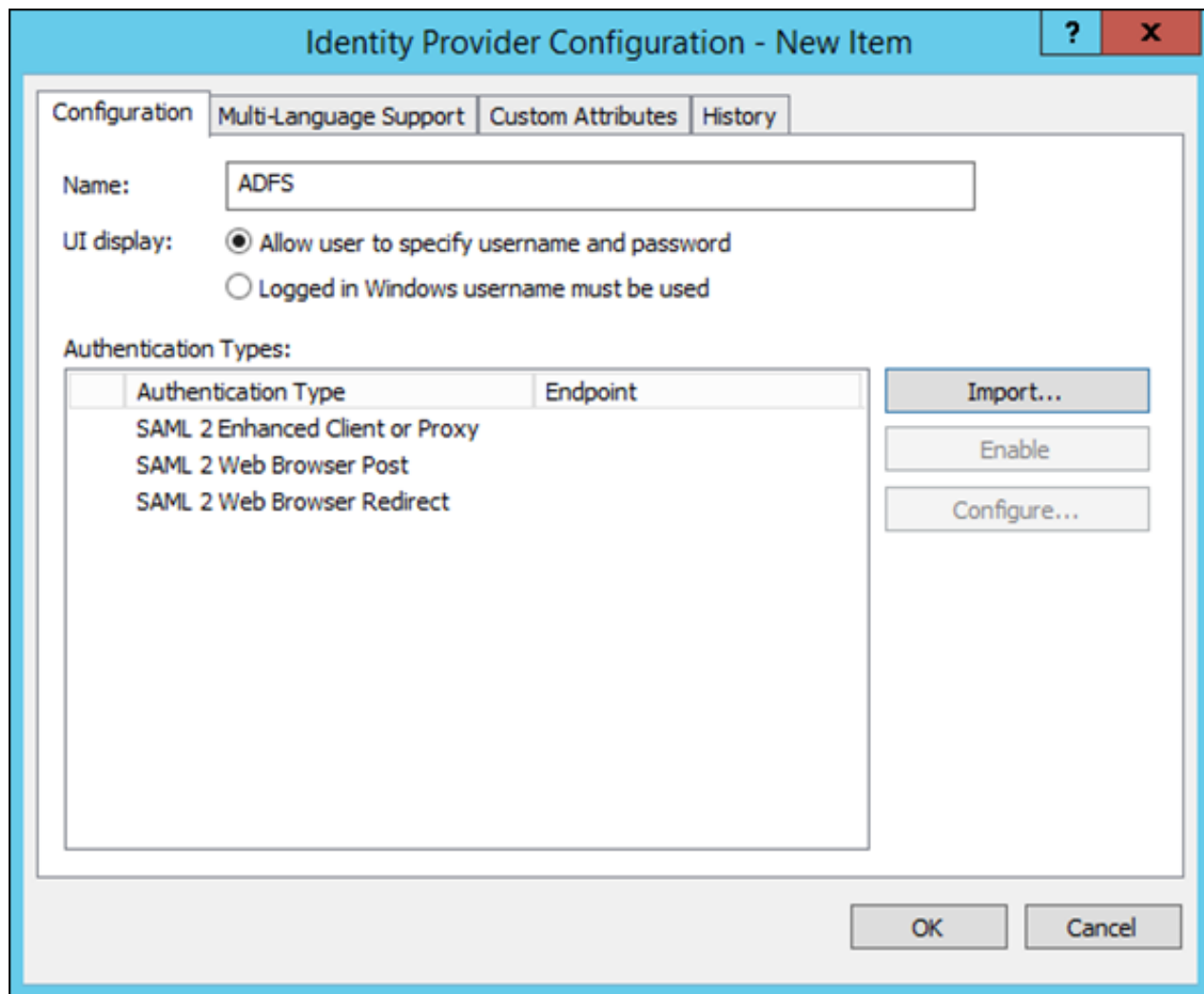
CIC 2015 R4 introduces improvements to the logon experience for customers that use single sign-on with Interaction Connect. The new workflow has a much better look and feel and allows the user to select defaults to help speed up the logon process.

Salesforce.com Single Sign-on Documentation

The Identity Providers Technical Reference now includes details about enabling Salesforce.com single sign-on in CIC. You can find this document in the CIC Documentation Library at: <https://my.inin.com/products/cic/Documentation/index.htm>

SAML Metadata Import

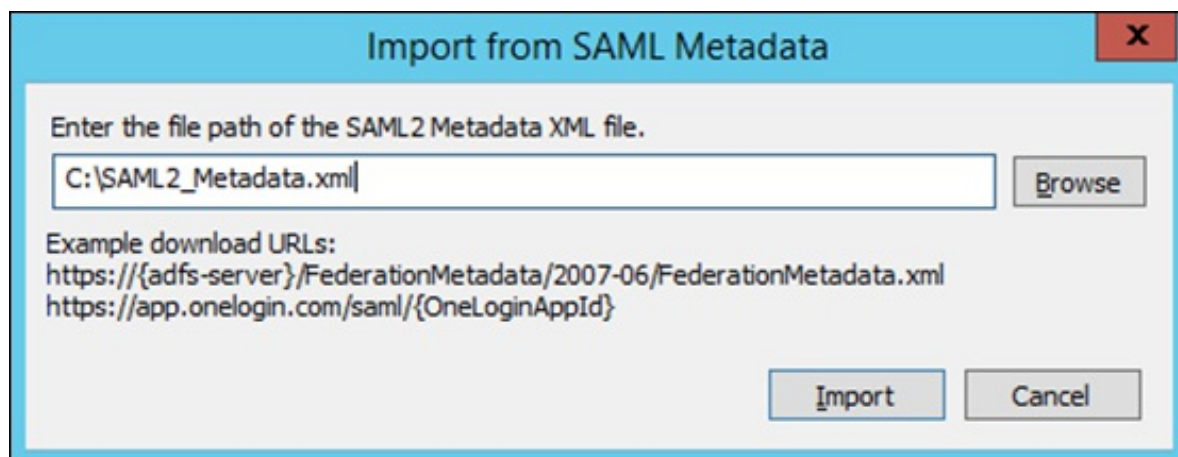
This feature simplifies the process of adding new identity providers in Interaction Administrator. Using the identity provider's XML metadata, Interaction Administrator allows users to pick and choose claims instead of having to add them manually.



The dialog box is titled "Identity Provider Configuration - New Item". It has a tabbed interface with "Configuration" selected. The "Name" field contains "ADFS". Under "UI display", the radio button "Allow user to specify username and password" is selected. The "Authentication Types" section contains a table with three rows: "SAML 2 Enhanced Client or Proxy", "SAML 2 Web Browser Post", and "SAML 2 Web Browser Redirect". To the right of the table are buttons for "Import...", "Enable", and "Configure...". At the bottom are "OK" and "Cancel" buttons.

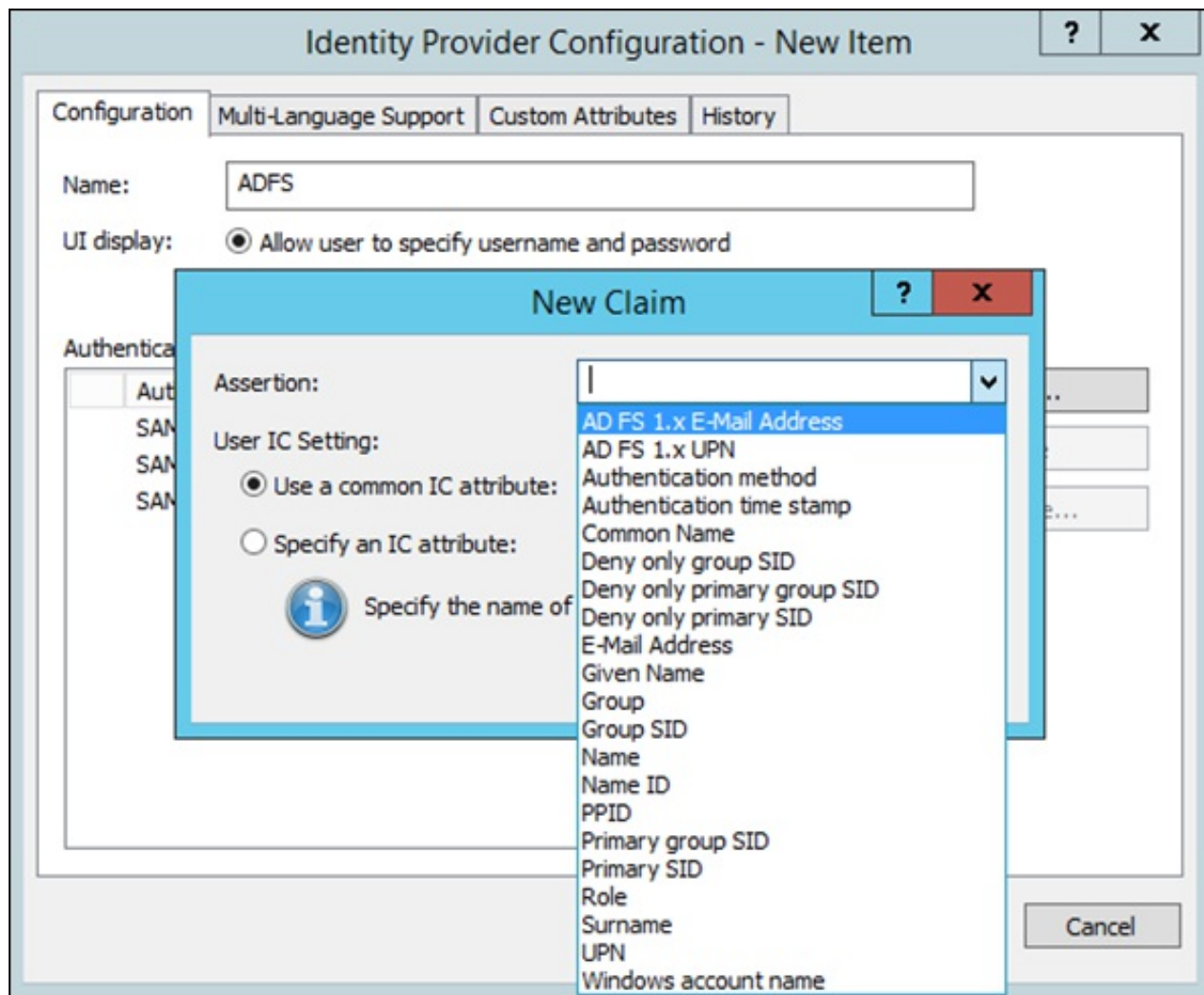
Authentication Type	Endpoint
SAML 2 Enhanced Client or Proxy	
SAML 2 Web Browser Post	
SAML 2 Web Browser Redirect	

Identity Provider Configuration in Interaction Administrator

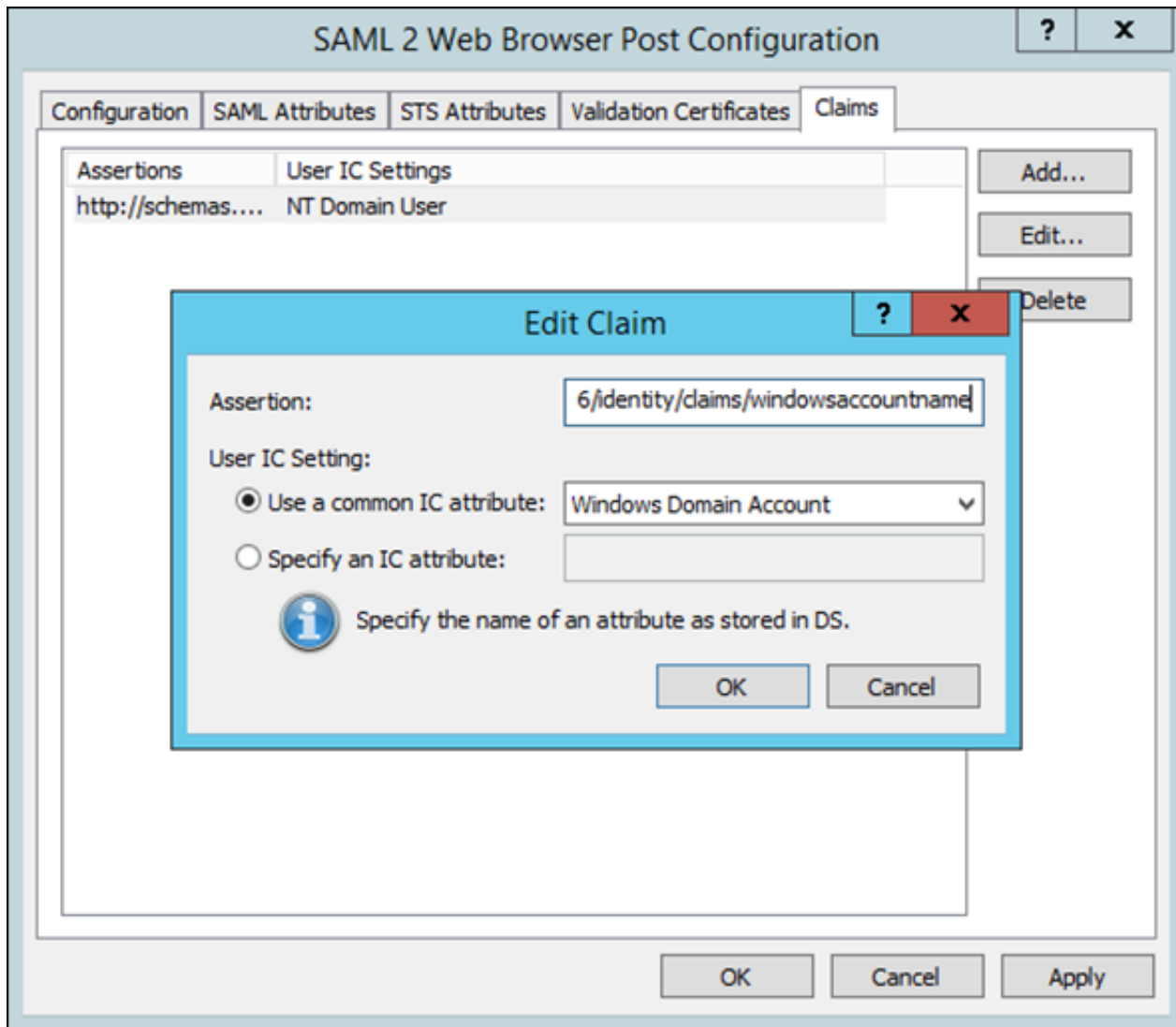


The dialog box is titled "Import from SAML Metadata". It prompts the user to "Enter the file path of the SAML2 Metadata XML file." The text box contains "C:\SAML2_Metadata.xml". There is a "Browse" button next to the text box. Below the text box, it says "Example download URLs:" followed by two URLs: "https://{adfs-server}/FederationMetadata/2007-06/FederationMetadata.xml" and "https://app.onelogin.com/saml/{OneLoginAppId}". At the bottom are "Import" and "Cancel" buttons.

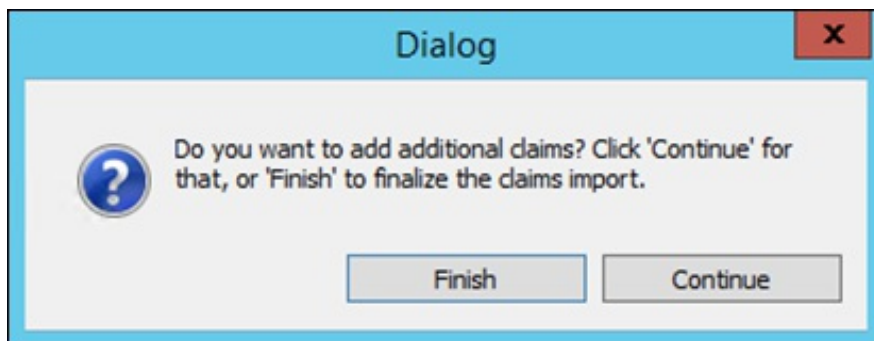
SAML Import from XML File



Pick and Choose Claims to Avoid Manual Entry



Edit Claim



Edit Claim

Improved Interaction Recorder Searching for Interaction Analyzer Keyword Spotting

New Interaction Analyzer search attributes and data results improve the ability to locate recordings, based on keyword spotting results. You can use this information to fine tune keywords and identify improvement opportunities for agents and contact center processes. The ability to copy and paste and/or export data from the recording search results grid provides data for users to create reports and assist in fine tuning keyword settings.

New search attributes include:

- Keyword set category
- Keyword set name
- Spotted keyword confidence %

The recording search results grid now includes four new Interaction Analyzer keyword scoring results, bringing the number of keyword scoring data columns to seven. The new columns include:

- Customer positive score
- Customer negative score
- Agent positive score
- Agent negative score

The recording search results grid contains two new data columns that pertain to whom the interaction is from and the direction of the interaction. The new columns are:

- Initiator Interaction Address
- Direction

Users can copy and paste rows of data from the recording search results data grid or from the media details pane.

Users can also export search results for recording searches and scorecard searches from the data grid. Format options include CSV, Excel, and PDF.

Interaction Analyzer Keyword Set Category

Equal to

Customer Retention Issues

Interaction Analyzer Keyword Set Name

Equal to

Support Keywords

Interaction Analyzer Spotted Keyword Confidence (percentage)

Greater than

96

Keyword Sets

New Attribute

UNION Operator

Move Down

Move Up

Delete

Interaction Analyzer

Interactions

Media Specific

Questionnaires

Survey

Advanced

Agent Keyword Score

Customer Keyword Score

Interaction Was Analyzed

Keyword

Keyword Set Category

Keyword Score

Keyword Set Name

Spotted Keyword Confidence

Searches

Search 1

Configure... Run Search

Search Results (3 recordings)

Initiation ID Key / Initiation Policy	Total Keyword Score	Customer Keyword Score	Agent Keyword Score	Customer Positive Score	Customer Negative Score	Agent Positive Score	Agent Negative Score
01250050150... New Policy	32	20	12	20	0	22	-10
01250050150... New Policy							
01250050150... New Policy							

Show/Hide Columns

- ☒ Recording Length
- ☒ Agent Keyword Score
- ☐ Agent Negative Score
- ☐ Agent Positive Score
- ☒ Customer Keyword Score
- ☐ Customer Negative Score
- ☐ Customer Positive Score
- ☒ Date/Time
- ☒ Direction
- ☒ Initiation Policy
- ☒ Initiator Interaction Address
- ☒ Interaction Address
- ☒ Interaction ID Key
- ☒ Local Party Name
- ☒ Media Type
- ☒ Queue
- ☒ Recording ID
- ☒ Related Recordings
- ☒ Scoring Status
- ☒ Scoring User
- ☒ Total Keyword Score

Score Columns

Search Results (3 recordings)

Media Type	Recording ID	Date/Time	Recording Length	Direction	Initiator Interaction Address
	83c4c713-47b4...	02/03/2015 14:17:57	00:00:02	Outbound	10000
	d7e9c913-96d4...	00:00:52	00:00:52	Outbound	10000
	08eac913-be3f...	00:00:29	00:00:29	Intercom	10000

Open Recording...
Show
Audit Trail
Delete Recording
Export
Archive...
Scoring
Send as Email...

Recording
Results Rows
All
Selected Rows
CSV
Excel
PDF

Search Results (100 scorecards)

Scoring Date/Time	Questionnaire Directory	Questionnaire
9/29/2015 9:55:29 PM	Generated_01	Questionnaire 03
9/29/2015 9:54:28 PM	Generated_01	Questionnaire 03
9/29/2015 9:53:29 PM	Generated_02	Questionnaire 04
9/29/2015 9:52:43 PM	Generated_02	Questionnaire 04
9/29/2015 9:51:31 PM	Generated_02	Questionnaire 05
9/29/2015 9:50:44 PM	Generated_02	Questionnaire 04
9/29/2015 9:49:50 PM	Generated_02	Questionnaire 04
9/29/2015 9:48:36 PM	Generated_02	Questionnaire 04
9/29/2015 9:47:37 PM	Generated_03	Questionnaire 01
9/29/2015 9:46:51 PM	Generated_02	Questionnaire 05
9/29/2015 9:45:57 PM	Generated_03	Questionnaire 01

Delete Scorecard
Export Results Rows
Selected Rows
All Rows
CSV
Excel
PDF

Export Search Results

Improved Scalability for Interaction Recorder and Interaction Quality Manager

Targeted performance improvements and elimination of table-scans for various Recorder and Quality Management stored procedures result in efficiency improvements.

- When retrieving results in a recorder search within IC Business Manager, there is up to a 1.5x performance increase on an SQL database and up to a 10x performance increase on an Oracle database.
- Security policy re-apply design is up to 25x faster on an SQL Server-based system, and up to 7x faster on an Oracle-based system, using approximately 25 security policies.
- Policy audit history tracks policy changes and re-evaluation status. The audit history provides a better understanding of the changes and the timing of the changes.
- There is a new UI indicator and progress meter for the security and retention policy apply process.
- There is now the ability to cancel a policy re-apply.
- Recorder components that leverage Amazon S3 storage now use the HTTPS protocol (instead of HTTP) for file transfers and communication. This change addresses security protection during file transfers and archiving.

User Performance Summary Report

The new User Performance Summary report displays ACD and non-ACD summary information with several flexible column placeholders to display statistics, such as talk time, handle time, DND, and occupancy.

User Performance Summary								
Date Time : 8/5/2015 12:00:00 AM - 8/5/2015 11:59:59 PM (Today)								
Site ID : <All>								
Agents : Cook, Brad, Hess, Erika, Ciuffo, Joe, Spangler, Matt, Pinkerton, Wayne								
Media Type : Call								
	OFFERED	ANS #	FLOW #	AVG TALK	AVG HOLD	AVG ACW	AVG HANDLE	IN
BRAD.COOK								
no workgroup	0	0	0	:00:00	:00:00	:00:00	:00:00	0
call	0	0	0	:00:00	:00:00	:00:00	:00:00	0
support.dataservices	7	7	0	:16:28	:00:55	:05:00	:22:23	0
call	7	7	0	:16:28	:00:55	:05:00	:22:23	0
SUMMARY	7	7	0	:16:28	:00:55	:05:00	:22:23	0
ERIKA.HESS								
no workgroup	0	0	0	:00:00	:00:00	:00:00	:00:00	0
call	0	0	0	:00:00	:00:00	:00:00	:00:00	0
support.dataservices	1	1	0	:00:58	:00:00	:04:59	:05:57	0
call	1	1	0	:00:58	:00:00	:04:59	:05:57	0
support.global	1	1	0	:01:38	:01:12	:05:00	:07:50	0
call	1	1	0	:01:38	:01:12	:05:00	:07:50	0
support.overflow	1	1	0	:21:35	:10:18	:05:00	:36:53	0
call	1	1	0	:21:35	:10:18	:05:00	:36:53	0

User Performance Summary Report

New Firmware for Polycom SoundPoint IP and VVX Phones

CIC 2015 R4 includes the following firmware to support these Polycom SoundPoint IP and VVX phone models:

Firmware	Phone model
4.0.8c (default for SoundPoint IP phones)	IP321, IP331, IP335, IP450, IP550, IP560, IP650, IP670, IP5000, IP6000, IP7000
5.2.2 (default for VVX phones)	VVX300, VVX310, VVX400, VVX410, VVX500, VVX600

Interaction Optimizer Agent-Initiated Shift Trading

This feature enables agents to trade whole or partial shifts with other agents, based on business rules that the scheduling administrator configures. Those business rules include things like min/max weekly hours and membership in service goals, workgroups, or interaction types that drive whether the trade should be approved automatically or queued for the scheduling administrator to review.

Home

Orders

Configuration

Shift Trading

Enable Shift Trading

Trades must be at least this many hours in the future:

48

Minimum trade length (in hours):

2

Minimum consecutive block of time left after partial trade (in hours):

2

Purge expired trades from database once they are this old (in days):

90

Partial day trade recommendation window (in hours):

2

Require admin approval for trades that contain a partial shift

Agent matching criteria

All agents in this scheduling unit

Agents belonging to the same staff type

Agents belonging to the same coverage group

Agents that have all the same ACD workgroups

Agents that have all the same ACD workgroups and skills

Activity type rules

Activity Type	Action	Admin Review	Warning	Warning Message
ACD	Stays with schedule	<input type="checkbox"/>	<input type="checkbox"/>	
Break	Stays with schedule	<input type="checkbox"/>	<input type="checkbox"/>	
Meal	Stays with schedule	<input type="checkbox"/>	<input type="checkbox"/>	
Meeting	Cannot be traded		<input type="checkbox"/>	
Non-ACD	Replaced with ACD	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
Time Off	Cannot be traded		<input type="checkbox"/>	
Training	Cannot be traded		<input type="checkbox"/>	
Unavailable	Replaced with ACD	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
Unscheduled	Replaced with ACD	<input checked="" type="checkbox"/>	<input type="checkbox"/>	

Configure Trade Rules (WFM Administrator)

180

Workspaces

Shift Trading Shift Trading Requests

Home » Orders » Scheduling » Shift Trading Requests

Show requests after: 4/20/2015 15 Pending

Status	Offering Agent	Offering Agent's Schedule	Reviewer	Reviewed Date	Accepting Agent	Accepting Agent's Schedule	Deny Reason
<All>							
Approved	Bera Lopez	4/22/2015 7:00 AM to 6:00 PM	<System>	4/16/2015 9:01 PM	Jan Brown	4/26/2015 7:00 AM to 6:00 PM	
Denied Match	Larry Li	4/25/2015 7:00 AM to 12:00 PM	<System>	4/17/2015 3:11 PM	Bera Lopez	4/26/2015 7:00 AM to 12:00 PM	Denied by ad
Denied Request	Bera Lopez	4/26/2015 4:00 PM to 6:00 PM	Daniel Derksen	4/17/2015 1:48 PM			
Expired	Larry Li	4/20/2015 7:00 AM to 2:00 PM					
Expired	Larry Li	4/20/2015 7:00 AM to 6:00 PM					
Expired	Larry Li	4/20/2015 7:00 AM to 12:00 PM					
Expired	Larry Li	4/20/2015 7:00 AM to 6:00 PM					
Expired	Jan Brown	4/22/2015 7:00 AM to 12:00 PM					
Expired	Jan Brown	4/22/2015 7:00 AM to 6:00 PM			Bera Lopez	4/26/2015 7:00 AM to 6:00 PM	
Expired	Jan Brown	4/20/2015 7:00 AM to 11:00 AM					
Expired	Jan Brown	4/20/2015 7:00 AM to 12:00 PM					
Expired	Bera Lopez	4/22/2015 7:00 AM to 5:00 PM					
Expired	Bera Lopez	4/22/2015 7:00 AM to 6:00 PM	<System>	4/17/2015 12:54 PM	Jan Brown	4/26/2015 7:00 AM to 6:00 PM	
Expired	Bera Lopez	4/20/2015 9:00 AM to 8:00 PM					
Expired	Bera Lopez	4/20/2015 9:00 AM to 8:00 PM					
Pending	Larry Li	4/25/2015 7:00 AM to 12:00 PM			Bera Lopez	4/26/2015 7:00 AM to 12:00 PM	
Unmatched	Jan Brown	4/26/2015 7:00 AM to 12:00 PM					

View/Manage Trades (WFM Administrator)

Post New Trade

Trade away time on

4/26/15

My current shift: "Sunday, 4/26/2015 7:00 AM to 6:00 PM"

☒ Exact match
 ☐ Variable start time
 ☐ Variable end time

Start

7:00 AM

End

6:00 PM

Select a day to work

<input type="checkbox"/> Date	My Current Shift	Min Start	Max Start
<input type="checkbox"/> 4/20/2015	9:00 AM to 8:00 PM	8:00 PM	8:00 PM
<input type="checkbox"/> 4/21/2015	Not scheduled	7:00 AM	9:00 AM
<input type="checkbox"/> 4/22/2015	Not scheduled	7:00 AM	9:00 AM
<input checked="" type="checkbox"/> 4/23/2015	Not scheduled	7:00 AM	7:00 AM
<input checked="" type="checkbox"/> 4/24/2015	Not scheduled	7:00 AM	7:00 AM
<input checked="" type="checkbox"/> 4/25/2015	Not scheduled	7:00 AM	9:00 AM
<input type="checkbox"/> 4/26/2015	7:00 AM to 6:00 PM	6:00 PM	6:00 PM

Request expires on

4/24/15

7:00 AM

Note: the system will not allow trades less than 48 hours before either shift change

Cancel

Submit Request

Post New Trade (Agent)

INTERACTION OPTIMIZER

ACD

7:00 PM - 5:00 PM

3:34:02 remaining

Out Of Adherence

Break

5:00 PM - 5:15 PM

ACD

5:15 PM - 8:00 PM

Schedule

Time Off

Shift Trading

Search Trades

My Trades

Trade away time on

Traded date

4/26/15

Start

7:00 AM

End

6:00 PM

(11 hours)

My current shift: "Sunday, 4/26/2015 7:00 AM to 6:00 PM"

Select a day to work

Date	My Current Shift	Exact Matches	Recommended Matches
Monday, 4/20/2015	9:00 AM to 8:00 PM	0	0
Tuesday, 4/21/2015	Not scheduled	0	0
Wednesday, 4/22/2015	Not scheduled	1	0
Thursday, 4/23/2015	Not scheduled	0	0
Friday, 4/24/2015	Not scheduled	0	0
Saturday, 4/25/2015	Not scheduled	0	0
Sunday, 4/26/2015	7:00 AM to 6:00 PM	0	0

Time Gained

Time Traded Away

Hours

Wednesday, 4/22/2015 7:00 AM to 6:00 PM

Sunday, 4/26/2015 7:00 AM to 6:00 PM

11.00

Search Trades (Agent)

ACD

2:00 PM - 5:00 PM

1:40:44 remaining

Out Of Adherence

Break

5:00 PM - 5:15 PM

ACD

5:15 PM - 8:00 PM

ScheduleTime OffShift Trading

Search Trades

My Trades

Filter by...

Time Traded Away	Time Gained	Status
Sunday, 4/26/2015 4:00 PM to 6:00 PM	Not traded	Denied
Sunday, 4/26/2015 7:00 AM to 6:00 PM	Wednesday, 4/22/2015 7:00 AM to 6:00 PM	Approved
Sunday, 4/26/2015 7:00 AM to 12:00 PM	Saturday, 4/25/2015 7:00 AM to 12:00 PM	Pending review
Sunday, 4/26/2015 7:00 AM to 12:00 PM	Saturday, 4/25/2015 7:00 AM to 12:00 PM	Denied
Sunday, 4/26/2015 7:00 AM to 6:00 PM	Wednesday, 4/22/2015 7:00 AM to 6:00 PM	Expired
Wednesday, 4/22/2015 7:00 AM to 5:00 PM	Not traded	Expired
Wednesday, 4/22/2015 7:00 AM to 6:00 PM	Not traded	Expired
Monday, 4/20/2015 9:00 AM to 8:00 PM	Not traded	Expired
Monday, 4/20/2015 9:00 AM to 8:00 PM	Not traded	Expired

My Trades (Agent)

New Features in 2015 R3

This section lists the main features that are new in CIC 2015 R3.

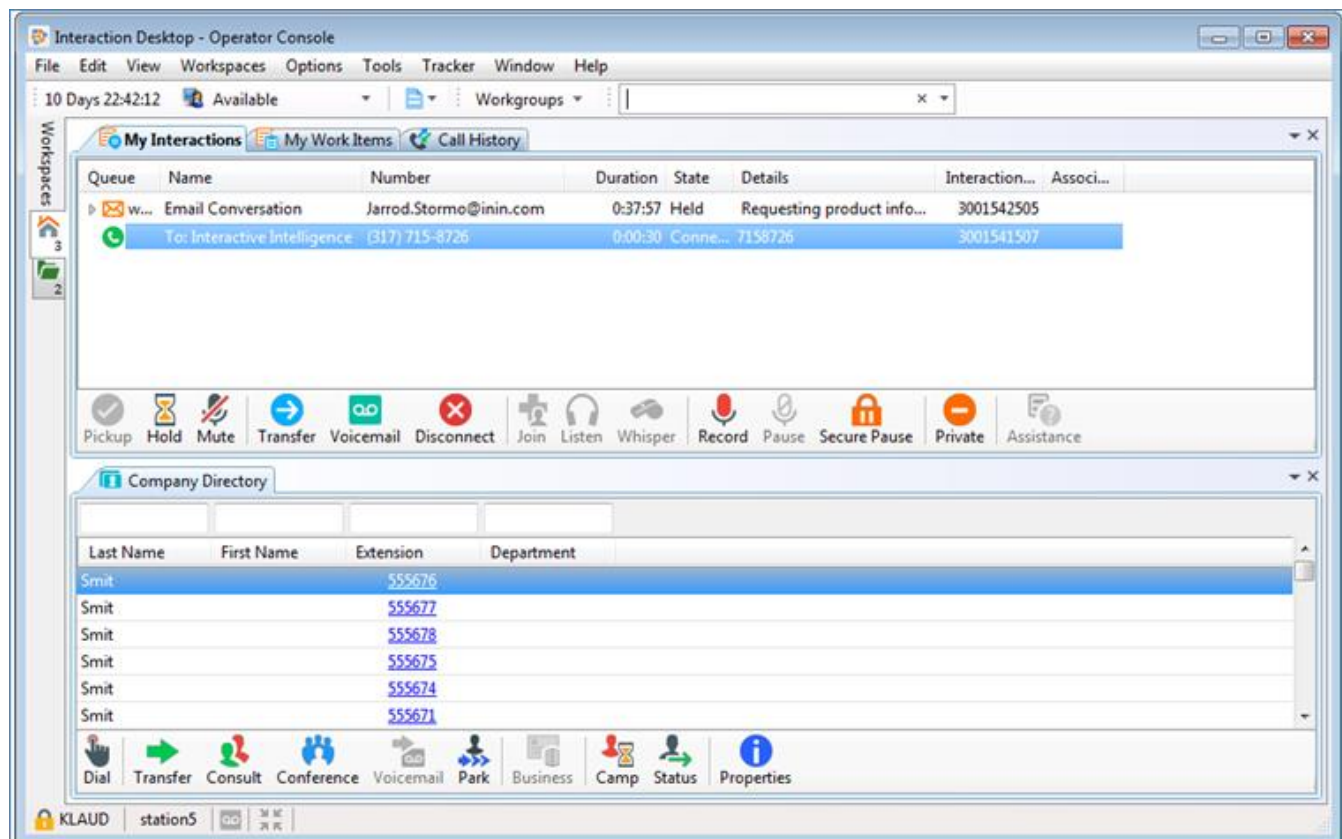
Interaction Desktop General Availability

CIC 2015 R3 includes the initial release of our new desktop CIC client, Interaction Desktop. This application includes all of the client functionality from Interaction Client .NET Edition, with improved email views and optimizations to some other client functionality.

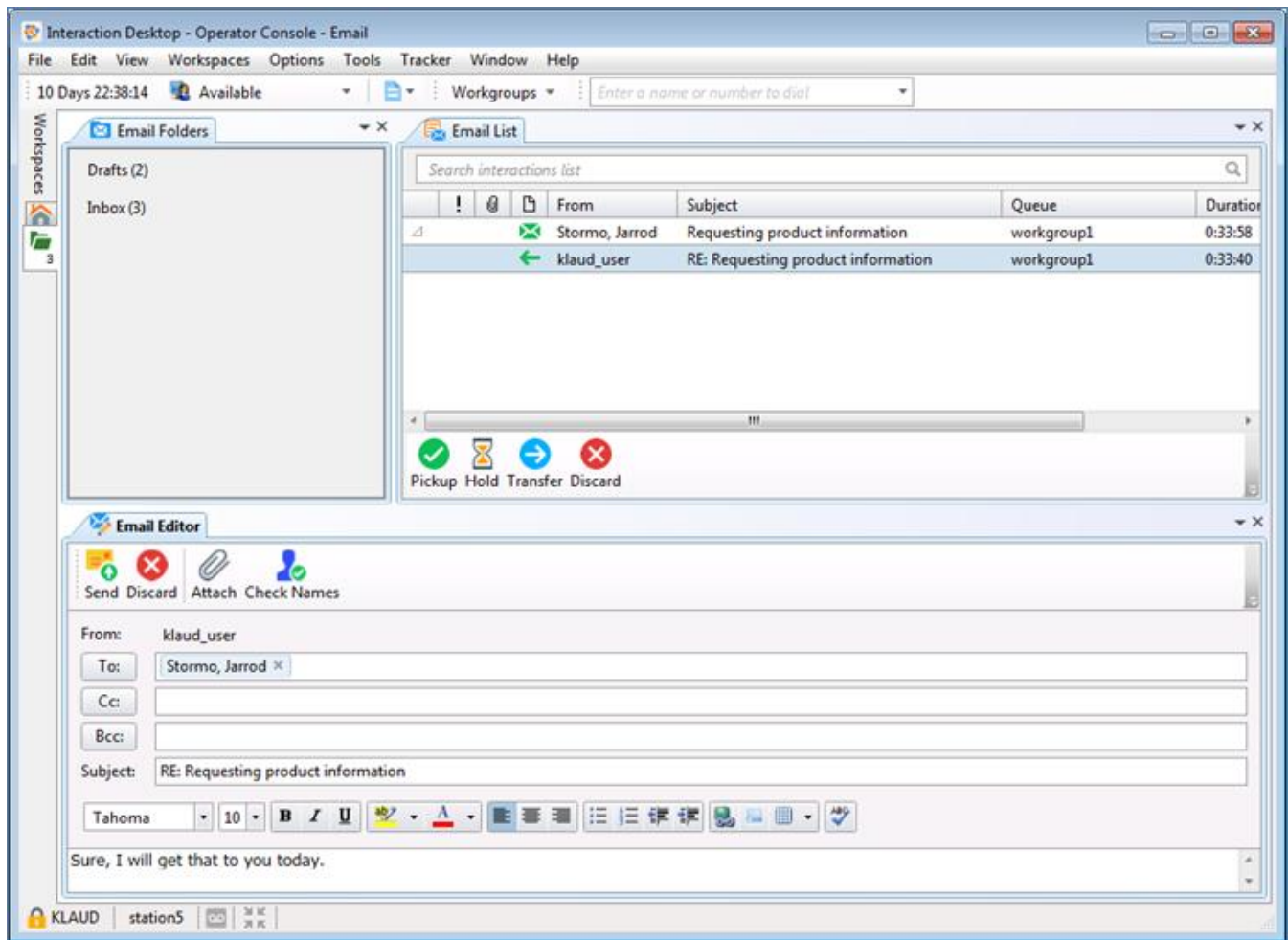
Future versions of CIC will include additional functionality, such as the supervisor views in Interaction Center Business Manager (ICBM). The goal is to allow users to receive calls and manage the contact center from a single application.

Refer to the *Interaction Desktop Quick Start Guide* in the CIC Documentation Library for an overview of the differences between Interaction Client .NET Edition and Interaction Desktop.

During the installation of CIC 2015 R3, some or all user settings from Interaction Client .NET Edition are automatically migrated to Interaction Desktop. For more information about the transition, refer to the *Transition to Interaction Desktop Administrator's Guide* in the CIC Documentation Library.



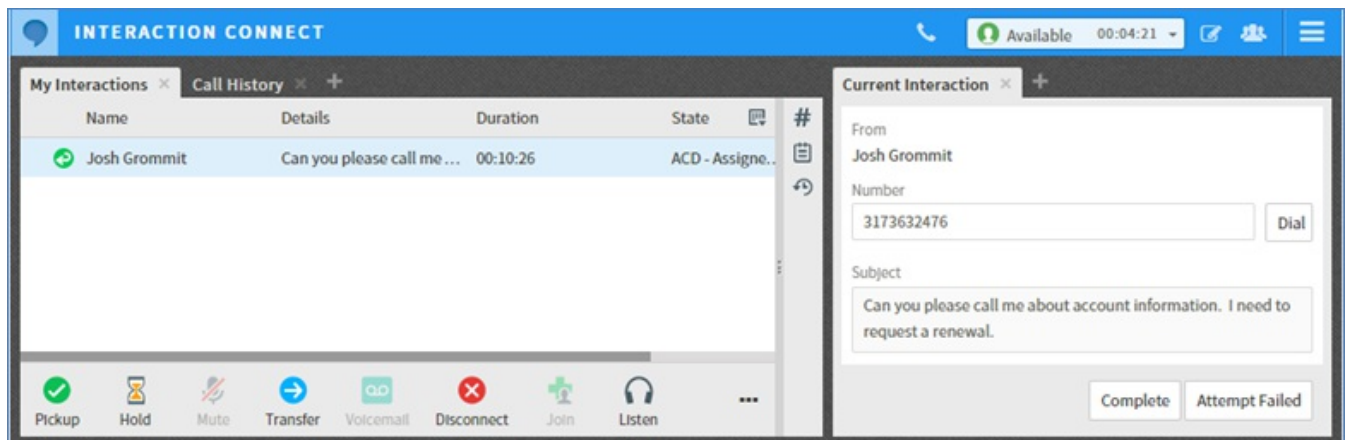
Interaction Desktop



Interaction Desktop Email Features

Interaction Connect Callback Support

Interaction Connect now allows agents to receive callbacks.



Interaction Connect Login Screen

Interaction Center Web Services (ICWS)

The ICWS Directory and Interaction History APIs are now public.

For more information, documentation, examples, or to download the ICWS SDK, see <https://developer.inin.com/documentation/pages/default.aspx>.

Secure IVR Playback

The Secure IVR Playback feature enables callers in an Interactive Voice Response session to enter DTMF digits securely through a telephone keypad and hear the corresponding DTMF digits as feedback. Call recordings and keyword spotting diagnostic recordings do not include the entered digits. The digits are not present in log or tracing files, other people on the phone cannot hear them, and they are encrypted between all points within the CIC system to ensure security and to meet PCI compliance standards. The Secure IVR Playback feature works for internal calls, external calls, and ACD-routed calls.

PCI compliance is a requirement in some countries - there cannot be the ability to see sensitive data, for example, social security numbers, credit card numbers, and PINs.

CIC has no control over streams that leave the system.

This feature is part of the Secure Input feature implementation. For more information about secure IVR playback, see the *Secure Input Technical Reference* in the CIC Documentation Library.

Hold Time Recording Search and Display in Recording Media Details

This feature adds the ability to search recordings based on hold time criteria. It also displays a new column in the recording results grid view and it adds information about the holds in the recording playback media Details dialog box with a new Events tab.

Types of hold include:

- Hold/transfer
- Hold during the interaction
- Total hold time

In ICBM, the new Events tab displays:

- The number of times that an agent places a caller on hold during a recording.
- The total amount of time that a caller is on hold during a recording.
- A list of all the individual holds with duration.

Hold time details provide critical data to help evaluate cost, efficiency, and quality of handling interactions. Length of time and frequency of placing callers on hold has a significant impact on customer satisfaction and can be an indicator of agent performance issues. The ability to locate recordings based on hold criteria, and to view the hold time details, improves the efficiency of quality monitoring efforts by making it easier to identify calls that can yield the most benefit from evaluation efforts and identification of coaching opportunities.

IPA Process Automation Server (PAS) Version 2

Process Automation Server, the primary “engine” of the Interaction Process Automation solution, is completely re-architected to provide significant overall performance improvements. PAS v2, which supports 64-bit architecture, provides for the implementation of many more users, processes, work items, and system variables than in PAS v1. Written specifically with clustering scalability in mind (that is, N+1), PAS v2 provides greater stability and improved use of memory, disk space, and bandwidth utilization for greater performance and speed.

Migration of process definitions from PAS v1 is not required. A one-time migration tool migrates process instances. Manually transferring persistence files in switchover or disaster recovery instances is now unnecessary. Database backup functions are now managed via SQL Server internal mechanisms. Overall, IPA’s PAS v2 represents a significant evolution in Interaction Process Automation’s functionality and performance.

NICE/IEX WFM Integration

The connector was updated to send information to IEX so that the user state appears in real time and the user status is preserved. This allows managers to reliably and accurately measure schedule adherence.

Integrations End of Life

The following integrations are now end of life:

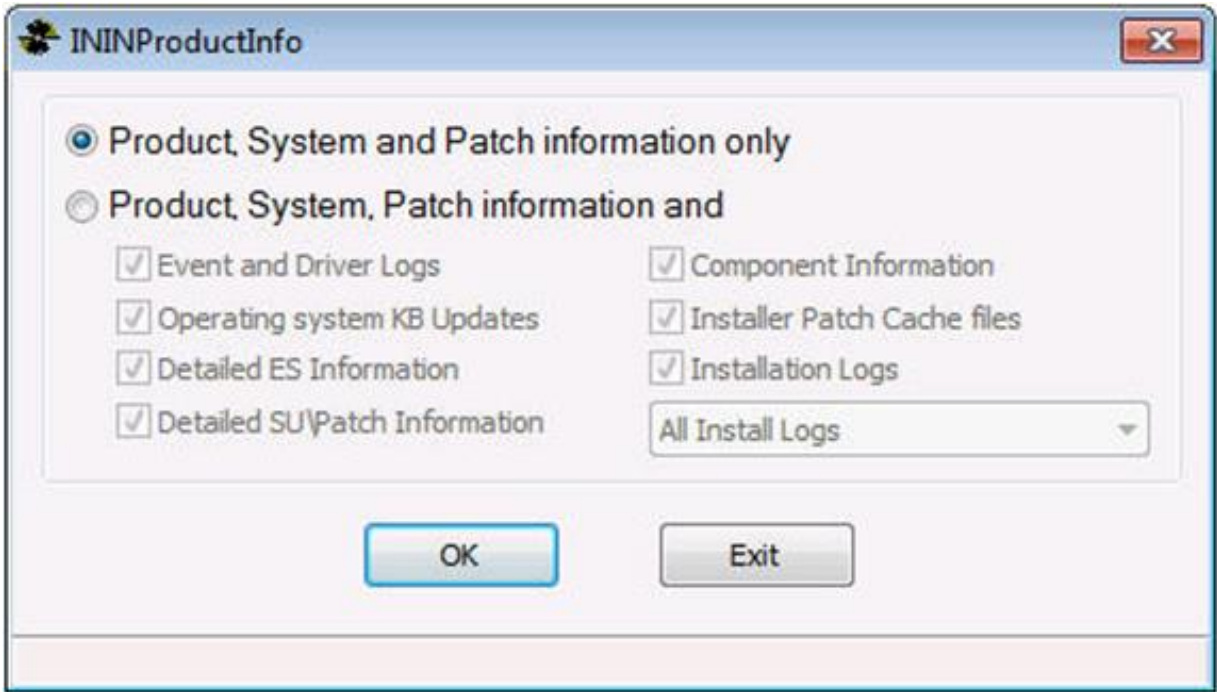
- Interaction Process Automation integration with SharePoint
- Remedy IVR integration

Starting with CIC 2015 R3, these integrations are no longer available on the CIC release and patch .iso downloads.

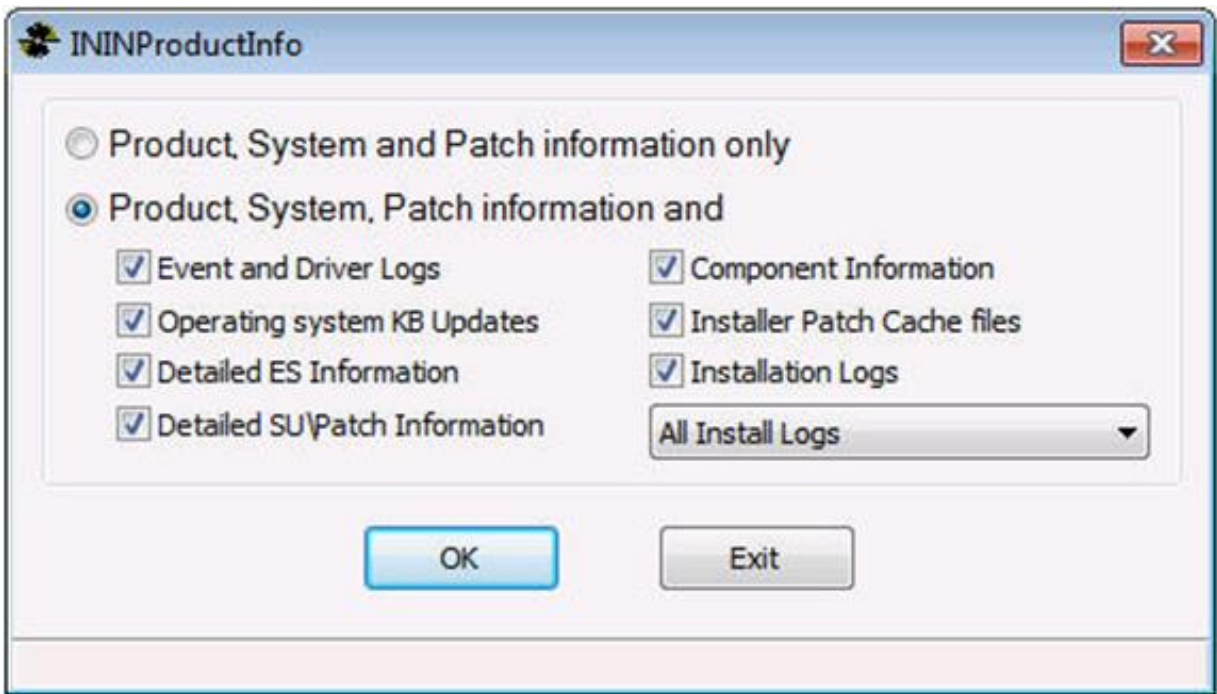
ININProductInfo Utility

The ININProductInfo utility gathers information about installed PureConnect products and system information, logs, and (optionally) applied operating knowledgebase updates and Windows installer logs. This information helps the Genesys Customer Care and Testing teams diagnose installation issues.

The utility is available in the \Utilities share on the CIC server, following the 2015 R3 CIC Server installation. For more information about the utility, see the *Customer Interaction Center Installation and Configuration Guide* in the PureConnect Documentation Library.



ININProductInfo Utility, Product and Path Information Only



ININProductInfo Utility, Additional Options

New Features in 2015 R2

This section lists the main features that are new in CIC 2015 R2.

Interaction Center Web Services (ICWS) Improvements

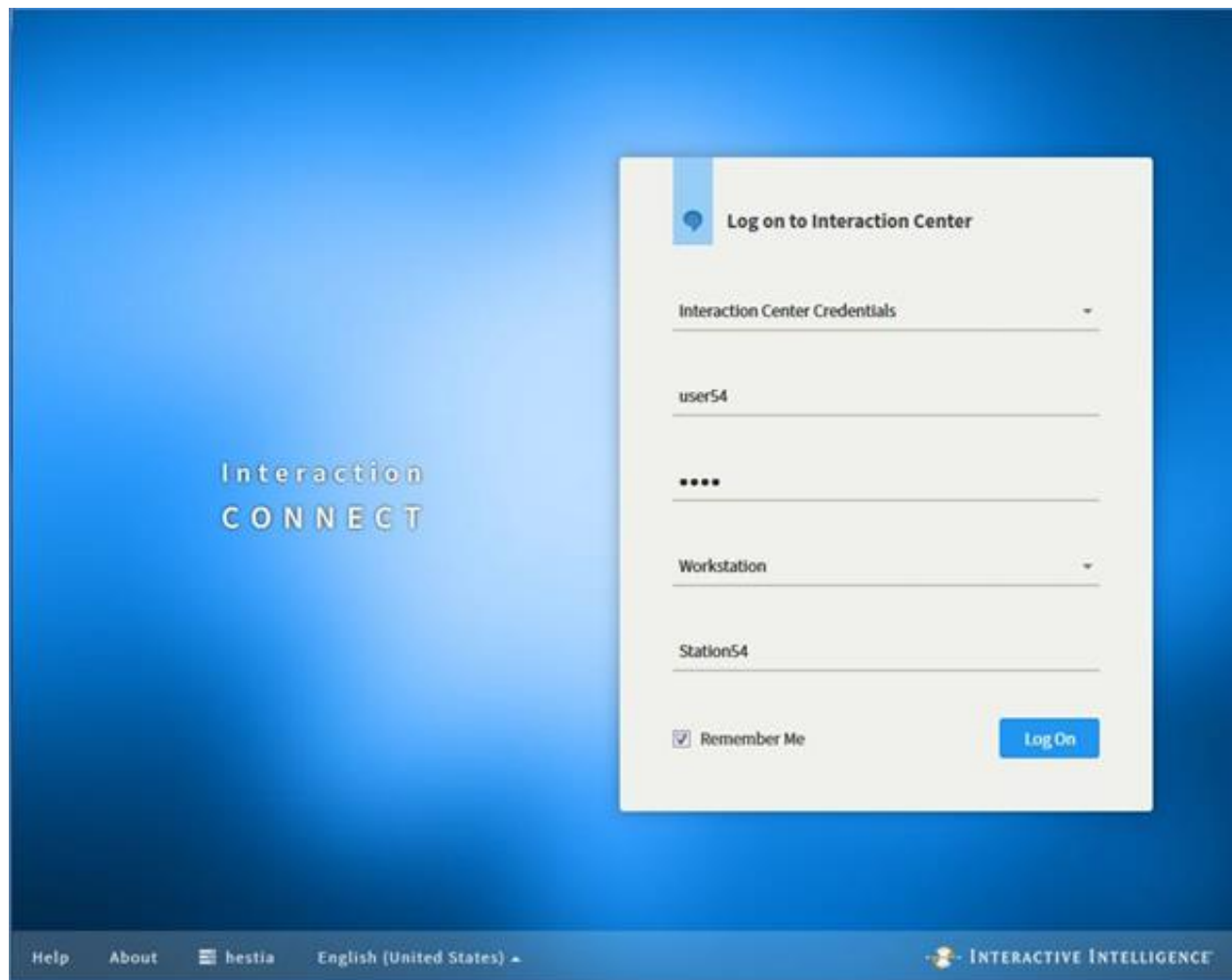
The Interaction Center Web Services (ICWS) SDK now supports SAML 2.0-based single sign-on providers.

To find more information, documentation, and examples, or to download the ICWS SDK, see <https://developer.inin.com/documentation/pages/default.aspx>.

Initial Release of Interaction Connect

CIC 2015 R2 includes the initial release of the new HTML 5-based web client, Interaction Connect. Interaction Connect is based on a REST API (ICWS), which provides better usability and scalability than Interaction Client Web Edition. The initial release includes a limited set of features. Future releases of CIC will include additional Interaction Connect functionality.

Note: Interaction Connect requires the use of a web server and CIC Web Applications.



Interaction Connect Logon Screen

INTERACTION CONNECT

Available
3d 23:42:53

My Interactions

Name	Duration	State	Queue
------	----------	-------	-------

Pickup
 Hold
 Mute
 Transfer
 Disconnect

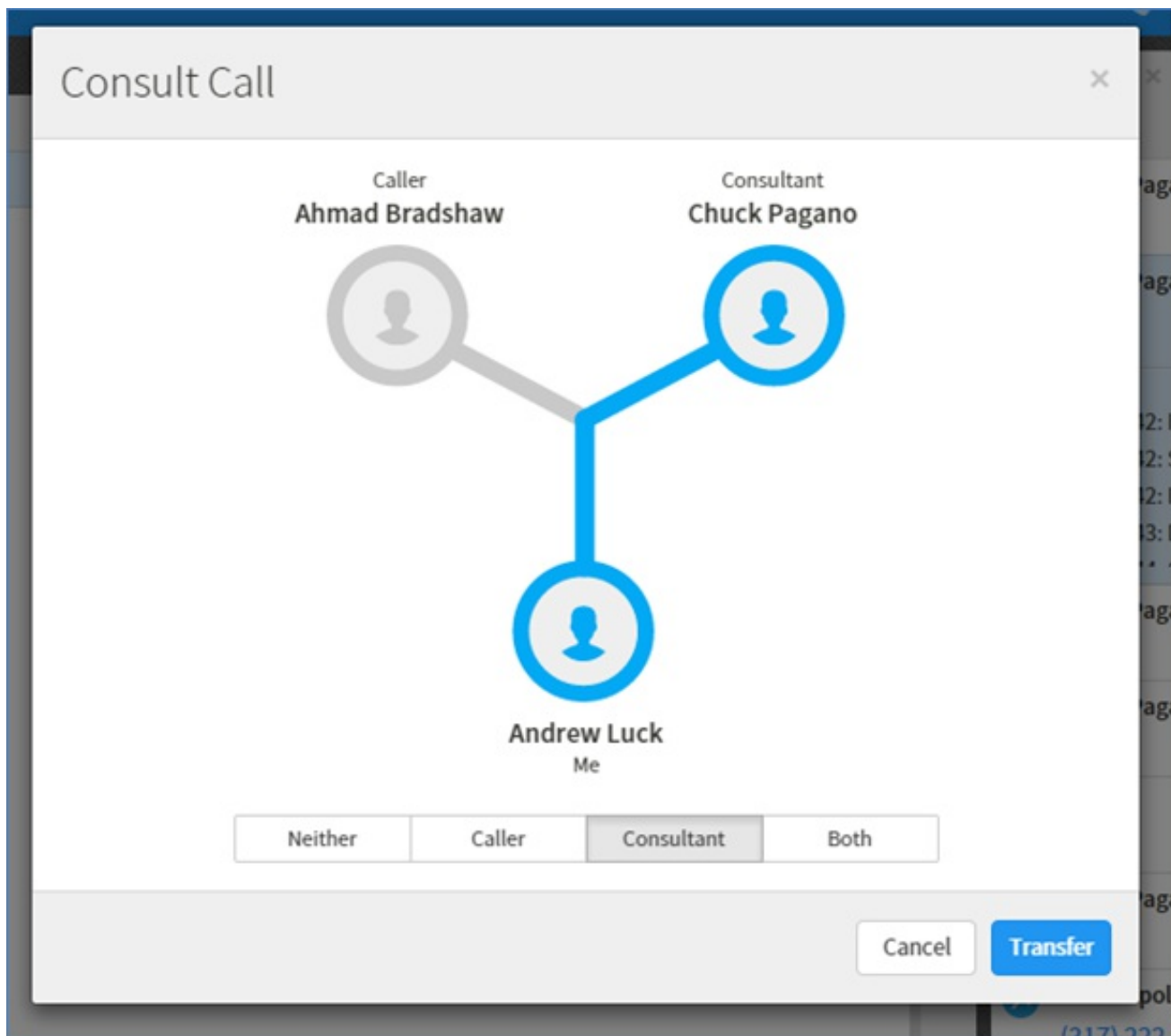
Company Directory

Last Name	First Name	Extension	Department
Hilarion_User	Hilarion_User	10000	
operator	operator	19999	
user1	user1	10001	
user10	user10	10010	
user100	user100	10100	
user11	user11	10011	
user12	user12	10012	
user13	user13	10013	
user14	user14	10014	
user15	user15	10015	

Page 1 of 5

Viewing items 1 - 25 of 102

Interaction Connect Interface



Interaction Connect Consult Call

Support for Google Gmail oAuth 2.0

CIC now supports oAuth 2.0 for Google Gmail.

Improvements to Email Editing Capabilities

CIC 2015 R2 includes several updates and enhancements to Response Management and Email Editor. Updated features include, but are not limited to, Response Management drag-and-drop capabilities, Response Management font selection, and line spacing.

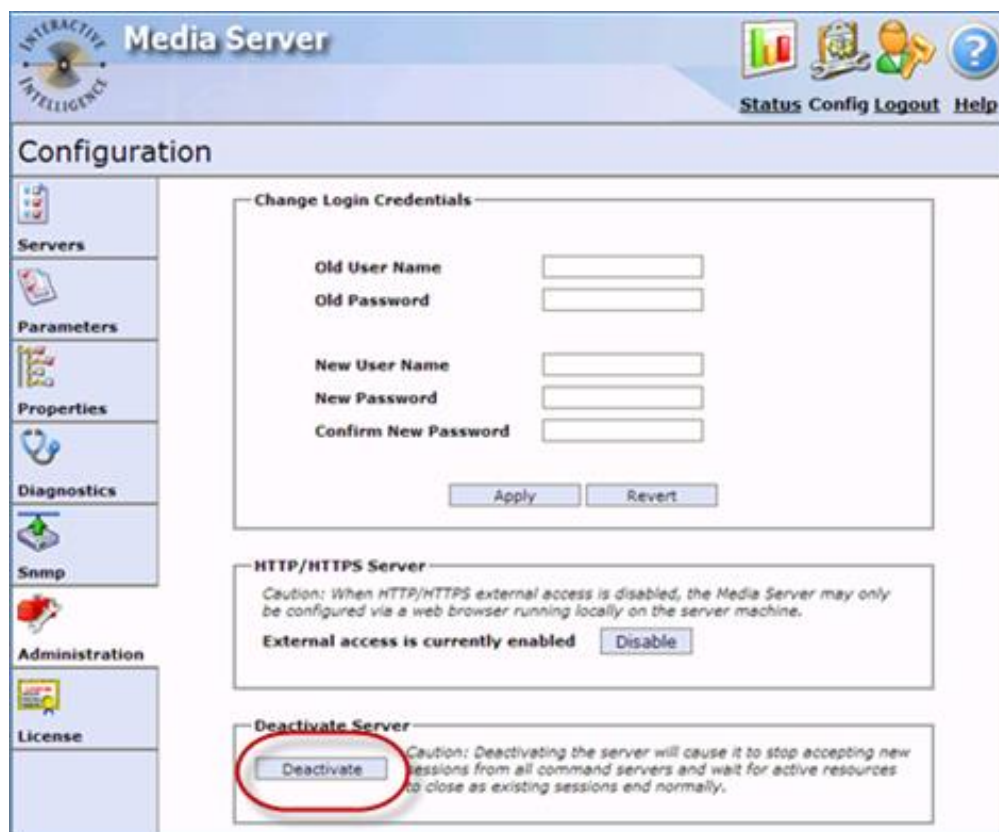
Improved Support for Web Chat in Mobile Browsers

This release includes improved support for using web chat in mobile browsers on Android, Windows, and iOS-based tablets.

Media Server Web Configuration Enhancement

In situations where several CIC servers are connected to the same Media Server, an administrator using the web interface can now take that Media Server down for updates or servicing. When taken down, the Media Server waits for the current sessions to

complete, but it does not accept new sessions.



The screenshot shows the 'Media Server' configuration interface. The left sidebar contains a tree view with 'License' selected. The main content area has three sections: 'Change Login Credentials' with input fields for Old/New User Name and Password, and 'Apply/Revert' buttons; 'HTTP/HTTPS Server' with a 'Disable' button; and 'Deactivate Server' with a 'Deactivate' button circled in red. A caution message is present next to the 'Deactivate' button.

Media Server

INTERACTIVE INTELLIGENCE

Status Config Logout Help

Configuration

Change Login Credentials

Old User Name

Old Password

New User Name

New Password

Confirm New Password

Apply Revert

HTTP/HTTPS Server

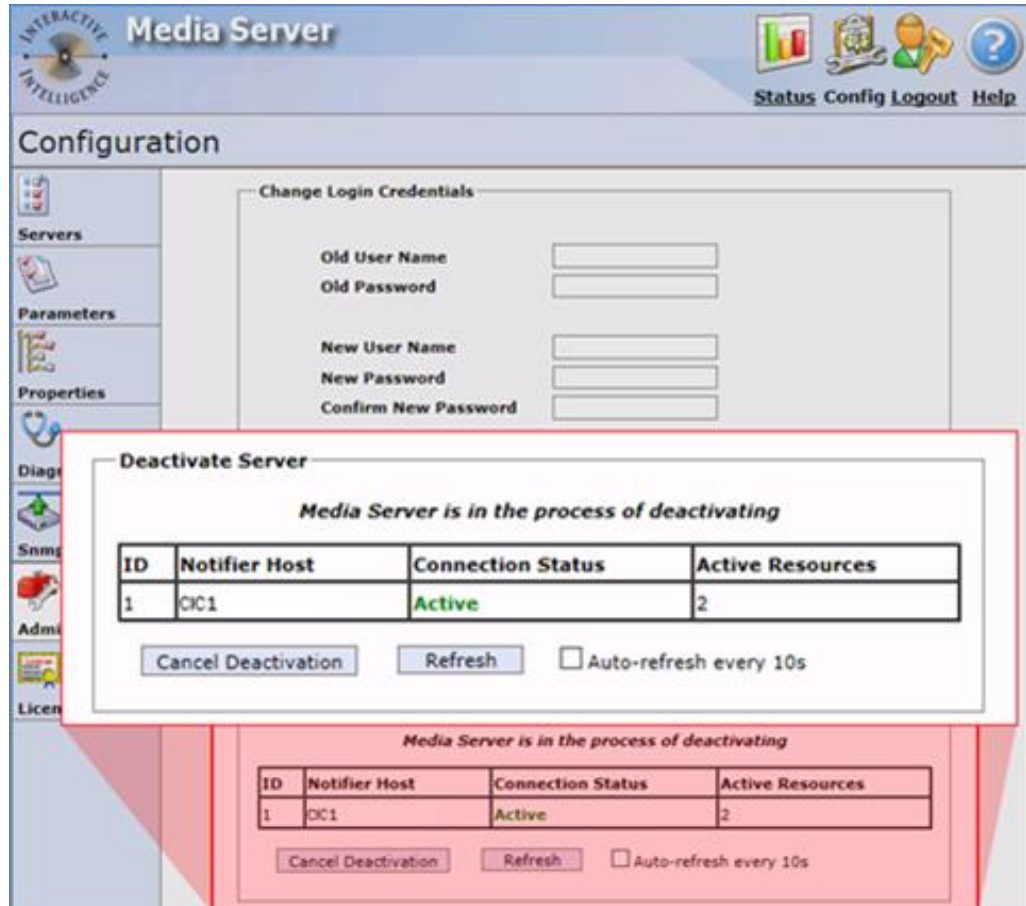
Caution: When HTTP/HTTPS external access is disabled, the Media Server may only be configured via a web browser running locally on the server machine.

External access is currently enabled

Deactivate Server

Caution: Deactivating the server will cause it to stop accepting new sessions from all command servers and wait for active resources to close as existing sessions end normally.

Media Server Deactivate Button



The screenshot shows the 'Media Server' configuration interface with a 'Deactivate Server' dialog box open. The dialog box contains a table with the following data:

ID	Notifier Host	Connection Status	Active Resources
1	OC1	Active	2

Buttons: Cancel Deactivation, Refresh, ☐ Auto-refresh every 10s

The dialog box is titled 'Deactivate Server' and contains the message 'Media Server is in the process of deactivating'.

Media Server

INTERACTIVE INTELLIGENCE

Status Config Logout Help

Configuration

Change Login Credentials

Old User Name

Old Password

New User Name

New Password

Confirm New Password

Deactivate Server

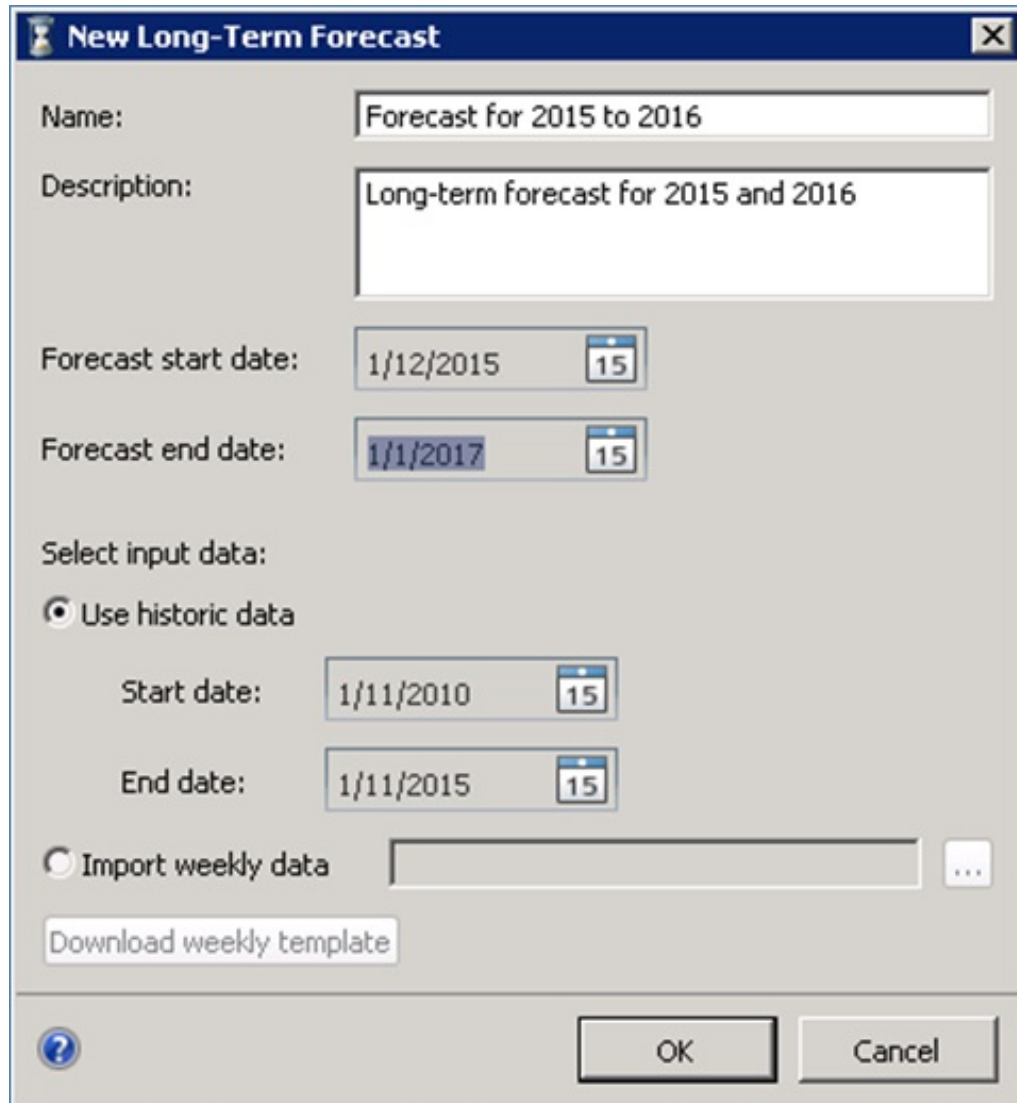
Media Server is in the process of deactivating

ID	Notifier Host	Connection Status	Active Resources
1	OC1	Active	2

Cancel Deactivation Refresh ☐ Auto-refresh every 10s

New Optimizer Long-term Forecasting

Long-term forecasting allows users to generate a weekly level forecast for volume and average handle time for many weeks at a time. The existing short-term forecasting feature only allows forecasting for one week at a time at the interval level. The long-term forecast is useful for generating a staffing forecast to use when planning weekly or monthly time off, headcount management, and more.



The dialog box titled "New Long-Term Forecast" contains the following fields and controls:

- Name:** Forecast for 2015 to 2016
- Description:** Long-term forecast for 2015 and 2016
- Forecast start date:** 1/12/2015 (with a calendar icon showing 15)
- Forecast end date:** 1/1/2017 (with a calendar icon showing 15)
- Select input data:**
 - ☒ Use historic data
 - Start date:** 1/11/2010 (with a calendar icon showing 15)
 - End date:** 1/11/2015 (with a calendar icon showing 15)
 - ☐ Import weekly data (with an empty text box and a dropdown arrow)
- [Download weekly template](#)

At the bottom, there is a help icon (question mark in a circle) and two buttons: **OK** and **Cancel**.

Optimizer Long-term Forecasting

New Long-Term Forecast: Select Representative Week

Select which weeks to use when creating an average representative forecast week. For a more accurate average, choose the weeks that are typical. The average representative week is used whenever data needs to be converted from a weekly number to a daily or hourly number. This does not impact what weeks of data are used to create the long-term forecast.

Selected	Week	Offered	Average Talk Time	Average ACW Time
<input checked="" type="checkbox"/>	= 15	27 0	274 0	112 0
		139	248 second(s)	90 second(s)
<input checked="" type="checkbox"/>	11/17/2014	27 0	274 0	112 0
		0	0 second(s)	0 second(s)
<input checked="" type="checkbox"/>	11/24/2014	27 0	274 0	112 0
		99	252 second(s)	86 second(s)
<input checked="" type="checkbox"/>	12/1/2014	27 0	274 0	112 0
		173	253 second(s)	97 second(s)
<input checked="" type="checkbox"/>	12/8/2014	27 0	274 0	112 0
		168	240 second(s)	90 second(s)
<input checked="" type="checkbox"/>	12/15/2014	27 0	274 0	112 0
		172	245 second(s)	88 second(s)
<input checked="" type="checkbox"/>	12/22/2014	27 0	274 0	112 0
		171	252 second(s)	83 second(s)

OK Cancel

Optimizer Long-term Forecasting - Representative Week Selection

Support for Crystal Reports 2013

Interaction Reporter now supports Crystal Reports 2013. It also provides backward compatibility support, in CIC 2015 R2 and later, for Crystal Reports that were created with versions 9, 10, and XI in CIC 2.4 and 3.0, and 4.0.

As part of this update, the Historical Reports view in IC Business Manager is no longer available. All Historical Reports in IC Business Manager that did not previously have an equivalent report in Interaction Reporter are migrated to Interaction Reporter in CIC 2015 R2, and following the migration, will appear in the Interaction Reporter module in ICBM. And, in Interaction Administrator, the Historical Reports container is no longer available and Crystal Reports now appear under the Report Management container.

Note: Following the CIC 2015 R2 upgrade, customers that have used Crystal Reports must run IC Setup Assistant to migrate custom report templates and other related database information. In Setup Assistant, select Database. Setup Assistant guides you through the entry of information related to your database configuration, and then it migrates the templates. For a pair of switchover servers, you must run Setup Assistant on the backup server after applying the upgrade and before starting the IC service. You don't need to run Setup Assistant again after upgrading the primary server.

	OFF	ANS	%	ABD	%	ASA	SVC LVL	AVG TALK	AVG HOLD	AVG ACW	AVG HAND	Flow Out	HOLD	ANS 5	ANS 10	ANS 20	ANS 30
4/7/2014	2631	2401	91%	232	9%	0.48	59%	1.58	0.00	0.10	2.08	0	0	1045	113	30	220
Call	2631	2401	91%	232	9%	0.48	59%	1.58	0.00	0.10	2.08	0	0	1045	113	30	220
No Skill	90	90	100%	0	0%	0.00	100%	1.54	0.00	0.10	2.04	0	0	89	0	0	1
Bill Pay	508	392	77%	116	23%	1.47	23%	1.22	0.00	0.10	1.32	0	0	0	0	0	90
Customer Relations/English	93	78	84%	15	16%	0.28	65%	1.32	0.00	0.10	1.42	0	0	30	15	2	4
Customer Relations/French	81	71	88%	10	12%	0.34	58%	1.27	0.00	0.10	1.37	0	0	28	8	2	3
Customer Relations/Spanish	85	84	99%	1	1%	0.17	79%	1.43	0.00	0.10	1.53	0	0	53	9	2	2

IC Business Manager - Interaction Reporter

Report E-mail Tool is replaced with ReportingExecutable.exe

In 2015 R2 and later, in order to schedule reports, users must have access to ICBM and have the Interaction Supervisor Plug-in: Historical Reporting license. This is a new requirement, as of 2015 R2.

Additionally, the Report E-mail Tool can no longer be used for custom report scheduling operations. ReportingExecutable.exe along with the Shell Execute Command tool must be used. The Report E-mail Tool only works with Crystal Reports 9; it will not work with Crystal Reports 2013 (2015 R2, and later).

For more information, see "Report e-mail tool" in the [Reporting Technical Reference](#), and also see "Appendix C: Run an Interaction Reporter report or a Report Assistant report using command line parameters" in the [CIC Scheduled Reports Installation and Configuration Guide](#).

Tracking of Application Users Logging On and Logging Off

CIC now logs user logon and logoff activities in the LoginLogoutChangeLog_viw view in the CIC database. The logged information includes the date and time of the event, user ID, application name, success or failure codes, and machine name.

Interaction Recorder/Quality/Feedback Stability and Reliability - Phase 2

Phase 2 of the enhancements to these products includes improvements in testing and tools to provide better scalability and reliability, and to eliminate or reduce identified customer pain points.

Initial Release of SIP Station II

Interaction SIP Station II is a SIP-based device designed for contact center and enterprise environments that use Power over Ethernet. The device includes physical controls for volume, mute, on-hook/off-hook, and emergency/urgent speed autodial. Interaction SIP Station II works in conjunction with the CIC provisioning subsystem and is configured in Interaction Administrator in the same way as Polycom phones, SIP Soft phones, and AudioCodes phones. The Interaction SIP Station II must be implemented as a managed IP phone.

The initial release of SIP Station II provides support for:

- Dual registration
- Enhanced debugging and troubleshooting improvements
- Gigabit Ethernet and dial pad



SIP Station II

Microsoft Lync - RCC Support

This update adds enhancements (TLS support, station lookup, license check, etc.), to the Lync RCC functionality that was originally introduced with the OCS integration in CIC 2.4. The update also includes improvements to the RCC configuration and installation process.

Note: Lync RCC integration now requires a new feature license: I3_FEATURE_LYNC

New Features in 2015 R1

This section lists some of the main features that are new in CIC 2015 R1.

New Features in 2015 R1

This section lists the main features that are new in CIC 2015 R1.

New Distribution Model

The CIC product suite has a new distribution model with new naming, faster release cycles, and higher quality. [CIC 4.0 SU 6](#) was the last release using the older model. CIC 2015 R1 is first of the new releases. CIC 2015 R1 or later can be applied to any CIC 4.0 SU. For more information, see the PureConnect Product Information site at <https://my.inin.com/products/cic/Pages/Releases-and-Patches.aspx>.

ES Roll-up / Patch Creation

Starting with this release, Interactive Intelligence will begin a bi-weekly process of releasing patches for CIC, Interaction Dialer, Interactive Update, and Interaction Conference. These patches will be a roll-up of all known ESs for a given release.

For more information about the release and patch process and how to download the latest patch, see the "New CIC Release and Upgrade Process: What You Need to Know" section at <https://my.inin.com/products/selfhelp/Webinars/Pages/ProductBriefings.aspx>

Required: Apply the latest patch after installing CIC 2015 R1 or later

After you install CIC 2015 R1 or later, apply the latest patch for the release. This requirement helps ensure the most stable operation of the product. Patches are posted along with releases on the PureConnect Product Information site Download Page.

Support for Newer Windows Operating Systems

Starting with this release, CIC now supports Windows Server 2012 R2, Windows 8.1, and Windows 8.1 Update 1.

Switchover Enhancements

This section describes enhancements to split switchover and switchover resiliency.

Split Switchover Optimizations

The switchover process was improved to handle instances where the CIC primary and backup servers are located on different LANs. There are new server parameters to tailor the switchover subsystems to compensate for network connectivity and latency issues. These changes help avoid unnecessary switchovers caused by connectivity issues between CIC servers.

Switchover Resiliency

The switchover resiliency process was improved to handle up to 15,000 emails and 4,000 simultaneous chats during a switchover.

Scalability Improvements

This release includes several enhancements to improve stability during administrative changes that are performed during a heavy load.

These enhancements help with:

- Client responsiveness
- Server responsiveness
- Server memory utilization
- Unintended switchover

ICWS (Interaction Center Web Services)

Interaction Center Web Services (ICWS) includes these enhancements:

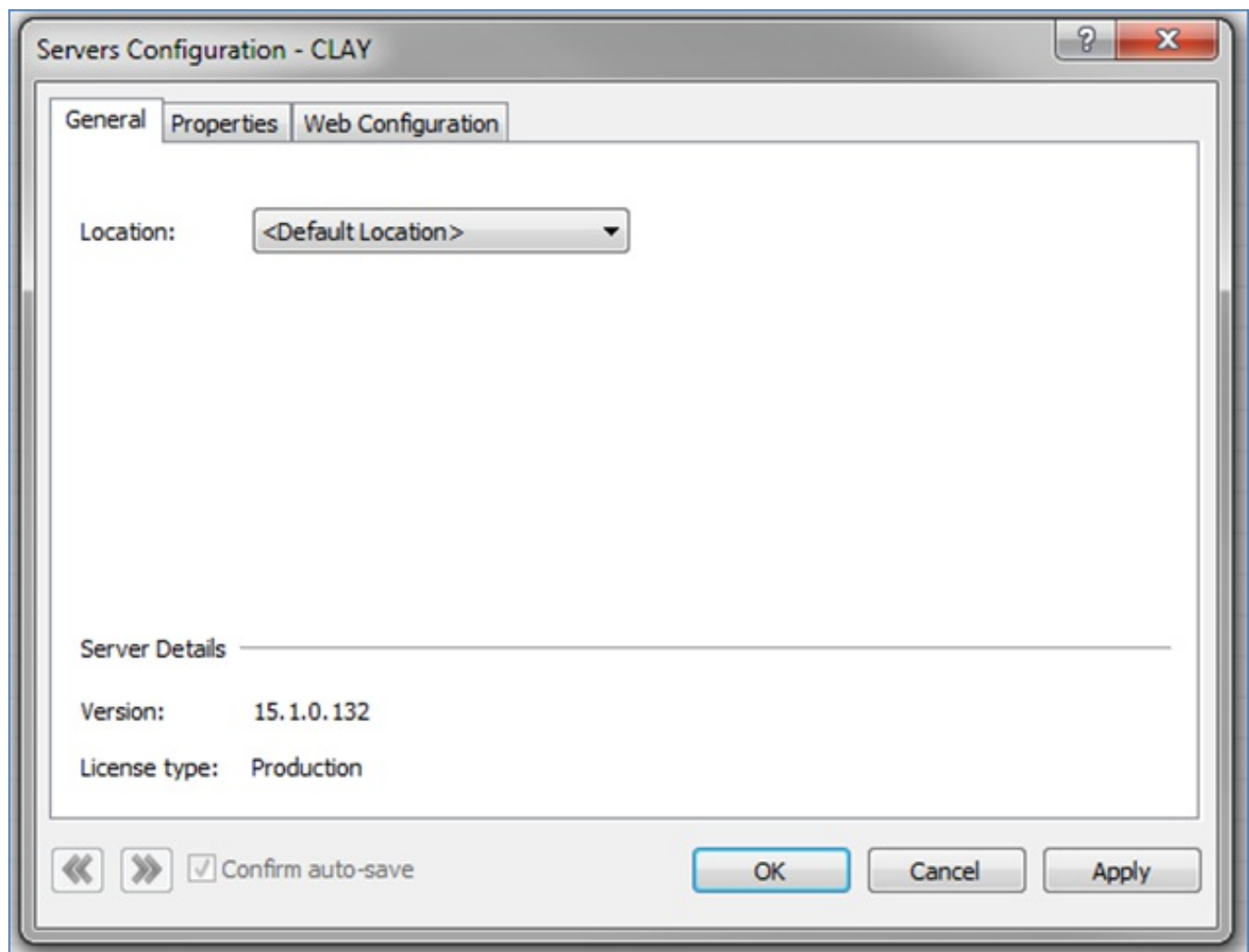
- New APIs for Interaction Process Automation and Workforce Management
- Enhancements to the Configuration, Connection, Licenses, and Status APIs
- Improved Error responses

See <https://developer.inin.com/documentation/pages/default.aspx> for documentation, examples, or to download the ICWS SDK.

Display Media Server Version and License Type

When Interaction Media Server connects to a CIC server, it sends its version and license type. That information now appears in the **Servers Configuration** dialog box of the **Media Servers** object in Interaction Administrator. Previously, Interaction Administrator did not display this information for any connected Interaction Media Server.

With this new feature, administrators can use Interaction Administrator to determine the versions and license types of multiple Interaction Media Server instances that are connected to the CIC server.



New Server Details

Improvements to Data Services Components

Enhancements to the following components, which are related to data services, improve consistency and scalability:

- TrackerServer
- StatServer
- TransactionServer
- AlertServer

General improvements were made to those subsystems, and testing of the subsystems was vastly improved.

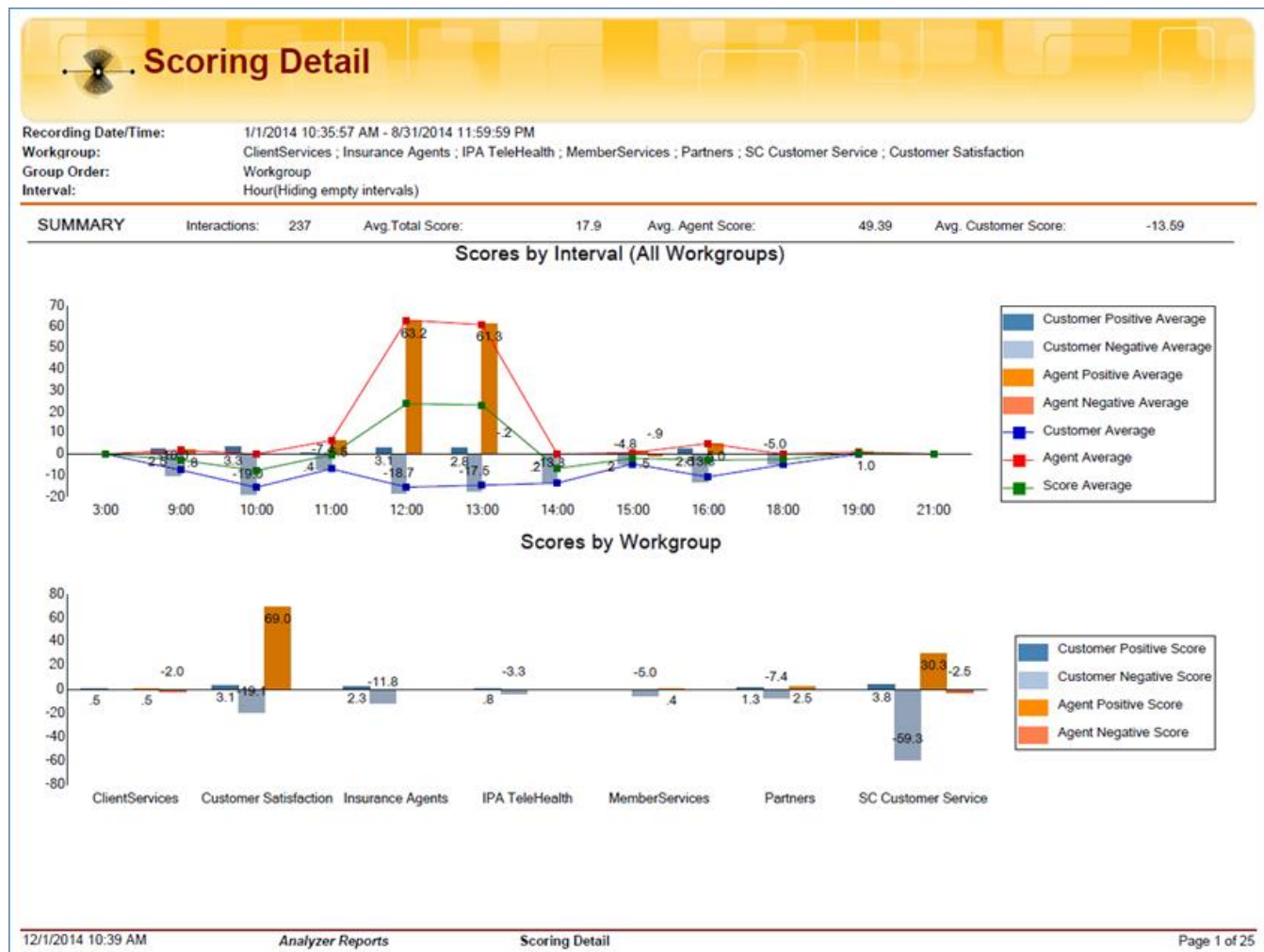
Improvements to Reporting

Interaction Reporter, Scheduled Reports, Report Assistant, and the infrastructure for those applications were all improved. Some of the notable changes are:

- Addition of a DNIS parameter to the Queue and Agent reports in Interaction Reporter.
- Correction of SitelD complications within the Dialer campaign reports.
- Addition of non-ACD data and transfer statistics to the User Productivity reports.

Interaction Analyzer Reporting

Starting with this release, the Analyzer Scoring Detail report is now in Interaction Reporter. This report displays positive and negative scores for keywords from both the agent and customer conversation legs. The report displays data from all workgroups by interval. It also breaks down scores by workgroup, with the name of the recorded agent and the scoring details of the recorded interaction.



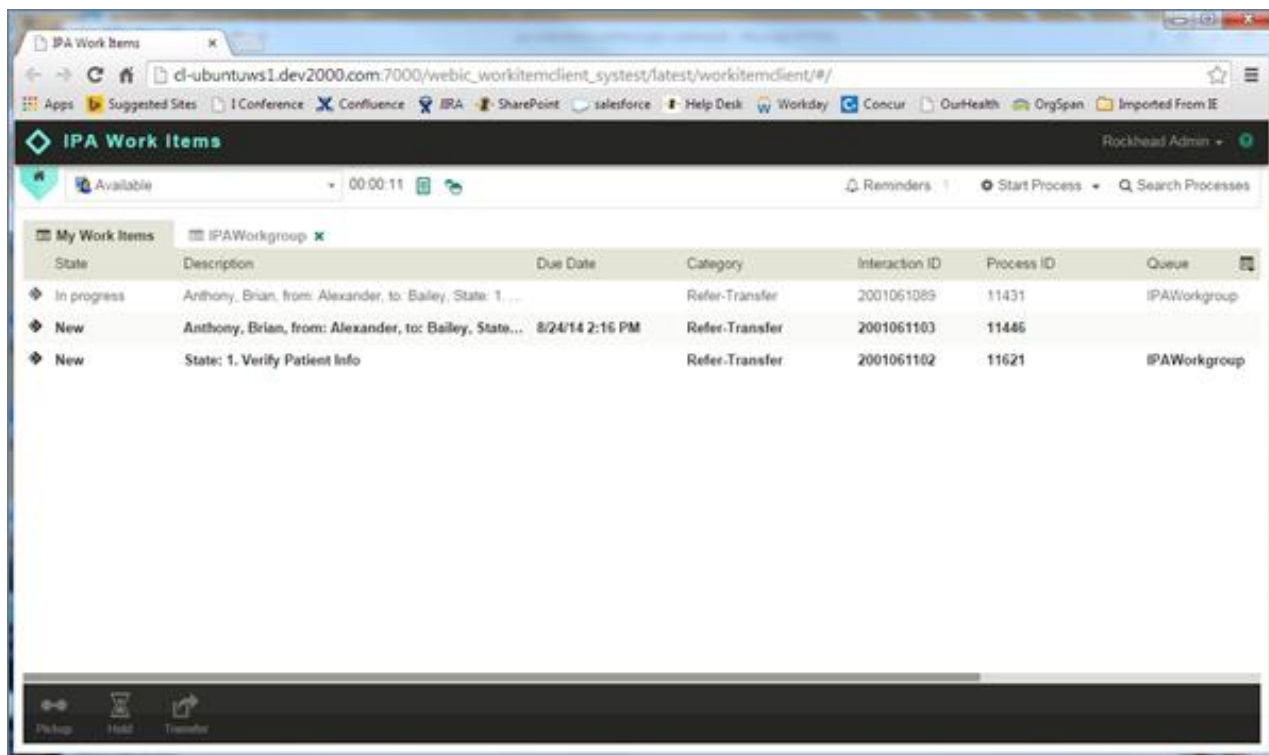


Report Example 2

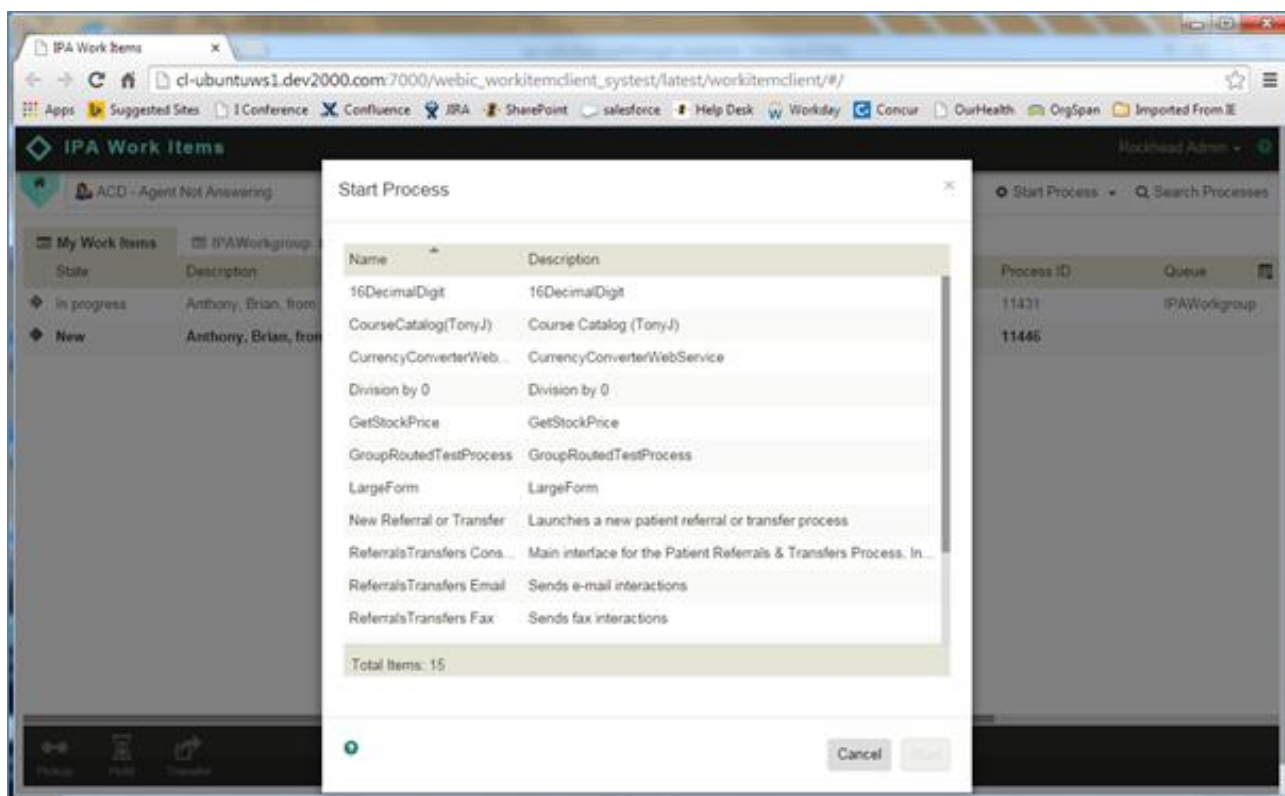
New IPA Stand-Alone Web Client

The new IPA Stand-Alone Web Client includes the IPA Work Item Client and the IPA Work Item Viewer. Those components are web-based, IPA-only applications for users who do not need the more full-featured Interaction Client .NET Edition.

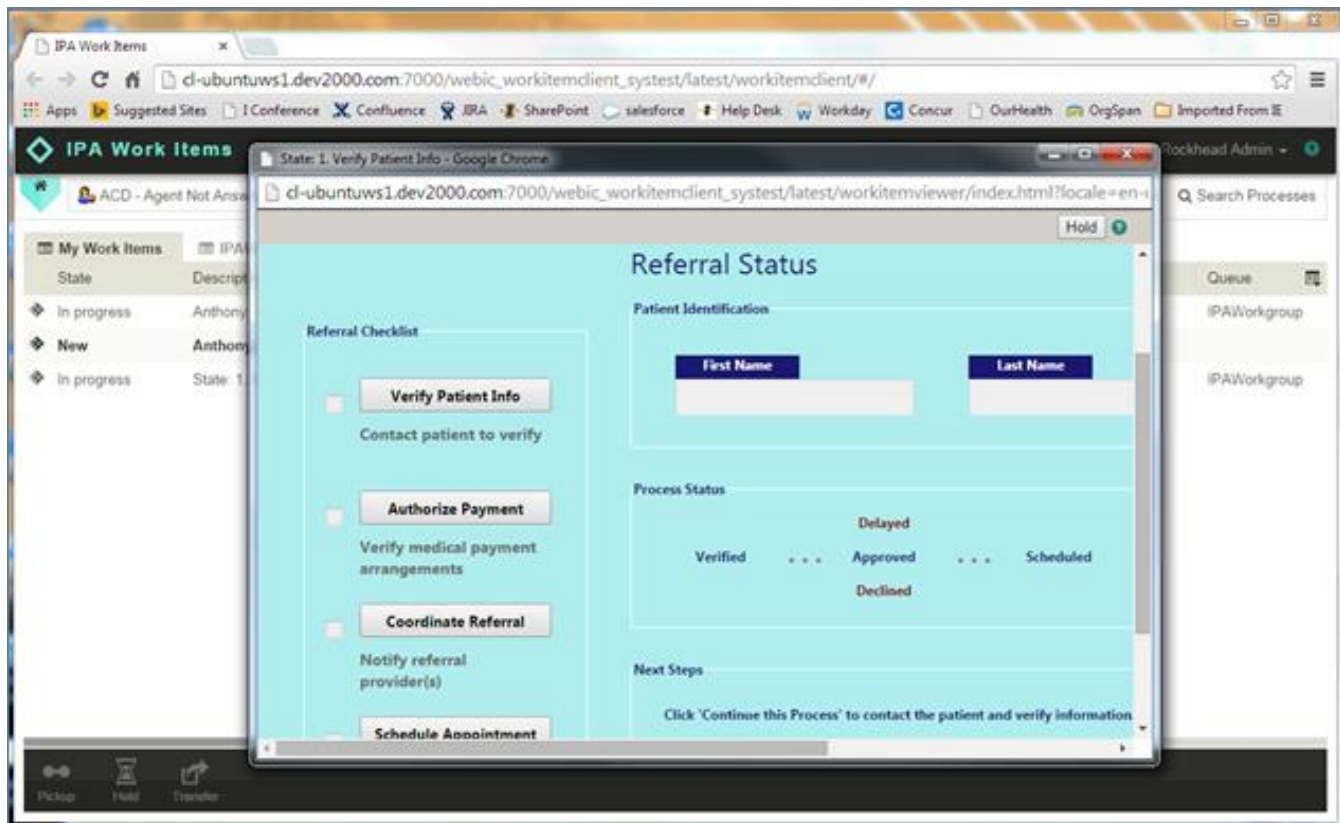
Functionality in the initial release focuses on managing work item interactions only. Users can pick up IPA work items, act on them, and then transfer them. They can also change their own statuses, activate or deactivate themselves in workgroups, and perform other tasks.



IPA Web Client Work Item Client



IPA Web Client Process Selection



IPA Web Client Work Item Viewer

Enhancements to Interaction Recorder Notification Events

This enhancement eliminates potential notification errors that are based on the state of the interaction. It improves the handling of notifications and ensures the correct action based on the state of the interaction.

Interaction Recorder watches for these interaction state updates:

- Connect
- Held
- PartyAdded
- Disconnected
- Transfer
- Consult Transfer

Interaction Recorder receives several of these updates in the course of an interaction, and the corresponding action depends on the correct state. Examples of actions that are based on the interaction state include:

- Determine whether an interaction should be recorded
- Stop recording.
- Pause a recording during a hold or transfer.
- Write hold and transfer updates to the database.

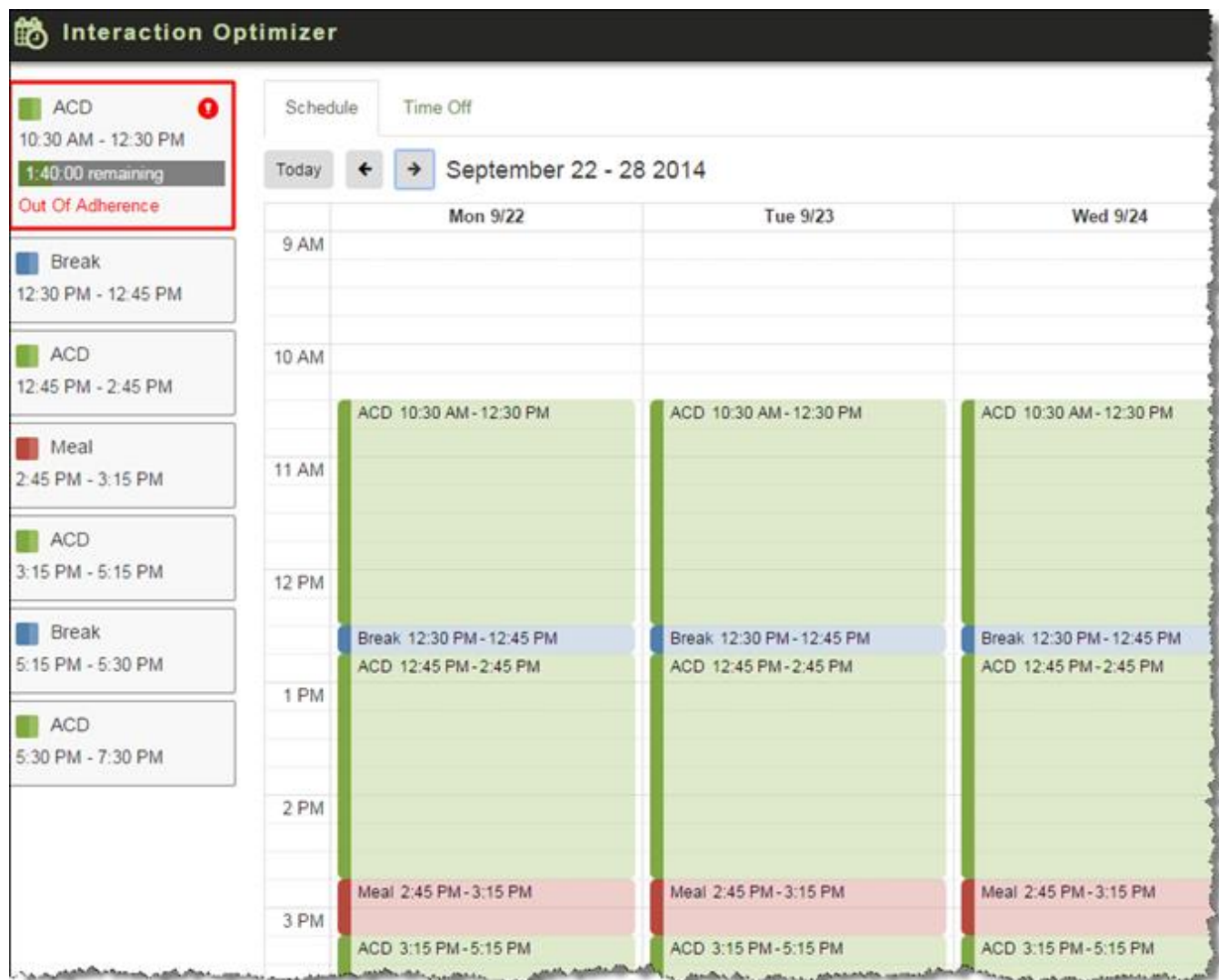
This enhancement does the following:

- Improves accuracy in handling recorded interactions.
- Provides more accurate recording query results.
- Improves reporting and tracking data.
- Allows for a more accurate, quality evaluation of recorded interactions.

Interaction Optimizer Time-off Planning for Agents with Enhanced My Schedule View

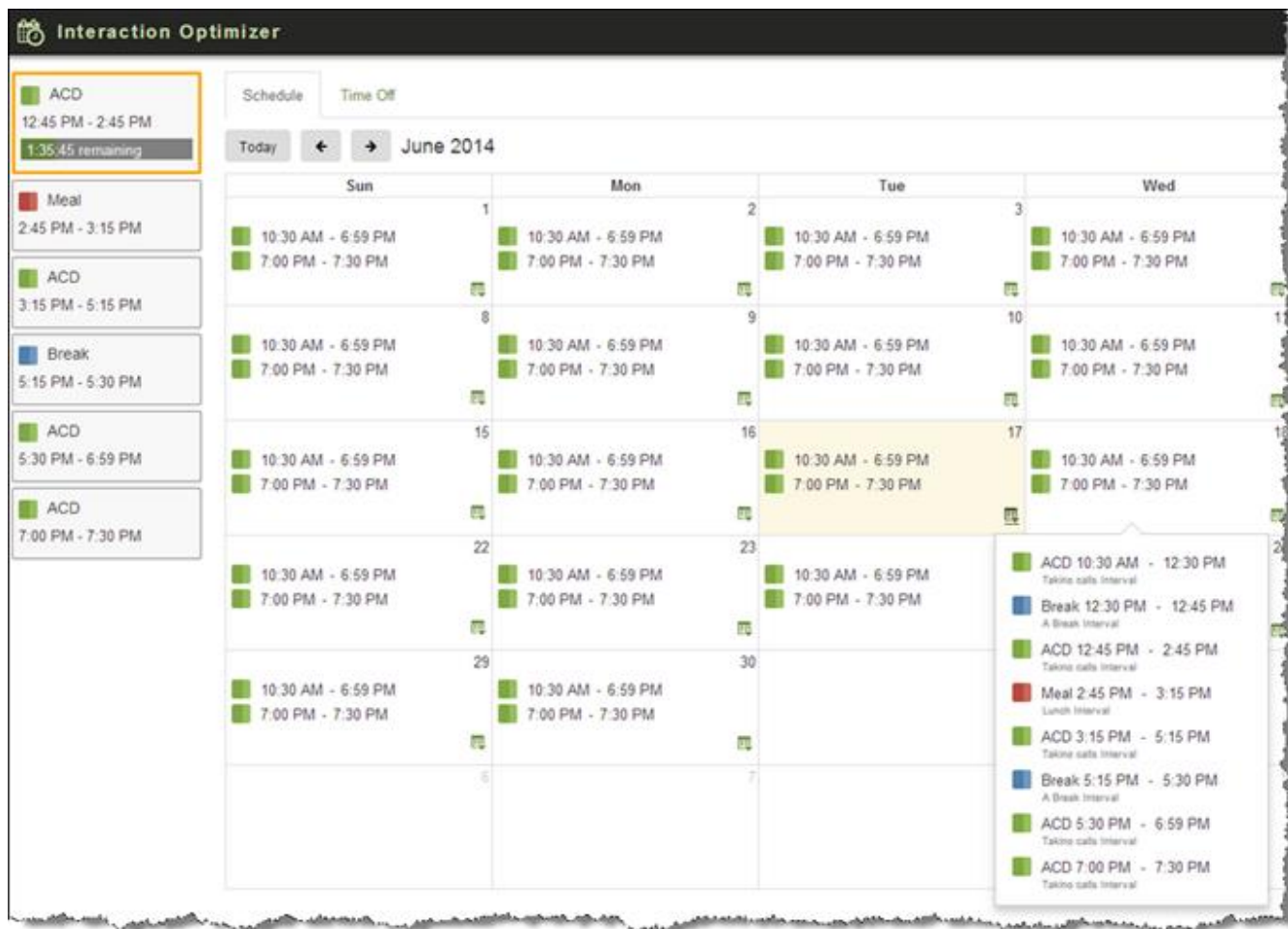
The Time-off Planning for Agents and the enhanced My Schedule view features allow agents to view their schedules and includes agent adherence status. Agents can plan their time off, based on the amount of time allotted for their coverage group compared to the amount of time the agent has accrued. The new features can be deployed as part of the .NET Client, as part of CIC web applications, or, if configured, as a stand-alone website that agents can access remotely. All deployment options require the use of a web server.

To assist agents with schedule adherence, the left side of the new My Schedule feature shows agents their current day's schedule, their current adherence status, and a countdown until their next status change.



Interaction Optimizer Schedule

Agents can also view their schedule in the week, month, or list formats and, they can access it from a website if it's configured.



Interaction Optimizer Schedule Week Format

New Features in 4.0 SU6

This section lists some of the main features that are new in CIC 4.0 SU6.

Performance Improvements

Based on partner and customer feedback and significant testing efforts, SU6 includes functionality, scalability, and supportability improvements in many areas, including the following:

- Interaction Recorder and Interaction Quality Manager
- Interaction Reporter, CIC reports, and underlying data
- Session Manager
- Stat Alert Server (the subsystem that watches statistics in real time and generates alerts per users' specifications)
- Interaction Process Automation

ICWS (Interaction Center Web Services) SDK

This SU includes the initial release of the Interaction Center Web Services (ICWS) SDK. ICWS is a RESTful API for web, mobile, and desktop client applications. This initial release includes a limited set of APIs. Future SUs will provide more functionality.

All of our next-generation web applications, including Web Client and Web Administrator, use this SDK. Those applications will release in future service updates.

The ICWS SDK comes with documentation and sample applications, and it requires the IceLib/ICWS license. Customers who already have an IceLib license can use ICWS, as IceLib and ICWS share a license.

Polycom VVX 4.1.6 Firmware

Customer Interaction Center now supports Polycom Firmware 4.1.6. The new expansion modules available on the VVX500 and VVX600 models require this firmware.

Interaction Client Web Edition Authentication and Legal Banner

The Interaction Client Web Edition now supports the authentication settings that were added in CIC 4.0 SU2. These authentication settings allow a system administrator to configure the use of Windows authentication, Interaction Center authentication, or both. Interaction Client Web Edition also now supports a legal notification banner, which is configurable in Interaction Administrator. This banner appears prior to logging on and the user has to accept it before accessing the client application.

Japanese Localization for Interaction Client Mobile Web Edition

Interaction Client Mobile Web Edition now includes Japanese localization.

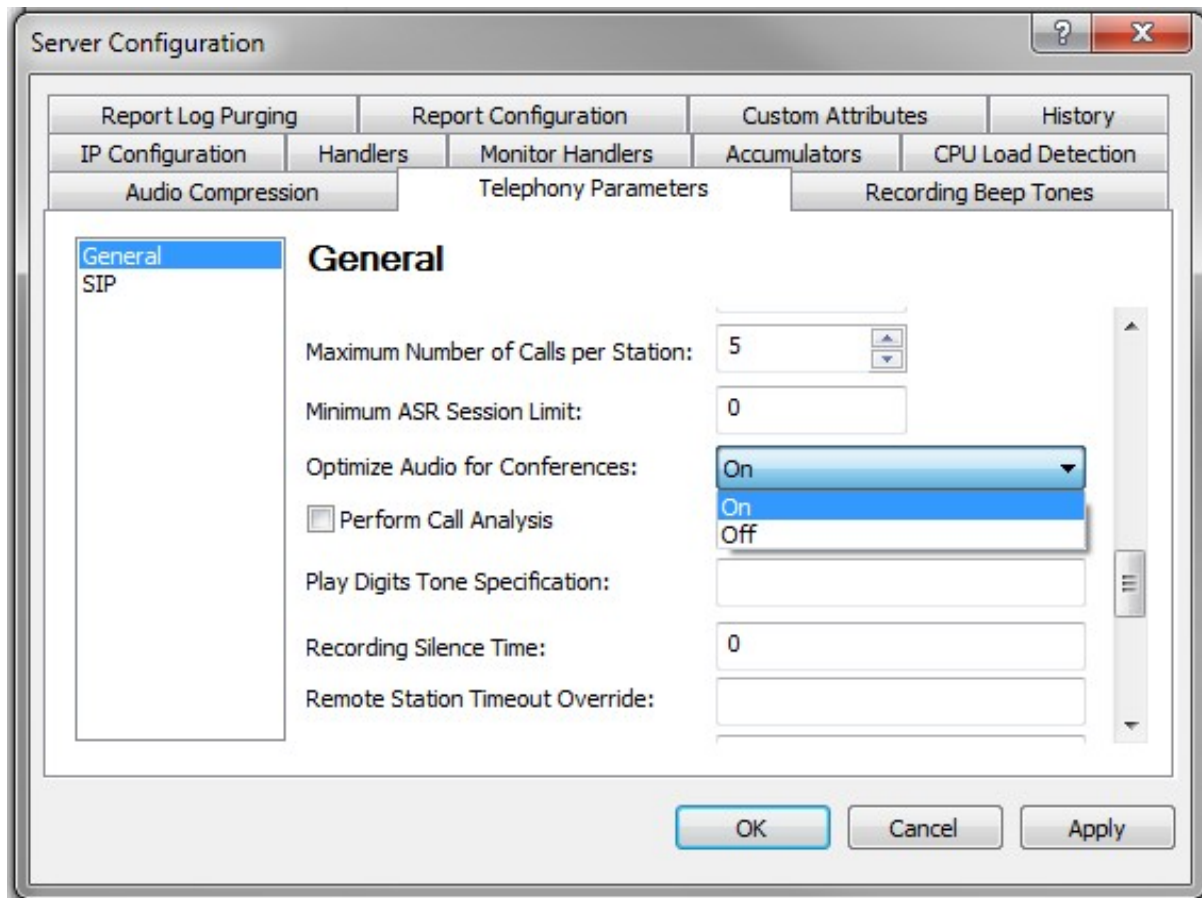
Web Chat Transcripts

End-customers can now request a transcript of a chat session by providing their email address. The system automatically emails the transcript after the chat session with the agent ends.

Echo Cancellation Configuration

CIC 4.0 SU5 introduced echo cancellation and dominant speaker detection for conference calls hosted through Interaction Media Server. In CIC 4.0 SU6, an administrator can globally enable or disable this feature in Interaction Administrator.

The configuration option, **Optimize Audio for Conference**, appears on the **Telephony Parameters** tab of the **Server Configuration** dialog box. It globally controls dominant speaker detection with echo cancellation for conference calls.

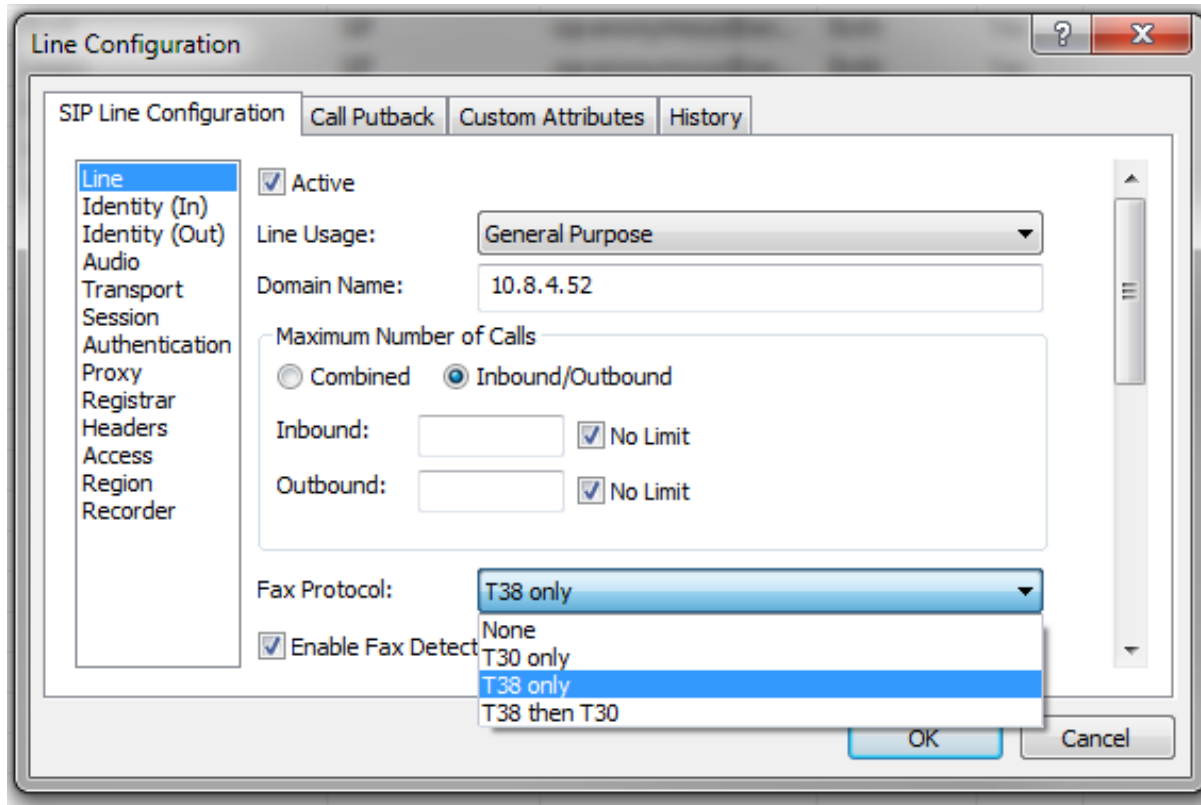


New Option to Configure Global Dominant Speaker Detection

Support for G.711 Faxing (T.30)

Support for G.711 Fax (T.30 Fax) is new in CIC 4.0 SU6. Many SIP carriers do not support, or are discontinuing support, for the T.38 fax-over-IP standard (T.30 encapsulation). Receiving fax calls in these scenarios requires T.30 fax support. As of this service update, you can now receive faxes from carriers that do not support T.38.

Through Interaction Administrator, you can set your fax protocol preference to T.30, T.38, or T.38 followed by T.30. If the carrier or gateway does not support T.38, then the latter option automatically falls back to T.30. This fax protocol setting is available in line configuration, default station configuration, and station configuration.



The image shows a 'Line Configuration' dialog box with the 'SIP Line Configuration' tab selected. The left sidebar lists various configuration categories: Line, Identity (In), Identity (Out), Audio, Transport, Session, Authentication, Proxy, Registrar, Headers, Access, Region, and Recorder. The 'Line' category is currently selected. The main configuration area includes the following settings:

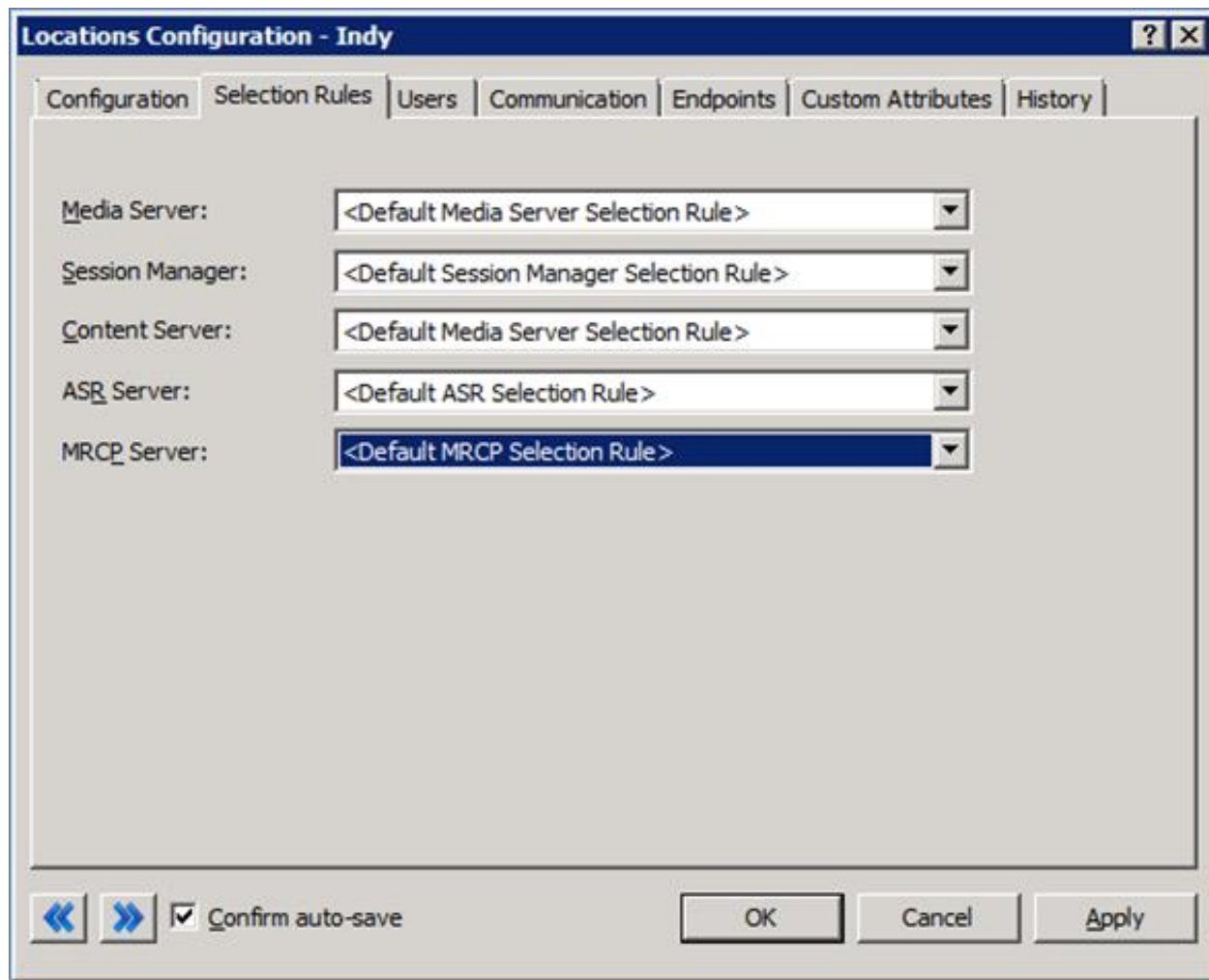
- ☒ Active
- Line Usage: General Purpose (dropdown)
- Domain Name: 10.8.4.52
- Maximum Number of Calls:
 - ☐ Combined
 - ☒ Inbound/Outbound
- Inbound: [text box] ☒ No Limit
- Outbound: [text box] ☒ No Limit
- Fax Protocol: T38 only (dropdown menu is open, showing options: None, T30 only, T38 only, T38 then T30)
- ☒ Enable Fax Detect

At the bottom right of the dialog are 'OK' and 'Cancel' buttons.

T.30 Configuration

MRCP Regionalization and Selection Rules

Interaction Center now supports the use of selection rules for MRCP servers configured in Interaction Administrator. Users can now configure rules that determine which MRCP server locations to use. Selection of MRCP servers is then based on the location where the audio will be streamed. Previously, the rules for selecting an MRCP server were not customizable, and preferred fallback locations were not configurable.



MRCP Regionalization Configuration

Workforce Optimization Enhancements

New Analyzer Language Models

Interaction Analyzer now includes a French (European) language model, which allows keyword spotting in French.

It now also includes Japanese and Spanish (European) language models for keyword spotting in those languages, but those models are currently only available as part of the beta program.

Improved Analyzer Accuracy

Interaction Analyzer has an improved keyword detection accuracy rate and a decreased false identification rate using a new Linear Discriminant Analysis (LDA) model. As of this release, the following languages are supported under the new LDA model: German, UK English, US English, Dutch, Polish, Brazilian Portuguese, and Turkish.

Remote Content Server (RCS) Regionalization

Interaction Recorder now provides optional settings for the RCS to set regional locations in Interaction Administrator.

A new option allows for the dedication of an RCS for screen or media recording.

RCS location fallback rules now provide more intelligence to the RCS bidding process. When the IRServer receives the new set of fallback rules, it can determine the set of RCS candidates and perform a round-robin type of load balancing for the selected RCSs in those regions. Interaction Recorder Server considers the amount of free space on each RCS. If the amount of free space on an RCS is below the minimum (5 GB), then that RCS is excluded from the round-robin selection. However, if every RCS in the region is below the minimum, then Interaction Recorder Server selects the RCS with the most available free space.

Optimizer Time-off Planning for Administrators

The time-off planning feature enables the automated approval of agent time-off requests, which were previously manually approved by the administrator. Approvals are based on a time-off coverage group's allocation of time for a specific activity code, and an agent's allotment of time off. Optimizer automatically approves time-off requests submitted by agents if both balances are positive, and it declines or wait-lists time-off requests if one or both balances are negative.

Optimizer uses time-off accrual rates to determine the allowable time-off for each agent during all of the active time-off plans for an activity code or codes. An agent's accrual balance increases automatically based on the agent's reference date and the accrual rates that apply to the activity code or codes.

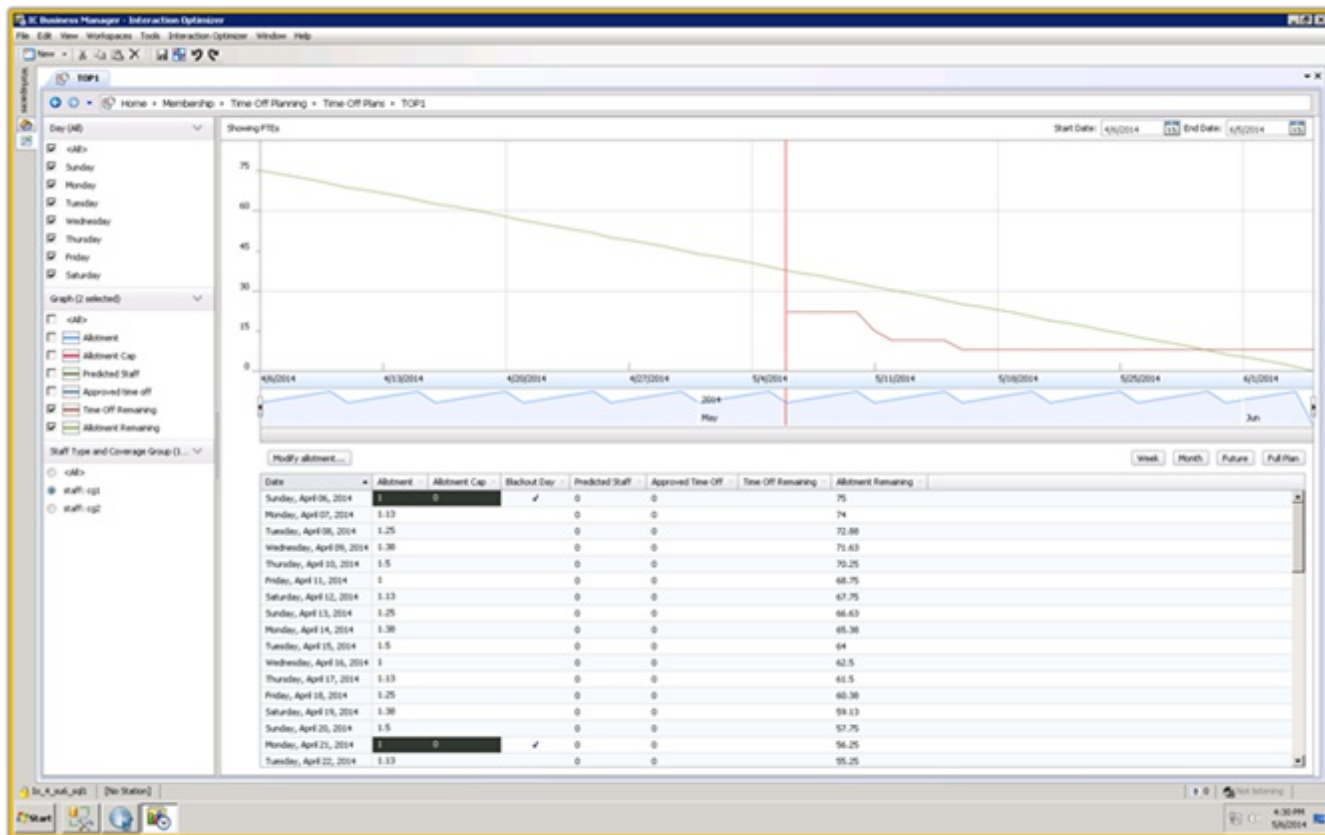
The screenshot displays the 'Interaction Optimizer - Time Off Planning - Accrual Plans - API - auto approval on' window. The interface includes a menu bar (File, Edit, View, Workspaces, Tools, Interaction Optimizer, Windows, Help) and a toolbar. The main content area is divided into several sections:

- Plan Name:** 'API - auto approval on'. Below it are checkboxes for 'Counts against allotment' (checked) and 'Agents can request time off' (checked).
- Accrual Hours Capping:** Includes checkboxes for 'Cap accrued hours at:' (set to 120), 'Once a year, cap accrued hours at:' (set to 60), and 'Recurring yearly on:' (set to January).
- Waitlist Capping:** Includes checkboxes for 'Agents may waitlist no more than the sum of:' (checked), 'Currently accrued hours' (checked), and 'Planned accrued hours for the rest of the current time off plan' (checked). There is also an 'Extra hours' field set to 0.
- Automatic Processing of Time Off Requests:** Includes checkboxes for 'Agent must have enough accrued hours prior to time off period for automatic approval' (checked), 'Agent must have enough accrued hours at request submission time for automatic approval' (checked), and 'No automatic processing of time off requests' (unchecked).
- Accrual Plan Rates:** A table with columns: Accrual Hours, Accrual Period, Up To, and a dropdown for 'Continued accrual period'. The table shows a rate of 60 hours for a 'Yearly' period.
- Activity Codes:** A table with columns: Included, Activity Code, Paid, and Planned. It lists various activity codes with their corresponding accrual rates.
- Accrual Rates for Selected Agents:** A table with columns: Agent, Reference Date, Accrued Balance, Rate, Period, Override Rate, Override Period, and Accrued-Cap Override. It lists agents and their respective accrual rates.

Agent	Reference Date	Accrued Balance	Rate	Period	Override Rate	Override Period	Accrued-Cap Override
Brian Tronzo	5/14/2013	-3	60	Yearly			
Charles Thomas	5/14/2013	-2	60	Yearly			
Chris Pinesville	5/14/2013	-1	60	Yearly			
Christopher Kim	5/14/2013	-1	60	Yearly			
Daniel DeHaven	5/14/2013	-2	60	Yearly			
David Riggeman	5/14/2013	-1	60	Yearly			
Debra Huddle	5/14/2013	65	60	Yearly			
Jason Parkhurst	5/14/2013	-1	60	Yearly			
Jay Langford	5/14/2013	-3	60	Yearly			

Interaction Optimizer Automated Approvals

Interaction Optimizer uses time-off allotment amounts to determine the amount of time available within a time-off coverage group. Allotments are configurable by the administrator, and are based on a representative schedule week and the predicted staffing levels within the coverage group. Other means of modifying allotment amounts include manual adjustments, setting allotment caps, clearing allotment caps, and setting allotments to a percentage of the predicted staff. Within each plan, administrators can monitor various time-off metrics, such as time-off remaining, allotment remaining, and approved time off.



Interaction Optimizer Time-off Metrics

Optimizer Schedule Adherence and Conformance Reports

Interaction Reporter includes two new Interaction Optimizer reports: *Schedule Adherence and Conformance Summary*, and *Schedule Adherence and Conformance Detail*. These reports replace the existing schedule adherence report and include various improvements, such as ease of use and the addition of a schedule conformance metric. Schedule adherence measures the amount of time an agent follows his or her schedule related to the correct time of an event. Schedule conformance measures the percentage of time that an agent follows his or her schedule related to the amount of time of an event.

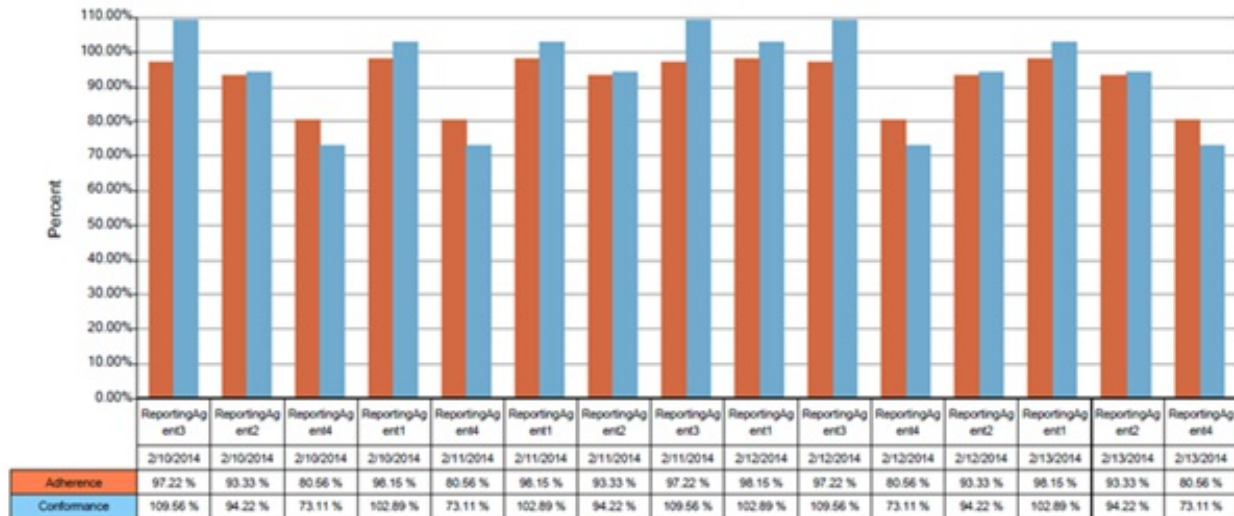
The *Schedule Adherence and Conformance Summary* report displays daily totals for both adherence and conformance, in both grid and graphical format.



Schedule Adherence and Conformance Summary

Date Range: 1/1/2014 - 3/31/2014 (Last Quarter)
Time Zone: Selected: (UTC-05:00) Eastern Time (US & Canada)
Local: (UTC-05:00) Eastern Time (US & Canada)
Scheduling Unit: ReportingSU
Interval: Daily

Number of minutes to automatically excuse: 5 minutes
Treat all activities other than ACD as being equivalent: No
Activities counting toward conformance: ACD, Non-ACD



4/3/2014 2:04 PM

Interaction Optimizer

Schedule Adherence and Conformance Summary

Page 1 of 2

Schedule Adherence and Conformance Summary Report

The *Schedule Adherence and Conformance Detail* report displays detailed data for each day, and identifies each out-of-adherence event.



Schedule Adherence and Conformance Detail

Date Range: 2/9/2014 - 2/16/2014
Time Zone: Selected: (UTC-05:00) Eastern Time (US & Canada)
Local: (UTC-05:00) Eastern Time (US & Canada)
Group By: Date
Scheduling Unit: ReportingSU

Number of minutes to automatically excuse: 5 minutes
Treat all activities other than ACD as being equivalent: No
Activities counting toward conformance: ACD; Non-ACD

2/10/2014			Adherence: 92.31 %		Conformance: 94.94 %	
ReportingAgent1			Adherence: 98.15 %		Conformance: 102.89 %	
SCHEDULED			ACTUAL			
<u>Time</u>	<u>Duration</u>	<u>Activity</u>	<u>Time</u>	<u>Duration</u>	<u>Activity</u>	<u>Exception</u>
8:00 AM - 9:30 AM	1:30:00	ACD	8:00 AM - 9:30 AM	1:30:00	available	
9:30 AM - 9:45 AM	0:15:00	Break	9:30 AM - 9:45 AM	0:15:00	available	Skipped
9:45 AM - 12:00 PM	2:15:00	ACD	9:45 AM - 12:00 PM	2:15:00	available	
12:00 PM - 1:00 PM	1:00:00	Meal	12:00 PM - 1:00 PM	1:00:00	at lunch	
1:00 PM - 2:30 PM	1:30:00	ACD	1:00 PM - 2:30 PM	1:30:00	available	
2:30 PM - 2:45 PM	0:15:00	Break	2:30 PM - 2:47 PM	0:17:00	away from desk	
2:45 PM - 5:00 PM	2:15:00	ACD	2:47 PM - 5:00 PM	2:13:00	available	
			* = Spans Midnight			
			■ = Exception			

Schedule Adherence and Conformance Detail Report

Vocalizer 6.0 MRCP Testing

Support for Nuance Vocalizer 6.0 TTS is now available for use with MRCP in CIC 4.0.

New Features in SU5

This section lists some of the main features that are new in CIC 4.0 SU5.

New Features in 4.0 SU5

This section lists some of the main features that were added in SU5.

Platform Performance Improvements

SU5 includes significant performance improvements to Admin Server to reduce CPU usage and the time required to perform inheritance calculations. Interaction Center's inheritance model includes Default User, User, Workgroups, and Roles. When administrative changes are made, the system has to recalculate the effective rights for users. This inheritance calculation is optimized to reduce load on the IC server.

Enhancements also reduce system load for environments with a lot of chat interactions waiting in queue. The changes improve the way in which these in-queue interactions are handled.

Call Recovery Improvements

Call Recovery was introduced in CIC 4.0 SU4. When this feature is activated, the primary server automatically sends data to the backup server for each call interaction that is created on the primary server. If a switchover occurs, the call recovery feature uses the data on the backup server to attempt to regain control of the call interactions. There are caveats to which environments can use this feature. For a list of scenarios, see the *Call Recovery Feature Technical Reference* in the CIC 4.0 Documentation Library.

The call recovery improvements add more functionality to the call resiliency feature by processing inbound alerting calls that were previously disconnected upon switchover. Now, those interactions continue to be processed during a switchover.

Echo Cancellation Support for Media Server Conferencing

Distributed conferences, a feature that was released in CIC 4.0 SU4, added the ability to scale conferences to nearly unlimited numbers by incorporating multiple media servers in a single conference. With this conferencing improvement also came the need to improve the signaling and overall conference experience. Previously, letting the endpoints do the signal conditioning and echo canceling was enough. Increasing the size of the conferences also increased any signal issues as well. To enhance the call quality of conferences, SU5 adds echo cancellation and other configurable improvements. Echo cancellation is disabled by default. To configure this feature, refer to the *Interaction Media Server Technical Reference* in the CIC Documentation Library.

New SNMP Stack and Network Management Framework

Simple Network Messaging Protocol (SNMP) is used to manage systems on the network by communicating information from SNMP-compliant network elements to an SNMP monitoring application. The new `i3snmp` stack standardizes network management interfaces. The `i3snmp` stack is a PureConnect library that provides full support of SNMPv1 and SNMPv2 message formats in both agent and manager modes. The `i3snmp` stack has subagents that allow for configuration, access privileges, and notifications specific to PureConnect subsystems. This change enables the consistent implementation of management information agents across all PureConnect products.

Switchover Improvements

The switchover process in SU5 is optimized to perform better when the primary and the backup server connect across a WAN connection. With the **Switchover Over WAN** setting enabled, the initial synchronization process behaves differently. Instead of sending data between the primary and backup servers in small chunks, the process now sends data to the backup server in larger portions, resulting in overall smaller latency.

There are still limitations in the functionality that is supported in this WAN deployment model. For more information about this deployment model and the limitations, see the *IC Automated Switchover System Technical Reference* in the CIC Documentation Library.

Switchover Upgrade State in SU5 now works when the servers have different ESs applied. Switchover detects a difference in the ES level on both servers and starts in Upgrade State, which means that there is limited replication. For more information about Upgrade State and the data replication in that state, see the *IC Automated Switchover System Technical Reference* in the CIC Documentation Library.

Scalability Improvements to Resiliency of Email Messages during Switchover

SU5 includes switchover resiliency improvements for email interactions. This functionality improves the user experience related to switchover events. Users are informed of potential delays following a switchover event, and they see a progress bar to indicate the time remaining before they can resume work on email interactions.

The amount of time required for this process is related to the latency to the email platform and the number of emails to recover after the switch.

Single Sign-On for Icelib based applications

Interaction Center architecture now supports single sign-on (SSO) capability for authentication through Icelib-based applications like Interaction Client .NET Edition and IC Business Manager. The SSO functionality is based on SAMLv2 and can be used to authenticate to a Microsoft Active Directory by installing ADFS on the domain.

SSO is supported with ADFS and other SAMLv2-based identity providers using Integrated Windows Authentication.

Interaction Client .NET Edition - Callback Disposition and Retry

The agent side interface for callback requests changed in SU5. The **Disconnect** button was removed from the toolbar. The **Call Succeeded** and **Call Failed** buttons on the form are replaced by **Callback Complete**, **Retry Later**, and **Attempt Failed** buttons. Removing the **Disconnect** button forces agents to end the callback attempt by selecting one of the new form buttons. Use of the buttons indicates the disposition of the callback session for reporting purposes.

Callback retry functionality is new. If one or more attempts to reach the callback requester are not successful, agents can click the new **Retry Later** button to put callback requests into a snoozed state. A snoozed callback interaction is removed from the agent's queue and routed back to the appropriate workgroup queue. The interaction remains there until a configured interval passes and it is then routed back to an available agent. The CIC administrator configures the following:

- Whether this feature is enabled
- The number of retry attempts allowed
- How long a snoozed callback request remains on the workgroup queue before it is routed back to an available agent

The screenshot shows the 'Mr. Customer - +31651561682 - Callback' window. The menu bar includes File, Edit, View, Actions, and Help. The toolbar contains icons for Pickup, Hold, Transfer, Private, and Assistance. The form fields are as follows:

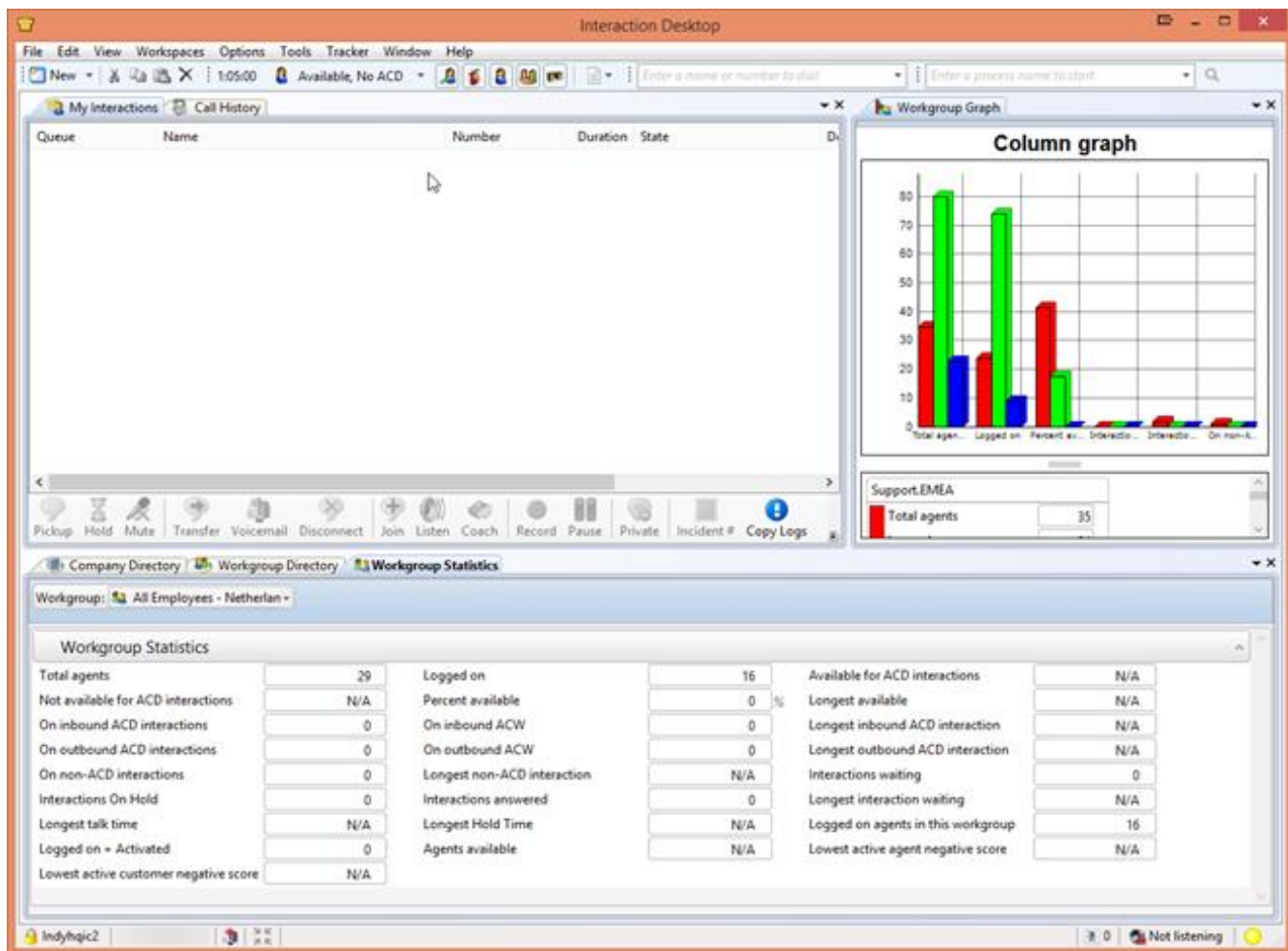
- From:** Mr. Customer (+31651561682)
- Number:** +31651561682 (with a 'Make Call' button)
- Attempt:** 1 (Maximum Attempts: 3)
- Subject:** Would like to receive a callback to get some additional information on a outstanding support ticket

At the bottom of the form are three buttons: 'Callback Complete', 'Retry Later', and 'Attempt Failed'. On the right side, there is a 'Notes' section with a green plus icon and a 'Responses' section with a dropdown arrow. The status bar at the bottom shows '1001663201 | 0:00:14 | ACD - Assigned: [Agent Name]'.

New Callback Form including 'Retry Later' Option

Interaction Desktop

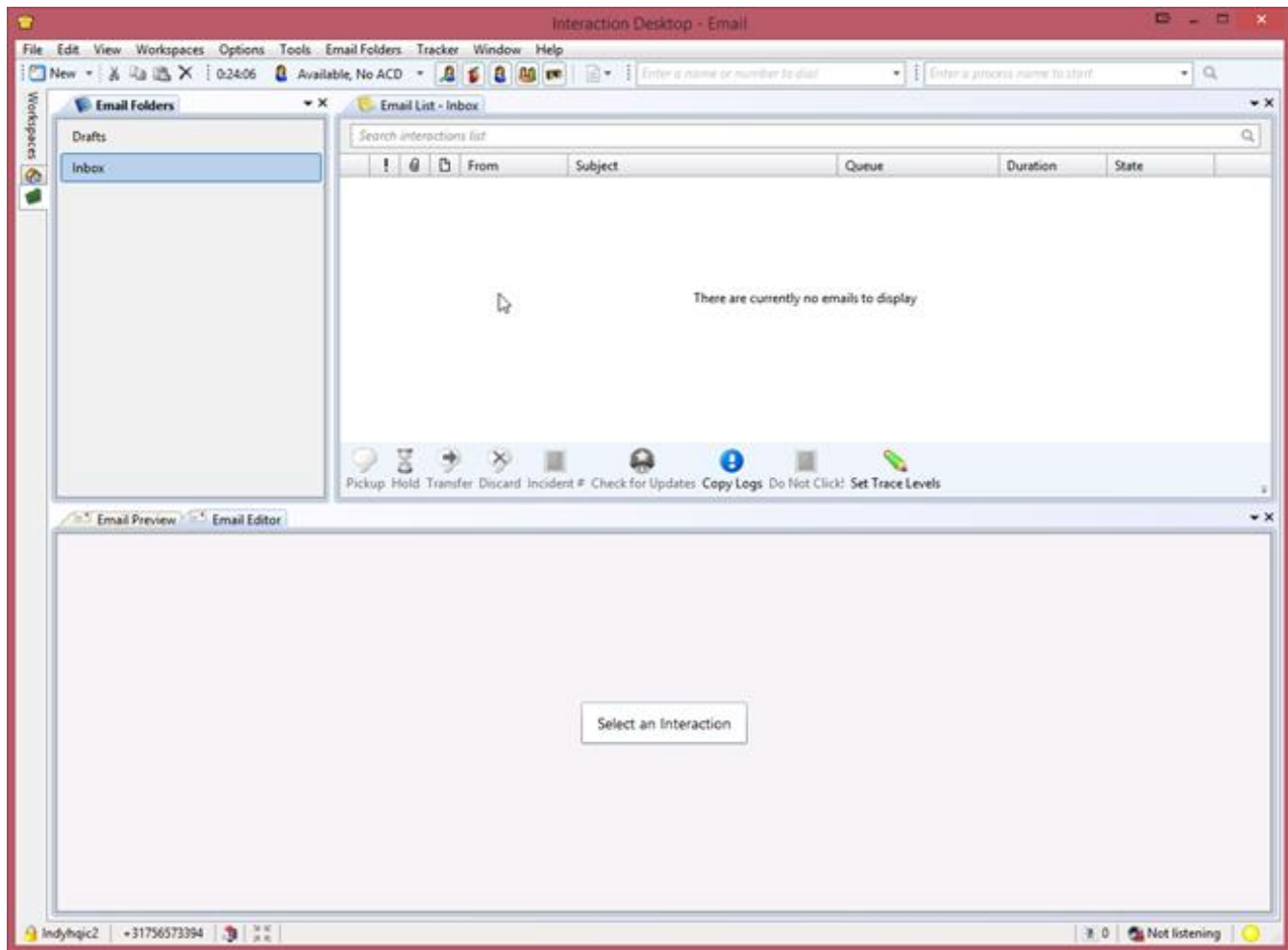
This SU introduces a new user application named Interaction Desktop, which combines Interaction Client .NET Edition and IC Business Manager. The application allows users to combine Interaction Client with Interaction Supervisor views in a single application. Adding a tab with statistics or graphs next to the **My Interaction** view is possible with Interaction Desktop. Each user can configure Interaction Desktop according to their own needs, and can use a single application to receive calls and manage the contact center.



Interaction Desktop

Interaction Desktop comes with some specific email handling capabilities, which the Interaction Client .NET Edition doesn't have. Interaction Desktop has specific email-related views allowing users to create a layout that is easier and designed to handle larger number of emails.

The following screen shows a sample Interaction Desktop layout designed for email handling:



Interaction Desktop Email Handling Layout

Email Folders view (left pane): This view displays the user's assigned email messages and the email messages to which they are responding. The user can add folders based on a specific queue.

Email List view (right pane): This view displays the email messages from the selected folder view.

Email Editor (bottom pane): The editor for responding to email messages.

The user selects an email interaction from the **Email List** view, and then responds to that email message in the **Email Editor**, instead of opening email messages in a separate window.

Interaction Desktop in SU5 is a beta release. We expect Interaction Desktop to become generally available in one the next service updates. If you are interested in using Interaction Desktop (which exists side by side with Interaction Client), contact Product Management at ProductManagement-PureConnect@genesys.com for details on how to enable and use Interaction Desktop.

Interaction Client Web Edition

Generic Object Support

SU5 adds the ability to receive and handle generic objects in Interaction Client Web Edition. Generic objects can be routed through ACD Server just like any other media type and assigned to users. For more information about the configuration and use of generic objects, see the *IC ACD Processing Technical Reference* and the Interaction Designer Help in the CIC Documentation Library.

Callback Object Support

Interaction Client Web Edition now includes support for callback objects. Interaction Center can route Callback Objects to agents using the Interaction Client Web Edition.

Interaction Client Web Edition also includes the functionality described in the section [Interaction Client .NET Edition - Callback Disposition and Retry](#).

Web Farm/Web Cluster Support

Interaction Client Web Edition in SU5 includes some changes that improve the behavior of the web client when deployed in a web farm or cluster. Before, a user had to reauthenticate once a connection switched from one web server to another. Starting with SU5, there is no longer a requirement to reauthenticate. This change improves user experience for deployments in web farms and web clusters.

Reporting and Interaction Reporter

Interaction Reporter Parameters Page

Changes to the Interaction Reporter parameters page should improve the user's experience and provide consistency when running reports.

New Dialer Reports

Two Dialer reports are new to Interaction Reporter in SU5:

- The Dialer Agent Disposition Summary report provides agent-assigned call dispositions by agent, with analysis of call counts and call lengths by disposition.
- The Dialer Agent Utilization by Campaign report provides agent time usage on Dialer-related tasks per campaign.



Agent Disposition Summary

Record count(s): 20
Report query time: 00:00:01.7093734

DateTime:

6/23/2013 12:00:00 AM - 6/29/2013 11:59:59 PM (Last Week)

Campaign:

OracleCampaign1

Site ID:

CustomerSite

Campaign:

OracleCampaign1

Dialer site:

CustomerSite

Category	Category code	Calls			Call Length			
		#	% Total	% Category	Total	Average	% Total	% Category
User1								
Llamada exitosa	Codigo llamada exitosa	3,024	50.0	100.0	1:16:43:52	00:00:48	49.9	100.0
Llamada sin exito	Codigo llamada sin exito	3,026	50.0	100.0	1:16:49:43	00:00:49	50.1	100.0
		6,050	100.0		3:09:33:35	00:00:49	100.0	
User10								
Llamada exitosa	Codigo llamada exitosa	3,010	49.9	100.0	1:16:43:40	00:00:49	49.9	100.0
Llamada sin exito	Codigo llamada sin exito	3,021	50.1	100.0	1:16:48:48	00:00:49	50.1	100.0
		6,031	100.0		3:09:32:28	00:00:49	100.0	
User2								
Llamada exitosa	Codigo llamada exitosa	3,075	50.8	100.0	1:17:21:32	00:00:48	50.6	100.0
Llamada sin exito	Codigo llamada sin exito	2,980	49.2	100.0	1:16:20:32	00:00:49	49.4	100.0
		6,055	100.0		3:09:42:04	00:00:49	100.0	
User3								
Llamada exitosa	Codigo llamada exitosa	3,013	49.7	100.0	1:16:49:28	00:00:49	50.0	100.0
Llamada sin exito	Codigo llamada sin exito	3,044	50.3	100.0	1:16:54:12	00:00:48	50.0	100.0
		6,057	100.0		3:09:43:40	00:00:49	100.0	

Dialer Agent Disposition Summary Report

Improved Data Logging for Skills

The InteractionSummary and InteractionSegmentDetail tables now store the skills that are assigned to an interaction. InteractionSegmentDetail logs each value and change to the skill set. InteractionSummary stores the last assigned skill in a new column called LastAssignedSkillset. This value corresponds to the EIC_ACDSkillSet call attribute.

Interaction Detail Viewer UI Enhancement

Interaction Detail Viewer can now play back recordings, and now supports navigation through multiple interactions in search results.

Interaction Quality Manager Feature Enhancements

SU5 includes several new features to improve quality management processes. The workspace module in IC Business Manager, previously named Questionnaires, is now named Interaction Quality Manager.

The Interaction Quality Manager license now provides users with access to features to create and score questionnaires (evaluations), search based on various scorecard criteria, assign questionnaires and recordings, and use a new tabbed view of recordings to score.

New features:

- Policy Editor - Assign questionnaires and scorers
- IC Business Manager - Assign questionnaires and scorers
- Recordings to Score view
- Analyzer keyword search
- Questionnaire editing features:
 - Deactivate/activate
 - Delete individual scorecard
- Encryption Indicator

The following sections describe these features.

New Policy Editor Features

Interaction Recorder's Policy Editor provides the ability to create a recording policy to:

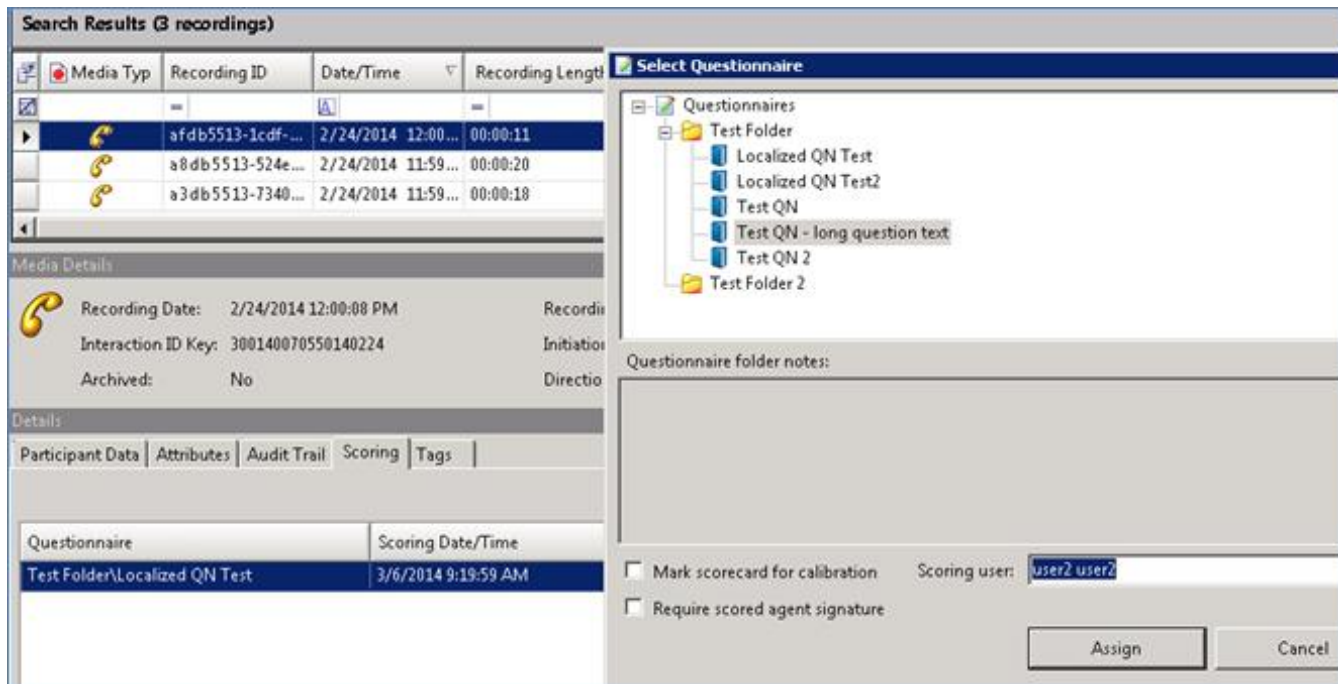
- Assign questionnaires to users.
- Assign a scoring user (evaluator) by user, role or workgroup. For role/workgroup, it is a round-robin assignment.
- Support the calibration process by allowing pre-assignment questionnaires to users specifically for calibration.
- Indicate that the completed evaluation required agent signoff (applies to Interaction Web Portal users only).

Users have access to these features through a Policy Editor Security policy, which indicates "can assign questionnaires."

Assignment of Questionnaires in IC Business Manager

IC Business Manager users can now do the following for a selected recording:

- Assign the recording to a user for scoring.
- Assign a questionnaire to the recording.
- Indicate that the scoring results are for calibration.

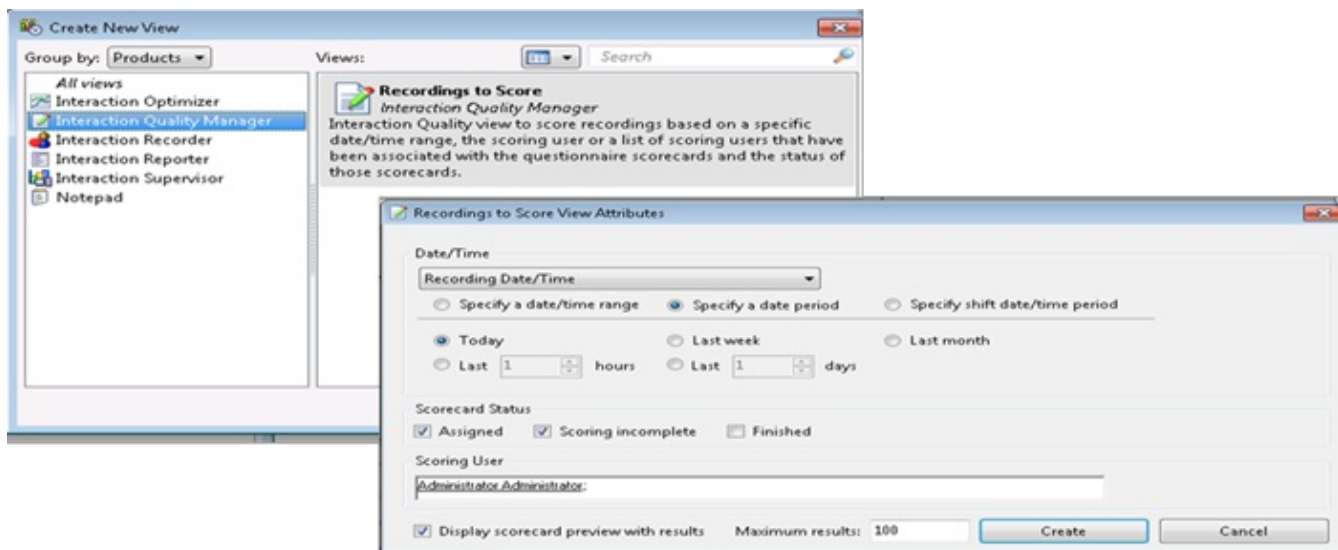


Assign a recording to a user for scoring in IC Business Manager

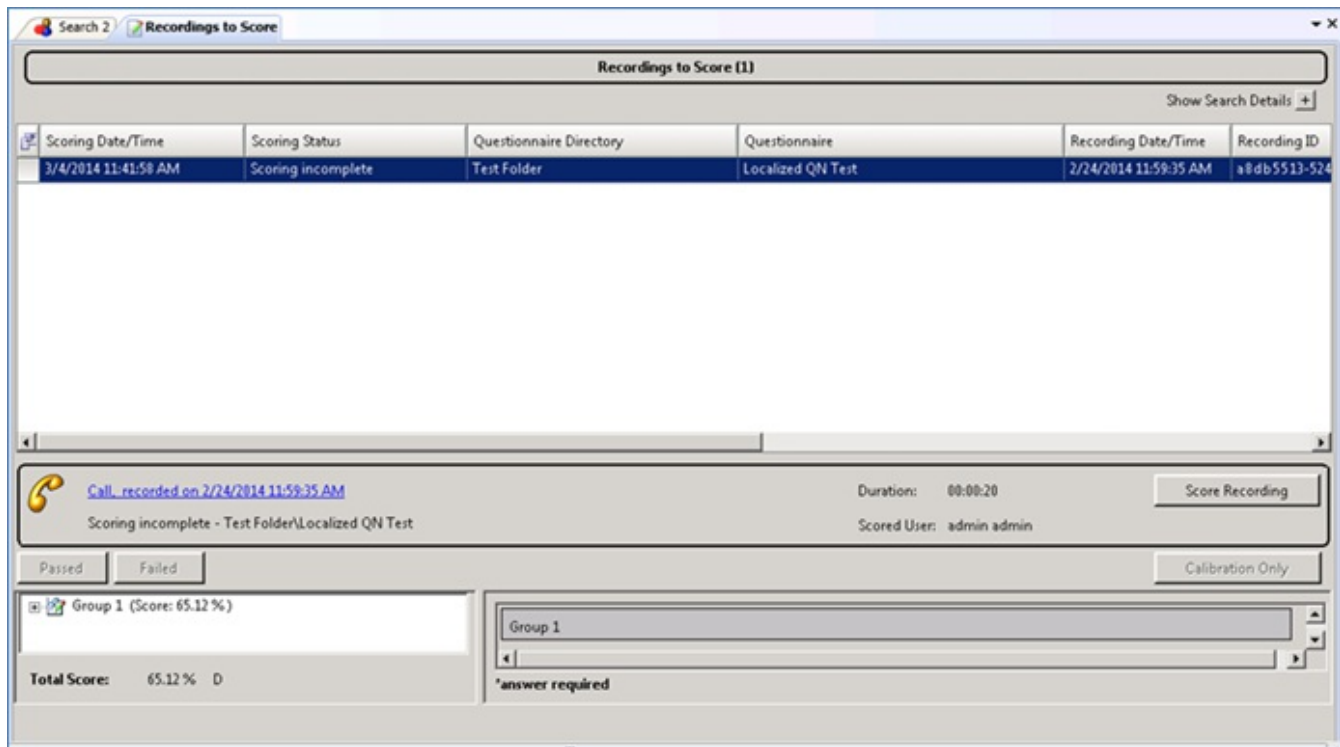
A key benefit of pre-assigning questionnaires with Policy Editor policies, or with new features in IC Business Manager (described below), is that it provides the ability to automatically deliver the recording to supervisors, along with the appropriate questionnaire. Another benefit is that it stops users from selecting the wrong questionnaire to use when evaluating agents.

Recordings to Score View

IC Business Manager has a new **IQ Recordings to Score** registered view under the Interaction Quality Manager module. Users can add the view to any tabbed workspace within IC Business Manager. The **Recordings to Score** view presents the user with their assigned scorecards, based on a specific scorecard or recording date/time range and scorecard status. This view eliminates the need for evaluators to search for recordings to score and select the correct scorecard to use.



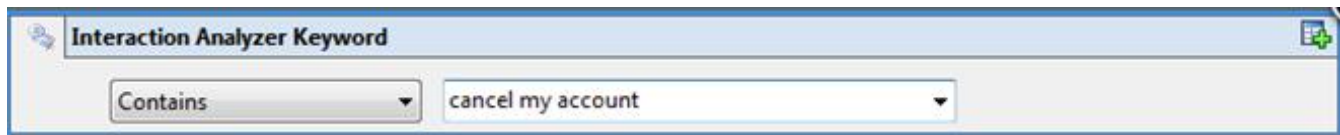
Select Interaction Quality Manager and create the Recordings to Score view



User's view of recordings that require scoring

New Analyzer Keyword Search Attribute

A new search attribute provides the ability to search for recordings by Analyzer keywords.



Recording search based on keywords

Addition of this search attribute allows more complex searches combining Analyzer scoring with the keyword/phrase results. The keyword/phrases are also now added to the Recorder database for use in custom Analyzer reports.

Questionnaire Editing Features

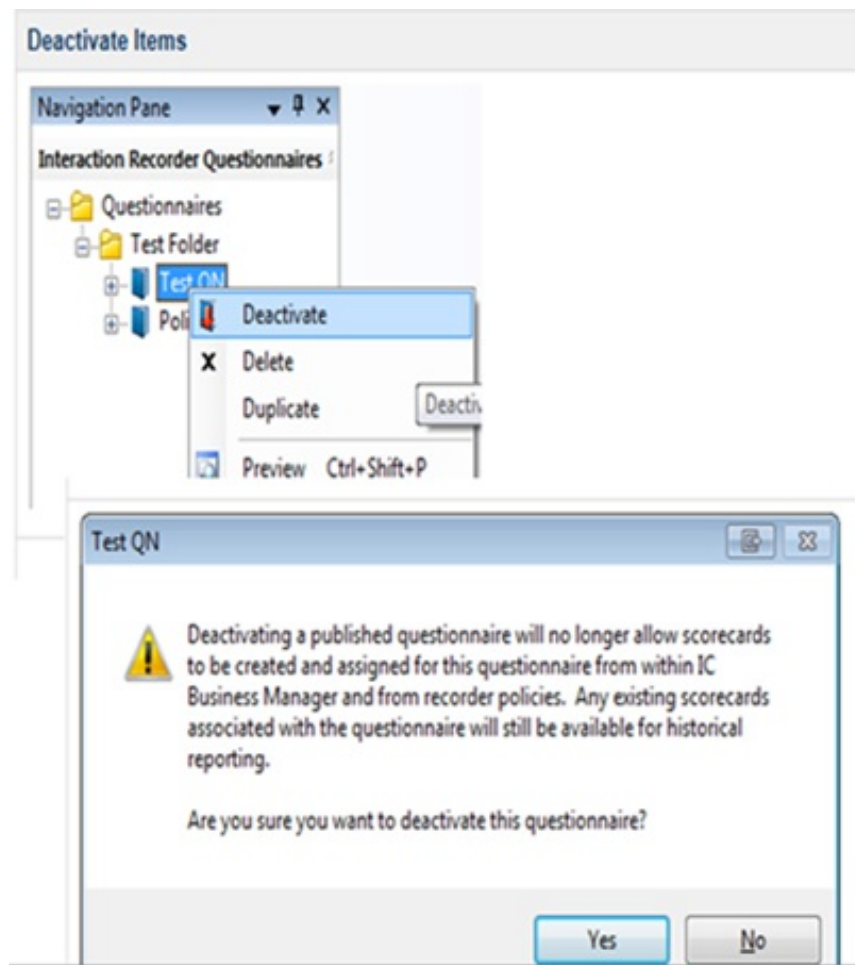
New questionnaire editing features provide the flexibility to:

- Deactivate published questionnaires.

Deactivating a published questionnaire prevents it from being used to score a recording, or to be assigned for scoring a recording. Existing scorecards associated with the questionnaire continue to be available for historical reporting. When selecting the option to deactivate a questionnaire, the user sees a pop-up notification with this information.

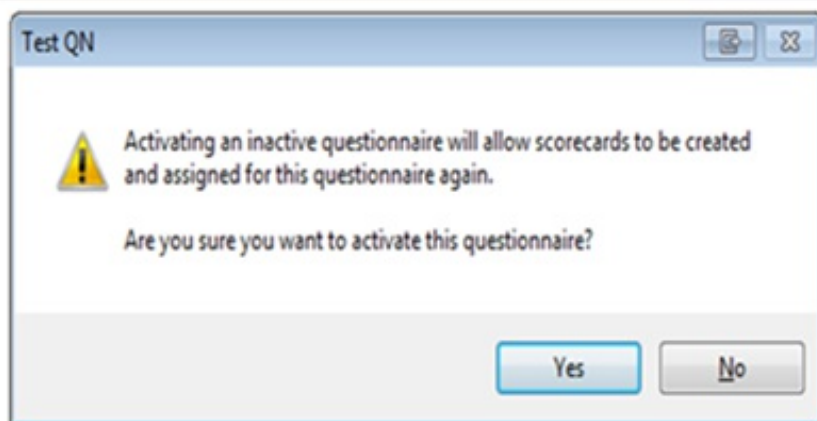
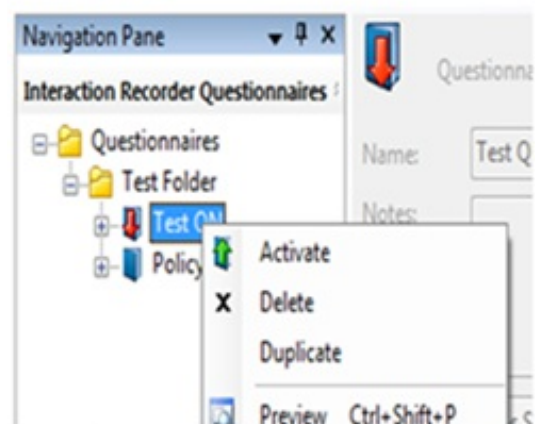
- Activate a deactivated/ inactive questionnaire.

Activating a previously deactivated questionnaire republishes the questionnaire, allowing it to be assigned and used for scoring.



Deactivating a questionnaire

Activate Items




Activating a questionnaire

Delete Individual Scorecards

A new policy security action allows the deletion of individual scorecards from within the Interaction Recorder module in IC Business Manager.

This policy applies to the following entities:

 Administrator [\[Remove\]](#)

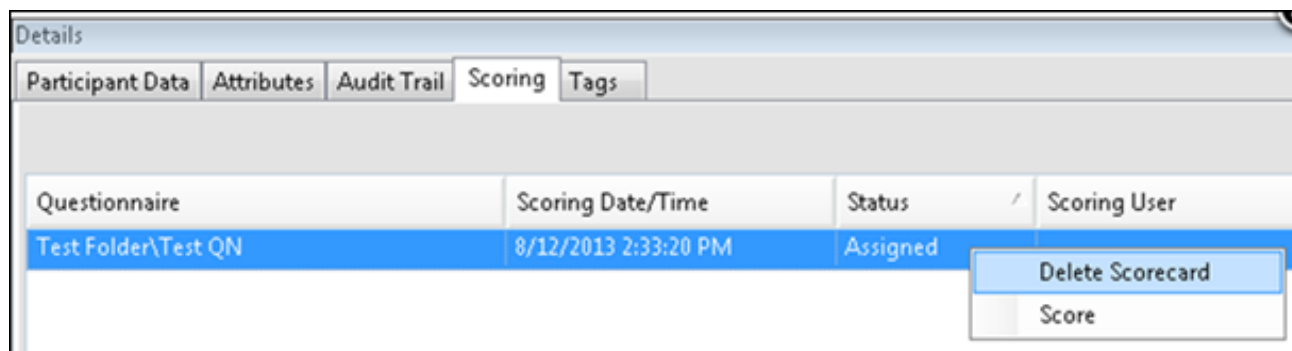
this applies to all recordings

one has the following permissions:

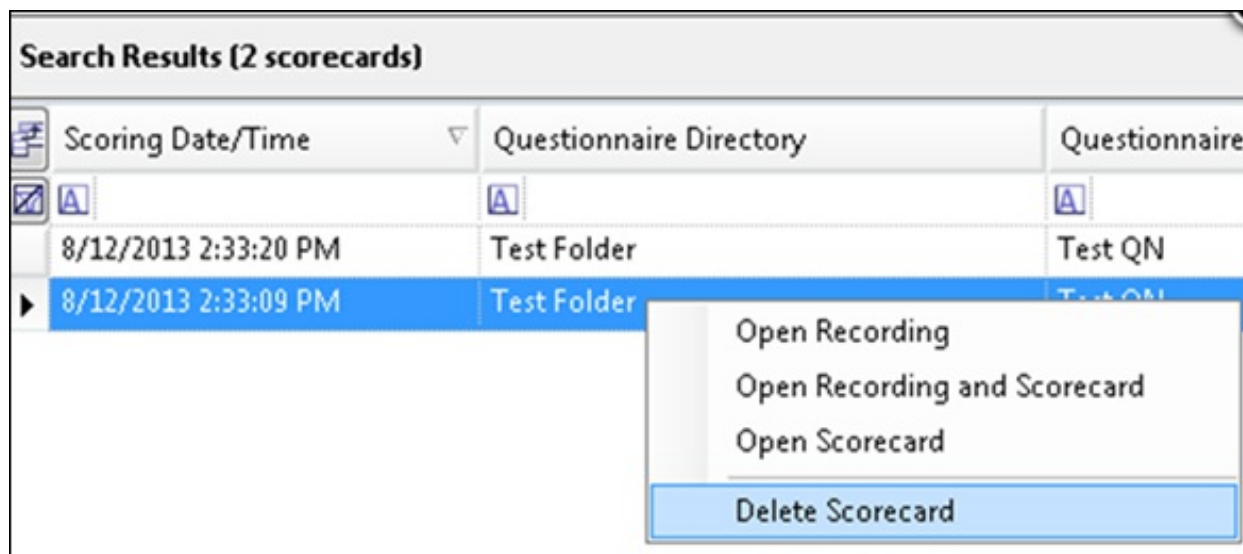
- [can](#) add bookmarks for the recording
- [can](#) delete recordings
- [can](#) email recordings
- [can](#) export/archive recording
- [can](#) modify attributes
- [can](#) modify tags
- [can](#) play recording
- [can](#) retrieve recordings
- [can](#) score recordings
- [can](#) view attributes
- [can](#) view the audit trail of the recording
- [can](#) view participant contact information
- [can](#) view scorecards
- [can](#) view tags
- [can](#) view scorecard signature comments
- [can](#) delete score cards
- [can](#) assign questionnaires

Delete a scorecard in Interaction Recorder

New security checks on the **Scoring** tab and the **Scorecard Search Results** view display a menu option to delete an individual scorecard from the database when the CanDeleteScorecards security right is associated with a recording.



Delete a scorecard from the Scoring tab



Delete a scorecard from search results

This feature is beneficial, for example, when there are instances where users prefer to delete a completed scorecard rather than simply override it with another score. This can occur when the incorrect questionnaire is used, or when inaccurate scoring occurred.

Encryption Indicator

A new field in the recording media details in IC Business Manager allows business users to easily see if a recording is encrypted.

The field displays: **Encrypted: (Yes|No)**

▶	📞	a8db5513-524e...	2/24/2014 11:59...	00:00:20	sip:1@woprjr	admin
◀	📞	a3db5513-7340...	2/24/2014 11:59...	00:00:18	sip:1@WOPRJR	admin

Media Details	
Interaction ID Key: 300140070350140224	Initiation Policy: New Policy
Archived: No	Direction: Outbound
Recording Length: 00:00:20	Encrypted: No

Details			
Participant Data	Attributes	Audit Trail	Scoring
Questionnaire			
Test Folder\Localized QN Test2		Scoring Date/Time	Status
		3/4/2014 1:27:12 PM	Finished
			Scoring User
			user1 user1

Encryption Indicator

Interaction Recorder Enhancements

Enhanced Functionality for Start/Stop Screen Recording API

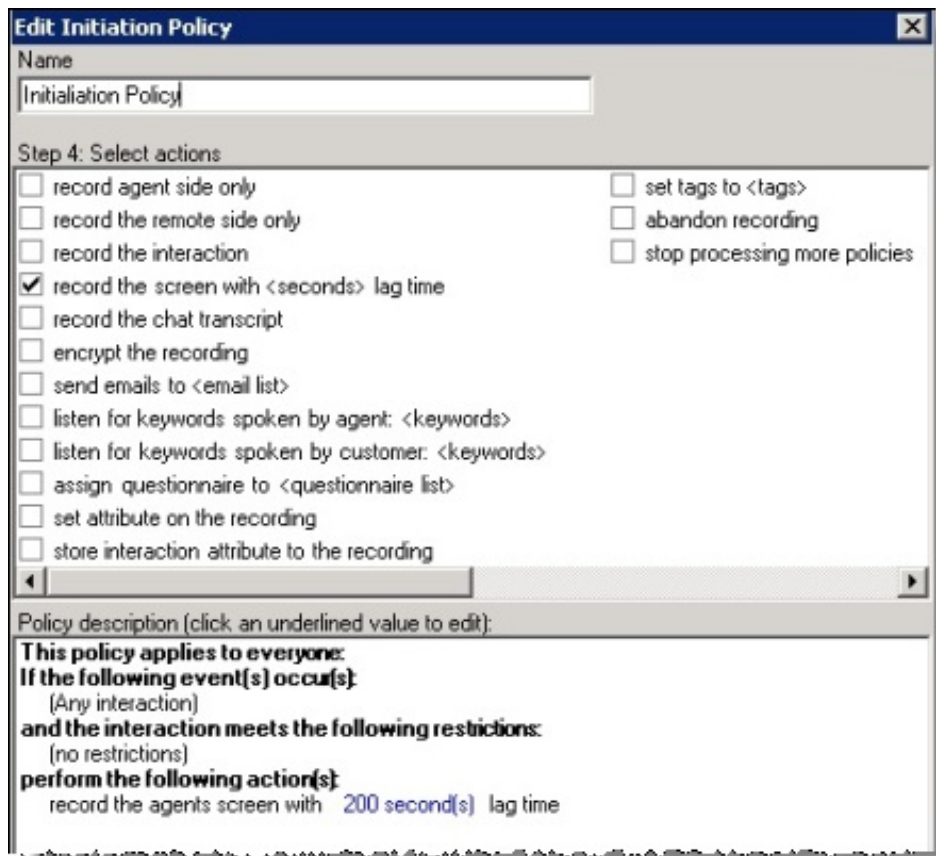
In `ININ.IceLib.QualityManagement.ScreenRecorder`, the screen recording API allows the creation of custom applications that can control the starting, stopping, and secure pauses of screen recordings. The functionality can also use an API to stop/start screen recordings based on an active work item.

For example, adding API calls can facilitate screen recordings of IPA work items, making it possible to play back individual process steps in Interaction Recorder, and evaluate them in Interaction Quality Manager. API calls are also useful for other types of screen recordings, such as for processing claims and recording back-office work.

Use of the start/stop API provides the ability to identify the length of time it takes to process work items.

New Screen Recording Lag Time Configuration Setting

Prior to SU5, a global setting for screen recording lag time was configurable in **Interaction Administrator -> Interaction Recorder->Screen Recording**. Now, when setting the recording action in Interaction Recorder's Policy Editor, you can also set the screen recording lag time with an initiation policy.



Set screen recording lag time in an initiation policy

Interaction Optimizer Enhancements

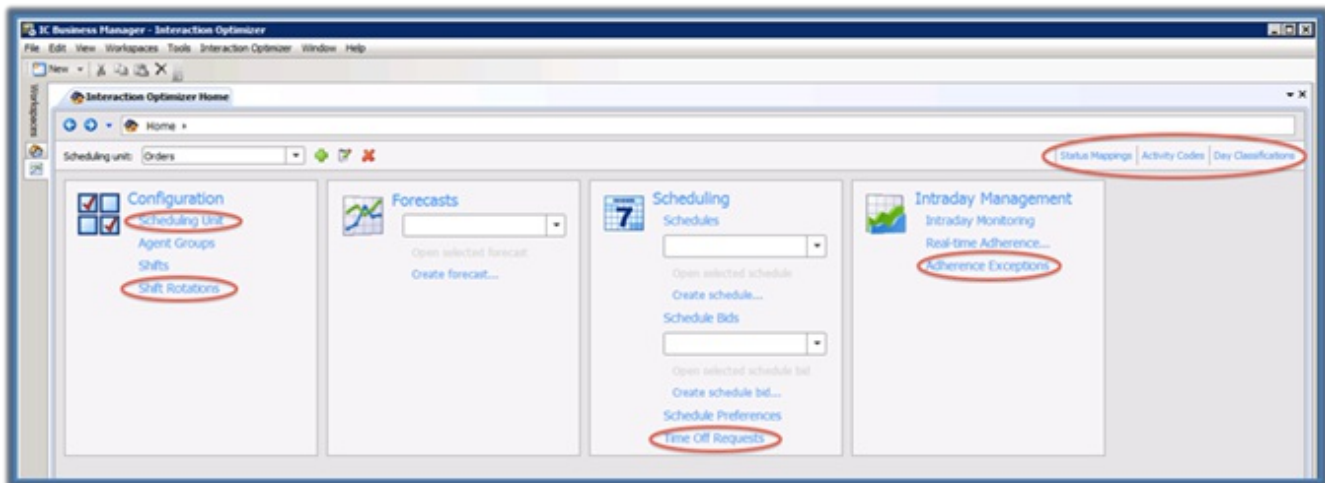
ACD Simulation Scheduling Engine

The new ACD simulation scheduling engine has improved accuracy and schedule efficiency in complex ACD routing environments as it is assessing agent skill and media type assignments at a more granular level than the previous ACD simulation model. Customers who use flexible scheduling practices can meet higher service levels with the same number of staff, or the same service

level with fewer staff. The new engine also supports deferred work and partial utilization simulation. With these expanded simulation models, users might notice an increase in the amount of time it takes to generate schedules. Schedule generation time can be decreased by using a stronger workstation. We recommend a minimum of 4 GB of RAM for most environments, and 8 GB of RAM for large organizations.

Enhanced Administration Features in IC Business Manager

Multiple Interaction Optimizer administrative features are now enhanced and available in Interaction Center Business Manager. These features include scheduling unit configuration, shift rotations, time off requests, adherence exceptions, status mapping, activity codes, and day classifications.



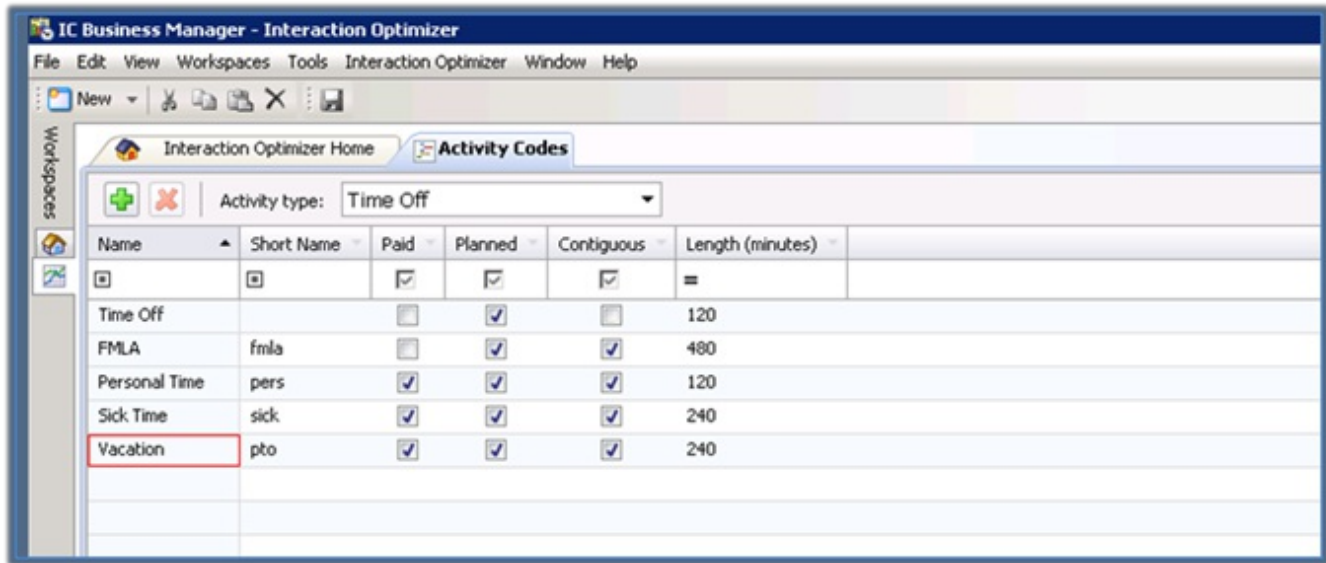
Interaction Optimizer features in IC Business Manager

- Scheduling unit configuration for the following features is now in IC Business Manager, and many of the features are enhanced to improve usability.
 - Start day of week
 - Service goal groups
This new feature allows users to configure specific goals for service level or average speed of answer. The goals are configurable for different interaction types within a single workgroup.
 - Maximum occupancy for deferred work
This new feature allows users to define a maximum occupancy for deferred work. The feature helps the scheduling engine accurately project requirements and schedules for deferred work.
 - Adherence exceptions
This feature is enhanced to allow users to configure how adherence and the new conformance metric are calculated in relation to the use of specific types of activity codes.
- Shift rotation configuration is now available in IC Business Manager. It allows users to configure an end date for each rotation.
- Time off request management is now available in new grid format within IC Business Manager, and allows users to sort and filter time off requests based on up to 21 attributes, including date/time submitted, agent ranking, activity code, and more.
- Adherence exceptions management, a feature that was previously only available in Interaction Client .NET Edition for administrative users, was rewritten in IC Business Manager. Enhancements include the ability to approve an exception with a specific activity code. For more information, see [Enhanced Schedule Management and Activity Codes](#).
- Status mappings for adherence reporting relative to an agent's ACD status is now available in IC Business Manager.
- The new activity codes feature significantly expands the ability for users to edit and manage schedules. Configuration of activity codes is available in IC Business Manager. For information about the related features, see [Enhanced Schedule Management and Activity Codes](#).
- Day classification configuration is now available in IC Business Manager.

Enhanced Schedule Management and Activity Codes

The new schedule management and activity codes features enable users to better manage schedules and schedule edits. A user can edit any part of a schedule and republish it at any time, and can change start/stop times and other activities for past schedules to update an agent's schedule adherence rating.

The new activity codes feature enables users to configure their own unique activity codes for schedule management, schedule editing, and detailed shrinkage tracking. Shrinkage tracking includes tracking unplanned shrinkage, which is one of the inputs to the forecasting process.



Name	Short Name	Paid	Planned	Contiguous	Length (minutes)
Time Off		<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	120
FMLA	fmla	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	480
Personal Time	pers	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	120
Sick Time	sick	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	240
Vacation	pto	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	240

Activity Codes

Activity codes are configurable within an activity type in IC Business Manager, and are highly customizable by the user. The user can do the following:

- Provide both a name and a short name that are visible when they hover over a schedule.
- Indicate the paid or unpaid status of a code.
- Indicate whether a code is planned or unplanned.
- Indicate whether a code is contiguous.
- Specify a default length when adding an activity code to a schedule.
- Configure up to 255 codes within each activity type.

Activity codes can also be used as part of the time off request process. Agents can request a specific type of time off at the activity code level. Activity codes are now the primary method of approving an adherence exception. When a user selects an adherence exception to approve in IC Business Manager, they select the activity code they want to use as the basis of the schedule edit, which updates the agent's schedule and adherence rating.

Managed Phone Updates

This SU introduces and adds support for these new phone models, which you can configure with auto-provisioning in Interaction Administrator:

- Audiocodes 420HD
- Polycom VVX 300
- Polycom VVX 310
- Polycom VVX 400
- Polycom VVX 410
- Polycom VVX 600

Updated Firmware

This SU provides a firmware update for the Interaction SIP Station, Release 1.2.2 p013 build 17.

This new firmware fixes a delayed invite audio issue and a vulnerability scanner issue.

Speech Recognition

Email NDM 6.1.0 Testing with CIC 4.0

This support allows customers who need an email capture module with ASR to work with NR10.

Vocalizer 6.0 SAPI Testing

This support enables CIC 4.0 to work with Vocalizer 6.0, the latest Nuance TTS product release.

Support for NDM Spelling 6.1

This support allows customers who need a spelling module with ASR to work with NR10.

Support for NDM Names 6.1

This support allows customers to use NR10 to capture the most common first and last names with ASR, without having to build the entire application from scratch.

Support for NDM Address 6.1

This support allows customers who use an address capture module with ASR to work with NR10. Address capturing provides a pre-built module which allows a caller to efficiently communicate a postal address by voice.

Regionalization Support in ASR

Support for regionalization in ASR allows customers with multiple data centers to operate ASR in different regions by using selection rules. The use of regionalization avoids the operation of ASR over a WAN. This feature is especially important for CaaS and ASR.

NDM Core 6.1.3 Testing with CIC 4.0

Support for NDM Core 6.1.3 allows ASR customers to use Nuance Dialog Modules as core functionality modules without building all applications from scratch.

Loquendo TTS 7.20.9 (SAPI) Testing

CIC 4.0 now supports Loquendo Text-to-Speech 7.20.9 with SAPI. This update contains necessary bug fixes for customers running Loquendo TTS.

Certify Nuance Recognizer 10.2.4 with CIC 4.0

Support for Nuance Recognizer 10.2.4 allows CIC to work with the latest release of NR10. This version contains bug fixes and minor enhancements for ASR customers.

Localization and Language Additions

German Localization for IPA Designer

Interaction Process Automation Designer is now available in German.

Interoperability Testing with a Third Party Vendor

Microsoft Exchange Online Testing

Interaction Center is now usable in combination with Microsoft Office 365 (Exchange Online).

New Features in 4.0 SU4

This section lists some of the main features that were added in SU4.

Distributed Conferencing

Prior to distributed conferencing, all participants in a conference call had to be connected to the conference hosted on a single media server. This limited the number of participants in a single conference (resource constraint), and required increased bandwidth because the audio for all the participants was sent to a single media server.

With distributed conferencing, the limitation of connecting all participants together on a single media server has been removed. Media Server and TSServer can now create multiple regional conferences on appropriate media servers and connect the regional conferences together into one larger conference. This happens behind the scenes, so system users won't notice this change.

Advantages of distributed conferencing:

- Minimizes WAN bandwidth.
Instead of all participants sending their audio across the WAN, only the audio to connect the regional conferences together will traverse the WAN.
- Allows media server load balancing.
Conference participants are no longer required to connect to the same media server, which allows the load to be spread across multiple media servers.
- Allows for larger conferences.

Distributed conferencing completely removes the need for Interaction Conference media servers. Therefore, ICMS has been retired as of SU4.

Switchover Resiliency for Calls (Beta Release)

Interaction Center 4.0 SU3 introduced switchover resiliency for chats, emails, callbacks, and SMS objects. CIC 4.0 SU4 introduces (as a beta release) resiliency for calls that are connected when a switchover occurs.

Calls connected to CIC stay connected through the switchover event, even if they are connected and waiting in queue when the switchover occurs. Calls in queue remain connected in the same, or very close to the same, order they were in. Calls in IVR are preserved, although these calls might not be seamless. The customer might notice that the IVR menu didn't respond or that an IVR message is repeated once the switchover occurs. Calls connected to users stay connected and the user retains control over the call.

Switchover resiliency is supported only when the CIC switchover pair is co-located in the same building or network. Switchover resiliency is not supported in combination with geo-redundant switchover, where the IC servers in the switchover pair are remote from each other and connected via a WAN.

Customers interested in using this feature while still in beta should contact ProductManagement-PureConnect@genesys.com.

Session Manager Selection Rules

Session Manager Selection Rules introduce the ability to configure Selection Rules similar to Interaction Media Server. Session Manager Selection Rules allow configuration to control Session Managers used for Icelib applications, such as Interaction Client and Interaction Center Business Manager (ICBM), based on the location from where the application is connecting. Each location can have its own list of preferred Session Managers, including configuration describing fallback options when a Session Manager won't accept any new sessions.

The new configuration options enable the following:

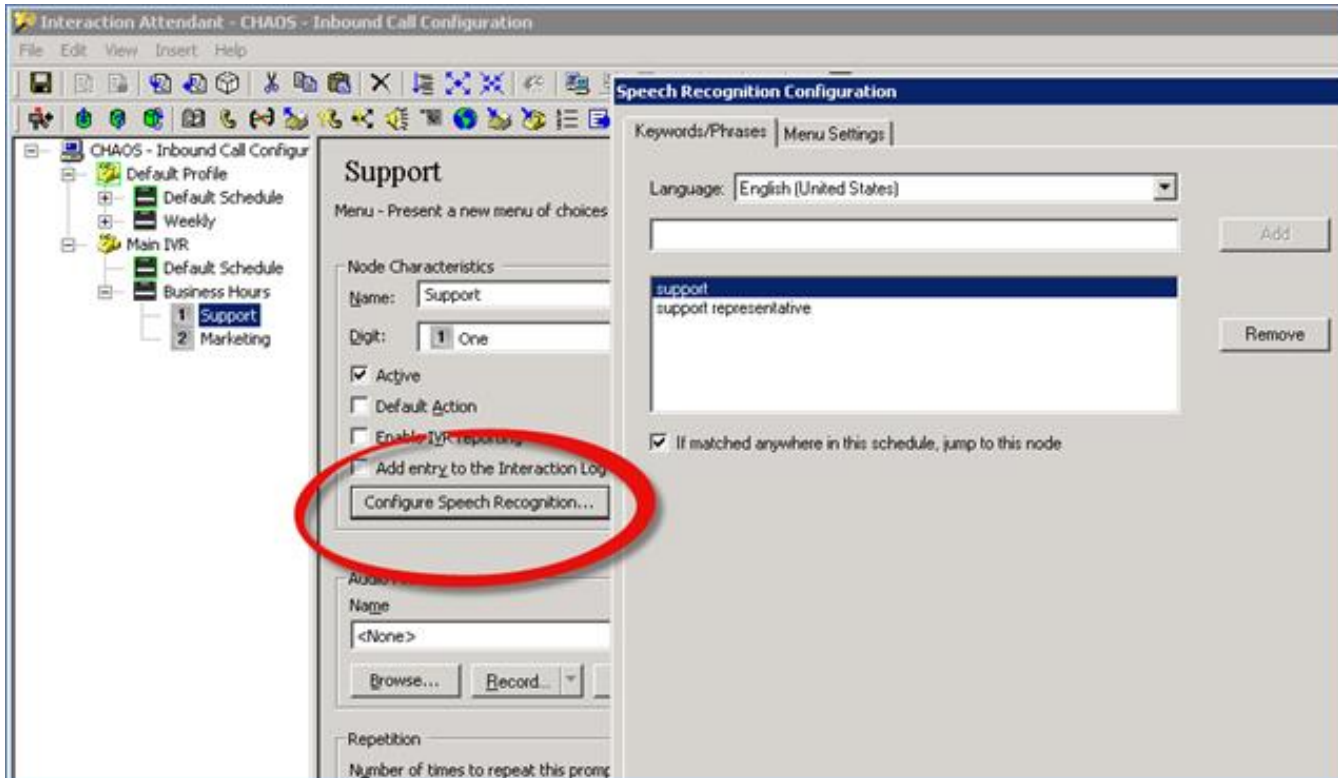
- Specify Session Managers available to clients connecting from a specific location
- Prioritize the order in which Session Managers are used for Clients connecting from a specific location
- Create an Exclusion list of Session Managers for a specific location. This list specifies Session Managers which should not be used from a specific location (e.g. due to great distance / bandwidth constraints).

Additional information about this feature can be found in the Interaction Administrator help file under Selection Rules.

Interaction Attendant - Simple Speech Recognition

Interaction Attendant users can now associate words and phrases with menu options. Callers can then speak options while in IVR instead of using DTML to select the options. To use this feature, Speech Recognition must be available and configured on the CIC system.

In Interaction Attendant, an administrator can enable profiles for Speech Recognition and configure simple words and phrases for menu nodes.



Configure Speech Recognition in Interaction Attendant

Interaction Speech Recognition Improvements

Interaction Center 4.0 SU4 contains significant improvements to the capacity and accuracy of Interaction Speech Recognition, PureConnect's built-in speech recognition engine, which currently supports grammars for numbers, currency, phone numbers, Interaction Mobile Office, and speech attendant work.

Platform Performance Improvements

SU4 contains several performance improvements, including, but not limited to, the following areas:

- Interaction Client/IceLib
 - Reduced impact of Administrative changes that are made in Interaction Administrator.
 - Reduced bandwidth usage for application profile setting.
- Interaction Supervisor/StatServer
 - Improved performance around Workgroup/User Activation.
 - Improved StatServer performance and reduced StatServer start-up time.
- AdminServer
 - Improved Security Right Calculation.
- Session Manager/Alert Server
 - Optimized requests between AdminServer and Session Manager under load.
 - Improved memory usage in Session Manager.
- Interaction Process Automation
 - Improved synchronization of IPA data files.
 - Made overall IPA Server improvements.

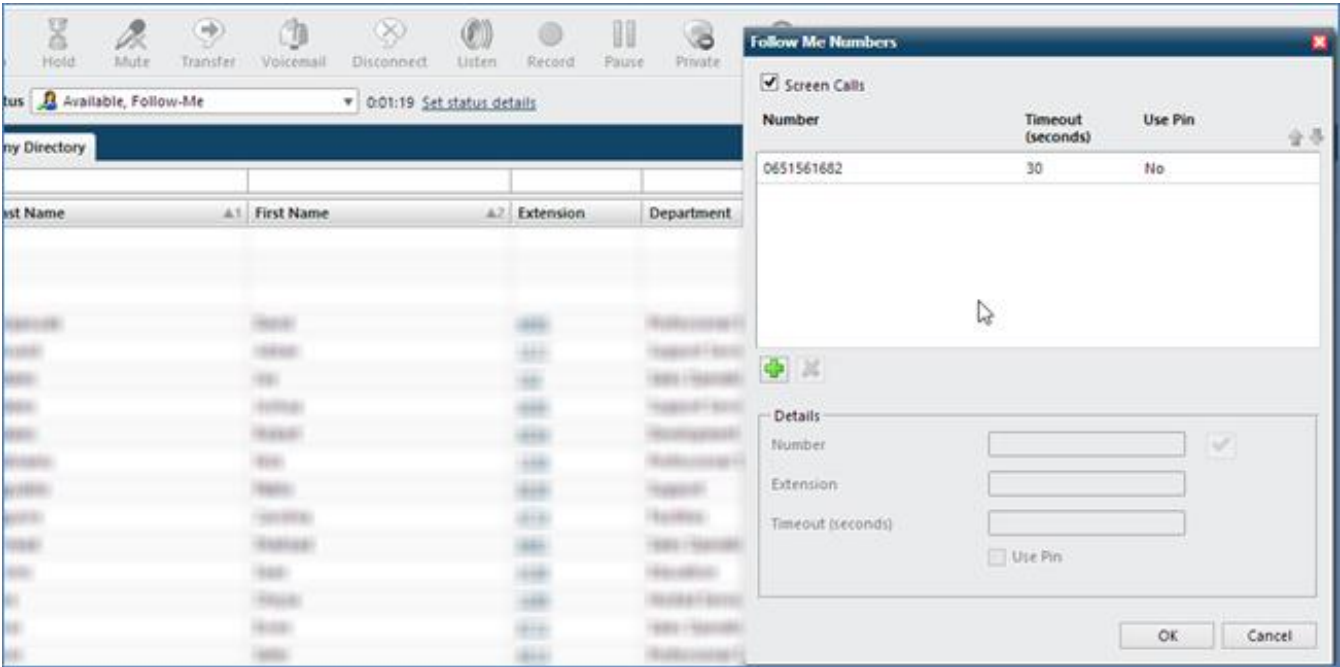
Tracing Improvements

Interaction Center 4.0 SU4 includes several tracing enhancements, including:

- Insufficient Dialing Privileges
'Insufficient Dialing Privilege' messages appear in the IP Log.
- License Assignment
License Assignment messages are traced at 'Status' instead of 'Verbose' tracing.
- TSServer Audiohub Tracing
An additional tracing topic appears in the TSServer log files. This topic, 'telephony.media.audiohub.audit,' provides a detailed view of all activity within an audio hub and details about all parties involved in a conversation. This topic includes conference calls, recordings, listening activity, and coaching activity.

Interaction Client Web Edition Follow-Me Configuration

Interaction Client Web Edition now allows configuration of follow-me settings.



Follow-me Configuration

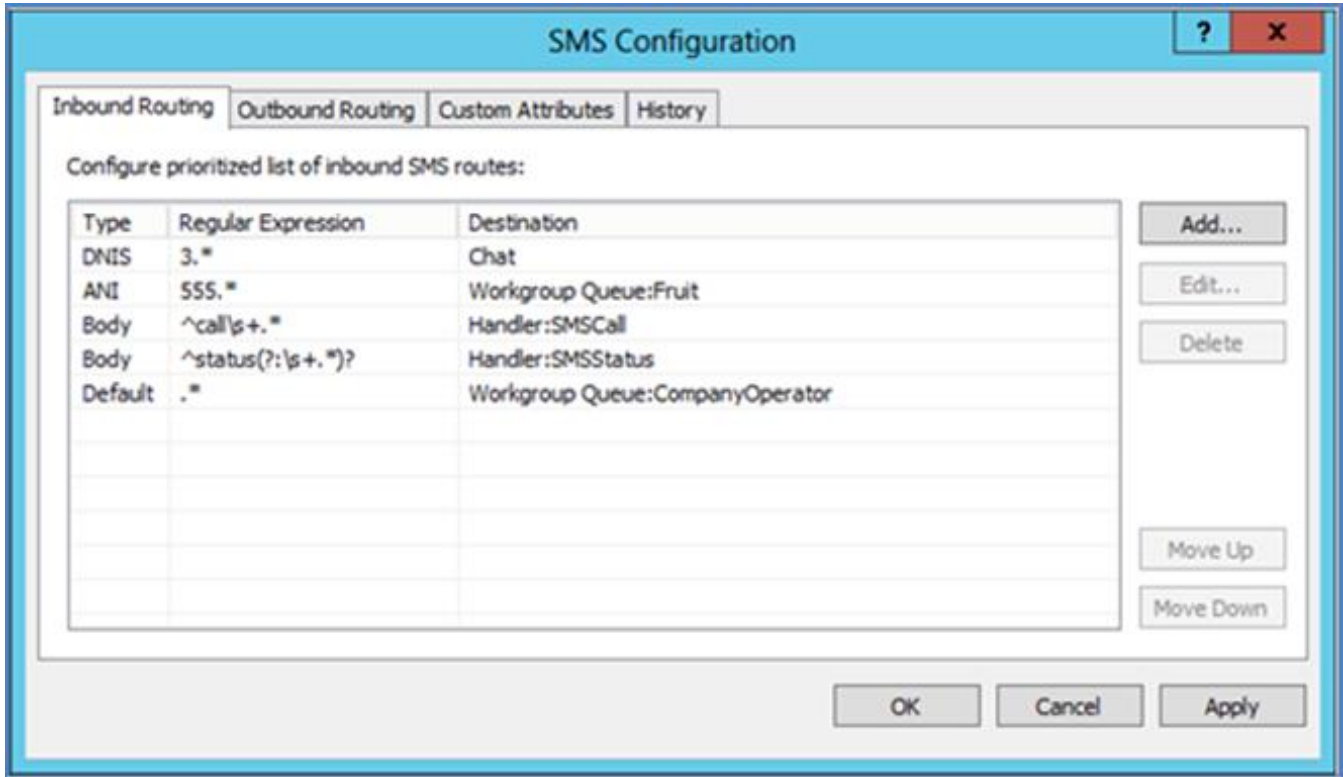
Icelib SDK - 64-bit Support

The Icelib SDK now supports 64-bit applications.

Enhanced SMS (Text Message) Support

The following are enhancements to SMS routing:

- Support for SMS routing as chat, which allows a customer and an agent to have a chat-like conversation using SMS.
- Support and configuration for multiple HTTP-based SMS brokers.
- Support for configuration of basic SMS routing rules, based on ANI, DNIS, or the body of the text message.
- Routing options include Chat, Generic Object, and Handler.
- Text masking supported with SMS Chat Routing.



SMS Routing Configuration

Create a Layout Plug-in for Administrator

The plug-in enables configuration of the Agent Locator feature in Interaction Supervisor iPad Edition. An administrator can upload floor plan diagrams and then tag stations on the diagrams. Interaction Supervisor iPad Edition users can then view agents logging in and out, agent statuses and states, and other agent information, all on the contact center's floor plan.

Localization and Language Additions

Interaction Center 4.0 SU4 includes a new Danish language pack.

It also contains a Polish language model for Interaction Analyzer.

Reporting and Interaction Reporter

The following reporting features are new in Interaction Center 4.0 SU4.

Report Management

Administrators or users with the appropriate rights can now use Report Management in Interaction Administrator to modify, export, and re-import metadata from Interaction Reporter reports. Report Management allows them to modify basic report properties and import new reports or custom reports that were developed using Visual Studio. Note that development of custom reports requires Active Reports 6, which is available from Grape City.

Scheduled Reports Support for Interaction Reporter

Scheduled Reports now allows scheduling of Interaction Reporter reports.

Enhanced Version of the Interaction Details API in IceLib

The Interaction Details API in IceLib includes enhancements to allow individual segments to be examined. Previously, only the interaction details were viewable, and not the segments. Each segment now includes information about the workgroup, all parties involved, and other basic information such as the segment type, duration, and disposition.

New Quality Management Calibration Reports

These new reports show scoring variations that are based on the overall score of the same recording. The reports provide the ability to report on variations within question groups and at the individual question level to determine the root cause of scoring variations.

Trending calibration results provide contact centers with data to determine progress in calibration and ongoing sustainment of the range level of calibration (i.e., scores within 3 - 5% score variation).

These three calibration reports are new:

- Calibration Question Group Details
- Calibration Recording Summary
- Calibration Details

See the [‘Sample Reports for Interaction Reporter’](#) document for additional details and screenshots of these new reports.

New Dialer Reports

Interaction Reporter includes the following new Interaction Dialer reports:

- Dialer Campaign Success Results
- Dialer Campaign Disposition Summary
- Dialer Agent Utilization Summary
- Dialer Call Analysis Report
- Dialer Call History Report

See the [‘Sample Reports for Interaction Reporter’](#) document for additional details and screenshots of these new reports.

Interaction Recorder

The following sections describe new features of Interaction Recorder.

New Quality Management Calibration Reports

See [New Quality Management Calibration Reports](#).

Improved Master Key Management

A new PCI compliance-related feature provides improved security for master key file management and encrypted recordings. This feature adds an option to securely encrypt the master key file with a password. The new **Master Key Administrator** security right can be assigned to specific users to limit who can create, change, activate, or deactivate a master key password.

Deactivating the master key password disables playback of encrypted recordings. Activating the master key password enables playback. Configuration of the password (activation and deactivation) is available in both Interaction Administration and IC Business Manager.

Use of this feature requires the **Interaction Recorder Master Key Password** feature license, which is available at no charge.

Important!

Genesys Customer Care cannot recover encrypted recordings if a master key password is lost.

Recording Export

Using Interaction Center Business Manager, users can now export recordings to a single folder and rename the recordings as part of the export process.

Amazon S3 Recording Storage

Amazon Simple Storage Service (S3) is a cloud storage service offered by Amazon within the Amazon AWS environment. The available storage is divided into uniquely named buckets, which are accessible worldwide. The support added in Interaction Center 4.0 SU4 allows users to store, retrieve, and archive the recordings to and from the S3 storage buckets. This provides both on-premises and CaaS customers with a cost-effective method to store recordings for long periods (e.g., many years) while still allowing recordings to be searchable and playable inside Interaction Center Business Manager.

Live Call Monitoring in the Interaction Recorder Playback Window

While recording live interactions, users have access to buttons in the Interaction Recorder playback window. This provides the ability to join, listen (live monitor), or coach while the interaction is still in progress. If they choose to listen while the recording is in process, they can also open a scorecard (Scoring tab) to evaluate the interaction.



Live

Monitoring Options

- In order for recorder's live monitoring to function, an initiation policy needs to be added to record the interaction.
- A security policy needs to be in place for the monitoring user to allow them to play and retrieve recordings.

- When users open a recording for playback, it is added to the audit trail for that recording.

Policy Editor Wrap-up Code Support

Policy Editor now supports wrap-up code conditions with retention policies. This allows for the creation of policies to retain certain recordings longer than others, depending on the outcome of the interaction.

Screen Recording Export

Interaction Center Business Manager can now export a screen recording into a playable video file. The file contains the screen recording and an audio recording of the conversation. The export and transcoding into the video file (WMV format) happens on the client machine.

Agent Scorecard Sign-off

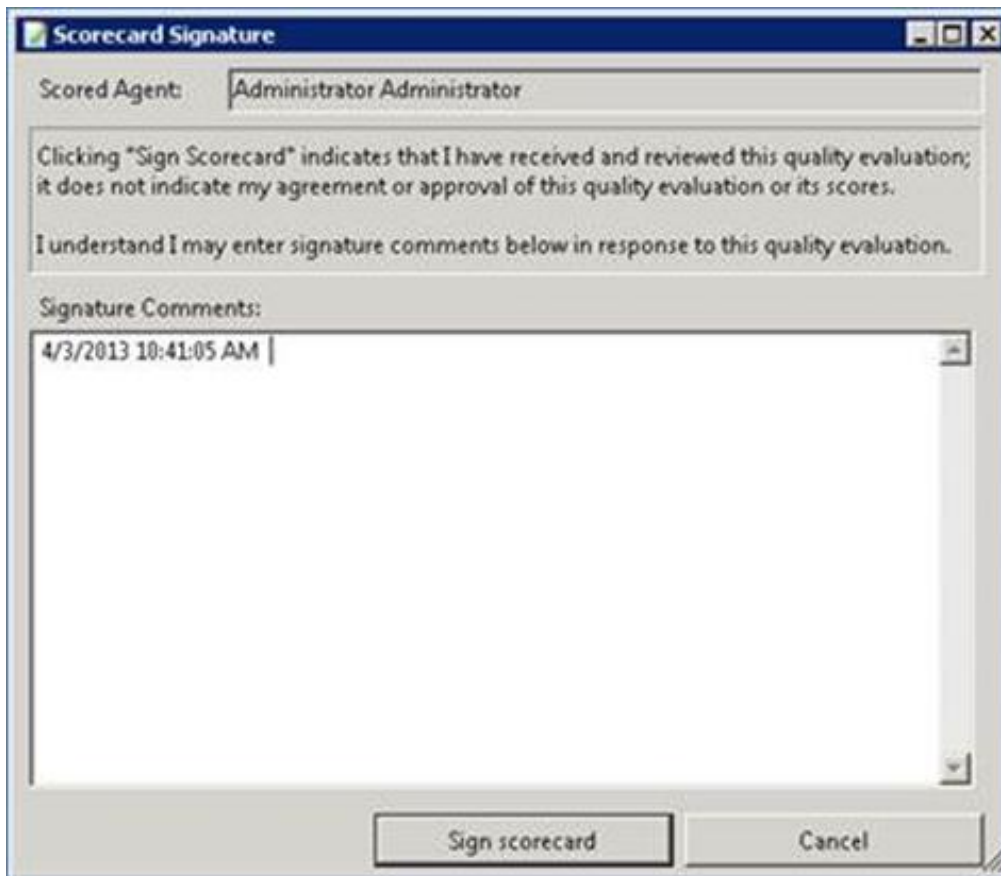
Upon completion of a quality scorecard, the scorer/evaluator is presented with a Finish Scorecard pop-up dialog box to confirm that they want to "finish" the scorecard - a feature that is not new. A new check box on the dialog box enables the evaluator to require the agent to sign the scorecard.



Finish Scorecard signature option

New

When the check box is selected, an agent who views that scorecard in Interaction Web Portal sees a check box where they can acknowledge that they have reviewed the scorecard, and can add a comment.



Scorecard Signature

Scored Agent: Administrator Administrator

Clicking "Sign Scorecard" indicates that I have received and reviewed this quality evaluation; it does not indicate my agreement or approval of this quality evaluation or its scores.

I understand I may enter signature comments below in response to this quality evaluation.

Signature Comments:

4/3/2013 10:41:05 AM

Sign scorecard Cancel

Sign scorecard


button and Comment field

Note the following:

- Agents with access to Interaction Center Business Manager for the purpose of viewing and completing their own scorecards, can also sign off and comment on their scorecards.
- All Interaction Recorder users on CIC 4.0 SU4 see the new sign-off option in the Finish Scorecard dialog box. However, only agents using Interaction Web Portal or Interaction Center Business Manager can "electronically" sign a scorecard.
- Customers who do not have Interaction Web Portal, or who do not give their agents access to Interaction Center Business Manager, should not require a signature.
- Printed scorecards do not have a signature field.

Recording Media Details in ICBM

The Scoring tab in the Details dialog box contains two new columns. One column indicates the signature status, and the other column indicates whether or not the agent added signature comments.



Questionnaire	Scoring Date/Time	Status	Scoring User	Scored User	Marked for Cali	Signature Status	Has Signature Comments
Test Folder\Test QN	4/3/2013 1:23:50 PM	Assigned					
Test Folder\Test QN	3/21/2013 1:27:43 PM	Finished	Administrat...	Administrator...			
Test Folder\Test QN4	4/3/2013 10:40:01 AM	Finished	Administrat...	Administrator...		Signed	✓

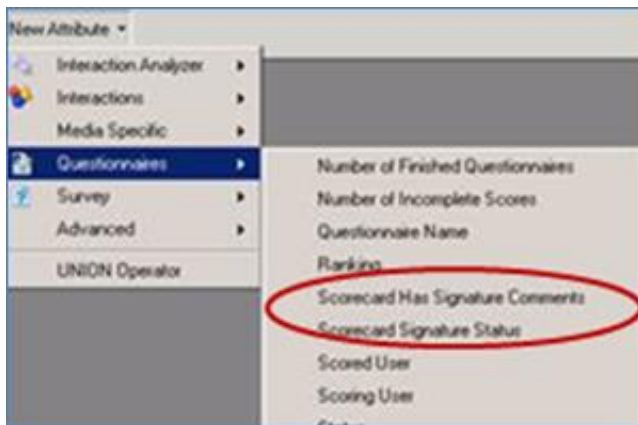
New

signature-related columns on the Scoring tab

Recording Search Attributes

Recording searches in Interaction Center Business Manager include two new questionnaire search attributes:

- Scorecard Signature Status
- Scorecard Has Signature Comments



New recording search attributes

Interaction Analyzer

The following sections describe enhancements to Interaction Analyzer.

Interaction Analyzer License Enforcement

As of Interaction Center 4.0 SU4, Interaction Analyzer licensing is fully enforced. Licensing is per user/workstation (similar to Interaction Recorder Access) and per language (server-based).

IMPORTANT: After updating to Interaction Center 4.0 SU4, Interaction Analyzer does not work until you assign the licenses to users/workstations. This means that you must go through all users and manually assign the Interaction Analyzer Access license. Analyzer does not analyze calls for users who don't have an assigned Interaction Analyzer Access license.

Interaction Analyzer - Improved Keyword Visibility

Interaction Analyzer users can now distinguish between a call that has no keyword spotting and a call that has keyword spotting but no spotted keywords.

These enhancements help with troubleshooting and auditing:

- Supervisor queue views display a column to indicate whether keyword spotting is enabled on the customer channel, agent channel, or both channels.
- The Interaction Recorder client distinguishes between channels that have a 0 score and channels that do not have keyword spotting.
- When calculating queue statistics, StatServer distinguishes between channels that have a 0 score and channels with no keyword spotting.

The enhancement adds a new recording search attribute, "Interaction Was Analyzed."

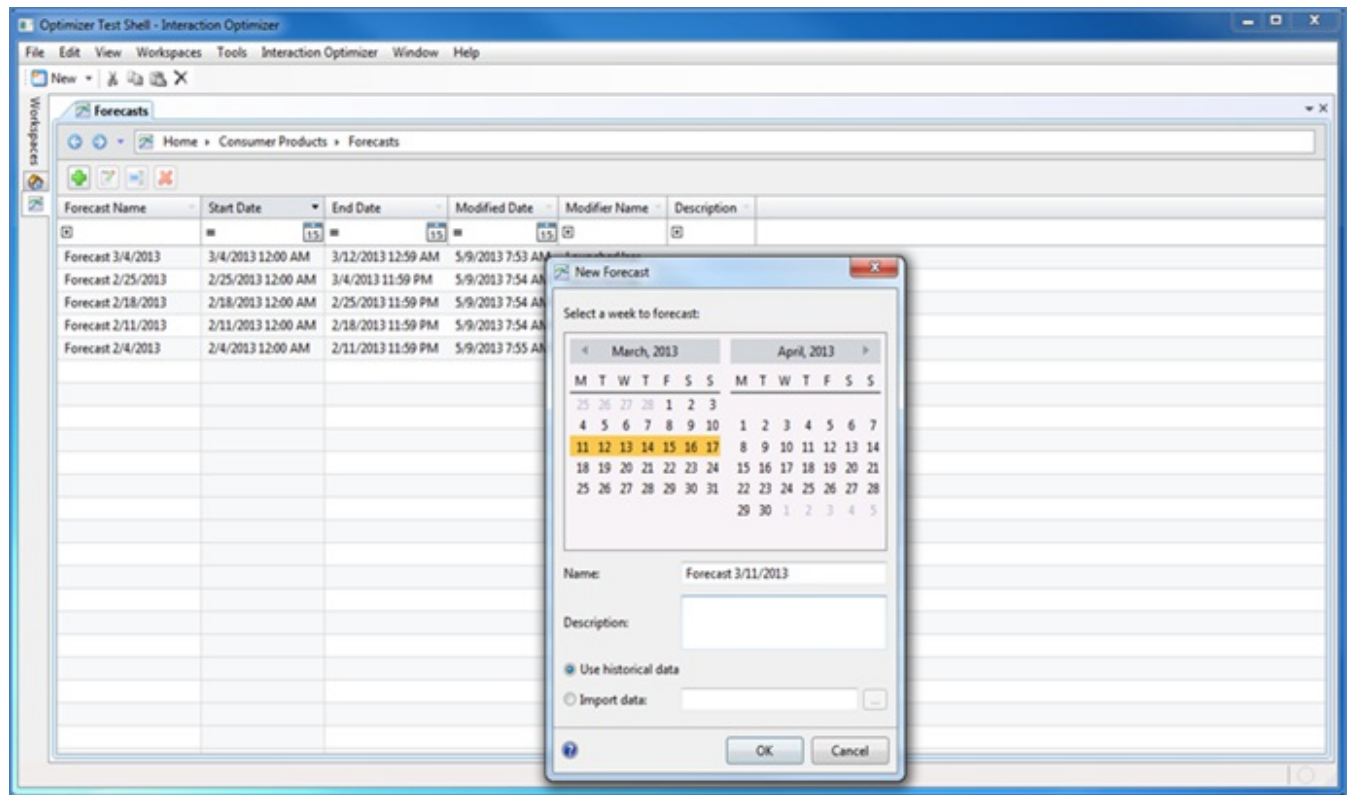
The interface for the search attribute allows the user to specify whether or not to include analyzed recordings in the search. Other controls in the interface allow the user to apply the new search attribute against the agent channel, the customer channel, or both channels in recordings.

Interaction Optimizer - Forecasting Enhancements

The Optimizer forecasting process in Interaction Center Business Manager now accommodates multiple types of analytic and editing capabilities. The new forecasting features in Interaction Center Business Manager include the following:

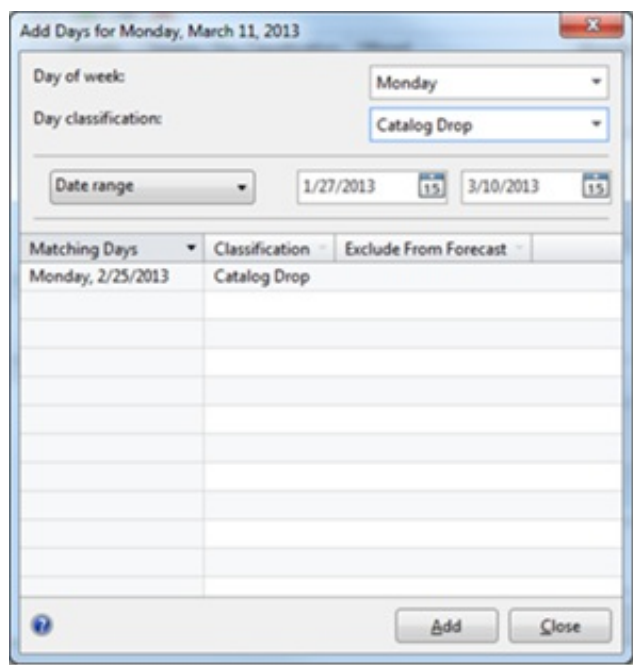
- Forecast generation
- Forecast day classification
- Source data review
- Forecast modification

The new Forecast administration screen allows a user to add a new forecast and delete an existing forecast. After selecting the option to add a new forecast, the user selects the forecast week from the calendar and indicates whether to use historical data or data from an import.



Interaction Optimizer Forecast Administration

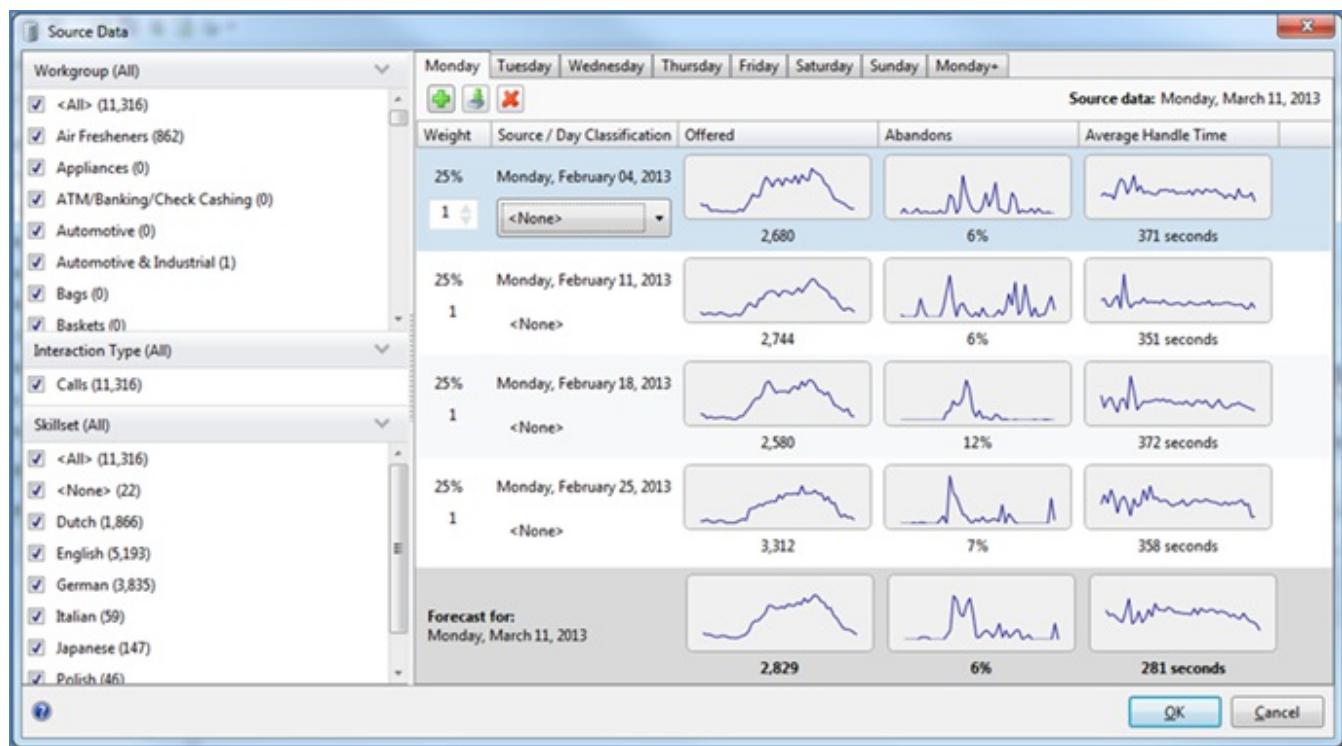
In addition to specifying the default amount of historical data, the user can select individual days and weeks to add to the forecast, and can search for specific day classifications. In this new interface, the user can use day classifications as the source data for a forecast, or remove day classifications from the forecasting process.



Interaction Optimizer Forecast Administration - Day Classifications

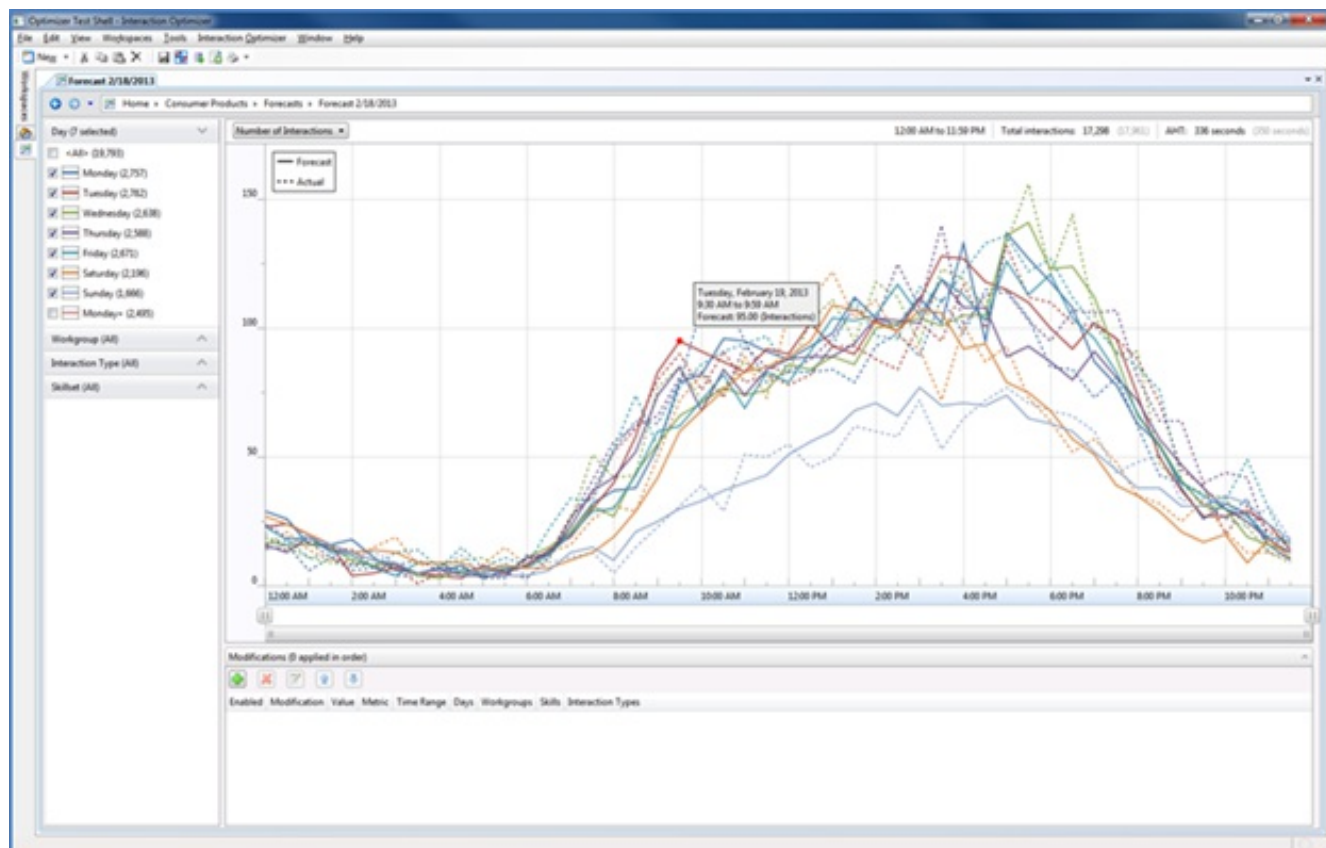
The new Source Data Review in Interaction Center Business Manager displays the totals and trends for the source Interactions Offered, Abandoned, and AHT, based on the selected history. The interface allows the user to modify the individual weightings for

each of the days, and add, edit, or delete days.



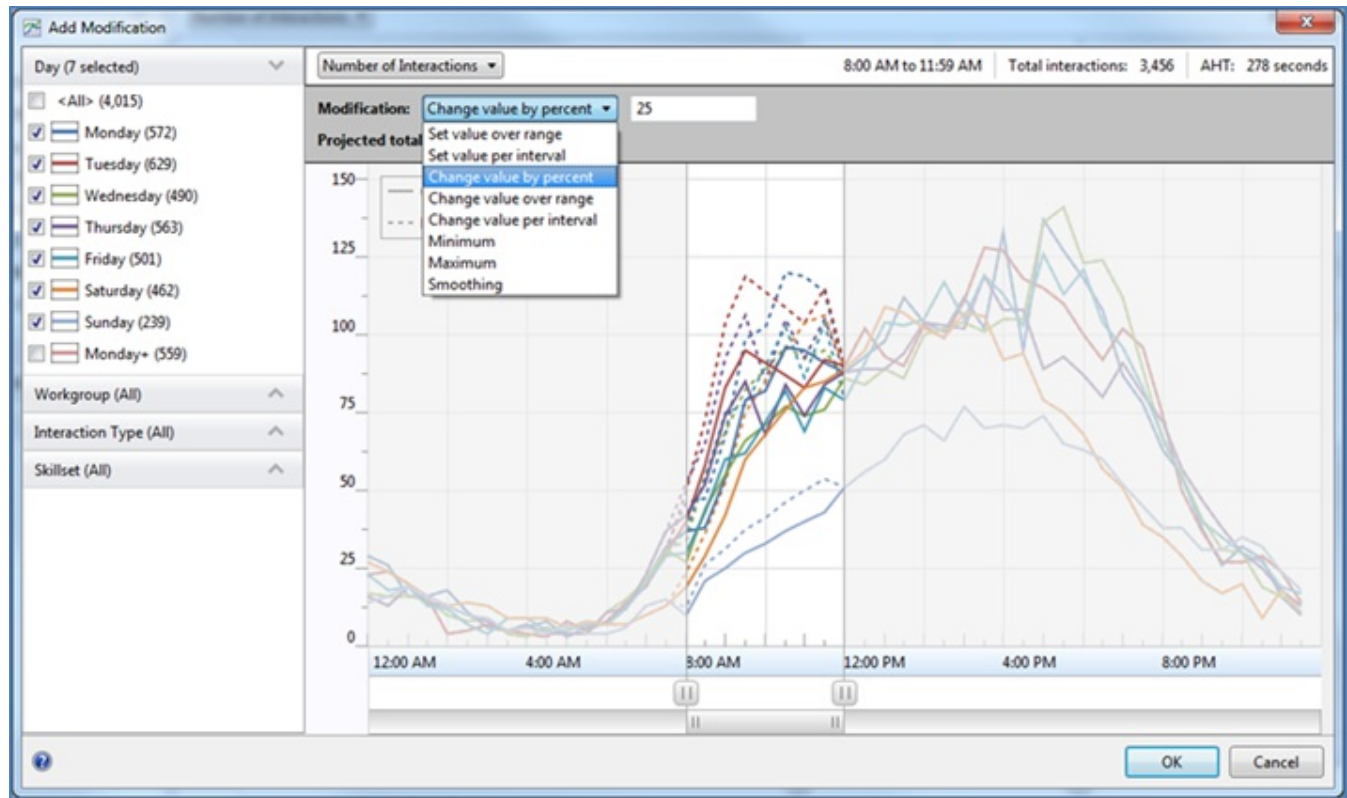
Interaction Optimizer Forecast Administration - Source Data

After generating a forecast, the user can analyze and edit the forecast from this new interface, filter and view the data at the various levels, and then modify the forecast.



Interaction Optimizer Forecast Modification

The new interface supports eight different editing options, including entering totals for the entire week, setting minimums and maximums, and using a smoothing algorithm to minimize the impact of severe peaks and valleys in the data.



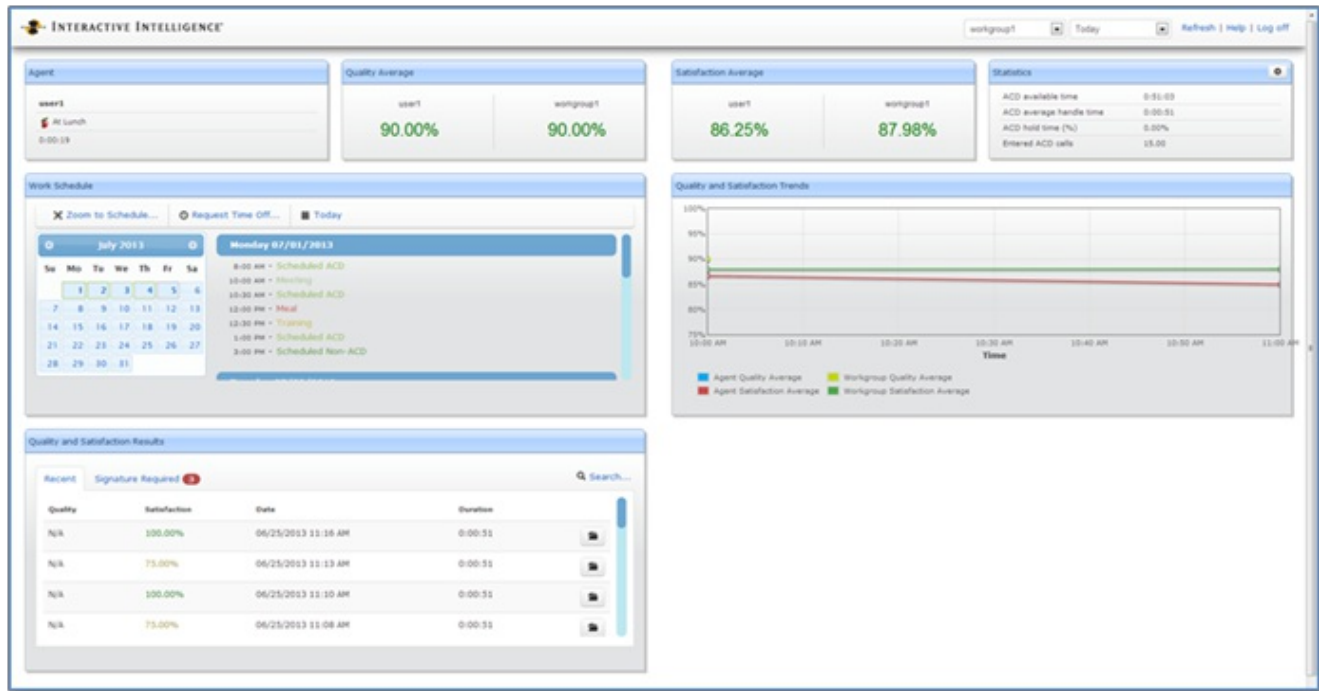
Interaction Optimizer Forecast Modification

Interaction Web Portal (IWP)

The following sections describe enhancements to Interaction Web Portal.

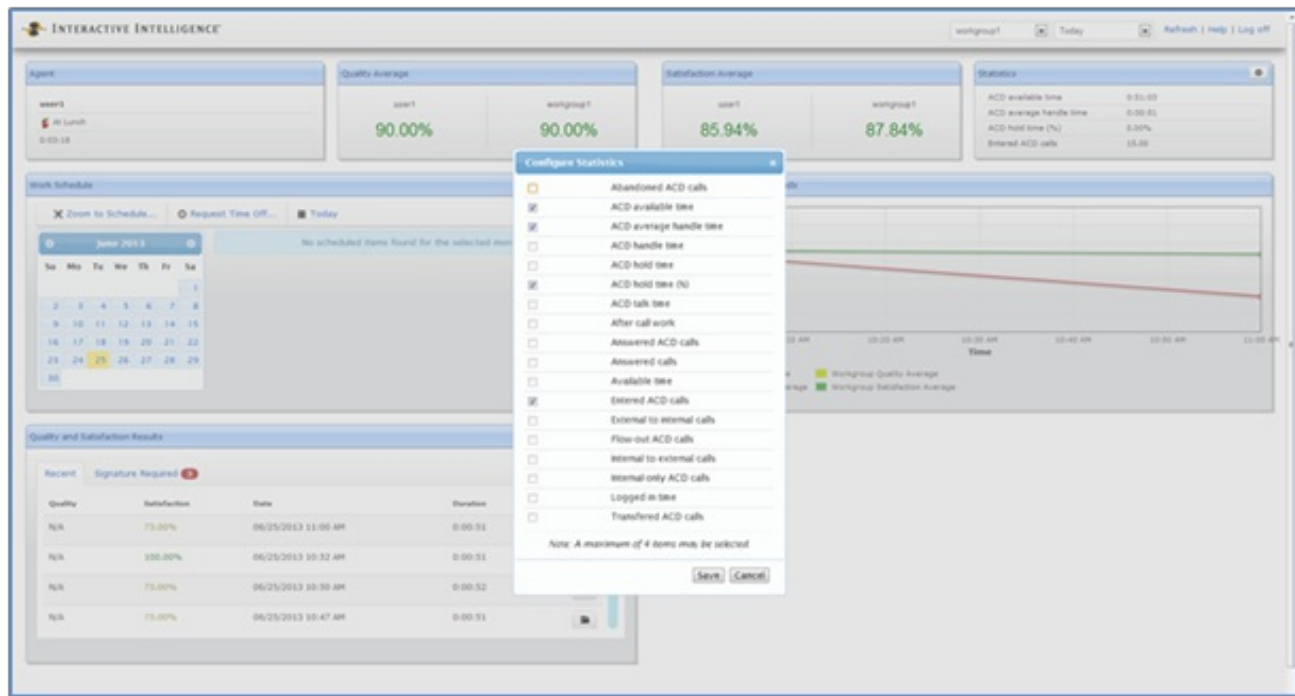
Agent Portal

In the Interaction Center 3.0 version of IWP, agents were only able to access their recordings scorecards. In Interaction Center 4.0 SU4, agents now also have access to an entire set of agent-related data and features.



Interaction Web Portal - Agent-related Statistics

Agents can now see how their individual scores match up against their workgroup for quality and satisfaction averages. Also, they can select up to four statistics at a time to display agent-related statistics.



Interaction Web Portal - Agent Statistics Selection

Agents with the Interaction Optimizer product license can gain access to their schedules and request time off from any web-enabled computer.

[Return to Portal](#)

Time Off Request

Type:
Start:

Length / Day (hh:mm):
End:

Description:

Recent Time Off Requests

Type	Length	Start	Stop	Description	Status
Full Day	08:00	07/05/2013	07/05/2013	Going out of town for the weekend	Approved
Partial Day	04:00	07/08/2013 8:00 AM	07/08/2013 12:00 PM	Dentist Appt	Approved
Partial Day	04:00	07/11/2013 8:00 AM	07/11/2013 12:00 PM	Need a break	Denied
Full Day	08:00	08/05/2013	08/05/2013	Family vacation	Submitted <input type="button" value="Cancel"/>

Click a "Submitted" row to edit

[Return to Portal](#)

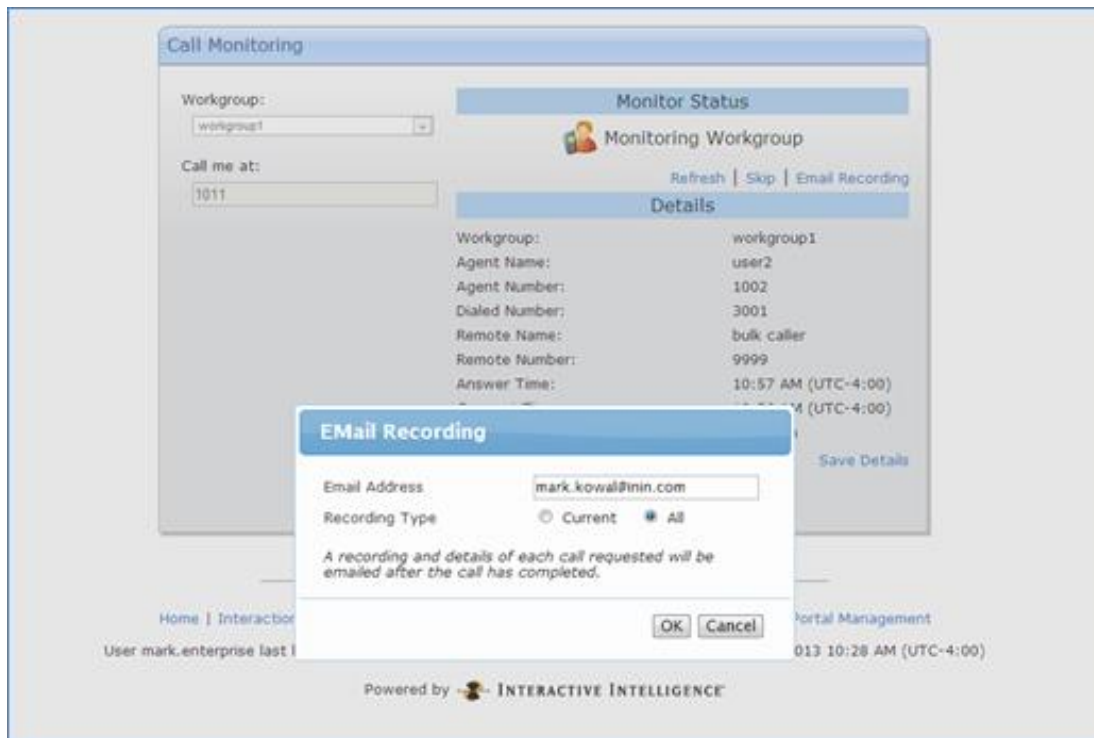
Interaction Web Portal - Agent Scheduling Information

The agent data also provides quality and satisfaction trends as well as the ability to listen to the agent's own recordings and view scorecards as they have done in the past under Quality and Satisfaction Results.

Monitoring Enhancements

There are two features that are new to Call Monitoring:

- Skip - As supervisors or outsourcers monitor calls, they can now skip a specific recording during playback. This feature allows them to skip past the current call and take the next call that an agent picks up.
- Email recording - This feature allows the person monitoring the call to access the current call or all calls via email.



Interaction Web Portal - Email Call Recordings

HTML5 Support for Statistics

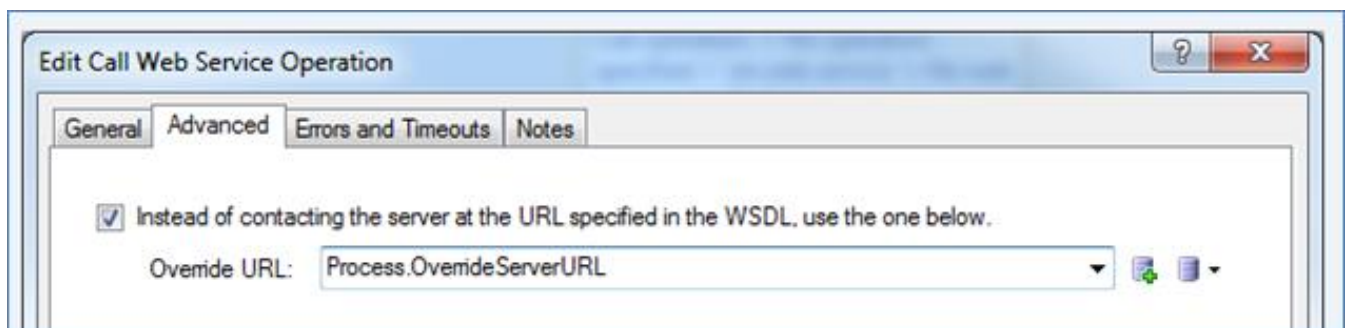
The IWP statistics screens were rewritten from Microsoft Silverlight to HTML5. The HTML5 statistics page is now available on more browsers, including mobile devices and tablets.

Interaction Process Automation (IPA)

The following sections describe enhancements to Interaction Process Automation.

Dynamic Web Service URLs

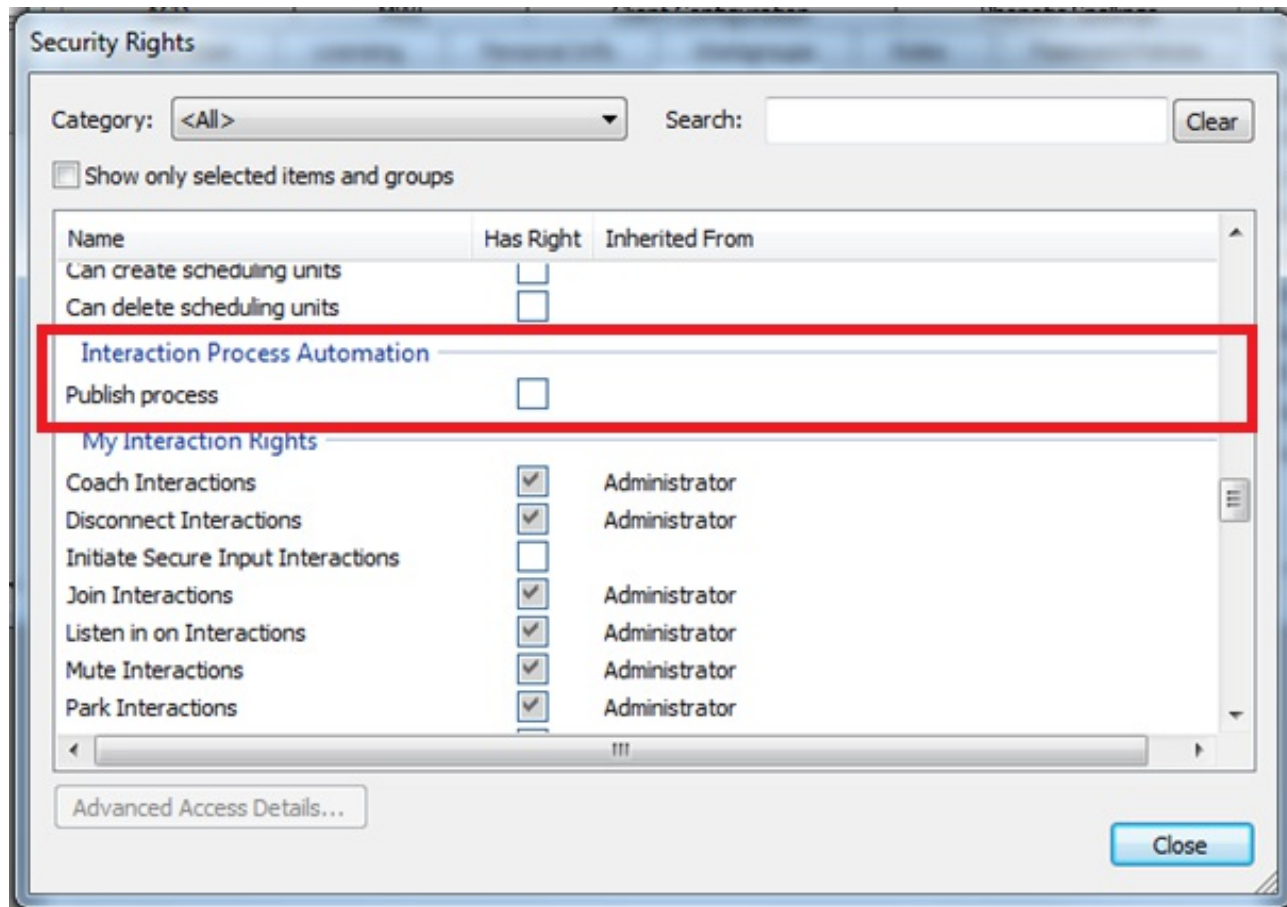
IPA now supports the ability to dynamically set the URL for a web service. During the design of the process, the user can override the currently specified web service URL and use a process variable or calculation instead. This feature is useful where the web service URL can only be determined when the process is running.



Interaction Process Automation - Dynamic Web Service URLs

Publish Process Security Right

This new security right allows administrators to grant or revoke a user's right to publish a process and to deactivate or delete a published process. This security right is configurable in the Interaction Process Automation container in Interaction Administrator. This feature is useful in situations where a user only needs to view or edit a process.

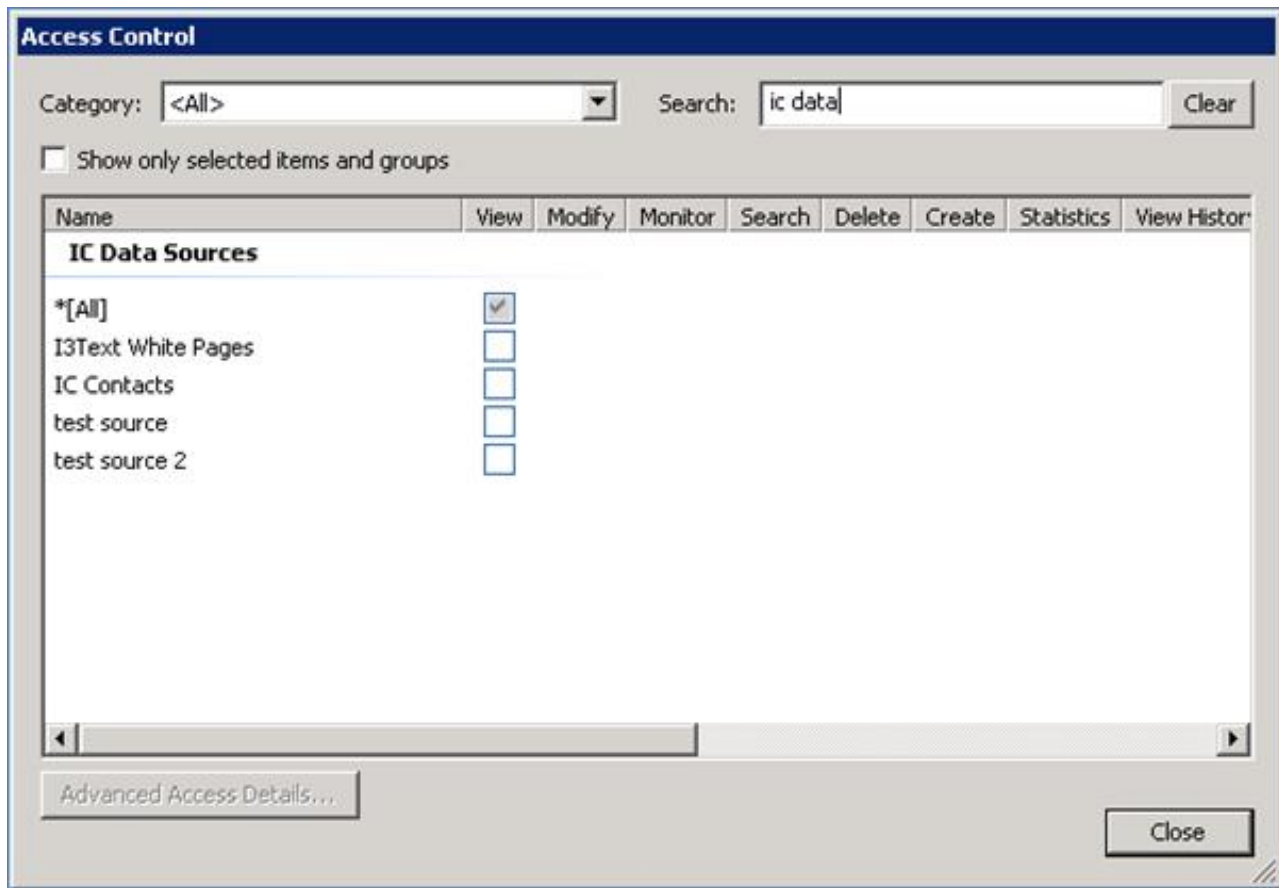


Interaction Process Automation - Publish Process Security Right

Note: During the SU4 upgrade process, all users are given the right to publish a process. The right is granted by default so that users who could publish processes prior to the upgrade can still do so after the upgrade. Administrators can then remove the right to publish a process, as required.

IPA - Data Sources Security

This new access control allows administrators to select which Interaction Center data sources a user can view and use in the IPA Process Designer. This access control is configurable in the IC Data Sources container in Interaction Administrator. If a user attempts to open an existing process that uses an IC data source to which they don't have rights to view, a notification indicates to them that they don't have the rights. This feature is useful in situations when a customer has a data source that is required for Interaction Center, but they do not want IPA processes to use that data source.



Interaction Process Automation - Data Source Security

Note: During the SU4 upgrade process, all users are given the right to view all CIC data sources. This right is granted by default to ensure that users who had access to CIC data sources prior to the upgrade can still access them following the upgrade. An administrator can then remove the rights to all or specified data sources as required.

Interoperability Testing with Third-party Vendors

In addition to existing tests and certifications with third-party vendors, Genesys completed interoperability tests and certifications for the products described in the following sections, as part of Interaction Center 4.0 SU4.

Detailed information is available at <http://testlab.genesys.com>.

Microsoft Exchange 2013

Interaction Center supports Microsoft Exchange 2013 using the EWS connector.

GroupWise 2012

Interaction Center supports Novell GroupWise 2012.

Integrations

CIC Integration with Oracle RightNow

RightNow discontinued use of their Connect Data and XML APIs as of December 31, 2012. In previous versions of the Customer Interaction Center integration with RightNow, there were many dependencies on these APIs. In Customer Interaction Center 4.0 SU4, Genesys upgraded the RightNow integration to work with the replacement, RightNow Connect Web Services API.

Because of this change, organizations that previously deployed the integration must be aware of the ramifications and the steps required to ensure that their systems are properly configured and up-to-date. In the Universal Queue Configuration Utility, each interaction queue in the Queue Sets section requires an update to Media Type Details, which appears under Routing Modifiers. This formatting changed, and the configuration must reflect the new settings for the media details to appear correctly to the agent.

Oracle RightNow was renamed to Oracle ServiceCloud.

For information about Oracle ServiceCloud integration with PureConnect, see the following documents in the PureConnect Documentation Library:

- [Interaction ScriptAssist for Oracle Service Cloud Technical Reference](#)
- [PureConnect Integration to Oracle Service Cloud Data Dictionary Technical Reference](#)
- [PureConnect Integration to Oracle Service Cloud Installation and Configuration Guide](#)

CIC Integration with Remedy IVR

The Remedy IVR Connector provides handler tool steps to perform data dipping services within the IVR. These services include all create, read, update, and delete (CRUD) operations. This enhancement allows self-service operations prior to delivery of an interaction to the agent desktop.

Note:

The Remedy IVR Connector integration is no longer available as you can create an integration with Remedy IVR with the current functionality that comes with PureConnect.

<https://developer.inin.com/blog/Pages/Remedy-8.1-Integration-Demo.aspx>

CIC Integration with Microsoft Lync Server and Client Plug-in

The Microsoft Lync plug-in for Interaction Client now supports Microsoft Lync 2013. Supported features include the Lync-enabled company directory, auto off-hook functionality, and the embedded Lync client.

New Features in SU3

This section lists some of the main features that were added in CIC 4.0 SU3.

New Features in 4.0 SU3

This section lists some of the main features that were added in SU3.

Interaction Director Support

Interaction Director 4.0 is scheduled to release around the same time as CIC 4.0 SU3. The supporting files for Director-monitored CIC 4.0 servers are installed with CIC 4.0 SU3. Interaction Director 4.0 can monitor (that is, do cross-IC server ACD routing for) a mixture of CIC 3.0 and CIC 4.0 servers. For more information about Interaction Director, see the Director 4.0 Support site.

Switchover Resiliency for Chats/Emails/Callbacks and SMS

Switchover now allows chat/email and callback request objects to remain connected in the system during a switchover.

Email interactions in a queue are re-queued, while emails connected to an agent remain connected. In case of a switchover, emails that contain HTML are converted to plain text and markup is lost. Any attachment to a draft email is not synchronized and must be attached to the draft email again after the switchover completes.

Chat interactions remain connected, and the web user won't be aware of the switch. Intercom chats remain connected and the chat history information is maintained. In case of a file transfer during a switchover, the transfer might fail and the user must restart the transfer.

Callback requests remain in the system and continue to be routed after the switchover completes.

Send Resource Priority SIP Header

A new option in CIC 4.0 allows setting and sending out resource priority SIP headers by appending information to the dial string.

Improved Time Zone Support

Organizations that run a single CIC instance and have users in multiple time zones know that it can be challenging to determine an actual time without knowing the associated time zone. For example, it can be difficult to manage opening hours in Interaction Attendant.

In several places within CIC, it is now possible to specify a time zone with a date/time value.

You can now specify time zones in the following places:

- Interaction Attendant - Scheduling

When you specify opening hours within Interaction Attendant, it is now possible to specify the time zone in which the system should evaluate the opening hours. This allows organizations to specify, for example, a schedule from 8AM - 5PM, and configure an attendant profile to evaluate these opening hours based on the Eastern time zone. Because each profile can have a different time zone, it is possible that a different attendant profile is evaluated based on Central European time. The system automatically handles daylight savings time and switchover servers in two locations with different time zones, without the need to make changes in the schedules.

- Personal Rules
- Within the Personal Rules option in Interaction Client, there are some configurable time-based actions. In the past, these options were evaluated based on the time of the IC server and not based on the user's time zone. With the new time zone functionality, users can now configure personal rules based on their own time zones without needing to convert to the system time zone.
- TUI Announcements
- Previously, when the system announced date/time values through the TUI (for example, the date/time a voicemail message was left), the date/time was based on the server time. The end-user had to know the time zone for the server to understand when the message was left for them. With the new time zone functionality, the system announces the time and time zone so that it is clear to the end user.
- Interaction Client Until Column

The Until column in the company directory automatically converts and displays the until times based on the user. A user who

wants to know when someone will be available again doesn't have to convert the time value because it appears in their own time zone.

- For the time zone functionality to function properly, there are several new time zone related configuration options in various applications.

The screenshot shows a configuration window for an Interaction Attendant. At the top, there is a 'Timezone:' dropdown menu set to '(UTC-05:00) Indiana (East)'. Below this, the window is divided into two main sections. The left section, titled 'Schedule Start Date', contains the text 'This schedule should take effect starting' and a date selector set to '12/31/2012'. The right section, titled 'Schedule End Date', contains two radio buttons: 'This schedule does not expire' (which is selected) and 'This schedule expires on', followed by a date selector set to '1/ 2/2013'. Below these sections is a tabbed interface with tabs for 'Daily', 'Weekly', 'Monthly', 'Yearly', 'Unplanned', and 'System'. The 'Weekly' tab is selected. Under the 'Weekly' tab, there is a note: 'Use "Weekly" for schedules that run on a particular day or days of the week.' Below this note, there are two rows of dropdown menus: 'Start on' set to 'Sunday' with a time selector set to '8:00 AM', and 'End on' set to 'Saturday' with a time selector set to '5:00 PM'. To the right of these is a 'Days' section with checkboxes for each day of the week: Sunday (unchecked), Monday (checked), Tuesday (checked), Wednesday (checked), Thursday (checked), Friday (checked), and Saturday (unchecked). Below the 'Days' section are two buttons: 'All' and 'None'. At the bottom left, there is a 'Time Range' section with two radio buttons: 'This schedule should run all day' (unchecked) and 'This schedule should run between' (checked). Below the selected radio button are two time selectors: 'Start' set to '12:00 AM' and 'End' set to '12:00 AM'. At the bottom right, there are two buttons: 'M-F' and 'Weekends'.

Interaction Attendant Time Zone Configuration

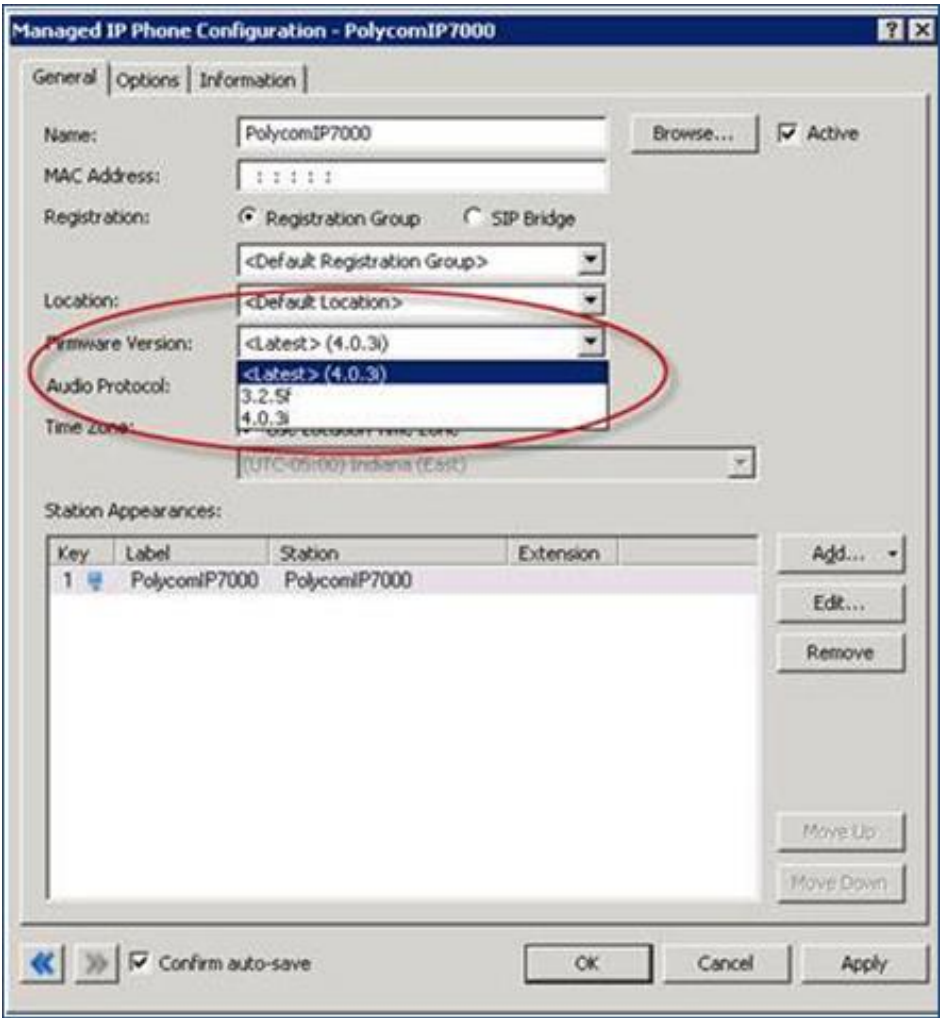
Managed IP Phones

Selectable Firmware for Managed IP Phones

Administrators can now select from a list of approved Polycom firmware versions for a specified model to apply to a managed IP phone or group of managed IP phones in Interaction Administrator.

This feature enables you to more easily control CIC 4.0 Service Update (SU) deployment to managed IP (Polycom) phones. For example, you can leave the phones on an older firmware version when an SU is first deployed, then set a few phones to the new firmware to test it, and then push out all of the phones when ready.

The selectable firmware feature also enables you to test for a regression by pushing a test phone back to an older firmware version for verification purposes.



Selectable Firmware Version feature in Managed IP Phone Configuration - General Tab

Polycom 4.0 Firmware

Polycom 4.0 firmware is included as the default firmware for Polycom phones in CIC 4.0 SU 3. The Polycom 4.0 firmware package available in CIC 4.0 SU 3 is a unified package that makes phone firmware consistent across many different models. Polycom 4.0 firmware contains a number of enhancements, including 802.1x authentication support. See the Polycom website for more information.

Note: With the new selectable firmware version feature, you can move some or all Polycom managed IP phones to the Polycom 4.0 firmware as you choose.

Media Streaming Server

Interaction Media Streaming Server is a new product that uses external audio sources, such as a CD player, iPod ®, and other devices, to stream audio to calls on hold in the CIC system. Additionally, Interaction Media Streaming Server provides voice mail playback and text-to-speech functionality.

Interaction Media Streaming Server requires a physical host computer with a sound card.

In-band DTMF Support

This feature adds support for in-band DTMF. For each line, you can configure whether to use inbound, RFC2833, or both (RFC2833, if supported, otherwise in-band). This functionality is useful as some SIP carriers don't support RFC2833.

Remote Stations Outbound Dialing Improvement

Remote station calls use **Terminate Analysis on Connect** by default. When placing a call through the client, using a remote station , the user is not longer required to say something (such as "Hello") before the outbound call is placed. Because **Terminate Analysis On Connect** is used by default for remote stations, the call is immediately placed after the remote station connects.

Managed SIP Proxy for Multiple Regions/Locations

As of SU3, it is possible to have a single managed SIP proxy provide failover service for multiple CIC regions/locations. A new configuration feature is available in Registration Groups and SIP Proxy containers in Interaction Administrator.

Interaction Attendant Enhancements

Interaction Attendant includes these enhancements:

- **Dynamic Routing Option**
Several nodes in Interaction Attendant now have the option for dynamic configuration. With the dynamic configuration option, a value specified in a call attribute can be used for routing purposes. For example, instead of having to hard code the queue name in the Group Transfer node, it is now possible to use a call attribute to specify the destination queue. The call attribute can be set based on a database or SOAP lookup, allowing for dynamic routing based on external data lookups.
- **Callback request announcement**
A new option in Interaction Attendant allows a final prompt to be played as soon as a callback request is scheduled. This prompt can be used to specify that the callback request has been placed in queue and to set expectations with the customer.
- **Callback request Caller Data Entry option**
This option allows a value entered through the Caller Data Entry node to be used as the callback number. This feature allows a caller to enter a different number for the callback.
- **When evaluating data (logical expression or selection node), an additional option specifies the data type.** Both string and numeric data types are available to evaluate expressions.
- **Add/Remove skill option as In Queue Action**
You can use this feature, for example, to remove required skills after an interaction waits for a specified duration.



Attendant Add/Remove Skill Queue Operation

Interaction Web Tools

Web Tools adds these features for Interaction Mobilizer:

- View callback status.
- Cancel a callback request.
- See an agent's photo (chat and callback).
- Query queue.
- Modify a callback request.
- Reconnect to a callback.

Interaction Client .NET Edition

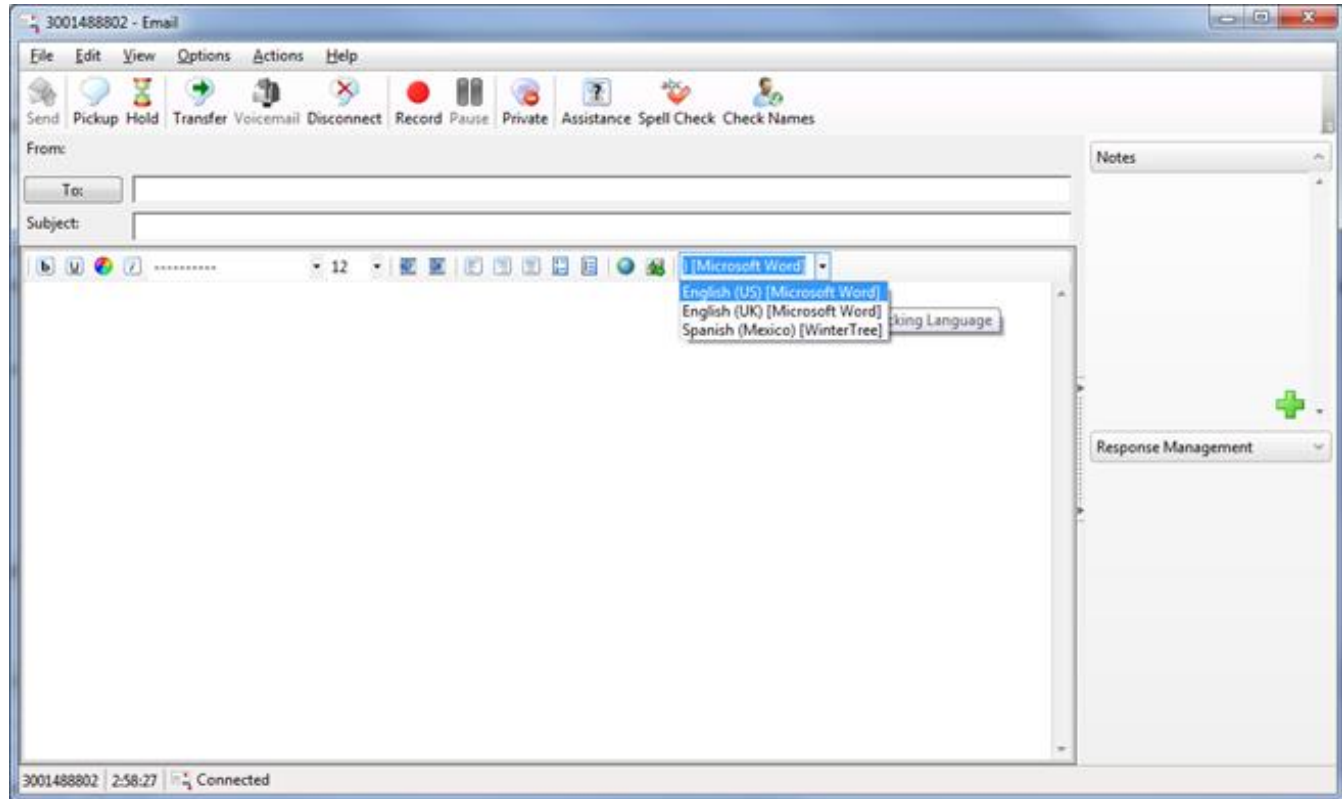
Problem Reporter

The Problem Reporter feature in Interaction Client .NET Edition allows users to report application issues directly from the application. The feature allows the user to specify the subject and description for a problem, include log files, and optionally include a screenshot. The system administrator can specify the location of the upload and an email address where problem reports should be sent.

Email Spell Checking Improvements

Interaction Client .NET Edition now allows email spell checking for multiple languages. The user selects which language to use for spell checking as part of the client configuration. The list of available languages includes those in our packaged spell checker (Wintertree), and any languages that are installed with Microsoft Word. The languages that Interaction Client .NET Edition supports are English, Danish, Dutch, Finnish, French, German, Italian, Norwegian, Portuguese (Brazil), Portuguese (Iberian), Spanish, and Swedish.

When writing an email message, the user can select the spell check language from a list.



Spellcheck language selector in Email Client

Text Masking

Text masking or filtering allows for the redaction of text from chats, emails, and the corresponding log files. The feature is currently supported with emails that enter the system via the Exchange Web Services (EWS) connector (not MAPI), as well as for all chats.

You can turn on a default filter on to mask credit card information. Additional filters can be configured to allow all kinds of strings to be masked in the system. The configuration uses regular expressions.

Interaction Client Templates

With the Client Template functionality, system administrators, supervisors, or others with the correct security rights can create client templates. A client template consists of the client layout configuration, including column selection, order, width, and the configuration of tabs and other views. All client template settings are saved on the IC server.

Once a client template has been created, you can use Interaction Administrator to apply the template to users, members of a role, or members of a workgroup. You can use the templates to create a default client layout that you can apply to new or existing system users to create a standard client layout. The layout applies to all users and reduces training time. Once a template is applied, the client for that user looks the same as configured in the template (assuming the user has the correct security rights). The user can, if they have the correct security rights, modify their client from that point forward.

Microsoft Outlook Interaction Client Add-in

The initial release of the Interaction Client Outlook add-in adds CIC functionality on the desktop within Microsoft Outlook. The add-in is embedded in Microsoft Outlook and provides the following functionality to Microsoft Outlook:

- When working with an email, appointment, or contact in Outlook, users see real-time status information for contacts who are CIC users (for example, internal employees).
- A **Quick Dial** option now appears in the context menu within Outlook Contacts.

The Outlook add-in requires Interaction Client .NET Edition to be running on the user's desktop. The Outlook add-in uses the already connected .NET Client connection to communicate with the IC server.

Interaction Client Web Edition

Add/edit Private Contacts

Interaction Client Web Edition now includes the capability to add, edit, and remove contacts to and from the Private Contacts list. Prior to this release, it was only possible to view and dial from the Private Contact list.

Multi-channel Interaction Web Client Enhancements

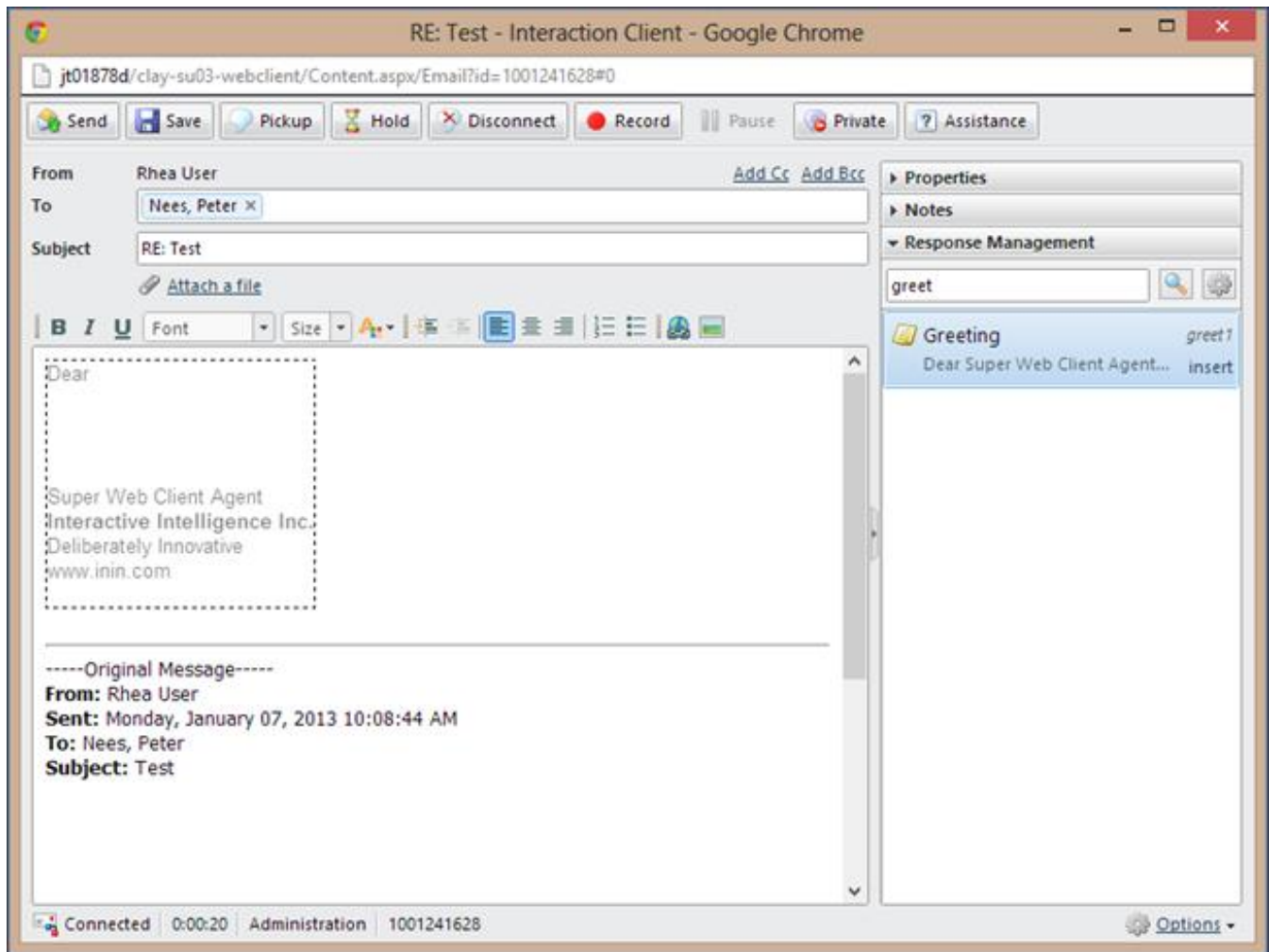
CIC 4.0 SU 2 included improvements to response management. In SU 3, Interaction Client Web Edition now supports email and chats, and spell checking is performed by the browser.

Email

SU 3 adds the ability to receive inbound emails or create outbound emails through the Interaction Client Web Edition.



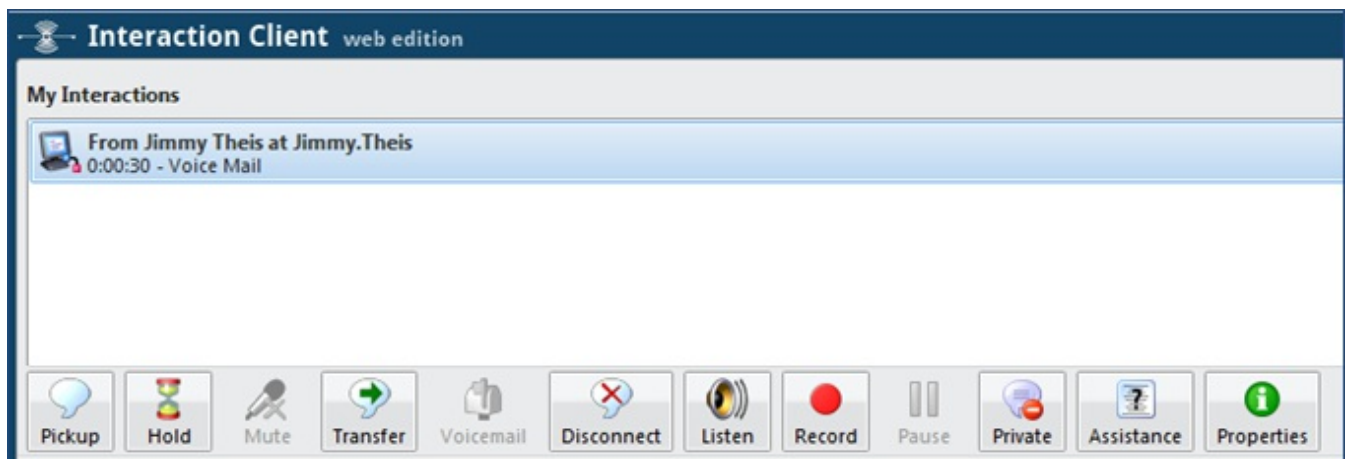
Creating a new email message through the Interaction Client Web Edition



Email response form in Interaction Client Web Edition

Chat

Interaction Client Web Edition now supports chat. Each chat appears in its own pop-up browser window. Note that chats in Interaction Client Web Edition do not yet have the embedded chat view that was added to Interaction Client .NET Edition in SU 2.

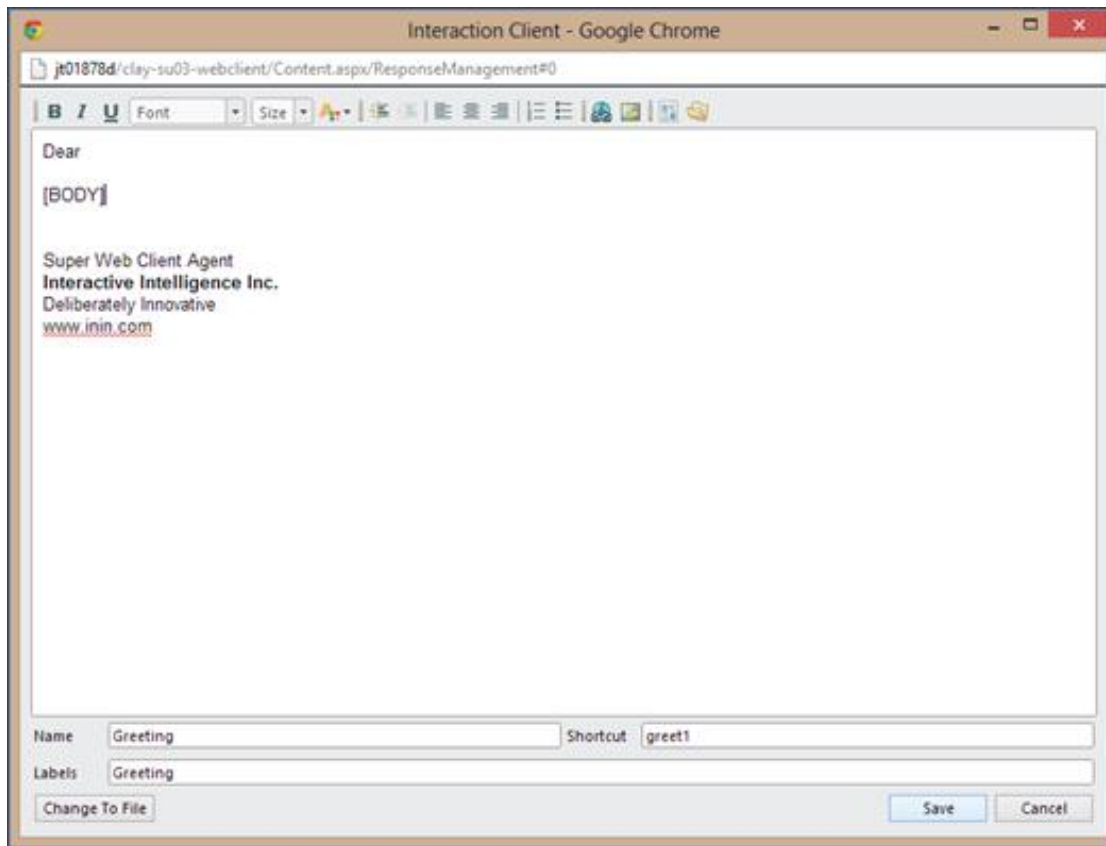


Chat in browser pop-up window

The chat pop-up window shows chat conversations and also provides access to account codes and response management.

Response Management

You can now create and modify response management entries through Interaction Client Web Edition.



Editing response management in Interaction Client Web Edition

Interaction Supervisor enhancements

Skill Information

This feature allows supervisors to see and filter on skills from the workgroup directory views in the Interaction Supervisor module in IC Business Manager. Customers who use skills-based routing can now see agent skills directly within the directory views.

New Statistics

The following statistics are new to workgroup views in SU 3:

- Longest Hold Time
- Interactions Held
- Interactions on Hold
- Average Hold Time
- Total Hold Time
- Agents Logged In + Activated

Call Activity View

Interaction Supervisor includes a new Call Activity view. This view allows users to see all call activity for lines or stations.

Statserver Scalability Improvement

To get better scalability out of the Statserver subsystems, there are now two separate processes to split the workload and improve performance on large-scale systems.

Secure Screen Recording Pause

You can now initiate the pausing of screen recordings, either manually in Interaction Client, or programmatically using a public API.

When an agent initiates a secure recording pause during a recorded interaction, the screen recording pauses for a configured period of time. As a result, the final recording contains a beep to indicate the execution of a secure segment. The secure segment is omitted from the recording and compressed. During playback, the listener hears the beep and the pause is indicated by a lock icon on the timeline in the playback window.

There is a public API call available to pause and resume screen recording. This provides the ability to use a third party desktop application to control the screen recording when entering credit card data.

Audible Tones for Recordings

A new configuration option is available to insert audible tones into a conversation between an agent and a customer. It also allows adding tones into the recording.

You can define and configure the tone setting in Interaction Administrator, and then associate it with one or more ACD Queues.

Workgroup Configuration - Support

ACD | Phonetic Spellings | Secure Input Forms | Interaction Message Store Quotas | Options

Security | Director | Custom Attributes | History

Configuration | Files | Members | Roles/Supervisors | Wrap-up Codes

Extension: 5

Mailbox User: ...

Preferred Language: <System Default>

☒ Workgroup has Queue: ACD

☒ Active

☐ Record All Calls, Emails, Chats and Instant Questions in this Workgroup

☐ Workgroup Spans Sites

Configure Service Levels...

☒ Use this tone when recording: Tone 1

☐ Play to external parties only

☒ Save beep tones in recordings

Confirm auto-save

OK Cancel Apply

Associating Tone with ACD Queue

As shown in the figure, it is possible to specify whether the tone should be played to the external party without playing it to the agent. A second option allows you to specify whether the tone should also be included in the recording.

Interaction Recorder

Related Items Interaction Recorder Support

This feature adds the ability to access recordings from the related interactions view. Users with appropriate access rights can directly access recordings in the related interactions view.

Scorecard - Export/Print

Supervisors can now quickly and easily send scoring results after evaluating a recording. This new feature allows the creation of a scorecard report from the current scorecard.

The Quality Scorecard report includes the information contained in the current/viewed scorecard, but displayed in a report format. Quality Scorecard reports can be generated from the scorecard results grid, from a scorecard, and from the recording search results in the Details pane.

For more information about scorecards and reports, see the *Interaction Recorder Technical Reference* in the CIC Documentation Library.

Scorecard Searching

A new scorecard-based search provides supervisors with the ability to search for scorecards based on several different attributes, and then view the resulting scorecards. New scorecard search attributes include:

- Questionnaire
- Rank Name
- Critical Accuracy Score
- Non-Critical Accuracy Score
- Scoring Date
- Scored Role
- Scoring Role
- Scoring Workgroup
- Scored Workgroup
- Calibration

You can display search results in a graph or grid in the Search Results view. Scorecard search results initially appear in a pie chart. Select specific scorecards to view the details. For more information about scorecard searches, see:

<https://my.inin.com/products/recorder>

Archiving and Bulk Export of Recordings

A new archiving feature provides the ability to automatically archive recordings using Interaction Recorder Policy Editor. In Interaction Recorder 4.0 SU3 and later, you can archive recordings to manage your organization's recorded interactions, such as calls, emails, and screen recordings. When you archive, the original recordings are copied in a playable format to an archive volume folder in the database. Interaction Recorder flags the recording to indicate that it was archived.

There are two ways to archive recordings:

- You can automatically archive recordings by creating an Interaction Recorder Policy Editor retention policy.
- You can manually archive recordings from the search results grid in the Interaction Recorder client.

For more information about archiving of recordings, see the *Interaction Recorder Technical Reference* in the CIC Documentation Library.

Interaction Analyzer

Differentiate Analyzer Keyword Icons in Recorder Playback

New icons in the Interaction Recorder playback control provide easy identification of positive, negative, or unscored keywords, and differentiates between agent and customer channel. Agent is indicated with right arrows, and a customer is indicated with left arrows.



New Interaction Recorder playback control icons

Analyzer Keyword Configuration through Recorder Policy

Interaction Analyzer now determines which conversations to analyze for keywords, based on Interaction Recorder policies instead of CIC workgroups. You can now assign your new or existing Interaction Analyzer keyword sets to roles and workgroups through Interaction Recorder Policy Editor in Interaction Administrator. This feature provides much greater flexibility in assigning Analyzer keyword sets, and also enables the use of Interaction Analyzer for calls outside of ACD workgroups.

Analyzer Language Model - Turkish

Interaction Analyzer now supports the Turkish language.

Interaction Optimizer Rights and Navigation Enhancements

The new rights and navigation enhancements allow users to better navigate within Interaction Optimizer and control access to specific features with greater granularity. The new navigation pane replaces the tree and branch functionality with a feature menu and breadcrumb navigation options that allow users to more easily access the various parts of Interaction Optimizer without scrolling.

New rights options allow administrators to grant varying levels of access to Interaction Optimizer features in IC Business Manager. For example, an Administrator might give supervisors access to view Optimizer schedules, but not edit them.

Interaction Process Automation

Grids and Lists

Interaction Process Automation Designer now allows a process author to bind complex data types and/or lists of complex data types to a data grid control for display within a work item page form. The initial functionality features a **read-only** display of the complex data type, enabling the process author to pick and choose the property fields to display. Data grid supports single and multi-selection, which is enforced at design time. Although the data elements are read-only, the grid does allow one or multiple fields to be selected as shown below:

Please select employee(s):

First Name	Last Name	Web Address	Manager	Start Date	Street Name	State	Zip Code
Todd	Ziffroniwitz	http://www.inin.com	<input checked="" type="checkbox"/>	8/15/2001	6 Interactive Way	IN	46268
Tim	Tallman	http://www.inin.com	<input type="checkbox"/>	10/11/2004	6 Interactive Way	IN	46268
Joe	Williams	http://www.inin.com	<input type="checkbox"/>	1/18/2006	8 Interactive Way	IN	46268
Scott	Seinfeld	http://www.inin.com	<input type="checkbox"/>	12/14/2003	7 Interactive Way	IN	46268
David	Sassafras	http://www.inin.com	<input type="checkbox"/>	9/5/2009	5 Interactive Way	IN	23228
Miles	Happening	http://www.inin.com	<input checked="" type="checkbox"/>	8/31/2001	2 Interactive Way	IN	23228
Jim	Smith	http://www.inin.com	<input type="checkbox"/>	9/8/1999	1 Interactive Way	IN	46268
Jim	Williamson	http://www.inin.com	<input type="checkbox"/>	8/31/2000	4 Interactive Way	IN	46268
Craig	Dillinger	http://www.inin.com	<input type="checkbox"/>	9/13/1999	3 Interactive Way	IN	46268

OK Cancel

Data

grid with multi-selection

Web links (URLs) appear within the grid.

Please select employee(s):

First Name	Last Name	Web Address	Manager	Start Date	Street Name	State	Zip Code
Jim	Smith		<input type="checkbox"/>	9/8/1999	1 Interactive Way	IN	46268
Miles	Happening	http://www.inin.com	<input checked="" type="checkbox"/>	8/31/2001	2 Interactive Way	IN	23228
Craig	Dillinger	http://www.inin.com	<input type="checkbox"/>	9/13/1999	3 Interactive Way	IN	46268
Jim	Williamson	http://www.inin.com	<input type="checkbox"/>	8/31/2000	4 Interactive Way	IN	46268
David	Sassafras	http://www.inin.com	<input type="checkbox"/>	9/5/2009	5 Interactive Way	IN	23228
Tim	Tallman	http://www.inin.com	<input type="checkbox"/>	10/11/2004	6 Interactive Way	IN	46268
Todd	Ziffroniwitz	http://www.inin.com	<input checked="" type="checkbox"/>	8/15/2001	6 Interactive Way	IN	46268
Scott	Seinfeld	http://www.inin.com	<input type="checkbox"/>	12/14/2003	7 Interactive Way	IN	46268
Joe	Williams	http://www.inin.com	<input type="checkbox"/>	1/18/2006	8 Interactive Way	IN	46268

OK Cancel

Data

grid with links

If enabled at design time, column reorder is possible at run time.

Please select employee(s):

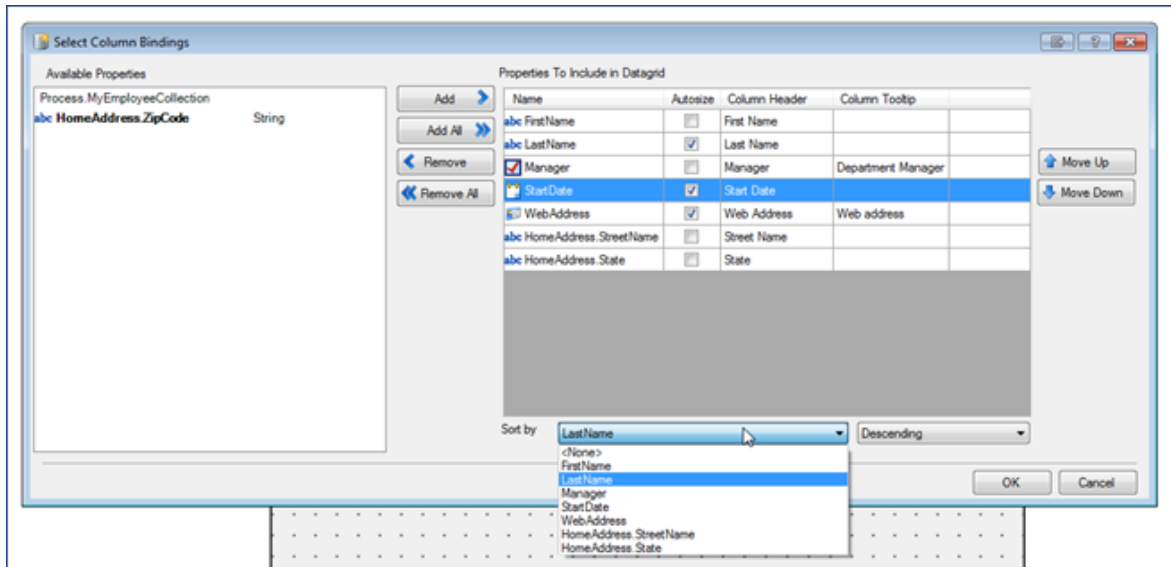
First Name	Last Name	Manager	Start Date	Web Address	Street Name	State	Zip Code
Tim	Tallman	<input type="checkbox"/>	10/11/2004	http://www.inin.com	6 Interactive Way	IN	46268
Joe	Williams	<input type="checkbox"/>	1/18/2006	http://www.inin.com	8 Interactive Way	IN	46268
Scott	Seinfeld	<input type="checkbox"/>	12/14/2003	http://www.inin.com	7 Interactive Way	IN	46268
David	Sassafras	<input type="checkbox"/>	9/5/2009	http://www.inin.com	5 Interactive Way	IN	23228
Miles	Happening	<input checked="" type="checkbox"/>	8/31/2001	http://www.inin.com	2 Interactive Way	IN	23228
Jim	Smith	<input type="checkbox"/>	9/8/1999	http://www.inin.com	1 Interactive Way	IN	46268
Jim	Williamson	<input type="checkbox"/>	8/31/2000	http://www.inin.com	4 Interactive Way	IN	46268
Craig	Dillinger	<input type="checkbox"/>	9/13/1999	http://www.inin.com	3 Interactive Way	IN	46268

OK Cancel

Data

grid reorder

When the data grid is bound to a complex type in Interaction Process Automation Designer, the properties are used to dynamically create columns.



Configuring data grid

Currency Support

Interaction Process Automation Designer includes an improved ability to handle currency with the addition of a currency variable and improved floating point calculation precision.

Process Templates

Interaction Process Automation can enable importing of process templates purchased from the [Genesys AppFoundry](#).

Improved Data Security - Phase 1

To provide security, variables are not written to logs or the database unless an administrator configures the system to do so. This is done on an opt-in basis.

Add Variable

Name: Boolean2

Label: Boolean 2

Description:

Type: Boolean

☐ Contains a collection of variables

Security: NOT_SET

Accessibility: Private

☐ Include the final value in the reporting database

Initial value: ☐ Yes ☒ No

Add Cancel

variable in database

New option to include

Note:

By default, this check box is not selected for new process variables added after SU3 is installed, and it is selected for any existing process variables created before SU3 was installed.

Interaction Web Portal (IWP)

IWP Base for CIC 4.0

The Interaction Web Portal (IWP) product is now available in CIC 4.0. IWP features include access to statistics, recordings, reports, and live call monitoring. IWP provides web access to contact center supervisors and agents, as well as stakeholders outside of the contact center.

IWP Support for Concurrent Licensing for CIC 4.0

Concurrent licensing for users is now available within Interaction Web Portal (IWP) in CIC 4.0 SU3.

Interaction Marquee

Interaction Marquee is now available in CIC 4.0. Interaction Marquee 4.0 allows users to view and display real time statistics on wall boards, LED screens, monitors, and smartphone mobile devices. Marquee 4.0 utilizes the IWP framework and brings a simpler approach to sharing contact center statistics with workgroups and organizations.

INTERACTIVE INTELLIGENCE

Settings | Sign out

Marquee: Add statistic package ...

Statistic Package Search

Statistic Package Name:

Active: All

Marquee Server: All

Maximum result size: 50

Search

Packages File library Viewer Pages

Interaction Web Portal's Marquee feature is a statistics delivery and display application. It provides easy access and near-real-time statistics for multiple workgroups.

Refresh statistic package list

Statistic Package	Marquee Server	Active	Interval (seconds)	Status	Last run time	Edit	Delete
Service Levels	ieplayweb1.app.inn.com	Active	60	Execute succeeded.	7/6/2012 11:51:37 AM	Edit	Delete
3.0 Package	ieplayweb1.app.inn.com	Active	60	Execute succeeded.	7/6/2012 11:51:43 AM	Edit	Delete
wca	ieplayweb1.app.inn.com	Active	5	Execute succeeded.	7/6/2012 11:52:12 AM	Edit	Delete
john	ieplayweb1.app.inn.com	Active	10	Execute succeeded.	7/6/2012 11:52:07 AM	Edit	Delete
john 2	ieplayweb1.app.inn.com	Active	5	Execute succeeded.	7/6/2012 11:52:12 AM	Edit	Delete
phillips1	ieplayweb1.app.inn.com	Active	5	Execute succeeded.	7/6/2012 11:52:06 AM	Edit	Delete
phillips2	ieplayweb1.app.inn.com	Active	5	Execute succeeded.	7/6/2012 11:52:06 AM	Edit	Delete
a3	ieplayweb1.app.inn.com	Active	5	Execute succeeded.	7/6/2012 11:52:06 AM	Edit	Delete

Search result: 8

Home | Interaction Statistics | Call Monitoring | Call Recordings | Historical Reports | Portal Management


User mark last logged in from IP address fe80::299b:3aad:b534:e380%11 at 7/6/2012 11:22 AM (UTC-4:00)

Powered by INTERACTIVE INTELLIGENCE

Interaction Marquee 4.0 Configuration

Using the Interaction Marquee 4.0 configuration pages allows users to display statistics in a new format.

Average Statistics						
Interactions Waiting	Completed	Answered	Received	Average Talk Time		
0	22	21	21	00:00:38		

Support Agents						
Username	Status	Time In Status	On Interaction	Completed	Answered	Average Talk Time
user2	Available	164:59:52		2	3	00:00:18
user1	Available	164:59:52		2	2	00:00:52
user3	Available	164:59:52		3	2	00:00:46
user4	Available	164:59:52		2	2	00:00:51
user5	Available	164:59:52		2	2	00:00:28
user6	Available	164:59:52		3	2	00:00:34
user7	Available	164:59:52		2	2	00:00:28
user8	Available	164:59:52		3	3	00:00:36
user9	Available	164:59:52		3	3	00:00:35
user10	ACD - Agent Not Answering	12:48:22		0	0	

Example of Interaction Marquee output

The 3.0 version of Interaction Marquee was rewritten for CIC 4.0. New and enhanced features include:

- Web-based administration
- Simple product configuration through a web interface
- Modern HTML 5 package samples
- New statistics
- Support for multiple IC servers from one statistic package
- Web service to access package output
- Statistics viewer that rotates between statistic packages
- Support for Interaction Marquee 3.0 SXL

Integrations

CIC Integration with Microsoft Lync

Lync Presence Sync Service

The Lync Presence Sync Service was rewritten for CIC 4.0 in SU 3. The new service sits between CIC and Lync and offers a highly customizable way to control what happens when presence/status changes occur on either system. In SU 3, the service is configured through an included XML file. In SU 4, configuration of the service will be through Interaction Administrator.

Lync-enabled Company Directory for Interaction Client .NET Edition

The Lync-enabled Company Directory for Interaction Client .NET Edition provides an alternate Company Directory tab that includes controls from Microsoft Lync embedded inside the directory. This allows a user to see both the CIC status and corresponding Lync presence of users in the organization. With the Lync Presence Sync service running, the most accurate reflection of a user's presence information is visible regardless of the role of the user within the organization. If the new Lync data source is utilized in CIC, then Lync-only users in the enterprise are included in the directory so that CIC users can use the Interaction Client company directory to look up those users.

CIC Integration with Oracle RightNow

The joint, tightly integrated solution allows customers to use the agent and web facing features from RightNow, combined with CIC's IVR, universal queuing and routing capabilities to improve communication, first call resolution rates and customer satisfaction. This is the initial release of Oracle RightNow for CIC 4.0.

CIC Integration with Salesforce/ Interaction Client Web Edition

The new release of the Salesforce.com integration focuses on getting to a platform-independent experience for users of both Salesforce.com and CIC. This can be used on Windows machines, Macs, Linux machines, as well as in terminal services platforms with published applications. Through this integration there is no software footprint on the user's workstation; everything simply runs inside a web browser. As this integration relies on the Interaction Web Client to provide CIC features, there is not full feature parity yet with the software-based CTI integration released in SU2. The Open CTI integration can route calls, emails, and web chats, but not web callbacks and generic objects. Users can still continue using the software-based CTI integration if not all desired functionality is available.

CIC Integration with Oracle Siebel

This integration enables connectivity of CIC through Siebel by providing screen pops, call control, and click-to-call from within the Siebel interface. This feature is useful for customers who want to use CIC and CRM together in one interface.

Speech Recognition

MRCP for ASR

The MRCP ASR Integration allows users to integrate CIC with other ASR vendors that are MRCP 2.0 compliant. This feature is required with Nuance Recognizer 10 or any other ASR vendors. This feature is not required for Nuance Recognizer 9, Loquendo 7 or Interaction Speech Recognition.

NDM Support for NDM-core 6.1

Nuance Dialog Module (NDM) - Core 6.1 is now supported in Nuance Recognizer 9 and 10.

NDM - Core is a J2EE component that delivers a piece of packaged call flow in VoiceXML to accelerate the delivery of high performance and high quality speech applications.

NDM-Core 6.1 provides grammars for Yes/No (Boolean), digits, item list, phone numbers, record, natural numbers, currency, date, time, credit card number, credit card expiration, alphanumeric, zip code, social security numbers, and custom context.

Any use of NDM grammars require the VoiceXML Interpreter licensing.

Nuance Recognizer 10 Support for 4.0

Nuance Recognizer 10 is supported in CIC 4.0 SU3. This feature requires the MRCP ASR Integration feature.

Interaction Speech Recognition - Native CIC Speech Recognition (ASR)

Interaction Speech Recognition (ISR) is a new feature that is embedded within the Media Server. The feature provides speech recognition and built-in grammars for the following:

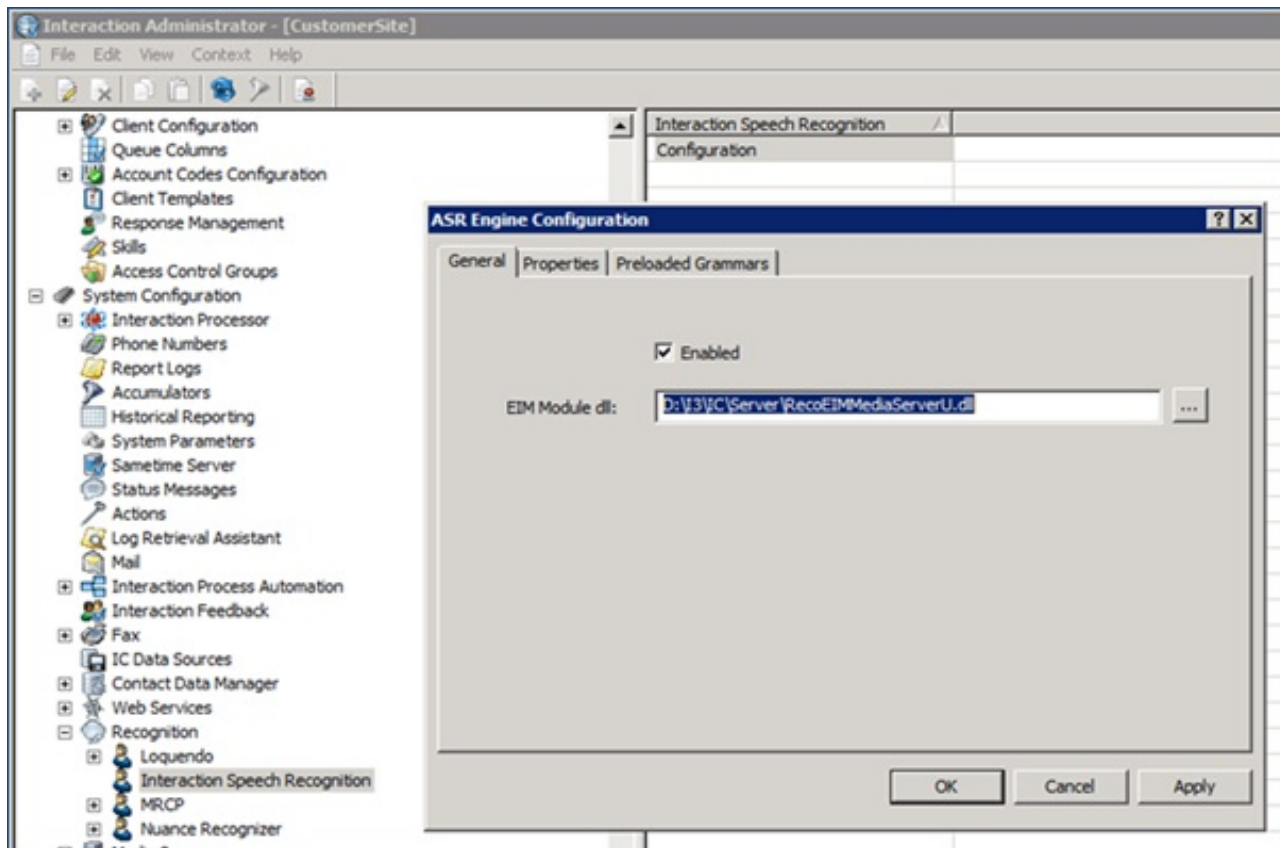
- Company directory
- Yes/No (Boolean)
- Digits
- Dates
- Time
- Numbers
- Currency
- Phone numbers

Typical ASR engines limit users to a certain number of words that can be used for a particular license. Interaction Speech Recognition does not limit the number of words within the application.

Currently, Interaction Speech Recognition only supports US English. Additional language support will be released in future service updates.

This feature is activated with the purchase of the Interaction Speech Recognition port license and runs on the media server. It does not require a separate ASR server.

Once you apply the license for this feature, select the **Interaction Speech Recognition** object in the Recognition container of Interaction Administrator, double-click the **Configuration** item, and select the **Enabled** check box.



ASR Engine Configuration

Interoperability Testing with a Third Party Vendor

In addition to existing tests and certifications with third-party vendors, Genesys completed interoperability tests and certifications for VMware View 5.0 as part of CIC 4.0 SU3.

Detailed information is available at <http://testlab.genesys.com>.

New Features in SU2

This section lists some of the main features that were added in CIC 4.0 SU2.

New Features in 4.0 SU2

This section lists some of the main features that were added in SU2.

Localization and Language Additions

CIC SU2 includes several new CIC language packs and Interaction Analyzer language models.

New CIC Language Packs

The following language packs are new in SU2:

- Chinese Simplified
- Chinese Traditional
- Italian
- Korean
- Norwegian
- Swedish
- Turkish
- Russian
- Serbian
- Hebrew
- Arabic

For information about other supported languages, scope of availability, and more, see the PureConnect Product Information site at <https://my.inin.com/products/cic/Pages/Localization.aspx>.

Language packs require a language-specific feature license on the IC server. You can order a language pack license through the online ordering system.

New Interaction Analyzer Language Models

CIC SU2 includes these new language models for Interaction Analyzer:

- UK English
- Brazilian Portuguese
- Canadian French
- Dutch
- Australian English
- German

Enhancements to Interaction Client .NET Edition

CIC SU2 contains several new features in the Interaction Client .NET Edition.

Enhancements to the My Interactions View

Several improvements have been made to the **My Interactions** view, specifically for multichannel users. New columns allow agents to access immediately the contextual information for an interaction.

The new columns are:

- **Details**
This column contains context-specific information that is based on the interaction type. For calls, it displays the Remote Address (phone number). For callbacks, it displays the subject of the callback. For emails, it displays the email subject, importance, and whether there are attachments. For chats, it displays the name of the user who last typed, and the text they entered. It also shows a typing indicator (icon) to indicate that someone is typing in the chat.

- **Attachments**
This column displays an icon indicating that an attachment exists on for an email interaction, or is blank if no attachments exist. Although this information is also available through the **Details** column, but is included here to allow sorting.
- **Chat Response Time**
This column displays a counter that indicates how much time has elapsed since the last text was entered in the chat.
- **Importance**
This column displays an icon that indicates whether an email is of high or low importance, and is blank for an importance level that is neither high nor low. This information is available in the **Details** column, but is included here to allow sorting.

Each of the columns described is either assigned (or restricted) based on Access Control Lists in Interaction Administrator. The new columns appear in the **My Interactions** view, but are also available when viewing different queues from both Interaction Client .NET Edition and Interaction Supervisor.

Queue	Name	Duration	State	Details	I...	A...	Interaction Id
Marketing	From: Lerch, Aaron	0:21:13	ACD - Wait Agent	Marketing - request for info			3001392101
Marketing	From: Lerch, Aaron	0:21:12	ACD - Wait Agent	Some marketing information please	!		3001392102
Marketing	From: Lerch, Aaron	0:21:11	ACD - Wait Agent	Your marketing department...		↓	3001392103
Marketing	From: External Web User	0:12:19	ACD - Wait Agent	Last updated by the System			3001392106
Marketing	From: Test Callbacker	0:08:13	ACD - Wait Agent	Call me about my account balance.			3001392109
Marketing	From: Interactive Intelligence	0:00:23	ACD - Wait Agent	sip:3177158609@i3domain.inin.com:5060			3001392110

Marketing Queue with the New Columns

Improved Response Management

Response management includes changes to improve handling of multi-channel interactions.

The user interface for managing responses in Interaction Administrator and Interaction Client .NET Edition has changed significantly. The main management window allows a user to view and preview response items and categories. When adding or updating an item, you use Edit Mode, which is shown in the following figure.

Greeting, Welcome

Description:

Type:

Rich Text Editor:
 Hello,
 My Name is [UserName]. How can I help you?

Name: Shortcut:

Labels:

☒ Auto-save

Managing Responses in Interaction Administrator

The editor is based on the response type you are creating. For a message or URL, you use the HTML editor. For a file, you use the drag-drop target editor. You can now assign shortcuts to responses to allow quick access to the most commonly used responses. You can also label responses to improve search functionality and make it easier for users to get the correct response quickly.

You can now use response macros in defined responses. Response macros allow you to put a placeholder in a response. The constant, attribute, or the name of another response is automatically inserted in the response when you use it.

For example:

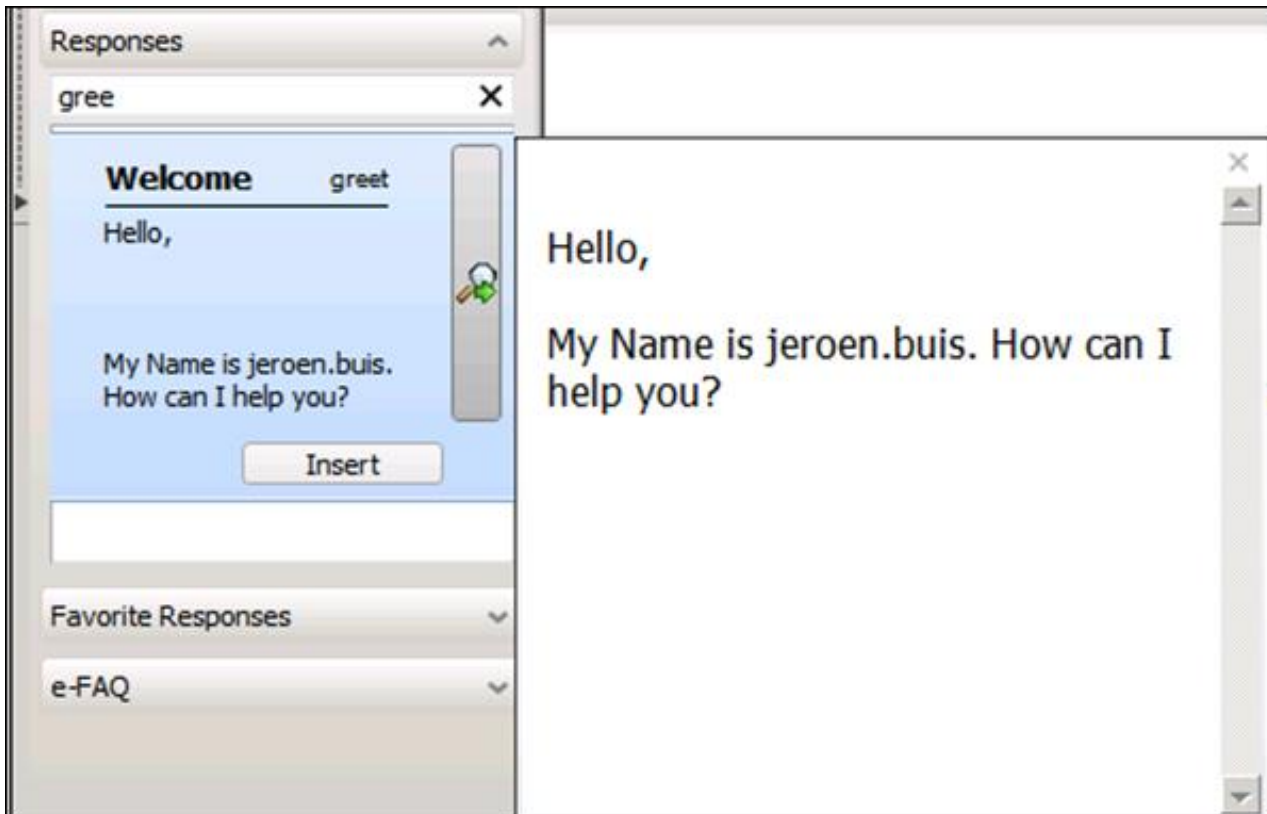
This macro: My name is [UserName]. Today is [Date]. How can I help you?

Results in: My name is Mary Jones. Today is 8/28/2012. How can I help you?

The macro allows you to put a placeholder in the response, automatically being substituted when using the response. The following types of macros are supported:

- Constants → User name, date, and time
- Attributes → Values based on interaction attributes
- Response → Another response

The response sidebar in Interaction Client now contains an in-dialog search option. Users can quickly search all responses and can preview the actual response before adding it. The following figure shows the in-dialog sidebar.

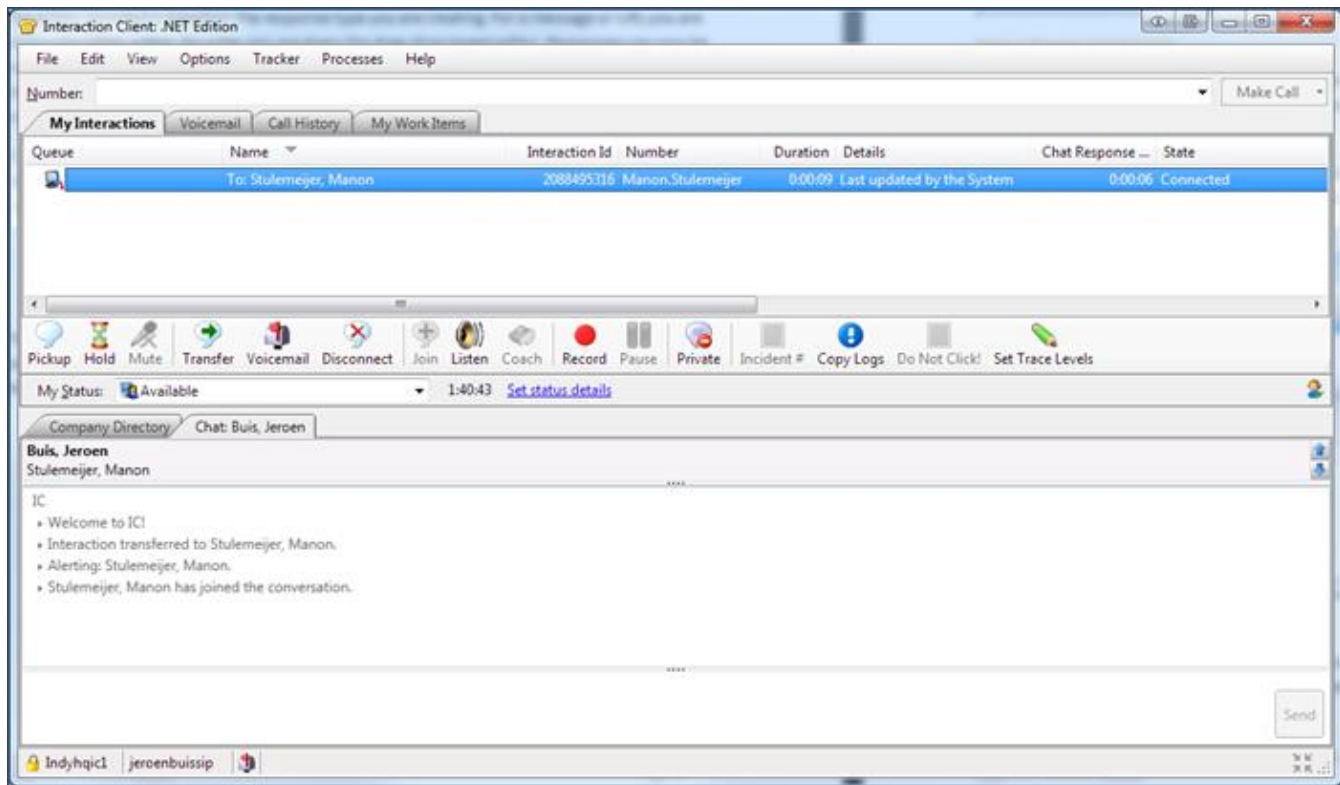


Response Search Dialog

The response search functionality also allows advanced search criteria, including the use of AND, OR, and NOT operators, exact phrase searching, grouping, and specific field searches.

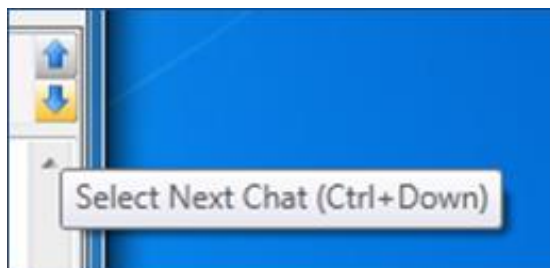
Consolidated Chat Window

CIC SU2 includes several enhancements to allow better handling of multiple chat interactions at once. Instead of having multiple forms, one for each chat interaction, the Chat view now appears in the main window.



New Chat View

Users handling multiple chat sessions can now just select the chat interaction they want to work on and the Chat view displays the selected conversation. The new **Chat Response Time** column described earlier in the document helps the user determine which chat interaction has been waiting the longest. It is also possible to navigate through the various chat sessions with the navigation buttons or hot-keys.



Chat View Navigation Controls

Another new feature is chat highlighting. An administrator can configure thresholds for time limits, and chat interactions that have exceeded the threshold are highlighted.

Interaction Client Mini Mode

The new Interaction Client Mini Mode allows you to run Interaction Client using a smaller footprint.

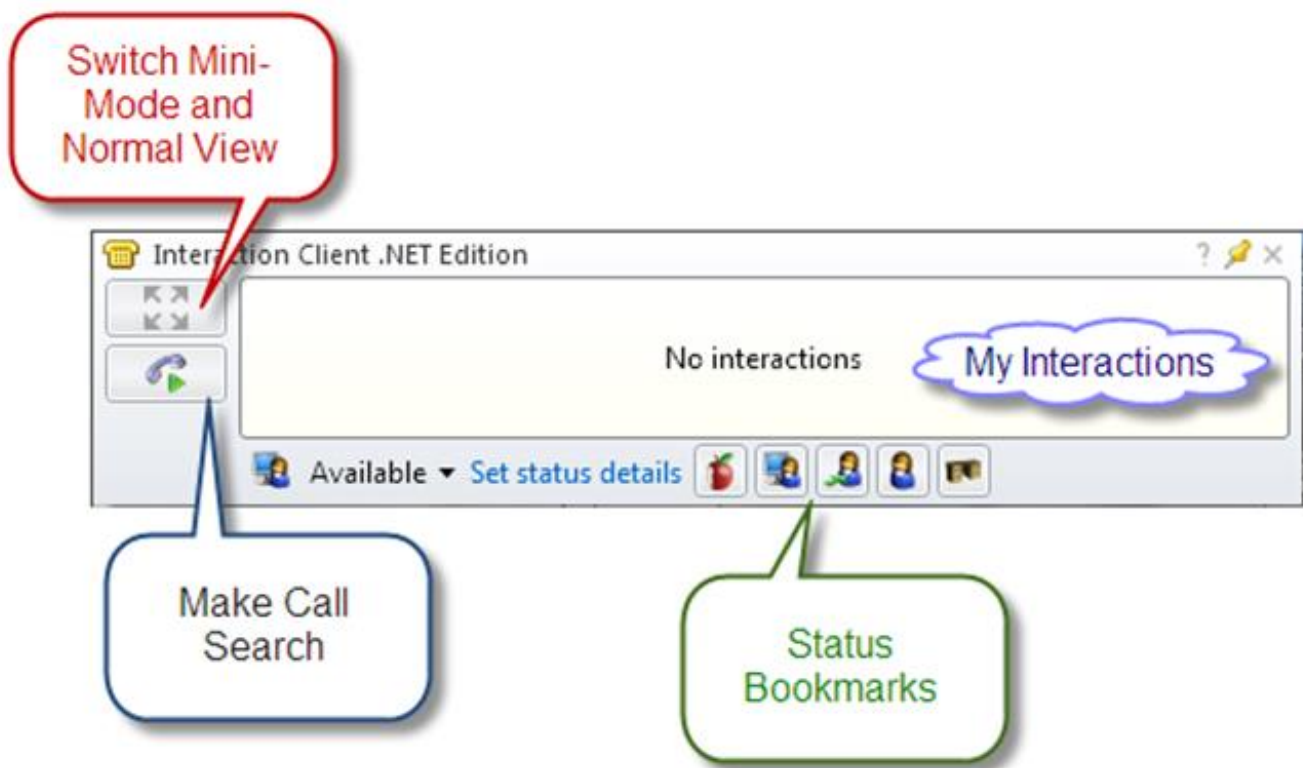
Interaction Client Mini Mode provides a compact view of your current interactions. If you have the appropriate security right, you can switch between the full Interaction Client view and one of two smaller views. Interaction Client Mini Mode supports all media types.

The Mini Mode view has these unique features:

- *Status bookmarking* allows users to bookmark and show the most commonly used status messages so that they can quickly switch between them.
- When an agent types the name of a person to dial in the Make Call window, the *call auto-complete* feature searches for the entry in the Company Directory and Call History.
- The *snap to top* feature allows a user to snap Interaction Client Mini Mode to the top of the screen. When there is no activity, the Interaction Client Mini Mode automatically disappears. When an interaction arrives, or when the user moves the mouse to

the top of the screen, Interaction Client Mini Mode reappears.

The following figure shows Interaction Client Mini-Mode:



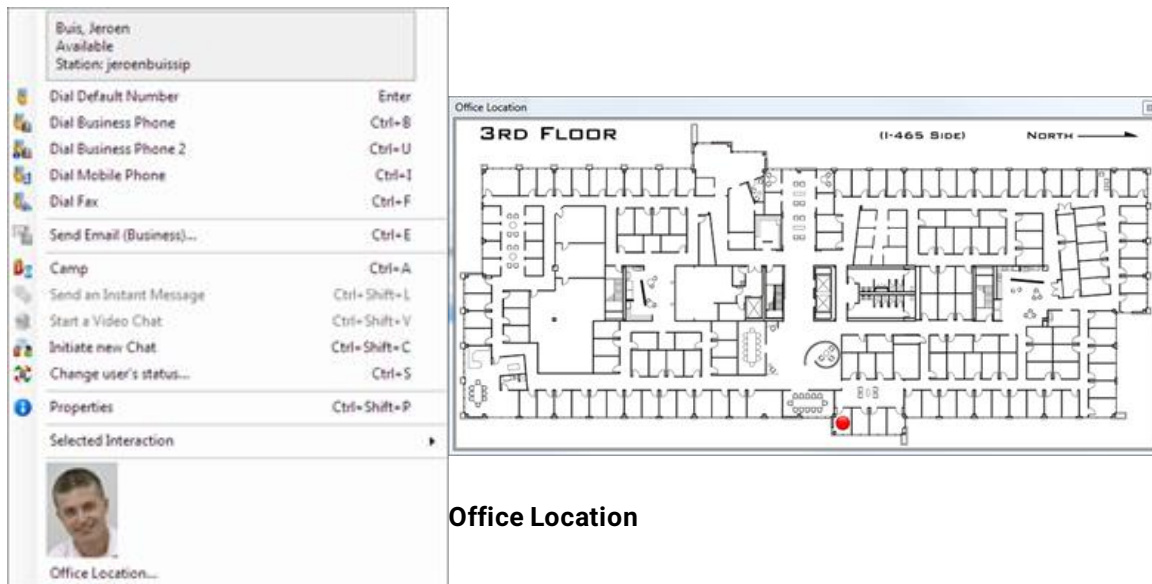
Interaction Client Mini Mode

Agent Photo and Office Location Pictures

Interaction Client .NET Edition and Interaction Supervisor now support the *agent photo* and *office location* features. Users can view agent photos and office location diagrams through the directory control in either application.

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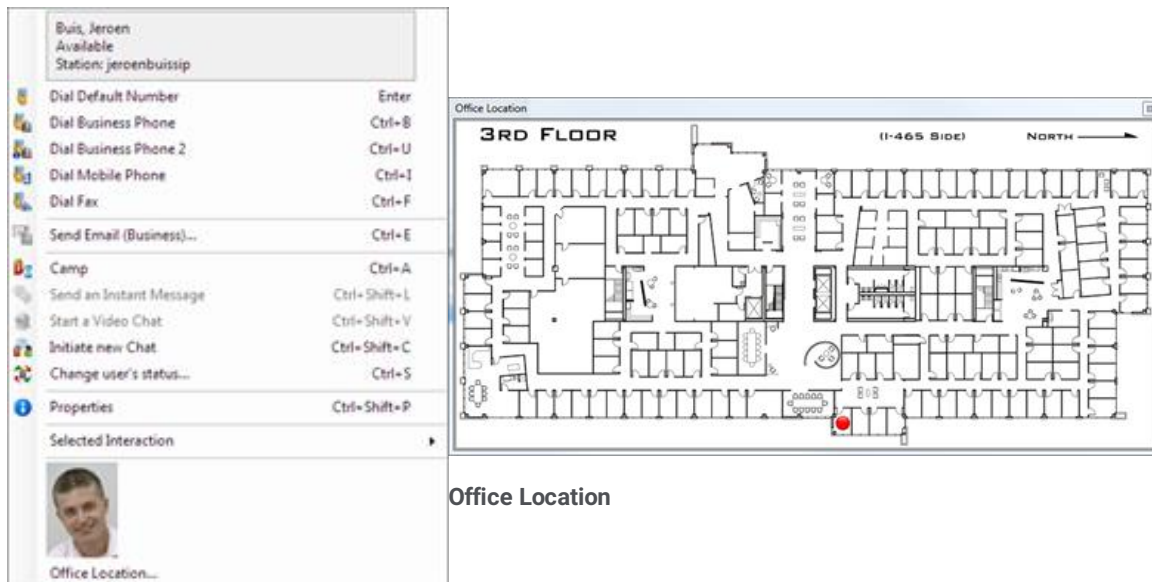


Office Location

User Photo Shown in Directory

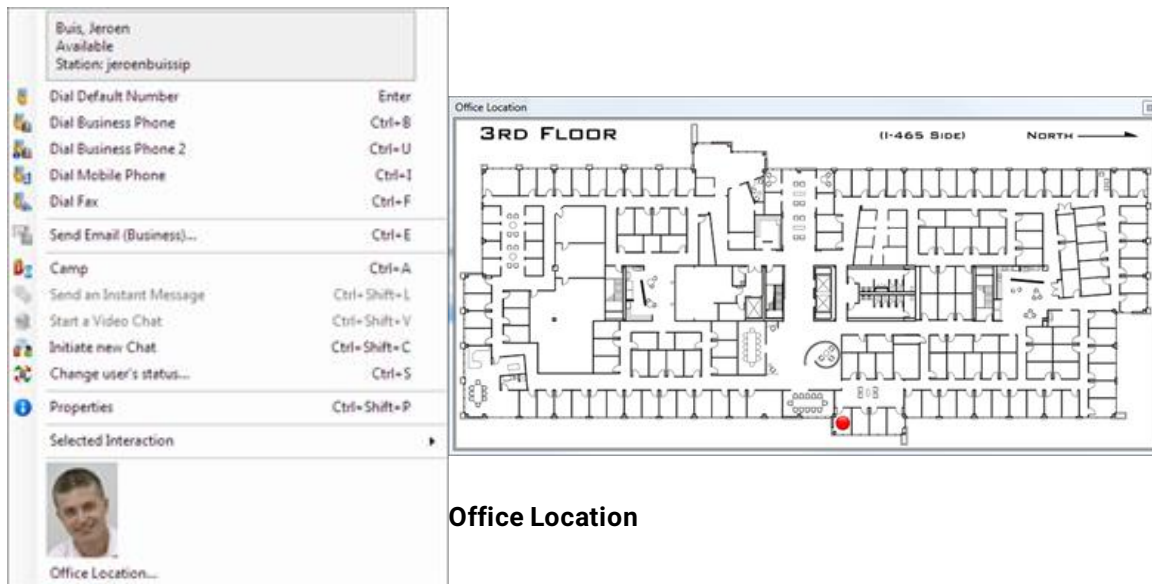
Agent Photo and Office Location Pictures

Interaction Client .NET Edition and Interaction Supervisor now support the *agent photo* and *office location* features. Users can view agent photos and office location diagrams through the directory control in either application.



Office Location

User Photo Shown in Directory



Office Location

User Photo Shown in Directory

Interaction SIP Bridge

The Interaction SIP Bridge is a new application that allows a remote worker to use a supported IP phone with a VPN connection, with no additional hardware. It is the specialized, licensed version of the Interaction SIP Proxy that can bridge SIP, RTP and HTTP provisioning information from a private LAN to a VPN tunnel. A SIP phone on the local network can be configured, managed and operated as a managed station on an IC server via the Interaction SIP Bridge. No configuration is necessary on the remote user's SOHO router/firewall.

IceLib SDK

The IceLib SDK includes additional documentation and examples.

Interaction Client Web Edition Enhancements

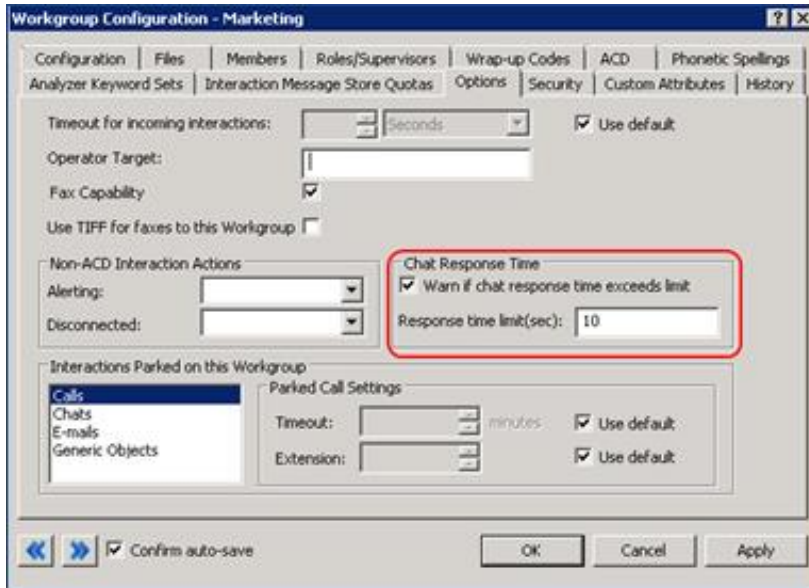
CIC SU2 includes these new features in Interaction Client Web Edition:

- Fax Viewer
- Most Recently Used (MRU) for status list
- Addition of Workgroup Queue statistics
- Speed Dial capabilities
- Assistance request
- Ability to change/switch logged on station
- Support for Client memos and messages

Interaction Web Chat Improvements

A new web chat interactions feature highlights a chat interaction as soon as specific conditions are met. There are two conditions for which a chat is highlighted:

1. An interaction dialog for the chat is open, the chat has been updated, and the window has not yet received focus. Previously, this condition caused the Windows taskbar entry for this dialog to flash. It still flashes, but now the chat interaction is also highlighted. Once the window receives focus, the highlighting for that interaction goes away.
2. The chat interaction is on an ACD-routed workgroup, and the workgroup configuration specifies a Chat Response Time setting (see the related figure). If an internal user does not update the chat prior to the response time limit that is configured for the workgroup, the chat is highlighted. The highlighting goes away only after an internal user enters text into the chat. This feature is useful for organizations that want to remind or warn agents if a chat response time exceeds the specified time limit.



Chat Response Time Configuration

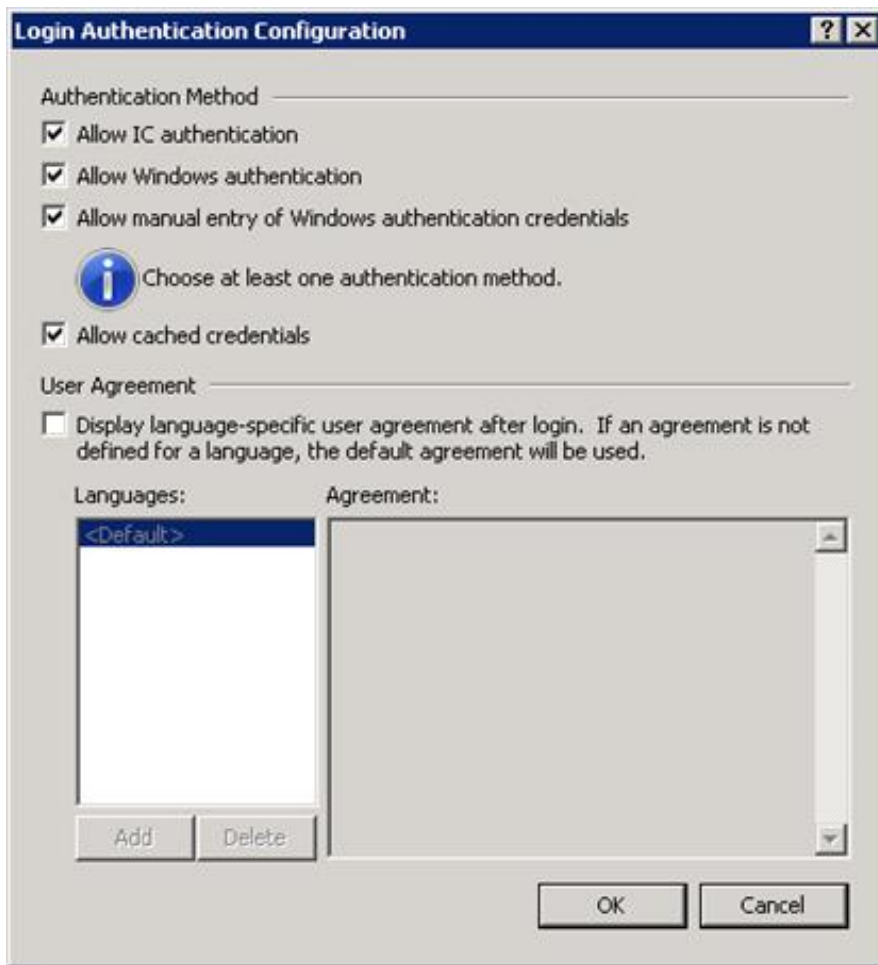
A typing indicator now appears for web chat interactions in Interaction Client Web Edition.

Security and Compliance Enhancements

The following security and compliance enhancements are new in CIC 4.0 SU2.

Logon Authentication

Interaction Administrator includes new configuration options that affect client authentication methods. The following figure shows the new configuration options.



Login Authentication Configuration

With these new configuration options, an administrator can configure the system to not allow CIC user name and passwords and only allow Windows authentication. It is also possible to configure the system to disallow cached credentials, requiring users to always enter their password when starting Interaction Client.

If the **User Agreement** option is configured to display the user agreement after login, the information from the user agreement appears after a user logs on, but before the application starts. The user must accept the agreement before they start the application.

Forward & Follow-Me Security Rights

SU2 includes new phone number classifications for the **Available**, **Forward** and **Available, Follow Me** statuses. This new option allows system administrators to configure separate call classifications for when the user is logged on and when using **Available**, **Forward** and **Follow Me**.

Users can still have rights to place International calls, but would not automatically be able to set their **Available**, **Forward** and **Available, Follow-Me** numbers to International numbers.

Secure Input

Secure input provides a tool to assist organizations meet PCI compliance standards. The secure input/secure IVR separates and encrypts data to protect it from theft or misuse.

PureConnect provides five Interaction Designer tools with which you can implement secure input in handlers. Because of the wide variety of secure input needs, Interaction Center does not include a standardized secure input feature. Use the handler tools to create secure input features that fit the needs of your organization.

A secure input handler starts a separate, secure session inside the customer-agent interaction. It collects the confidential information from the customer, validates it with the appropriate web service. After ending the secure session, the handler returns both the customer and agent to the main interaction.

Secure input provides two key security features: audio separation and data protection

Audio Separation

If a customer-agent interaction requires automatic validation of confidential information, such as a credit card number, secure input separates the customer's audio from other parties. This feature protects confidential data from accidental capture by the agent, coaches, monitors, and others. Interaction Center and its subsystems do not capture and do not record the customer's audio.

Data Protection

In addition to separating audio from the agent, CIC protects the secure data from access by other users of the system:

- **No tracing:** CIC processes involved in a secure session (Telephony Server, Media Server, Interaction Recorder, and so forth) avoid tracing of sensitive information.
- **Minimal access to sensitive information in memory:** Only a minimal set of authorized processes has access to sensitive data. In particular, only TsServerU.exe and ininmediaserverU.exe have access to secure data within Interaction Center. This safeguard lowers the risk of accidental disclosure.

Example of Secure Input

An external customer makes an inbound call to an agent. At some point in the interaction, the customer is ready to provide credit card information. The agent clicks the Interaction Client Secure Session toolbar button to start a secure session. At that point, audio between the agent and customer separates.

- The agent hears hold music to indicate that the call is still connected. When the call reconnects the agent with the customer, Interaction Client alerts the agent.
- The customer navigates an Interactive Voice Response (IVR) system and provides credit card information. Interaction Center sends the information to a web service that the agent's organization implemented. The web service then sends the information to the credit card issuer for validation. At the end of the IVR, Interaction Center re-establishes the audio between the customer and the agent. It informs both customer and agent of the outcome (success or failure, with a tracking number and reason for any failure).

For more information about secure input, see the *Secure Input Technical Reference*, on the [PureConnect Documentation Library](#).

Attendant Email Selection

The email selection action provides the same type of switch statement style logic that was recently added to the call profile selection action.

Exchange Web Services - Mail Connector

Microsoft Exchange Web Services-based integration is now a supported CIC mail system, recommended as an alternative to the Microsoft Exchange MAPI-based integration. The support was originally introduced in 3.0 SU15 and is now also available in CIC 4.0.

Fax Configuration Options

A new configuration option allows configuration of the format in which faxes are received. Optionally, faxes can now be received in PNG and PDF format. These formats are required to view faxes in Interaction Client Web Edition.

Interaction Supervisor

Interaction Supervisor has new drill-down capabilities for individual sessions of the Session Manager view.

Scheduled Reports

CIC 4.0 SU2 supports Scheduled Reports. This release of Scheduled Reports only allows Historical Reports to be scheduled. A future release will add support for Interaction Reporter and Report Assistant.

Phone Number Standardization

Phone Numbers are unique when specified in E.164 notation. To avoid issues where phone numbers are not unique in deployments across country borders, CIC now stores and uses all phone numbers in E.164 notation. Users won't notice any difference as the phone number display string presented to the user does not change. Users are presented with a display string that is based on their location, while the system tracks the standardized number.

Interaction Media Server Selection Rules

Interaction Media Server Selection Rules is a Telephony Services feature in CIC 4.0 SU2. Configuration of the rules is available for prioritization of the Interaction Media Server selection process. CIC selects an Interaction Media Server based on the location of the device (station or line) that is asking for the Interaction Media Server resource.

Before SU2, CIC used one selection process for standard interactions:

1. The device's location
2. Other locations in the audio path.
3. The IC server location.
4. Any available Interaction Media Server in any other location.

CIC still uses this order in a default selection rule configuration. In SU2, however, customers can create custom selection rule configurations to change how CIC selects Interaction Media Servers to service calls.

The new configuration options enable the following:

- Selection of a wildcard (any location) to be added or removed from the list (currently always on).
- A list of excluded locations. You can use this list with <Any>.
- A group of locations with equal priority. This grouping allows all media servers in those locations to be treated as if they were in the same location.

Note: Load balancing occurs between the individual media servers in the locations, rather than between locations. This distinction could mean that the Interaction Media Servers in one location are chosen more frequently because they aren't being used.

You cannot create a selection rule configuration that is empty. The configuration must specify the Interaction Media Servers to service a call.

Enhanced SIP Line Inbound Identity

To add flexibility to the configuration of call identification for data and routing purposes, and to add tighter integration possibilities, this capability was moved to the SIP Line configuration.

Some examples of settings that are available are:

- Whether to use only the numeric portion
- Whether to use the original or most recent redirection header
- Whether to use the Request URI or the To header for the DNIS
- Whether redirection information trumps the DNIS
- Whether to use P-Asserted-Identity or the From header for the ANI
- Whether to set the ANI to Unknown if the address is non-numeric
- Whether the line is for general use or station connections

Interaction Analyzer Keyword Limits on an ACD workgroup

The purpose of this feature is to prevent customers from adding too many keywords for too many workgroups on too few Interaction Media Servers. It enforces a keyword count limit for the Interaction Analyzer keyword sets that are assigned to each workgroup.

Each keyword set has an associated keyword count. For this feature, the keyword count is defined as the number of user-defined words, pronunciations, anti-words, and anti-pronunciations. Assigning a keyword set to a channel in a workgroup counts toward the keyword limit of the workgroup. Assigning the same keyword set to the other channel of the workgroup again counts against the keyword limit of the workgroup.

The speech analytics engine does not offer efficiencies for one keyword set across two channels. Instead, it considers them to be two separate processes.

Keyword sets can have keywords in multiple languages. Because Interaction Media Server only spots keywords in one language at a time, each language is counted separately.

Interaction Process Automation Enhancements

The following Interaction Process Automation enhancements are new in CIC 4.0 SU2.

Dockable My Work Items Tab

Licensed IPA users can now dock the **My Work Items** tab in Interaction Client .NET Edition.

Improved IPA Work Item Transfers

This feature provides better process-level control over the transfer (reassignment) of process work items, such as whether a user can transfer a work item. This feature also supports a configurable option to transfer a work item automatically when it reaches its predetermined due date.

Interaction Process Automation Designer Enhancements

This enhancement is a collection of many small features designed to improve overall functionality and the user experience for process authors using IPA Process Automation Designer to design work items.

New Interaction Process Automation .NET Reports

IPA reports are now available through Interaction Reporter in IC Business Manager.

Interaction Feedback Enhancements

The following Interaction Feedback enhancements are new in CIC 4.0 SU2.

Survey Conditional Branching Logic

Branching logic allows survey authors to create more complex logic within a survey, where the response to one question determines which question is presented next to an end caller. Branching logic supports NPS-style survey methodology.

Feedback Inbound IVR (On Demand) Surveys

Customers can now easily configure and deploy agent-less IVR surveys that do not require a contact center interaction. This feature extends Interaction Feedback for fully automated surveys, enterprise or departmental surveys, and employee surveys.

Playback Call Recording from Survey Results

In the survey results view in the Interaction Feedback module in ICBM, a user can now see the Recording ID for a surveyed call as a dynamic link. Clicking the link launches the Interaction Recorder playback dialog to provide direct access to a call recording. The dialog also displays any Interaction Analyzer spotted keywords for a surveyed call.

Integrations

Support for the following integrations is included in CIC 4.0 SU2:

- Salesforce.com
- WFM (Historical and RTA)
- Remedy
- Sametime
- Heat
- Lync Telephony and Plug-in integration

This initial Microsoft Lync integration release brings some of the enterprise features of Lync to the contact center. The initial release consists of two main features. It allows configuration and use of Lync endpoints in CIC, and support a Lync client plug-in for Interaction Client .NET Edition.

Interoperability Testing with a Third Party Vendor

In addition to existing tests and certifications with third-party vendors, Genesys completed interoperability tests and certifications for the following third-party products to validate support for CIC 4.0 SU2:

- SQL Server 2012 with CIC 4.0.
- Polycom VVX 500.
- Cisco Unified Communications Manager Express (CUCM Express) for CIC 3.0 and CIC 4.0.
- Cisco Unified Communications Manager T.38 Faxing.
- VMware View 4.6. Testing was performed on the mainstream client-side application to ensure functionality in a VMware View 4.6 environment.

Detailed information is available at <http://testlab.genesys.com/>.

New Features in 4.0 SU1

This section lists some of the main features that were added in SU1.

Interaction Administrator - Access Control Groups (ACG)

CIC 4.0 SU1 introduces a feature called Access Control Groups (ACG). ACGs provide a new way for customers to cleanly and easily delegate administrative rights to members in their organizations. With ACGs, a customer can allow certain users to have administrative rights on certain objects in the environment without giving them unwanted access to other objects or departments in the same environment.

With ACGs, it becomes simple to make someone the administrator of a department or location. The administrator can then create users, stations, and other objects related to the department or location, without being able to access objects that are outside of that department or group. A full list of all the objects supported by ACGs appears later in this section.

ACGs are organized hierarchically. For example, suppose you have a hierarchy with the Root Level (default), with East Region and West Region levels under it. The East Region and West Region both contain users, workgroups, and other objects. East Region has two child nodes: East Region - Marketing and East Region - Support. Those two nodes also contain users and workgroups.

Hierarchical Structure of Access Control Groups

With the hierarchy in place, an organization can give administrative rights to each of the ACGs. A user who gets administrative permission for East Region - Marketing can only see users, workgroups, and other objects for that ACG. The user won't be able to see or modify any of the objects in the other ACGs.

An administrator who has permissions for East Region will have access to all objects that in that ACG and its child ACGs: East Region - Marketing and East Region - Support. An administrator who has permissions for an ACG automation inherits security rights for child ACGs.

The following object types support ACGs:

- Users
- Roles
- Workgroups
- Skills
- Stations, station groups, and station templates
- IP phones, proxy groups, ring sets, and templates
- Wrap-up codes and categories
- Account codes
- Schedules
- Client configuration templates
- Password policies
- Locations
- Analyzer keyword sets

Availability of Language Packs

The following language packs are available in CIC 4.0 SU1:

- Dutch
- French
- French (Canada)
- German
- Japanese
- Polish
- Portuguese (Brazil)
- Spanish (Latin America)
- Spanish (Spain)

For information about other supported languages, scope of availability, and so on, see the PureConnect Support site at <https://my.inin.com/products/cic/Pages/Localization.aspx>.

Language packs require a language-specific feature license to be available on the server. Make sure you order the language pack license through the online ordering system.

To obtain the Language Pack CDs, order them from Genesys. New in CIC 4.0 is the ability to download the .iso files from the Interactive Intelligence Support site at <https://my.inin.com/products/cic/Pages/Language-Pack-CD.aspx>.

For requirements, and installation and configuration instructions, see the *IC Language Pack Technical Reference* included with the Language Pack CDs and in the CIC Documentation Library.

Notes:

- In CIC 3.0 and earlier versions, languages for CIC client workstation applications were included as features in the CIC client workstation application installs. In CIC 4.0 SU 1 and later versions, Language Pack resource files for CIC client workstation applications are released as Client Language Plugin installs to simplify deployment. For more information, see the *IC Language Pack Technical Reference*.
- A “simple” localized dial plan, based on a regional dial plan (Gen2 dial plan) is available for some languages. The dial plan can be used as a starting point for a new installation, but might need some additional work based on customer requirements. Localized dial plans (.i3dplan) and accompanying localized dial plan documents are available on the PureConnect Support site at <https://my.inin.com/products/cic/Pages/Localization.aspx>.

Enhancements to Interaction Process Automation

This section describes several new features in Interaction Process Automation:

- [IPA Custom Data Types](#)
- [IPA Database Integrations](#)
- [IPA Integration to Microsoft SharePoint](#)
- [In-Process Search](#)
- [Enhanced Time-out and Error Support](#)

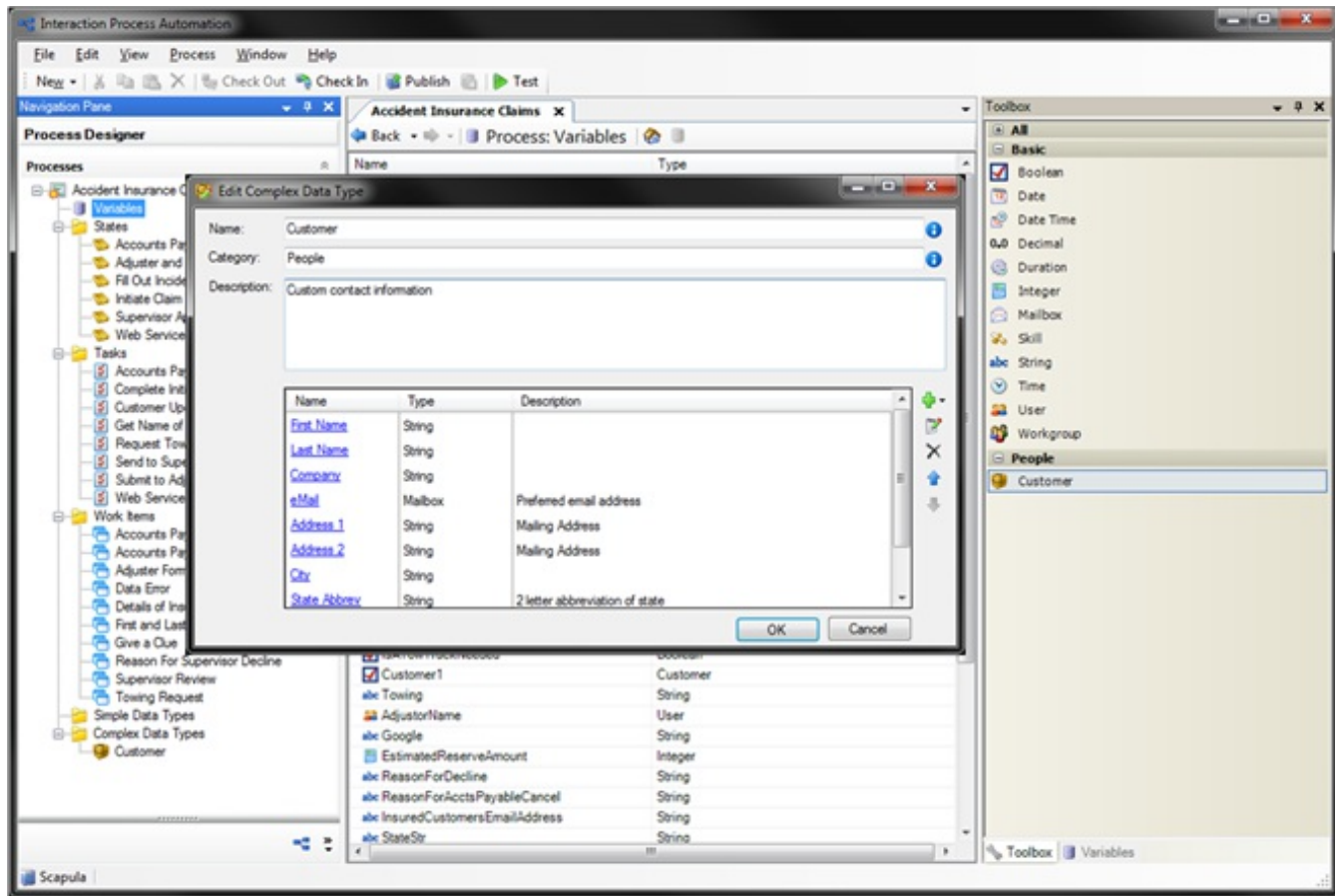
IPA Custom Data Types

Custom data types provide customers greater out-of-the-box flexibility to define the information to capture and track within a given process. Custom data types also support more advanced use of web services.

Custom data types support the definition of either simple or complex data types. Simple data types are extensions of basic data types, with constraints. For example, a simple data type might be a piece of information that must display in a specific pattern or with a specific format. A simple data type might be a 9-digit zip code.

Complex data types are “containers” that hold basic, simple or other complex data types. A complex type can represent, for example, a Customer that includes the first name, last name, company, email, address, city, state and zip code.

Process authors can now easily create custom data types within IPA Process Designer and can use them to supply input data when launching a process. For example, the customer information associated with the process could be passed in for use in the process.

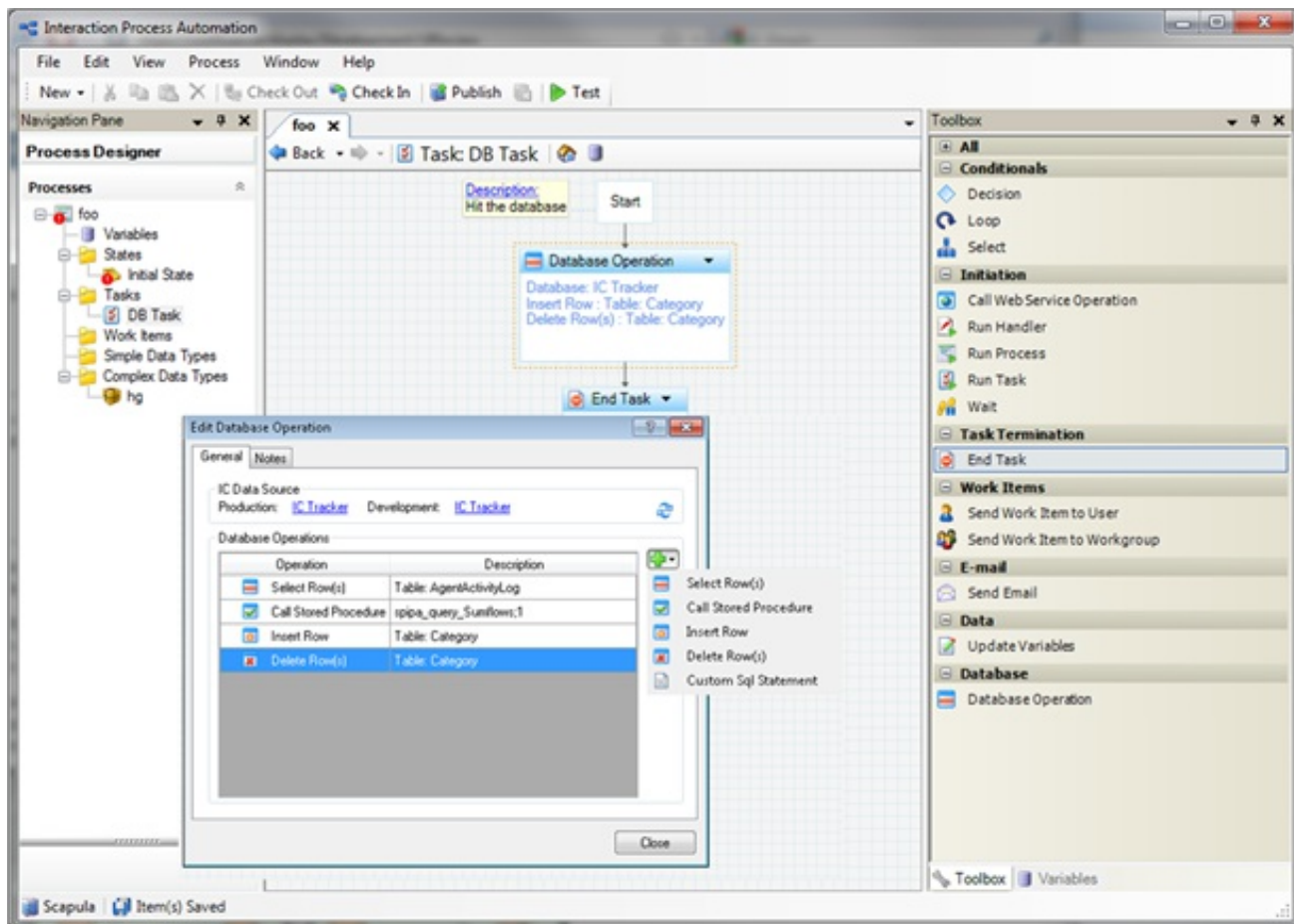


IPA Custom Data Types

IPA Database Integrations

IPA now supports a new set of actions for faster and simpler database integration. These new database actions are available in the IPA Process Designer toolbox. Like other actions, you can add database actions into a process flow by simple drag-and-drop and configuration. Process authors can now do the following:

- Choose from a list of all data sources available on their IC server (configured as a provider in Interaction Administrator).
- Specify a production or development database.
- Build in database operations to select, update and delete from a database, run stored procedures, and incorporate custom SQL statements - all without using handlers.



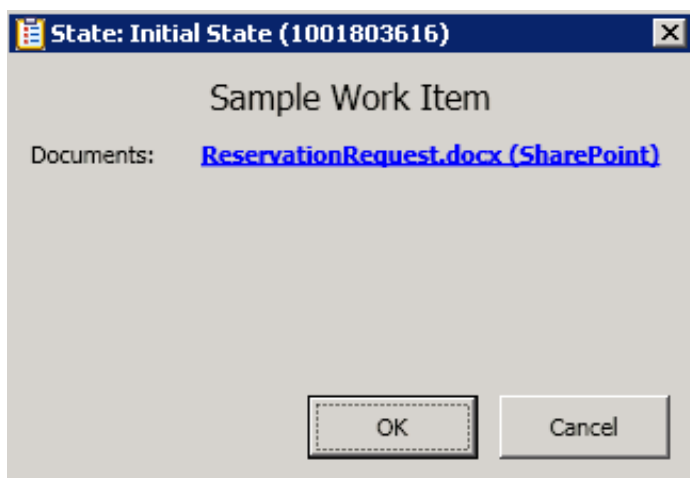
IPA Database Integrations

IPA Integration to Microsoft SharePoint

The IPA integration for SharePoint enables customers to leverage their investments in Microsoft SharePoint and work seamlessly in both applications.

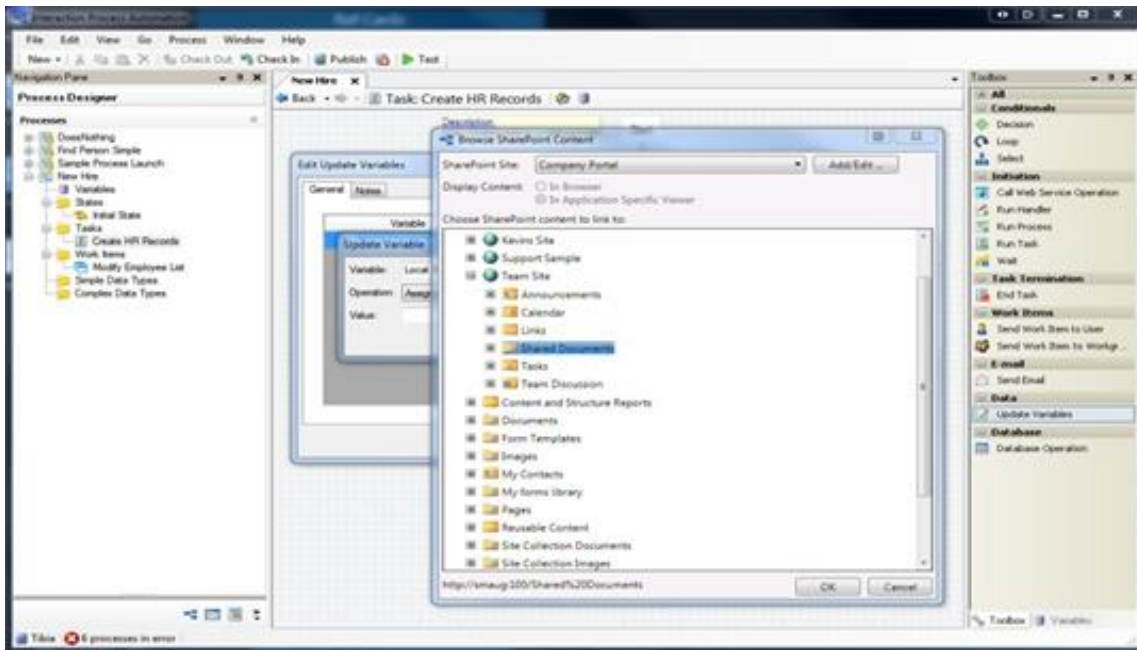
The integration allows customers to do the following:

- Access SharePoint documents from an IPA process - This feature provides a hyperlink in an IPA work item that links to a piece of content in SharePoint. The content can be anything that resides in a SharePoint list (for example, a document, an image, or a form).



SharePoint Link in an IPA Work Item

- Browse and link to SharePoint content (lists, libraries, list items, and so on) from IPA Process Designer.

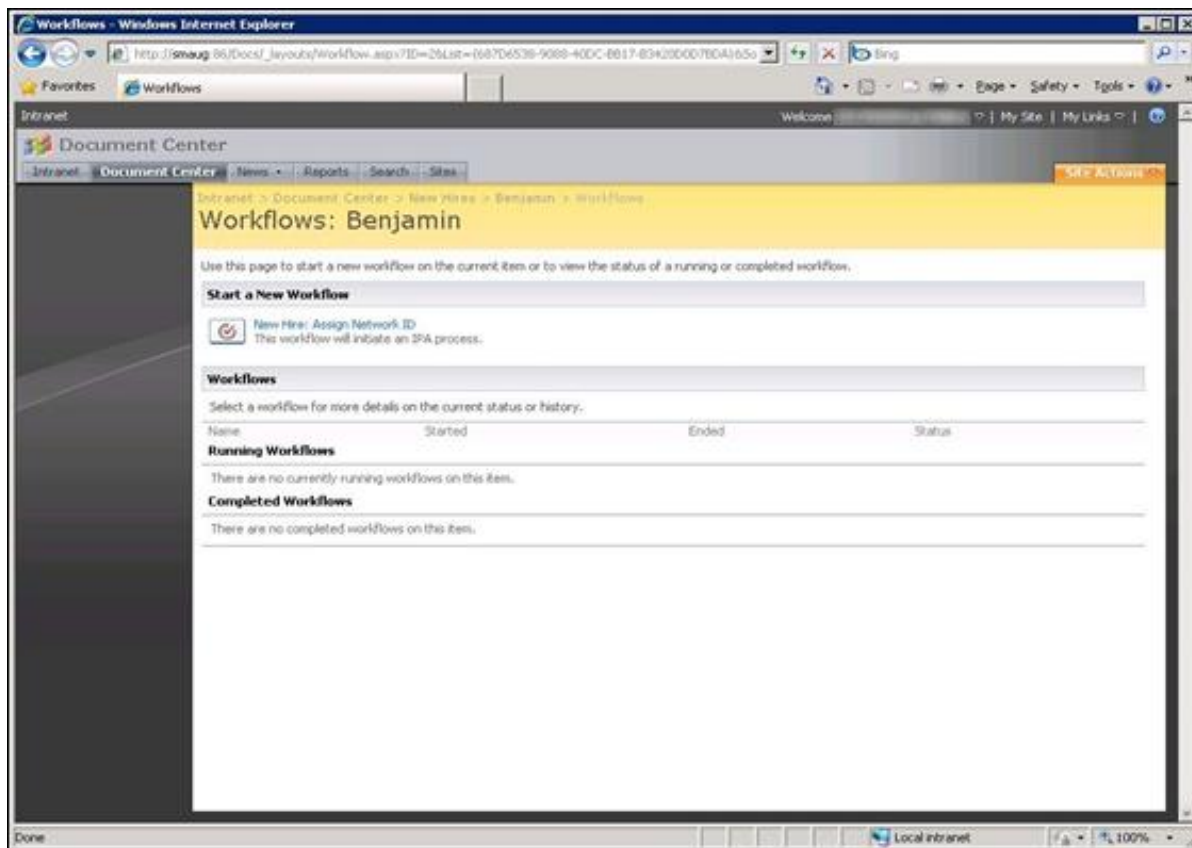


Browse from IPA Process Designer Interface

- Work with SharePoint content in IPA work items. Users can access SharePoint content from an IPA work item that contain embedded browser controls: images, Excel documents, InfoPath documents, and with SharePoint 2010: Word, PowerPoint, One Note, Visio, or any other document type supported by Microsoft Office Web Apps.

Work with SharePoint Content from an IPA Work Item

- Initiate IPA processes from SharePoint. Launch an IPA process whenever a list or document library is updated.

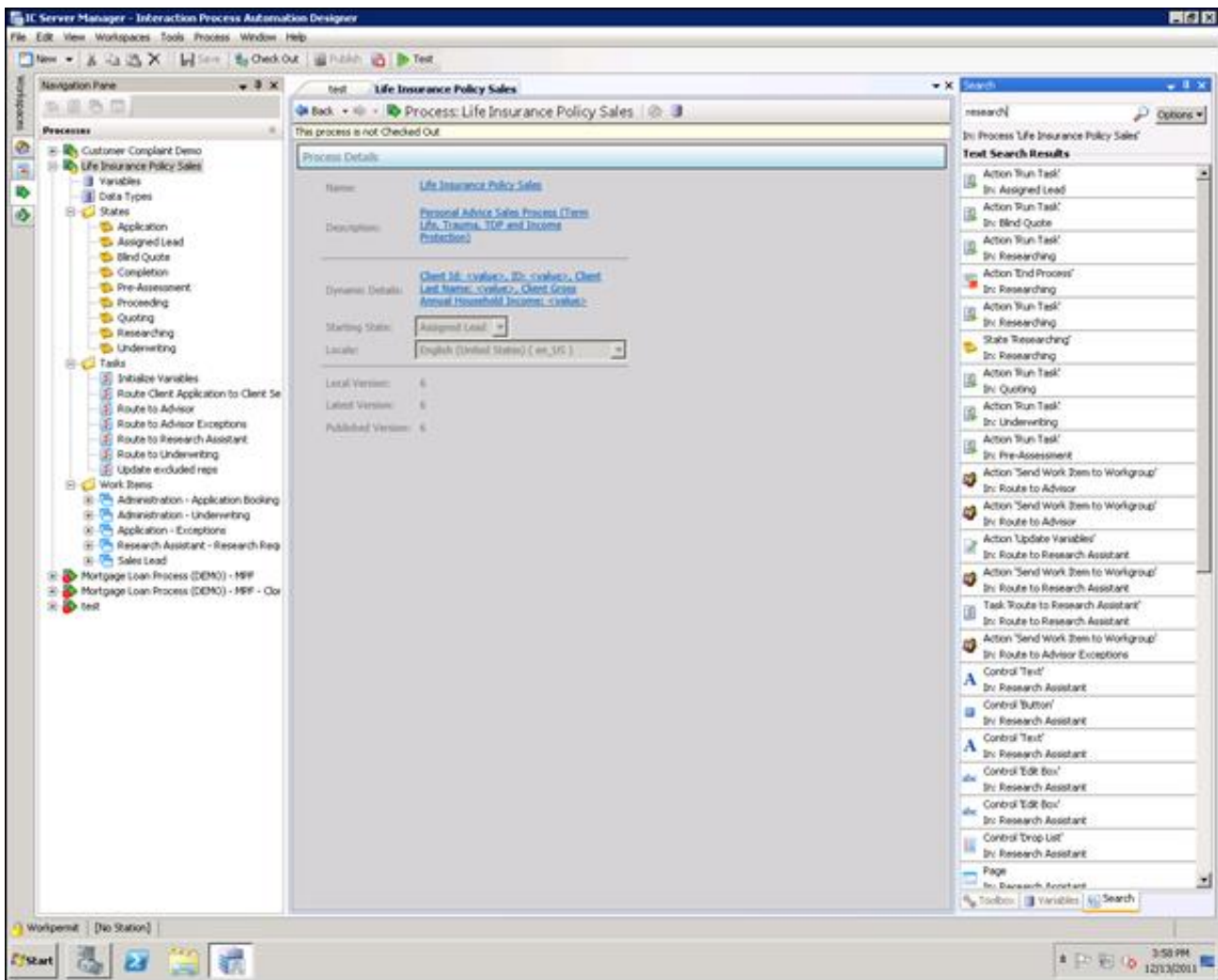


Initiate IPA Process from SharePoint

In-process Search

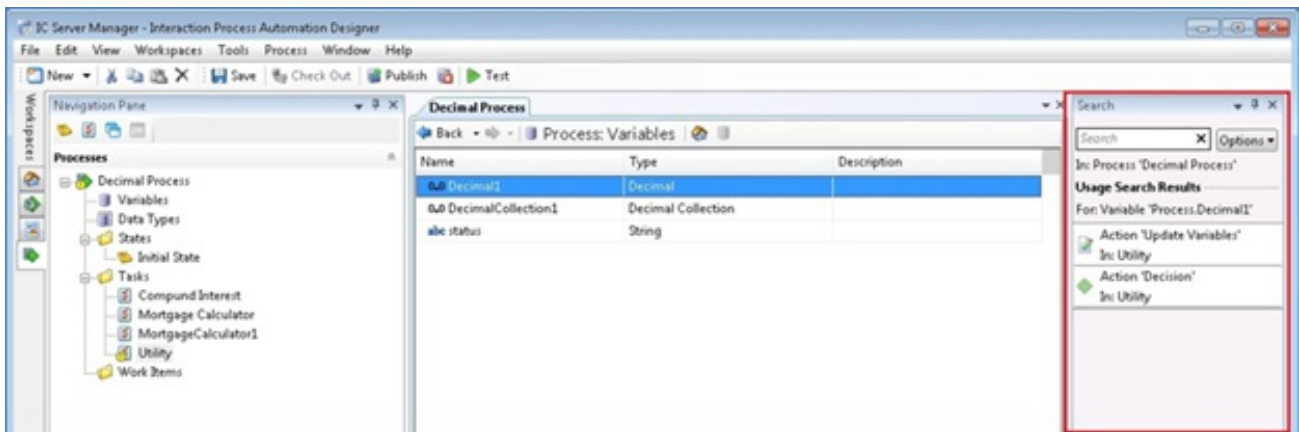
Process authors can now use two powerful search tools to improve usability when designing process flows.

- The **Search Text** tool displays all instances of a text string within a process.



Search Text Tool

- The **Show Usage** tool displays all occurrences of a particular variable, action, or task within a process.



Show Usage Tool

Enhanced Time-out and Error Support

A new tab in the IPA Run Handler, Call Web Service, and Database actions allows users to specify how to handle a timeout or error

condition. If error handling is selected, a new output is added to the action so that a user can handle it appropriately. Also, a new pickup timeout for the Route Work Item to Workgroup Queue action works the same way as the existing timeout for the Route Work Item to User action.

Interaction Optimizer Schedule Bidding

The Schedule Bidding feature allows workforce managers to create unassigned schedules and assign those schedules to agents through a bidding process. Agents are ranked within an agent group and their ranking determines the order in which their schedules are assigned. Agents bid on the schedules via Interaction Client .NET Edition, and can sort/rank the schedules based on a variety of criteria before submitting their final bid to the workforce manager. Once submitted, the workforce manager processes the assignment and agents are notified of the outcome. Schedules can be assigned for more than one week and can have an end date that is many weeks/months in the future or can be assigned indefinitely as part of the Schedule Bidding Base Schedule feature.

The Base Schedule feature allows workforce managers to assign a specific schedule to an agent for multiple weeks or indefinitely.

A Base Schedule is created automatically as part of the Schedule Bidding feature or can be done individually with any existing agent schedule.

Shift Definitions are now available in ICBM. Users can configure, edit and manage shift definitions from within the IC Business Manager interface with added ability to use copy and paste for shift definition criteria.

New Features in CIC 4.0

This section lists some of the main features that are new in CIC 4.0 GA.

Enterprise Class Scalability & Management

CIC as a Pure Application Server

CIC version 4.0 eliminates the need for third-party voice hardware or HMP software. The Interaction Media Server appliance can now handle all CIC audio processing needs. The Interaction Media Server was developed for high volumes of audio processing and supports an NxM architecture. This means that when a single Media Server isn't sufficient for the size of the organization, a second or third Media Server can be deployed.

The Interaction Media Server's high-volume processing includes:

- Compression/Encryption
- Prompts and DTMF (IVR)
- Call analysis
- Fax
- Conference
- Speech Analytics / Word Spotting

By shifting the heavyweight audio operations from the CIC server to Media Servers, the CIC server can concentrate and focus on ACD routing, generation of reporting data, and all the other tasks that the server needs to perform. With audio operations removed from the CIC server, the scalability numbers for the overall platform have significantly improved over prior CIC releases.

The use of Interaction Media Servers also enhances system continuity, with the option to take selected Interaction Media Servers out of service for maintenance without impacting system performance. Multiple Media Servers can be used with a single CIC server, ensuring that in case of an issue or problem with one of the Media Servers, the other available Media Servers can continue handling telephone calls.

Significant architectural changes were made to support multiple locations - this feature is referred to as *regionalization*. Locations can be configured in CIC, and then each device and user configured on the server can be associated with a location. When a resource is required, for example – a Media Server is needed for audio processing, CIC uses the Media Server closest to the device, eliminating or reducing the use of WAN capacity. The CIC solution can be deployed and architected around existing network topology. Gateways and other configured devices which are part of the CIC solution are now all location-aware. The use of these devices throughout the locations is configured in Interaction Administrator.

Session Manager Regionalization

An earlier version of CIC introduced the ability to install a Session Manager on a separate server for scalability purposes (off-server Session Manager). Multiple off-server Session Managers (OSSM) could be deployed in large scale environments. We have taken this concept to the next level and have now also introduced regionalization for off-server Session Managers. An OSSM is assigned to a specific region/location and all the client applications (Interaction Client and Interaction Center Business Manager) running in that location will now use the local OSSM.

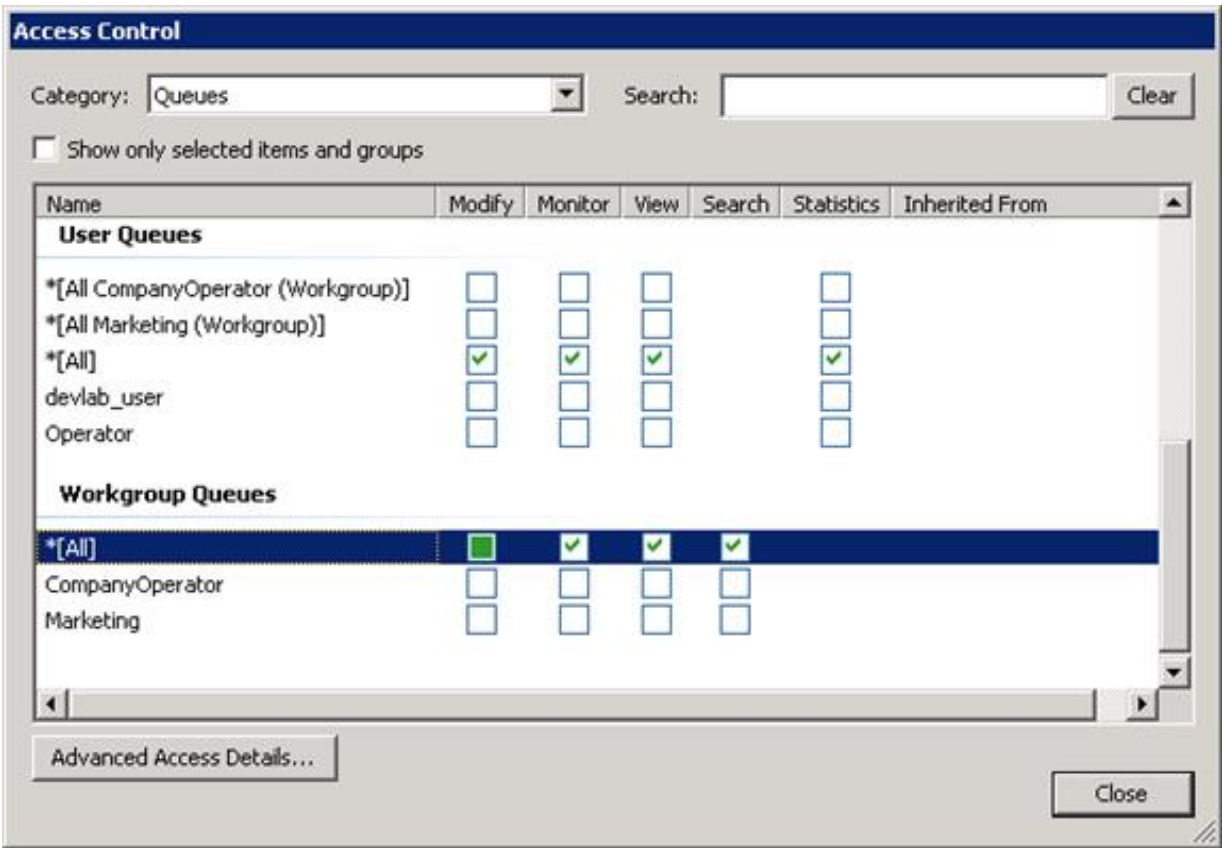
As an example, a customer with two locations, each with 100 users, can now put an OSSM in each location servicing the local client applications. Instead of having 100 client applications in the remote location connecting to the Session Manager on the CIC server and using WAN bandwidth, these clients will now connect to the local Session Manager. This Session Manager in the remote location has one connection back to the CIC server to receive and send updates about all activities happening on the CIC server. The Session Manager distributes all the messages and information to all its connections, saving a huge amount of network traffic.

Easier and Improved Security Management

The user interface for security configuration and management in Interaction Administrator has changed significantly, allowing simplified management of these security settings. With the addition of a search function and the ability to get better insight into the security inheritance model, administration and ongoing system maintenance has become much easier. There are several new security settings that allow more granular control over existing features. The following paragraphs describe some of these changes in more detail.

Access Control

One of the biggest complaints from CIC administrators and other people responsible for configuring security settings in Interaction Administrator was the large number of drop-down lists. A system administrator had to go through a number of lists, each with several settings, to configure security settings or to determine the actual settings. CIC 4.0 eliminates that issue with the Access Control View, which is a single dialog box containing all the Queue Access Control settings. In this dialog box, CIC 4.0 now provides access to all access control settings without requiring the system administrator to scroll through a large number of lists.



Queues Access Control

As shown in Figure above, the Modify and View rights can now be viewed side by side in a single dialog. System administrators can immediately see the existing configuration, making the maintenance of security rights much easier.

Another significant change around access control rights is the breakdown or more granular control of the View and Modify rights. In CIC 3.0, it was possible to grant someone View and/or Modify rights but there was no ability to control what features were included in that definition. In CIC 4.0, access control rights are more granular and allow configuration of which specific features are available through the Advanced Access Details options. See Figure for the Access Control Details dialog.



Access Control Details dialog box

Instead of just giving a user Modify rights to a particular user or queue, it is now possible to specify more details and control a user's rights by function.

Modify rights (for an ACD Workgroup) contain the following rights:

- Activate Others
- Activate Self
- Disconnect
- Pickup
- Transfer

A new type of access right has been added around Monitoring. In the same way Modify Rights will be configured, there is a new set of Monitor Rights that contains the following rights:

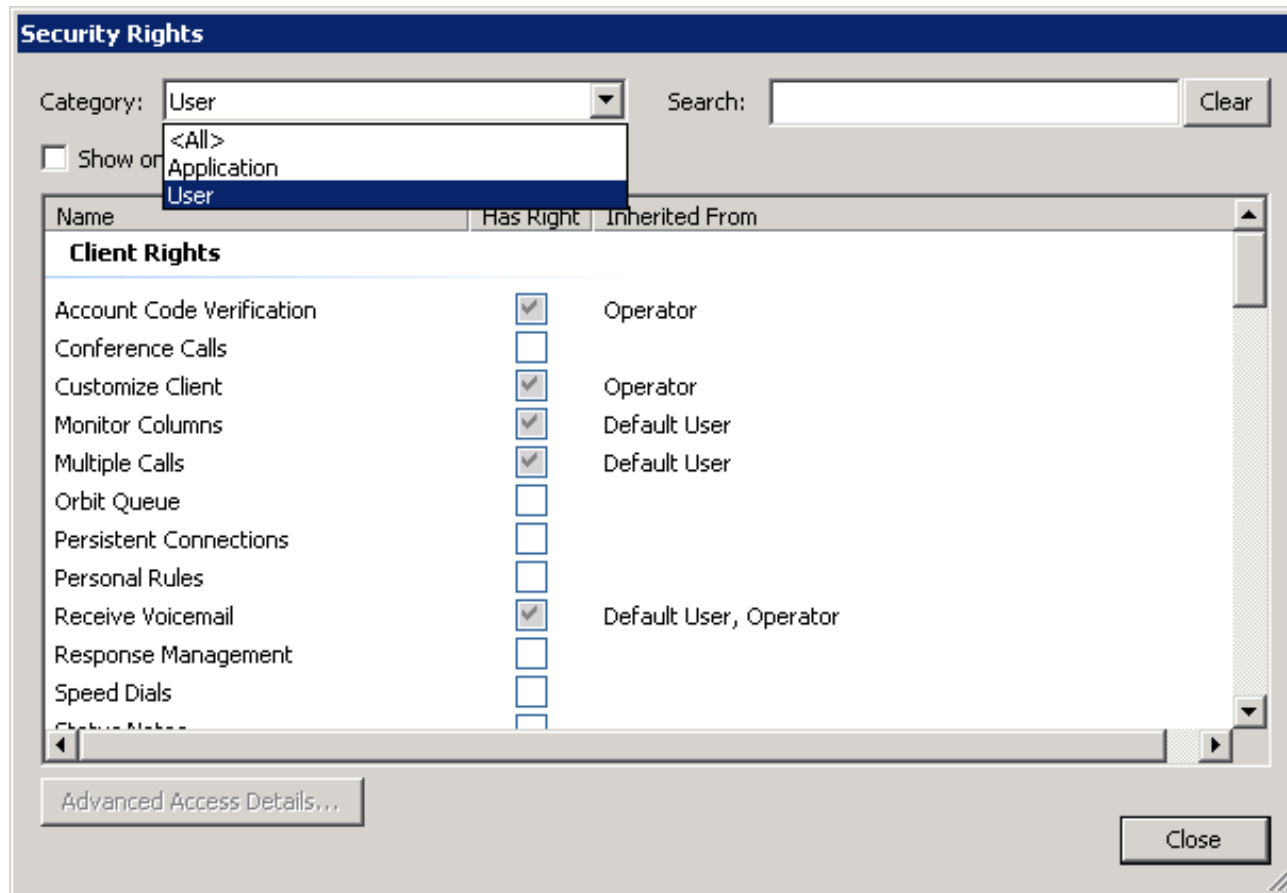
- Coach
- Join
- Listen
- Record

In addition to the changes described above, CIC 4.0 introduces several new access control rights:

Access Control	Description
User Statistics	Allows access to user statistics
Change User Status	Allows access to change a user's status
Monitor	Allows control to record, listen, join, and coach for user, workgroup, station and line queue
Workgroup Statistics	Allows control of workgroup statistics
View in Search	Allows control over which objects appear in Transfer Dialog Search
Attendant Profile Search	Allows access to attendant profiles in Transfer Dialog Search
Status Column	Allows access to status columns for a specific user in Interaction Client

Display Inheritance Model

The security model in CIC is built around a specific inheritance model. A user's security rights are equal to the sum of all the rights given through the default user, roles, and workgroups, based on membership and the individual user level. In CIC 3.0 and prior releases, the administrator could see in Interaction Administrator that a specific user inherited specific security rights, but there was no method to see the source of the inherited rights. System administrators had to look at all possible objects to find the actual object that gave the user access to the feature through its inheritance model. In CIC 4.0, a column in the Interaction Administrator user interface indicates the objects from which a specific security right was inherited.



Showing 'Inherit From' when viewing user security rights

As shown in Figure , the user inherited the Receive Voicemail security right from the default user and the workgroup operator. This feature significantly reduces the amount of time it takes for a system administrator to set up and maintain their system.

Additional Security Rights

Several new security settings are now configurable in Interaction Administrator. Many of these security settings control access to features that were present in prior releases but that did not have configuration options in Interaction Administrator.

Security Right	Description
Personal Rule	Allows access to Personal Rules from Interaction Client
Response Management	Allows access to the Response Management option in Interaction Client
Orbit Queue	Allows user to place objects in an orbit queue
Workgroup/Profile Tab	Allows user access to workgroup/profile information
Tracker	Allows access to Interaction Tracker from within Interaction Client
Coach Interaction	Allows the user to coach someone
Conference Calls	Allows the user to create a conference call
Speed Dials	Allows the user to create a speed dial page in Interaction Client
Status Notes	Allows the user to set status notes
Park Interaction	Allows the user to park an object

Search Capability

When configuring systems with a large number of users, workgroups, and roles, it can sometimes be challenging to find the correct object. An earlier screenshot references the search feature added to the user interface. This option allows a user to search and filter the list with available objects based on custom search criteria, eliminating the need to scroll through long lists to find the desired user, workgroup, or role. As soon as a user starts typing the name of a workgroup or user, the resulting list displays only information that matches the search criteria.

Virtualization

CIC 4.0 supports virtualization of the CIC environment. For the latest information, see the *CIC Virtualization Technical Reference* in the PureConnect Documentation Library.

The *CIC Virtualization Technical Reference* provides best practices and strategies for successfully deploying Interactive Intelligence products on a virtualized platform, and applies to Microsoft Hyper-V and VMWare servers. The document lists Interactive Intelligence products that are currently supported, as well as not supported, for virtualization.

Concurrent Licensing

CIC 4.0 adds support for concurrent licensing. Concurrent licensing is supported for licenses that apply to users. The assigned license model in CIC 3.0 is still available.

CIC 4.0 offers two different types of licenses:

Assigned (or named) - This is the current model (CIC 3.0 and earlier) whereby a license is assigned to a user and is consumed even if the user is not logged in. You must have one license for each user to which you want to assign the license.

Concurrent license - This is a new license option in CIC 4.0. The license is assigned to a user but isn't consumed until the user logs in. In the concurrent license model, the license can be assigned to more users than there are licenses available; however the number of users who can log in is limited by the total number of concurrent licenses. For example, ten concurrent Contact Center Level 1 (CC1) licenses could be assigned to 100 users. Only the first ten users will be able to log in and get a CC1 license. The 11th user will fail to acquire the license.

Assigned and concurrent licensing can be mixed on a single CIC server with the limitation that a single user must use either the concurrent or assigned mode. It is not possible for a single user to mix the two modes.

The concurrent version of a license is available on the 4.0 price sheet and appears immediately after the assigned license. Both licenses have the same name with the concurrent license having the suffix "- Concurrent." The concurrent licenses are also available in the online ordering system. Be aware that the part numbers for concurrent licenses differ from the assigned license part numbers.

Robust Recording and Quality Management

The CIC 4.0 Interaction Recorder and Quality Management module contains significant changes and improvements. The following sections highlight these changes.

Improved Scalability

Interaction Recorder 4.0 provides significantly greater scalability than Interaction Recorder 3.0. The new version provides the ability to record up to 72,000 calls or other interactions per hour (20 recordings per second). These results are based on tests performed in a lab environment. Actual customer results may vary, depending on a multitude of variables such as hardware specifications, network bandwidth, agent activity, and so on.

Proactive Recording

Proactive recording is also referred to as cradle-to-grave recording. The primary purpose of pro-active recording is for CIC to start recording as soon as audio starts on a call (cradle) and continue that recording until the call disconnects (grave). This means that if the call starts in the IVR, and then connects to an agent, the recording includes the IVR portion of the call (as long as the recording policy has been configured to include the IVR). All interactions are recorded proactively, unless the user or interaction is excluded. Parameters for enabling proactive recording are located in the SIP line configuration in Interaction Administrator. Once proactive recording is enabled on a SIP line, it applies to all calls on the SIP line. All calls are recorded, but you don't need to retain all recordings. Policies can be configured to indicate which recordings to retain and how long recordings should be stored.

Note: Pro-active recording only applies to interactions that are calls.

Recording of IVR

Interaction Recorder IVR Recording is a license-based feature that permits playback of the IVR portion of recorded calls. The IVR recording will capture DTMF and speech-enabled IVR sessions with CIC, enabling the ability to listen and assess customers navigating through the IVR menu.

Note that IVR recording is a licensed feature. If this license is not purchased, the customer cannot access and play back the IVR portion of recorded calls. Even with the IVR recording license, if a call goes from the IVR to an agent/workstation without a license, that agent-side recording will be encumbered and not accessible until additional Interaction Recorder licenses are purchased.

Policy Editor

The configuration interface for Recorder CIC 3.0 - where recording selection, categories, categorization rules, questionnaires, and archives are configured - has been replaced in 4.0 by policies which are created in the Interaction Recorder Policy Editor in Interaction Administrator.

Interaction Recorder 4.0 adds a new wizard-driven feature to control which interactions are recorded (initiation policies), where the recordings are stored (retention policies), and who has access to them (security policies). Policies are similar to Outlook email rules and consist of conditions and actions. The actions for a policy will be run if the conditions are all true. Multiple policies' actions can be run on a single interaction or recording if those policies' conditions are all true.

Initiation Policy creation includes:

- Naming the policy
- Who the policy applies to
- What event initiates recording
- Timeframe
- Selecting criteria that apply to the policy
- Scorecards that apply to recording
- Actions that apply

Users can create tags for recordings in the initiation policy options. Recording tags can play a crucial role in the content management and security of a recording. They are also useful for organizing recordings for retrieval. For example a recording might be tagged with keep forever, and also might be a good candidate for training purposes. Allowing multiple tags to be assigned to a recording provides users the ability to search based on criteria that relates directly to their business practices. Given that larger deployments could conceivably have hundreds of millions of recordings on file, this easy to use categorization mechanism is essential for quickly retrieving desired recordings.

An example of an initiation policy is creating a new policy to record all calls, apply the policy to a customer service workgroup, for inbound calls. Other criteria might be that the policy only applies to calls during certain times - such as every day between 10 AM

and 2 PM.

Retention Policy - Retention policies define storage location and duration. Without a retention policy, Interaction Recorder leave recordings on the media server.

Creating a retention policy includes selecting:

- What to store
- Where to store
- When to purge

An example of a retention policy could be to store recordings from different workgroups in different directories or archive old recordings to a file server. The retention period could be based on duration - such as for three months - or forever.

Security Policy includes selecting:

- Who (which entities) the recording policy applies to and their permissions

An example of a security policy is one that gives supervisors general recording access, but not the ability to delete, email, or export recordings.

Key benefits of Policy Editor include the ability to:

- Consolidate and simplify configuration
- Provide more granular security and user rights
- Make initiation and retention more flexible
- Set stage for managed scoring process

Remote Content Server

Interaction Recorder Remote Content Server provides multiple efficiencies in the Interaction Center environment, and makes the previously required Capture Server for screen recording unnecessary in 4.0. Additionally, RCS is the component that moves recordings to their final destination. That location is configured in the Policy Editor with Retention Policies.

The key benefits of RCS are that it provides the ability to:

- Preserve WAN bandwidth
- Distributed processing of recordings
- Simplify capture server configuration and install

The best configuration for the Interaction Center environment includes Interaction Media Server and Interaction Recorder Remote Content Server. This configuration enables the Interaction Center server to have the most resources available for other activities when recordings are necessary.

Improved Scorecards

Interaction Recorder Scorecard has been improved for easier viewing, allowing tree view question groups, and scrolling to view the scorecard rather than the previous tabbed view. The scorecard provides a **Calibration Only** button, which prevents scored recordings from being included in agent quality score reports.

- Calibration Only button
- Tree view of groups instead of tabs

Customer Service test group 1 - Call, - recorded on 3/30/2011 4:11:17 PM

Passed Failed Scorecard is already finished. Calibration Only

Opening (Score: 100.00 % A)
Resolution (Score: 57.14 % D)
Closing (Score: 100.00 % A)

Description
This is a test group

Opening

* 1. Used appropriate greeting ☒ Yes ☐ No

Used company name
Identified self
Offered assistance

* 2. Correctly identified reason for call ☒ Yes ☐ No

Resolution ☐ Not Applicable

1. Offered appropriate solutions ☐ N/A

0 = no solutions or inappropriate solution offered
1=Solution offered, but not best one for customer
2= Best Solution offered

2. Obtained customer agreement to solution ☐ N/A

*answer required Finished Save Close

Total Score: 78.57 % B
Non-critical Score: 70.00 %
Critical Accuracy: 100.00 % (2 / 2)

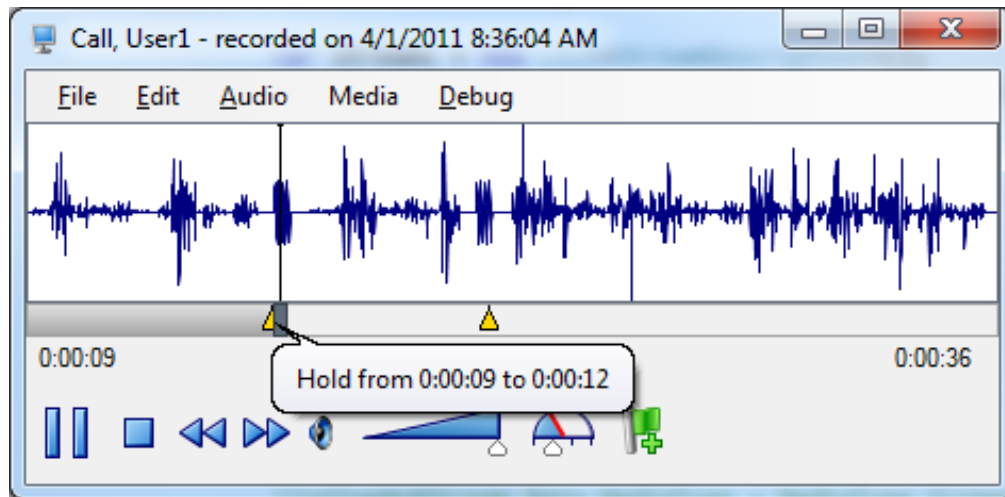
Scorecard

Improved Scorecard Report

The CIC reporting interface includes several new scorecard reports. These reports are described in more detail later in this document. The main advantages of these improved reports are:

- They are easy to read
- They include critical questions, evaluator comments, and scoring for calibration

playback.



Event Indicators

Screen Recordings without an Interaction

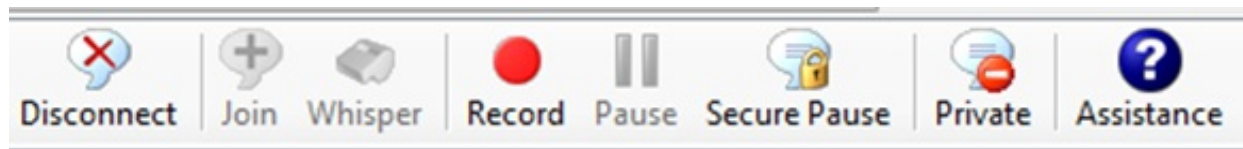
Interaction Recorder 4.0 provides the ability to initiate screen recordings independently of other interactions such as calls, email, chats, and so on. This feature is useful for back-office work such as claim processing, or for creating screen recordings for training purposes. The ability to start and stop screen recordings is also exposed via the IceLib API for programmatic access.

Secure Pause

Due to PCI requirements, many customers must comply with PCI DSS standards regarding recording and storing sensitive information. Interaction Recorder's Secure Recording Pause feature is initiated by an agent when requesting sensitive input from a caller such as SSN or credit card information.

Initiating the Secure Pause

The Secure Recording Pause is initiated from a **Secure Pause** button on the Call Control toolbar. This button appears in Interaction Client if the agent has rights to the button.



Call Control Toolbar with Secure Pause

With the feature enabled, the agent initiates the secure recording pause by clicking the button. At this point, all recordings of the interaction (and all recordings of any other monitors of this interaction, and so on) are paused for a configured period of time. While the recording is paused, feedback is given to the user regarding the amount of time remaining in the secure segment. The button displays a countdown timer.



Secure Pause Button Countdown

As soon as the time has expired, the recording resumes.

Duration of the countdown is configured in Interaction Administrator.

Enriched Reporting & Real Time Management

The following section of the document outlines features in the new Reporting and Real-Time Management module in CIC 4.0.

Interaction Supervisor

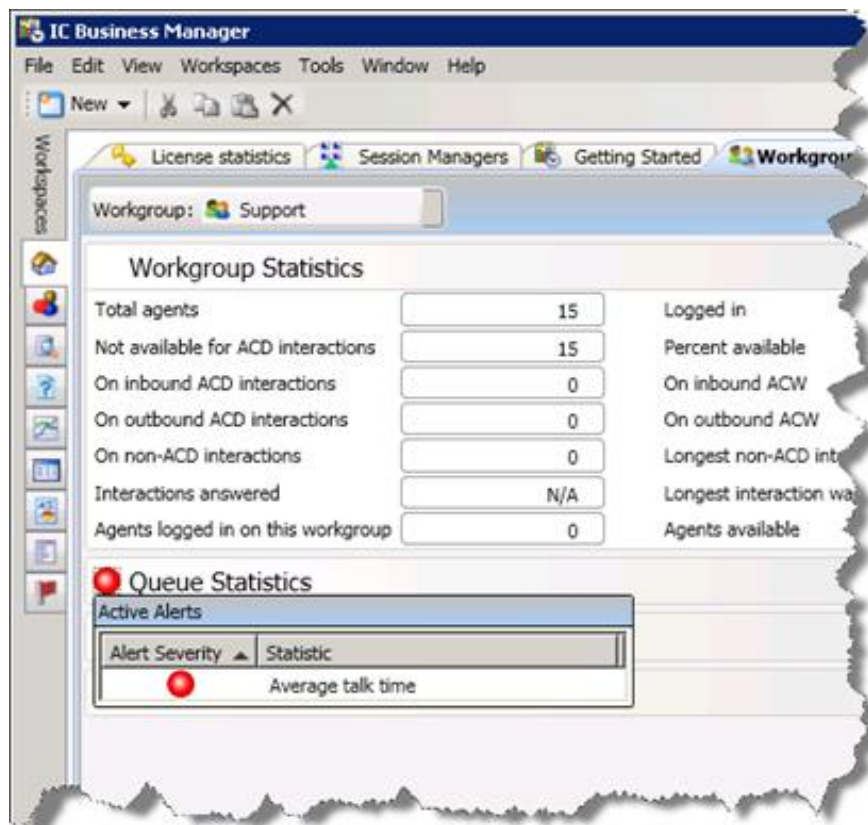
In CIC 3.0 and earlier versions, Interaction Supervisor ran independently on the desktop. As of CIC 3.0, we introduced Interaction Center Business Manager (ICBM) as a framework/unified interface for certain add-on modules like Interaction Feedback, Interaction Optimizer, Interaction Recorder, and Interaction Process Automation. In CIC 4.0, Interaction Supervisor is also a module in ICBM. Therefore, in CIC 4.0, there is not a separate Interaction Supervisor application anymore; all functionality is offered through the ICBM interface.

The rewritten Interaction Supervisor uses the latest technology to improve the look and feel of the user interface. A lot of attention was put into usability of the application when designing the new ICBM module.

Interaction Supervisor includes new features such as drill-down statistics, easier alert management and real-time concurrent license usage. The introduction of distribution and service-level target settings by workgroup and by media type is a major new feature and is described later in this document.

Interaction Center Business Manager (ICBM)

ICBM provides several advantages, especially around usability and scalability. ICBM is a framework application for several CIC add-on modules. It allows the user to create their own custom views based on the modules that are available to them. Instead of having to jump between different applications to use all the different add-on modules of CIC, users can access these modules from a single interface. A user can drag and drop the modules they need onto a view called a *workspace*. A user can create multiple workspaces, each containing different modules. Switching between workspaces is as simple as clicking on another workspace or using an assigned hot key.

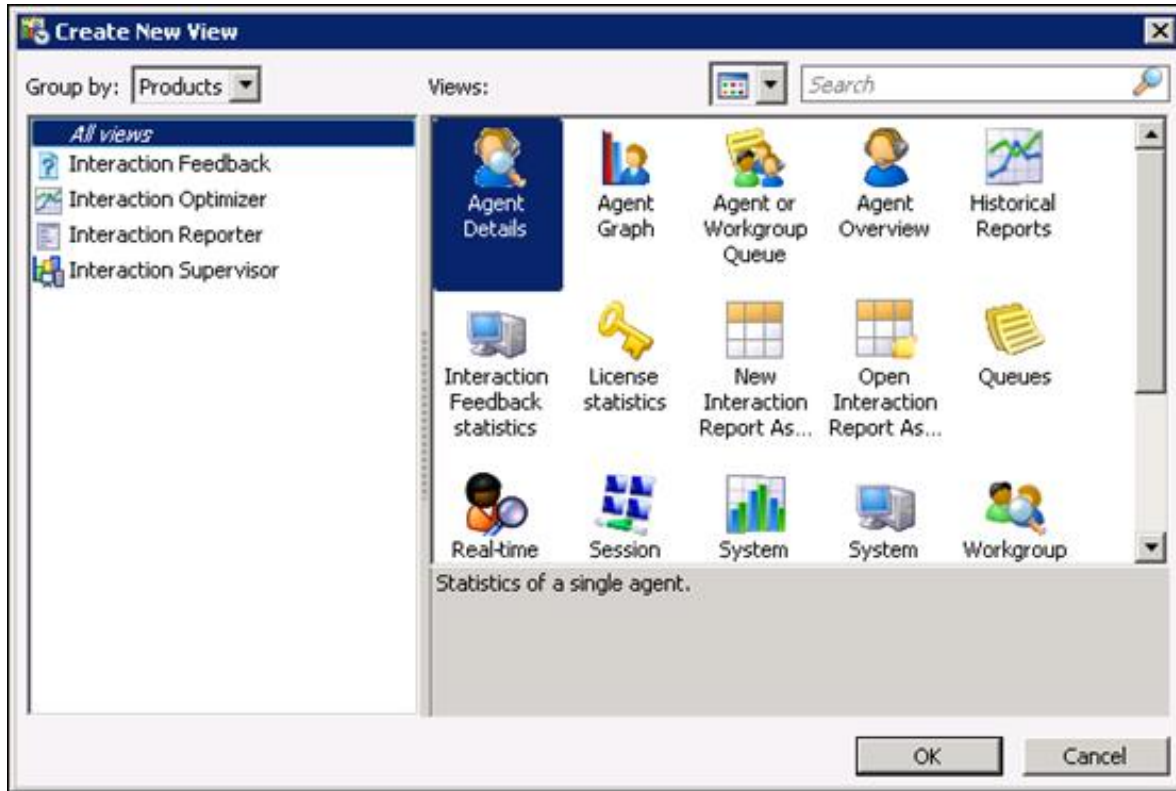


Interaction Center Business Manager displaying some Supervisor modules

For example, supervisors or Contact Center managers can easily select a real-time view from the Interaction Supervisor module, combine it with data from the Interaction Feedback module, and show this all on a single screen. ICBM allows docking of the views just like the feature in the Interaction Client .NET Edition, giving the user the opportunity to create their own views and decide which information is important for them.

In CIC 4.0, the following modules are available through the ICBM interface:

- Interaction Feedback
- Interaction Optimizer
- Interaction Process Automation
- Interaction Recorder
- Interaction Reporter
- Interaction Supervisor
- Interaction Tracker



Adding new views in ICBM

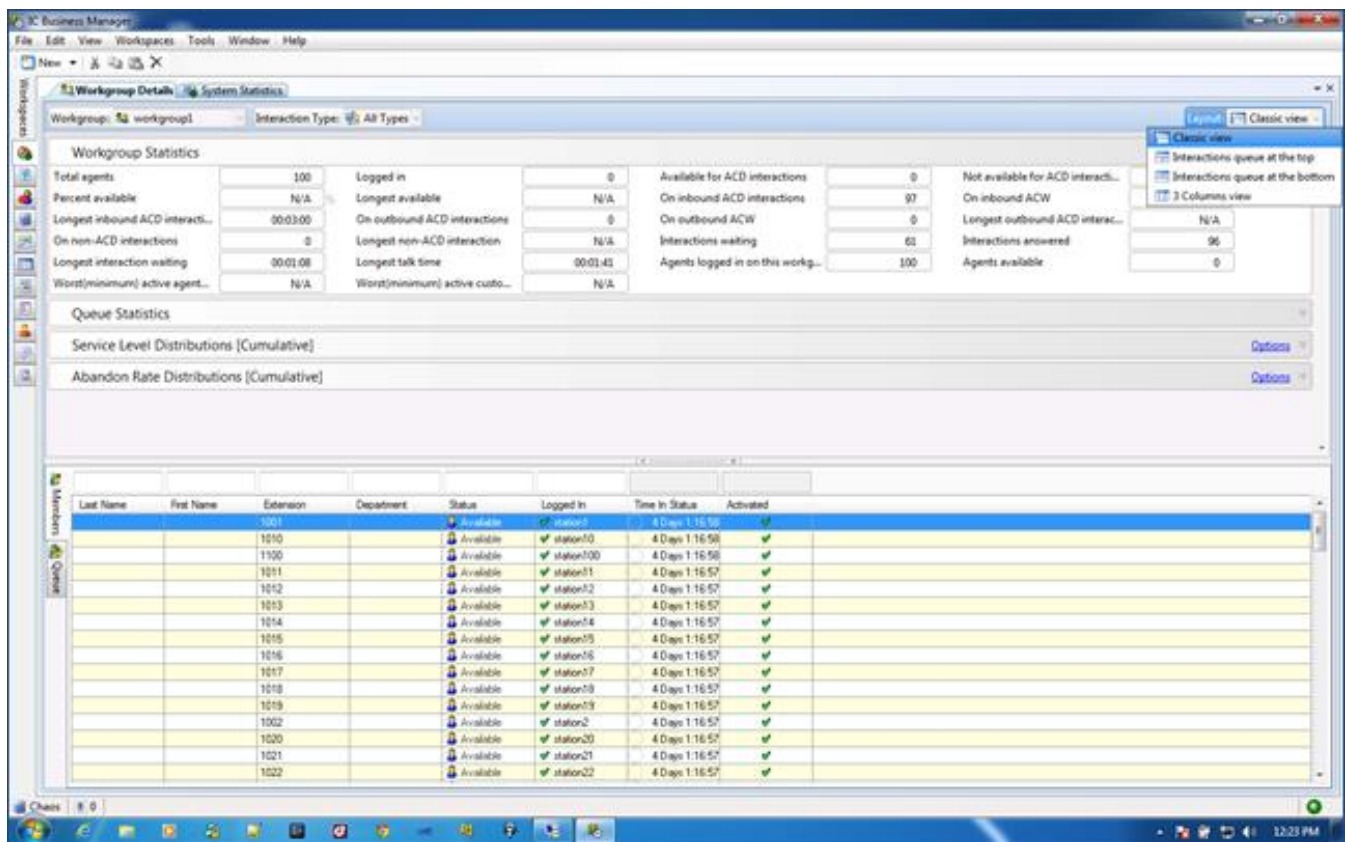
In addition to usability advantages, CIC 4.0 includes significant scalability improvements. The majority of these improvements result from ICBM and all of its modules using IceLib and Session Manager for the connection back to the IC server. This also supports the advantages previously mentioned regarding regionalization of Session Managers to ICBM and its modules.

IceLib API

As mentioned before, the connection between ICBM and the IC Server is handled through IceLib and Session Manager, which greatly increases scalability. In order for the Interaction Supervisor module to retrieve and display real time statistics through IceLib and Session Manager, IceLib now exposes all statistical information. As a result, IceLib 4.0 now offers the ability to access all statistical information, allowing customers and partners to build their own applications using real-time information.

Statistics and Graphs

Both the Statistical and Graphical modules have been rewritten with several new usability features. Users can now select which elements they want to display and collapse groups of data they don't need to see, and still see when statistical alerts are active. Several new display layouts allow users to design the layout of the screen.



Interaction Supervisor with collapsed groups of statistics

The Graphs module allows a user to specify the color for a particular statistic. This allows users in a contact center to configure their colors consistently throughout their organization. A new feature allows the X and Y axes to display a fixed range instead of having them dynamically update based on the data shown, as in previous releases.

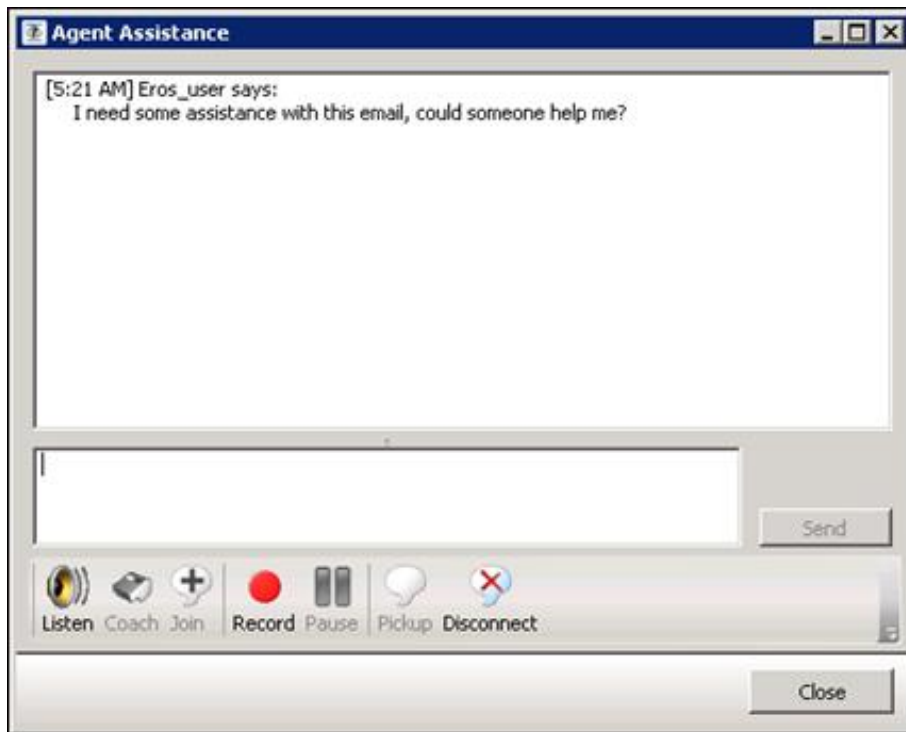
Alert Management

Alert Server in IC 4.0 has been changed to improve scalability. The user interface and usability of settings and configuration have been significantly changed to present a visual overview of the configured alerts. The ranges configured, including display colors and icons, are displayed to make configuration easier (Figure).



Assistance Request

The assistance request functionality has been improved to allow a chat conversation between the agent and supervisor. As soon as the chat request is accepted by the supervisor, both parties can enter text and have a real chat conversation. The supervisor also has immediate access to some key call control functions like Listen, Coach, Join and Record while typing with the agent who requested assistance.



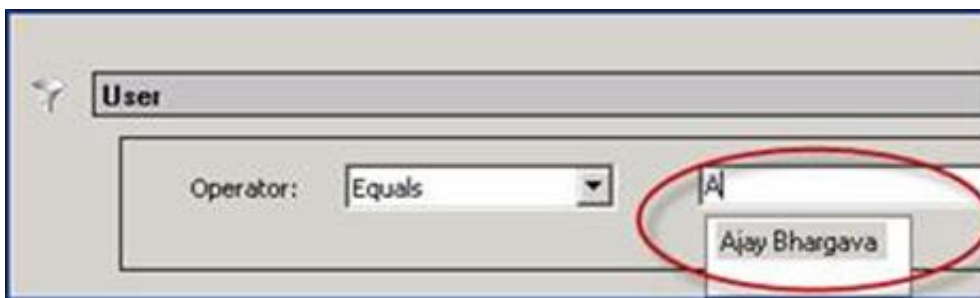
Supervisor Dialog for Assistance Request

Figure shows the new dialog that the supervisor sees when working with an agent on the supervisor assistance request.

Interaction Reporter

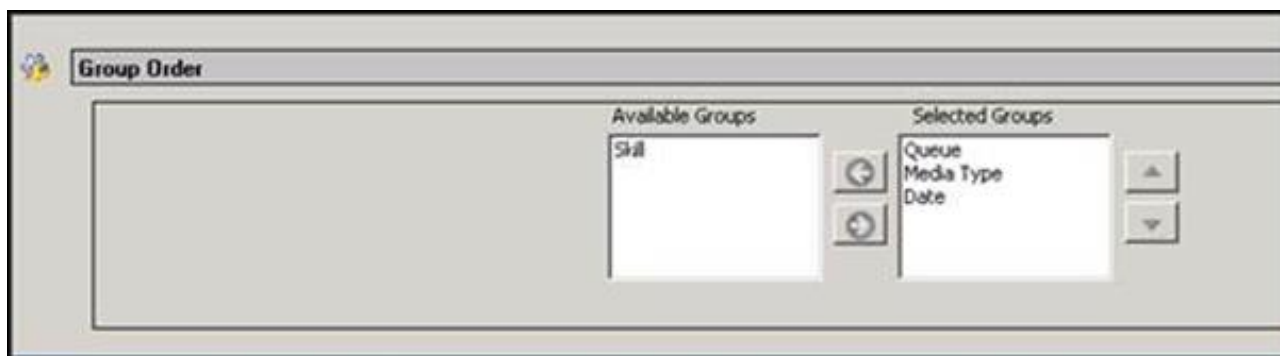
Interaction Reporter leverages .NET technology to provide a tighter integration to CIC 4.0, increased security and access controls, and more robust usability features, which include:

- **Relative Date Range Selection** - Interaction Reporter provides relative date range selections to run data for ranges like "This Year," "Last Year," "Yesterday," "Today," and so on, to reduce the need for static data ranges.
- **OR parameters** - By default, each parameter added is an AND filter where all data must match all filters/criteria selected. CIC 4.0 introduces the ability to also add OR filters.
- **Type-Ahead "Smart" Selection** - The filters automatically identify workgroups or users that match the user's typing. This feature helps to eliminate user errors that occur from mistyping.



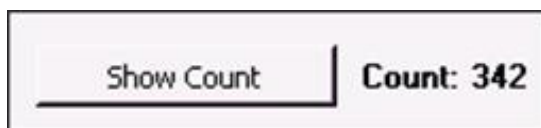
Type-Ahead "Smart" Selection

- **Filter Import / Export and Save**- Allows for filters to be saved and shared with other users.
- **Informational Parameters** - Informational input to the report that may allow additional data elements to be displayed or change the requirements for calculations.
- **Threshold Parameters** - Defines the criteria to highlight records within a report to allow the supervisor to easily identify the record that is hitting or missing a defined constraint (such as excessive hold times).
- **Group Order** - Gives the user control over how the report is grouped and summarized. The user, for example, can choose to group data by Date, and then by Queue, or by Queue, and then by Skill, and then by Date.



Group Order

- **Show Count** - Show count allows the user to see if there are any records in the database that match the current filter criteria on the screen. This option allows the user to identify whether the filter needs to be minimized to reduce heavy processing of the data and provides a quick way to identify if there will be any results.



Show Count

- **Multiple Page View** - Like other document readers, Interaction Reporter allows reports to be viewed one page at a time, with multiple pages side-by-side on the screen, in a grid, and so on.
- **Copy Button** - Allows the screen to be copied and pasted into another application.
- **Annotation Tool** - Allows users to make notes and annotate the report from within the application.

Service Level by Workgroup/Media Type

With the new data structure and logging changes, CIC supports greater service-level reporting by enabling separate distribution and service levels per media type, per queue. Each media type within each queue can be configured with up to 12 distribution levels and have its own service-level target.

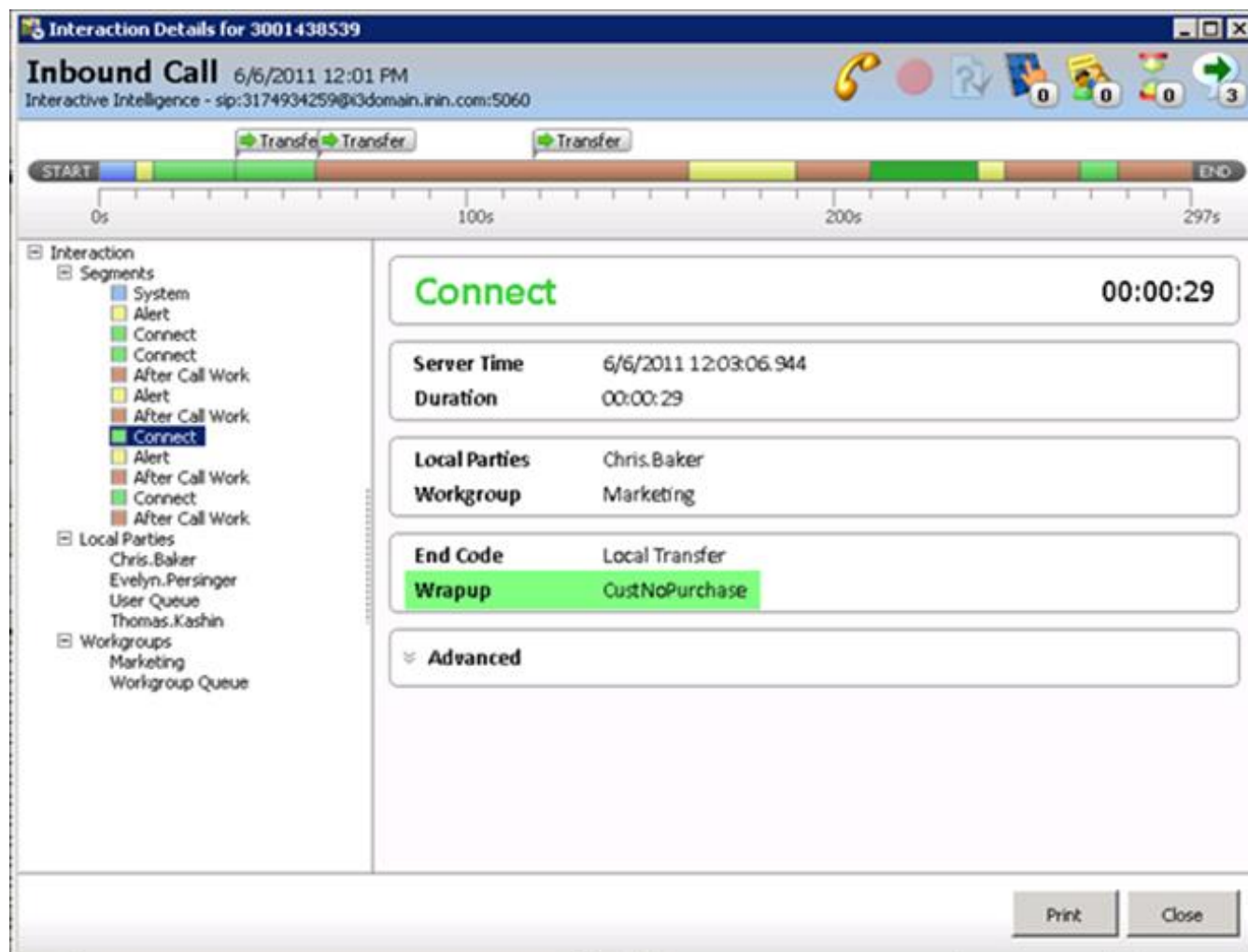
As an example, emails coming in to the Support queue can have different distribution settings compared to phone calls coming into that same queue. It is up to the system administrator to configure each of the intervals by workgroup and media type.

The new Service Level Target configuration option allows a user to specify the required time in which the interaction needs to be answered. The service-level target, just like the distribution settings, is configured by workgroup and media type. If a workgroup service-level target for calls is set to 20 seconds, the system tracks the percentage of calls that are answered within this service-level target. Contact center managers and supervisors can immediately see how they perform, based on these values, relative to service-level agreements.

Interaction Detail Viewer

Interaction Detail Viewer provides call center supervisors the ability to search for and audit a particular interaction directly in their ICBM workspace. Interaction Detail Viewer provides data on each segment or state of the call, each participant, each wrap-up code

that was selected, after-call work time, and various other statistics in both a text and graphical view. Visual cues allow the user to easily identify how many times a call was transferred, placed on hold, if it was recorded, and so on.



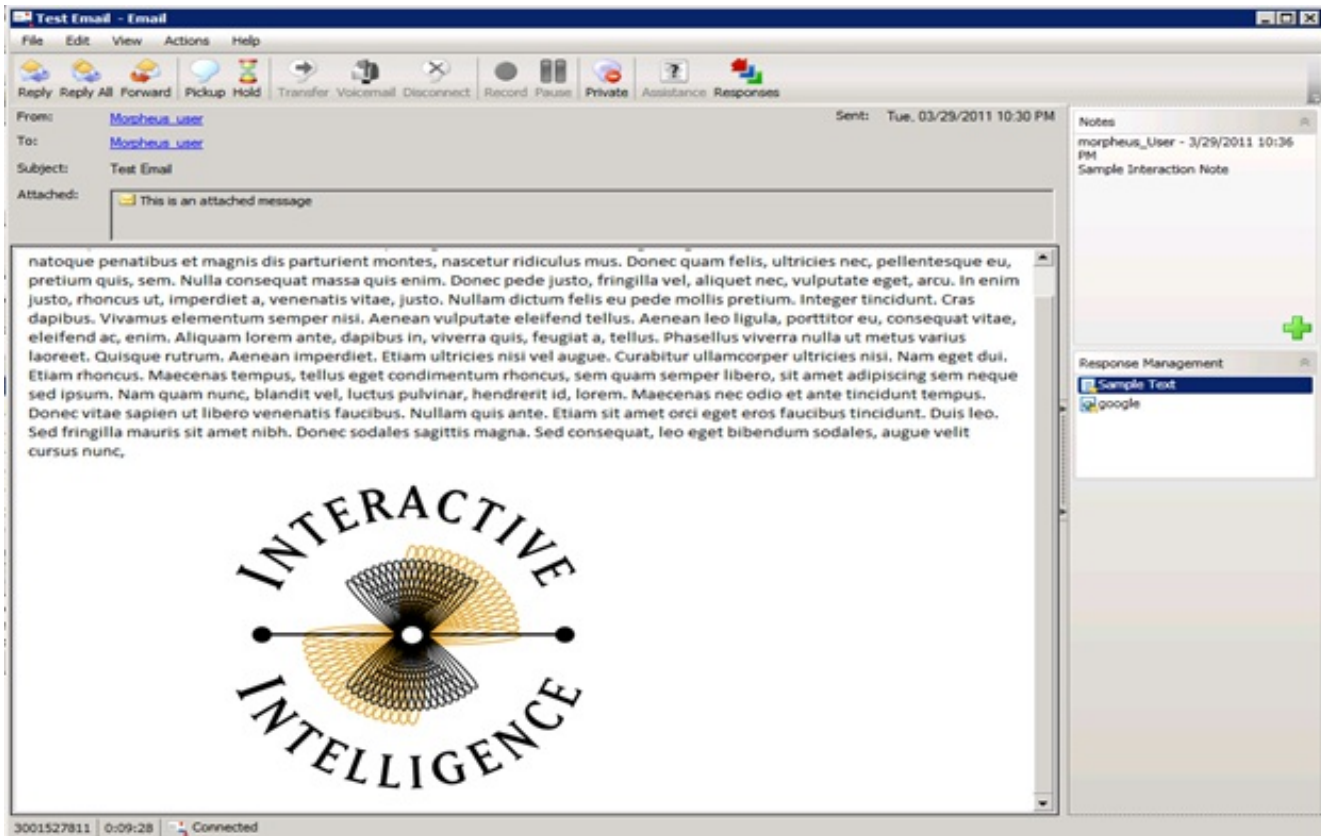
Interaction Detail Viewer

Improved Multi-channel Handling

The following sections outline some of the changes that have been made to multi-channel handling.

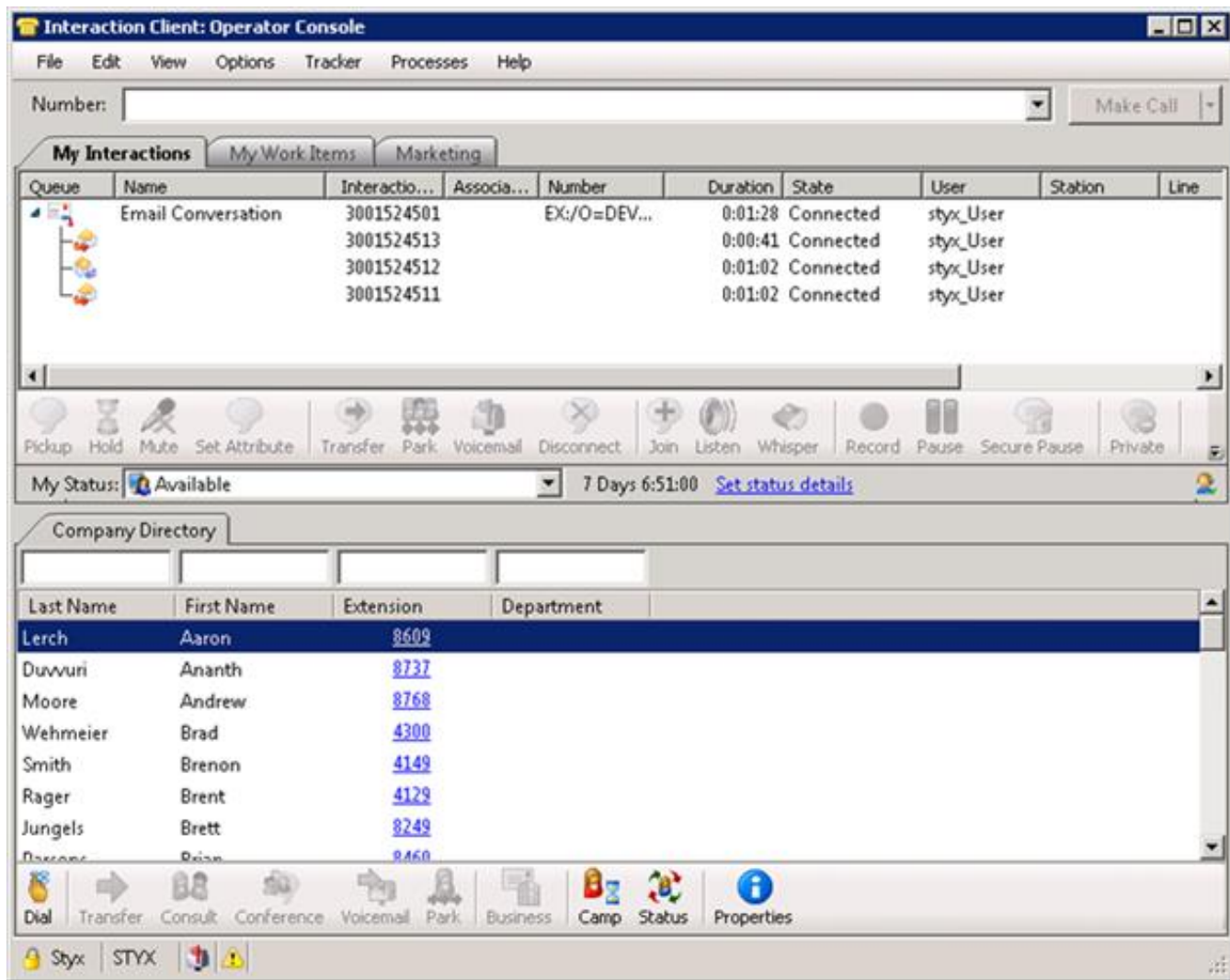
Updated Email Handling

CIC 4.0 presents a complete redesign of our email offering and introduces significant improvements compared to previous CIC releases. The key difference is that the response model has been changed to be more natural. An incoming email offered to an agent is opened in read-only mode, just as in other email applications. The email form now offers the ability to reply, reply all, and forward the message, as shown in Figure .



New Incoming Email Form with Reply, Reply All, and Forward buttons

Forwarding a message including attachments will automatically put the attachments in the outbound email as well. When a Reply or Forward action gets performed, the user still has the original read-only email option allowing them to perform multiple actions to a single email. A user could potentially forward an email to a different email addresses as well as responding to the customer just from within the client interface. While the user is performing all these actions (Reply, Forward) the Client interface keeps track of these actions and shows each of these actions as a child node in the client, making it visible to both the agent and supervisors about what is happening with an email as shown in Figure .



Interaction Client Showing different child objects for actions taken on an Email

In the Interaction Client .NET Edition, a new feature allows users to create a new outbound email directly from Interaction Client. These outbound emails can be associated with workgroups for reporting/tracking purposes and to determine the sender of the email. Each workgroup has additional configuration settings allowing system administrators to configure from which email address an outbound email is being sent. This address is used when the end-customer opens the email and replies to the message. Because these replies are handled by an ACD queue instead of an individual user, the volumes are tracked in both Interaction Supervisor and Interaction Reporter.

Improved Web Chat

CIC 4.0 significantly simplifies the deployment of web chat. Changes to the back-end architecture make this feature easier to deploy. Scalability and reliability are also significantly improved due to architecture changes. Tomcat is no longer a requirement; instead, the redesign relies on reverse proxy web server configuration.

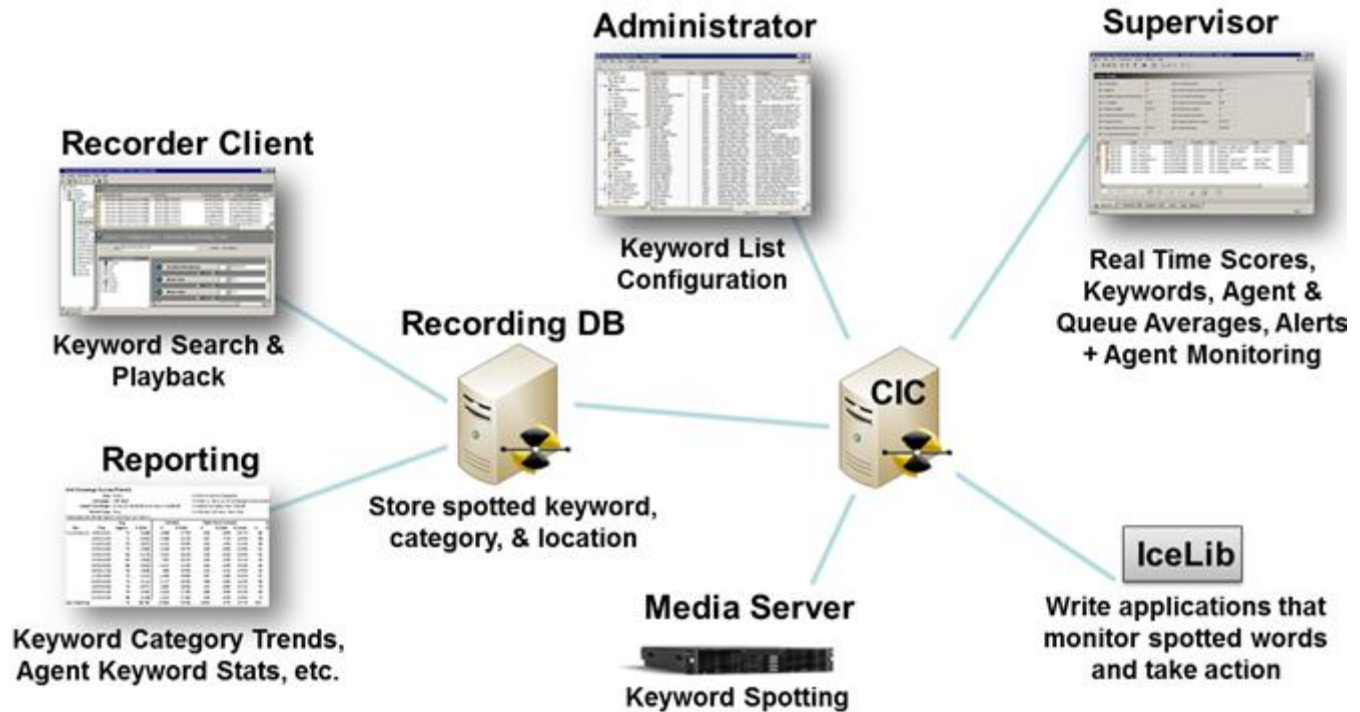
Web chat in CIC 4.0 includes an improved web front end, making it easier to customize and incorporate in corporate websites. The new front end also improves support for multiple browsers.

Enriched Contact Center Functionality

Interaction Analyzer

Interaction Analyzer is PureConnect's real-time word and phrase spotting product, built directly into the platform and leveraging

Genesys' own technology with no third party components. This allows for fully-integrated speech analytics with supervisors and agents being informed in real time of interaction scores and spotted keywords and phrases. Details of words and phrases spotted are stored, along with recordings, in Interaction Recorder to enable rapid searching of recordings, playback with spotted keywords and phrases, the ability to jump to specific entries, and trending analysis of types of calls, such as *Unhappy Customer*. Because Interaction Analyzer is built into the CIC platform, deployment is simple - activate licenses, define keywords and phrases, and start using it.



Interaction Analyzer Real Time Components

Analyzer Configuration

Interaction Analyzer is configured via Interaction Administrator. Configuration consists of 2 steps:

1. Define lists of keywords and phrases, called keyword sets.
2. Associate defined keyword sets with workgroups by channel (agent, customer, or both sides of the conversation).

Interaction Analyzer Keyword Sets
Configure settings associated with Interaction Analyzer keyword sets

Keywords grouped in "Keyword Sets" with one or more languages supported per set

Name	Category
Agent - First Call Resolution	First Call Resolution
Customer - First Call Resolution	First Call Resolution
Customer Churn	Churn
Negative Agent	Negative
Positive Agent	Positive
Unhappy Customer	Unhappy

Each set has a "Category" (e.g. unhappy, cursing, churn)

"Confidence threshold" allows you to control when a keyword is reported

Name: Customer - First Call Resolution
Category: First Call Resolution

Keyword	Spelling	Spotability	Confidence threshold	Customer score	Agent score	Advanced
time I've called	time I've called	<input type="checkbox"/>	60 %	-10	0	<input type="checkbox"/>
called before	called before	<input type="checkbox"/>	60 %	-5	0	<input type="checkbox"/>
keep calling	keep calling	<input type="checkbox"/>	60 %	-7	0	<input type="checkbox"/>
calling back	calling back	<input type="checkbox"/>	60 %	-5	0	<input type="checkbox"/>

Each keyword has one or more spellings and other optional "Advanced" controls

"Spotability" tells you the likelihood of false positives

Each keyword gets a +/- score based on whether the customer or agent said it

Interaction Analyzer Keyword Set Configuration

Workgroup Configuration - Marketing

Configuration | Files | Members | Roles/Supervisors | Wrap-up Codes | ACD
Phonetic Spellings | **Analyzer Keyword Sets** | Options | Security | Custom Attributes | History

Available Keyword Sets:

- Unhappy Customer

Selected Keyword Sets:

- Agent - First Call Resolution (Agent Channel)
- Customer - First Call Resolution (Customer Channel)
- Customer Churn (Customer Channel)
- Negative Agent (Agent Channel)
- Positive Agent (Agent Channel)

Select keyword sets to be spotted in a workgroup queue

Customer Channel ->
Agent Channel ->
Both Channels ->
<- Remove

Select whether to spot that set of keywords on the customer's side, agent's side, or on both sides of live interactions

☐ Confirm auto-save

Interaction Analyzer Workgroup Configuration

Analyzer Real Time Monitoring

Once configured, Interaction Analyzer monitors live conversations and provides real-time updates to supervisors through the Interaction Supervisor interface. Calls are scored in real time based on spotted words and phrases to help supervisors identify calls going well or poorly. A supervisor can hover over any given score with a mouse to see the words and phrases spotted in real time, and monitor the call using the Listen, Coach, Join, and other buttons.

Supervisors can see agent and customer scores per interaction in real time ...and set alerts on worst active scores

Mousing over an agent or customer score shows the last 7 keywords spotted plus positive and negative score components

Agent Positive Score: 12
 Agent Negative Score: 0
 Last Keyword: Is that all for today?
 Keywords Spotted (2):
 I completely understand
 Is that all for today?

As always, Supervisors can then listen, coach, and join the call if appropriate.

User	Agent Score	Customer Score	Recs	Interaction Id
JWeatherAdmin	+ 12 (2 words)	-24 (3 words)	1	1001441534

Interaction Analyzer Real Time Monitoring in Interaction Supervisor

Analyzer Integration with Interaction Recorder

Interaction Recorder stores all the details of the spotted keywords and phrases with the call recording. This adds even more options to recording searches, including category, keyword, and agent/customer scores (for example, "unhappy" customer calls for agent Joe, yesterday). When playing back recordings, Interaction Recorder indicates keywords and phrases in the call and allows the listener to jump directly to a desired location in the call.

Interaction Analyzer adds additional search criteria options to Interaction Recorder Client: By scores, keywords, categories

Recording playback marks spotted keywords allowing selection and playback

Recorder "Tags" hold spotted Analyzer categories and other quick-search markers

Call, - recorded on 4/8/2011 1:11:20 PM

Audio Media

0:00:18 0:00:44

I completely understand

Details

Media Details Participant Data Attributes Audio Trail Tags

First Call Resolution Positive

Add Save Changes

Analyzer Integration with Interaction Recorder - Recording Playback

Interaction Client Web Edition

We have continued our effort to improve the web client capabilities and have focused on adding contact center related features to Interaction Client Web Edition. In CIC 3.0, web client functionality was mainly geared toward business users; in CIC 4.0 the web client has become a version of the client that also works well for contact center agents who handle phone interactions. Multimedia (email, chat) support is not yet available in the Web Client; this will be added in a future release. Several new contact center features have been added to Interaction Client Web Edition:

- Workgroup activation
- Wrap-up codes
- Advanced Transfer dialog
- Account codes
- Screen-pop
- Call notes
- Configure column to display (For directories)
- Time-in-status information

The screenshot displays the Interaction Client Web Edition interface. At the top, there's a navigation bar with 'Logout', 'View', 'Options', and 'Help'. Below this is a 'My Interactions' section with a search bar and a 'Make Call' button. A toolbar contains icons for Pickup, Hold, Mute, Transfer, Voicemail, Disconnect, Record, Pause, Private, and Properties. The 'My Status' section shows 'Available, No ACD' with a timer at 0:00:25 and a link to 'Set status details'. The 'Company Directory' section features a table with columns: Log, Last Name, First Name, Extension, Department, Status, Until, and Time In Status. The table lists 15 contacts, including Aanenson, Adams, Agudelo, Ahmad, Akins, Aker, Akin, Al Shawaif, Albersmeyer, and Allen. At the bottom, there's a status bar showing 'Viewing contacts 1 - 15 of 1,056' and a 'Choose Columns...' link. A bottom toolbar includes icons for Dial, Email, Transfer, Voicemail, Park, Camp, Status, and Properties. The bottom status bar shows the user 'Indydevic2' and 'Jeroen.Buis' with a phone number '+31651361682'.

Log	Last Name	First Name	Extension	Department	Status	Until	Time In Status
X	Aanenson	Wayne	4512	Sales	Available		30 D
X	Adams	Joe	122	Channel Dept	Gone Home		2 C
✓	Adams	Joshua	4265	Support Services	On Vacation		
✓	Adams	Robert	4354	Development	Gone Home		
X	Agudelo	Pablo	8539	Support	Available, Forward		
X	Ahmad	Shahzad	8481	Sales	Available, Forward		
X	Akins	Sean	4189	Education	At a Training Session	vr, jun 3, 23:00	17 D
X	Aker	Evren	8772	Sales	Available, Forward		20 D
X	Akin	Seler	4513		Available, Forward		30 D
X	Al Shawaif	Safwaif	4126	Sales	Gone Home		24 D
✓	Albersmeyer	Evan	8316	Managed Services	Gone Home		
✓	Allen	Chris	4082	Info Technology	At a Training Session		1 C

Interaction Client Web Edition

Requirements

CIC 4.0 includes several architectural changes which improve both scalability and reliability.

Software and Third Party Requirements

CIC 4.0 has updated requirements for the underlying operating systems. There are also different requirements for third party software such as databases, mail platforms, and so on. The following sections describe these requirements in more detail.

For additional information about software requirements, see the PureConnect Product Information site at <https://my.inin.com/products/cic/Pages/Software-Requirements.aspx>.

Server Software Requirements

CIC 4.0 is only supported on Windows Server 2008 R2 (64-Bit). All server applications, including Media Server, off server Session Manager (OSSM), and Interaction SIP Proxy, also only support Windows Server 2008 R2.

Workstation Software Requirements

CIC 4.0 supports the following operating systems on workstations:

Operating System	32-Bit Version	64-Bit Version
Windows 7	Supported	Supported
Windows Vista	Not Supported	Not Supported
Windows XP	Limited (see below)	Not Supported
Windows Server 2008 R2 (as a workstation)	N/A	Supported

As described above, Windows XP has limited support in CIC 4.0. The following table outlines which applications are and are not supported under Windows XP.

Application	Supported
.NET Client	Supported
Fax Viewer	Supported
Voicemail Player	Supported
ININ QoS Driver	Not Supported
Screen Recorder Capture Client	Not Supported
All Other Applications	Not Supported

Email & Database Platforms

CIC 4.0 supports both Microsoft Exchange 2007 and Microsoft Exchange 2010. It also supports GroupWise 8.0, Lotus Domino 8.5, and Gmail.

Supported databases include Microsoft SQL Server 2008 R2 and Oracle 11G R2.

Hardware Requirements

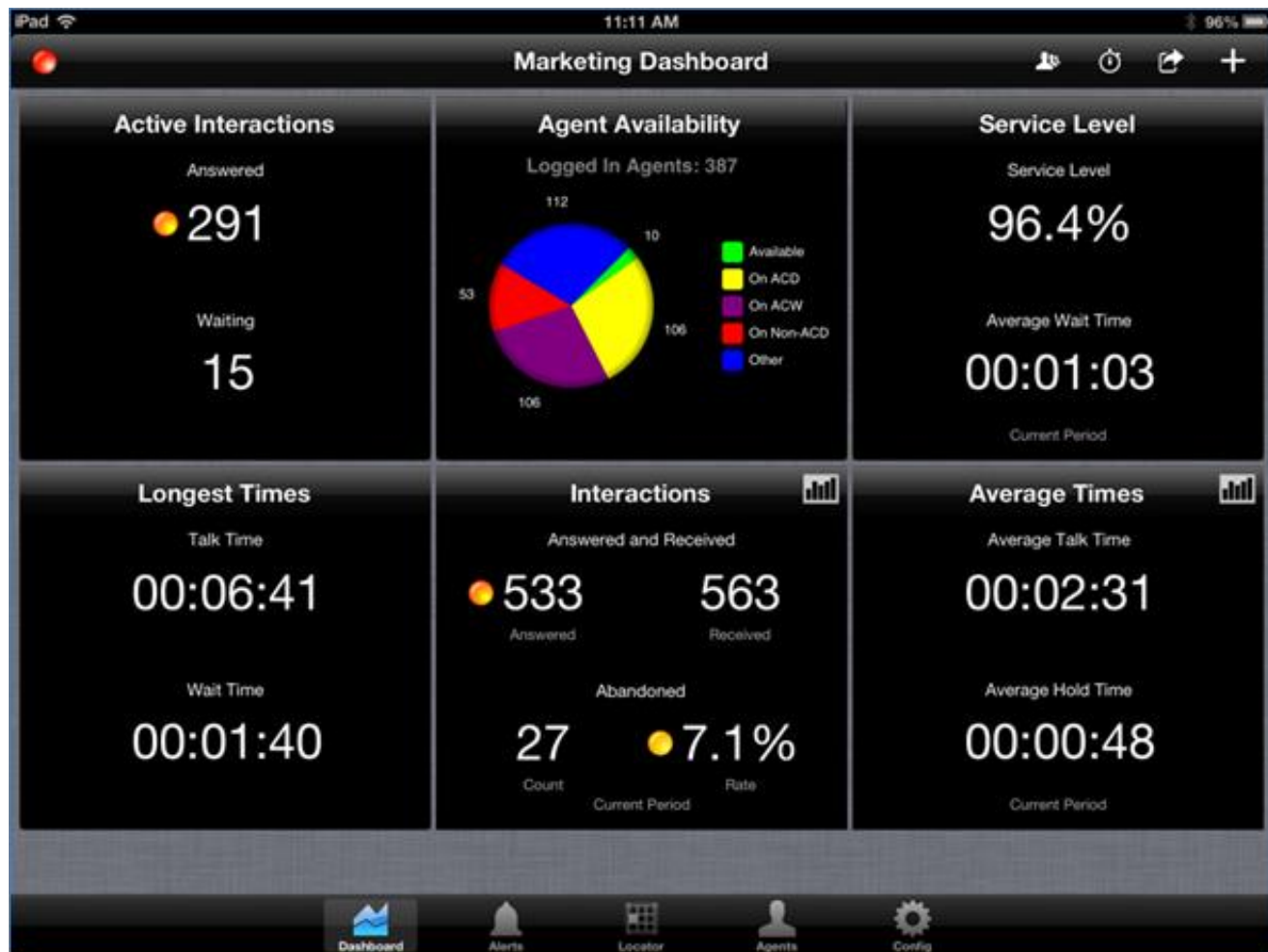
For hardware requirements, see the PureConnect Product Information site at <https://my.inin.com/products/cic/Pages/Hardware-Requirements.aspx>.

Separately Released Products

These products, while released and updated separately from CIC 4.0, have dependencies on CIC 4.0. See the appropriate product documentation on the [PureConnect Documentation Library](#).

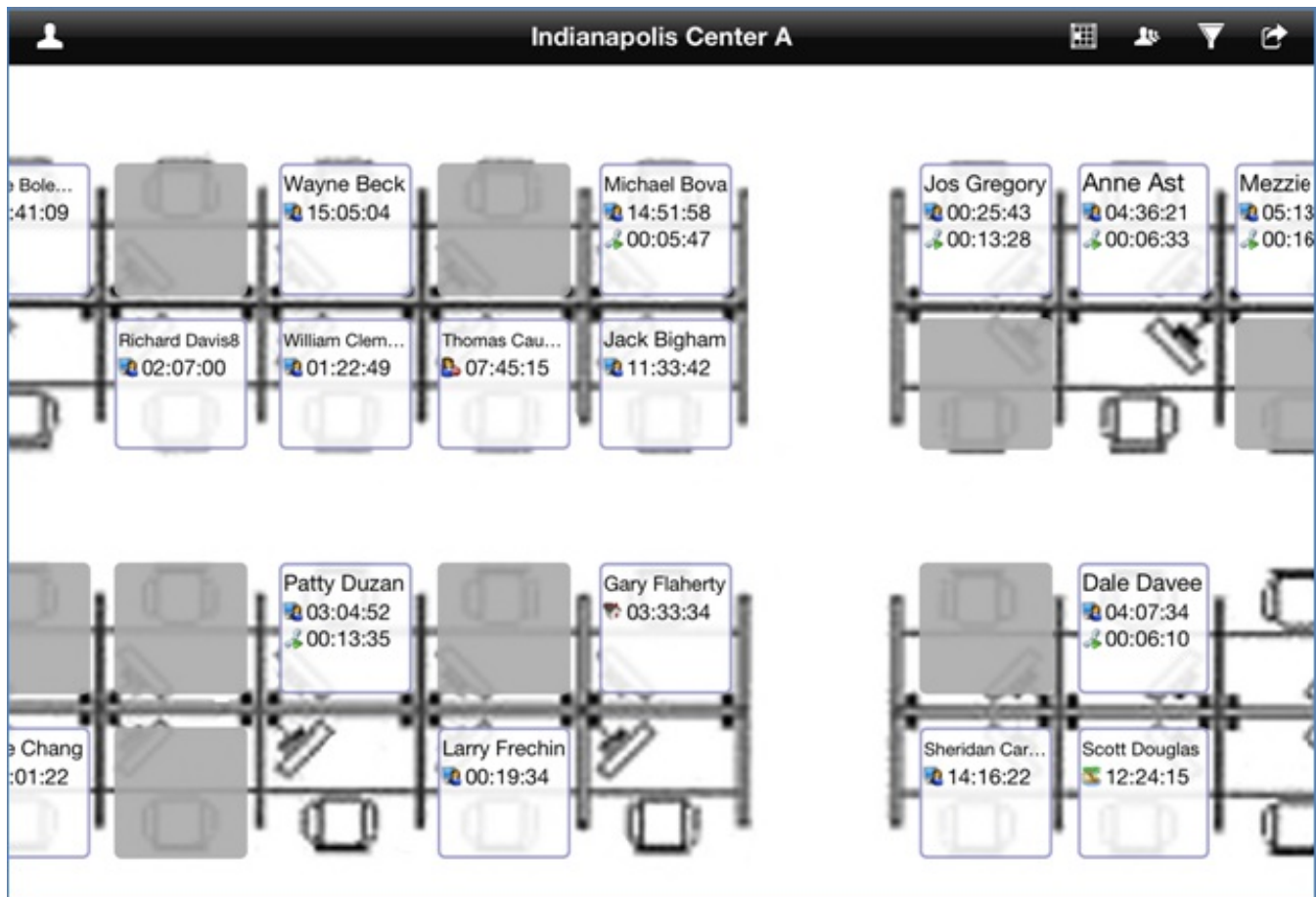
Interaction Supervisor iPad Edition

Interaction Supervisor iPad Edition is a new product that allows supervisors to use many of the original Interaction Supervisor functions on iPads. The application has different views, including a workgroup dashboard, an agent dashboard, and a new Agent Locator feature.



Interaction Supervisor iPad Edition - Workgroup dashboard

The Agent Locator feature allows supervisors to get a visual representation of the contact center based on a floor plan. As soon as a user logs on to Interaction Client, the user appears in the floor plan at the desk or location from which they logged on. This feature gives supervisors an easy way to see the location of a specific user. The Agent Locator view also provides real-time information, such as a user's status and information about interactions on which the user might be working.



Interaction Supervisor iPad Edition - Agent Locator

The application requires a separate access license and is compatible with iPad Gen 2+ with iOS 6.0+. The iPad application is available in the [Apple iTunes store](#). A 'View Demo' option is available in the application to see its capabilities.

The Interaction Supervisor iPad Edition will release shortly after the CIC 4.0 SU4 release, and licenses will be available to order.

CIC Integration with SAP ICI

The Interaction Center Integration to SAP ICI (Integrated Communication Interface) integrates the functionality of Interaction Center's Interaction Client into SAP's ICI Web Client (SAP CRM 4.x - 7.x). This integration allows the SAP agent to perform all typical phone and web chat operations without leaving the SAP application. The integration features also include routing of callbacks and generic objects.

Latitude Integration with Interaction Dialer

The Latitude Integration with Interaction Dialer facilitates call statistics analysis and payment data, provides click-to-dial Dialer support from within the Latitude client, and creates Dialer call lists.

It also schedules call list updates, allows real-time removal of duplicate numbers to comply with State and Federal guidelines, and provides a client view geared toward the typical Latitude user.

The Latitude Integration with Interaction Dialer is a seamless integration that provides:

- Unidirectional exchange of relevant statistics and data, such as call results and acquired payments.
- Click-to-dial Dialer support from within the Latitude Client view in Interaction Client.
- Ability to create Dialer call lists based on Latitude data from within Latitude's List Builder application.
- Ability to schedule recurring Dialer call list updates based on Latitude data (List Builder query).
- Simple, scaled down Latitude Client that runs alongside Interaction Client .NET Edition on the collection agent's workstation.
- Real-time removal of duplicate numbers from Dialer call list to assist with state and federal call compliance guidelines.

CIC Integration with Oracle Sales Cloud

The PureConnect Customer Interaction Center agent connector for Oracle Sales Cloud offers seamless information exchange for increased agent productivity and a personalized customer experience. The Oracle Sales Cloud integration is built on Customer Interaction Center's all-in-one IP communications software suite to make the integration process easy. Improved customer experience is achieved through an integrated screen-pop of the Oracle Sales Cloud webpage. Upon delivery of a call, the interface prefills with customer data related to the call.

For the user experience, the Oracle Sales Cloud interface is embedded with Customer Interaction Center's call control features, including transfer, hold, conference, disconnect, and click-to-call. These features put employees in even greater control to manage customer calls. In addition, the Oracle Sales Cloud interface can store all CIC-based inbound and outbound call details for monitoring purposes. Details can range from call source to length of call, and can include any comments that the employee adds about the conversation.

Note:

The CIC Integration to Oracle Sales Cloud is no longer available for purchase due to recent API changes by Oracle in Release 8 of the product. These changes require a rewrite of the integration and the release date has not been determined. Send any questions to Alliances@genesys.com.

CIC Integration with Salesforce Desktop

In CIC 4.0, the Salesforce.com integration has evolved. There are now two choices for implementation: Salesforce Desktop and Salesforce Web.

Salesforce Desktop

CIC Integration with Salesforce Desktop uses the Salesforce CTI Toolkit, is installed on the user workstation, and is now on its own release cycle. The CIC Integration with Salesforce Desktop release replaces CIC Integration with Salesforce.com, which was released with CIC 4.0 SU2.

Salesforce Desktop key features:

- CTI softphone handling multimedia interactions inside of the Salesforce.com interface
- Complete presence management
- Comprehensive screen pop support
- Interaction data synchronization to Salesforce.com activity
- Interaction Dialer integration

Salesforce Web (CIC Web Integration to Salesforce.com)

CIC Integration with Salesforce Web uses the Salesforce Open CTI (all web solution). This integration was released with CIC 4.0 SU3, and continues to be released with CIC 4.0 service updates.

Change Log

Change Log Date	Changed...
November 16, 2011	Initial release.
April 17, 2012	<ul style="list-style-type: none"> Added SU1 features. Updated link to software requirements on the Support website. Replaced description of Remote Content Server in GA section.
September 5, 2012	Added SU2 features.
February 25, 2013	Added SU3 features. Added Optimizer scheduling features to SU1. Updated description of Proactive Recording feature.
March 8, 2013	Removed information about generic objects, which won't be released until SU4.
September 25, 2013	Added SU4 features. Created a new high-level section, Separately Released Products. Updated SU3 section for Interaction Speech Recognition - Native CIC Speech Recognition (ASR).
November 22, 2013	Added Oracle Sales Cloud description to Separately Released Products section.
December 10, 2013	Added IC Integration Salesforce Desktop description to Separately Released Products section.
March 27, 2014	Added SU5 features.
July 3, 2014	<p>Added SU6 features. Changed organization of the document to reverse chronological order. Added a new Introduction section at the beginning of the document and removed the previous Introduction section from the IC 4.0 GA release section. Removed the Interaction Center Platform section.</p> <p>Added a note to the Oracle Sales Cloud section to state that the integration is not currently available for purchase.</p>
July 29, 2014	Updated documentation to reflect changes required in the transition from version 4.0 SU# to CIC 2015 R1, such as updates to product version numbers, system requirements, installation procedures, references to Interactive Intelligence Product Information site URLs, and copyright and trademark information.
October 21, 2014	Added content for CIC 2015 R1. Changed page layout to 8.5 x 11-inch.
December 1, 2014	Updated screen captures in the 2015 R1 Interaction Analyzer Reporting section.
February 9, 2015	Added content for CIC 2015 R2.
February 23, 2015	Corrected the description of the callback retry feature, which was added in CIC 4.0 SU5.
April 29, 2015	Added content for CIC 2015 R3.
May 11, 2015	Added a description of the ININProductInfo utility to the CIC 2015 R3 section.
August 7, 2015	Added content for CIC 2015 R4 and rebranded the cover page.
August 19, 2015	Corrected the SU5 note about the removal of historical adherence reports. Those reports were not removed in SU5.
November 2, 2015	Added content for CIC 2016 R1.
November 4, 2015	Corrected the location for the Developer Portal. Replaced the Doc Library screenshot.
February 8, 2016	Added content for CIC 2016 R2.
April 26, 2016	Added content for CIC 2016 R3.
August 2, 2016	Added content for CIC 2016 R4. Added Product Notices section.
September 15, 2016	Updated Legacy Salesforce Integrations topic, extending the support date for Salesforce Web integration.

October 3, 2016	Added Internet Explorer 10 support limit for Interaction Connect.
October 4, 2016	Added Improved language models for Interaction Analyzer and Interaction Media Server section in 2016 R4 section.
October 6, 2016	Added Legacy SMS Gateway Broker Deprecated in Product Notices.
October 11, 2016	Finished updates for CIC 2017 R1.
October 29, 2018	Corrected Product Notices > Salesforce Lightning Experience. Salesforce Classic Sales mode creates a new session for every agent action, Salesforce Classic Console mode does not.
March 21, 2019	Updated description of rebranding in Browser-based application branding topic in 2019 R1 New Features section.
April 1, 2019	Added Support for New Polycom Phones and Firmware to 2019 R1 New Features section.
April 3, 2019	Added information for new server parameter Prevent IC Server from Moving Recordings by Region.
18-June-2019	Added links to Altocloud documentation to the 2019 R2 Altocloud chat icon release note topic.
16-July-2019	Added Journey Map topic to New Features in 2019 R2. In 2019 R3 Release Notes, added links to Interaction Connect Journey Map help topics.
17-July-2019	Added Interaction Connect Support for Arabic topic to the New Features in 2019 R3 section.
04-September-2019	Added Operating limits in Interaction Optimizer to New Features in 2019 R4 section.
10-September-2019	Added Interaction Desktop Improved Accessibility Compliance topic to the New Features in 2019 R3 section.
12-September-2019	Added Validation of Oracle 12.2 to New Features in 2019 R4 section.
20-September-2019	Added PureCloud Bridge Replacement to New Features in 2019 R4 section.
23-September-2019	Removed E911 Emergency Calls release note from 2019 R4 section. It is being released in 2020 R1.
23-October-2019	Add Support for Speech Technologies to New Features in 2020 R1.
20-November-2019	Added Web Chat Enhancements to New Features in 2020 R1 section.
10-December-2019	Added Altocloud Content Offers to New Features in 2019 R4 section.
07-January-2020	Added End of Support product notice for Interaction Edge and Interaction Gateway.
21-January-2020	Removed notice about testing of Widgets 9.0.015.11 from AltoCloud Content Offers topic.
23-January-2020	Added Interaction Connect Accessibility Enhancements topic to 2020 R1 section.
27-January-2020	Updated Interaction Connect Accessibility Enhancements topic
14-February-2020	Added product notice for Interactive Update no longer supports updates.inin.com.
19-February-2020	Added product notice for Genesys Widgets Customization.
28-February-2020	Added release note for Windows Server 2019 support.
27-March-2020	Fixed link in Web Chat Enhancements topic.
08-April-2020	Added product notice for the Salesforce Object Routing Server.
09-April-2020	Updated download link in Salesforce Object Routing Server product notice.