



Ameyo 4.3

Release Notes

[Abstract](#)

This document introduces to the Release Notes of Ameyo 4.3 GA.

Table of Contents

1.	Document Versioning	16
2.	Getting Started	18
2.1	Introduction	18
2.2	Scope	18
2.3	Important Points.....	20
2.3.1	This Release is for both New Installation and Upgrades.	20
2.3.2	Support for Freshdesk Mint is not available in Ameyo 4.3 GA	20
2.3.3	Custom Report Upload.....	20
2.3.4	Backup and Restore PostgreSQL.....	21
2.3.5	Deprecated Old Voicemail API	21
2.3.6	New Build of Asterisk is available for SIP Configuration Only	21
2.3.7	Migration from Ameyo Report to Archiving and Reporting Tool (ART).....	22
2.3.8	New SLA Calculation	22
2.3.9	Workaround to the Delay in Starting the Server After Upgrade	22
2.3.10	Configuration of Auto-Expiry Duration of Tickets	23
2.3.11	High Availability Compatibility Matrix	24
3.	Packages	25
3.1.1	Package dated 18-Mar-2020	25
3.1.1.1	Ameyo Control Panel 100.0.255	25
3.2	Package dated 04-Dec-2019	25
3.2.1	Ameyo Server 4.3.10321	25
3.3	Package dated 07-Aug-2019	25
3.3.1	Ameyo Failover 3.10.1100.....	25
3.4	Package dated 09-Aug-19	26
3.4.1	Ameyo Server 4.3.10319	26
3.5	Package dated 16-Jul-19.....	26

3.5.1	Ameyo Server 4.3.10317	26
3.6	Package dated 28-May-19.....	26
3.6.1	Ameyo Server 4.3.10087	26
3.7	Package dated 16-Apr-19.....	27
3.7.1	Ameyo Server 4.3.10315	27
3.8	Packages dated 11-Apr-19	27
3.8.1	Ameyo Server 4.3.10314	27
3.8.2	Ameyo ART 4.3.10082.....	27
3.9	Package dated 09-Apr-19.....	27
3.9.1	Ameyo Djinn 100.0.233	27
3.10	Package dated 13-Mar-19	28
3.10.1	Ameyo Asterisk 4.6.10050.....	28
3.11	Packages of 26-Mar-19.....	28
3.11.1	Ameyo Server 4.3.10313.20190326.....	28
3.11.2	Ameyo ART 4.3.10077.20190326	28
3.12	Package of 15-Mar-19.....	29
3.12.1	Ameyo Server 4.3.10312.20190315.....	29
3.13	Package of 12-Mar-19.....	29
3.13.1	Ameyo Failover 3.10.1091.20190312	29
3.14	Packages of 11-Mar-19.....	29
3.14.1	Ameyo Server 4.3.10311.20190311	29
3.14.2	Ameyo Djinn 100.0.229	30
3.15	Package of 25-Feb-19	30
3.15.1	Ameyo Server 4.3.10301.20190225.....	30
3.16	Package of 22-Feb-19	30
3.16.1	Ameyo Server 4.3.10299.20190222.....	30

3.17	Package of 14-Feb-19	30
3.17.1	Ameyo ART 4.3.10075.20190214	30
3.18	Package of 07-Feb-19	31
3.18.1	Ameyo ART 4.3.10066.20190207	31
3.19	Packages of 05-Feb-19.....	31
3.19.1	Ameyo Server 4.3.10294.20190205.....	31
3.19.2	Ameyo ART 4.3.10064.20190205	31
3.20	Packages of 01-Feb-19.....	32
3.20.1	Ameyo Djinn 100.0.224.20190201	32
3.20.2	Ameyo Server 4.3.10293.20190131	32
3.21	Package of 29-Jan-19	32
3.21.1	Ameyo Server 4.3.10292.20190129.....	32
3.22	Package of 23-Jan-19	33
3.22.1	Ameyo Server 4.3.10288.20190123.....	33
3.23	Package of 22-Jan-19	33
3.23.1	Ameyo Server 4.3.10286.20190122.....	33
3.24	Package of 17-Jan-19	33
3.24.1	Ameyo Server 4.3.10285.20190117.....	33
3.25	Package of 17-Jan-19	34
3.25.1	Ameyo Server 4.3.10284.20190117.....	34
3.26	Package of 16-Jan-19	34
3.26.1	Ameyo Server 4.3.10282.20190116.....	34
3.27	Package of 15-Jan-19	34
3.27.1	Ameyo Server 4.3.10281.20190114.....	34
3.28	Packages of 03-Jan-19.....	35
3.28.1	Ameyo Server 4.3.10268.20190102.....	35

3.29	Packages of 28-Dec-18	35
3.29.1	Ameyo Server 4.3.10265.20181227.....	35
3.30	Packages of 18-Dec-18	36
3.30.1	Ameyo Server 4.3.10259.20181218.....	36
3.31	Packages of 10-Dec-18	36
3.31.1	Ameyo Archiving and Reporting Tool (ART) 4.3.10057.20181205.....	36
3.32	Packages of 8-Dec-18	36
3.32.1	Ameyo Server 4.3.10256.20181207.....	36
3.33	Packages of 3-Dec-18	37
3.33.1	Ameyo Server 4.3.10249.20181201.....	37
3.34	Packages of 1-Dec-18	37
3.34.1	Ameyo Server 4.3.10248.20181130.....	37
3.35	Packages of 30-Nov-18.....	37
3.35.1	Ameyo Archiving and Reporting Tool (ART) 4.3.10055.20181128.....	37
3.36	Packages of 20-Nov-18.....	37
3.36.1	Ameyo Server 4.3.10237.20181120.....	37
3.36.2	Ameyo Archiving and Reporting Tool (ART) 4.3.10052.20181120.....	38
3.37	Packages of 19-Nov-18.....	38
3.37.1	Ameyo Server 4.3.10235.20181119.....	38
3.38	Packages of 4.3 GA (25-Oct-2018).....	38
3.38.1	Ameyo Server 4.3.10205.20181025.....	38
3.38.2	Ameyo Archiving and Reporting Tool 4.3.10044.20181024.....	38
3.38.3	Ameyo Djinn 100.0.214.20181015.....	39
3.38.4	Ameyo CRM 100.0.238.2018031	39
3.38.5	Ameyo Control Panel (ACP) 100.0.159.20181010.....	39
3.38.6	Ameyo Codecs 16 for Asterisk 16-100.0.1.20180312-R_37336.i386	39

3.38.7	Ameyo Codecs 13 for Asterisk 13-100.0.10.20180312.....	39
3.38.8	Ameyo Answering Machine Detection (AMD) 16-100.0.1.20180312.....	39
3.38.9	Ameyo Asterisk 13 Dependencies Package for CentOS 7.2.....	39
3.38.10	Ameyo Asterisk 13 Dependencies Package for CentOS 6.5.....	39
3.38.11	Ameyo Asterisk 13.16-100.0.31.20180910.....	40
3.38.12	Ameyo ASAP.....	40
3.38.13	Ameyo Failover 3.10.1089.20181008.....	40
3.38.14	Ameyo Zabbix 4.1.234.20181025.....	40
3.38.15	Ameyo Zabbix Agent 4.1.44.20181015.....	40
3.39	Installation Steps.....	40
4.	Apps.....	42
4.1	System Smart View App.....	42
4.1.1	Reference Document.....	43
4.2	Agent Signature App.....	43
4.2.1.1	Reference Document.....	44
5.	System Requirements.....	45
5.1	Recommended (VAPT) System Requirements.....	45
5.1.1	Web Server.....	45
5.1.2	Web Container.....	45
5.1.3	Database.....	45
5.1.4	Call Server.....	45
5.1.5	VLA Server.....	45
5.1.6	Voice Blast Server.....	45
5.1.7	Server OS.....	45
5.1.8	Java Virtual Machine.....	45
5.1.9	PHP.....	46
5.1.10	Python.....	46

5.1.11	Client's Browser	46
5.1.12	Cold Redundancy Server	46
5.2	Minimum (Non-VAPT) System Requirements.....	46
5.2.1	Web Server	46
5.2.2	Web Container	46
5.2.3	Database	46
5.2.4	Call Server.....	46
5.2.5	VLA Server	46
5.2.6	Voice Blast Server	47
5.2.7	Server OS.....	47
5.2.8	Java Virtual Machine	47
5.2.9	PHP	47
5.2.10	Python.....	47
5.2.11	Client's Browser	47
5.2.12	Cold Redundancy Server	47
6.	VAPT Exceptions	48
7.	Bandwidth Consumption.....	54
8.	Ameyo Toolbar Compatibility Matrix.....	57
8.1.1	Microsoft Dynamics (MSD).....	57
8.1.1.1	Supported Platforms	57
8.1.2	Salesforce (SFDC).....	57
8.1.2.1	Salesforce Classic.....	57
8.1.2.1.1	Supported Browsers.....	58
8.1.2.2	Salesforce Lightning.....	58
8.1.2.2.1	Supported Browsers.....	58
8.1.3	Zendesk	58
8.1.3.1.1	Supported Browsers.....	58
8.1.4	Freshdesk	58

8.1.5	Support for Freshdesk Mint is not available in Ameyo 4.3 GA.....	58
8.1.5.1.1	Supported Browsers.....	58
8.1.6	Generic Integration through Toolbar.....	59
8.1.6.1.1	Supported Browsers.....	59
9.	New Features.....	60
9.1	Active Directory Single Sign-On on Ameyo Toolbar through ADFS and SAML.....	60
9.1.1	Reference Document.....	60
9.2	Customizable Web Chat.....	61
9.2.1	Reference Document.....	61
9.3	Theme Editing of Web Chat Form.....	61
9.3.1	Reference Document.....	62
9.4	Prompts Management for Administrator.....	62
9.5	New Chat Reports in Archiving and Reporting Tool (ART).....	62
9.6	New Lite Ticket Widget on Supervisor Dashboard.....	62
9.7	Sending Event-based Automatic Feedback Form on Email.....	63
9.7.1	Reference Document.....	65
9.8	CSAT Widget on Supervisor Dashboard.....	65
9.9	Historical Chat Log of the Last Chats for an Identified Customer.....	66
9.10	Session-less Customer Management API.....	67
9.10.1	Reference Document.....	67
9.11	Displaying ID and Name of Agent to the Customer in Ameyo Web Chat.....	67
9.12	Agent can view Tickets of Other Users also.....	68
9.13	Application is aware about WebRTC Status.....	70
9.14	Added Operators for Office Hours in Hour-based Conditions for Timer-based Automation Rules.....	71
9.15	Queue-level Office Hour Configuration in Supervisor Interface.....	73
9.16	Number Masking <Licensable Feature>.....	74

9.16.1	Reference Document.....	75
9.17	Displaying Agent ID on Mouse Hover during the call	75
9.18	Name of a Registered Customer is now clickable in Chat.	76
9.19	Create Aliases for Email Media Profiles ("Send from Email" Field)	77
9.20	View Email Profile of Other Contact Center User in Reporting Tool.....	78
9.21	UAM User Role	78
9.21.1	Reference Document.....	79
9.22	REST Auditing	79
9.22.1	Reference Document.....	80
9.23	Click to Chat Option for Agents	80
9.24	Access "Create Ticket Form" from CRM using Knowledge Base AppSDK.....	81
9.25	Auditing of Voicelog Downloads in Archiving and Reporting Tool (ART)	82
9.25.1	Reference Document.....	82
9.26	New Message when there is no Notification	83
9.27	Telephony Quick Actions.....	83
9.28	High Availability: Move to Another Node When Disk is Full	84
9.28.1	Reference Document.....	84
9.29	High Availability of Voicelogs	84
9.30	"Accept" and "Reject" Feature for Inbound and Outbound Calls.....	85
9.31	Zabbix	86
9.31.1	Reference Document.....	87
9.32	Ameyo Synthesizer <Licensable>	87
9.33	Updated Social Media Resolver for Comments.....	90
9.34	Ticket Assignment Configuration Update	91
9.35	Customer Portal VoC Feedback	92
9.35.1	Reference Document.....	93

- 9.36 WebRTC Failover through Multiple Voice Resources in Call Manager 93
- 9.37 Voicelog Encryption UI..... 93
- 10. Enhancements..... 95
 - 10.1 Option to not automatically assign Reopened Tickets 95
 - 10.2 New Time Display Format for SLA Counter 95
 - 10.3 Blocked Agents to share Credit Card Numbers over Chat 95
 - 10.4 Optional Closure Reason..... 96
 - 10.5 "Stop Executing After This Rule" Option for Event-based Automation Rules 96
 - 10.6 Renamed "Recent Dispositions" to "Quick Dispositions" 97
 - 10.7 Default Values Changed for Auto-Interaction Creation 97
 - 10.7.1** Reference Document..... 97
 - 10.8 Fixed the issue "Not able to update customer as columns are not assigned under Agent Table definition"..... 98
 - 10.9 More Parameters to Configure Voicelog Path 100
 - 10.10 "Auto Preview Dial", "Manual Preview Dial", and "Click to Call" Columns in Reports
101
 - 10.11 Removed Subject from Sorting Criteria 101
 - 10.12 ICNotificationService 102
 - 10.13 "More" Button in the Menu Bar of Supervisor Interface 102
 - 10.14 Enhanced Identification of Users..... 102
 - 10.15 Enhanced Authentication Policy for Voice Only Access Management..... 103
 - 10.16 Enhanced Logs for Call Manager and Voice Resource..... 103
 - 10.17 Better Call Details for the Agent 104
 - 10.18 Enhanced BYOB API..... 104
 - 10.18.1** Reference Document..... 105
 - 10.19 New Deletion Messages for Campaign, Queue, and User 105
 - 10.20 Enhanced Heat Calculation for Tickets..... 106

10.21	Enhanced Toolbar Integration	107
10.22	Updating Resolved Date of Reopened Tickets.....	107
10.23	Enhanced User Interface of Tabs in Supervisor and Agent Consoles.....	107
10.24	Dashboard has been removed for Wallboard User	108
10.25	Cleanup Enhancements	108
10.26	Organized Disposition Listing	109
10.27	Campaign Dashboard and Live Monitoring Enhancement	109
10.28	Optimized the SLA Calculation for Better Performance	110
10.28.1	Old SLA Calculation.....	110
10.28.2	Current SLA Calculation.....	110
10.28.2.1	Example of SLA Calculation	111
11.	Major Fixes.....	112
11.1	Major Fixes in Ameyo 4.3 GA (25-Oct-18).....	112
11.2	New Build for Asterisk 13.21	112
12.	Bug Fixes.....	113
12.1	Bug Fix in the Package dated 18-Mar-2020	113
12.1.1	Bug Fix in Ameyo Control Panel 100.0.255	113
12.2	Bug Fixes in the Package dated 04-Dec-2019.....	113
12.2.1	Bug Fixes in Ameyo Server 4.3.10321	113
12.3	Bug Fixes in the Package dated 07-Aug-2019.....	113
12.3.1	Bug Fixes in Ameyo Failover 3.10.1100.....	113
12.4	Bug Fixes in the Package dated 09-Aug-2019.....	113
12.4.1	Bug Fixes in Ameyo Server 4.3.10319	113
12.5	Bug Fixes in the Package dated 16-Jul-2019	113
12.5.1	Bug Fixes in Ameyo Server 4.3.10317	114
12.6	Bug Fixes in the Package dated 28-May-2019	114
12.6.1	Bug Fixes in Ameyo ART 4.3.10087.....	114

12.7	Bug Fixes in the Package dated 16-Apr-2019	114
12.7.1	Bug Fixes in Ameyo Server 4.3.10315	114
12.8	Bug Fixes in the Packages dated 11-Apr-2019.....	114
12.8.1	Bug Fixes in Ameyo Server 4.3.10314	114
12.8.2	Bug Fixes in Ameyo ART 4.3.10082.....	114
12.9	Bug Fixes in the Package dated 9-Apr-2019	114
12.9.1	Bug Fixes in Ameyo Djinn 100.0.233	114
12.10	Bug Fixes in the Packages of 26-Mar-19	114
12.10.1	Bug Fixes in Ameyo Server 4.3.10313.20190326	115
12.10.2	Bug Fixes in Ameyo ART 4.3.10077.20190326	115
12.11	Bug Fixes in the Package of 15-Mar-19	115
12.11.1	Bug Fixes in Ameyo Server 4.3.10312.20190315	115
12.12	Bug Fixes in the Package of 12-Mar-19	115
12.12.1	Bug Fixes in Ameyo Failover 3.10.1091.20190312.....	115
12.13	Bug Fixes in the Packages of 11-Mar-19	115
12.13.1	Bug Fixes in Ameyo Server 4.3.10311.20190311	115
12.13.2	Bug Fixes in Ameyo Djinn 100.0.229	115
12.14	Bug Fixes in the Package of 25-Feb-19.....	116
12.14.1	Bug Fixes in Ameyo Server 4.3.10301.20190225	116
12.15	Bug Fixes in the Package of 22-Feb-19.....	116
12.15.1	Bug Fixes in Ameyo Server 4.3.10299.20190222	116
12.16	Bug Fixes in the Package of 14-Feb-19.....	116
12.16.1	Bug Fixes in Ameyo ART 4.3.10075.20190214.....	116
12.17	Bug Fixes in the Package of 07-Feb-19.....	116
12.17.1	Bug Fixes in Ameyo ART 4.3.10066.20190207	116
12.18	Bug Fixes in the Packages of 05-Feb-19.....	116

12.18.1	Bug Fixes in Ameyo Server 4.3.10294.20190205	116
12.18.2	Bug Fixes in Ameyo ART 4.3.10064.20190205	117
12.19	Bug Fixes in the Packages of 01-Feb-19	117
12.19.1	Bug Fixes in Ameyo Djinn 100.0.224.20190201	117
12.19.2	Bug Fixes in Ameyo Server 4.3.10293.20190131	117
12.20	Bug Fixes in the Package of 29-Jan-19.....	117
12.20.1	Bug Fixes in Ameyo Server 4.3.10288.20190123	117
12.21	Bug Fixes in the Package of 23-Jan-19.....	117
12.21.1	Bug Fixes in Ameyo Server 4.3.10288.20190123.....	117
12.22	Bug Fixes in the Package of 22-Jan-19.....	118
12.22.1	Bug Fixes in Ameyo Server 4.3.10286.20190122.....	118
12.23	Bug Fixes in the Package of 17-Jan-19.....	118
12.23.1	Bug Fixes in Ameyo Server 4.3.10285.20190117.....	118
12.24	Bug Fixes in the Package of 17-Jan-19.....	118
12.24.1	Bug Fixes in Ameyo Server 4.3.10284.20190117.....	118
12.25	Bug Fixes in the Package of 16-Jan-19.....	118
12.25.1	Bug Fixes in Ameyo Server 4.3.10282.20190116.....	118
12.26	Bug Fixes in the Package of 15-Jan-19.....	119
12.26.1	Bug Fixes in Ameyo Server 4.3.10268.20190102.....	119
12.27	Bug Fixes in the Packages for 3-Jan-19.....	119
12.27.1	Bug Fixes in Ameyo Server 4.3.10268.20190102.....	119
12.28	Bug Fixes in the Packages for 28-Dec-18	119
12.28.1	Bug Fixes in Ameyo Server 4.3.10265.20181227	120
12.29	Bug Fixes in the Packages for 18-Dec-18	120
12.29.1	Bug Fixes in Ameyo Server 4.3.10259.20181218	120
12.30	Bug Fixes in the Package of 10-Dec-18.....	120

- 12.30.1 Bug Fixes in Ameyo Archiving and Reporting Tool (ART) 4.3.10057.20181205
120
- 12.31 Bug Fixes in the Package of 8-Dec-18..... 120
 - 12.31.1 Bug Fixes in Ameyo Server 4.3.10256.20181207 120
- 12.32 Bug Fixes in the Package of 3-Dec-18..... 120
 - 12.32.1 Bug Fixes in Ameyo Server 4.3.10249.20181201 120
- 12.33 Bug Fixes in the Package of 1-Dec-18..... 121
 - 12.33.1 Bug Fixes in Ameyo Server 4.3.10248.20181130 121
- 12.34 Bug Fixes in the Package of 30-Nov-18 121
 - 12.34.1 Bug Fixes in Ameyo Archiving and Reporting Tool (ART) 4.3.10055.20181128
121
- 12.35 Bug Fixes in the Packages of 20-Nov-18 121
 - 12.35.1 Bug Fixes in Ameyo Server 4.3.10237.20181120 121
 - 12.35.2 Bug Fixes in Ameyo Archiving and Reporting Tool (ART) 4.3.10052.20181120
121
- 12.36 Bug Fixes in the Packages of 19-Nov-18 121
 - 12.36.1 Bug Fixes in Ameyo Server 4.3.10235.20181119 121
- 13. Known Issues..... 122
 - 13.1 Pending Known Issues..... 122
 - 13.1.1 If Customer Info Tab is disabled, then CRM is not saving the data 122
 - 13.1.2 Not calculating and storing the IVR Time proeprly in case of Transfer to IVR Calls
122
 - 13.1.3 Post ID is incorrectly dumped through IC migration script..... 122
 - 13.1.4 Transfer/Confer to user of other campaign is not supported..... 122
 - 13.1.5 Auto re-login is not working in case of WebRTC || Product gap 122
 - 13.1.6 API to get Interaction id from crt id is not working 122
 - 13.1.7 Accept/Reject pop-up is not being displayed..... 123

- 13.1.8 ASAP without WebRTC is not working with two Call Servers..... 123
- 13.1.9 Agent is able to set the status to available without extension selection..... 123
- 13.1.10 Report Scheduler is sending 1 KB unnamed files upon selecting all reports
123
- 13.1.11 Zabbix Services did not start automatically upon server restart 123
- 13.1.12 After upgrading Zabbix, the system continues to ask to install Zabbix. 124
- 13.1.13 Adecco CDC || Not able to assign callback to user once it get assign to
campaign 124
- 13.1.14 SAAS: Freshdesk Toolbar is not functional with the latest version of Chrome
71 124
- 13.1.15 Latest Asterisk Build containing Asterisk 13.21 is not for Ameyo Systems with
PRI Configuration..... 124
- 13.2 Fixed Known Issues 124
 - 13.2.1 Templates created in Reports of Ameyo 4.0 are not available after migration to
ART of Ameyo 4.3..... 124
 - 13.2.2 System Routing and System Disposition Plans are not being created
automatically upon creation of new Contact Center. 125
 - 13.2.3 After upgrading Zabbix, existing "dacx_httpd_7.conf" gets overridden by the
default file format..... 125
 - 13.2.4 Unused Space On ACD Call Details | Reports 125
- 14. Default Reports in "Archiving and Reporting Tool" (ART)..... 126
- 15. Internationalization (i18n) 128
 - 15.1 Exceptions 128
- 16. License Information 129

1. Document Versioning

Version	Date	Purpose	Author
4.3.20	23-Jan-19	New Package of Ameyo Server 4.3 GA dated 22-Jan-19	Keshav Arora
4.3.21	24-Jan-19	New Package of Ameyo Server 4.3 GA dated 23-Jan-19	Keshav Arora
4.3.22	30-Jan-19	New Package of Ameyo Server 4.3 GA dated 29-Jan-19	Keshav Arora
4.3.23	1-Feb-19	New Package of Ameyo Djinn 100.0.224 dated 1-Feb-19	Keshav Arora
4.3.24	5-Feb-19	New Package of Ameyo Server 4.3 GA dated 1-Feb-19	Keshav Arora
4.3.25	8-Feb-19	New Package of Ameyo Server and ART dated 5-Feb-19	Keshav Arora
4.3.26	12-Feb-19	New Package of Ameyo ART dated 7-Feb-19	Keshav Arora
4.3.27	15-Feb-19	New Package of Ameyo ART dated 14-Feb-19	Keshav Arora
4.3.28	28-Feb-19	Ameyo Server Packages dated 22-Feb-19 and 25-Feb-19	Keshav Arora
4.3.29	15-Mar-19	New Packages of Ameyo Server and Ameyo Djinn dated 11-Mar-19	Keshav Arora
4.3.30	18-Mar-19	Ameyo Server Package dated 15-Mar-19	Keshav Arora
4.3.31	19-Mar-19	Ameyo Failover Package dated 12-Mar-19	Keshav Arora
4.3.32	26-Mar-19	New Packages of Ameyo Server and Ameyo ART dated 26-Feb-19	Keshav Arora
4.3.33	4-Apr-19	New Package of Ameyo Asterisk dated 13-Mar-19	Keshav Arora
4.3.34	12-Apr-19	New Packages of Ameyo Djinn, Ameyo Server, and Ameyo ART	Keshav Arora
4.3.35	18-Apr-2019	New Package of Ameyo Server dated 16-Apr-19	Keshav Arora
4.3.36	1-May-2019	Removed the Support Information	Keshav Arora

4.3.37	14-May-2019	Added information about Auto-Expiry of Tickets in "Getting Started"	Keshav Arora
4.3.38	29-May-2019	Ameyo ART Package dated 28-May-2019	Keshav Arora
4.3.39	17-Jul-2019	Ameyo Server Package dated 16-Jul-2019	Keshav Arora
4.3.40	30-Jul-2019	Corrected the definition of Auto-Expiry of Tickets in "Getting Started" page	Keshav Arora
4.3.41	13-Aug-2019	Ameyo Server Package dated 09-Aug-2019	Keshav Arora
4.3.42	14-Aug-2019	More Information about Ameyo Server Package dated 09-Aug-2019 and Adding a Known Issue	Keshav Arora
4.3.43	28-Aug-2019	Renamed and Moved Google Sites URL to https://sites.google.com/a/ameyo.com/ *	Keshav Arora
4.3.44	13-Sep-2019	Ameyo Failover Package dated 07-Aug-2019	Keshav Arora
4.3.55	26-Sep-2019	Changed the definition of Auto-Expiry Limit of Tickets in "Getting Started" page	Keshav Arora
4.3.56	13-Dec-2019	Ameyo Server Package dated 04-Dec-2019	Keshav Arora
4.3.57	28-Mar-2020	Ameyo Control Package dated 18-Mar-2020	Keshav Arora

2. Getting Started

2.1 Introduction

This document communicates the new features, enhancements, bug fixes, and other information about Ameyo 4.3.

2.2 Scope

The scope of this release is mentioned herein below.

1. Single Sign-On on Ameyo Toolbar with Active Directory through ADFS and SAML
2. Number Masking
3. Theme Editing of Web Chat Form
4. Prompts Management for Administrator
5. Four New Chat Reports in Archiving and Reporting Tool (ART)
6. New Lite Ticket Widget on Supervisor Dashboard
7. UAM User Role
8. REST Auditing
9. Click to Chat Option for Agents
10. Event-based Automatic Feedback on Email
11. CSAT Widget on Supervisor Dashboard
12. Show Historical Chat Log of the Last Chats for an Identified Customer
13. Session less Customer Management API
14. Application is aware for about Status
15. Office Hours and Calendar Hours in Rule Engine
16. Name of Registered Customers is now clickable in Chat.
17. Send from Email Field in Administrator Console
18. Access "Create Ticket Form" using Knowledge Base AppSDK

19. Auditing of Voicelogs Download
20. High Availability: Move to Another Node When Disk is Full
21. High Availability of Voicelogs
22. Option to not automatically assign Reopened Tickets
23. "Accept" and "Reject" feature for all Inbound and Auto-Dial Outbound Calls
24. Zabbix for real-time monitoring of servers, virtual machines, network devices, SIP, PRI, and Agents
25. Ameyo Synthesizer
26. Updated Social Media Resolver to include Comments of Facebook and Twitter in Tickets
27. New Values for "Ticket Reopened" event in Rule Engine
28. Customer Portal Voc Feedback
29. WebRTC Failover
30. Voicelogs Encryption
31. Added "Auto Preview Dial", "Manual Preview Dial", and "Click to Call" Columns in Reports
32. Removed Subject from Sorting Criteria
33. "More" Button is added in the Menu bar of Supervisor Interface
34. Enhanced Call Transfer and Call Conference
35. Improved Ameyo's Default Authentication will now work along with LDAP-based Authentication to authenticate logins of those users who logins only on softphone or IP Phone
36. Enhanced Logs for Call Manager
37. Enhanced Call Details for the Agent
38. Enhanced BYOB API
39. Enhanced Deletion Messages for Campaign, Queue, and User
40. Enhanced Heat Calculation for Tickets
41. Enhanced Toolbar Integration

42. Dashboard of Wallboard User has been removed, by default. But it can be enabled from the backend.
43. Organized Disposition Listing
44. Improved the SLA Calculation

2.3 Important Points

2.3.1 This Release is for both New Installation and Upgrades.

This Release of Ameyo 4.3 GA is available for both New Installations and Upgrade only. You can upgrade from the following Ameyo Releases to Ameyo 4.3.

- Ameyo 3.5
- Ameyo 3.10
- Ameyo 4.2

If you are upgrading from Ameyo 4.0 to Ameyo 4.3 and from Ameyo 4.1 to Ameyo 4.3, then these will QA-Assisted Upgrades and hence Customer DB Certification is required by the QA Team.

2.3.2 Support for Freshdesk Mint is not available in Ameyo 4.3 GA

Freshdesk had launched the new version of its CRM named Freshdesk Mint. Freshdesk had already announced through email to its customers that they will be deprecating the Old UI of their software by 31st of January 2019. (Please refer to their Announcement - <https://support.freshdesk.com/support/discussions/topics/322361>). The old version of Ameyo Toolbar that was integrated through a separate Chrome Toolbar will not work in Freshdesk Mint.

The user has to upgrade to Ameyo 4.5 GA to get the new Ameyo Toolbar for Freshdesk Mint.

2.3.3 Custom Report Upload

Professional Services (PS) Team had already been briefed about the same.

In Ameyo 4.3, there is a change in Report Column Mapping. A new column setupID is included. After this change, every new custom report should have this mapping. However, the backward compatibility has been maintained, that is, custom reports already uploaded on the setup will have no impact after the upgrading the Ameyo Release to 4.3.

But the already created custom reports (not having this setupID column) cannot be uploaded on this new release. To upload such reports, they have to be redesigned to include setupID column.

2.3.4 Backup and Restore PostgreSQL

Script to Backup and Restore PostgreSQL has been introduced. Please refer to <https://sites.google.com/a/ameyo.com/engineering/script-for-postgres-database-backup-and-restore> for more information.

2.3.5 Deprecated Old Voicemail API

Old Voicemail API has been deprecated in 4.0, 4.1, 4.2, 4.3, and 4.5. It's new version (Rest API) is planned for 4.6 GA.

2.3.6 New Build of Asterisk is available for SIP Configuration Only

Latest Asterisk Build 4.6.10050 (ameyo-asterisk13-100.0.18.20190313-R_42622-linux-gtk.i386.rpm) is available only for upgrading the setups that contains SIP Configuration and facing the below mentioned issues. It is not for the setups containing PRI Configuration.

Asterisk will be upgraded from 13.16 to 13.21 after installing this build. Following issues are fixed in this build.

- Memory Leak
- AMI Disconnection

Instead of Default Path, this build is available on a Custom Path on US3 Server.

Please do not upgrade to this build if you are not facing these issues or have configured PRI lines in the System.

2.3.7 Migration from Ameyo Report to Archiving and Reporting Tool (ART)

After Ameyo Report to Archiving and Reporting Tool (ART) migration, only Email and FTP profile associated with scheduler will come. However, other profiles will not be available.

Reference Document: <https://sites.google.com/a/ameyo.com/engineering/ameyo-report-installation/ameyo-reports-troubleshooting/migration-from-ameyoreport-to-ameyoart>

2.3.8 New SLA Calculation

Now SLA is calculated only at the creation of a ticket. The SLA is not calculated for the existing tickets until their state, queue, or priority is changed even if the Holiday Configuration or Office Hour Configuration is changed.

2.3.9 Workaround to the Delay in Starting the Server After Upgrade

A change has been made in SLA because of which the server may take more time than expected to start or going up if the number of tickets are greater than 10,000 in new, open or pending states. In such a case, run the following command to reduce the time required to up the server.

You have to increase the value for "slaRecalculationBatchSize" and "slaRecalculationSleepTimeInSeconds" in system_configuration_parameter table. Access the command line of Server Operating System where Ameyo Server is installed and execute the following commands one by one.

```
psql -U postgres //Enter the PostgreSQL Console.
\c ameyodb //Enter the database
select * from system_configuration_parameter where name ilike '%sla%';
```

```
[root@Node 13 ~]# psql -U postgres
psql (9.3.24)
Type "help" for help.

postgres=# \c matrix
You are now connected to database "matrix" as user "postgres".
matrix=# select * from system_configuration_parameter where name ilike '%sla%';
 id | name | type | value | default_value | date_added | date_modified
-----+-----+-----+-----+-----+-----+-----
 252 | slaRecalculationBatchSize | Integer | 1000 | 500 | 2018-10-22 20:15:26.87479 | 2018-10-22 20:15:26.87479
 253 | slaRecalculationSleepTimeInSeconds | Integer | 1 | 5 | 2018-10-22 20:15:46.638825 | 2018-10-22 20:15:46.638825
 254 | shouldRecalculateSLA | Boolean | false | false | 2018-10-22 21:19:37.578 | 2018-10-22 21:19:37.578
(3 rows)

matrix=#
```

Figure: Commands for SLA issue**Reference Document:**

https://docs.google.com/spreadsheets/d/1UXnGw6B_ByLhFUpgWbgJW9l6eLUxjdzlnOxnPx_Lq9c

2.3.10 Configuration of Auto-Expiry Duration of Tickets

By default, if not configured, then no auto-expiry time will be set for the tickets. You have to execute the following command to configure the Auto-Expiry limit for the tickets.

```
insert into system_configuration_parameter
(name,type,value,default_value) values
('autoExpiryInteractionIntervalInDays','Integer','<No_of_days>
','<No_of_days>');
```

We recommend to provide the value of "No_of_days" greater than 90 days. This is because the minimum value of the auto-expiry time is 90 days. If you are configuring the auto-expiry limit for less than 90 days, then upon restart of Ameyo AppServer, the auto-expiry limit will be reset to 90 days automatically.

The auto-expiry time will start from the date of creation of the tickets. Only those tickets, which are in "CLOSED" state, will be marked for expiry after reaching this limit and will not be visible in the system.

If the Auto-Expiry Duration for an Open or Pending Ticket is exceeded, then that ticket will expire only when any user closes that ticket.

If you want the tickets should be visible and should not expire after the defined auto-expiry limit from their creation dates (after being closed), then you have to use the above command to increase the auto-expiry limit.

Refer to the following document to know more.

<https://sites.google.com/a/ameyo.com/engineering/Home/certificationknowledgebase/ic-configuration-parameter>

2.3.11 High Availability Compatibility Matrix

ameyo-failover-3.10.1089.20181008-R_40377.x86_64.rpm is compatible with the following operating systems.

- CentOS 7.5
- Ameyo-OS-7.5.4.2
- Red Hat Enterprise Linux 7.5

3. Packages

3.1.1 Package dated 18-Mar-2020

3.1.1.1 Ameyo Control Panel 100.0.255

`acp-100.0.255.20200318-R_46943.x86_64.rpm`

MD5Sum: df1695a0070b787e44a211a23d69d33b

This Ameyo Control Panel Package is compatible only with PHP 5.6.40.

Fixed the following issue in this version.

- Frontier Utilities LLC (Customer): The execution of the following query was time consuming and it had to be improved. This issue has been fixed now.

```
select distinct crm_url from voice_campaign_settings where crm_url  
ilike '%customer.php%' and crm_url!=''
```

3.2 Package dated 04-Dec-2019

3.2.1 Ameyo Server 4.3.10321

`ameyo-failover-3.10.1100.20190807-R_44210.x86_64.rpm`

MD5Sum: 14dc3a50a899043edb05316c068a3007

Fixed the following issue.

- Holiday/office hour module was not working properly in Japanese Language

3.3 Package dated 07-Aug-2019

3.3.1 Ameyo Failover 3.10.1100

`ameyo-failover-3.10.1100.20190807-R_44210.x86_64.rpm`

MD5Sum: 14dc3a50a899043edb05316c068a3007

Fixed the following issue.

- Unable to upload CIP file. Applicable to RedHat Enterprise Linux 7.5 and CentOS 6.7

3.4 Package dated 09-Aug-19

3.4.1 Ameyo Server 4.3.10319

ameyo-server-4.3.10319.20190809-R_44236-linux-gtk.i386.rpm

MD5Sum: e69837b609936bbc0561d56cd5952ad7

Fixed the following issues.

- [DTDC \(Customer\)](#): Changed MIME Content-type format of voicelogs from audio/mp3 to audio/mpeg
- [IPS \(Customer\)](#): If Customer Info Tab is disabled from the backend, then CRM (or CRM with Knowledge Base) is displayed in the CTI Pop-up. The section displaying the CRM section was reloading automatically and was not saving any data.

Detected the following two Known Issues.

- If Customer Info Tab is disabled, then CRM is not saving the data. [Know more...](#)
- Not calculating and storing the IVR Time proeprly in case of Transfer to IVR Calls. [Know more...](#)

3.5 Package dated 16-Jul-19

3.5.1 Ameyo Server 4.3.10317

ameyo-server-4.3.10317.20190716-R_43963-linux-gtk.i386.rpm

MD5Sum: 87cdd8ebcd2889804645775af36a2e4f

Fixed the following issue.

- [IPS \(Customer\)](#): Not able to select the Time Filter in Call History Tab of Agent Console.

3.6 Package dated 28-May-19

3.6.1 Ameyo Server 4.3.10087

ameyo-art-4.3.10087.20190528-R_43304-linux-gtk.x86_64.rpm

MD5Sum: afd560e231d3adc2a07e27c0b96681f

Fixed the following issue.

- [IPS \(Customer\)](#): Issue in the localization.

3.7 Package dated 16-Apr-19

3.7.1 Ameyo Server 4.3.10315

ameyo-server-4.3.10315.20190416-R_42892-linux-gtk.i386.rpm

MD5Sum: f53a5d4a573f14dd65c7bd8f1cbd03f9

Fixed the following issue.

- Unable to download the nodeflow from the Web

3.8 Packages dated 11-Apr-19

3.8.1 Ameyo Server 4.3.10314

ameyo-server-4.3.10314.20190411-R_42865-linux-gtk.i386.rpm

MD5Sum: 3a280da281e03dc6abd19d349dfe4507

Fixed the following issue.

- Nodeflow download and upload issue

3.8.2 Ameyo ART 4.3.10082

ameyo-art-4.3.10082.20190412-R_42878.i386

MD5Sum: 0bac6a0ca67fd1d883ef3d43147a574a

Fixed the following issue.

- No data was coming in "interaction columns" of Agent Productivity Report

JRXML for this report was also provided.

3.9 Package dated 09-Apr-19

3.9.1 Ameyo Djinn 100.0.233

ameyo-djinn-100.0.233.20190409-R_42845.x86_64.rpm

MD5Sum: 39be81236e715d521078599f43af3b7b

Fixed the following issue.

- Failover Notification was not being sent to multiple Email Addresses. Now, it can be sent to multiple email addresses.

3.10 Package dated 13-Mar-19

3.10.1 Ameyo Asterisk 4.6.10050

ameyo-asterisk13-100.0.18.20190313-R_42622-linux-gtk.i386.rpm

MD5Sum: 01785da0eaf6a26ed5da510dfc1298a7

This build is available only for upgrading the setups that contains SIP Configuration and facing the below mentioned issues. It is not for the setups that contains PRI Configuration.

Asterisk will be upgraded from 13.16 to 13.21 after installing this build. Following issues are fixed in this build.

- Memory Leak
- AMI Disconnection

Instead of Default Path, this build is available on a Custom Path on US3 Server.

Please do not upgrade to this build if you are not facing these issues or have configured PRI lines in the System.

3.11 Packages of 26-Mar-19

3.11.1 Ameyo Server 4.3.10313.20190326

ameyo-server-4.3.10313.20190326-R_42719-linux-gtk.x86_64.rpm

MD5Sum: 67437815c703f28f87571367b0cc4f2f

Fixed the following issue in this new version.

- Matrix (Customer): Interaction Data is showing in AGENT Productivity Report. There was problem with JRXML and uploader was not working.

3.11.2 Ameyo ART 4.3.10077.20190326

ameyo-art-4.3.10077.20190326-R_42718-linux-gtk.x86_64.rpm

MD5Sum: 6655ea97634d84dbbb27ddacce742a2

Fixed the following issue in this new version.

- [Matrix \(Customer\)](#): Interaction Data is showing in AGENT Productivity Report. There was problem with JXML and uploader was not working.

3.12 Package of 15-Mar-19

3.12.1 Ameyo Server 4.3.10312.20190315

ameyo-server-4.3.10312.20190315-R_42650-linux-gtk.i386.rpm

MD5Sum: c226c504f9a7f174533aa4f7dd66d01d

Fixed the following issue in this new version.

- [IPS \(Customer\)](#): Supervisor Screen Size Issue

3.13 Package of 12-Mar-19

3.13.1 Ameyo Failover 3.10.1091.20190312

ameyo-failover-3.10.1091.20190312-R_42606.x86_64

MD5Sum: dbf09bc0fff2fcc3b14c6514735d8fc5

Ameyo Failover Package will now manage the chkconfig and systemctl for PostgreSQL that will stop PostgreSQL to check the status of down servers automatically. The user can enable or disable this automatic check. But if enabled, the setup will not fail instead it shows error in the logs.

3.14 Packages of 11-Mar-19

3.14.1 Ameyo Server 4.3.10311.20190311

ameyo-server-4.3.10311.20190311-R_42595-linux-gtk.i386.rpm

MD5Sum: e651a4cbabec83f9af8fd70c0c344c25

Fixed the following issue in this new version.

- [Bank Bazar \(Customer\)](#): Get dialable lead not showing for all leads

3.14.2 Ameyo Djinn 100.0.229

ameyo-djinn-100.0.229.20190311-R_42589.x86_64.rpm

MD5Sum: b5290bdcebac6138f14da75744e9da8d

Fixed the following issue in this new version.

- Jstack in ameyoserver fast stop

Script to Backup and Restore PostgreSQL has been introduced. Please refer to <https://sites.google.com/a/ameyo.com/engineering/script-for-postgres-database-backup-and-restore>.

3.15 Package of 25-Feb-19

3.15.1 Ameyo Server 4.3.10301.20190225

ameyo-server-4.3.10301.20190225-R_42405-linux-gtk.i386.rpm

MD5Sum: ccf32bf01470f8052a4efe0b29cf6c6f

Fixed the following issues in this new version.

- Hopscotch (Customer): Email is not fetching/SLA calculation
- QIB/NearSOI/Dreambox (Customer) : Call stuck in Outbound or Inbound

3.16 Package of 22-Feb-19

3.16.1 Ameyo Server 4.3.10299.20190222

ameyo-server-4.3.10299.20190222-R_42396-linux-gtk.i386.rpm

MD5Sum: c974623b4a09434e1cc3869501922491

Fixed the following issue in this new version.

- Email solution is not working(hefele)

3.17 Package of 14-Feb-19

3.17.1 Ameyo ART 4.3.10075.20190214

ameyo-art-4.3.10075.20190214-R_42307-linux-gtk.i386.rpm

MD5Sum: 94a62222429f38d06408e8df4aa76b3f

Fixed the following issues in this new version.

- IPS ART (4.3) report locale translation
- Gloviba : CRM Lead Detail is not coming for Amex
- G7CR: Report Error

3.18 Package of 07-Feb-19

3.18.1 Ameyo ART 4.3.10066.20190207

ameyo-art-4.3.10066.20190207-R_42198-linux-gtk.i386.rpm

MD5Sum: 10263286785f4e9e462f4c7515165dde

Fixed the following issues in this new version.

- Customer feedback icon is hidden on the UI
- Mismtach in data Lost call detail Vs Lost call Summary report

3.19 Packages of 05-Feb-19

3.19.1 Ameyo Server 4.3.10294.20190205

ameyo-server-4.3.10294.20190205-R_42158-linux-gtk.i386.rpm

MD5Sum: c74ff38208ccdbcfb984bb0524896438

Fixed the following issue in this new version.

- Issue: Chrome 72 II Web RTC issue

Description: While using WebRTC in Chrome 72, its getting with message 'AW SNAP' after few successful calls.

3.19.2 Ameyo ART 4.3.10064.20190205

ameyo-art-4.3.10064.20190205-R_42166-linux-gtk.i386.rpm

MD5Sum: 7b2cfe57b6534524f7a26ac202893a74

Fixed the following issue in this new version.

- Issue: Lost call detail incorrect report

Description: Provided new JRXML in the build. Made the changes in query.

3.20 Packages of 01-Feb-19

3.20.1 Ameyo Djinn 100.0.224.20190201

ameyo-djinn-100.0.224.20190201-R_42126.x86_64.rpm

MD5Sum: 0c492b32fb63feb110aa6b0e5de1f9eb

Fixed the following issues in this new version.

- Djinn | | ameyoctl service postgresql status | | command showing wrong status
- Unable to set affinity of postgres service in CentOS 7 or Ameyo OS 7

3.20.2 Ameyo Server 4.3.10293.20190131

ameyo-server-4.3.10293.20190131-R_42107-linux-gtk.i386.rpm

MD5Sum: 6bfe6b821a38aed92cf0d1a9b9a49ae7

Fixed the following issue in this new version.

- autoCloseTimerJob is closing those tickets automatically, which has the default value of 7 days and upon which no activities are performed for the last 7 days.

3.21 Package of 29-Jan-19

3.21.1 Ameyo Server 4.3.10292.20190129

ameyo-server-4.3.10292.20190129-R_42082-linux-gtk.i386.rpm

MD5Sum: 54917c01eebda50652033fc3f3d67582

Fixed the following issues in this new version.

- Already connected auto dial number again tried by Dialer
- User accept reject popup not working when user is on call details tab
- Urgent | | Facebook interactions are not getting created | | Air Peace- Nigeria
- Chat campaign setting is not showing in 4.3 build
- The tickets were keep on loading after upgrading to 4.3

3.22 Package of 23-Jan-19

3.22.1 Ameyo Server 4.3.10288.20190123

ameyo-server-4.3.10286.20190122-R_41960-linux-gtk.i386.rpm

MD5Sum: 1b56bf405464f9c542cb14b01d4424a4

Fixed the following issue in this new version.

- Novapluse (Customer) (Build 4.3): Interaction loading/slowness issue

3.23 Package of 22-Jan-19

3.23.1 Ameyo Server 4.3.10286.20190122

ameyo-server-4.3.10286.20190122-R_41960-linux-gtk.i386.rpm

MD5Sum: 751c08ec27d98939af2c0e2ed4ba88dd

Fixed the following issues in this new version.

- Issue: Unable to download the nodeflow from the Web
Solution: Multiple spaces are presented in the nodeflow. Handling was done only for single spaces. Added regex for handling the multiple spaces.
- Issue: Agent search optimization.
Solution: Agent can easily search the registered customer from the ticket details and the chat box of Third-Party Chat Module.

3.24 Package of 17-Jan-19

3.24.1 Ameyo Server 4.3.10285.20190117

ameyo-server-4.3.10285.20190117-R_41886-linux-gtk.i386.rpm

MD5Sum: 3e20f7e3e96af3e36919d1b4820e5040

Fixed the following issues in this new version.

- Auto call duration and Production time duration are showing same on Supervisor Live monitoring

Description: The autoCallOffDuration was not being in UserDispositionHistoryCollector due to which it was returning the same as zero.

3.25 Package of 17-Jan-19

3.25.1 Ameyo Server 4.3.10284.20190117

ameyo-server-4.3.10284.20190117-R_41884.i386

MD5Sum: 93b87de3f4cc17c615f3c126aaa484c1

Fixed the following issues in this new version.

- Only one customer mood is visible on the ui || CSS issue || and all other are hide. One extra disabled class is coming in the css.
- The special characters were not handled in the api
- API was not updated as per the new ic structure

3.26 Package of 16-Jan-19

3.26.1 Ameyo Server 4.3.10282.20190116

ameyo-server-4.3.10282.20190116-R_41860-linux-gtk.i386.rpm

MD5Sum: f7b092973f6bde5ea430910cde9f58a4

Fixed the following issue in this new version.

- For crm modified push, the crm url was not being set in the iframe in case of click to call.

3.27 Package of 15-Jan-19

3.27.1 Ameyo Server 4.3.10281.20190114

ameyo-server-4.3.10281.20190114-R_41813-linux-gtk.i386.rpm

MD5Sum: 9cdb0ac5f53eb6fb55e8221b0619bfb4

Fixed the following issues in this new version.

- Click to manual dial failure.
- Skill based issue

- Auto answer issue in case call disconnected by customer
- TTS (Customer): Talk to solution. Time job fix
- NSEIT (Customer): Message count zero in. Agent productive report. Fix
- PNB(4.3)/Areena (Customer): Non-office hours number dialing issue /transfer to campaign: Race condition - Server Build
- Rev(4.1):SAAS: Freshdesk Toolbar is not functional with the latest version of Chrome 71. Tested and found fixed in Ameyo 4.3 on the old setup of Freshdesk. Not tested on Freshdesk Mint.
- Dhiraagu (Customer) (Build 4.3): Duplicate chat message in chat window

3.28 Packages of 03-Jan-19

3.28.1 Ameyo Server 4.3.10268.20190102

ameyo-server-4.3.10268.20190102-R_41653-linux-gtk.i386.rpm

MD5Sum: fdc1bbfa5888c0ab8d14ea9168c89e0a

Fixed the following issue in this new version.

- Orient Travel (Customer): Supervisor cannot close ticket without picking up.
Fix: Null check has been added for the assigned user ID as it was going to free resource and no resource was assigned.
- Dhiraagu (Customer): Chat logs are not showing in the interaction tickets
Fix: Source type was NULL in the database due to which the chat logs are not showing. If the source type is not in Database then chat will be shown on basis of the source address.
- Cannot assign the queues due to the small window.
Fix: Increased the size of the skill modal.

3.29 Packages of 28-Dec-18

3.29.1 Ameyo Server 4.3.10265.20181227

ameyo-server-4.3.10265.20181227-R_41580-linux-gtk.i386.rpm

MD5Sum: aadc1ccc4fb31880b124067a0cb1a141

Fixed the following issue in this new version.

- Zahid Travels (Customer) Release Upgrade Activity Failure | To and CC case sensitive issue
- Dreambox (Customer): Email ID Suggestion - Contact Saved

3.30 Packages of 18-Dec-18

3.30.1 Ameyo Server 4.3.10259.20181218

ameyo-server-4.3.10259.20181218-R_41450-linux-gtk.i386.rpm

MD5Sum: 26e26cd91e03b5084deab4fa9a1660b5

Fixed the following issues in this new version.

- ABP Customer: Extension Mapping Issue has been fixed.
- WebRTC Compatibility issue with Google Chrome version 70 and above has been fixed.

3.31 Packages of 10-Dec-18

3.31.1 Ameyo Archiving and Reporting Tool (ART) 4.3.10057.20181205

ameyo-art-4.3.10057.20181205-R_41283-linux-gtk.i386.rpm

MD5Sum: 66f77b85d8ccd5fa4afaf38eda8c1d3f

Fixed the following issue in this new version.

- While uploading ACD Call Details Report setups is missing for mapping.

3.32 Packages of 8-Dec-18

3.32.1 Ameyo Server 4.3.10256.20181207

ameyo-server-4.3.10256.20181207-R_41311-linux-gtk.i386.rpm

MD5Sum: 965dd010499eb4d9c9b8fd8b1b2be105

Fixed the following issues in this new version.

- New ticket option not coming while creation ticket using chat: Dhiraggu
- Agent not able to pick the ticket: Dreambox

3.33 Packages of 3-Dec-18

3.33.1 Ameyo Server 4.3.10249.20181201

ameyo-server-4.3.10249.20181201-R_41196-linux-gtk.i386.rpm

MD5Sum: 1c35d3bdc1e32be4d5f6fe3358a44bfe

Fixed the following issue in this new version.

- Wallboard dynamic resolution issue

3.34 Packages of 1-Dec-18

3.34.1 Ameyo Server 4.3.10248.20181130

ameyo-server-4.3.10248.20181130-R_41179-linux-gtk.i386.rpm

MD5Sum: c8b9242b7ab4c95588cee879ed1e874e

Fixed the following issues in this new version.

- CFL skill issue
- Call not Landing on Booking and Non-Booking Partner Support Campaign
- Issue On Notes | IC

3.35 Packages of 30-Nov-18

3.35.1 Ameyo Archiving and Reporting Tool (ART) 4.3.10055.20181128

ameyo-art-4.3.10055.20181128-R_41158-linux-gtk.i386.rpm

MD5Sum: 8b47508e1b5c02ce87ff1d9e3fe47737

Fixed the following issue in this new version.

- crm_lead_detail_report : CRM Lead Detail Report was not running.

3.36 Packages of 20-Nov-18

3.36.1 Ameyo Server 4.3.10237.20181120

ameyo-server-4.3.10237.20181120-R_41055-linux-gtk.i386.rpm

MD5Sum: 68d12f2fa489b7412f6b95

Fixed the following issue in this new version.

- Wrong details showing on CRM

3.36.2 Ameyo Archiving and Reporting Tool (ART) 4.3.10052.20181120

ameyo-art-4.3.10052.20181120-R_41060-linux-gtk.i386.rpm

MD5Sum: d48e8ae76bf575c5b6970b9d0f85e6

Fixed the following issue in this new version.

- Issue with Queue Performance Report Issue

3.37 Packages of 19-Nov-18

3.37.1 Ameyo Server 4.3.10235.20181119

ameyo-server-4.3.10235.20181119-R_41024-linux-gtk.i386.rpm

MD5Sum: e07e018308431ef4bf4c2176abf984e2

Fixed the following issues in this new version.

- Inteshaar-TWL || Automation Timer Based Rules not triggering email notification
- ABP: Abnormality in Waiting calls
- In Transfer Scenario || TPV no's are coming wrong instead of selected one

3.38 Packages of 4.3 GA (25-Oct-2018)

3.38.1 Ameyo Server 4.3.10205.20181025

ameyo-server-4.3.10205.20181025-R_40666.i386

MD5Sum: d28e40cdd2ebdad1102ef92c8bb8d771

3.38.2 Ameyo Archiving and Reporting Tool 4.3.10044.20181024

ameyo-art-4.3.10044.20181024-R_40600.i386

MD5Sum: b1b9d4d6818573b693f2a135e63fa7ed

3.38.3 Ameyo Djinn 100.0.214.20181015

ameyo-djinn-100.0.214.20181015-R_40441.x86_64.rpm

MD5Sum: caa8f90e1046d7f178f53590356810e1

3.38.4 Ameyo CRM 100.0.238.2018031

ameyocrm-100.0.238.20180312-R_37314.x86_64.rpm

MD5Sum: c34057c37d54a4dd2163b8ae56a27044

3.38.5 Ameyo Control Panel (ACP) 100.0.159.20181010

acp-100.0.159.20181010-R_40402.x86_64.rpm

MD5Sum: 3d588d50be5022834e4dabfc65d390d1

3.38.6 Ameyo Codecs 16 for Asterisk 16-100.0.1.20180312-R_37336.i386

ameyo-codecs16-3.10.1-20150917-linux-gtk.x86_64.rpm

MD5Sum: eb17990b77df2fcaa4748bed381beafe

3.38.7 Ameyo Codecs 13 for Asterisk 13-100.0.10.20180312

ameyo-codecs13-100.0.10.20180312-R_37320.i386

MD5Sum: 8dd39039201d867468c4790e129d5014

3.38.8 Ameyo Answering Machine Detection (AMD) 16-100.0.1.20180312

ameyo-amd16-100.0.1.20180312-R_37336.i386

MD5Sum: a76532eb99319265a60c865cd7b2143b

3.38.9 Ameyo Asterisk 13 Dependencies Package for CentOS 7.2

asterisk13-dependencies-centos-7.2-100.0.2.20180323-R_37600.i386.rpm

MD5Sum: 1de9e41d8d5c4c0ee2e1d4371fdcc480

3.38.10 Ameyo Asterisk 13 Dependencies Package for CentOS 6.5

asterisk13-dependencies-centos-6.5-3.10.63.20170427-R_32443.x86_64.rpm

MD5Sum: 23d6a90cac8c79fe546ace5ff566a630

3.38.11 Ameyo Asterisk 13.16-100.0.31.20180910

ameyo-asterisk13-100.0.31.20180910-R_40104.x86_64

MD5Sum: 27a44cfb238cfbcacf4451f2fcd5c3d2

3.38.12 Ameyo ASAP

ameyo-asap-100.0.3.20181003-R_40338-linux-gtk.x86_64.rpm

MD5Sum: 8ffb970a89d6a7f7e0a3d1300e6d8373

3.38.13 Ameyo Failover 3.10.1089.20181008

ameyo-failover-3.10.1089.20181008-R_40377.x86_64.rpm

MD5Sum: 3e5fa9a7168b2888fe7abbd55e2c7905

3.38.14 Ameyo Zabbix 4.1.234.20181025

ameyo-zabbix-4.1.234.20181025-R_40653_el7.x86_64.rpm

MD5Sum: 5b59414711b46c9e259e99b5231dea91

3.38.15 Ameyo Zabbix Agent 4.1.44.20181015

ameyo-zabbix-agent-4.1.44.20181015-R_40440.x86_64.rpm

MD5Sum: b2473e5bab63a8036360a659e16e21ca

3.39 Installation Steps

- **Ameyo Installation Steps over CentOS**

7.5: <https://sites.google.com/a/ameyo.com/engineering/ameyo-installation-on-rhel-7-2> and <https://sites.google.com/a/ameyo.com/engineering/AMEYO-INSTALLATION-ON-RHEL-72/ameyo-installation-on-centos-7-2>

- **AmeyoReport to ART Migration and SSO**

Steps: <https://sites.google.com/a/ameyo.com/engineering/ameyo-report-installation/ameyo-reports-troubleshooting/migration-from-ameyoreport-to-ameyoart>

- **ART Configuration**

Document: https://sites.google.com/a/ameyo.com/engineering/ameyo-art/ameyoart-multi-application-setup-for-r3_10

- **Supervisor Live**

Monitoring: <https://sites.google.com/a/ameyo.com/engineering/supervisor-runtime-summary>

- **Dashboard Definition:** <https://sites.google.com/a/ameyo.com/ameyo/Home/pmg-knowledge-management/dashboard-definitions>

4. Apps

Following Apps has been introduced in Ameyo 4.3.

4.1 System Smart View App

Ameyo Administrator / Supervisor will now be able to view the overall contact center performance in a single view with a user-level bifurcation to take necessary actions to manage resources more efficiently rather than switching between campaigns as earlier.

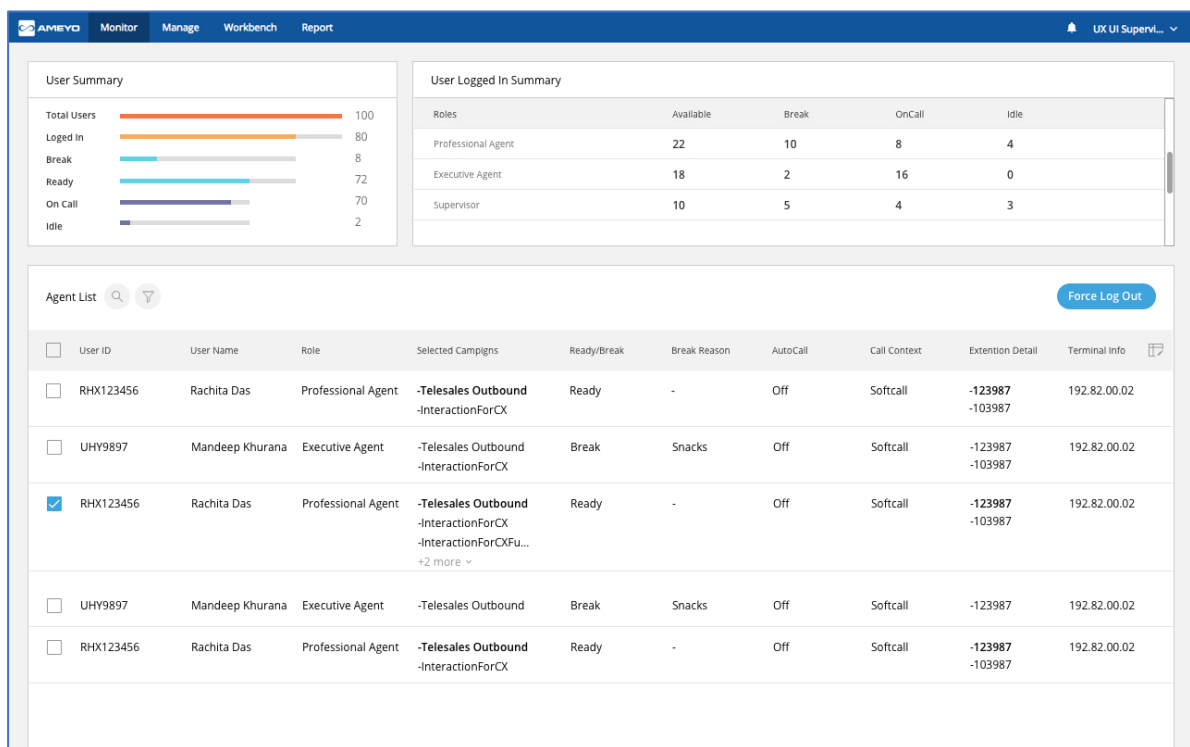


Figure: System Smart View App

Admin will have access to all the Campaigns and users in the Contact center while for the supervisor it would show only those campaigns and users that are associated with that supervisor`s assigned campaigns.

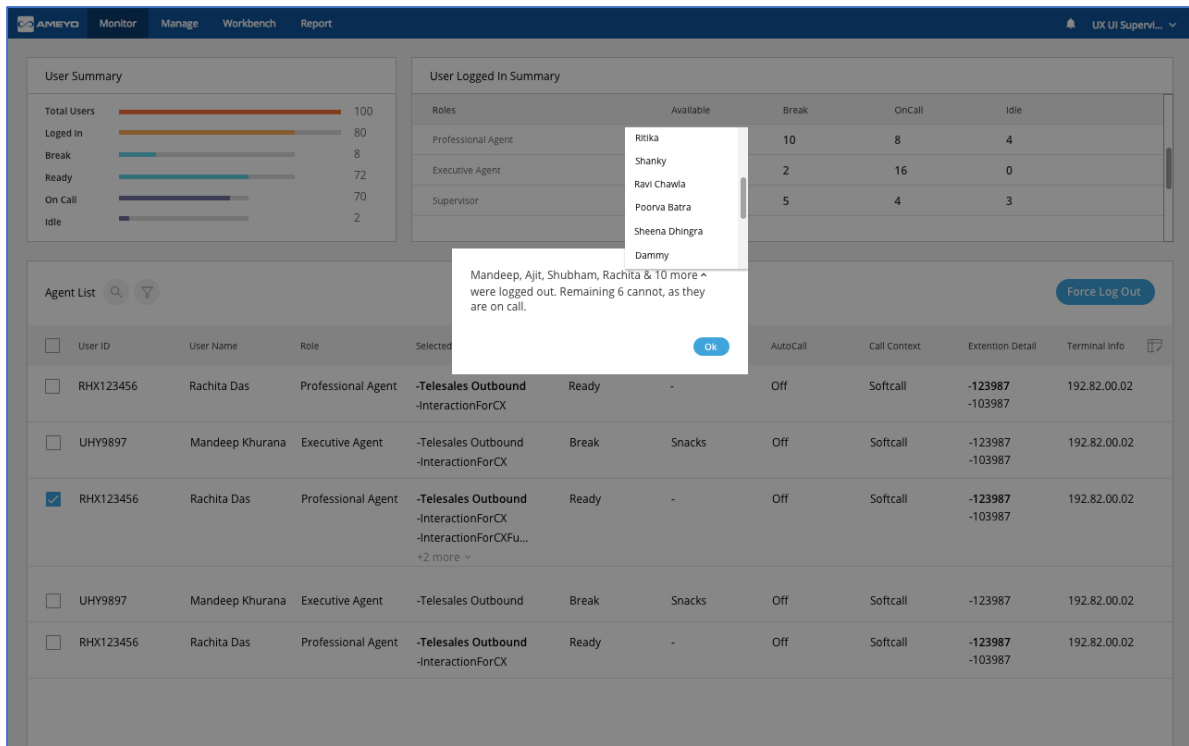


Figure: System Smart View App

4.1.1 Reference Document

<https://sites.google.com/a/ameyo.com/engineering/setup-management/ameyo-services/si-deliveries/contact-center-management-app>

4.2 Agent Signature App

Ameyo Agents can now have their custom signature at the profile level having business fields along with the usual user fields that can be appended in their replies to any interaction. Ameyo Admin can dynamically configure this in the Signature app and can create custom signatures in media mapping policies.

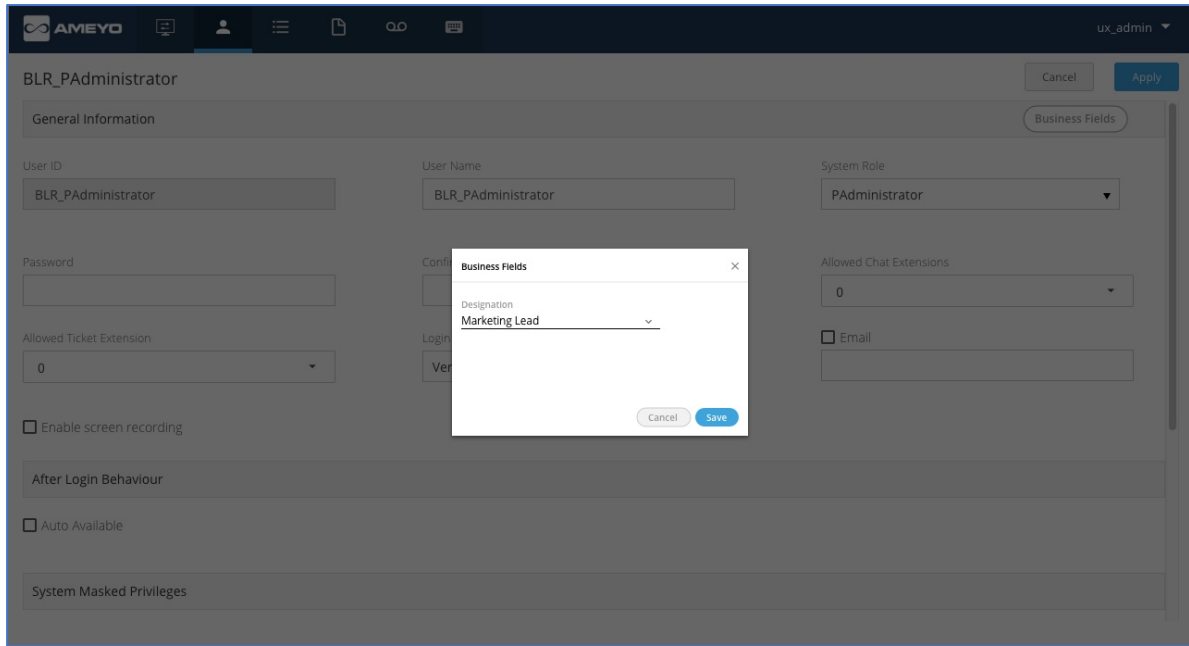


Figure: App for Agent Signatures

4.2.1.1 Reference Document

<https://sites.google.com/a/ameyo.com/engineering/setup-management/ameyo-services/si-deliveries/agent-signature-app>

5. System Requirements

The System Requirements are given hereinbelow in the following tabbed interface section.

5.1 Recommended (VAPT) System Requirements

5.1.1 Web Server

Apache httpd 2.4.6

5.1.2 Web Container

Apache Tomcat 7.0.29

5.1.3 Database

PostgreSQL 9.3.19

5.1.4 Call Server

Asterisk 13.16

5.1.5 VLA Server

Apache Tomcat 7.0.29

5.1.6 Voice Blast Server

Apache Tomcat 7.0.29

5.1.7 Server OS

- Cent OS 7.5
- Ameyo-OS-7.5.4.2

5.1.8 Java Virtual Machine

Java SE Development Kit 8u181

5.1.9 PHP

PHP 5.6.38

5.1.10 Python

Python 2.7.5

5.1.11 Client's Browser

- Google Chrome 69.0.3497.100
- Mozilla Firefox Quantum 62

5.1.12 Cold Redundancy Server

- Pacemaker 1.1.18-11
- Corosync 2.4.3-2
- PCS 0.9.162-5

5.2 Minimum (Non-VAPT) System Requirements

5.2.1 Web Server

Apache httpd 2.4.6

5.2.2 Web Container

Apache Tomcat 7.0.29

5.2.3 Database

PostgreSQL 9.3.19

5.2.4 Call Server

Asterisk 13.16

5.2.5 VLA Server

Apache Tomcat 7.0.29

5.2.6 Voice Blast Server

Apache Tomcat 7.0.29

5.2.7 Server OS

- Cent OS 6.7
- AmeyOS 7.5

5.2.8 Java Virtual Machine

Java SE Development Kit 8u181

5.2.9 PHP

PHP 5.6.38

5.2.10 Python

Python 2.7.5

5.2.11 Client's Browser

- Google Chrome 69.0.3497.100
- Mozilla Firefox Quantum 62

5.2.12 Cold Redundancy Server

- Pacemaker 1.1.18-11
- Corosync 2.4.3-2

6. VAPT Exceptions

Sr. No.	Vulnerability	Description	Module	Severity	More Info	Exception
1	Session ID in URL to play or download Voicelogs	The API to play or download the voice logs contains Session ID in it.	App Server/ART	Medium	The HTML widget for audio does not support hidden field or parameter in them. Hence, it is not possible to send the Session ID in any other way, but in query parameters only.	Tech challenges / Not done
2	Session ID in URL to play or download Voice Prompt	The API to play or download the voice logs contains Session ID in it.	App Server/ART	Medium	The HTML widget for audio does not support hidden field or parameter in them. Hence, It is	Tech challenges / Not done

					not possible to send the Session ID in any other way, but in query parameters only.	
3	Session ID is passed in API for Asterisk integration		App Server/Asterisk	Medium	To integrate with Asterisk, it is required to send secured information over API call.	Tech challenges / Not done
4	Integration of CRMs with App Server requires Session ID to pass in URL	To integrate with third-party CRMs, we are required to pass Session ID in URL to authenticate the session of user.	App Server/ CRM	Medium		Tech challenges / Not done
5	"Force Logout Notification" feature in	To show that a user has forced logout in to	App Server/Toolbar	Low	This satisfies our business use case.	Invalid Use case

	App Server requires to disclose Internal IP	the App Server, App Server shows the Internal IP of the user who has sent the request to force logout.				
6	CSP header in response of a request contains unsecured flags	CSP header is added by the Server in response of a HTTP request to control resources that user agent is allowed to load on client's Web browser. Our CSP header has a flag 'unsafe-eval'. It allows unsafe dynamic	App Server/ART/Toolbar	Low	We have several third party libraries that uses eval() method to evaluate code at runtime.	Tech challenges / Not done

		code evaluation such as JavaScript eval().				
7	APP Server is unable to handle multiple files requests in Chat.		App Server	INFO	This is a known functionality gap	Tech challenges / Not done
8	Client-side Script (JavaScript) uses Cookie References		App Server	INFO		Tech challenges / Not done
9	In App Server, the email notification for the Sensitive Actions such as password change, profile update, and others are not present.		App Server	INFO	This does not justify out business use case.	Invalid Use case

10	"Forgot Password" functionality is not available.		App Server	INFO	This does not justify out business use case.	Invalid Use case
11	Third-party JS Library are fetched from their official URLs.	Check for SRI (sub-resource integrity) - third party links or scripts are used and they do not have any integrity attribute for the browser to confirm that they did not compromise	Toolbar	INFO		Tech challenges / Not done
12	Overly Permissive CORS Access Policy: - "Access-Control-Allow-Origin"		Toolbar	INFO		Tech challenges / Not done

	header is too permissive					
--	--------------------------	--	--	--	--	--

7. Bandwidth Consumption

Following table illustrates the consumption of Network Bandwidth while accessing different parts of Ameyo System.

Section	Condition	Bandwidth Consumption
User Login Page	User Login Page of Application	Total Consumption: 2.2 MB Division: <ul style="list-style-type: none"> js = 2.1 MB images = 562 Bytes CSS = 63 KB
First Page after Administrator Login	After Login as Administrator	Total Consumption: 62 KB Division: <ul style="list-style-type: none"> js = 1.1 KB
Reports Page	With Single-Sign on after Administrator Login	Total Consumption: 7.1 MB Division: <ul style="list-style-type: none"> js = 6.3 MB images = 450 KB CSS = 730 KB
	If going back to Home Page of Reports	Total Consumption: 35.76 KB
Voicelogs Page	Voicelogs Page with Single-Sign On after Administrator Login	Total Consumption: 1.5 MB

	If going back to Home Page of Voicelogs	Total Consumption: 68.15 KB
Ameyo Control Page	With Single-Sign On (SSO) after Administrator Login	Total Consumption: 148 KB
Agent Login	With WebRTC, without KB, and with Voice Campaign only	Total Consumption: 2.1 MB Division: <ul style="list-style-type: none"> js = 1.7 MB
	With Extension, without KB, and with Voice Campaign only	Total Consumption: 56 KB Division: <ul style="list-style-type: none"> js = 9 KB
Agent Idle State	In Ameyo App for next 5 Minutes with WebRTC, without KB, and with Voice Campaign only	Total Consumption: 23 KB
	On Ameyo Toolbar for next 30 Minutes with WebRTC, without KB, and with Voice Campaign only	Total Consumption: 110 KB Bandwidth Consumption after Agent Login with Interaction Campaign and Active Status is not measured as it always depends upon the Ticket Size.
Supervisor Login	With Extension Selection	Total Consumption: 300 KB
	With WebRTC on First Page	Total Consumption: 50 KB
	With WebRTC only (Codec: G711)	Total Consumption: 100 Kbit per second

Agent Active State Bandwidth Consumption	With Extension only (Codec: G711)	Total Consumption: 100 Kbit per second
	With WebRTC Only on Toolbar (Codec: G711)	Total Consumption: 70 Kbit per second
	With Extension Only on Toolbar (Codec: G711)	Total Consumption: 70 Kbit per second
Bandwidth Consumption for Agent with and without CRM	With WebRTC, with Default CRM, and Without KB (From Call Connected to Disposition within 5 minutes)	Total Consumption: 90 KB
	With Extension, with Default CRM, and Without KB (From Call Connected to Disposition within 5 minutes)	Total Consumption: 75 KB
	With WebRTC, without any CRM, and Without KB (From Call Connected to Disposition within 5 minutes)	Total Consumption: 50 KB
	With Extension, without any CRM, and Without KB (From Call Connected to Disposition within 5 minutes)	Total Consumption: 36 KB

8. Ameyo Toolbar Compatibility Matrix

Following Toolbar Integrations, **except Multi-Tab Support**, have been GAed.

- Microsoft Dynamics
- Salesforce
 - Salesforce Classic
 - Salesforce Lightning
- Zendesk
- Freshdesk
- Generic Integration through Toolbar

Multi-Tab Support is not available. It will be available in Ameyo 4.4 November 1 (Dev to Prod) Release. In the Interim Period, if you need Multi-Tab Support in Toolbar, please contact "Products" Team.

8.1.1 Microsoft Dynamics (MSD)

Reference Document:

<https://sites.google.com/a/ameyo.com/engineering/Home/certificationknowledgebase/msd-configuration-for-ss0>

8.1.1.1 Supported Platforms

- Windows 10 64-bit with Internet Explorer 11 or Google Chrome 69.0.3497.100 only
- Windows 7 Ultimate 64-bit with Google Chrome 69.0.3497.100 only. Ameyo will not work on Internet Explorer on Windows 7.
- We do not recommend the usage of 32-bit Windows Operating Systems.

8.1.2 Salesforce (SFDC)

Reference Document: <https://sites.google.com/a/ameyo.com/engineering/ameyo-toolbar-configuration>

8.1.2.1 Salesforce Classic

8.1.2.1.1 Supported Browsers

- Google Chrome 69.0.3497.100
- Mozilla Firefox Quantum 62
- Internet Explorer 11*

8.1.2.2 Salesforce Lightning

8.1.2.2.1 Supported Browsers

- Google Chrome 69.0.3497.100
- Mozilla Firefox Quantum 62

8.1.3 Zendesk

Reference Document: <https://sites.google.com/a/ameyo.com/engineering/ameyo-toolbar-configuration/zendesk-configuration-document>

8.1.3.1.1 Supported Browsers

- Google Chrome 69.0.3497.100
- Mozilla Firefox Quantum 62

8.1.4 Freshdesk

Reference Document: <https://sites.google.com/a/ameyo.com/engineering/ameyo-toolbar-configuration/freshdesk-integration-configuration>

8.1.5 Support for Freshdesk Mint is not available in Ameyo 4.3 GA

Freshdesk had launched the new version of its software named Freshdesk Mint. Freshdesk had already announced through email to its customers that they will be deprecating the Old UI of their software by 31st of January 2019. (Please refer to their Announcement - <https://support.freshdesk.com/support/discussions/topics/322361>). The old version of Ameyo Toolbar that was integrated through a separate Chrome Toolbar will not work in Freshdesk Mint.

8.1.5.1.1 Supported Browsers

- Google Chrome 69.0.3497.100 through [Ameyo Emerge Freshdesk Toolbar Extension](#) only

8.1.6 Generic Integration through Toolbar

8.1.6.1.1 Supported Browsers

- Google Chrome 69.0.3497.100
- Mozilla Firefox Quantum 62
- Internet Explorer 11*

*WebRTC will not work on Internet Explorer. We recommend using Google Chrome for WebRTC.

Reference Document for Generic Integration through Toolbar with Statistics:
<https://sites.google.com/a/ameyo.com/engineering/Home/certificationknowledgebase/generic-toolbar-configuration>

9. New Features

9.1 Active Directory Single Sign-On on Ameyo Toolbar through ADFS and SAML

Agents can now perform Single Sign-on on Ameyo Toolbar using their domain's Active Directory User Credentials using its Federation Services and Ameyo's SAML. SAML has to be integrated with Active Directory using ADFS. It provides consistency with all integrated platforms and centralizes the security. The behaviour is consistent with Ameyo and App Agent Workbench from the backend implementation. In case of multiple Single Sign-Ons, multiple login buttons will be displayed.

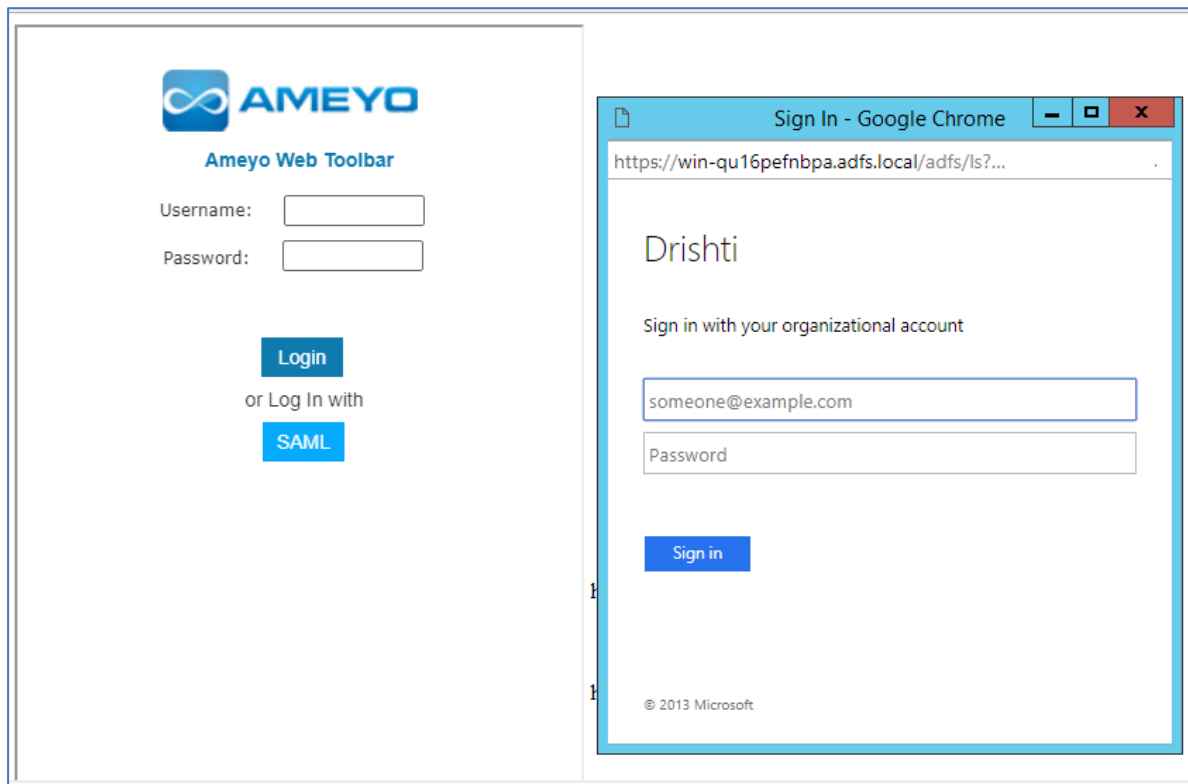


Figure: Single Sign-On on Ameyo Toolbar using Active Directory

9.1.1 Reference Document

<https://sites.google.com/a/ameyo.com/engineering/configure-saml-ss0-with-adfs>

9.2 Customizable Web Chat

The customer can add its own customizable button on its Website. The customer can configure Ameyo Web Chat to hide "Let's Chat" button by clicking "X" icon on its pop-up. The chat pop-up can be displayed again only when the Website visitor clicks on the customizable chat icon provided by the customer.

9.2.1 Reference Document

<https://sites.google.com/a/ameyo.com/engineering/customizable-chat-form>

9.3 Theme Editing of Web Chat Form

Administrator can add customized themes for the Web Chat. The operations like add theme, modify theme, and delete theme can be performed by calling different APIs. The Administrator just have to provide the values of parameters and browse a designated URL to call an API.

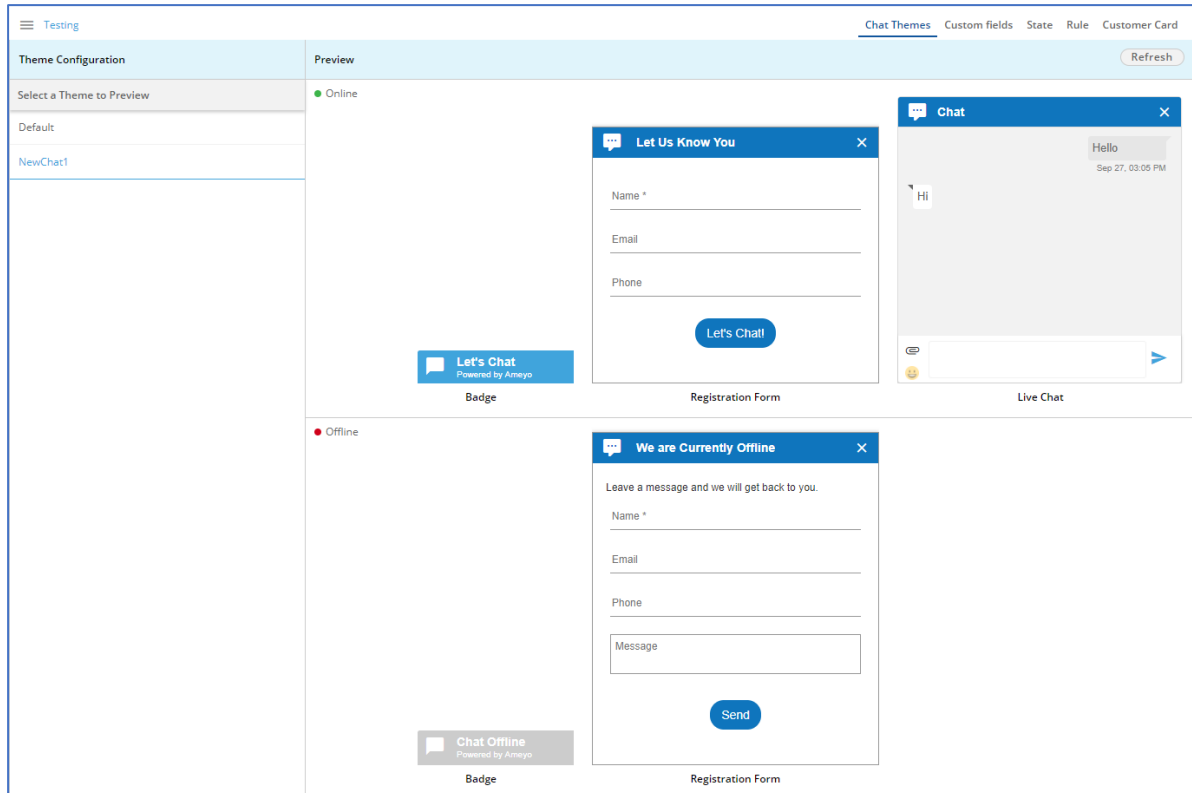


Figure: Chat Themes

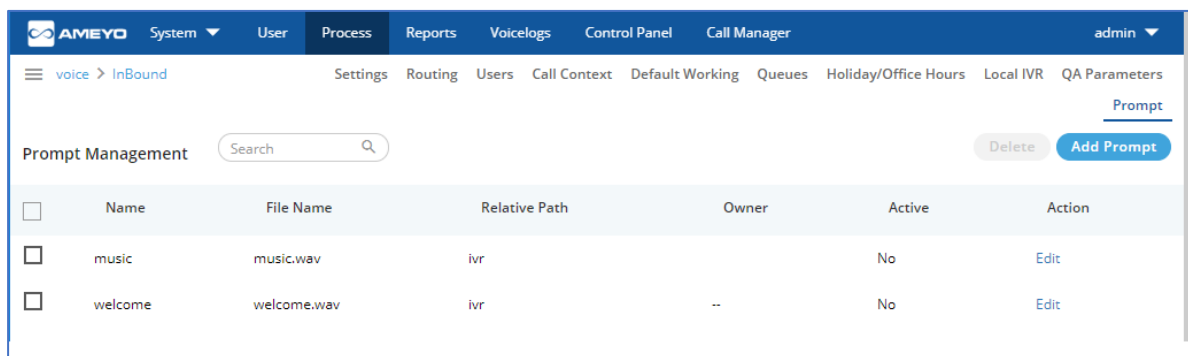
Preview Support is also added. The Chat Themes can be browsed in Process settings and the settings of any Chat Campaign.

9.3.1 Reference Document

<https://sites.google.com/a/ameyo.com/engineering/theme-in-webchat>

9.4 Prompts Management for Administrator

Prompts Management has been added in the Campaign Settings in the Administrator interface. Here, Administrator can select the required prompts for a campaign.



<input type="checkbox"/>	Name	File Name	Relative Path	Owner	Active	Action
<input type="checkbox"/>	music	music.wav	ivr		No	Edit
<input type="checkbox"/>	welcome	welcome.wav	ivr	--	No	Edit

Figure: Prompts Management

9.5 New Chat Reports in Archiving and Reporting Tool (ART)

Following new chat reports have been added in Archiving and Reporting Tool (ART).

- ChatAgentProductivityReport
- ChatChannelReport
- ChatDetailReport
- AgentChatReport

9.6 New Lite Ticket Widget on Supervisor Dashboard

A new Lite Ticket Widget has been added on the Supervisor Dashboard. It allows the tracking of number of Lite tickets raised and their status. The inbuilt pie chart displays "Top five states of Lite Ticket" and others. Data is displayed in both chart and table formats. This will help

supervisors to keep a tab on the flow of low complexity conversations and their state with filters for the duration to select from, to comprehend and gain clarity on "No Task" conversations that are being done by the agents.



Figure: Lite Ticket Widget

9.7 Sending Event-based Automatic Feedback Form on Email

Now, Feedback can be triggered automatically upon detecting specific events. This feedback can be sent through email to the customer along with a set of questions regarding any recent conversation or ticket. The Feedback Schema can be configured both at the campaign level and at the queue level. "Event Automation Rule Engine" now has an action named "Send Feedback on Email to Requester". It is also listed in Feedback Scheme drop-down menu.

Send Feedback To Requester

Media Profile

Email1

Insert Placeholder

Subject*

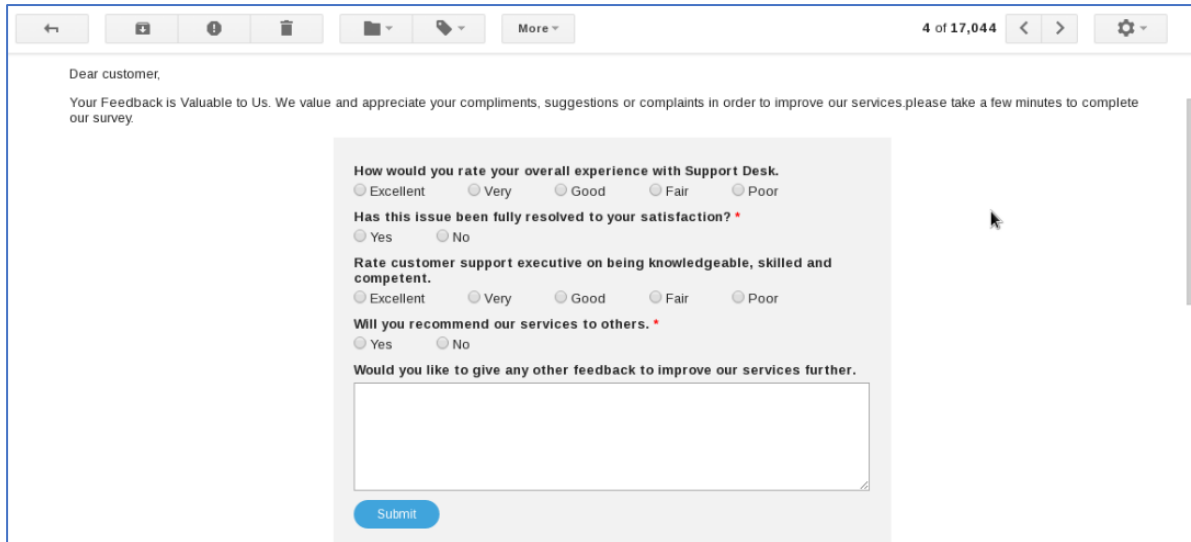
Rich text editor toolbar: Bold, Italic, Underline, Strikethrough, Font Color, Font Size (15), Text Color, Bulleted List, Numbered List, Link, Unlink.

Text area content: {{feedback:form}} Do not delete. Feedback form will be placed here.

Add New Action

Figure: Send Feedback to Requester

When "Send Feedback to Requester" action is selected while creating an Event-based Automation Rule, the placeholder code `{{feedback:form}}` is added by default in the text area (as shown in the above image). This code auto-renders the Feedback form while sending the email to the requester. Following screenshot shows a sample feedback form that will be sent to the customer.



Dear customer,

Your Feedback is Valuable to Us. We value and appreciate your compliments, suggestions or complaints in order to improve our services. please take a few minutes to complete our survey.

How would you rate your overall experience with Support Desk.

Excellent Very Good Fair Poor

Has this issue been fully resolved to your satisfaction? *

Yes No

Rate customer support executive on being knowledgeable, skilled and competent.

Excellent Very Good Fair Poor

Will you recommend our services to others. *

Yes No

Would you like to give any other feedback to improve our services further.

Submit

Figure: Feedback Template

9.7.1 Reference Document

<https://sites.google.com/a/ameyo.com/ameyo/Home/pmg-knowledge-management/use-case-to-feature-mapping/fusioncx-ticketing/automation-rule-engine>

9.8 CSAT Widget on Supervisor Dashboard

A new widget CSAT has been added on the Supervisor Dashboard. It is the number of feedbacks received from the customers divided by the number of feedback emails sent to the customers. Both values are updated automatically.

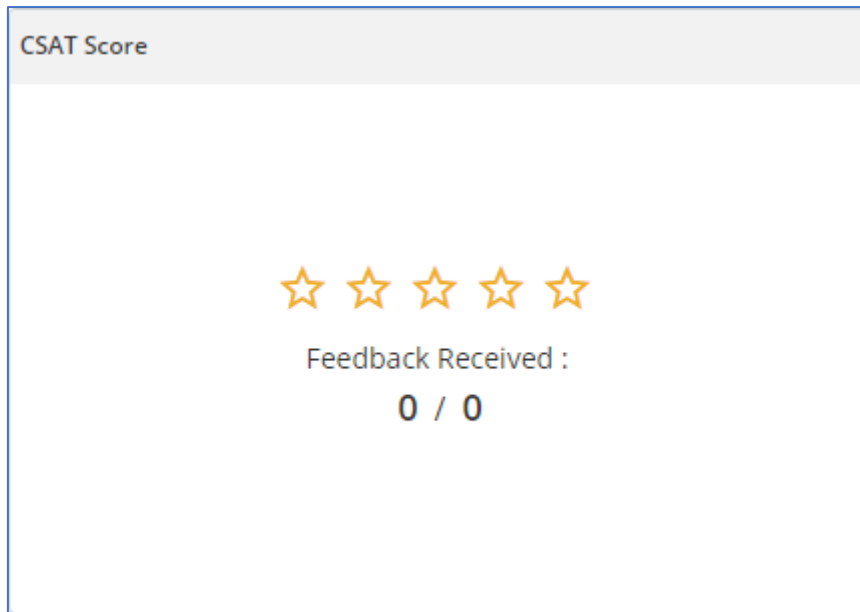


Figure: Average CSAT Score

9.9 Historical Chat Log of the Last Chats for an Identified Customer

Ameyo now shows the historical chat log in the Ameyo Web Chat of the last chats for a customer that has been identified. After creating a Chat Campaign, the Administrator can specify in its settings whether to show the Chat logs or not.

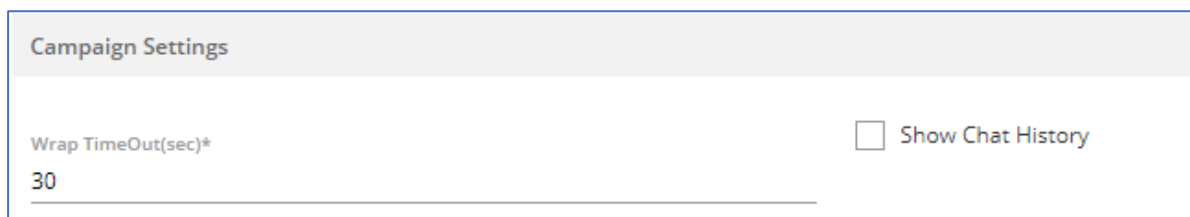
A screenshot of a "Campaign Settings" form. The form has a header "Campaign Settings". Below the header, there is a label "Wrap TimeOut(sec)*" with a value of "30" entered in a text input field. To the right of this field is a checkbox labeled "Show Chat History", which is currently unchecked.

Figure: Option to show Chat History

In the "Chat" window, "Load Previous Chat" option is displayed. The agent can click it to see the previous chats conducted with the customer through all channels such as Facebook, Twitter, Web Chat, and App Chat. It is not required to load the historical chat logs for Web Chat in the Client Widget.

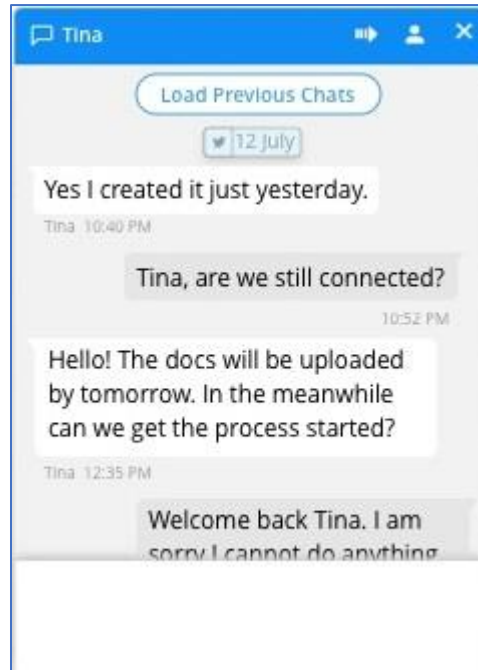


Figure: Load Previous Chats

9.10 Session-less Customer Management API

Session-less Customer Management API has been introduced. It makes the integration with third party CRMs easy. This API has been provided to the SI team (rather than the client) and can be called from CRM server alone. The recommended mode is https (HTTP with SSL). It is backward compatible and uses unique token per user. This API supports simultaneous requests from the different IP Addresses of CRM. The SI or Engineer can add a token per tenant or user for this API. Its Audit History and failures in database are available on API calls and can be downloaded as a report from the Customer Management API Audit History.

9.10.1 Reference Document

https://sites.google.com/a/ameyo.com/engineering/setup-management/repository-and-resources-1/project-docs/AmeyoCustomerManager_v.1.4.0_20120620000004.pdf

9.11 Displaying ID and Name of Agent to the Customer in Ameyo Web Chat

<GetProductName> is now displaying the ID and name of the agent to the customer in the Customer widget during the chat.

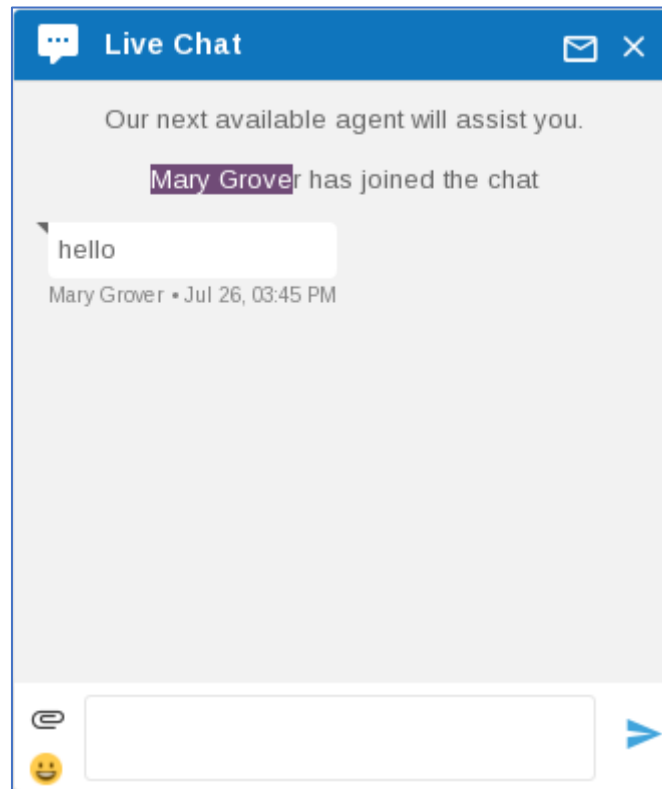


Figure: Agent Name is displayed to Customer

Additional required information is also being displayed by nodeflow (GetWhichInformation).

9.12 Agent can view Tickets of Other Users also

Earlier if the agent was not assigned to the queue, the agent was not able to see the interactions made earlier with the customer in that queue. This issue has been fixed now. The Administrator can configure the following settings in "System" → "System Configuration" → "Settings" → "Ticket Settings".

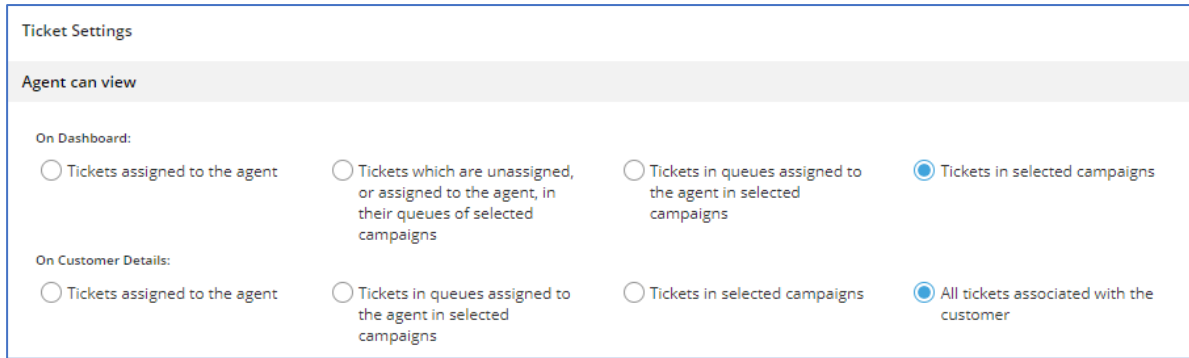


Figure: Settings to allow the Agent to view Tickets of others

Here, "On Dashboard" option lets you select what agent can see on the dashboard). Whereas, "On Customer Details" option lets you select what agent can see in the customer details. Both of these radio buttons have the same following options. You can select any one of them.

- **Tickets assigned to the agent:** Select it to let the agent view only those tickets in its queue that are assigned to the agents.
- **Tickets assigned to the agent and all unassigned tickets:** Select it to let the agent view all unassigned tickets and those tickets that are assigned to the agents in its queue.
- **All Tickets:** Select it to let the agent view all tickets such as assigned tickets to the agent itself, unassigned tickets, and tickets assigned to other agents in its queue.

This Settings can again be configured in any Interaction Campaign → "Settings" → "General" Settings.

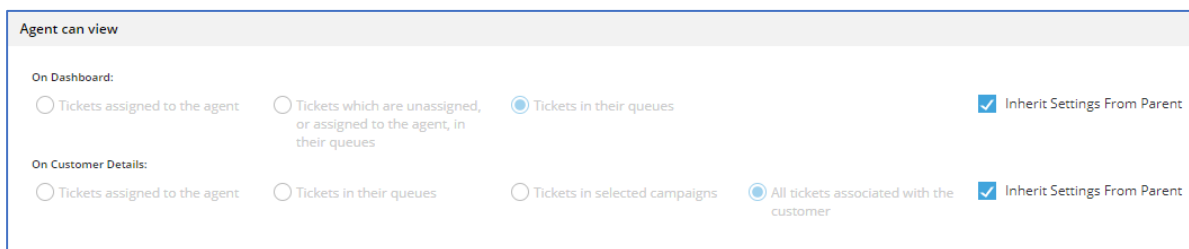


Figure: Ticket Visibility Settings in Genreal Settings of Interaction Campaign

Here, "Inherit from Parent" option can be checked to inherit settings from "Ticket Settings" of "System Configuration". Administrator can uncheck it to configure the different individual Ticket Visibility Settings for any individual Interaction Campaign settings.

Ticket Visibility Settings configured in any Interaction Campaign will override the Ticket Visibility Settings configured in "System Settings".

9.13 Application is aware about WebRTC Status

Earlier the user could mark its status as "Available" even if WebRTC is not connected to the Asterisk. It has been fixed now.

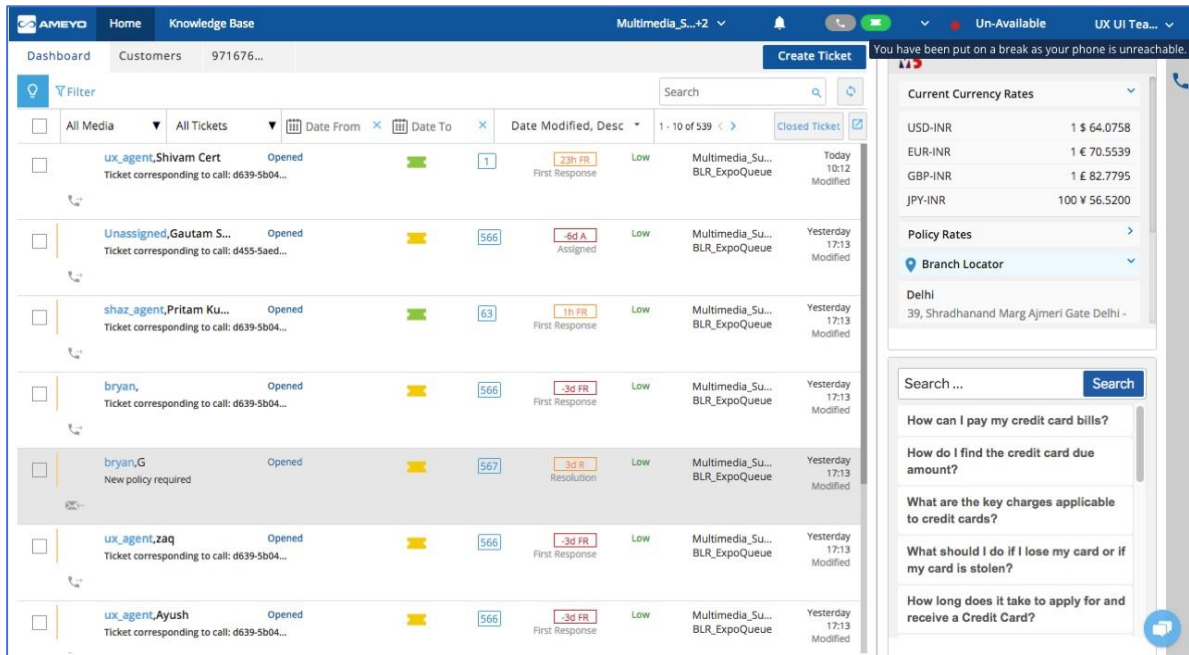


Figure: Media State is not available

Application is now aware about the status of WebRTC. If WebRTC is facing an issue in establishing the connection with the Asterisk (Calling Server), the user cannot mark or change its status to "Available". The system will not allow the agent to make a call or put on "auto call" option if the agent's IP-phones and softphones are not registered with SIP. The agent receives an alert message.

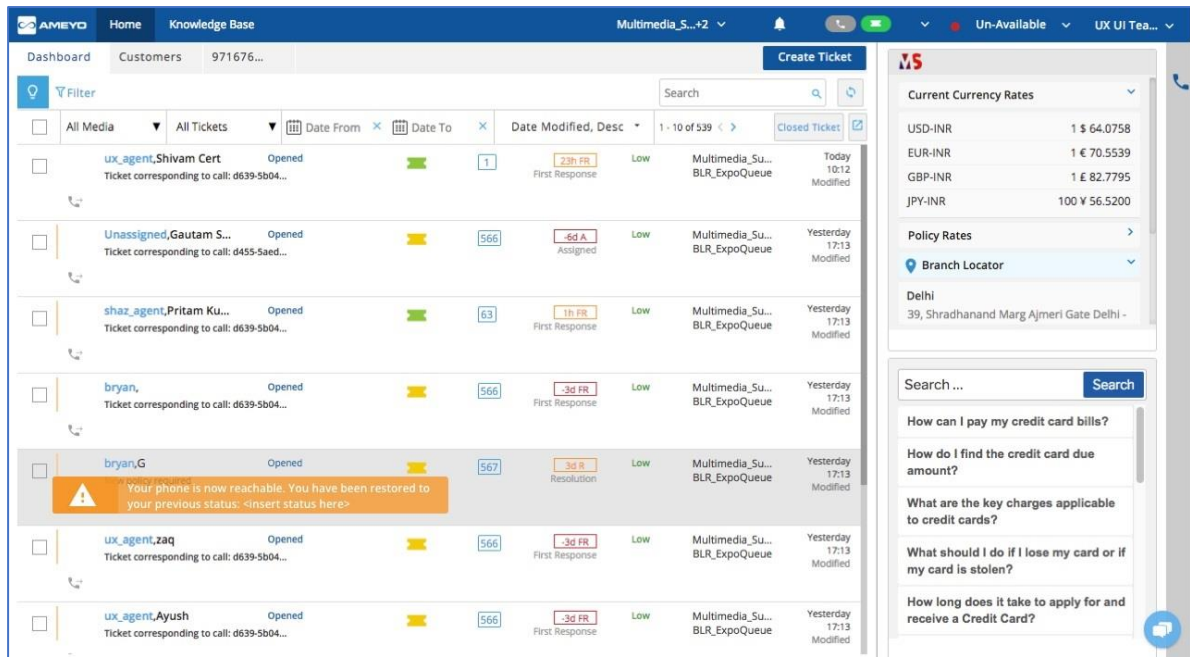


Figure: Warning Message: Media is not available

The Supervisor also gets a browser notification on desktop when the agent is not available because of an issue with the agent's media.

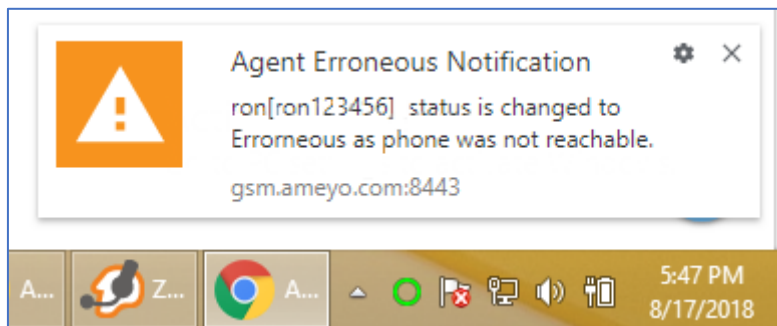


Figure: Notification: Agent Erroneous

9.14 Added Operators for Office Hours in Hour-based Conditions for Timer-based Automation Rules

In Administrator Console, Holiday Hours are now added as operators for hour-based conditions in "Timer-based Automation Rules".

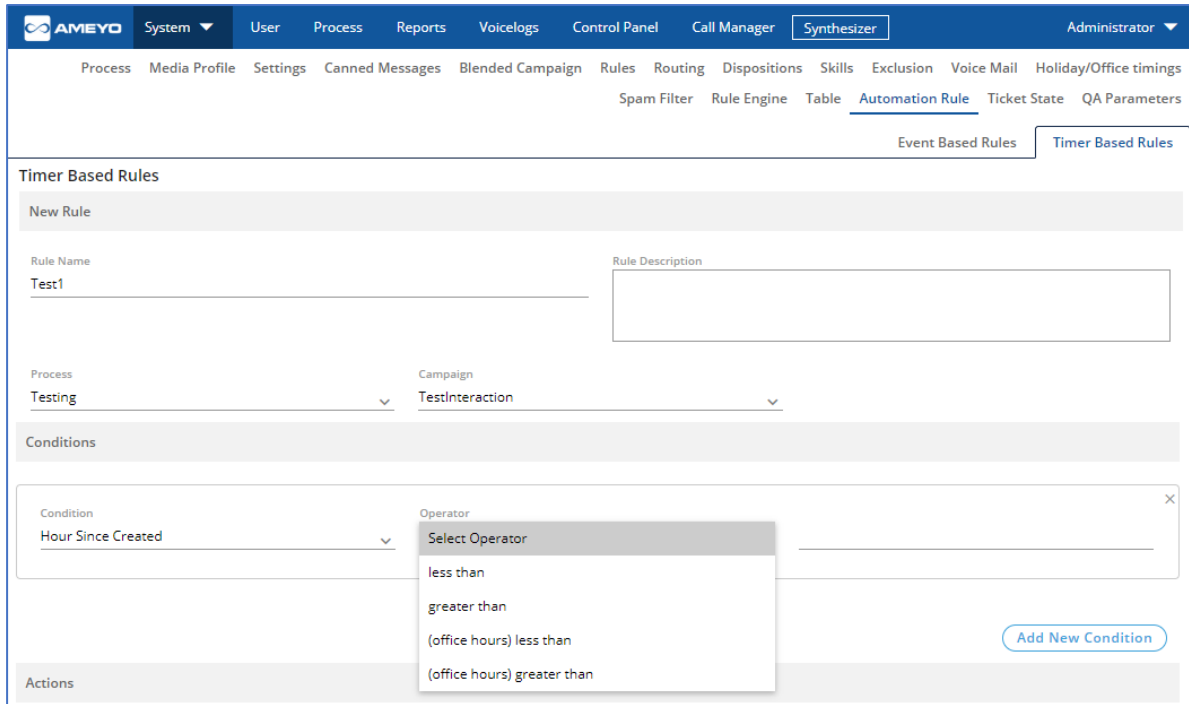


Figure: Holiday/Office Hours Configuration

The Administrator can go to "System" → "System Configuration" → "Automation Rule" → "Timer Based Rules" and create a new or modify an existing rule to access these new Holiday Hours operators for the following conditions.

- Hour Since Created
- Hour Since Resolved
- Hour Since Reopened
- Hour Since Unassigned
- Hour Since Agent Responded
- Hour Since Requester Responded
- Hour Since First Response Due
- Hour Since First Assign Due
- Hour Since Ticket Resolution Due

All of these conditions now have the following operators.

- less than
- greater than

- (office hours) less than <NEW>
- (office hours) greater than <NEW>

9.15 Queue-level Office Hour Configuration in Supervisor Interface

Supervisor will now be able to modify the Holiday/Office Hours for Queues in "Manage" Tab for Interaction and Chat Campaigns.

This feature is not available for Voice Campaigns including Inbound, Outbound, Parallel Predictive, and Voice Blaster.

Queue ID	Queue	Working Hour	Holiday Configuration	Edit
001	BLRExhibitChatQueue	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Copy to Queue
002	BLRExpoChatQueue	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
003	HomeLoan	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	
004	Credit Card	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
005	Sales	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	
006	Kotak_Queue	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	
007	UniTech_Enquiry	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
008	UniTech_Complaints	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
009	UniTech_Others	<input type="checkbox"/>	<input type="checkbox"/>	
010	UniTech_Priority	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	
011	BOM_Thane_Chat_Queue	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
012	BOM_Bandra_Chat_Queue	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	
013	DELExhibitChatQueue	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
014	DELExpoXhatQueue	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	
015	BLRExhibitChatQueue	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
016	BLRExhibitChatQueue	<input type="checkbox"/>	<input type="checkbox"/>	

Figure: Configure Office Hours at Queue Level

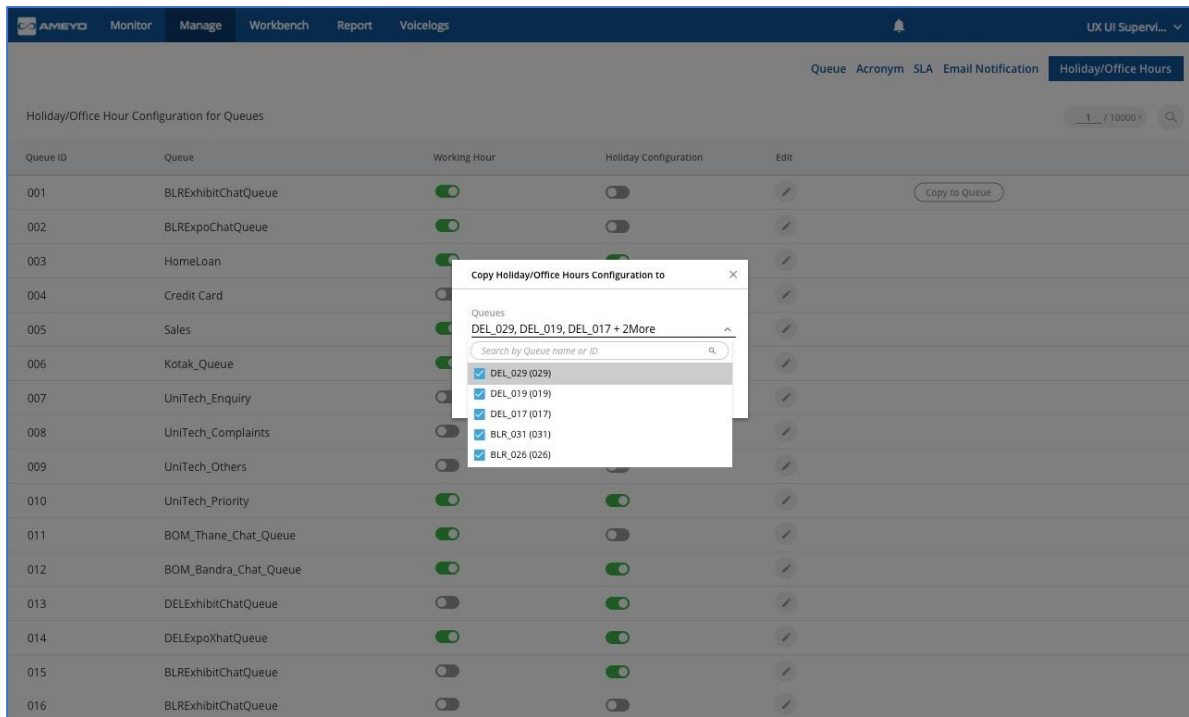


Figure: Office Hours Configuration in Supervisor Interface at Queue Level

9.16 Number Masking <Licensable Feature>

The customer can now mask the phone numbers in the agent console. It has to be enabled from the backend. Masking would now be handled for the numbers on the Conference, Transfer case and Dispose and Dial cases. Browser notification and Voicelog file name will also have masked numbers to ensure customer data privacy. Following is an example.

Sample Number	Masked Number
18001281389	12345678911

If the customer is transferring the calls to a third-party, the third-party will not be able to see the masked numbers. When an incoming call comes, for every phone number corresponding unique number will be generated which is called Masked Number.

User Name	Listen	Scoring	Customer Details	Date Added	Phone No	Call Type	Status	Disposition	Talk Time	Hold Time	Call I
ABDELREHIM MOHAMED ABDULLAH				28/08/2018 15:31:47	x6573311172	outbound.manual.dial	CONNECTED	ADC	02:45	00:00	SUC
ABDELREHIM MOHAMED ABDULLAH				28/08/2018 15:26:48	x6573311172	outbound.manual.dial	CONNECTED	ADC	03:22	00:00	SUC
ABDELREHIM MOHAMED ABDULLAH				28/08/2018 15:15:11	x6573311172	outbound.auto.preview.dial	CONNECTED	--	06:04	00:00	SUC
ABDELREHIM MOHAMED ABDULLAH				28/08/2018 15:00:10	x575740474	outbound.auto.preview.dial	CONNECTED	ADC	08:03	00:00	SUC
ABDELREHIM MOHAMED ABDULLAH				28/08/2018 14:57:35	x445455454	outbound.auto.preview.dial	CONNECTED	PTP	01:12	00:00	SUC
ABDELREHIM MOHAMED ABDULLAH				28/08/2018 14:55:24	x1414545454	outbound.auto.preview.dial	ATTEMPT_FAILED	system.cancelled.preview	00:00	00:00	FAIL

Figure: Displaying Masked Numbers

The numbers are masked also for Analyst user role. Both masked and unmasked numbers are searchable.

Number Masking is not available for Ameyo Archiving and Reporting Tool (ART). The original numbers will be displayed as it is.

9.16.1 Reference Document

<https://sites.google.com/a/ameyo.com/engineering/number-masking-configuration>

9.17 Displaying Agent ID on Mouse Hover during the call

During the call transfer and call conference, if the mouse is hovered over the agent's name, the agent ID will be displayed.

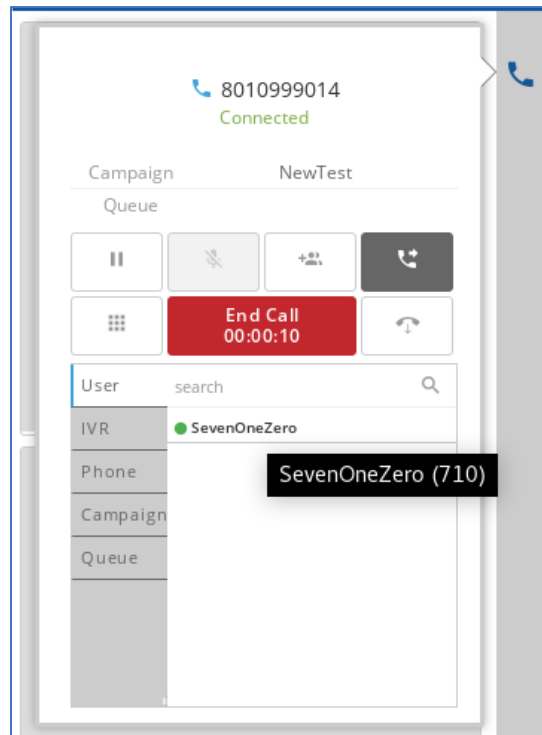


Figure: Agent ID on Mouse Hover

In the Live Monitoring Reports, a new column "Agent ID" has been added that shows agent IDs for all the agents.

Agent Name	Agent Id	AutoCall	Agent Status	Agent Call Status	Call Type	Customer Info	Customer Status
abhi1	abhi1	Off	erroneous.channel...	inactive 00:06:31			
an	an	Off	erroneous.channel...	inactive 00:07:25			
Benaam Badshah	p	On	Available 00:14:36	Connected 00:01:27	auto dial	+919566140119	Connected 00:01:26

Figure: Agent ID Column

Filtration and search can also be made using "Agent ID".

9.18 Name of a Registered Customer is now clickable in Chat.

If the customer is registered, then its name will be clickable in the chat header. Upon mouse hover, an underline below the name and an external link icon with the name is being displayed. The agent can click the name to open the customer detail in a new tab in the workbench. Multiple tabs will be created for the multiple customers when their names are clicked in the chats.

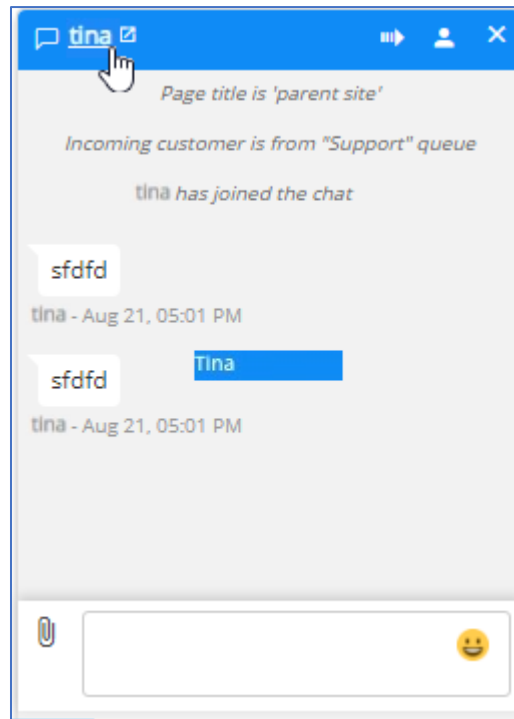


Figure: Registered Customer Name is clickable.

9.19 Create Aliases for Email Media Profiles ("Send from Email" Field)

Earlier, the username was being used to send the emails. However, in most cases, both "@" and domain name (such as "mailserver.com") were missing in the usernames. This issue has been fixed with the addition of "Send from Email" and "Send From (Name)" fields in the Administrator console. The administrator can here configure the aliases for the users.

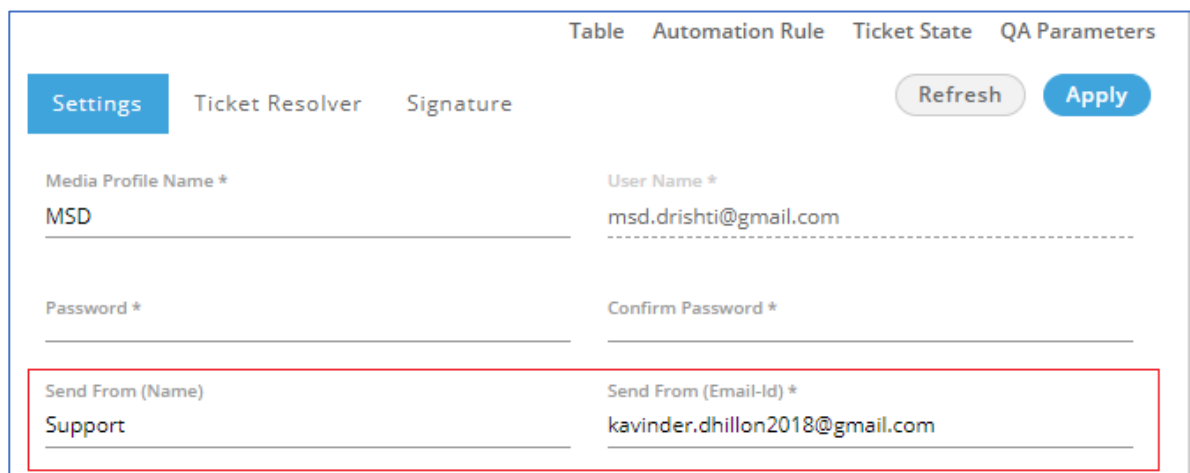


Figure: Send from Email Fields

Now, the emails will be delivered through the email address provided in "Send from Email" field by the sender's name provided in "Send From (Name)".

9.20 View Email Profile of Other Contact Center User in Reporting Tool

If there are more than one contact centers are configured in the system, then the user of one contact center, in Archiving and Reporting Tool (ART) only, can view the email profile of another user who belongs to another contact center.

9.21 UAM User Role

A new user role named "UAM" (User Access Manager) has been added in the Ameyo. In addition to the basic normal mode, two new modes have been introduced.

UAM Mode	AUAM Mode
<p>Only UAM can create, edit, and delete the users.</p> <p>The Administrator will not have any privileges for the same.</p>	<p>Both UAM and Administrator can create, edit, and delete the users.</p>
<p>Administrator can assign or unassign the users only at the Campaign Level.</p>	<p>Both UAM and Administrator can assign and unassign the users at the campaign level.</p>
<p>Both Administrator and Supervisor can assign and unassign the users at the queue level.</p>	<p>Both Administrator and Supervisor can assign and unassign the users at the queue level.</p>

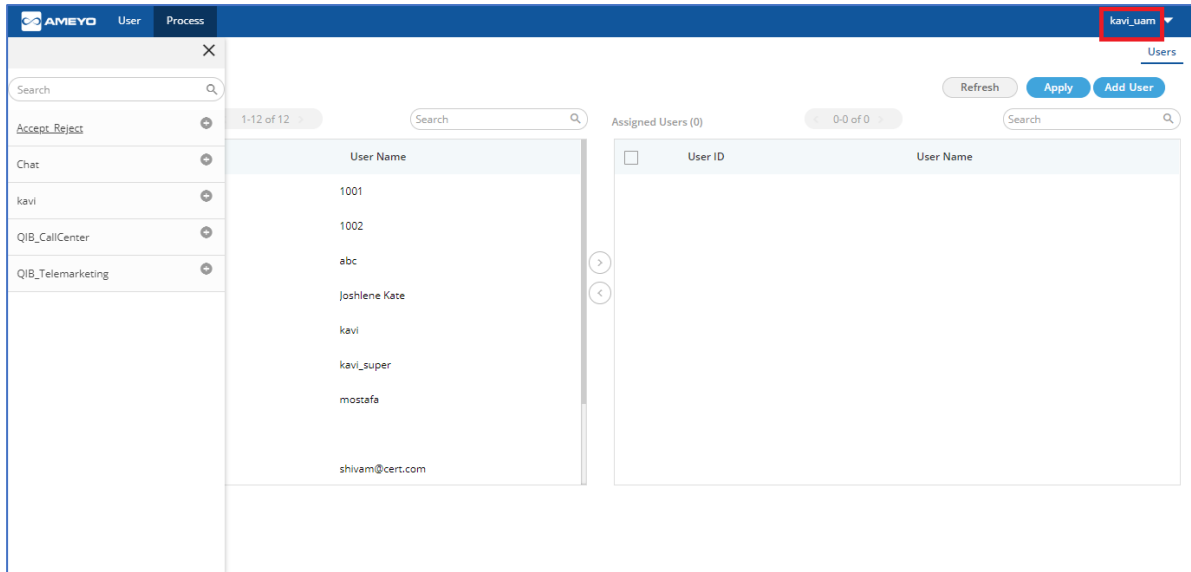


Figure: A User with UAM Role

9.21.1 Reference Document

<https://sites.google.com/a/ameyo.com/engineering/uam-role>

9.22 REST Auditing

The auditing is available only for REST framework also. The configuration changes of which history is not maintained in Ameyo, are now audited and their history is stored in `comamnd_audit_hsitory_table`.

Majorly, following events are being audited with this new feature.

- Reload Server Preference Store
- Reload System configuration parameter
- Reload License Configuration
- Reload Logging Configuration
- Reload Processing Configuration
- Reload Metric Configuration
- Creation, Modification, and Deletion of
 - Process

- Campaign
 - User
 - Queue
 - Rule
 - Call Context
- Un-assignment and Assignment
 - Call Context Entity Assignment and Un-assignment
 - Addition of routing rules
 - Default working
 - Holiday /office hours

9.22.1 Reference Document

<https://sites.google.com/a/ameyo.com/engineering/Home/rest-auditing---command-audit-history-1>

9.23 Click to Chat Option for Agents

When a customer sends a message through any third-party direct message application such as Facebook Messenger, Twitter Direct Message, WhatsApp, and WhatsApp for Business, the ticket is created in the system. Now, when the user opens this ticket (created through any third-party direct message application), a "Continue Chat" button is displayed. The user can click this button to start the chat directly through the same medium using which the customer has connected.

This feature is not available for Ameyo Web Chat.

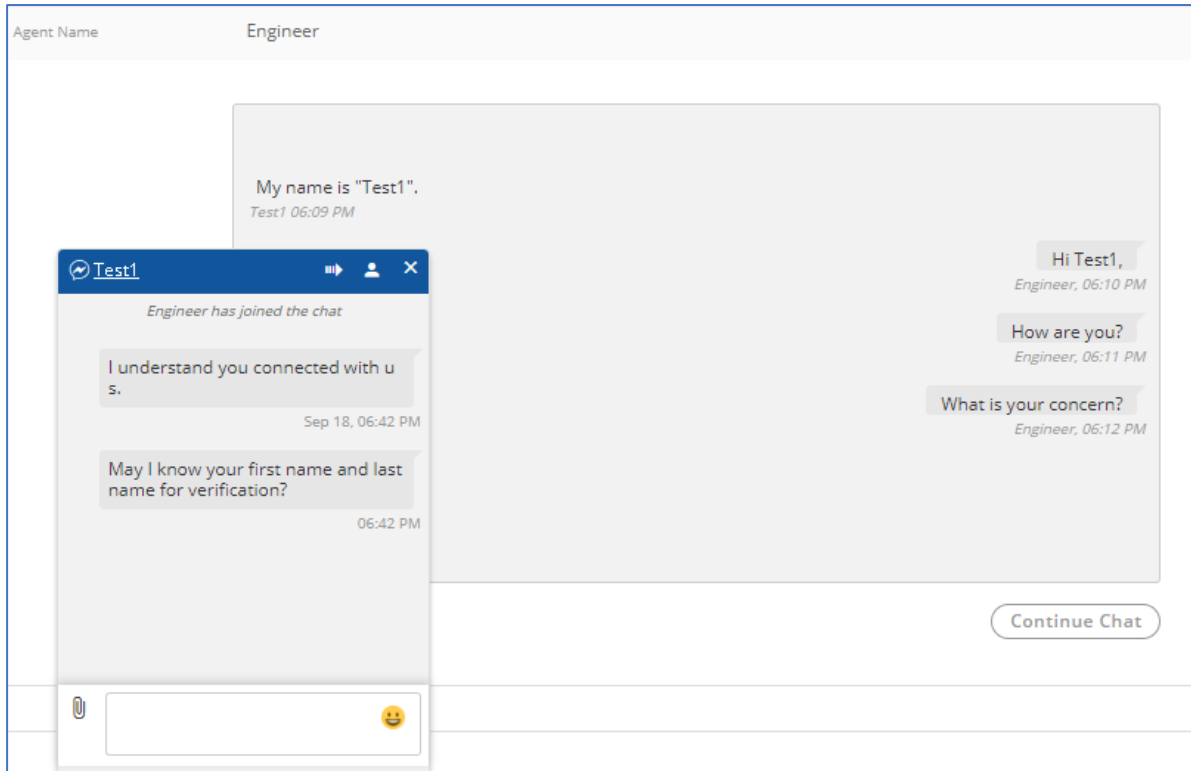


Figure: Click to Chat

9.24 Access "Create Ticket Form" from CRM using Knowledge Base AppSDK

While browsing the CRM, the user gets a button to create the ticket.

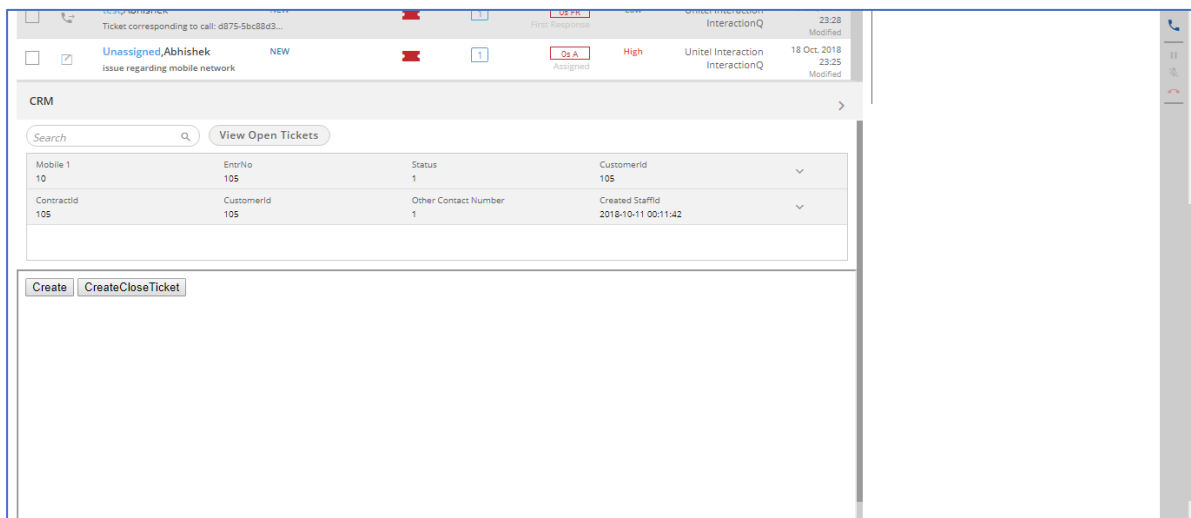


Figure: Click to Chat

The agent can click "Create Ticket Button" to create the ticket from the CRM itself. It opens "Create Ticket Tab".

Figure: Creating Ticket from CRM

9.25 Auditing of Voicelog Downloads in Archiving and Reporting Tool (ART)

The downloads of voicelogs, in Archiving and Reporting Tool (ART) only, is now auditable in this new version. An entry will be made in the table for every single file downloaded from the User Interface. The system will audit both single file download and zip file download containing multiple voicelogs.

This feature is not available in "Reports" and "Voicelogs" without Archiving and Reporting Tool (ART). If the voicelogs are downloaded from Archiving and Reporting Tool (ART), then only the auditing logs will be displayed in the table otherwise not.

9.25.1 Reference Document

<https://sites.google.com/a/ameyo.com/engineering/Home/voicelog-download-in-art-auditing>

9.26 New Message when there is no Notification

When there is no notification, the following message is displayed in the notifications section. "You are all caught up".

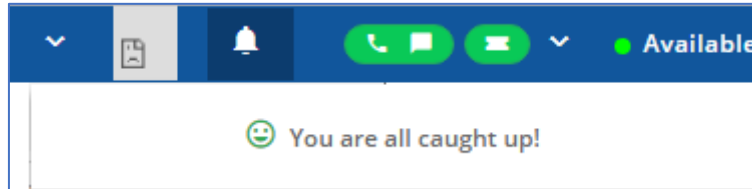


Figure: Message for "No New Notifications"

9.27 Telephony Quick Actions

Earlier, the options to manage the telephony operations like mute, transfer, conference, and others were given only in the telephony panel. During the call, if the user is browsing through different pages in the workbench, these options get hidden.

This issue has been fixed. Now, the quick buttons for such telephony operations are given on the right side that are visible when the user is idle, busy at the call, or browsing through pages during the call.

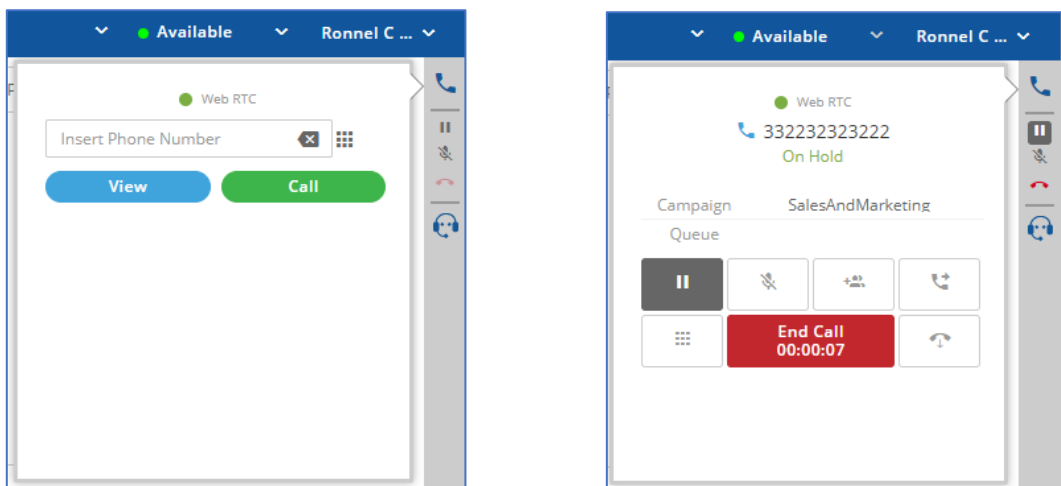


Figure: Telephony Operations on Right Bar in Idle State

9.28 High Availability: Move to Another Node When Disk is Full

Earlier the node becomes unusable because of disk full and the service may malfunction. Also, there was no way of knowing or self-recovery if master failed other than after troubleshooting, customer came to know that slave was already behind/disconnected from the master. Now, this issue has been handled. Two limits – soft limit and hard limit has been introduced.

The new failover notification keeps the customer informed if database slave lags behind or disconnects from the master in HA setup. A notification is delivered when the soft limit of the disk storage will be reached. Another notification is sent when the hard limit of disk storage will be reached, and after that, the service is transferred to another node.

Notification messages to the administrator generated in the HA layer are enhanced with the IP of the machine where it started and hostname of the machine.

HA takes care of recovering the service in case of a service failure or there is a node failure for the scenarios where the node does not fail as such but becomes unusable then HA moves that service on the secondary node.

9.28.1 Reference Document

<https://sites.google.com/a/ameyo.com/engineering/systems-and-failover/failover-setup/diskmanager-scenario-of-disk-full-in-ha>

9.29 High Availability of Voicelogs

Voicelogs are created on the call server machine's storage, say A. In High Availability (HA) setups, in case of a failover, the call server is moved to another machine, say B. Now, the voicelogs that were created on the Call Server A will continue to remain there and the ones that are created on Call Server B will be present on Server B. When the Server A is brought back on the network, then the voicelogs from both of the machines Call Server A and Call Server B are available for download from the User Interface as well as available for archival.

Voicelogs are neither synchronized nor replicated on both the machines, but are fetched from the correct machine automatically.

9.30 "Accept" and "Reject" Feature for Inbound and Outbound Calls

Earlier, by default, the Agent does not have the option to reject the calls. The Administrator had to obtain a separate license and had to use a Accept-Reject Node in nodeflow to provide the options of "Accept" and "Reject" (that too) for Inbound Calls only. Even with this Nodeflow, this feature was not available for Outbound calls. All inbound calls (without this feature) and all outbound calls provided by the dialer were being auto-answered. Now in Ameyo 4.3, a new feature has been added that shows pop-up with "Accept" and "Reject" options on the screen for all inbound calls and all outbound calls provided by the dialer. The agent can click "Accept" to accept the calls and click "Reject" to reject the calls.

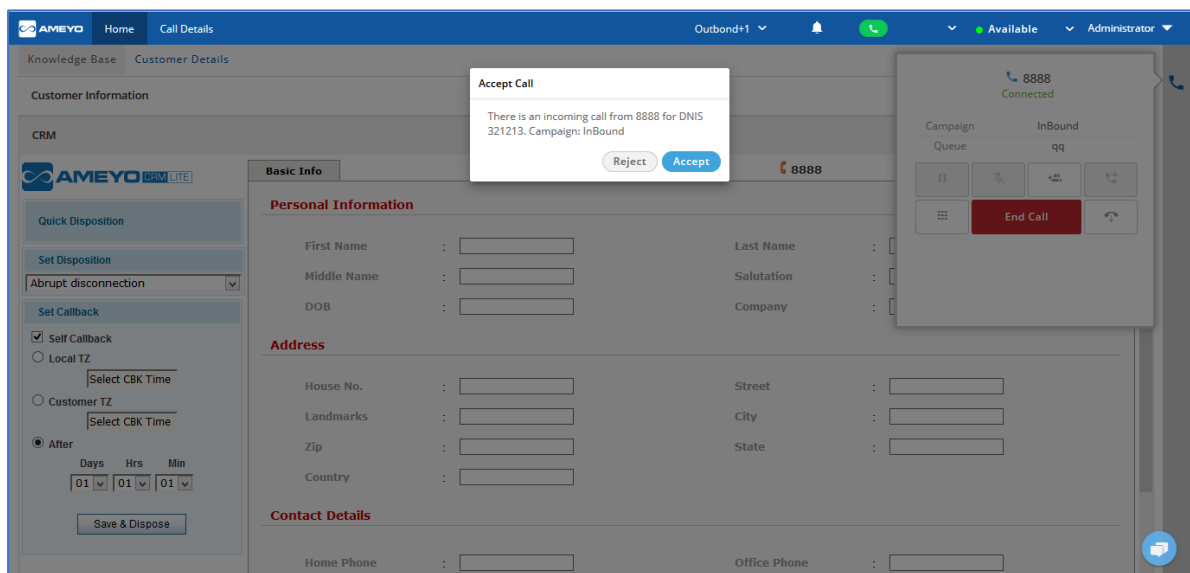


Figure: Call Accept and Reject Feature

This Call Accept and Call Reject feature is non-licensable now in Ameyo 4.3 and will be available by default.

After upgrading to Ameyo 4.3 in the environments where "Accept-Reject" node is already activated, perform the following steps to disable this node. Else it may cause conflict with Ameyo 4.3.

Access the command line of Server Operating System where Ameyo Server is installed and execute the following commands one by one.

```
psql -U postgres //Enter the PostgreSQL Console.
```

```
\c ameyodb //Enter the database
```

```
Insert into server_preference_store (context_type,context_id,key,value)
values
```

```
('campaign','<campaign_id>','userCallAcceptPermissionFlag','false');
```

Replace "campaign_id" with the ID of your campaign.

"Accept" and "Reject" pop-up will not be available in the following scenarios.

- Manual Operations
 - Manual Dialling of Outbound Calls
 - Supervisor's Snoop and Barge operations
 - Other Manual Operations of Agents and Supervisors
- Auto-Preview Dial
- Dial User App

9.31 Zabbix

Ameyo 4.3 now comes with Zabbix. It's both Server and Agent packages has to be installed. It is an enterprise-level software designed for real-time monitoring of servers, virtual machines, and network devices. Zabbix Server enables collecting metrics from Zabbix Client's devices, systems, applications and automatically detects problem states with the incoming metric flow. It also takes automatic actions upon adding/removing/changing elements, does network discovery and escalates problems according to flexible user-defined Service Levels. Together with Zabbix, Ameyo have brought in capabilities to ensure easy to use fault management.

- Zabbix also monitors SIP Trunk and PRI Ports.
- Zabbix shows notification whenever a SIP Trunk is up.
- Zabbix Server shows notification whenever any monitored Zabbix Agent is down.
- The database of Zabbix has been unified. Zabbix is storing the logs in a single database.
- Administrator can configure the SMS Settings in the Zabbix. Once configured, Zabbix can send SMS alerts to the required recipients.
- Ameyo Services has been integrated with the Zabbix.

- When Discovery Rule is enabled, Zabbix automatically adds a host.
- SMTP Authentication has been enabled for Zabbix.
- Zabbix Server and Zabbix Agent Setups are available for AmeyOS 7.2.
- Zabbix sends notification upon the disk full on the build machine.

9.31.1 Reference Document

<https://sites.google.com/a/ameyo.com/engineering/zabbix-all-documentations>

9.32 Ameyo Synthesizer <Licensable>

Ameyo's Synthesizer has been revived by leaps and bounds with a complete drag and drop, graphical web based interface. Customer and partner don't need to wait up on Ameyo customer support for tweaking their nodeflows.

Administrator can now design the node flow by either creating a new node flow or import an existing node flow through the web-based synthesizer with no additional efforts to upload files separately.

One can export the node flow and can create or copy child node flow. The user can change any attribute in the child node flow and the change gets reflected for all the nodes to which it is associated with.

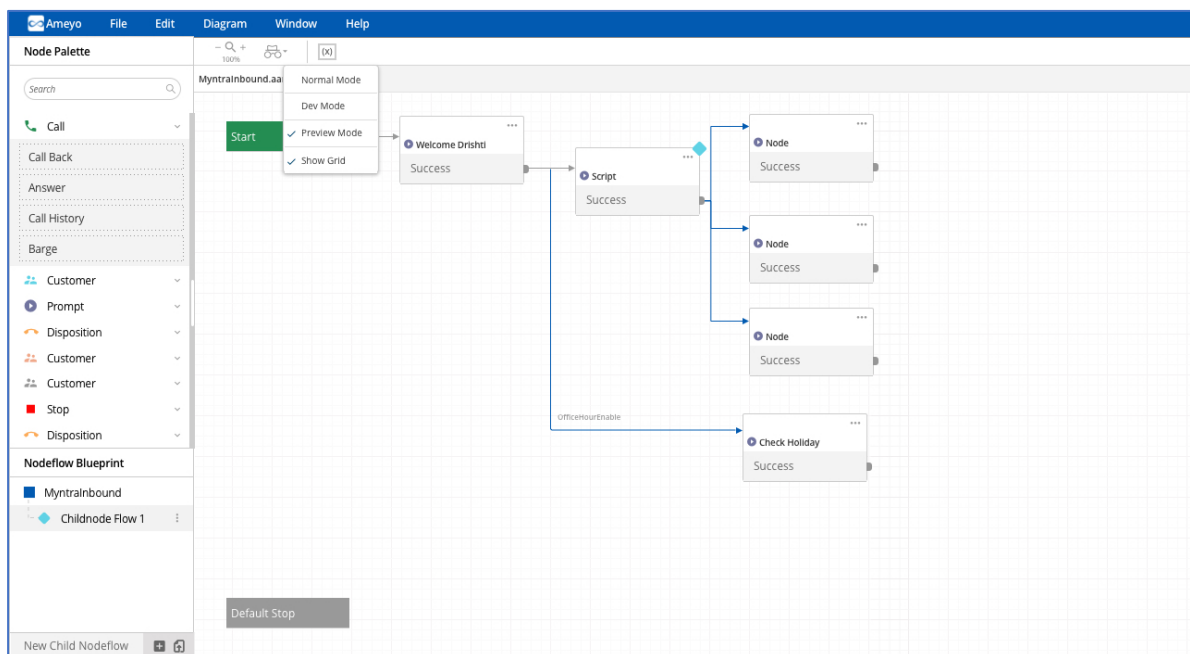


Figure: Nodeflow Operations

Ameyo Synthesizer can now design the nodeflow with conditional and unconditional transitions. The user will be able to define the unconditional transitions by clicking on the port available on the node. There will be two options available with the user. One will be for conditional transitions and the other will be for unconditional transitions.

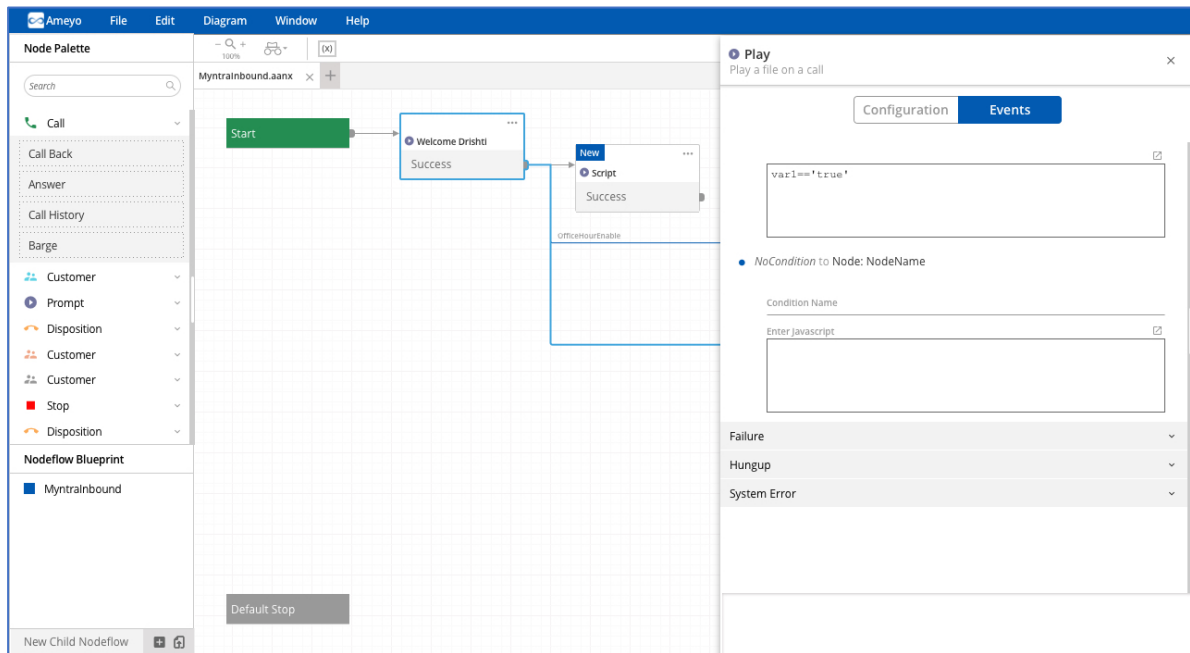


Figure: Conditional and Unconditional Transitions

Users will be able to design the node flow in a more user-friendly manner with a grid on canvas with Start and Default-Stop nodes to be fixed on the canvas so that it is always known for the user to locate it and see the transitions.

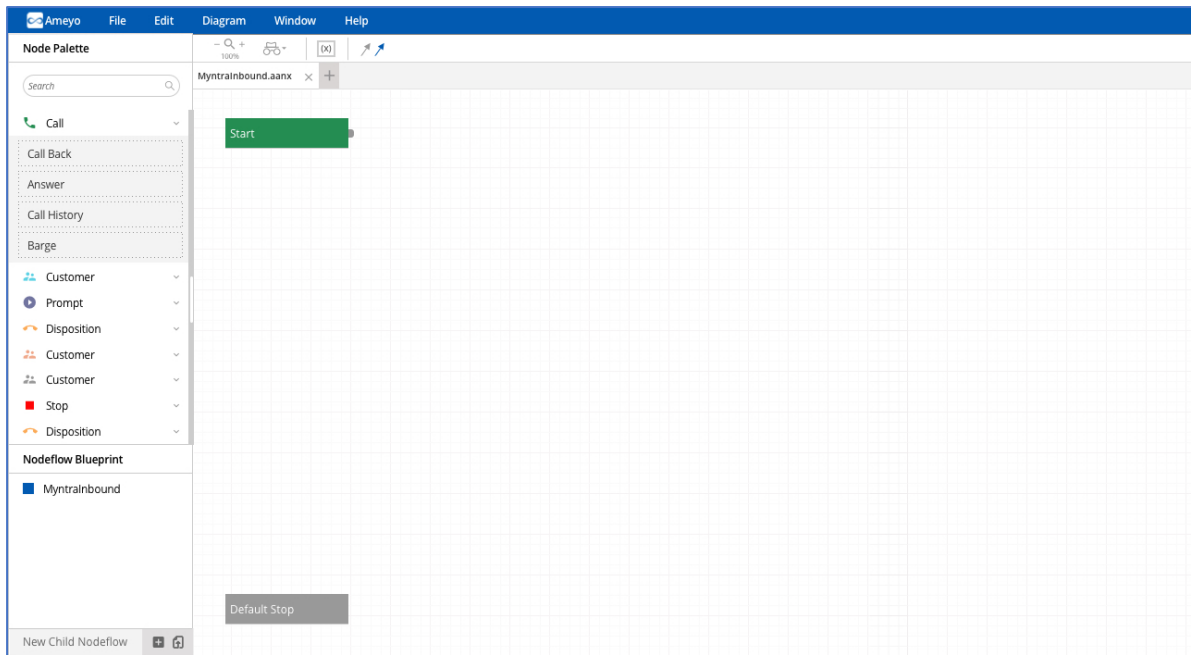


Figure: Default Start and Stop Nodes

Ameyo Synthesizer can now configure the visible nodes by dragging the same from palette to the canvas. The user will be able to see the right panel as soon as the node is dropped on the canvas with the alphabetically sorted attributes in the configuration section that will have their Interface representation according to the data type.

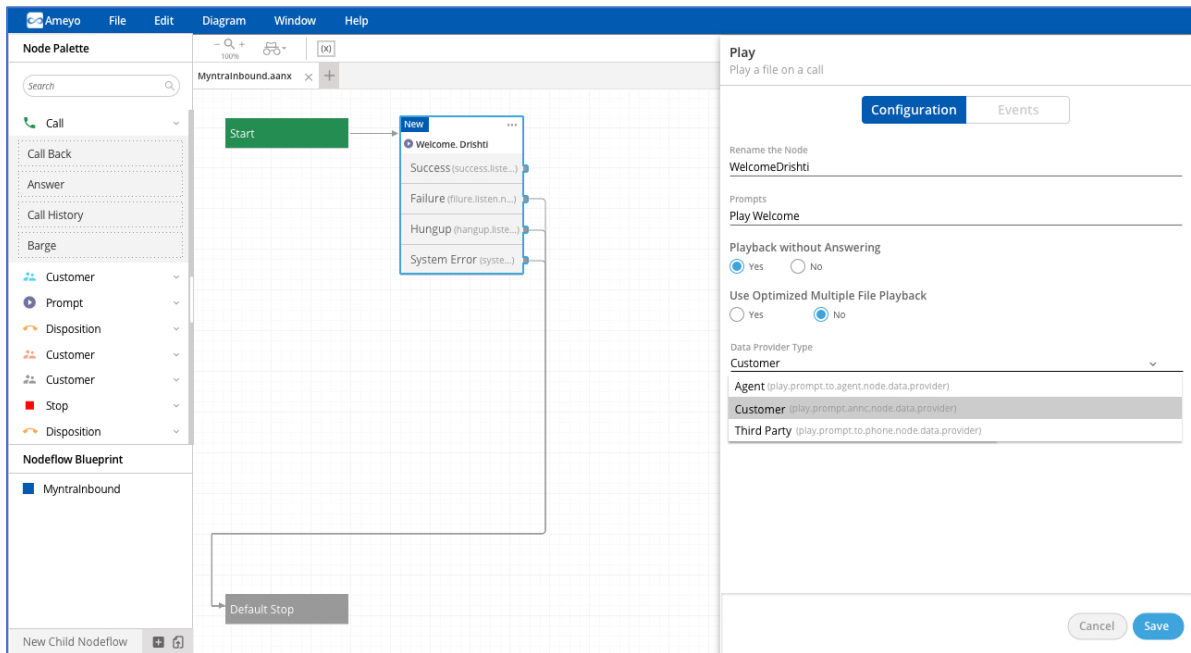


Figure: Option to drag-and-drop the Nodes

The administrator can now check what is uploaded for a particular execution point that is ANFX or Nodeflow and will be able to easily identify them with the name and extension while configuring routing as compared to the earlier version where ANFX or Nodeflow which was uploaded could not be checked at UI level as name.extension was missing. The administrator can now add variables that will be used for assigning to the node configuration attributes.

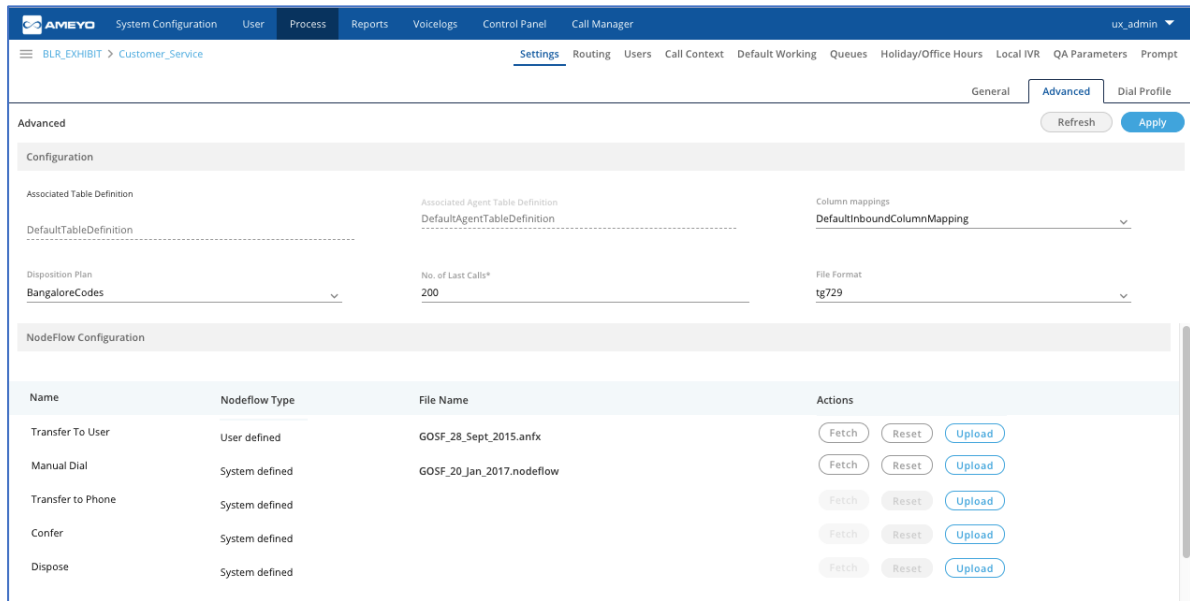


Figure: Nodeflow in Campaign Settings

9.33 Updated Social Media Resolver for Comments

With this new enhancement, the administrator can configure New social media resolver that treats every Facebook/Twitter comment as a new ticket with every reply to a comment on a post being recorded as a message on the existing ticket in the Agent dashboard. Earlier the resolver identified Facebook/Twitter posts and comments as a single ticket. Both these social media resolvers are now available in the system.

Ameyo Agent can use the Split option to create a copy of the entire post and its comments with both tickets having the interaction messages.

Use Case: The businesses can now track and keep records of customer queries and reviews by recording tickets raised through Facebook/Twitter comments.

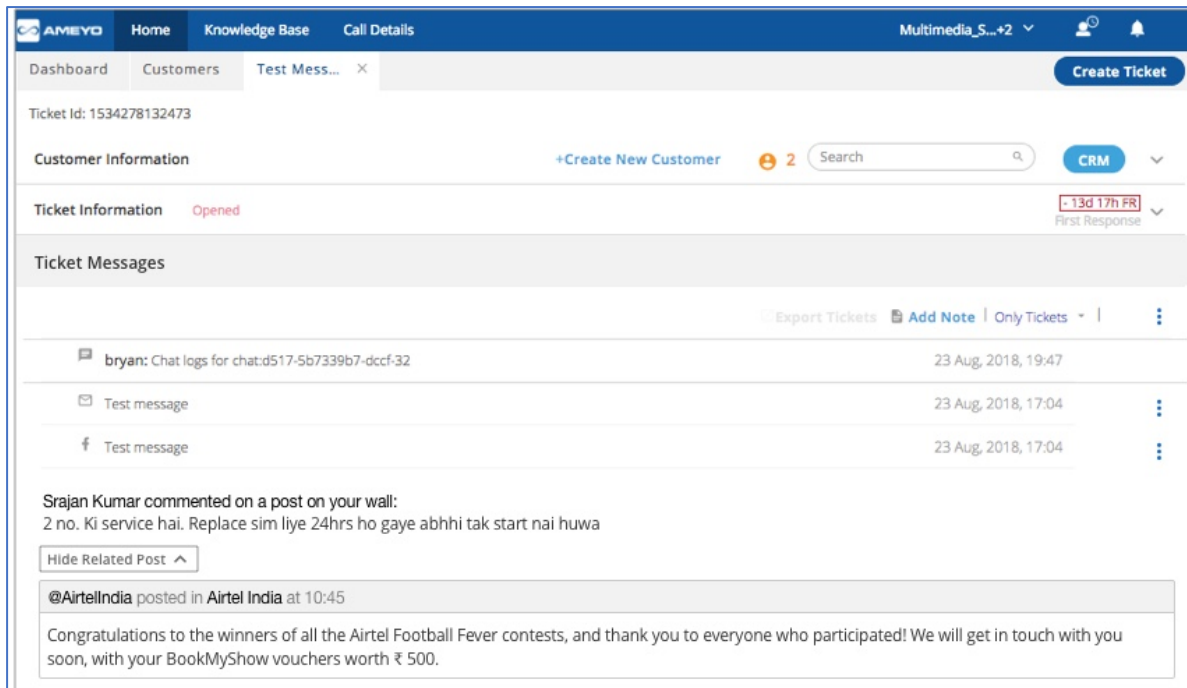


Figure: Resolving Comments

9.34 Ticket Assignment Configuration Update

Ameyo admin can now set actions in Rule Engine for the "Ticket Reopened" event by configuring the Ticket action as 'Transfer Ticket to Queue' and setting ticket assignment for reopened tickets by choosing to assign reopened tickets to - "Anyone", "Agents available to take tickets", "Any Agent", "None".

The screenshot shows a configuration window for 'Event Based Rules'. At the top, there are two tabs: 'Event Based Rules' (selected) and 'Timer Based Rules'. Below the tabs, the 'Event Type' is set to 'Ticket Reopened'. Under the 'Conditions' section, a rule is defined as 'Hour Since Reopened' with the operator 'less than' and the value '4'. At the bottom right, there is a checked checkbox for 'Stop Execution after this rule', along with 'Cancel' and 'Save' buttons.

Figure: Ticket Configuration Update

The screenshot shows an 'Actions' configuration window. The action selected is 'Assign Ticket To Agent', and the agent assigned is 'marvel'. An 'Add New Action' button is located at the bottom right of the window.

Figure: New Actions

9.35 Customer Portal VoC Feedback

Customer portal users will now be able to provide Interaction feedback with the functionality being enabled by an API that will fetch feedback schema. Customer Portal application will use the API to render the feedback and will check if the feedback is received for the customer's ticket or not. Ameyo Supervisors will also get reports to view the feedback received through emails and customer portal and could take actions to improve customer satisfaction.

9.35.1 Reference Document

<https://sites.google.com/a/ameyo.com/engineering/customer-portal-feedback-api-reference>

9.36 WebRTC Failover through Multiple Voice Resources in Call Manager

Ameyo Administrator will now be able to add multiple Voice Resources in "Call Manager" and map the agents between them in "System" → "System Configuration" → "Settings" → "Mapping Policies".

If a voice resource is down, the Administrator can map the agents of down Voice Resource to another working (up) Voice Resource in "Mapping Policies". Once done, the agents have to logout and login again and their registration and WebRTC extension selection on the new Voice Resource will happen automatically.

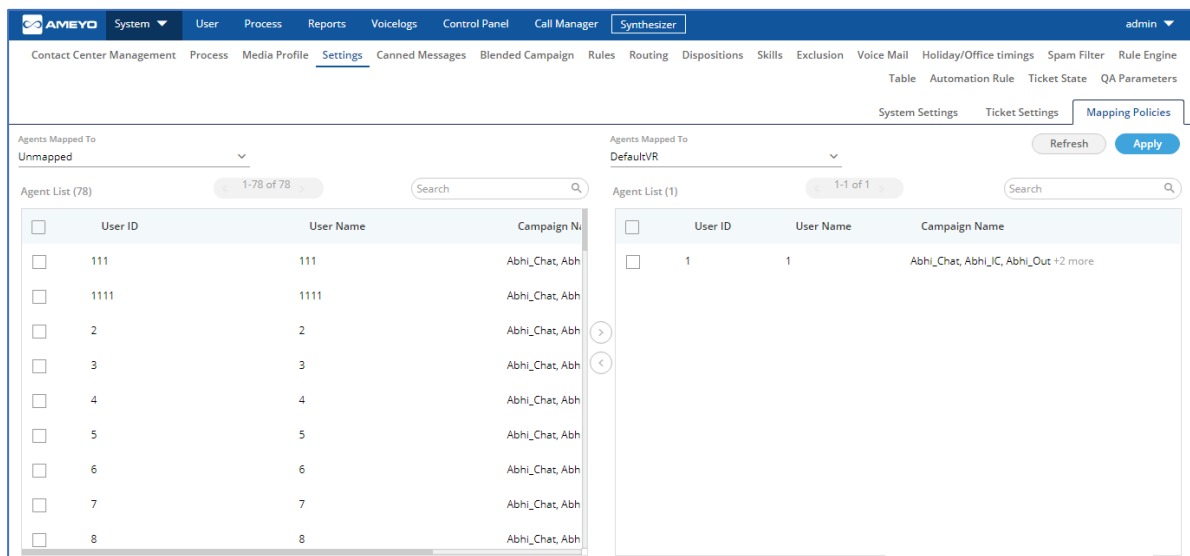


Figure: Multiple Call Servers

9.37 Voicelog Encryption UI

Security enhancement to protect the customer information and privacy by protecting the voice logs in voice log archiver module with security checks in form of passwords. The Ameyo user will be able to download the voice log through a predefined mechanism. As soon as the download button is clicked, the user will get a prompt for the password with which the zip will

be protected. When the zip file will be unzipped then it would ask for the same password which was provided at the beginning of the process thus protecting the data.

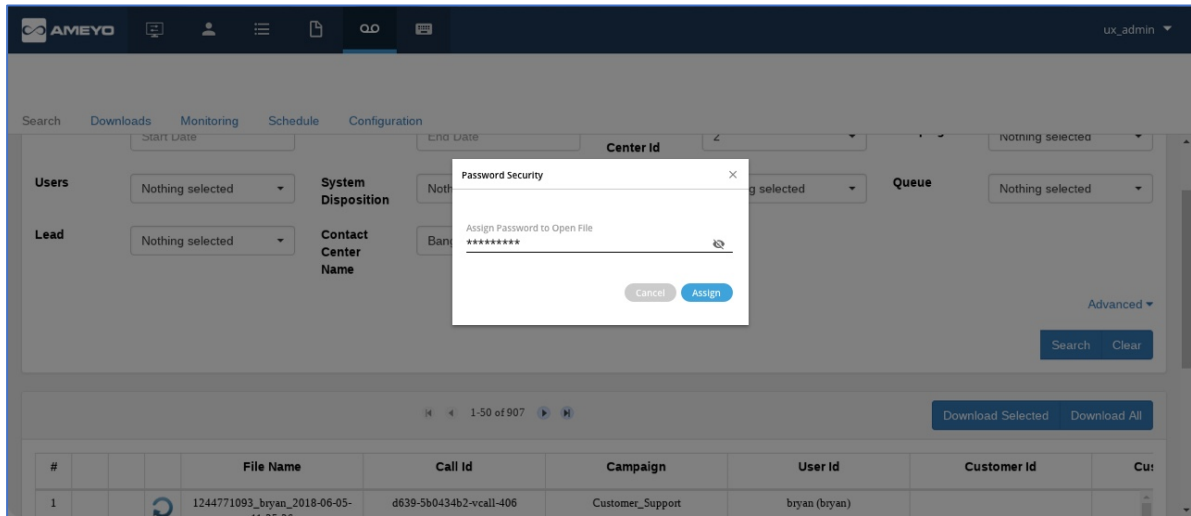


Figure: Encrypted Voicelogs

10. Enhancements

10.1 Option to not automatically assign Reopened Tickets

Rule Engine can now be configured to not automatically assign the reopened tickets to any agent. Once reopened, the ticket has to be manually assigned to any agent.

10.2 New Time Display Format for SLA Counter

SLA Counter now shows the Time in MM:SS and HH:MM formats also. If it has the value in day then the time will be displayed in DD:HH format. If value of hours is not available, then DD:MM will be displayed.

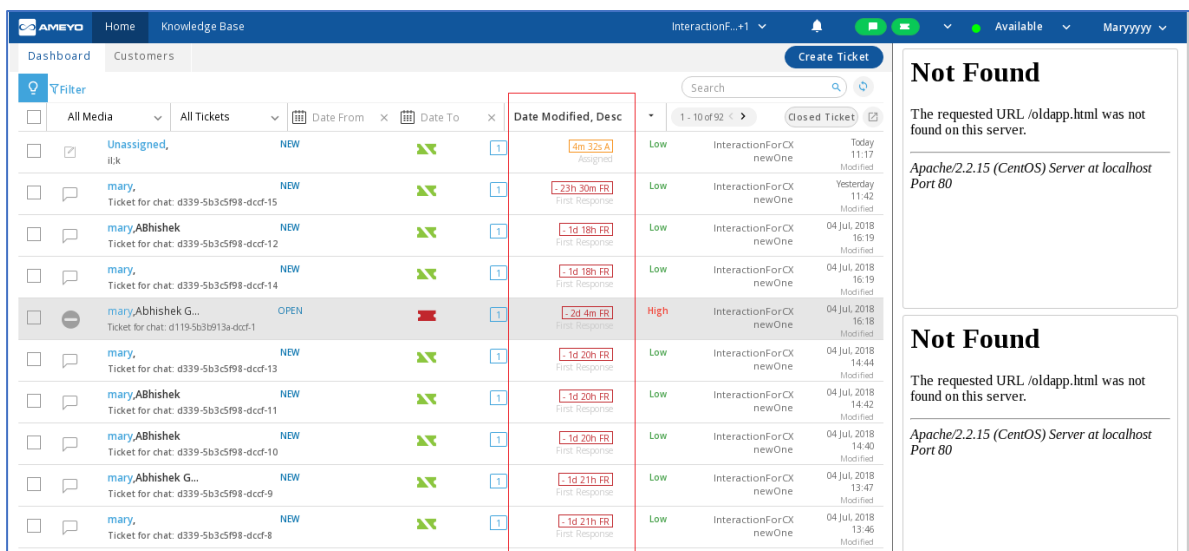


Figure: Displaying the new format of SLA Counter

10.3 Blocked Agents to share Credit Card Numbers over Chat

A fix for "Credit Card Regex Check" bug in the Chat has been introduced. You can add this feature, for secured setup, if you want to block the agents to agents to share the credit card number on the chat. Our system will recognize this sensitive information and do not allow the agent to pass such information.

10.4 Optional Closure Reason

Ticket Closure reason is now optional. The Supervisor and Administrator can make it mandatory or optional in the Settings of Interaction Campaign.

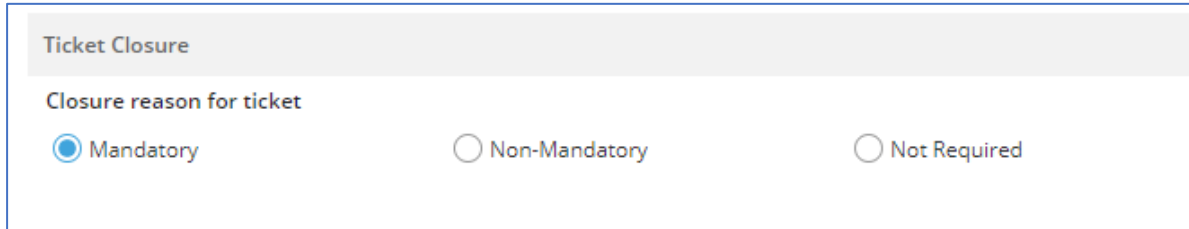


Figure: Optional Closure Reason

In Interaction Campaign Settings, "Ticket Closure Settings" allows the Administrator to specify whether the users have to provide the closure reason while closing the ticket or not. It contains the following values.

- **Mandatory:** Select it to make it mandatory for the users to provide a closure reason while closing the ticket.
- **Non-Mandatory:** Select it to make it optional for the users to provide a closure reason while closing the ticket. The agent can skip the step to provide the closure reason and close the ticket directly.
- **Not Required:** Select it to make it unnecessary (not required at all) for the users to provide a closure reason while closing the ticket. The option to ask for a closure reason will not appear at all while closing any ticket.

10.5 "Stop Executing After This Rule" Option for Event-based Automation Rules

While creating or modifying an Event-based Automation Rule, Administrator can check "Stop Executing After This Rule" functionality that is located at the bottom.



Figure: "Stop Execution after this rule" Option

After execution of this rule, other rules that are matching the provided conditions in the queue will not be executed.

10.6 Renamed "Recent Dispositions" to "Quick Dispositions"

The term "Recent Disposition" has been renamed to "Quick Disposition". This section actually shows the frequently used dispositions instead of recent dispositions used by the user.

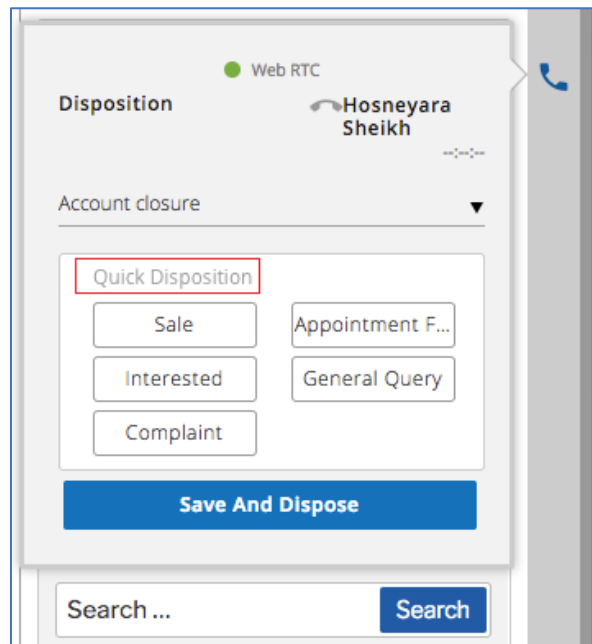


Figure: Quick Dispositions

10.7 Default Values Changed for Auto-Interaction Creation

The default values (in case entry is not made) for auto-interaction creation for **chat and voice** has been changed to **false**.

Table: ic_configuration_parameter

Name of parameter for auto interaction creation in voice: autoCreateInteractionForVoice

Name of parameter for auto interaction creation in chat: autoCreateInteractionForChat

10.7.1 Reference Document

<https://sites.google.com/a/ameyo.com/engineering/Home/certificationknowledgebase/ic-configuration-parameter>

10.8 Fixed the issue "Not able to update customer as columns are not assigned under Agent Table definition"

This fix is applicable to Java Client only. It will be accessible or visible on the Browser-based App.

Earlier the columns of customer informations (that are defined in "Table Definitions") has to be assigned in "Agent Table Definitions" to the agents so that they can be displayed on the agents' interface. Now, **"Agent Table Definitions" has been removed** from Java Client.

Now, the Administrator has to create a mapping in "Mapping" Tab and map the customer information fields (from Default or Custom Table Defintions) to the system default types.

Table Column Mapping Wizard ✕

Table Definition
Table1

Campaign Type
Interaction Campaign ▼

Mapping Name
Test12

Mapping Sequence

Name	Required	min#	Max#	
phone	false	1	3	<input type="button" value="Add"/>
email	true	1	5	<input type="button" value="Add"/>
searchable	false	1	5	<input type="button" value="Add"/>

Required Column Mapping

Attribute	Type*
smooch_dm_id	Select an option ▼
android_unique_id	Select an option ▼
twitter_username	Select an option ▼
name	Select an option ▼
phone1	Select an option ▼
email1	Select an option ▼
messenger_unique_id	Select an option ▼
whatsapp_unique_id	Select an option ▼
facebook_id	Select an option ▼
full_name	Select an option ▼
smooch_messenger_id	Select an option ▼
timezone	Select an option ▼
twitter_unique_id	Select an option ▼
twitter_id	Select an option ▼
facebook_username	Select an option ▼

Figure: Table Column Mapping

Only the fields mapped with system types will be displayed as Customer Information on the Agent Interface.

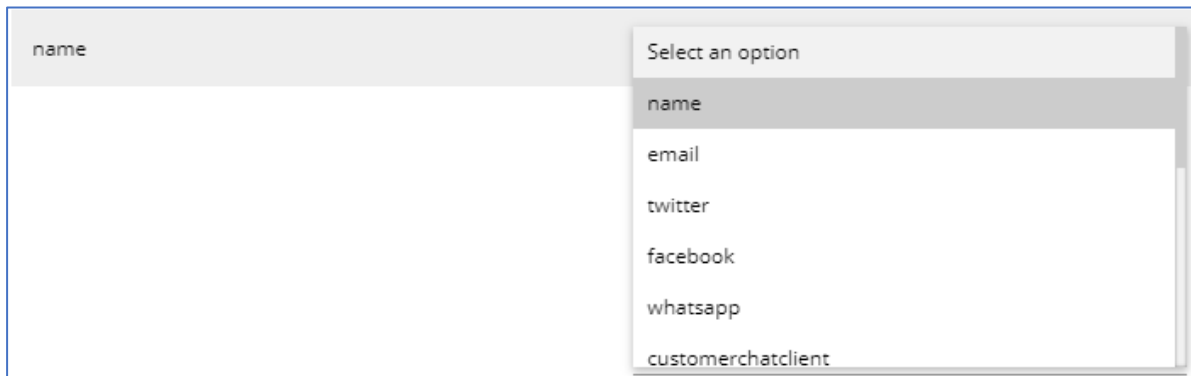


Figure: Column Mapping Options

These are listed herein below.

- name
- twitter
- facebook
- email
- phone1
- phone2
- phone3
- phone4
- phone5
- timezone
- **searchable:** It can be any field that you select to be searchable.

10.9 More Parameters to Configure Voicelog Path

The path that was configured till now had the parameters of date (YYYY-MM-DD), time of the voice log, campaign details (campaign name and campaign id), agent details (user ID(agent ID)), customer details (customer id); all being shown in the following format.

`${DATE_ADDED}/${CAMPAIGN_NAME} -
 ${USER_ID}/${USER_ID}__${CAMPAIGN_NAME}_${CAMPAIGN_ID}${CUSTOMER_ID}${PHONE}_${TIME_ADDED}.`

For easy file indexing, Voicelog path is now reconfigured with three new parameters that is the Date, month and year, broken down into separate parameters in the voice log in the following format:

- Date\${DD}
- Month\${MM}
- Year\${YYYY}

This feature is available only for Voicelog Archive (VLA).

Id	Ameyo Setup	Hostname	Call Server	InGain	OutGain	Format	Access Type	Storage Path	Enabled	PresetName	PresetValue	Save	Reload
1	setup_name	10.10.10.10	DefaultVR	1	1	mp3	LAN	<code>\${truy}/\${DD}/\${MM}/\${YYYY}/\${HIGH_PHONE}</code>	<input checked="" type="checkbox"/>	HIGH_PHONE	NA	Save	Reload

Figure: Path of Voicelogs

10.10 "Auto Preview Dial", "Manual Preview Dial", and "Click to Call" Columns in Reports

Added the additional columns for Auto Preview Dial, Manual Preview Dial, and Click to Call in the following reports.

- Agent Activity Summary
- APR Interval Summary
- APR Summary

10.11 Removed Subject from Sorting Criteria

Removed "Subject" value from the Sorting Criteria. Now, the tickets cannot be sorted by subject.

10.12 ICNotificationService

ICNotificationService is not delivering any caching notifications and even the maps are not being used for query or other purposes. Removed this service.

10.13 "More" Button in the Menu Bar of Supervisor Interface

"More" button has been added in the menu bar in the interface of supervisor only. This is not available in the interfaces of agent and administrator. It contains three items: Control Panel, Custom Tab 1, and Custom Tab 2.

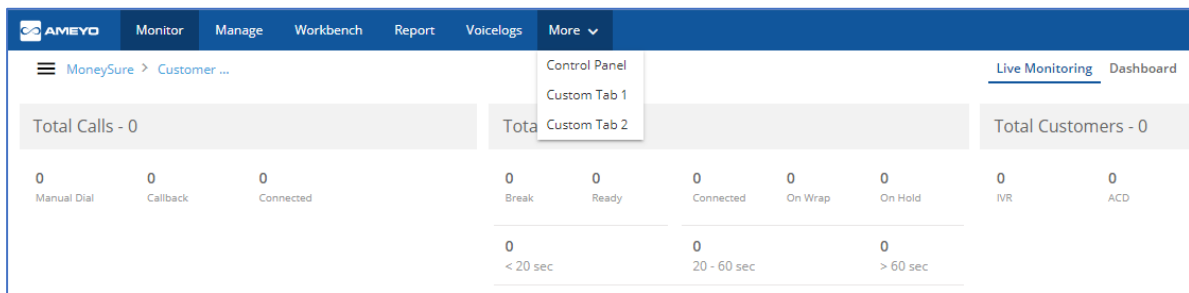


Figure: More Button

10.14 Enhanced Identification of Users

The agent can now check the availability of other agents while transferring or conferencing the calls. During call transfer or call conference, the list of users can be filtered as per availability, call status, break, and name.

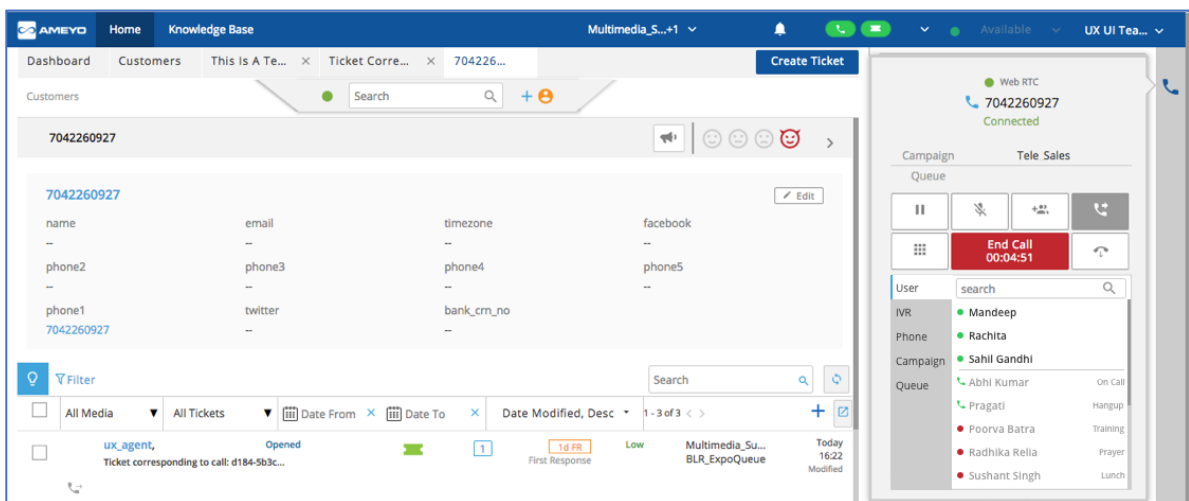


Figure: Improved Call Transfer and Conference

Its other features are explained hereinbelow.

- The call can be transferred to or conferenced with only those agents which are available, however, other users are listed to show that they are logged on in the shift.
- The count of available users and count of users on call is displayed while transferring the call to a queue or campaign.
- Refresh frequency is displayed on click and on failure.
- The error is displayed if the call transfer or call conference is failed.
- The agent is notified visually after successful connection.
- During call transfer or call conference to queue, only those queues are displayed which are set as "transferable".

10.15 Enhanced Authentication Policy for Voice Only Access Management

Earlier, if LDAP-based Authentication is being used to validate the logins of users then Ameyo's default authentication will not be used. The login policies are defined in the LDAP Authentication Provider. Some of these policies (like numeric digits are not allowed in usernames) are not authenticating the logins of those users who are logging on to softphones or IP phones only.

To address this issue, Ameyo's default User Authentication has been improved further. Now it works along with LDAP Authentication. After configuring the accounts of users who logins to softphones or IP phones, the Ameyo Authentication will now authenticate their logins even when LDAP-based Authentication is being used.

10.16 Enhanced Logs for Call Manager and Voice Resource

Call Manager and Voice Resource logs have been restructured to allow faster debugging. There have been multiple improvements.

Debug data that was earlier printed in multi-line log statements have been changed to single line log statements. For example, Call Leg Event.

Searchable identifiers such as call leg ID, call ID etc have been added. These have been introduced at a consistent position within the log statement to make it easily readable and searchable. Using the identifiers such as CallLegID, ServiceCallLegID (VRCallLegID), Actual Channel, and Call IDs, the tech-team can search using the a single grep command to understand the lifecycle of a call leg or a call.

10.17 Better Call Details for the Agent

The interface of "Call Details" in the Agent interface has been improved further. The searching and filtration have been improved. The agent can listen and download the voicelogs of its calls.

Customer Number	Queue Name	Disposition	Call ID	Call Type	Time	Duration	Listen
578786787	--	--	d142-5a96f7bb-vcall-0	outbound manual dial	2018-03-01 00:37	00:00:00	🔊
4154557	--	MOC	d142-5a96f7bb-vcall-1	outbound manual dial	2018-03-01 00:39	00:00:00	🔊
507705204	--	ADC	d136-5ace0dc5-vcall-2	outbound auto dial	2018-04-11 19:37	00:00:31	🔊
505965862	--	ADC	d136-5ace0dc5-vcall-3	outbound auto dial	2018-04-11 19:38	00:00:10	🔊
561110665	--	ADC	d136-5ace0dc5-vcall-5	outbound auto dial	2018-04-11 19:39	00:27:54	🔊
557505692	--	ADC	d136-5ace0dc5-vcall-7	outbound auto dial	2018-04-11 20:14	00:00:03	🔊
530110435	--	ADC	d136-5ace0dc5-vcall-8	outbound auto dial	2018-04-11 20:14	00:00:44	🔊
530110435	--	ADC	d660-5acef40d-vcall-1	outbound auto dial	2018-04-12 12:25	00:00:12	🔊
530110435	--	ADC	d660-5acef40d-vcall-4	outbound auto dial	2018-04-12 17:10	00:00:18	🔊
530110435	--	ADC	d381-5acfa87c-vcall-1	outbound auto dial	2018-04-13 00:30	00:00:13	🔊

Figure: Better Call Details Tab

10.18 Enhanced BYOB API

"Bring Your Own Bot" API has been enhanced further. Now, the communication between (the already integrated) third-party Chat Bot and customer will be displayed in the Agent Chat window. This log will also be included in the ticket, along with agent-customer chat logs, while creating a Ticket or Lite Ticket.

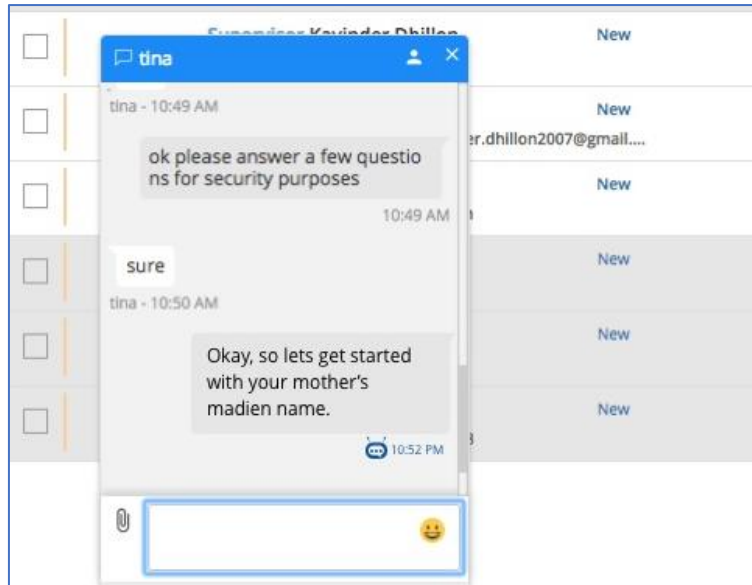


Figure: Showing BYOB Chat to Customer

10.18.1 Reference Document

<https://sites.google.com/a/ameyo.com/engineering/byob-api-enhancement>

10.19 New Deletion Messages for Campaign, Queue, and User

The new deletion messages for campaign, queue, and user (for any Interaction Campaign) highlights the dependencies. If tickets are not closed in Interaction campaign that is trying to be deleted, the following message is displayed.

"<campaign_name> cannot be deleted as there are tickets that need to be closed. Also, please remove/modify any rules that might be using this campaign."

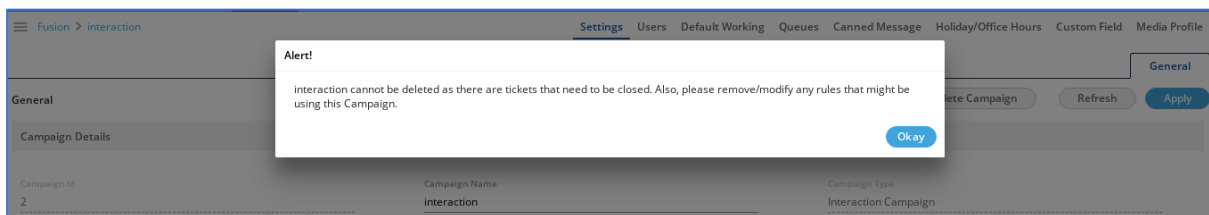


Figure: New Campaign Deletion Message

If tickets not closed in such a queue of Interaction Campaign that is trying to be deleted, the following message is displayed.

"<queue_name> cannot be deleted as there are tickets that need to be closed. Also, please remove/modify any rules that might be using this queue."

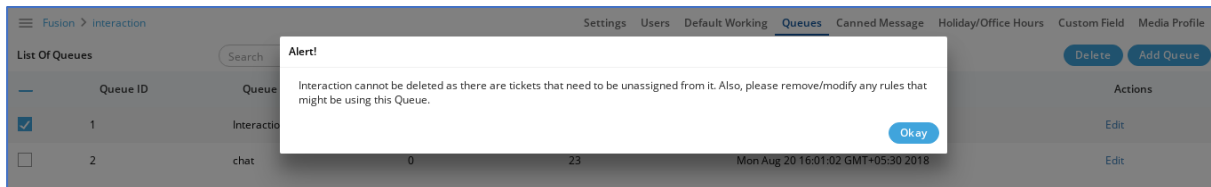


Figure: New Queue Deletion Message

If rules are assigned to such a user (assigned to interaction campaign) that is trying to be deleted, the following message is displayed.

"Selected User cannot be deleted as Rule is configured with this user."

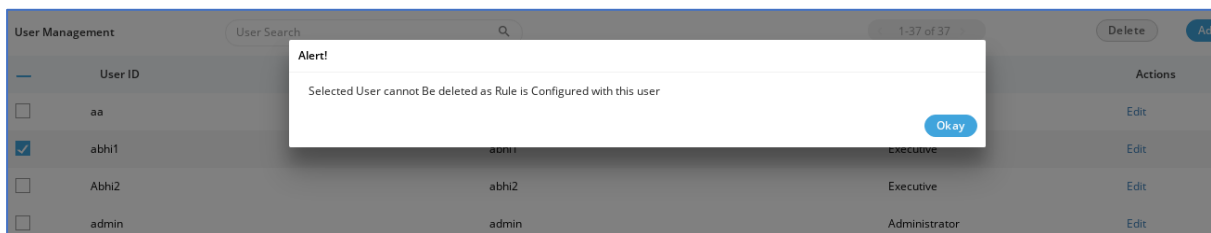


Figure: New User Deletion Message

This feature is not available for non-Interaction Campaigns.

10.20 Enhanced Heat Calculation for Tickets

Calculation of Heat for Tickets has been enhanced. Earlier heat was being calculated automatically at a scheduled interval. It has been changed now. The heat is calculated only when an event is detected. It will decrease the load on the application and improve its performance. If any ticket is not updated, then its heat will be calculated as per its SLA.

10.21 Enhanced Toolbar Integration

Toolbar Integrations has been enhanced further. Their logging has been controlled, which have improved the overall performance. In addition, following new features has been added.

1. Support for Reload
2. Support for Multiple Tabs
3. Preventing Leakages
4. Error Handling on Client Sides

10.22 Updating Resolved Date of Reopened Tickets

Earlier after reopening the ticket and resolving it, the resolved date was not being updated. Now, the resolved date for the reopened tickets is being updated and saved in the database. The reports data will be improved with the accurate resolved date of the tickets.

10.23 Enhanced User Interface of Tabs in Supervisor and Agent Consoles

The tabs are now presented with a better design in Supervisor and Agent Consoles. Relevant icons are displayed for the tickets. The tabs are now arranged in a single row with scroll icons.

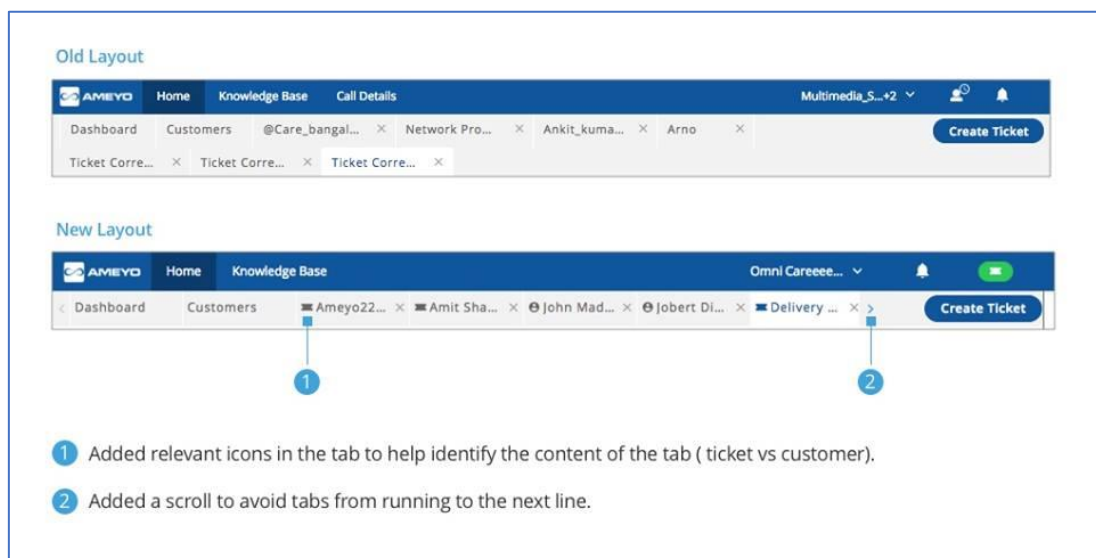


Figure: New Interface of Tabs in Agent and Supervisor Consoles

10.24 Dashboard has been removed for Wallboard User

Dashboard of the Wallboard User, that is displayed in the following screenshot, has been removed from the User Interface by default. However, this option has been made configurable and this dashboard can be enabled from the backend.

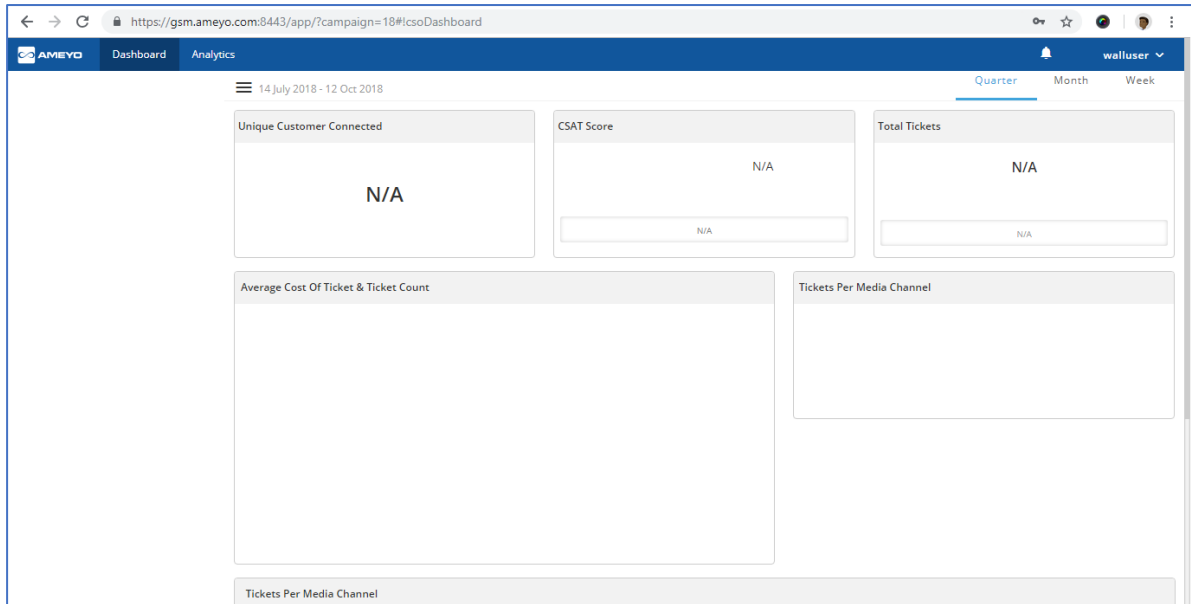


Figure: Dashboard

To enable the dashboard of Wallboard user, access the command line of Server Operating System where Ameyo Server is installed and execute the following commands one by one.

```
psql -U postgres //Enter the PostgreSQL Console.
```

```
\c ameyodb //Enter the database
```

```
INSERT INTO server_preference_store (context_type,context_id,key,value) VALUES ('contactCenter','<contactCenterId>','showDashboardForWallboard',true);
```

Replace "contactCenterId" with the ID of your contact center.

10.25 Cleanup Enhancements

Ameyo Fusion CX has now come up with Auto-Cleanup of expired tickets that is the tickets that have been in "Closed" State more than a certain set of a period get deleted. The time

period for which closed tickets are to be retained in system can be configured in Ameyo Control Panel.

10.26 Organized Disposition Listing

With this new enhancement in the admin panel, configurations for dispositions have been upgraded and organized to enable agents to easily select telephony dispositions displayed in an alphabetical order.

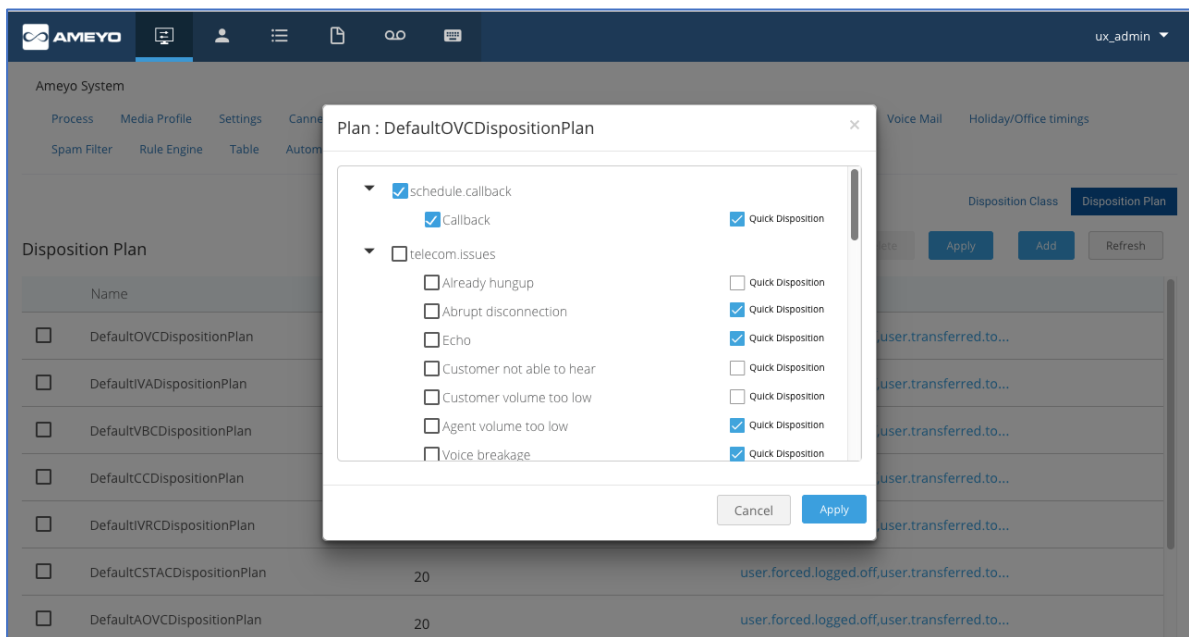


Figure: Organized Dispositions

10.27 Campaign Dashboard and Live Monitoring Enhancement

Ameyo supervisor will now be able to see the SLA of the campaign assigned to him with the Inbound and outbound Dashboard depicting metrics of calls with a bifurcation for the call type.

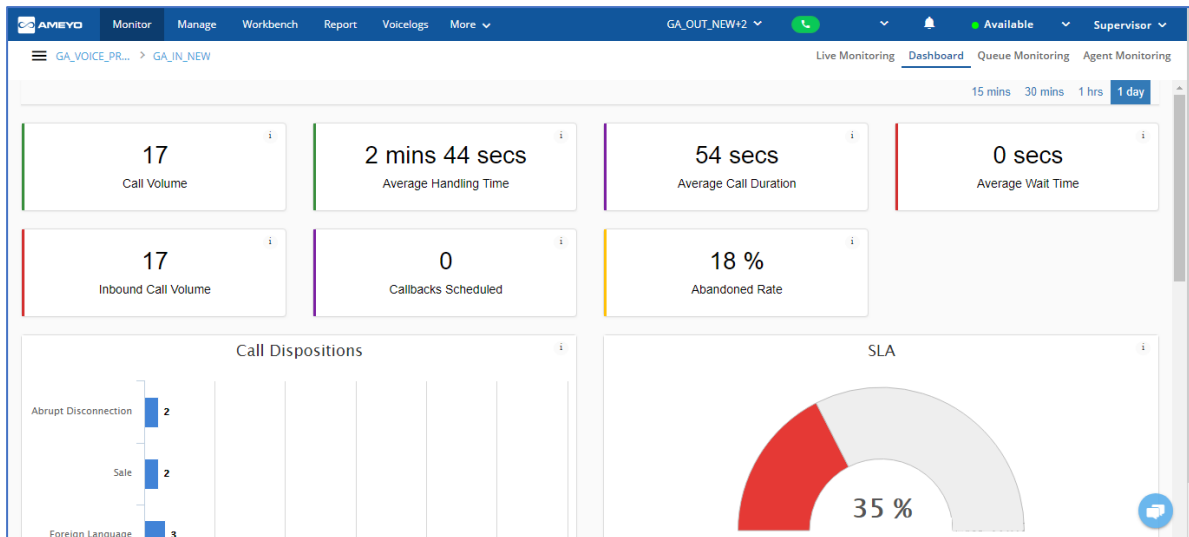


Figure: SLA

10.28 Optimized the SLA Calculation for Better Performance

The previous calculation of SLA has been replaced with a better algorithm. The old and new SLA Calculation Algorithms are discussed hereinbelow.

10.28.1 Old SLA Calculation

Earlier SLA Calculation was reinitiated after every 5 minutes from the moment when the SLA was applied. Whenever SLA Configuration, Holiday Configuration, or Office Hour Configuration was changed, the system has to calculate the fresh SLA for all tickets irrespective of their states. A lot of logs were being generated. This process had a big impact on the server performance.

10.28.2 Current SLA Calculation

Now SLA is calculated only at the creation of a ticket. The SLA is not calculated for the existing tickets until their state, queue, or priority is changed even if the Holiday Configuration or Office Hour Configuration is changed.

SLA is not calculated for those tickets, which are in "PENDING" state or any external state created in "PENDING" internal state.

10.28.2.1 Example of SLA Calculation

If the duration of any SLA Time Metric is stretched between two days having different working hours, SLA will be calculated accordingly.

For Example,

Working Hours for Day 1: 9 AM to 8 PM

Working Hours for Day 2: 11 AM to 10 PM

If a ticket has been opened on 6 PM with a SLA of 5 hours, then its SLA will breach on 2 PM on Day 2.

11. Major Fixes

11.1 Major Fixes in Ameyo 4.3 GA (25-Oct-18)

- Ameyo Control Panel (ACP)
 - DB Backup Download
 - Voicelogs Download
- Searching and Sorting Fix in Local IVR
- Wallboard CSS Issue Fix
- Ameyo OS Vulnerability Fixes
- Rule Engine Optimization
- DJINN Service not started automatically on Server Reboot

11.2 New Build for Asterisk 13.21

Fixed the following issues in Asterisk 4.6.10050.

- Upgraded Asterisk from 13.16 to 13.21
- Memory Leak Issue
- AMI Disconnection Problem

12. Bug Fixes

12.1 Bug Fix in the Package dated 18-Mar-2020

12.1.1 Bug Fix in Ameyo Control Panel 100.0.255

- **Frontier Utilities LLC (Customer):** The execution of the following query was time consuming and it had to be improved. This issue has been fixed now.

```
select distinct crm_url from voice_campaign_settings where  
crm_url ilike '%customer.php%' and crm_url!='''
```

12.2 Bug Fixes in the Package dated 04-Dec-2019

12.2.1 Bug Fixes in Ameyo Server 4.3.10321

- Holiday/office hour module was not working properly in Japanese Language

12.3 Bug Fixes in the Package dated 07-Aug-2019

12.3.1 Bug Fixes in Ameyo Failover 3.10.1100

- Unable to upload CIP file. Applicable to RedHat Enterprise Linux 7.5 and CentOS 6.7

12.4 Bug Fixes in the Package dated 09-Aug-2019

12.4.1 Bug Fixes in Ameyo Server 4.3.10319

- DTDC (Customer): Changed MIME Content-type format of voicelogs from audio/mp3 to audio/mpeg
- IPS (Customer): If Customer Info Tab is disabled from the backend, then CRM (or CRM with Knowledge Base) is displayed in the CTI Pop-up. The section displaying the CRM section was reloading automatically and was not saving any data.

12.5 Bug Fixes in the Package dated 16-Jul-2019

12.5.1 Bug Fixes in Ameyo Server 4.3.10317

- IPS (Customer): Not able to select the Time Filter in Call History Tab of Agent Console

12.6 Bug Fixes in the Package dated 28-May-2019

12.6.1 Bug Fixes in Ameyo ART 4.3.10087

- IPS (Customer): Issue in the localization.

12.7 Bug Fixes in the Package dated 16-Apr-2019

12.7.1 Bug Fixes in Ameyo Server 4.3.10315

- Unable to download the nodeflow from the Web

12.8 Bug Fixes in the Packages dated 11-Apr-2019

12.8.1 Bug Fixes in Ameyo Server 4.3.10314

- Nodeflow download and upload issue

12.8.2 Bug Fixes in Ameyo ART 4.3.10082

- No data was coming in "interaction columns" of Agent Productivity Report. JRXML for this report was also provided.

12.9 Bug Fixes in the Package dated 9-Apr-2019

12.9.1 Bug Fixes in Ameyo Djinn 100.0.233

- Failover Notification was not being sent to multiple Email Addresses. Now, it can be sent to multiple email addresses.

12.10 Bug Fixes in the Packages of 26-Mar-19

12.10.1 Bug Fixes in Ameyo Server 4.3.10313.20190326

- Matrix (Customer): Interaction Data is showing in AGENT Productivity Report. There was problem with JRXML and uploader was not working.

12.10.2 Bug Fixes in Ameyo ART 4.3.10077.20190326

- Matrix (Customer): Interaction Data is showing in AGENT Productivity Report. There was problem with JRXML and uploader was not working.

12.11 Bug Fixes in the Package of 15-Mar-19

12.11.1 Bug Fixes in Ameyo Server 4.3.10312.20190315

- IPS (Customer): Supervisor Screen Size Issue

12.12 Bug Fixes in the Package of 12-Mar-19

12.12.1 Bug Fixes in Ameyo Failover 3.10.1091.20190312

If the primary node fails in a Failover Setup, the secondary node will start working and will become the Primary Node. PostgreSQL was set to check the status of the down server which was primary earlier. If that server is confirmed to be up, then it will also try to become Primary Server that may result into an issue. Ameyo Failover Package will now manage the chkconfig and systemctl for PostgreSQL that will stop PostgreSQL to check the status of down servers automatically.

The user can enable or disable this automatic check. But if enabled, the setup will not fail instead it shows error in the logs.

12.13 Bug Fixes in the Packages of 11-Mar-19

12.13.1 Bug Fixes in Ameyo Server 4.3.10311.20190311

- Bank Bazar (Customer): Get dialable lead not showing for all leads

12.13.2 Bug Fixes in Ameyo Djinn 100.0.229

- Jstack in ameyoserver fast stop

12.14 Bug Fixes in the Package of 25-Feb-19

12.14.1 Bug Fixes in Ameyo Server 4.3.10301.20190225

- Hopscotch (Customer): Email is not fetching/SLA calculation
- QIB/NearSOI/Dreambox (Customer): Call stuck in Outbound or Inbound

12.15 Bug Fixes in the Package of 22-Feb-19

12.15.1 Bug Fixes in Ameyo Server 4.3.10299.20190222

- Email solution is not working(hefele)

12.16 Bug Fixes in the Package of 14-Feb-19

12.16.1 Bug Fixes in Ameyo ART 4.3.10075.20190214

- IPS ART (4.3) report locale translation
- Gloviba : CRM Lead Detail is not coming for Amex
- G7CR: Report Error

12.17 Bug Fixes in the Package of 07-Feb-19

12.17.1 Bug Fixes in Ameyo ART 4.3.10066.20190207

- Customer feedback icon is hidden on the UI
- Mismtach in data Lost call detail Vs Lost call Summary report

12.18 Bug Fixes in the Packages of 05-Feb-19

12.18.1 Bug Fixes in Ameyo Server 4.3.10294.20190205

- **Issue:** Chrome 72 II Web RTC issue

Description: While using WebRTC in Chrome 72, its getting with message 'AW SNAP' after few successful calls.

12.18.2 Bug Fixes in Ameyo ART 4.3.10064.20190205

- **Issue:** Lost call detail incorrect report

Description: Provided new JRXML in the build. Made the changes in query.

12.19 Bug Fixes in the Packages of 01-Feb-19

12.19.1 Bug Fixes in Ameyo Djinn 100.0.224.20190201

- Djinn || ameyoctl service postgresql status || command showing wrong status
- Unable to set affinity of postgres service in CentOS 7 or Ameyo OS 7

12.19.2 Bug Fixes in Ameyo Server 4.3.10293.20190131

- autoCloseTimerJob is closing those tickets automatically, which has the default value of 7 days and upon which no activities are performed for the last 7 days.

12.20 Bug Fixes in the Package of 29-Jan-19

12.20.1 Bug Fixes in Ameyo Server 4.3.10288.20190123

- Already connected auto dial number again tried by Dialer
- User accept reject popup not working when user is on call details tab
- Urgent || Facebook interactions are not getting created || Air Peace- Nigeria
- Chat campaign setting is not showing in 4.3 build
- The tickets were keep on loading after upgrading to 4.3

12.21 Bug Fixes in the Package of 23-Jan-19

12.21.1 Bug Fixes in Ameyo Server 4.3.10288.20190123

- Novapluse (Customer) (Build 4.3): Interaction loading/slowness issue

12.22 Bug Fixes in the Package of 22-Jan-19

12.22.1 Bug Fixes in Ameyo Server 4.3.10286.20190122

- **Issue:** Unable to download the nodeflow from the Web
Solution: Multiple spaces are presented in the nodeflow. Handling was done only for single spaces. Added regex for handling the multiple spaces.
- **Issue:** Agent search optimization.
Solution: Agent can easily search the registered customer from the ticket details and the chat box of Third-Party Chat Module.

12.23 Bug Fixes in the Package of 17-Jan-19

12.23.1 Bug Fixes in Ameyo Server 4.3.10285.20190117

- **Issue:** Auto call duration and Production time duration are showing same on Supervisor Live monitoring
Solution: The autoCallOffDuration was not being in UserDispositionHistoryCollector due to which it was returning the same as zero.

12.24 Bug Fixes in the Package of 17-Jan-19

12.24.1 Bug Fixes in Ameyo Server 4.3.10284.20190117

- Only one customer mood is visible on the ui || CSS issue || and all other are hide. One extra disabled class is coming in the css.
- The special characters were not handled in the api
- API was not updated as per the new ic structure

12.25 Bug Fixes in the Package of 16-Jan-19

12.25.1 Bug Fixes in Ameyo Server 4.3.10282.20190116

- For crm modified push, the crm url was not being set in the iframe in case of click to call.

12.26 Bug Fixes in the Package of 15-Jan-19

12.26.1 Bug Fixes in Ameyo Server 4.3.10268.20190102

- Click to manual dial failure
- Skill based issue
- Auto answer issue in case call disconnected by customer
- **TTS (Customer):** Talk to solution. Time job fix
- **NSEIT (Customer):** Message count zero in. Agent productive report. Fix
- **PNB(4.3)/Areena (Customer):** Non-office hours number dialing issue /transfer to campaign: Race condition -Server Build
- Rev(4.1): SAAS: Fresh desk Toolbar is not functional with the latest version of Chrome 71. Tested and found fixed in Ameyo 4.3 on the old setup of Freshdesk. Not tested on Freshdesk Mint.
- **Dhiraagu (Customer) (Build 4.3):** Duplicate chat message in chat window

12.27 Bug Fixes in the Packages for 3-Jan-19

12.27.1 Bug Fixes in Ameyo Server 4.3.10268.20190102

- **Orient Travel (Customer):** Supervisor cannot close ticket without picking up. Null check has been added fo the assigned user ID as it was going to free resource and no resource was assigned.
- **Dhiraagu (Customer):** Chat logs are not showing in the interaction tickets
Fix: Source type was NULL in the database due to which the chat logs are not showing. If the source type is not in Database then chat will be shown on basis of the source address.
- Cannot assign the queues due to the small window.
Increased the size of the skill modal.

12.28 Bug Fixes in the Packages for 28-Dec-18

12.28.1 Bug Fixes in Ameyo Server 4.3.10265.20181227

- Zahid Travels Release Upgrade Activity Failure | To and CC case sensitive issue
- Dreambox (Customer): Email ID Suggestion - Contact Saved

12.29 Bug Fixes in the Packages for 18-Dec-18

12.29.1 Bug Fixes in Ameyo Server 4.3.10259.20181218

- ABP Customer: Extension Mapping Issue has been fixed.
- WebRTC Compatibility issue with Google Chrome version 70 and above has been fixed.

12.30 Bug Fixes in the Package of 10-Dec-18

12.30.1 Bug Fixes in Ameyo Archiving and Reporting Tool (ART) 4.3.10057.20181205

- While uploading ACD Call Details Report setups is missing for mapping.

12.31 Bug Fixes in the Package of 8-Dec-18

12.31.1 Bug Fixes in Ameyo Server 4.3.10256.20181207

- New ticket option not coming while creation ticket using chat: Dhiraggu
- Agent not able to pick the ticket: Dreambox

12.32 Bug Fixes in the Package of 3-Dec-18

12.32.1 Bug Fixes in Ameyo Server 4.3.10249.20181201

- Wallboard dynamic resolution issue

12.33 Bug Fixes in the Package of 1-Dec-18

12.33.1 Bug Fixes in Ameyo Server 4.3.10248.20181130

- CFL skill issue
- Call not Landing on Booking and Non-Booking Partner Support Campaign
- Issue On Notes | IC

12.34 Bug Fixes in the Package of 30-Nov-18

12.34.1 Bug Fixes in Ameyo Archiving and Reporting Tool (ART) 4.3.10055.20181128

- **crm_lead_detail_report** : CRM Lead Detail Report was not running.

12.35 Bug Fixes in the Packages of 20-Nov-18

12.35.1 Bug Fixes in Ameyo Server 4.3.10237.20181120

- Wrong details showing on CRM

12.35.2 Bug Fixes in Ameyo Archiving and Reporting Tool (ART) 4.3.10052.20181120

- Issue with Queue Performance Report Issue

12.36 Bug Fixes in the Packages of 19-Nov-18

12.36.1 Bug Fixes in Ameyo Server 4.3.10235.20181119

- Inteshaar-TWL || Automation Timer Based Rules not triggering email notification
- ABP: Abnormality in Waiting calls
- In Transfer Scenario || TPV no's are coming wrong instead of selected one

13. Known Issues

13.1 Pending Known Issues

13.1.1 If Customer Info Tab is disabled, then CRM is not saving the data

If Customer Info Tab is disabled from the backend, then CRM (or CRM with Knowledge Base) is displayed in the CTI Pop-up. If the agent switches to the main tabs such as Call Details and then returns to the same page, the CRM section will reloading automatically and will not save any data.

13.1.2 Not calculating and storing the IVR Time proeprly in case of Transfer to IVR Calls

If an agent is transferring a connected call to IVR, then the IVR time was not being added properly.

13.1.3 Post ID is incorrectly dumped through IC migration script

Post ID is incorrectly being dumped through IC migration script.

JIRA ID: [GA-2547](#)

13.1.4 Transfer/Confer to user of other campaign is not supported.

Call Transfer and Call Confererence to the user of other campaigns is not supported. showAllUserWhileConfer and showAllUserWhileTransfer || Both flags are not working.

JIRA ID: [GA-3093](#)

13.1.5 Auto re-login is not working in case of WebRTC || Product gap

Auto re-login is not working in case of WebRTC || Product gap.

JIRA ID: [GA-3031](#)

13.1.6 API to get Interaction id from crt id is not working

API to get Interaction ID from CRT ID is not working.

JIRA ID: [GA-2882](#)

13.1.7 Accept/Reject pop-up is not being displayed.

Accept/Reject Pop-up is not implemented for Dial User App.

JIRA ID: [EN-29020](#)

13.1.8 ASAP without WebRTC is not working with two Call Servers.

ASAP without WebRTC is not working with two call servers. This setup is not supported as of now.

Jabong | SIP entities are not syncing to Asap server from call servers.

JIRA ID: [SYS-754](#)

13.1.9 Agent is able to set the status to available without extension selection

Agent is able to set the status to available without extension selection.

JIRA ID: [GA-2567](#)

13.1.10 Report Scheduler is sending 1 KB unnamed files upon selecting all reports

If in scheduler configuration all formats of reports are selected to be fetched, then two additional files with no name (each of size 1 KB) are being sent to the recipients.

JIRA ID: [GA-3027](#)

13.1.11 Zabbix Services did not start automatically upon server restart

When server is rebooted, the Zabbix Services did not start automatically.

JIRA ID: [GA-3040](#)

13.1.12 After upgrading Zabbix, the system continues to ask to install Zabbix.

After upgrading Zabbix Release, System asks for reinstallation of Zabbix. You have to follow the onscreen instructions only as displayed in the pop-up. However, on new Zabbix Installation, Zabbix Installation Guide has to be referred.

Reference Document for New Zabbix Installation:
<https://sites.google.com/a/ameyo.com/engineering/zabbix-all-documentations>

JIRA ID: [GA-3260](#)

13.1.13 Adecco CDC || Not able to assign callback to user once it get assign to campaign

Adecco CDC || Not able to assign callback to user once it get assign to campaign

JIRA ID: [GA-3615](#)

13.1.14 SAAS: Freshdesk Toolbar is not functional with the latest version of Chrome 71

Ameyo 4.3 is working with old version of Freshdesk in Chrome 71. However, the working status of Ameyo Toolbar is not known on Freshdesk Mint.

13.1.15 Latest Asterisk Build containing Asterisk 13.21 is not for Ameyo Systems with PRI Configuration

Latest Asterisk Build 4.6.10050 (ameyo-asterisk13-100.0.18.20190313-R_42622-linux-gtk.i386.rpm) containing Asterisk 13.21 Build does not support PRI Configurations. If PRI Lines are configured in the Ameyo System, please do not upgrade the existing Asterisk to this build.

13.2 Fixed Known Issues

13.2.1 Templates created in Reports of Ameyo 4.0 are not available after migration to ART of Ameyo 4.3

The templates created in Reports of Ameyo 4.0 will not be migrated during migration from Reports of Ameyo 4.0 to ART of Ameyo 4.3.

JIRA ID: [GA-3160](#)

13.2.2 System Routing and System Disposition Plans are not being created automatically upon creation of new Contact Center.

System Routing and System Disposition Plans are not being created automatically upon creation of new Contact Center.

JIRA ID: [GA-2580](#)

13.2.3 After upgrading Zabbix, existing "dacx_httpd_7.conf" gets overridden by the default file format.

"dacx_httpd_7.conf" (path - /dacx/ameyo/zabbix/dacx_httpd_7.conf) has to be customized for Zabbix. However after upgrading Zabbix, this file gets overridden with the default "dacx_httpd_7.conf".

JIRA ID: [CV-1266](#)

Make sure to take backup of existing "dacx_httpd_7.conf", before upgrading Zabbix. And after upgrading Zabbix, restore the backed up file with the new one.

13.2.4 Unused Space On ACD Call Details | Reports

When a report is fetched in PDF format, from ACD Call Details, an unused space is displayed on the very first page of the report.

JIRA ID: [GA-3288](#)

14. Default Reports in "Archiving and Reporting Tool" (ART)

Following is the list of default reports in the current version of "Archiving and Reporting Tool" (ART) version, which is being supplied with the current release.

After Ameyo Report to Archiving and Reporting Tool (ART) migration, only Email and FTP profile associated with scheduler will come and other profiles will not be available.

Reference Document: <https://sites.google.com/a/ameyo.com/engineering/ameyo-report-installation/ameyo-reports-troubleshooting/migration-from-ameyoreport-to-ameyoart>

These reports will be visible, by default, after migrating from Ameyo Reports to "Archiving and Reporting Tool" (ART).

- TRANSITION_DAILY_REPORT_AMEYO_TRANSITION_Daily_Report.jrxml
- SLA_SUMMARY_REPORT_AMEYO_SLA_Summary_Report.jrxml
- QUEUE_PERFORMANCE_REPORT_AMEYO_QUEUE_Performnce_Report.jrxml
- LOST_CALL_SUMMARY_REPORT_AMEYO_LOST_Call_Summary_Report.jrxml
- LOST_CALL_DETAIL_REPORT_AMEYO_LOST_Call_Detail_Report.jrxml
- LEAD_PENETRATION_AMEYO_LEAD_Penetration.jrxml
- INTERACTION_SERVICE_LEVEL_REPORT_AMEYO_INTERACTION_Service_Level_Report.jrxml
- INTERACTION_ACTIVITY_DAILY_REPORT_AMEYO_INTERACTION_Activity_Daily_Report.jrxml
- CRM_LEAD_DETAILS_REPORT_AMEYO_CRM_Lead_Details_Report.jrxml
- CRM_DETAILS_REPORT_AMEYO_CRM_Details_Report.jrxml
- CHAT_DETAIL_REPORT_AMEYO_CHAT_Detail_Report.jrxml
- CHAT_CHANNEL_REPORT_AMEYO_CHAT_Channel_Report.jrxml
- CHAT_AGENT_PRODUCTIVITY_REPORT_AMEYO_CHAT_Agent_Productivity_Report.jrxml
- CALL_HISTORY_AMEYO_CALL_History.jrxml

- CALL_DISTRIBUTION_INTERVAL_SUMMARY_AMEYO_CALL_Distribution_Interval_Summary.jrxml
- CALL_DISTRIBUTION_AMEYO_CALL_Distribution.jrxml
- CALL_DETAILS_AMEYO_CALL_Details.jrxml
- AGENT_SESSION_DETAILS_AMEYO_AGENT_Session_Details.jrxml
- AGENT_PRODUCTIVITY_SUMMARY_AMEYO_AGENT_Productivity_Summary.jrxml
- AGENT_PRODUCTIVITY_REPORT_AMEYO_AGENT_Productivity_Report.jrxml
- AGENT_PRODUCTIVITY_INTERVAL_SUMMARY_AMEYO_AGENT_Productivity_Interval_Summary.jrxml
- AGENT_CHAT_REPORT_AMEYO_AGENT_Chat_Report.jrxml
- AGENT_ACTIVITY_SUMMARY_AMEYO_AGENT_Activity_Summary.jrxml
- ACD_CALL_SUMMARY_AMEYO_ACD_Call_Summary.jrxml
- ACD_CALL_INTERVAL_SUMMARY_AMEYO_ACD_Call_Interval_Summary.jrxml
- ACD_CALL_DETAILS_AMEYO_ACD_Call_Details.jrxml

15. Internationalization (i18n)

Internationalization (i18n) Infrastructure is available in the following five languages for the entire Ameyo App except Ameyo Control Panel and other exceptions listed below.

All the strings are not completed. Some can be included on-demand only when vendor provides the strings.

- English
- French
- Japanese
- Thai
- German
- Turkish
- Arabic

Internationalization (i18n) Infrastructure is available in the following languages for Ameyo Control Panel (ACP).

- English
- French
- Japanese
- Thai

15.1 Exceptions

Internationalization is not available for the following components.

- App Manager and All Apps
- Call Manager
- Ameyo CRM
- Zabbix

16. License Information

Following is the list of newly introduced licensable features. An upgraded license is required to access this feature. Please contact the License Team to upgrade the existing license.

- **Number Masking**: enableNumberMasking. It is multi-tenant licensable feature.
- **UAM (User Access Management)**: UserAccessManager
- **Ameyo Synthesizer**: enableWebSynthesizer