

Genesys Engage Cloud Release Notes














Agent Setup Release Notes

10/15/2021

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Not all releases or changes listed below may pertain to your deployment. Check the table below to see which releases apply to you.

Released on	Released for	Highlights
October 14, 2021	 	This release introduces a new option for Gplus Salesforce as well as other important improvements and fixes.
September 16, 2021	 	This release includes important improvements and fixes.
July 22, 2021	 	This release contains important improvements and fixes.
May 27, 2021	  	Early Adopter Program support for Genesys Engage cloud private edition. This release introduces a new folder structure during the Origination DN selection process in Agent Groups, and also contains other important improvements and fixes.
April 22, 2021	 	This release introduces a new option for Gplus Salesforce, and also contains important improvements and fixes.
March 31, 2021	 	Support for Genesys Engage cloud on Azure




October 14, 2021

What's New

- As of October 19, 2021 this release is available for Genesys Engage cloud on Azure.
- A new option, **Click-to-dial**, has been added to manage outgoing click-to-dial calls. This option is used to enable or disable the click-to-dial feature for agents, when required. (GAPI-30814) **More info:** Click-to-dial
- The description of the option, **Activity Log on Screen Pop** has been updated to improve clarity. (GAPI-30815) **More info:** Activity Log
- From the **Agent Group** menu, customers can now export Agent Groups. (GAPI-28364) **More info:** Exporting Agent Groups
- **Azure only.** Agent Setup now supports voicemail management through voicemail **Profiles** and **Mailbox Settings**. Please contact Genesys to enable this functionality. (GAPI-23719) **More info:** Voicemail Management within Agent Setup

Resolved Issues

- As of October 14, 2021, GAPI-29947 (which was previously deployed on September 16, 2021 on Azure and Private Edition) is now also available on AWS.
- Now, the **Auto Not Ready Reason** setting that is configured within Agent Setup behaves correctly in Agent Desktop. Previously, the agent was placed in the incorrect **Not Ready** status even though this setting had been configured. (GAPI-29186)
- Fixed an issue where any new modifications made to the **Agent Group** options would reset the custom configuration. (GAPI-29413)
- Fixed an issue where upper-level **Contact Center Settings** or **Agent Group** options were not displayed as “(default)” if they were not set in lower-level **Agent Group** or **User** options. (GAPI-29317)

 September 16, 2021  
: 9.0.000.89 available September 17, 2021

Resolved Issues

- Now, all Agent Setup Roles have the ability to delete Favorites from the Favorites Pool. (GAPI-29947) **More info:** Global favorites
- Fixed an issue in Desktop Statistics where predefined statistics were not displaying correctly within the Agent Statistics and the Contact Center Statistics. (GAPI-28872) **More info:** Agent and contact center statistics

July 22, 2021  

Resolved Issues

- Added a new validation into the **Edit User** form for identifying whitespace characters. (GAPI-28830) **More info:** Edit agents
- Now, Agent options are properly synched with Agent Group options. Previously, in certain scenarios, the Uri field for the User would display incorrect information causing a login failure for the Agent. **Note:** if there are any conflicts between the Agent Groups options, the last Agent Group settings are taken. (GAPI-28798) **More info:** Agent groups
- Added a new value, `First Name Last Initial ($Agent.FirstNameLastInitial$)`, to the **chat.nickname** option. (GAPI-28710) **More info:** Chat channel options
- Now, when all action codes are manually selected together, Agent Desktop properly displays all option values. (GAPI-28596) **More info:** Create and manage custom agent states
- Fixed an issue where the **SIP Phone Type** would not update if there were discrepancies in any manually-configured DN information. (GAPI-27992) **More info:** SIP Phone Types

May 27, 2021



 : 9.0.000.84 available June 30, 2021

What's New

- In the **Agent Groups > Agent Group** menu, the **Origination DNs** and **Annex** buttons can now be found under the **General Info** options. Previously, these buttons were found under the **Agents** options. (GAPI-27881) **More info:** Agent Groups
- A folder structure now appears during the **Origination DN** selection process in **Agent Groups**. This new folder structure displays the full path to the Origination DN, making the Line of Business more clear during the DN selection. (GAPI-27737)

Resolved Issues

- An issue where, in certain scenarios, some Administrators could not see Agent Setup tab options while editing has now been fixed. (GAPI-27855)
- Fixed an issue where, in certain scenarios, exporting a large number of users caused the system to hang, and the export to not complete. (GAPI-27636)
- The default value for the **Can One Step Transfer** option found in **Desktop Options > Email**, is now set as `true`. Previously, the default value for this option was set as `false`. (GAPI-27508) **More info:** Email channel options
- The default value for the **Workbins** option found in **Desktop Options > Channels**, is now set as `false`. Previously, the default value for this option was set as `true`. (GAPI-27422) **More info:** Channel options
- When managing **Favorites**, using a space or underscore in the **Category** field is now permitted. (GAPI-27270) **More info:** Global favorites

For private edition

- Starting with this release, Agent Setup is available for select customers in Genesys Engage cloud private edition, as part of the Early Adopter Program. (GAPI-27825) **More info:** Web Services and Applications Private Edition Guide

April 22, 2021



What's New

- Introduced the following new option in the General tab of the Gplus Salesforce section:
 - **Apex Data** — Specifies a comma-separated list of the userData key names that are delivered to Salesforce Apex. (GAPI-27343) **More info:** Configuring Gplus to run Salesforce Apex

Resolved Issues

- Fixed an issue where the long Business Attribute value would not display in full, once selected. (GAPI-27354)
- The Validation rule for the Agent Page Limit option has been updated to now allow for a numeric entry of 10 to 50. (GAPI-27173)
- Added new input validations to all statistic creation fields to help ensure data compliance. (GAPI-27170)
- Replaced error status code 503 with error status code 403. Previously, error status code 503 displayed when the voicemail service was not configured. Now, error code 403 displays when the voicemail service is not configured. (GAPI-27022)

March 31, 2021  

What's New

- Starting with this release, Agent Setup is available in Genesys Engage cloud on Azure.

Prior Releases

For information about prior releases of Agent Setup, click here: [Agent Setup](#)