1 Suite Enhancements and Fixed Issues

▸ **Release 21.18**

Release 21.18 Enhancements and Changes

AI Services

Real-Time Prompt Response Streaming

▶ The application can now stream responses directly from AssistGPT. This feature revolutionizes how authors and agents interact with generated content. It allows users to preview content as it is being created and to view or stop response generation in real-time.

▶ Using this feature upgrades the authoring and agent experience by embracing shorter wait times to view the generated content.

Increase in Prompt Service Character Limit

▶ The character limit for the prompt service has been increased from 10000 to 48000, which is about 20 pages of text. This limit includes prompt instruction text and contextual text such as article content, article title, chat transcript, etc. This enhancement unlocks the full potential of the generative AI services and marks a significant improvement in the user experience.

Word Document Attachments in Instant Answers

▶ Instant Answers are now equipped with the capability to parse and index content from Word documents (.docx) attached to an article into the search results.

▶ This functionality unlocks the full potential of Instant Answers, providing search results enriched with articles containing word attachments and content directly retrieved from the word attachments.

Streamlined Filters for Enhanced Search Results

▶ Filter tags now equip users to further refine searches, leveraging features such as Instant Answers Extractive, Instant Answers Generative, Semantic Suggestions, and Prompt Replacements.

▶ By selecting appropriate filter tags during a search, results are tailored to include information specifically related to the chosen filters, thereby enhancing the accuracy of search results and generative instant answers.

Administration Console

Domain Whitelisting in B2C Policies

▶ Domain whitelisting capabilities have been added to ensure that the ████ APIs can be accessed through iFrames or external apps verified as secure. In the Security section of the Administration Console, users can whitelist up to ten domains in which the ████ APIs would need to be accessed.

Case Isolation from Other Departments Through Inbound Workflows

‣ The **Cases created in this department cannot be accessed and edited by other departments** field has been added to the Start Node configuration window for inbound workflows.

‣ This setting prevents shared departments from accessing and making modifications to a case that has been created within the department in which this inbound workflow resides.

‣ If enabled, when customers reply to an email for an existing case, the new activity is assigned to the existing case in the department. If the case is not in the department, a new case is created and only the current activity is assigned to the new case.

Messaging Hub

Re-enabling of Customer Accounts

‣ Customer accounts that have been disabled can now be re-enabled from the Advisor Desktop in the Customer pane. When an agent re-enables an account, a password reset request is sent to the primary email on record. For Corporate or Group customers, this option is available under the Contact Person field.

Support for Unsent Messages

‣ The application now supports the ability for users to unsend or delete messages during an interaction on a supported messaging channel. Content can be soft deleted to be simply hidden from the conversation or can be permanently deleted. The ability to delete messages from the agent view or undo deletions varies based on the channel being used during the messaging interaction.

Release 21.18 Fixed Issues

Knowledge Console

General

- **EGS-80510:** In the Knowledge Console, authors are unable to add line breaks when creating or editing articles. This issue occurs only in the Mozilla Firefox browser.

- **EGS-80508:** While editing an article, if the author clicks the **Undo** button in the CK Editor, some parts of the content are removed, and are not restored even when the author clicks the Redo button.

- **EGS-80507:** While editing an article, when the author changes the article type, the content added after checking out the article is removed if auto-save is not yet triggered.

- **EGS-80500:** Users observe error 500 while working in the Knowledge Console and knowledge portals simultaneously in browser tabs.

- **EGS-80486:** When deleting or modifying content in existing articles, the changes are not reflected in the new article.

- **EGS-80472:** When previewing an article with a publish view tag using the **Preview in Portal** option, all the published views for that article appear instead of the selected one.

- **EGS-80466:** In the Knowledge Console, users are unable to save the search tuning configurations until **Article Promoted to the Top of Result** and **Article Excluded from Result** are configured.

- **EGS-80421:** While editing an article in the Knowledge Console, the article does not open in the Content area and disappears from the Articles list if the article content has a macro reference to an article that no longer exists. This is observed after an upgrade from version 17 to version 21.

- **EGS-80368:** Users are unable to paste article content copied from the Knowledge Console into Notepad. This issue is only observed on Google Chrome and Microsoft Edge browsers.

- **EGS-80355:** Under certain circumstances, users are unable to publish articles using the V12 Publish API.

- **EGS-80257:** Authors in the Knowledge Console are unable to add articles to topics from the topic tree if they do not have permission for the parent folder of the article.

- **EGS-80186:** Web links added as related articles are displayed on the self-service portal even after they have been deleted from the Related Articles section in the Knowledge Console.

- **EGS-80155:** When users access the My Work tab for the first time after logging in, an error message is displayed.

- **EGS-80010:** Users are unable to paste images into articles when the default language is set to English (UK). The following error message appears: `HTTP error occurred during file upload (error status:406).`

- **EGS-79991:** When using knowledge promotion, decoding values in access links are not copied from the source knowledge base to the production knowledge base.

- **EGS-79985:** As a part of this fix, when users use Global Search in the Knowledge Console, their selected search criteria are retained and displayed during the next search, eliminating the need to reselect the filter.

- **EGS-79923, EGS-79744:** When tags are applied to numbered and bulleted lists in articles, the formatting of the article is distorted, and extra spaces with the following number are added. This issue is observed only when the selected article text contains links.

- **EGS-79909:** In the Knowledge Console, users cannot delete articles that have been set to be promoted to the top of the list for the Tune Search Results section, even after the portal where these articles have been configured is deleted.

- **EGS-79666:** Users receive workflow notification emails for article suggestions when notifications are disabled.

- **EGS-79382:** In the Knowledge Console, when users delete a folder, the folder is still visible in the Topics from Folders tree on the Topics page.

- **EGS-78534:** Authors are unable to paste tagged text adjacent to other tagged text and can only paste it in a new line.

Guided Help

- **EGS-80477:** Authors are unable to save Topics or Questions for Guided Help when there are more than 255 characters added as the value of a String Type custom attribute even though the defined Data Size is more than that.

- **EGS-80013:** Users are unable to save questions with keyword documents in a case base cluster.

- **EGS-79927:** In the Knowledge Console, an incorrect error message is displayed when users delete a Startup Question in a cluster. This issue occurs only when any language other than `en-US` is used as the default language for creating the case base.

Self-Service & Knowledge Agent Portal

- **EGS-80504:** Intermittently, users encounter an internal server error while browsing the knowledge portal.

- **EGS-80490:** When an article is updated, both the article and its associated topic disappear from the self-service portal, and the Topic API returns a zero article count.

- **EGS-80476:** The `Refine Your Search` display is distorted in the Oasis template.

- **EGS-80469:** While using guided help on the knowledge portal, a blank space appears within a guided help answer for the answers that are marked invisible. This issue is only observed for the Oasis templates.

- **EGS-80461:** Intermittently, the self-service portal fails to load because the Get All Topic API times out.

- **EGS-80362:** While performing a search on the knowledge portal, words that are added to the Approved list in the Dictionary are auto-corrected when used to search articles. This happens only for the words that have a number or a hyphen present in them.

- **EGS-80347:** The topic article count is displayed incorrectly in the knowledge portal.

- **EGS-80297:** When accessing the self-service portals, incorrect user details are generated in the Get User Details API response. This issue occurs only when custom login is configured for the templates, and the login sessions of previous users are not terminated properly.

- **EGS-80235:** The search result page does not refresh when the user navigates back to the first page from the search result display page using the `Return to search` option on the last page. This issue occurs only when the search returns paginated data.

- **EGS-80164:** When using self-service portals with the Oasis, Aura, or CC templates, the article icons increase in count when the user moves forward or backward on the search results page. This issue occurs only when different article types are available in the search results, and the user reaches the page with an article type different from the previous page, the icon for articles different from the previous page increases.

- **EGS-80104:** While running a search on knowledge portals, terms not configured as synonyms in the Modify Synonyms utility are also highlighted in the search results.

- **EGS-80071:** Agents are unable to log in to the knowledge portals that are using Oasis and Base templates. This issue occurs only when the agents are registered with a third-party identity provider.

- **EGS-80028:** An error occurs when a user attempts to perform a search using the typeahead API or directly from the portal's search bar. This issue is observed when the **Attributes for Autocomplete** setting for portals only contains the `Article Keywords` attribute.

- **EGS-79996:** While viewing articles with accordions, the `<h1>` headings are not displayed and are instead added under the `<h2>` headings if they are placed between two `<h2>` headings. This issue, observed in V3 templates, is caused by a parsing error where only `<h2>` headings are used as auto accordion selectors.

- **EGS-79798:** The case base list does not appear on the Guided Help page of the agent portal until the user refreshes the page. This issue occurs when accessing the portal via the short URL from the Knowledge Console, and the language set in the Portal URL differs from the language set in the Knowledge Console.

- **EGS-79861:** The Bookmark section does not display more than 10 bookmarked articles. This issue is only observed on Oasis templates.

Generative AI

- **EGS-80484:** Intermittently, Instant Answers are not getting generated for specific search queries as the Instant Answer API fails with a 504 (Gateway Timeout) error. This issue occurs when the article content processed for the search query has long sections between headers, causing improper parsing and preventing the generation of an answer. As part of this fix, the algorithm for parsing content has been improved.

- **EGS-80318:** When using the portal in the `English (UK)` language, searches fail to produce an Instant Answer.

- **EGS-80264:** Generative Instant Answers are not displayed on knowledge portals for specific search queries. This issue occurs when the context of the search query matches many articles on the self-service portal.

- **EGS-79988:** As a part of this fix, ▯▯▯ AssistGPT system prompts have been improved to handle scenarios where no content is passed, or the content contains personalization tags and macros.S

AI Console

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- **EGS-80370:** Users are unable to access the AI Console from the splash screen even when they have all the requisite permissions, roles and licenses assigned to them. This issue is observed if the users do not have the ▯▯▯ Knowledge+AI license assigned to them or if they did not have the legacy Botmaster Console configured for their environment.

- **EGS-80100:** When users download a Transcripts file for a bot, some column values are blank in the downloaded CSV file. This issue is observed only for the following fields: Number of Exchanges, Escalation Offered, Solution Presented, Warm Transfer Offered, Chat Offer Accepted, and Chat Offer Rejected.

Advisor Desktop

Chats

▸ **EGS-80420:** While working on chat activities, agents cannot see customer messages. This issue is observed because the webhook service stopped responding after a restart.

▸ **EGS-80374:** When replying to a message with a file attachment larger than `1GB`, a 504-gateway timeout error occurs.

▸ **EGS-80191:** Agents are not notified when a chat is assigned to them. This issue is observed when the agent is logged in from two different browsers, their sessions are hosted on two different application servers, and the agent terminates the older session while logging in to the new session.

▸ **EGS-80083:** Agents do not receive a reconnecting message when customers leave a mobile chat.

▸ **EGS-77500:** Intermittently, chats are not assigned to available agents in the Advisor Desktop. This issue is observed because the messaging server could not connect with the application server after it was restarted.

Search

▸ **EGS-79470:** When the subject criteria are used to search for activities in the Advisor Desktop, no search results are displayed. This issue occurs only when there are a large number of activities with the same subject.

General

▸ **EGS-80283:** Agents are redirected to an error page and are unable to log into the agent portal after the browser session has been active for more than 24 hours.

▸ **EGS-80275:** Under specific conditions, users are unable to complete inbound or outbound calls for email activities in the Advisor Desktop. This issue is observed if texts are added to the main body of the activity.

▸ **EGS-79827:** In the Advisor Desktop, when users expand activities in the case history from the Advanced Search results, the selected activity is displayed with inconsistent paragraph spacing.

Social

▸ **EGS-80410:** Users are met with the following error message when trying to access the Social tab in the Advisor Desktop: `System is unable to process this request. Please contact your administrator.`

Administration Console

General

▸ **EGS-80470:** Under specific conditions, administrators are unable to save AI configurations in the Administration Console.

- **EGS-79741:** In the Administration Console, users are unable to edit existing custom attributes. This issue is observed when the input value contains `Em Dash (—)`.

Data Adapters

- **EGS-80126:** In the Administration Console, while testing access links an error message is displayed when input parameters of the link contains spaces.

- **EGS-80325:** Data access links fail to load when the API URL contains a space.

Email

- **EGS-80419:** While adding signatures for an email queue, users are unable to navigate to the next page in the Select Article window.

- **EGS-80367:** When creating a new alias in the Administration Console, users are unable to add a backslash `(\)` in the username.

- **EGS-80091:** Under specific conditions, alias validation fails if an existing alias is added to an account.

Workflow and Routing

- **EGS-80181:** Under specific circumstances, email activities are not getting assigned to agents through the configured Start Workflow and are instead getting routed to the exception queue.

Platform

- **EGS-80167:** Intermittently, users are unable to access the ▓▓▓ application because the access token expires after restarting the application post a hotfix.

- **EGS-79424:** Under specific conditions, user sessions are not being terminated correctly upon logout, causing inaccurate event logs in the reports.

- **EGS-80125:** Under specific conditions, users cannot log in to the ▓▓▓ Application. This issue occurs when the application performs verification checks for password age, even though the Identity Manager has already validated the login.

Chat Customer Console

- **EGS-80440:** In the Chat Customer Console, when the customer selects the **Make Payment** option while chatting with the Virtual Assistant, the following error is encountered: We encountered an issue. Please try to restart if you can. This issue is observed when the Guided Help API calls from VA take more than 10 seconds.

for Cisco

▸ **SPLUS-5166:** The following error message is displayed when the Supervisor role is added to standalone user groups: `Supervisor role cannot be assigned to default or integrated user group. The role can be assigned to integrated users from Unified CCE only.`

▸ **SPLUS-5165:** Intermittently, custom attributes added for activity data are not visible to agents in the Advisor Desktop. This issue is observed only on distributed setups.

▸ **SPLUS-5161:** Agents are unable to pick or pull activities when they log back into the Agent Console following a session timeout.

▸ **SPLUS-5160:** In the Administration Console, while accessing All Settings under Tools, the following error message is displayed: `Endpoint request timed out.`

▸ **SPLUS-5159:** Users are occasionally logged out of the Advisor Desktop and unable to log back in.

APIs

▸ **EGS-80502:** When a user with a profile that has access to multiple editions of an article version, with each edition corresponding to a different publish view associated with that version, conducts a search using the Typeahead Suggestion API, duplicate suggestions are returned for that article.

▸ **EGS-80262:** The performance of the Guided Help Search API is slow and causes timeouts.

▸ **EGS-80054:** False solution articles are presented during Guided Help sessions when using the Search API.

▸ **EGS-79987:** Intermittently, users are unable to view the branding and access articles on the agent portal due to a 404 error. This happens when multiple authors organize the topics for the portal concurrently.