8x8

Global Cloud
Communications

8x8 Contact Center

Release Notes

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Contents

What's New in the 8x8 Contact Center 9.8 Release?

We have introduced the following new enhancements to improve the productivity of agents, supervisors, and administrators in the 9.8 release of 8x8 Contact Center.

- Enhanced Usability of Co-browsing

- Ability to Reset Idle Timer for Agents

- Improved Control of Conference Calls

- Efficient Voice Channel Workflow via off-Hook Mode

- Ability to Autodial Campaign Calls after Preview

Enhanced Usability of Co-browsing

With Co-browsing, you offer live, hands-on assistance to customers, take control of their cursor, and demonstrate how to perform the action while the customer observes. Via co-browsing, you can securely connect to remote computers, access, and troubleshoot problems over the 8x8 Contact Center platform. For details, see our content on Co-browsing.

Customers, who use 8x8 Co-browsing for remote assistance, can now enjoy better usability with the following enhancements:

- A refreshed user interface.
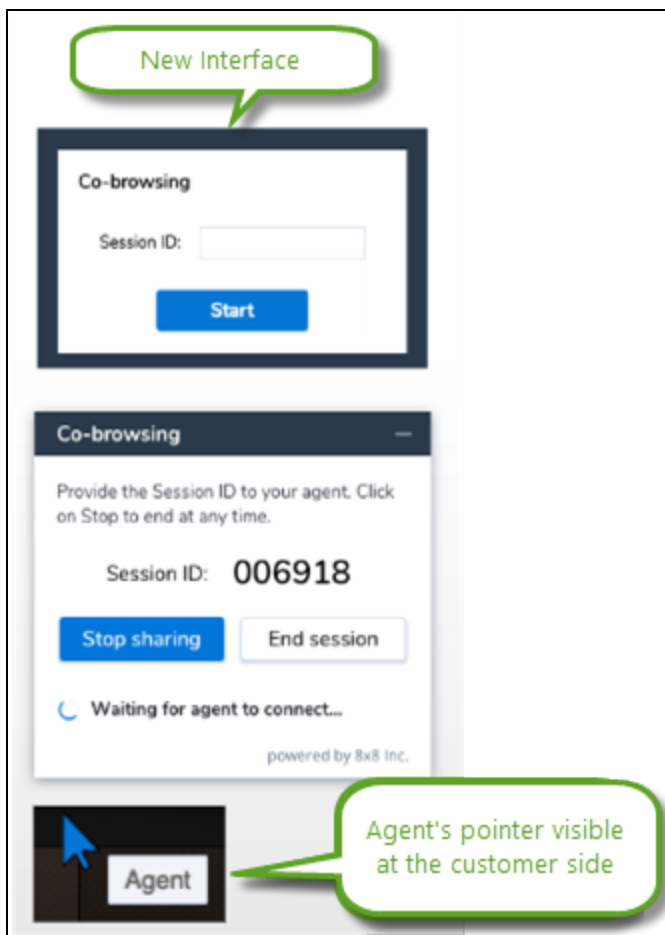
■ A more obvious way to close the co-browsing session for agents. The new **Close session** button replaces the X button.
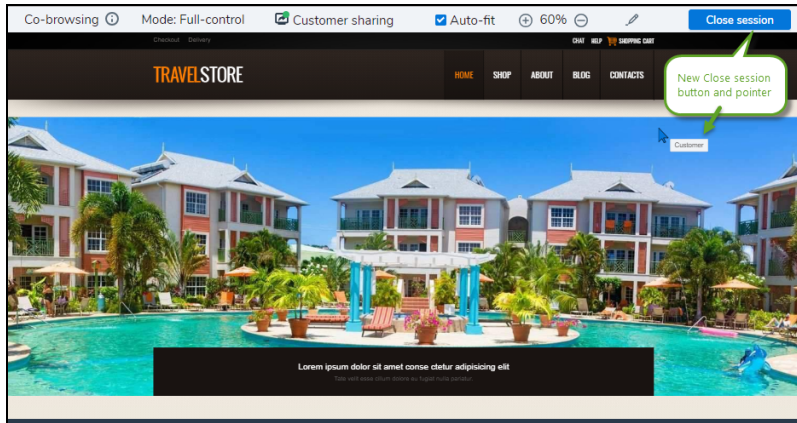
■ Better visibility to the status of co-browsing session on customer side.
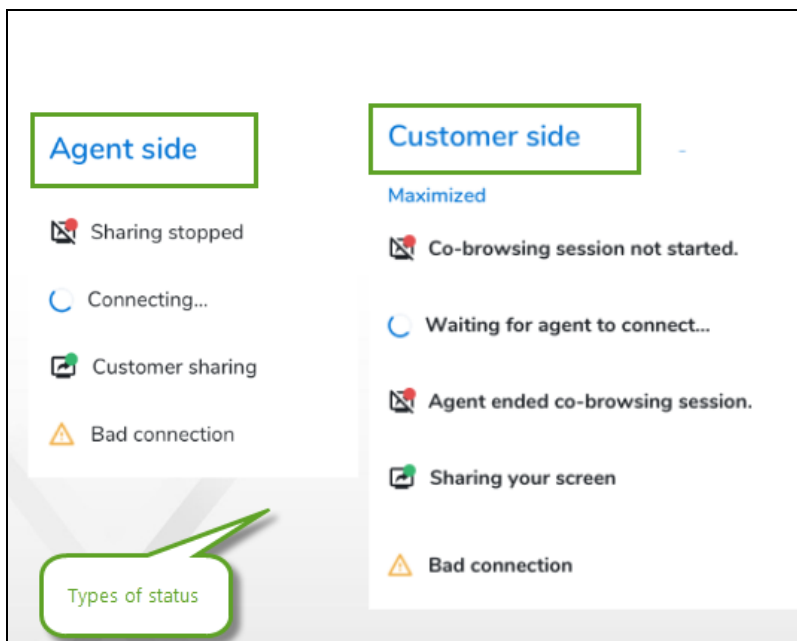
- The auto-minimized status window allows the customer to keep an eye on the status of the shared screen at all times. The customer can move the status window to the desired location while in a live session.
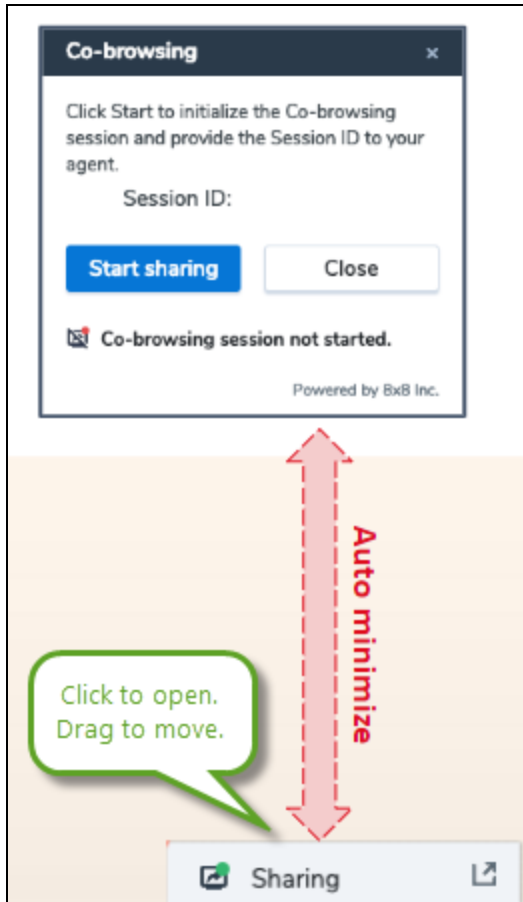
- Agents receive feedback when the co-browsing session is interrupted, or takes time to load.
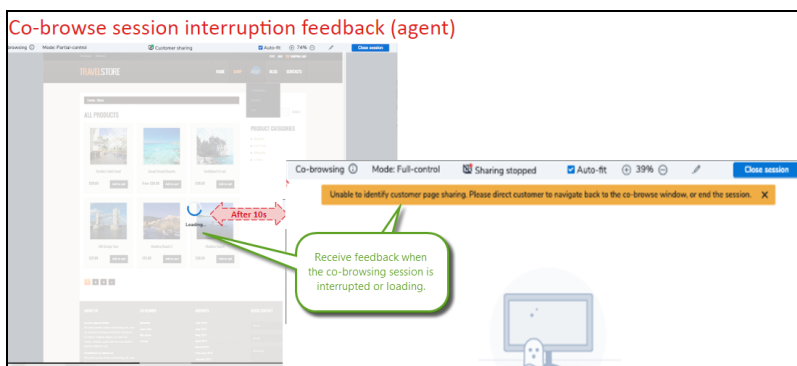
Ability to Reset Idle Timer for Agents

In 8x8 Contact Center, idle time refers to the length of time agents have been idle and is measured for each agent by the agent's idle timer. By default, an agent is considered idle from the time he ends post processing of a system-delivered interaction and becomes available. When multiple agents with the same queue and skill level assignments are idle, the system routes the call to the agent who has been idle the longest. The agent's idle timer is reset every time they end post processing of a system-delivered interaction. This reset persists until the same scenario is repeated. Agent-initiated interactions do not reset the idle timer.

To supplement the default behavior, we have now introduced a tenant-wide setting which allows resetting the idle timer when agents transition from one status to another. For example, in addition to the default reset, you can configure the idle timer to reset when agents change their status from On Break to Available.

Assumptions

- This additional configuration does not change the underlying default behavior, it simply adds an overlay and when selected they additionally update the timer setting when an agent changes status. An example is when the agent returns from On Break to Available or from Login to On Break each morning.

- This additional configuration does not change the interactions that reset in the default behavior, or inbound and outbound that are system-generated. Calls that are excluded from the reset, such as manual dials and agent-to-agent calls, remain excluded.

- Agent skill level is a default behavior. An agent with a higher skill level takes precedence over any lower-skill-level agent with a more recent status transition that has reset their timer.

Set up Agent's Idle Timer

To enable the supplementary settings for agent's idle timer:

1. Log in to 8x8 Configuration Manager, go to **Home > Agent's Idle Timer** tab.

2. Select the transitions for which you want the timer to reset.
   These changes are immediate and do not require agents to log out and log back in.
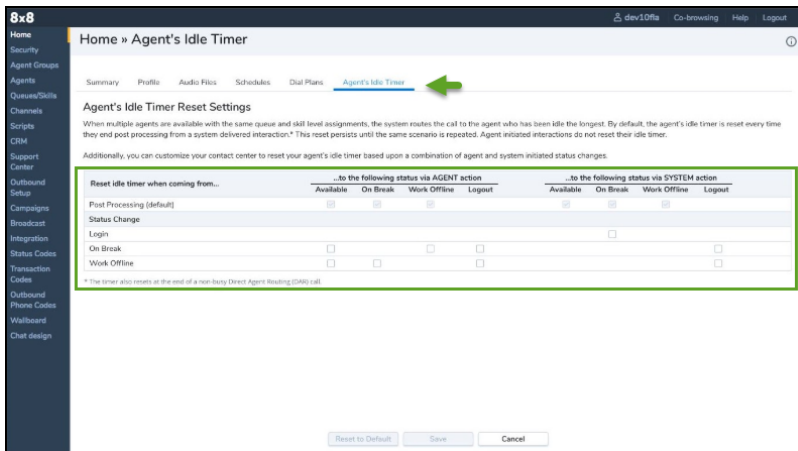
> **Note**: The agent's idle timer is reset at the end of a non-busy Direct Agent Routing (DAR) call. By default, the agent's status changes to Busy when a call is transferred to the agent unless this option is disabled by the tenant administrator inside the Phone script IVR.
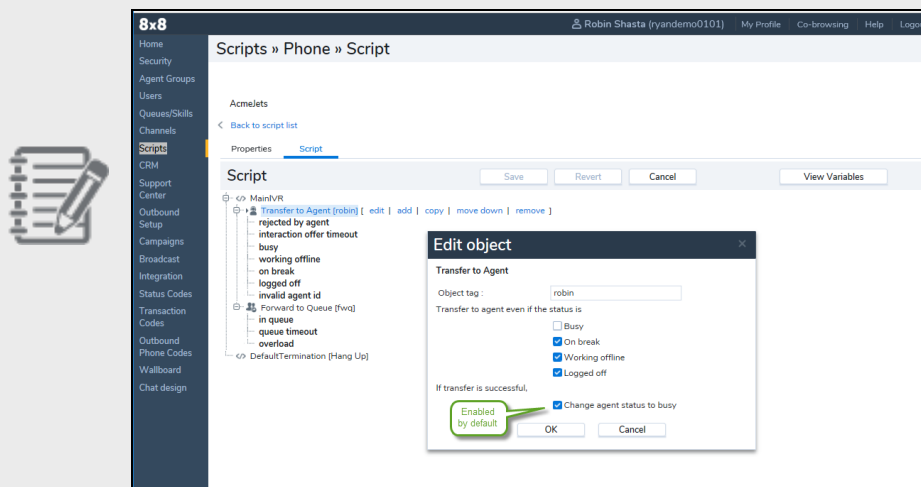
3. Click **Save**.

4. If you click **Reset to Default**, it removes all your custom settings and goes back to the default Post Processing.

Use Cases

The following use cases provide an insight into the default behavior as well as the new extended capability.

■ **Use Case 1:** Idle timer resets after an interaction ends (Agents with varying skill levels)

The default behavior resets the idle timer after an interaction ends. In the following scenario, Agent John has a higher skill level than Mary. They both process an inbound call, end the call and make themselves available. Mary ends the call two minutes before John. Mary is idle for 12 hours and 10 minutes while John is idle for 12 hours and 8 minutes. Even though Mary is idle 2 minutes longer than John, the next inbound call is offered to John since he has a higher skill level.
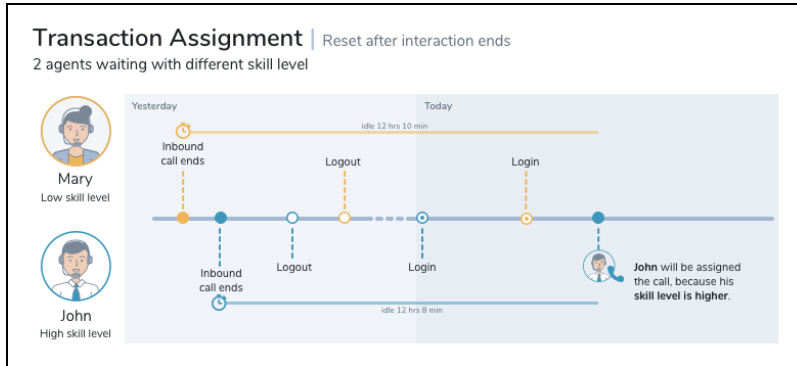
■ **Use Case 2**: Reset idle timer after an interaction ends (Agents with varying skill levels)

In this scenario, Fred, Mary, John, and Sarah serving the same queue have identical skill levels. After processing the inbound calls at varying times, they all log out. Mary and John log in first followed by Fred and Sarah. John goes on break while the rest of the team get on calls. Sarah ends the call and becomes available. A few minutes later, John returns from break. The incoming call is now offered to John, but not Sarah since John has been idle the longest. The default behavior resets the idle timer after an interaction ends.
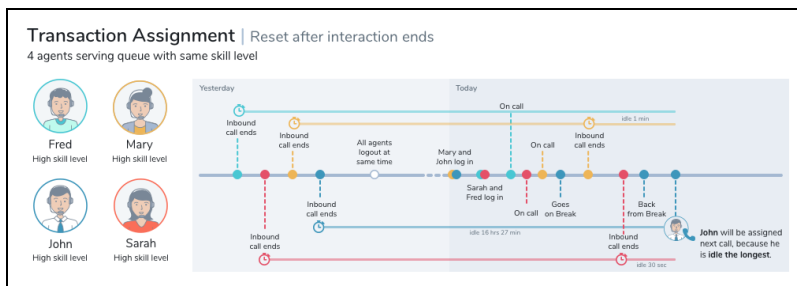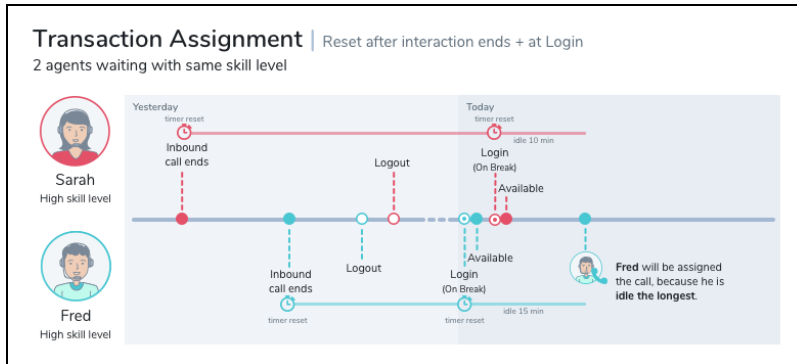

■ **Use Case 3**: Reset idle timer after a status change

In this case, the idle timer resets after an interaction ends and again after an agent logs in.

Sarah and Fred, with the same skill level, process an incoming call and end the call at varying times. The idle timer resets. Later they log out. Fred logs back in (Idle timer is reset). He goes on break and then changes his status to available. Later Sarah logs in and changes her status to available. The next incoming interaction is offered to Fred since he logged in before Sarah and the idle timer is reset at login.

- **Use Case 4**: Reset idle timer after a status change

  The idle timer is reset after an interaction ends by default. Additionally, the idle timer is configured to reset when an agent logs out from On Break status.

Mary and Fred process an inbound call. Fred ends the call first (the idle timer is reset) followed by Mary. Mary goes on break and logs out shortly after (the idle timer is reset). Fred follows suit. Later in the day Fred logs back in followed by Mary. The incoming interaction is now offered to Mary, since she logged out before Fred and the idle timer is reset at logout.

- **Use Case 5**: Reset idle timer after a status change

  The idle timer is reset after an interaction ends by default. Additionally, it resets when agents change their status from work offline to On Break.

Fred and John, with the same skill level, process an inbound call, end the call. The idle time is reset. They then log out at the same time. John logs back followed by Fred. Fred is offered an incoming call while John changes his status to working offline. Fred ends the call (Idle timer is reset). Shortly after John goes On Break (idle timer is reset). The next incoming call is offered to Fred who is idle the longest.
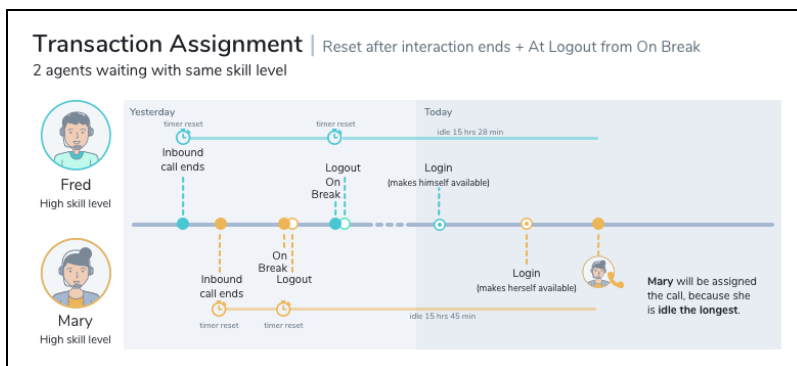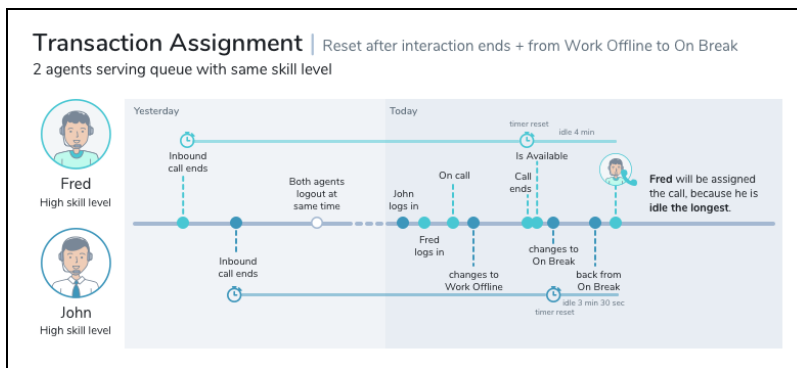

- **Use Case 6**: Reset idle timer after a status change

  The idle timer is reset after an interaction ends by default. Additionally, it resets when agents change their status from working offline to available.

Mary and John process an inbound call, end the call at varying times. The idle timer is reset for Mary followed by John. They both log out and log back in. The next incoming call is offered to Mary since she has been idle the longest. John then goes to work offline, makes himself available (Idle time is reset) shortly after. Mary who is on a

call ends the call, makes herself available. The next incoming call is offered to John who has been available the longest.

Transaction Assignment | Reset after interaction ends + from Work Offline to Available
2 agents serving queue with same skill level
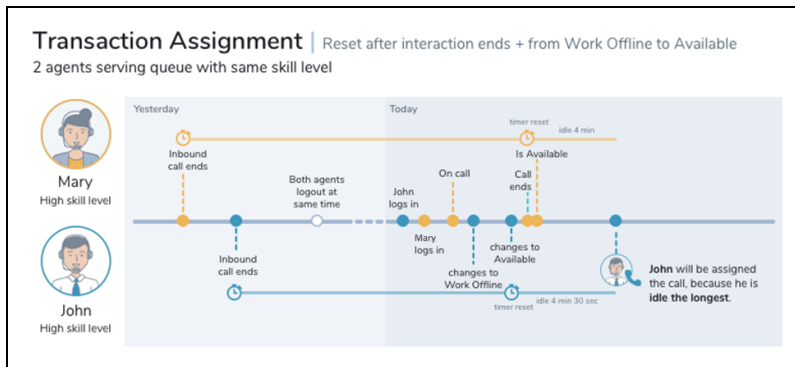
Work with agent Idle timer in 8x8 Agent Console

As an 8x8 Contact Center agent, you are ready to process new interactions when you change your status to Available. If you are assigned to a queue, you are offered the interactions waiting to be served in that queue.

To accept an interaction:

1. Log in to 8x8 Agent Console and change your status to **Available**.

2. When you accept an interaction, your status changes to **Busy**.

3. Process the interaction and then click **End**.

4. If required, select the **Transaction Code** before ending the transaction.

5. Click **End Post Processing** to make your status **Available**, or click **Work Offline** if you need more time to complete any post processing tasks.

   The system routes the next interaction to the agent who has been idle the longest. By default, agents are considered idle from the time they end post processing of a system-delivered, queued interaction. Depending on the back-end configuration, the idle time can also be reset when the agents change their status. For example, in addition to the default reset, the idle timer can be reset when agents change their status from On Break to Available.

> **Note:** The agent's idle timer is reset every time:
> - An interaction comes to an agent via a queue
> - An agent ends post processing of a system-delivered, queued interaction (default).

- An agent changes their status (if configured by the tenant administrator).

- An agent transfers an interaction that comes via a queue to another agent, it resets the timer for Agent A but not for Agent B.

- DAR/DAA interactions reset the idle timer by default, if not disabled by the tenant administrator inside the Phone script IVR.

See the following table for the complete list of activities that may or may not reset the agent's idle timer.

An agent's idle timer is reset by:	An agent's idle timer is not reset by:
Inbound call via an inbound voice queue	Accepting Direct-to-Agent (DAR or DAA) calls
	Note: The agent's idle timer is reset at the end of a non-busy Direct Agent Routing (DAR) call. By default, the agent's status changes to Busy when a call is transferred to the agent unless this option is disabled by the tenant administrator inside the Phone script IVR.
Inbound voicemail call via an inbound	Dialing agent-to-agent calls

An agent's idle timer is reset by:	An agent's idle timer is not reset by:
voicemail queue	
IVR callback call via an outbound queue	Dialing a manual outbound call even if it makes the agent busy using an Outbound Phone Code (OPC) queue
Web callback call via an outbound queue	Making a click-to-dial outbound call
Campaign call via an outbound queue	Agent-to-agent chat
Inbound chat via an inbound chat queue	Changing between logged in states such as Available, Working Offline, and On Break (not reset by default unless it is configured by the tenant administrator)
Inbound email via an inbound email queue	Log in or log out (not reset by default unless it is configured by the tenant administrator)

Ability to Autodial Campaign Calls after Preview

In this release, we have introduced the ability to autodial campaign calls when an agent has spent all the preview time without taking an action. Autodialing campaign calls after previewing a campaign record is controlled by a campaign setting.

Prior to this release, agents handling a campaign could view the campaign record for the specified preview period and manually start, reject, or skip the interaction. They were not forced to take the interaction in the time allowed. Additionally, the need for a manual action to initiate a call was repetitive and inefficient. With the autodial feature, however, at the end of the preview time if no action is taken, calls are initiated automatically eliminating the need for manual action by the agent. The 8x8 Contact Center administrators can enable autodialing for each campaign when an agent's preview countdown ends. The minimum preview duration is 15 seconds.

To set up autodial for campaign calls after preview:

1. Log in to 8x8 Configuration Manager as an administrator.
2. Navigate to **Campaigns** from the menu.
3. Select to edit a campaign and scroll down to **Preview Properties**.
4. For the **Preview Timeout** (sec), select use **Agent Offer Timeout**. The default is 15 seconds.

5. For Timeout Action, select the **Dial Call** option.

   Timeout action allows the system:

- **Dial Call:** To place a call to the previewed party automatically once the preview time elapses.
- **No Action:** To allow the agent to start, reject, or skip the call.

> **Note:** By default, the No action option is selected.

Understand the Campaign Behavior in 8x8 Agent Console

To understand the campaign behavior in 8x8 Agent Console, let's assume that the agent is a member of the queue to which a campaign is assigned:

1. As an agent, log into 8x8 Agent Console and change the status to **Available**.
2. As a member of the queue to which a campaign is assigned, a preview of a campaign record is offered and triggers the preview countdown.
3. A notification appears alerting a call is about to be placed if you do not take an action manually.
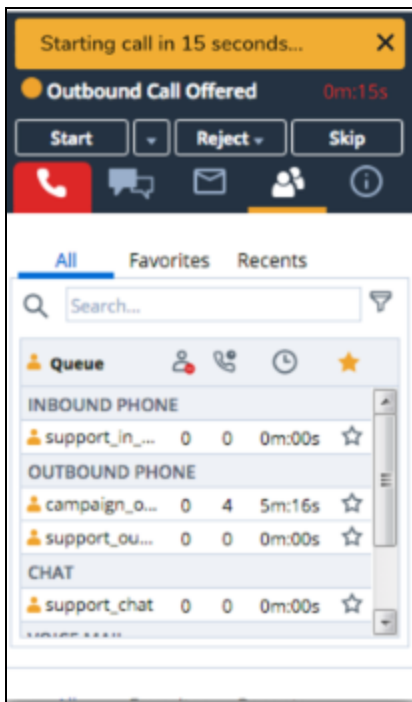
4. When the preview countdown times out, the system initiates a call automatically and your workplace phone rings.

OR

8x8

If the agent is connected via Off-hook the customer's number will be called and they will be connected immediately. The interaction continues as normal.
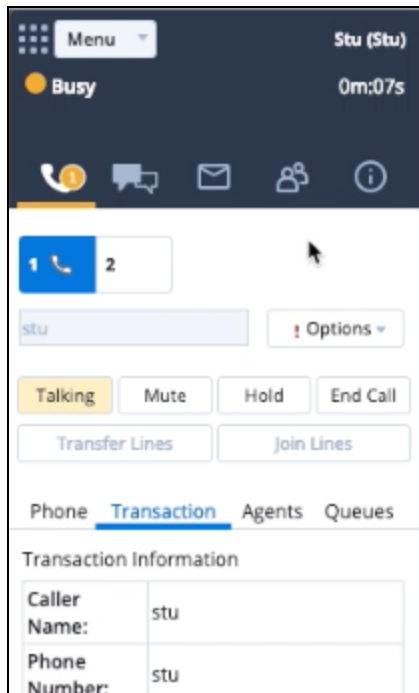
Improved Control of Conference Calls

We have now introduced the concept of a Host and added hierarchical control to conference calls. In this new behavior, the host can remove participants without requesting them to take any action. When a conference call is created, the longest connected agent becomes the host, unless there is a supervisor present, in which case, the supervisor will be the host. The host is then dynamically transferred when participants join and leave the call. For example, when a supervisor host leaves a call, the ownership passes to the next longest present supervisor, or if none are on the call, to the longest present agent.

Prior to this release, when agents, supervisors, and other participants were on a conference call, agents and supervisors relied upon the goodwill of participants to drop their connection and leave the call. To remove a participant as a host, while in a conference call in 8x8 Agent Console, click   next to the participant's name and click **Confirm**. For details, see our content on Conference Calls.
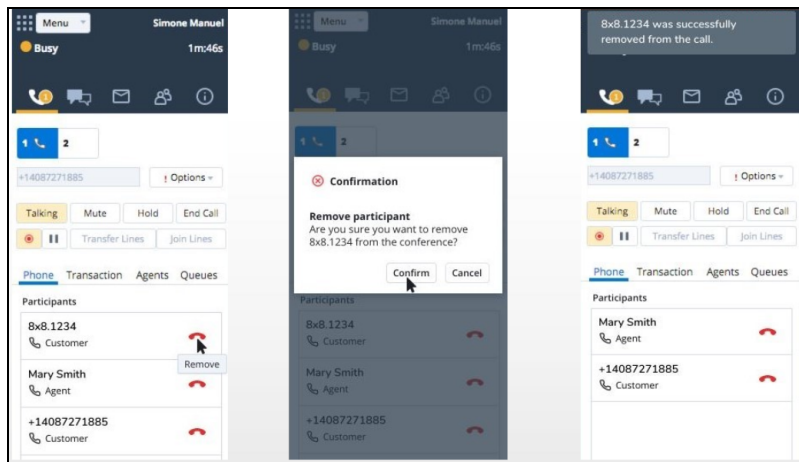
Features

- Introduces the concept of Host who has control over the removal of participants.
- Adds a hierarchical control to conference calls.
- Allows removal of participants without requesting them to take action.
- Brings control to the session instead of relying on the participants to drop their connection and leave the call.

Assumptions and Conditions

- A conference call is defined as three or more parties on a call. A call with two parties is not considered a conference call.

- The longest connected agent is the host, unless there is a supervisor on the call. If there is a supervisor on the call, the longest connected supervisor is the host.

- Only one active host exists in any conference call.

- The first supervisor to join the conference becomes the host. if there are other supervisors in the call, supervisor is just a participant that may become the host after previously connected supervisors leave the conference.

- Participants rejoining an existing conference assume a new connection and do not hold any host rights from earlier in the call.

- A supervisor that rejoins a call where there is no other supervisor becomes a host.

- Where a supervisor joins in a whisper or monitoring mode, they do not create a conference by being the third caller nor do they join an existing conference.

- A call reducing to just two parties, drops the hang-up feature and returns to a normal call.

Use Case

The following scenario provides an example of how the new conference call enhancement works:

- Agent 1 (HOST) initiates the call and adds Agent 2 and the Customer to the call.

- Conversation requires the knowledge of Supervisor 1.

- Supervisor 1 is added that is now the HOST.

- Conversation requires Supervisor 2.

- Supervisor 2 is added, Supervisor 1 is still the HOST.

- Supervisor 1 leaves the call.

- Supervisor 2 is now the HOST.

- Agent 1 leaves the call.

- Supervisor 2 is still the HOST.

- Customer leaves the call.

- Conference is over.

Remove Agents from a Conference Call

When a conference is created, the host receives a brief message (5 seconds display) that advises them of their new status. 8x8 Contact Center users can see the names of other participant. The host is marked and can see the Remove

button for all other participants in the list.

To remove agents from a conference call:

1. Log in to the 8x8 Agent Console.

2. Join a conference call as a host. A supervisor or the longest connect agent in the call becomes the host.
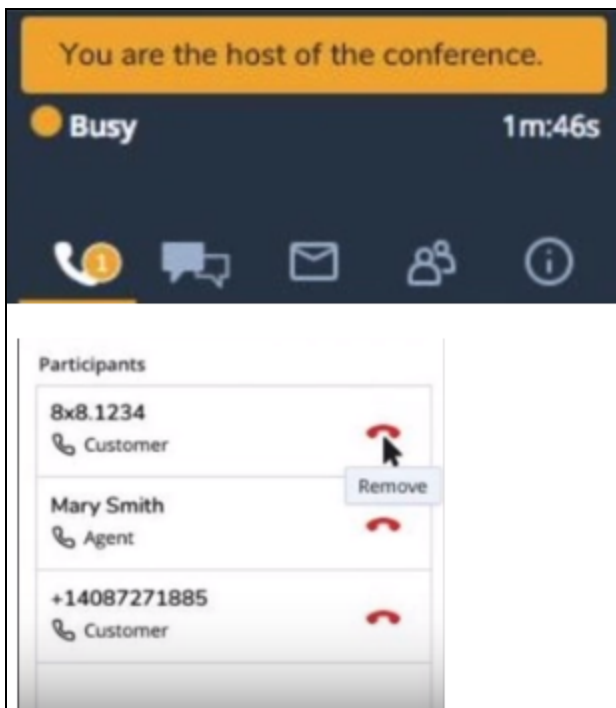
3. Click to remove a participant from the call, a confirmation message appears. Click **Confirm**.

4. A removed participant gets a notification of their removal.
   If the host changes during a conference call, the old and new hosts receive a confirmation of their change of status and the **Remove** button only shows up for the new host.

> **Note:**
> - The new participants joining the call appear at the top of the list.
> - The host is informed if a participant leaves a call on their own.

5. Click **End Call** to disconnect from the conference.

   If the host leaves the call, other parties remain connected to the conference call and the ownership passes to the longest present supervisor. If there is no other supervisor, the longest present agent will be the new host. If the call reduces to just two parties, it drops the conference feature and returns to a normal call.

Efficient Voice Channel Workflow via off-Hook Mode

With off-hook connection mode agents can instantly and seamlessly connect to customers and improve their productivity. Off-hook is a persistent connection from the agent's device to 8x8 Contact Center. It removes the need to connect the agent's workplace phone for every call handled. Agents set up their voice connection before they start working on calls and remain connected throughout their working day. It allows them to respond to incoming and outbound phone calls with a simple click on the user interface.

In the previous behavior, after agents logged in to 8x8 Contact Center and made themselves available, they had to accept the interaction for every call that came through the queue whether it was accepting the call on a softphone such as Virtual Office app for Desk.com or picking up their desk phone. If they missed the ringing phone, they would no longer be available to take the interaction.

If your tenant is provisioned with off-hook connection mode, you can see this feature in 8x8 Configuration Manager. To enable off-hook connection mode for the tenant, log in to 8x8 Configuration Manager as an administrator and click **Enable Off-hook Connection Mode** in **Home > Profile**. Once it is enabled by administrators, agents can click **Enable Off-hook Connection** in their 8x8 Agent Console's user profile.

Features

- Agents can immediately and seamlessly connect to customers.
- Offers a persistent connection from the agent's device to VCC that is ready for outbound dialing.
- Removes the need to connect the agent's workplace phone for every call handled.
- Increases productivity from a higher throughput of calls.
- No per-agent permission is required for off-hook.

Enable off-Hook Connection in 8x8 Configuration Manager

If your tenant is provisioned with off-hook connection mode, admins can see this feature in 8x8 Configuration Manager.

To enable off-hook connection mode in 8x8 Configuration Manager:

1. Log in to 8x8 Configuration Manager.
2. Go to **Home > Profile**.

3. Select **Enable Off-hook Connection Mode**. Off-hook connection is now available for all agents in that tenant.

4. Click **Save**.

Enable off-Hook Connection in 8x8 Agent Console

If your administrator has enabled off-hook connection mode in 8x8 Configuration Manager, agents can see this feature in 8x8 Agent Console.

To enable off-hook in 8x8 Agent Console:

1. Log in to 8x8 Agent Console as an agent.

2. While in offline, go to the **My Profile** page.

3. Select the **Enable Off-hook Connection Mode**. Once enabled, a message appears showing you how the feature works.

> **Note:** This option is available only if it is enabled by the administrator in the 8x8 Configuration Manager.

4. Click **Ok** and then **Save**.

Work with off-Hook Connection Mode

1. Log in to 8x8 Agent Console. Make sure off-hook is enabled in the agent profile. Off-hook can only be enabled for agents if the administrator has already enabled it for the tenant.

2. Click to change your status to **Available**. It triggers the outbound call from VCC to agent's workplace phone/SIP.

3. A new status is now offered called **Off-hook Call Offered**.
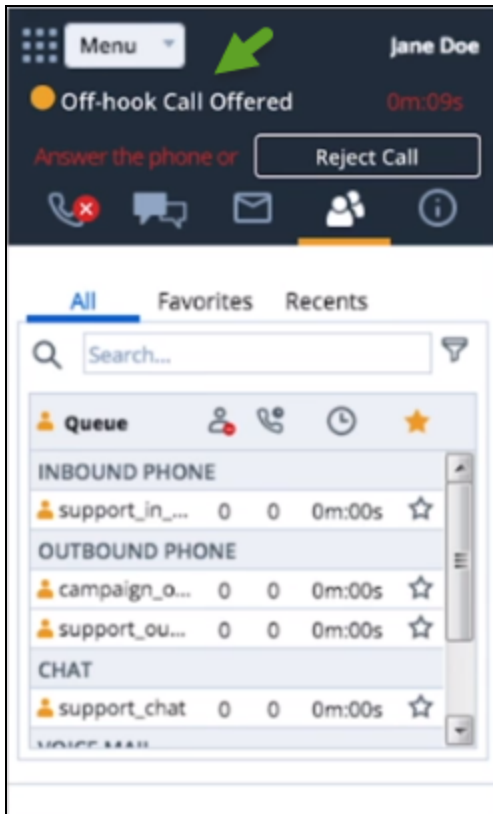
4. Answer the call. You hear a personal identification number (PIN). The PIN is randomly generated for each login.
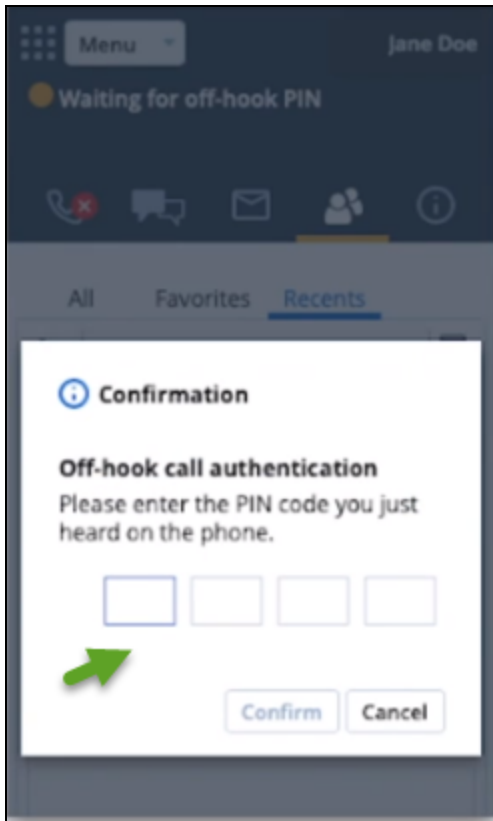
5. Enter the PIN into the authentication box and click **Confirm**. It opens the agent's off-hook connection. Once the off-hook connection is open, it remains open as long as the agent is logged in.
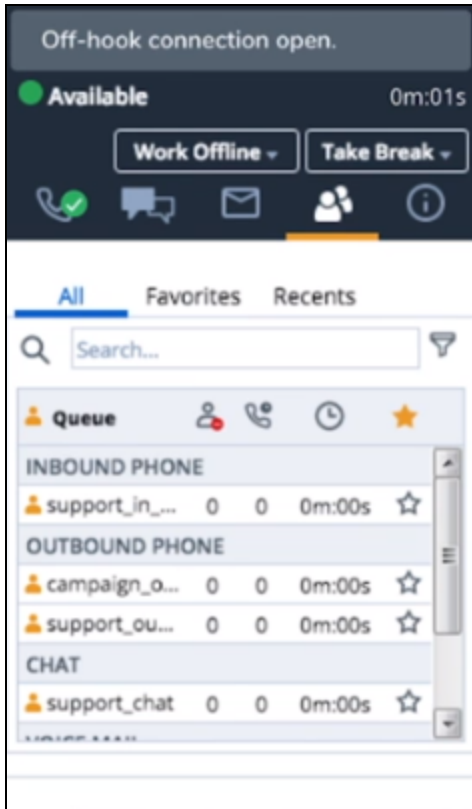
6. Accept the offered calls to instantly connect to the inbound call, or hear 8x8 Contact Center ringing the customer for the outbound calls.

7. Log out to close your connection. A notification appears when the connection is dropped.

> **Note:** If the connection drops due to an interrupted line or a call being hung up, a notification appears allowing the agent to open the off-hook connection again. Click **Open connection** to

continue.
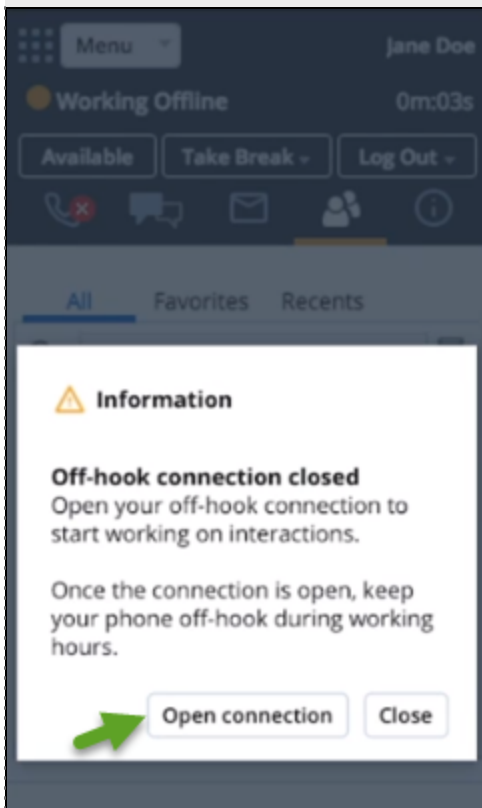
Bug fixes 9.8

We have fixed the following bugs in this release:

Bug	Summary
VCC-35732	CRM is not able to hide the visibility of case fields.
VCC-35711	In 8x8 Agent Console, loading a huge call recording in the monitoring window returns crashes the Chrome browser.
VCC-35346	Cannot retrieve emails with HTML content.
VCC-35174	The outbound phone code does not appear, if you do not enable outbound code for the Agent group in 8x8 Configuration Manager.
VCC-34968	Agent cannot hold the call if the agent is being actively supervised during the call.
VCC-34885	The search against custom field CRM is very slow.
VCC-34880	In 8x8 Agent Console, an apostrophe (') entered into any text field on the customer tab is incorrectly changed to double quote (") when saved.
VCC-34875	In chat design, when resizing the browser window, the Invitation, Form, and Window tabs lose their Save and Cancel buttons.
VCC-34576	In Historical Report, if you set your date format as DD/MM/YYYY, the data does not appear in the Agent's report on Time on Break/Offline with status codes.
VCC-34571	In 8x8 Agent Console, an error appears when the agent is trying to access the call log screen.
VCC-34347	In 8x8 Agent Console, the CRM cases are displayed with question mark characters.
VCC-34333	In monitoring playback, clearing one or more channel filters fails to show the filter results.
VCC-34293	In 8x8 Agent Console, the advanced search with "custom_" returns an error message.
VCC-34201	The recording control API timeout and nullpointerexception is reported in IR.
VCC-34120	Unable to create a new chat form, due to mismatched tenant directory and file permissions.
VCC-33190	In 8x8 Agent Console, the customer report does not return any results if a report text field value contains slash (/).
VCC-33184	When an agent transfers a call from line 1 to line 2 via warm transfer, the party on line 2 does not have audio.

Bug	Summary
VCC-33144	In Local CRM, when searching a case, the last updated column is not sorted properly.
VCC-33138	Cannot change the agent group of an agent who is also an admin in 8x8 Contact Center for Unified Login and 8x8 Work users.
VCC-32877	In 8x8 Configuration Manager, schedules can be deleted even when they are included in active scripts.
VCC-32850	Running a predefined case report such as Internal, Supervisor, or Management, fails to return data.
VCC-32167	In 8x8 Configuration Manager, pre-defined custom field label is not updated in case follow-ups.
VCC-32046	Callers on a long (> 1 hour) wait time in a queue experience on-hold music and messaging interruptions.
VCC-31936	Agents cannot pause the call recording when they transfer an inbound or outbound call to another agent.
VCC-31925	Emails appear with delay or never appears in the queue.
VCC-31919	In 8x8 Agent Console CRM, embedded images crash when opening a case.
VCC-31869	In 8x8 Agent Console, opening CRM case returns an invalid data.
VCC-31862	In 8x8 Configuration Manager CRM and under the Properties tab, when you clear the option "Display cases and follow-ups using HTML when available", HTML formatting shows broken in 8x8 Agent Console FAQ.
VCC-31313	In 8x8 Agent Console, when a monitoring supervisor goes to line 2 and comes back to line 1, the supervisor is automatically barged into the agent's call.
VCC-30697	In 8x8 Agent Console, the monitoring call by a supervisor drops when the supervisor monitors the agent who receives a transferred call.
VCC-30659	In 8x8 Agent Console, some icons may not be displayed properly.
VCC-30642	In 8x8 Agent Console, the default chat auto log does not set the default picklist values properly.
VCC-30440	In 8x8 Agent Console, the call ends after clicking the end button twice, but both phones remain connected after ending the call.
VCC-30334	In 8x8 Agent Console, the audio is lost on line 1 after switching lines, and if the agent ends line 2 click-to-dial call.
VCC-30017	In 8x8 Configuration Manager, the application window does not allow full scrolling to the right if not fully maximized.

Bug	Summary
VCC-29713	In 8x8 Agent Console, FAQ hit counts does not register any hits.
VCC-29182	In 8x8 Agent Console, the post-processing counter resets for line 1 when the agent makes another call on line 2.
VCC-29074	In 8x8 Agent Console, the chat cursor jumps to the beginning if an agent has at least two concurrent chats and one of them is in post processing.
VCC-28902	The inbound calls fail intermittently to bridge to the agent.
VCC-28616	In 8x8 Agent Console, when creating a new case report, the combination of primary and secondary sort order throws an error.
VCC-28276	In 8x8 Agent Console, some email cases offered to the Available agent, put the agent in the Busy status and then Break after the time is out.
VCC-27874	In 8x8 Agent Console Monitoring Playback, the chat log shows HTML coding.
VCC-27354	In 8x8 Configuration Manager, following the daylight savings, the correct time stamp does not show for the last time a script has been modified.
VCC-27315	In 8x8 Configuration Manager, when importing a CSV file in CRM, the CSV file does not maintain capitalization in the text field.
VCC-27163	In 8x8 Agent Console, ending a click-to-dial call while it is being offered to a customer, causes the audio on line 1 to be lost after switching lines.
VCC-26894	In 8x8 Agent Console, the copied text from other rich-text editors, does not appear properly in chat text.
VCC-26379	In 8x8 Configuration Manager, CRM predefined case fields are not always retained.
VCC-25704	In 8x8 Agent Console, the VCC directory does not show the correct agent status for all agents.
VCC-24317	In 8x8 Agent Console, when transferring an inbound caller to Agent 2 voicemail, the caller hears music on hold following the warm transfer.
VCC-23684	In 8x8 Agent Console, the agent post-processing time does not count correctly if an agent browses away from the application.
VCC-22679	In 8x8 Agent Console, after Agent 1 transfers the call to Agent 2 via a warm transfer and Agent 2 places the call on hold, no hold music is played for the inbound caller.
VCC-22013	In 8x8 Agent Console Reports, the mandatory TCL is not consistently present in reports. It appears in "Detailed transactions activity" report, but not in "Detailed accepted transactions with wrap up codes" report for agents.

Bug	Summary
VCC-1806	Frequent Lightweight Directory Access Protocol (LDAP) crash reported.
VCC-1314	Cannot fetch email from the email server using Fetchmail.
VCC-29432	8x8 Agent Console cannot connect to the network after the network power is down and back up.
VCC-30950	In 8x8 Agent Console, some conference calls are not recorded.
VCC-31972	In 8x8 Agent Console, control panel doesn't show post-processing following an outbound queued call.
VCC-35291	Inbound customer cannot hear Hold music after transfer to the second agent.
VCC-35724	Agent with a call on line 1 cannot end the call and answer a call on line 2 which is offered to the same agent.