

# 8x8 Contact Center

Release Notes



Copyright © 2022, 8x8, Inc. All rights reserved.

This document is provided for information purposes only and the contents hereof are subject to change without notice. This document is not warranted to be error-free, nor subject to any other warranties or conditions, whether expressed orally or implied in law, including implied warranties and conditions of merchantability or fitness for a particular purpose. We specifically disclaim any liability with respect to this document and no contractual obligations are formed either directly or indirectly by this document. This document may not be reproduced or transmitted in any form or by any means, electronic or mechanical, for any purpose, without our prior written permission.

8x8® is a registered trademark of 8x8, Inc.

All other trademarks, service marks, registered trademarks, or registered service marks are the property of their respective owner/s. All other brands and/or product names are the trademarks (or registered trademarks) and property of their respective owner/s.

## Contents

---

<b>What's new in the 8x8 Contact Center 9.14 release?</b> .....	<b>1</b>
<b>Ability to set up DTMF blacklist</b> .....	<b>2</b>
Features .....	2
Add phone numbers to the blacklist .....	2
Changes in 8x8 Customer Experience Call Flow .....	3
<b>Introducing the Chat API 2.0</b> .....	<b>4</b>
Features .....	4
<b>Support OAuth2 authentication for email channels</b> .....	<b>5</b>
Features .....	5
Limitations .....	5
Set up OAuth2 authentication for Microsoft Exchange .....	5
<b>Ability to adjust post-processing time for direct agent calls</b> .....	<b>11</b>
Features .....	11
Configure the post-processing timeout .....	11
Priority rules .....	13
<b>8x8 web chat is now WCAG 2.1 compliant</b> .....	<b>14</b>
Features .....	14
Enhancements in Chat Design for WCAG compliance .....	15
<b>Bug fixes 9.14</b> .....	<b>19</b>

## What's new in the 8x8 Contact Center 9.14 release?

We are excited to announce that 8x8 Contact Center 9.14 is now ready. In this release, we have introduced the following enhancements to improve the productivity of agents, supervisors, and administrators. You will be notified by our 8x8 Support team when your tenant is due for an upgrade.

- Ability to set up DTMF blacklist
- Introducing the Chat API 2.0
- Support for OAuth2 authentication for email channels
- Ability to adjust post-processing time for direct agent calls
- 8x8 web chat is now WCAG 2.1 compliant
- Bug fixes 9.14



**Note:** The product version in 8x8 Agent Console and 8x8 Configuration Manager may show up as 10.0 instead of 9.14 while we are working to fine-tune our 8x8 Contact Center applications.

For our releases in PDF, visit our documents on [support website](#) or [knowledge base](#).

## Ability to set up DTMF blacklist

As an 8x8 Contact Center administrator, you can now manage your DTMF blacklist by adding, editing, and deleting phone numbers as well as SIP URIs in your DTMF blacklist. The DTMF blacklist is an existing service to stop recording a call once connected to a blacklisted destination. It also masks any key presses in the customer experience call flow, so that payment card data is kept private. Prior to this release, adding an entry to the DTMF blacklist required raising a ticket with 8x8 support team.

### Features

- Puts the customers in charge of their own DTMF blacklist needs.
- Accelerates the process of adding a new entry to the DTMF blacklist.
- Covers various call routing and looping scenarios to make sure that all recordings stop, and the key presses are masked when connected to the blacklisted number.
- Improves the speed of blacklist entry identification by making the detection within the call routing process.

### Add phone numbers to the blacklist

8x8 Contact Center administrators can now add numbers to the DTMF blacklist via 8x8 Configuration Manager and the new tab on the Security page.

#### To add a phone number to the blacklist

1. Log in to 8x8 Configuration Manager.
2. Go to **Security > DTMF Blacklist** tab.
3. Click **Add blacklist entry**.

4. Add a **Telephone number** or a **SIP URI**. The entries will be added to the blacklist. The telephone number is validated against E.164 format such as +14151231234 for the US or +442071838750 for the UK. A message notifies you if the format is wrong before you save.



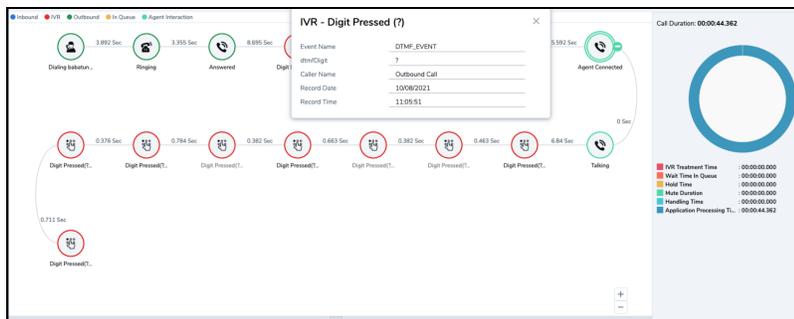
**Notes:**

- There is no validation for SIP URI.
- You cannot update a saved entry. To change an existing entry you must remove it first then add the revised entry.

5. Add a **Comment** to describe the entry. It can be up to 256 characters long. You can update the comment later.
6. **Save** your changes. The entry is added to the blacklist.
7. To edit the comment only, click **Edit** next to the entry.
8. To delete the entry, click **Delete** next to the entry and **Confirm**.

## Changes in 8x8 Customer Experience Call Flow

With the ability to blacklist DTMF, any key presses captured during the call flow are masked and represented by (?) in the 8x8 Customer Experience call flow so that the payment card data is kept secure. This is a change of behavior from our previous release where the numbers were masked by showing (#).



## Introducing the Chat API 2.0

The 8x8 Contact Center Chat API allows third-party companies to connect directly to an agent from their own system, this enables them to use their interface to speak to their customers, such as enabling their clients to communicate with an agent from mobile app-based chat, Desktop web chatbots, and messaging via integrations with other apps or platforms.

### Features

- Enhanced documentation in developer portal
- Introduction of front-end logging
- Introduction of new user interface for maintaining Chat API channels
- Sending secure webhook callback requests
- Standardizing API to fit in with 8x8 public API approach

For details, see our content on [chat workflow for developers](#).

# Support OAuth2 authentication for email channels

The 8x8 Contact Center authenticates email channels via basic authentication, using the simple username and password. Email service providers like Microsoft announced plans to stop supporting basic authentication for Post Office Protocol (POP), Internet Message Access Protocol (IMAP), and potentially for outgoing server setups (SMTP). This requires integrators to migrate their current email client to use modern authentication methods like OAuth2. To prepare for this security improvement, 8x8 Contact Center now supports OAuth2 authentication for users of Microsoft. We continue to support basic authentication for existing users.

## Features

- Improved security without compromising the performance on the fetching and processing of emails.
- Ability to change basic authentication to OAuth2 without any impact on the service.
- Ability to switch from OAuth2 to basic authentication if required.

## Limitations

- The OAuth2 authentication is not yet implemented for SMTP.
- The OAuth2 authentication is not implemented for shared mailboxes (Microsoft)

## Set up OAuth2 authentication for Microsoft Exchange

The OAuth2 authentication requires changes in the email channel configuration via 8x8 Configuration Manager. As an 8x8 Contact Center administrator, you need to select Microsoft Exchange for the incoming mail server and save.

This new feature does not impact agents. Administrators need to modify the email channels for the existing users to implement this change. 8x8 Contact Center agents will continue to receive emails as before.

### To set up OAuth2 authentication for Microsoft Exchange:

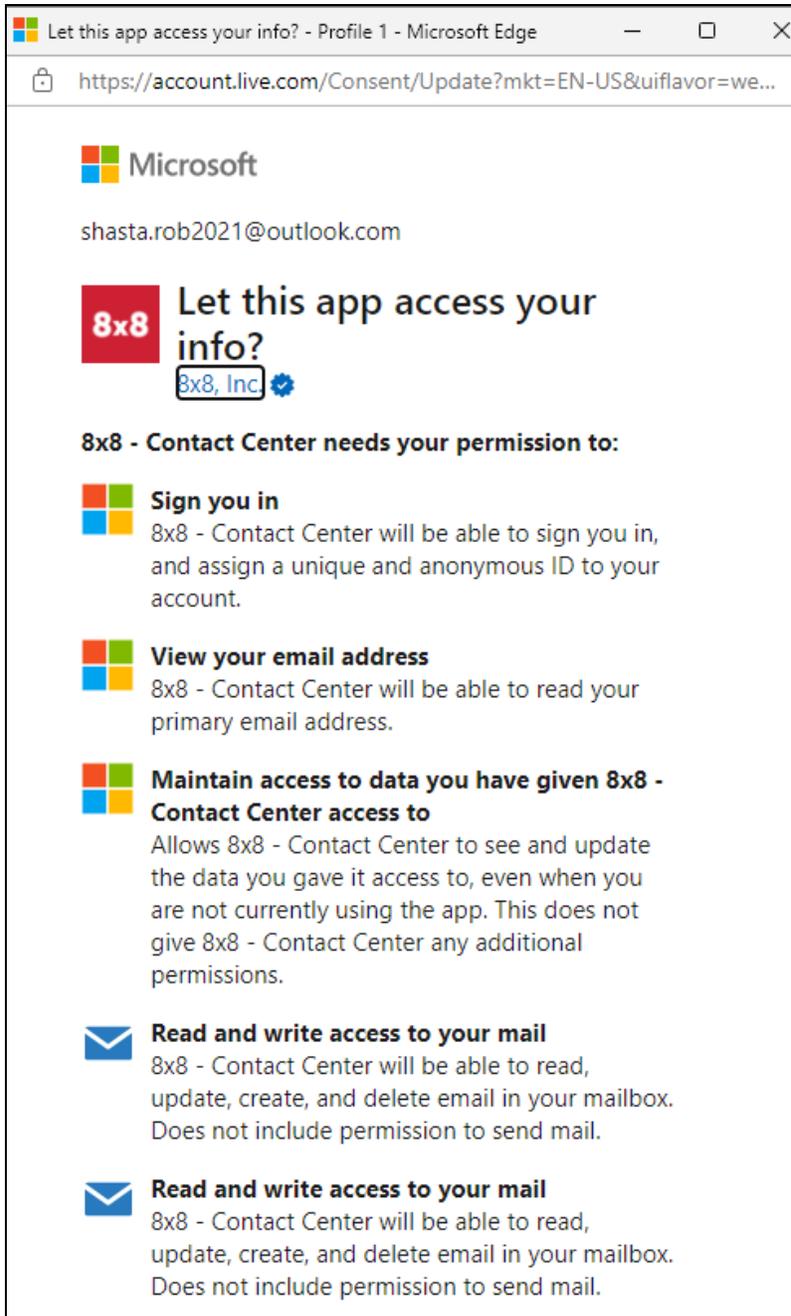
1. Log in to 8x8 Configuration Manager.
2. Go to **Channels > Email**.
3. In the list of email channels, click **Add new email channel**.
4. Enter a **Channel Name**.
5. If you have a Microsoft **Email Address**, enter it here.

6. For **Authentication type**, click the drop-down list.
7. Select **Microsoft Exchange**.

The screenshot shows the 'Channels » New email channel » Properties' configuration page. The 'Authentication type' dropdown menu is open, displaying the following options: Normal, Microsoft Exchange, and Test connection. A green callout box highlights the 'Microsoft Exchange' option with the text 'Select Microsoft Exchange from the drop-down'. The 'Outgoing Mail Server' dropdown is set to 'Default'. The 'Save' and 'Cancel' buttons are visible at the bottom of the form.

8. Click **Connect**.

9. Click **Yes** to allow the 8x8 app to access your Microsoft email account.



Let this app access your info? - Profile 1 - Microsoft Edge

https://account.live.com/Consent/Update?mkt=EN-US&uiiflavor=we...

 Microsoft

rob.shasta@outlook.com

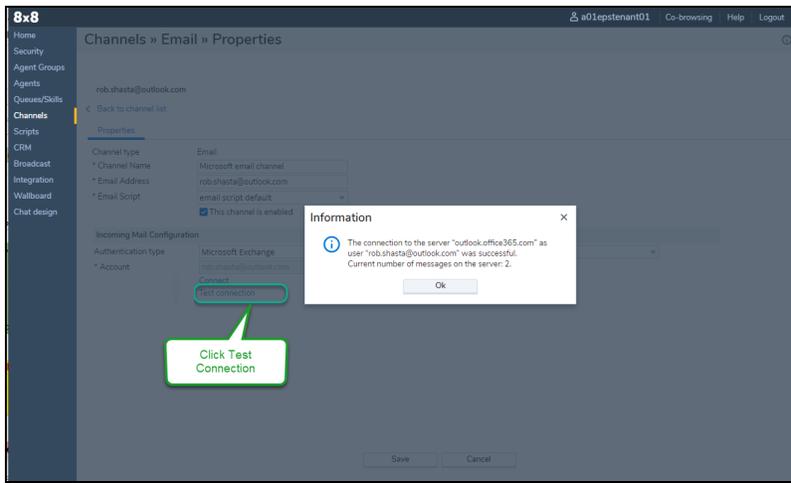
 **Let this app access your info?**  


**8x8 - Contact Center needs your permission to:**

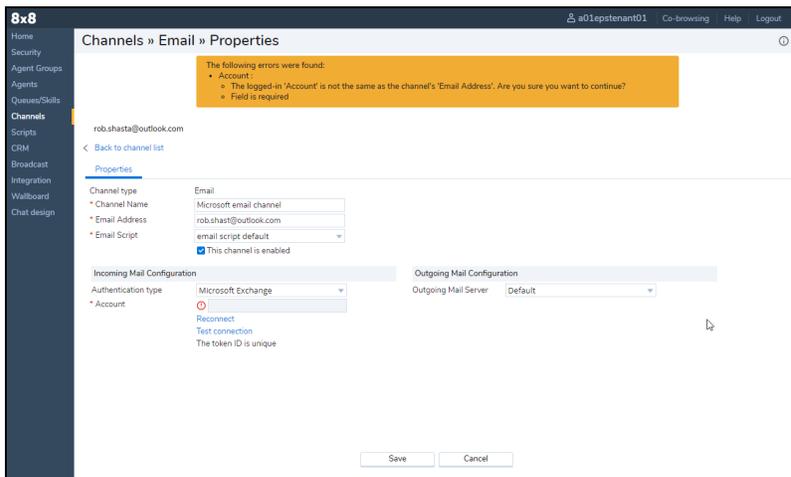
-  **Sign you in**  
8x8 - Contact Center will be able to sign you in, and assign a unique and anonymous ID to your account.
-  **View your email address**  
8x8 - Contact Center will be able to read your primary email address.
-  **Maintain access to data you have given 8x8 - Contact Center access to**  
Allows 8x8 - Contact Center to see and update the data you gave it access to, even when you are not currently using the app. This does not give 8x8 - Contact Center any additional permissions.
-  **Read and write access to your mail**  
8x8 - Contact Center will be able to read, update, create, and delete email in your mailbox. Does not include permission to send mail.
-  **Read and write access to your mail**  
8x8 - Contact Center will be able to read, update, create, and delete email in your mailbox. Does not include permission to send mail.

Accepting these permissions means that you allow this app to use your data as specified in their [terms of service](#) and [privacy statement](#). You can change these permissions at <https://microsoft.com/consent>. [Show details](#)

10. If connected to your Microsoft account successfully, your email address appears in the **Account** field of 8x8 Configuration Manager.
11. Click **Save**. Your email channel with OAuth2 authentication is now saved for your tenant without any impact on the service or agents workflow.
12. To test if your email account is connected, click **Test connection**. A message shows the connection was successful along with the number of received messages on the server.



If there is a connection problem, an error message notifies you. Enter the correct email address and try again.





**Note:** You may experience some delay. Please allow a few minutes and then click test connection again.

You can edit or delete the email channel from the main email Channel list.

# Ability to adjust post-processing time for direct agent calls

Post-processing time is the duration agents are allowed, after terminating the calls, to wrap up any pending notes or actions related to the call. Prior to this release, while processing direct-to-agent calls, agents had a limited duration of five seconds for post-processing. Depending on your business needs, agents may require more time to wrap up notes on calls. In this release, we are introducing the ability to adjust post-processing time for direct-to-agent calls from five seconds to a maximum of 60 minutes helping to meet your business needs.

## Features

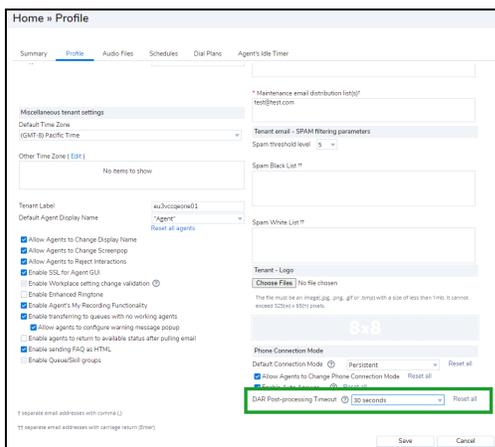
- Allow agents a suitable time to wrap up calls.
- Set up post-processing time at the tenant, agent group, and agent levels.

## Configure the post-processing timeout

As an 8x8 Contact Center administrator, you can set up the post-processing timeout for direct-to-agent calls in 8x8 Configuration Manager. You can set the post-processing time at the tenant level, agent group level, or agent level.

### To set up post-processing time at the tenant level:

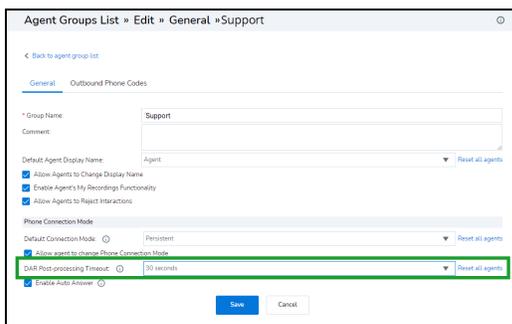
1. Log into 8x8 Configuration Manager.
2. Go to **Home > Profile**.
3. Scroll down and select a desired time for **DAR Post-processing Timeout**.



4. Click **Save**.
5. If you click the **Reset all** link, it alerts you that all existing agent group and agent level settings for DAR post-processing timeout will reset to the tenant level setting. Click **Ok** to proceed or **Cancel**.

#### To set up post-processing time at the agent group level:

1. From the menu, go to **Agent groups**.
2. Under **General**, select a desired time for **DAR Post-processing Timeout**.



The screenshot shows the configuration page for an agent group named 'Support'. The 'General' tab is active. Under the 'Phone Connection Mode' section, the 'DAR Post-processing Timeout' is set to 30 seconds. The 'Reset all agents' link is visible next to the dropdown menu.

3. Click **Save**.
4. To reset the individual agent setting to agent group-level setting, click the **Reset all agents** link. It alerts you that all existing individual agent-level settings for DAR post-processing timeout will reset to the agent group level setting. Click **Ok** to proceed or **Cancel**.

#### To set up post-processing time at the agent level:

1. From the menu, go to **Users**.
2. From the list of users, select a desired user.
3. Go to the **Phone** tab and select a desired time for **DAR Post-processing Timeout**.

The screenshot shows the 'Edit User - Phone' configuration page for user Maria Whealby. The 'Phone' tab is selected, and the 'DAR Post-processing Timeout' is highlighted with a green box, showing a value of 35 seconds. Other settings include Workplace phone, Outbound Calling, Agent Access, and Recording Controls.

4. Click **Save**. This sets the post-processing time for the individual user.

## Priority rules

By default, here are the priorities for DAR post processing timeout:

- Agent level settings override agent-group, and tenant level settings.
- Agent-group level settings override tenant-level settings.
- If agent-level is not set, the agent inherits the agent-group level setting.
- If agent-level is not set and if agent-group level is not set, agents inherit the tenant-level setting.
- If post-processing timeout is not set at the tenant-level, agent-group level, as well as agent level, then the value is set to five seconds by default.

## 8x8 web chat is now WCAG 2.1 compliant

When websites, tools, and technologies are designed and developed so that people with disabilities can use them, they are considered web accessible. Web Content Accessibility Guidelines (WCAG) offer recommendations on how to increase the usability of your website, and how to make it accessible to people with disabilities. Web accessibility encompasses all disabilities that affect access to the Web, including:

- auditory
- cognitive
- neurological
- physical
- speech
- visual

Prior to this release, 8x8 Contact Center customers who are WCAG 2.1 compliant were restricted from using the web chat solution due to the lack of compliance. In this release, we have enhanced the 8x8 Contact Center web chat experience to comply with the WCAG 2.1 guidelines allowing better readability, navigability, and interactivity with our web chat elements.



**Note:** WCAG Compliance is limited to 8x8 Contact Center web chat only. All other features and applications in the 8x8 Contact Center are not yet WCAG compliant.

To comply with WCAG 2.1, 8x8 Contact Center introduces enhancements to the web chat experience, thus allowing 8x8 customers to be WCAG 2.1 AA compliant. Learn more<sup>1</sup>

### Features

- Better and readable user-interface (UI) even on aggressive zoom
- Ability to navigate via keyboard tab/enter

---

<sup>1</sup>(Learn more about the compliance levels > Level **A**: Minimal compliance; Level **AA**: Acceptable compliance; Level **AAA**: Optimal compliance)

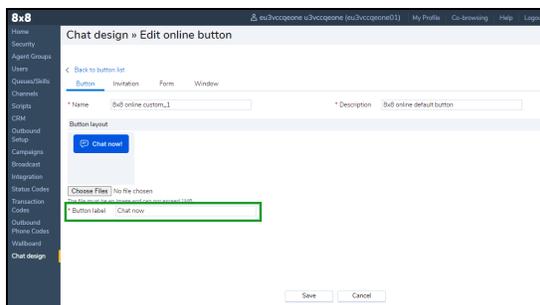
- Compliance with screen readers
- Color palette with good contrast ratio and color-blind friendly

These enhancements are designed to improve usability for all and accessibility of content for the disabled. For example, a field with an asterisk is called out as mandatory by screen readers. Adding an alternate text for an image informs the user, who may be visually impaired what the image is about.

## Enhancements in Chat Design for WCAG compliance

As an admin of 8x8 Contact Center, you will notice enhancements while designing the following web chat elements:

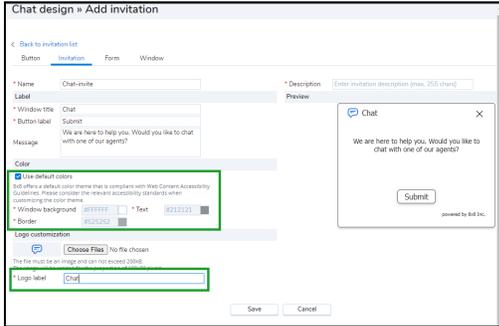
- **Chat button:** A chat button in 8x8 Contact Center is an interface element for a customer to initiate a chat. While designing a chat button, the new **Button Label** field now mandates a label for the button. For the visually impaired, the screen reader reads out the label for better comprehension. For example, adding a button label **Chat now**, informs users that clicking the button initiates a chat session.



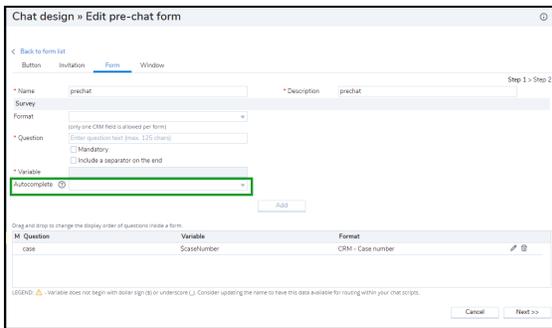
- **Invitation:** The chat invitation form which invites website visitors to initiate a chat, has now introduced default colors compliant with WCAG. The default colors are designed to help the visually challenged such as the color-blind. Additionally, a new field requiring a logo label has been added for screen readers.



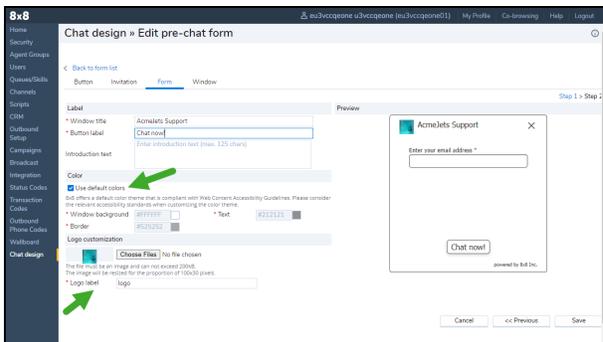
**Note:** Users for whom WCAG compliance is a non-priority, may select colors of their choice and overwrite the default colors.



- **Pre-chat form:** Using a pre-chat survey form, 8x8 Contact Center administrators can collect basic information such as name, email, account number or case number, from an existing user. This information can be used to search for existing customer records and present it when an agent accepts the chat. While designing this form, you can now add an autocomplete attribute for each question on the form. The autocomplete attribute makes it easier to fill out forms, assisting users with cognitive disabilities. It helps screen readers to explain what a specific question is about.



Additionally, the form uses default colors compliant with WCAG. The default colors are designed to help the visually challenged. A new field requiring a logo label has been added for screen readers.



See the image below for better color contrast and helper text on the form.

**Zoonou support chat** [Close]

Please provide additional information, so we can find the best Zoonou rep to assist you.

**Name \***

[Text input field]

This field is mandatory.

---

**Where do you need help? \***

UI/UX

Dev

QE

This field is mandatory.

Select your language

**Chat now!**

powered by 8x8 Inc.

- Chat Window:** The 8x8 Contact Center chat window is the interface between a customer and an agent during the chat. Customers use this chat window to communicate with agents. This window now uses default colors compliant with WCAG. The default colors are designed to help the visually challenged. A new field requiring a logo label has been added for screen readers.



**Note:** WCAG Compliance is limited to 8x8 Contact Center web chat only. All other features and applications in the 8x8 Contact Center are not WCAG compliant.

Chat design » Edit window

< Back to window list

Button    Initiation    Form    Window

\* Name    [Input: Bull chat window custom\_2]    \* Description    [Input: Bull chat window custom]

Label    [Input: Acmelets Support]    Preview

Color

Use default colors  
Use offers a selected color theme that is compliant with Web Content Accessibility Guidelines. Please consider the resource accessibility standards when customizing the color theme.

Window background    [Color: #FFFFFF]    \* Border    [Color: #000000]

\* Text    [Text: #212121]    \* Flag    [Text: #212121]

Logo customization

[Choose File] No file chosen  
The file must be an image and can not exceed 200KB  
The maximum allowed file size is 200KB

\* Logo label    [Input: Acmelets Chat]

[Save]    [Cancel]



**Note:** Existing 8x8 Contact Center users who have implemented the web chat solution, will need to review and enhance the chat design elements for WCAG compliance, and republish.

## Bug fixes 9.14

We have fixed the following bugs in this release:

Bug	Summary
VCC-43641	Queue post-processing time is not showing up or shows up intermittently.
VCC-48487	Data does not match in the following reports: "Agents Transactions per media" and "Agents Transactions".
VCC-48789	Random characters are added to the email body sent from Agent Console.
VCC-49095	Outbound emails sent for Cases have huge lags.
VCC-49130	When transferring Post Call surveys, "Say" messages change to a male voice instead of female.
VCC-50342	Callback Post Call Survey drops the call for anonymous inbound callers.
VCC-51134	Email interactions do not show on the Wallboard, but are included in the Transaction per media report.
VCC-51555	User names that contain special characters appear incorrectly.
VCC-51684	Intermittent wrap-up codes are missing from historical reports.
VCC-51973	Monitoring access that is removed from a supervisor during a call is still in effect.
VCC-52430	When broadcasting messages, posted notices are not sent.
VCC-53102	Agent's "Time on Status" report shows the wrong Post Processing time.
VCC-53161	Wrap up code is missing from the Interaction Details report.
VCC-53671	Zendesk VCC logout spins.
VCC-54043	The Work Offline status option disappears when in post processing.
VCC-54092	Chat interactions are hanging, resulting in wrong reports.
VCC-54169	Campaign monitoring shows incorrect records as completed.
VCC-54359	WAPI retrieved cases shows the created day in GMT time.
VCC-54506	Agent receives "Service connection error" after logging in to the 8x8 Agent Console.
VCC-54816	Call ports do not release causing maximum call port issues.
VCC-54821	Calls are not connected to 8x8 Work extensions.
<b>9.14.1</b>	

Bug	Summary
VCC-55143	Progressive dialer does not dial numbers starting with zero.
VCC-55287	DTMF Blacklist check fails in some scenarios.
<b>9.14.2</b>	
VCC-55509	Inbound calls are not connecting to agents.
<b>9.14.3</b>	
VCC-55656	Incoming DAR/DAA calls cause agent to be stuck in busy status intermittently.
<b>9.14.3.1</b>	
VCC-56487	Available agents are not offered calls.
<b>9.14.4</b>	
VCC-56291	The channel name is missing on the incoming calls Transaction tab if the call comes from External CRM.
VCC-56578	The calls in the queue are not offered to the Available agents.
<b>9.14.5</b>	
VCC-56920	8x8 Contact Center supervisor trying to monitor an agent call cannot connect.
VCC-57075	Agent receives regular inbound calls while on working offline status.
VCC-57156	Outbound queued calls are offered to the Available agents.
VCC-57455	When ending monitoring in QM, supervisors status changes to Available.
<b>9.14.6</b>	
VCC-57668	Number spoofing is resulted when forwarding to an external number through queue timeout in the IVR script.
<b>9.14.7</b>	
VCC-56409	Queue time-out does not work for the calls coming through a transfer to a queue.
VCC-57209	IVR script fails when it involves forwarding to new queue using a timeout multiple times.
VCC-57325	Unable to call or blind transfer internally when selecting from the agent list on line 1.
<b>10.0.0</b>	
VCC-52977	Status in 8x8 Contact Center directory and 8x8 Work for Desktop contacts does not match for some users.
VCC-52997	8x8 Contact Center agent receives "not authorized" error message when editing a channel with the

Bug	Summary
	correct permissions.
VCC-54737	Campaign recording files are not available to be played to the caller.
VCC-54802	Customer queued emails do not show the red dot indicator for additional emails in the queue from the same customer.
<b>10.0.2</b>	
VCC-50751	The CRM advanced search is broken for "city", "state", and "country" in 8x8 Agent Console.
VCC-51366	The warning statement in chat for the invalid email address format needs to be revised.
VCC-52927	The Incoming Mail Server field's value is limited to 40 characters in email channels.
VCC-53585	Chat and Email channels appear as enabled in the channel list even when they are disabled.
VCC-53857	The screen pop configured for single window opens multiple windows.
VCC-54221	The defined "Media Type" in case properties is not being saved and shows "None".
VCC-54382	The "Case Closure Code" in CRM does not match the order in 8x8 Configuration Manager.
VCC-54508	The calling line ID is not showing up correctly in the Agent Profile.
VCC-54879	The email body in cases shows additional lines in 8x8 Agent Console.
VCC-54973	The email attachments in 8x8 Agent Console shows [object object].
VCC-55257	Filtering between dates in CRM returns results outside of the date range.
VCC-55269	The agent on Line 1 call is not presented a DAR call on Line 2.
VCC-55330	No transaction code shows up in the Outbound Setup Disposition Action if there is & in the description of transaction code list.
VCC-55788	Cannot view the campaign filters.
<b>10.0.3</b>	
VCC-54379	8x8 Contact Center admin cannot filter channel names.
VCC-54443	Historical report shows "None" instead of "Do Not Call" for disposition action code in the campaign report.
VCC-55886	8x8 Contact Center admin receives "Password expired" message when logging into 8x8 Configuration Manager.
VCC-56265	No outbound call is made when 8x8 Contact Center agent uses the contacts from the 8x8 Agent Console directory.

Bug	Summary
<b>10.0.4</b>	
VCC-56206	The CRM case field "Media Type" cannot be edited.
VCC-56281	Error received when trying to download a script in 8x8 Configuration Manager.
VCC-56522	Selected admins cannot enable the Status Code list.
<b>10.0.5</b>	
VCC-56659	Address book does not save customer favorites.
VCC-56834	In scripts the "Go to" function does not see a newly created label.
<b>10.0.6</b>	
VCC-54722	Agent Timer resets but the agent status remains the same.
VCC-55315	Agent cannot see all marked Favorites in the customer's Address book under Favorites tab.
VCC-56618	Agents are stuck in the post-processing mode.
VCC-56832	Rejecting an email with status code fails intermittently.
VCC-57376	Report titles with special characters like % do not appear in the reports listing.
VCC-57438	Agent interface glitches and grays out after accessing a case.
VCC-57586	In 8x8 Configuration Manager, the Linked to agent column under Channel list is empty even though the channel is linked to an agent.