

# 8x8 Contact Center

Release Notes



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# Contents

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<b>What's new in the 8x8 Contact Center 8.1.6 release?</b> .....	<b>1</b>
<b>Chat Recording</b> .....	<b>2</b>
<i>Features</i> .....	2
<i>Limitations</i> .....	2
<i>How to Access Chat Recordings</i> .....	3
<i>How to Select a Time Zone</i> .....	5
<b>Enhanced Awareness of Queue Status</b> .....	<b>6</b>
How to Set Up .....	6
<i>Change of behavior</i> .....	11
<b>Enhanced System Access Authentication</b> .....	<b>12</b>
Features .....	12
Limitations .....	12
<i>How to create an authorized IP addresses?</i> .....	12
<i>How to Access 8x8 Contact Center if you are locked out?</i> .....	13
Authorizing IP Access Via Email .....	14
Features .....	14
<i>How the process works</i> .....	14
<b>Shared Wallboard Authentication</b> .....	<b>16</b>
<b>Web Notification Alert for Incoming Interactions</b> .....	<b>18</b>
<i>Browser Requirements</i> .....	18
<i>Limitation</i> .....	18
How it Works .....	18
<b>Common Identifier for Pre-Chat Forms in Multiple Languages</b> .....	<b>21</b>
Set up an Identifier .....	21
Improvised Logout Interface .....	24
Changed User Interface for Login .....	25
<b>Enhanced Email Attachments</b> .....	<b>26</b>
<b>More Enhancements</b> .....	<b>28</b>
Calling Name (CNAM) Display Activated .....	28
Improved Chat Translation .....	28
Setting Chat Language Through Chat-API .....	28

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<b>Bug fixes 8.1.6</b> .....	<b>30</b>
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## What's new in the 8x8 Contact Center 8.1.6 release?

The 8.1.6 Release Notes for 8x8 Contact Center offer you the information required to get started with the new features and enhancements of the latest release. Please refer to the product documentation for additional details.

In this release, we introduce:

- [Chat Recording for supervisors](#)
- [Enhanced Awareness of Queue Status for agents](#)
- [Web Notification Alert for Incoming Interactions for agents](#)
- [Common Identifier for Pre-Chat Forms in Multiple Languages](#)
- [Enhanced System Access Authentication](#)
- [Shared Wallboard Authentication](#)
- [Improvised Logout Interface](#)
- [Enhanced Email Attachments Forwarding](#)
- [More Enhancements](#)

## Chat Recording

In this release, we offer supervisors the capability to access transcripts of chat conversations between agents and customers. Using the Monitoring privilege, supervisors can access internal (agent-to-agent) and external (customer-to-agent) chat transcripts. 8x8 Contact Center saves all chat messages automatically and saving messages cannot be disabled.

### Features

As a supervisor, you can:

- Access saved chat interactions using the **Monitoring > Playback** tab.
- Discern between internal and external records.
- Search chat records by specific data fields.
- Filter chat records by queue, agent, or channel.
- Sort the records by column headers.
- Select different time zone to view the chat record. Ability to choose different time zones.
- Search for content within a chat record.
- Access transaction details such as duration of chat, the channel and queue it was directed through, and more.
- Access pre-chat metadata (when available) for each interaction.
- Download the transcript.
- Pop out the chat transcript window from the Monitoring tab.

### Limitations

Images shared during a chat are not included in downloaded transcripts.

## How to Access Chat Recordings

As a supervisor, you can log in to 8x8 Agent Console, sort, search and filter for desired chat recordings.

### To view chat transcripts:

1. Log in to 8x8 Agent Console.
2. From the Menu, navigate to **Monitoring**.
3. In the Monitoring window, select **Playback** tab.
4. Select **Chat** link to access all chat recordings.

A list of available chat recordings is displayed.

The screenshot displays the 8x8 Agent Console interface. On the left, a menu is open with 'Monitoring' selected. The main window is titled 'Monitoring' and has tabs for 'Queue Management', 'Campaign Management', 'Agent Management', 'Playback', and 'Setup'. The 'Playback' tab is active, showing a 'Playbacks' section with a 'Filter Window' link. Below this is a table of chat recordings. The table has columns for Type, Transaction ID, Agent, Queue, Channel, Contact, Case ID, Start Date, and Duration. The data rows are as follows:

Type	Transaction ID	Agent	Queue	Channel	Contact	Case ID	Start Date	Duration
External	317	John_Smith (smith)	Support_Chat	Acme_Su...			1/11/2015, 9:2...	3m:16s
External	321	John_Smith (smith)	Support_Chat	Acme_Su...	1000000		1/11/2015, 10...	6m:16s
External	322	John_Smith (smith)	Support_Chat	Acme_Su...	1000000		1/11/2015, 10...	1m:25s
External	323	John_Smith (smith)	Support_Chat	Acme_Su...	12		1/11/2015, 10...	1m:24s
Internal	1710	John_Smith (smith)	QUEUE_OUT	#virtual_o...	Rob Shas...		1/7/2015, 4:30...	14m:17s

At the bottom of the table are buttons for 'Delete', 'Edit', and 'Close'. The interface also shows a chat window on the left with a message: 'Your chat session has ended.'

- To filter, click **Filter Window** link. Select the desired filter criteria for queues, agents and channels.
- To sort, click on any desired column header. The list gets sorted alphabetically or numerically or by date.
- For a custom search, use the advanced search option. Create a desired search query and click **Search**.

- Click on the desired chat recording from the list to view the detailed transcript.

**Monitoring** + New monitoring window

Queue Management Campaign Management Agent Management Playback Setup

### Playbacks

Phone Chat Filter Window

Advance ▾

⏪ ⏩ Playbacks 1 - 5 of 5 1 ⏪ ⏩

Type	Transaction ID	Agent	Queue	Channel	Contact	Case ID	Start Date	Duration
External	317	John, Smith	Support Chat	Acme_Support			1/11/2015, 9:24:32 PM	3m:16s

**Recorded conversation for: John, Smith (jsmith)**

Find  Other timezone GMT-0

[1/12/2015, 5:24:59 AM] (Customer):  
IT - Bon jour  
EN - Bon jour

[1/12/2015, 5:25:12 AM] John, Smith (jsmith):  
EN - Hello, how can I help you today?  
IT - Ciao, come posso aiutarla oggi?

[1/12/2015, 5:25:31 AM] (Customer):  
IT - Can you send me the new printer details?  
EN - Can you send me the new printer details?

[1/12/2015, 5:25:39 AM] John, Smith (jsmith):  
EN - Sure.  
IT - Certo.

Transaction Pre-chat Download

Transaction ID: 317

Channel: Acme\_Support

Queue: Support Chat

Duration: 3m:16s

Customer: N/A

Case: N/A

Start Date: 1/11/2015, 9:24:32 PM

Subject: N/A

Ip Address: 75.36.136.117

Timezone: GMT-8

- To view the transaction details, click on the **Transaction** tab on the right hand side.
  - To view the pre-chat meta data, click on the **Pre-chat** tab. The pre-chat tab shows only if the chat included a pre-chat form.
  - To download the chat transcript, click the **Download** link on the right hand side. It saves the transcript as a text file.
- To search for a keyword within the transcript, enter the keyword in the search box. If found, all instances of the string are highlighted within the record.

**Monitoring** + New monitoring window

Queue Management Campaign Management Agent Management Playback Setup

### Playbacks

Phone Chat Filter Window

Advance ▾

⏪ ⏩ Playbacks 1 - 5 of 5 1 ⏪ ⏩

Type	Transaction ID	Agent	Queue	Channel	Contact	Case ID	Start Date	Duration
External	317	John, Smith	Support Chat	Acme_Support			1/11/2015, 9:24:32 PM	3m:16s

**Recorded conversation for: John, Smith (jsmith)**

printer 1 of 2  Supervisor timezone (GMT-8)

[1/11/2015, 9:25:31 PM] (Customer):  
IT - Can you send me the new **printer** details?  
EN - Can you send me the new **printer** details?

[1/11/2015, 9:25:39 PM] John, Smith (jsmith):  
EN - Sure.  
IT - Certo.

[1/11/2015, 9:26:48 PM] John, Smith (jsmith):  
EN - Please access this URL for information: https://vcc-qa3.8x8.com/FAQ/faq\_view.php?e3cd9a8837ce51cc2f8d987132fbc2f  
IT - Si prega di accedere a questo URL per informazioni: https://vcc-qa3.8x8.com/FAQ/faq\_view.php?e3cd9a8837ce51cc2f8d987132fbc2f

[1/11/2015, 9:27:04 PM] John, Smith (jsmith):  
EN - Thank you.

Transaction Pre-chat Download

Transaction ID: 317

Channel: Acme\_Support

Queue: Support Chat

Duration: 3m:16s

Customer: N/A

Case: N/A

Start Date: 1/11/2015, 9:24:32 PM

Subject: N/A

Ip Address: 75.36.136.117

Timezone: GMT-8

7. To pop out the chat recording window, click .

## How to Select a Time Zone

By default, each chat recording is shown in the tenant time zone. You can select a timezone from the following choices.

- Supervisor timezone: Displays the chat time in supervisor time zone.
- Contact timezone: Displays the chat time in contact's time zone.
- Agent timezone: Displays the chat time in agent's time zone.
- Other timezone: Allows you to change to any available option for GMT.



The screenshot shows a chat recording window with the following content:

**Recorded conversation for: John, Smith (jsmith)**

Find  ^ v Agent timezone (GMT-8) v

[1/11/2015, 9:24:59 PM] (Customer):  
IT - Bon jour  
EN - Bon jour

[1/11/2015, 9:25:12 PM] John, Smith (jsmith):  
EN - Hello, how can I help you today?  
IT - Ciao, come posso aiutarla oggi?

[1/11/2015, 9:25:31 PM] (Customer):  
IT - Can you send me the new printer details?  
EN - Can you send me the new printer details?

[1/11/2015, 9:25:39 PM] John, Smith (jsmith):  
EN - Sure.  
IT - Certo.

Transaction	Pre-ch
Transaction Id:	317
Channel:	Acme
Queue:	Suppo
Duration:	3m:16
Customer:	N/A
Case:	N/A
Start Date:	1/11/2
Subject:	N/A
Ip Address:	75.36.
Timezone:	GMT-8

## Enhanced Awareness of Queue Status

Before transferring an interaction to a queue, agents and supervisors can be informed if no agents are logged in to serve the queue. This may prevent agents from sending an interaction to an unattended queue. If the agent wishes to proceed with the transfer, they are warned about the non-availability of agents. With this enhancement, agents can make sure to transfer an interaction to an attended queue and avoid abandonment by caller.

### How to Set Up

In 8x8 Configuration Manager, administrator has the privileges to enable or disable the option to allow agents to transfer interactions to an unattended queue. By default, it is enabled.

**To change the setting:**

1. Log in to 8x8 Configuration Manager.
2. Navigate to **Home > Profile**.
3. Under Miscellaneous Tenant Settings, select or de-select the option to **Enable transferring to queues with no working agents**.

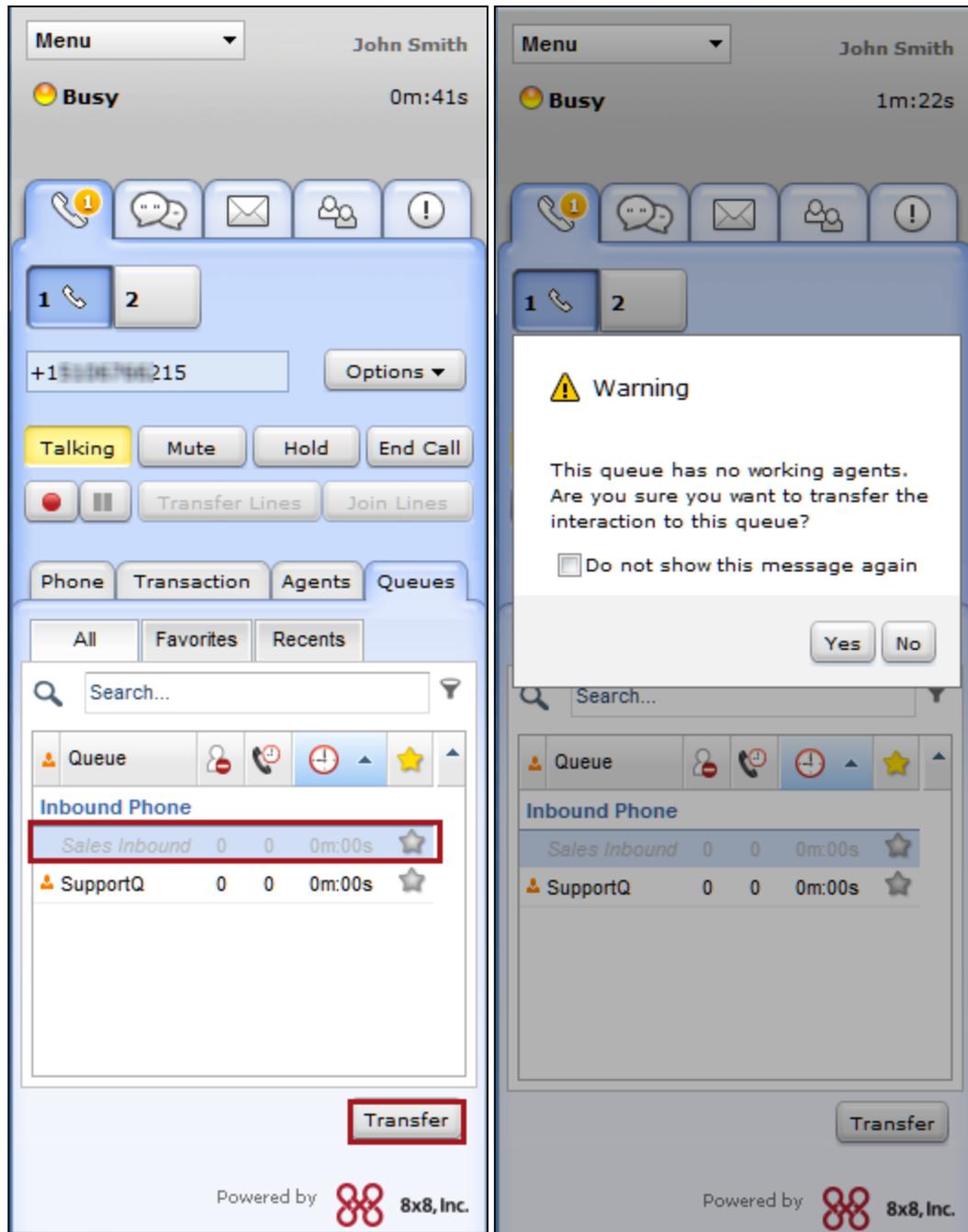
The screenshot displays the 8x8 AcmeJets administration interface. The top navigation bar includes 'Home', 'Profile', 'Audio Files', 'Schedules', and 'Dial Plans'. The main content area is divided into several sections:

- Tenant Information:** Tenant Name: AcmeJets, Concurrent Access Limit: 10, Support Level: Platinum, Default Caller ID: 4086750258, Named Users Limit: 12, Version - Package: 8.1.6, Language: English (default), Configured Users: 7, Revision: 31998.
- Administration & File Transfer Passwords:** Includes fields for Current Configuration Manager Password, Configuration Manager - change password (New Password and Retype New Password), and Secure File Transfer Protocol (FTPS) - set password (Password and Retype Password).
- Service notifications - email addresses:** Includes fields for Administrator's email(s) and Maintenance email distribution list(s).
- Tenant email - SPAM filtering parameters:** Includes a Spam threshold level dropdown set to 5, and sections for Spam Black List and Spam White List.
- Miscellaneous tenant settings:** Includes Time Zone (GMT-8) Pacific Time, Tenant Label (AcmeJets), and several checkboxes: Allow Agents to Change Name, Allow Agents to Change Screenpop, Enable SSL for Agent GUI, Enable Enhanced Ringtone, **Enable Agents In Recording Functionality** (highlighted with a red box), and Enable transferring to queues with no working agents.
- Tenant - Logo:** Includes a 'Browse...' button and a note: 'The file must be an image(.jpg, .png, .gif or .bmp) with a size of less than 1mb. It cannot exceed 325(w) x 65(h) pixels.'

- **When enabled, the agent is notified before transferring.**

You can observe the following behavior as an agent.

- a. During an interaction, select a grayed out queue to transfer the interaction and click **Transfer**.



- b. A system warning pops up informing you about the status of the queue.

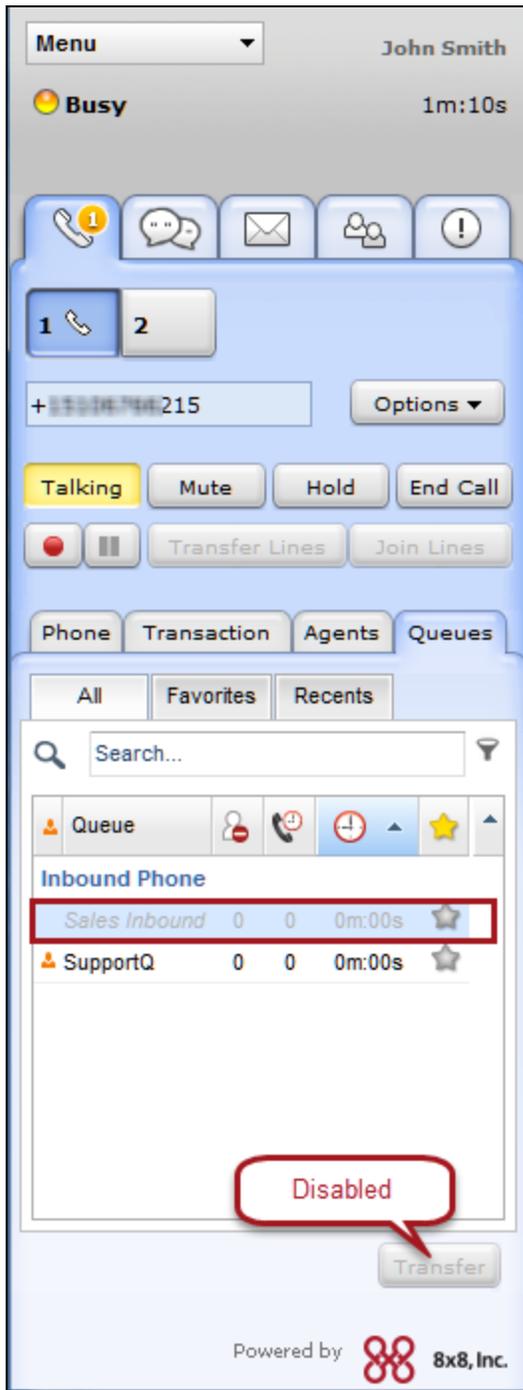
- c. To continue to transfer, click **Yes**.
- d. To cancel the transfer, click **No**.



**Note:** Select the option **Do not show this message again** to not show this warning again.

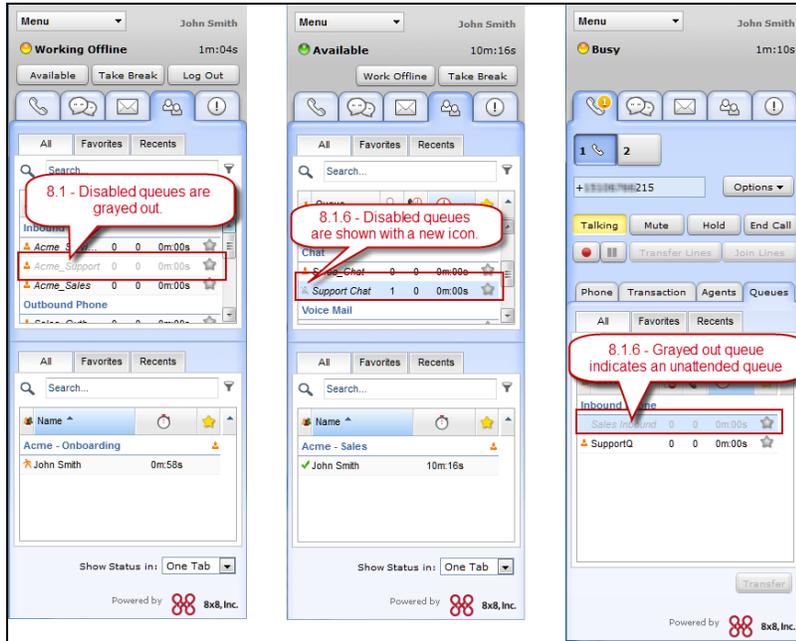
- **When disabled, the agent is blocked from transferring.**

During an interaction, if you select a grayed out queue, then the Transfer option is disabled blocking you from transferring the interaction.



## Change of behavior

This enhancement changes the following behavior for agents.



- **8.1 - Disabled queue:** Grayed out queues used to mean you have temporarily disabled interactions from that queue.
- **8.1.6 - Disabled queue:** When you have temporarily disabled interactions from a queue, you see the agent icon  grayed out.
- **8.1.6 - No agent:** When none of the agents assigned to the queue are logged in, the queue is grayed out.

## Enhanced System Access Authentication

8x8 Contact Center allows users to connect to the tenant from anywhere in the world. In this release, we offer the ability to limit the access to a white list of IP addresses. A white list identifies secure IP addresses from which agents, supervisors, and administrators can connect to the 8x8 Contact Center network. Any login attempt outside of the white list is denied access and triggers a notification to the administrator about the unauthorized access attempt.

### Features

- Ability to authorize specific IP addresses.
- Ability to list, add, edit, and delete allowed IP ranges.
- Ability to validate IP ranges (non-duplicate, valid start and end IP addresses, and non-negative range).
- Ability to enable/disable an individual IP address or a range of IPs.
- Ability to enforce IP address restriction to access 8x8 Configuration Manager, 8x8 Agent Console, and Wallboard.
- Ability to create an admin role and assign the IP address restriction permission to the administrator.
- Ability to notify administrators of an unauthorized access attempt by email. By default, this option is disabled.
- Extended support for Single Sign-On (SSO) in Salesforce, Zendesk, and NetSuite.

### Limitations

In this release, we only support IP version 4.0 (IPv4).

### How to create an authorized IP addresses?

The 8x8 Configuration Manager allows the administrator to create, edit, and delete white list entries using the **Security** page.

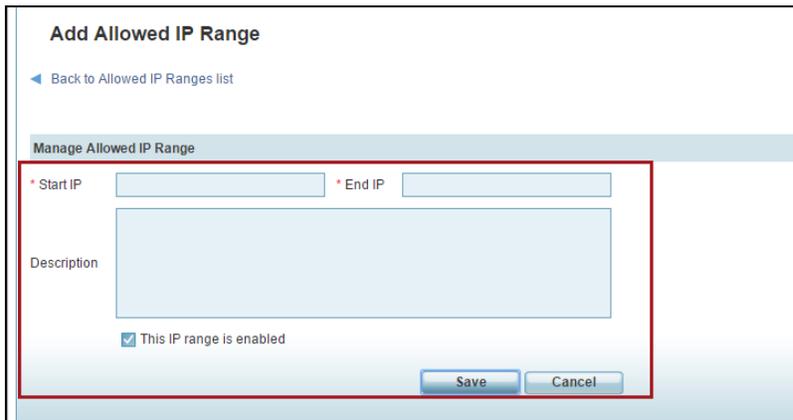
**To add an entry:**

1. Log in to 8x8 Configuration Manager as an administrator.
2. Go to **Security > IP Address Restriction**.
3. Click  or **Add Allowed IP Range**.



**Note:** This feature only works with public IP addresses. If no IP address is selected, all IP addresses are allowed to access the tenant.

4. Enter **Start IP** and **End IP** address and type a **Description**.



**Add Allowed IP Range**

[Back to Allowed IP Ranges list](#)

Manage Allowed IP Range

\* Start IP  \* End IP

Description

This IP range is enabled

5. Select **This IP address is enabled** to enable an individual IP address or a range of addresses.  
This feature is helpful if you need to grant access to an agent in a remote location or a temporary consultant.
6. Click **Save**.  
If the agent tries to log in with a different IP address, a message appears showing that the access is denied.
7. Click  or  to edit and delete the IP addresses.

## How to Access 8x8 Contact Center if you are locked out?

Contact the support team at 8x8, Inc. to help you regain access to your 8x8 Contact Center.

## Authorizing IP Access Via Email

In this release, we offer the 8x8 Configuration Manager administrator the ability to add/authorize an agent's IP address to 8x8 Contact Center via email authorization. This feature enables agents using a new and unidentified IP address to connect to their tenant. The administrator controls the ability to send or block this email notification.



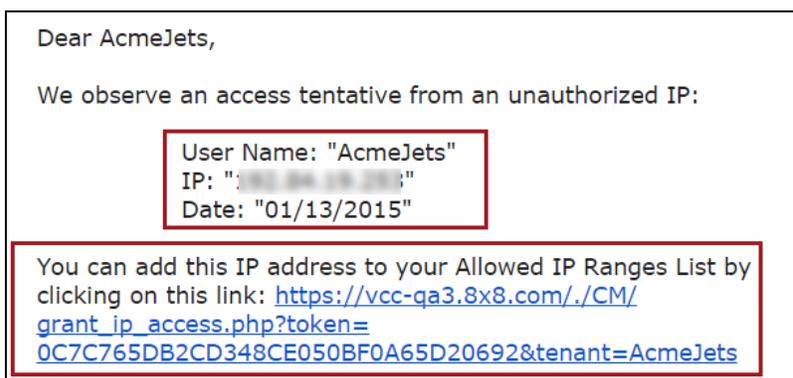
**Note:** The authorization is supported for 8x8 Configuration Manager, 8x8 Agent Console, and Wallboard access tokens.

### Features

- Automatic email—administrator receives an automatic email when an agent is denied access.
- Quick access—agent gains access as soon as administrator clicks a URL in the email.
- Prevent email spam—only one notification email is sent to the administrator per hour irrespective of the number of attempted logins.
- Improved security—the authorization URL expires in 24 hours whether the administrator has authorized the address or not.
- Description—a description added for the IP address allows administrator to keep a reminder for future references.

### How the process works

1. The agent tries to access 8x8 Contact Center from an unauthorized IP address, but the access is denied.
2. An email notification is sent to the administrator containing information such as agent's user name, IP address, and the date of attempted access. The email also contains a URL.



**Note:** In **Security > IP Address Restriction**, administrator must enable **Send access control e-mail** to receive emails.



Start IP	End IP	Description	Enabled	
192.84.19.224	192.84.19.224	for Support access	<input type="checkbox"/>	
206.169.168.110	206.169.168.110	This is the 8x8 Guest 2 - ip address.	<input type="checkbox"/>	

Send access control e-mail

Save Reset

- Administrator clicks the URL link in the email to authorize the IP address.
- Administrator receives a confirmation that the **IP address is authorized successfully**.



**Note:** For security reasons, the URL expires after 24 hours. If the administrator uses the URL the second time or after the expiry, a message indicates the token has expired.

- The agent can now log in using the IP address.

## Shared Wallboard Authentication

Wallboard administrators can bypass the need for log in credentials to run a wallboard. Instead, they can click on a URL shared by contact center administrator to launch a wallboard. The URL provides direct access to the wallboard.

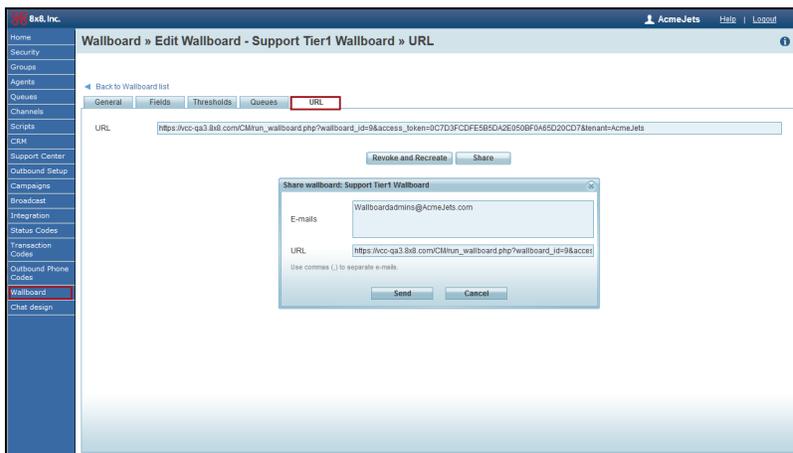
### To enable direct access to a wallboard:

1. Navigate to **Wallboards** from the menu.
2. Select and edit a wallboard from the list.

OR

Click  from the action menu icons list next to a wallboard to bring up the Share dialog box.

3. Select **URL** tab. You will notice a wallboard URL.
4. Click **Share**.



5. Enter the email addresses of wallboard administrators.
6. Click **Send**.
7. A message notifies the wallboard URL is shared successfully via email.
8. Wallboard administrators receive an email notification with a link to launch the wallboard.



**Note:** Click **Revoke and Recreate** to retire the URL and create a new one. If an email recipient uses the revoked link, a message indicates the URL is invalidated.

## Web Notification Alert for Incoming Interactions

In 8x8 Agent Console, agents can now receive web notification alerts for incoming interactions and avoid missing interactions when the application is not in focus. While in available state, if agents have moved away from the application temporarily, the web notification alerts them of incoming interactions. They can click on a notification to bring 8x8 Agent Console back in focus to handle the interaction.

### Browser Requirements

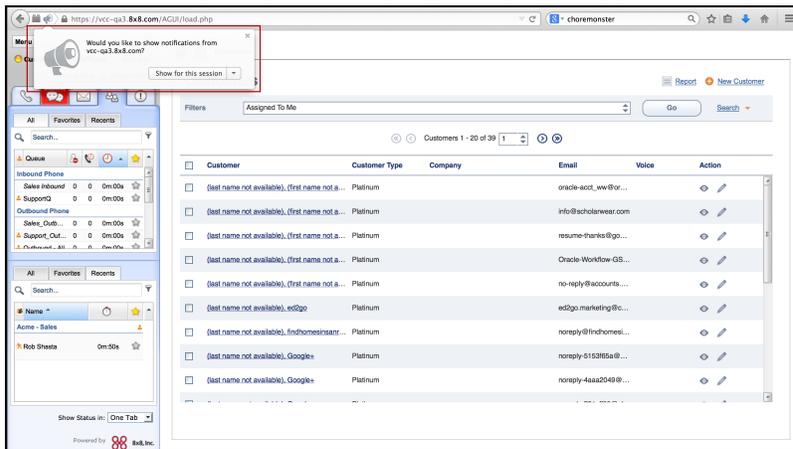
- Google Chrome 22+
- Mozilla Firefox 22+

### Limitation

- Internet Explorer does not support web notifications.
- Firefox closes web notifications automatically after a few moments. This is a browser limitation.

### How it Works

1. The first time an agent receives a new interaction, he is prompted to allow or block interaction notifications from the application domain. This prompt may vary from browser to browser and is required to avoid notification spam.



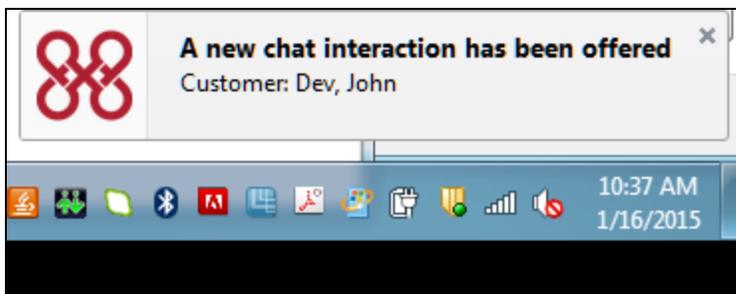
### Notes:



If agents explicitly deny display of notifications but later change their mind, they must manually re-enable it in the browser preferences as the prompt is presented only once.

Prior to Chrome version 37, the prompt is triggered by user actions such as mouse or keyboard events.

- If the agent accepts to be notified by the application, a notification pops up whenever a new chat, email, phone or voicemail interaction comes in. The behavior and appearance of notification depends on the browser and operating system from which they are triggered.



**Note:** Chrome shows up to three notifications at a time; older notifications must be dismissed to give place for newer ones. All notifications can be read by clicking the Chrome notification icon in



the system tray (Windows) or menu bar (Mac). The behavior varies with browser and OS combination.

- Each notification displays the interaction type in its title, and the customer name (if any) in its body. The agent can then click the notification to bring the 8x8 Agent Console back in focus. This behavior may vary depending on the browser and OS used.



**Note:** Clicking the notification does not accept or reject the interaction. The agent must handle the interaction manually.

## Common Identifier for Pre-Chat Forms in Multiple Languages

We have introduced a common identifier mechanism to connect or map user collected data from pre-chat forms across multiple languages. For example, if your company collects data from a customer using a pre-chat form in multiple languages and uses this data to identify the customer or create a new record, the question label in the pre-chat form such as — *Name* in English, *Nome* in Italian, *Nom* in French can be mapped/connected using a common identifier. The identifier facilitates further processing of this information.

### Set up an Identifier

Setting up an identifier involves the following steps:

#### If you have already designed your pre-chat forms:

1. Create identifiers for questions in the pre-chat form in one language.
  - a. Log in to 8x8 Configuration Manager and navigate to **Chat Design**.
  - b. Select the **Form** tab.
  - c. Edit an existing pre-chat form.

- d. Select a question and enter an identifier for the question.

Chat design » Edit pre-chat form

Back to form list

Button Invitation **Form** Window

\* Name: AcmeJets pre-chat form \* Description: 8x8 pre chat form custom Step 1 of Step 2

Survey

Format: Open ended (only one CRM field is allowed per form)

Question: Name:

Mandatory

Multiple lines answer

Include a separator on the end

Identifier: Name

Save Cancel

Drag and drop to change the display order of questions inside a form.

ID	Question	Format
1	Name	Open ended
2	Email	CRM - Email address
3	Enter your choice of language	Translation

Cancel Next >>



**Note:** You must use this identifier to connect the question replicated in other language forms.

- e. Click **Save**.
- f. Repeat this for all questions on the form.  
**Note:** Identifier is not applicable to the chat language choice question.
- g. Click **Next>>** and then **Save** in the next screen.
2. For pre-chat forms replicated in other languages, use the same identifiers for questions.
- a. Select and open the replicated pre-chat form in another language from the list.

Chat design » Form list

Button Invitation Form **Window**

Form list

Add form: Pre-chat Offline

<< < 1 > >> 20 records Configure

Name	Chat phase	Description
8x8 pre chat form custom	Pre-chat	8x8 pre chat form custom
8x8 offline form custom	Offline	8x8 offline form custom
Operations Pre-Chat Form	Pre-chat	this is a tech pub pre-survey test form
AcmeJets pre-chat form_Italian	Pre-chat	8x8 pre chat form custom
AcmeJets pre-chat form_French	Pre-chat	8x8 pre chat form custom
AcmeJets pre-chat form	Pre-chat	8x8 pre chat form custom

- b. Copy and paste or enter the identifier for this question from the other form created in step 1.

Chat design » Edit pre-chat form

◀ Back to form list

Button Invitation Form Window

\* Name: AcmeJets pre-chat form\_French \* Description: 8x8 pre chat form custom

Survey

Format: Open ended (only one CRM field is allowed per form)

Question: Nom.

Mandatory

Multiple lines answer

Include a separator on the end

Identifier: name

Save Cancel

Drag and drop to change the display order of questions inside a form.

Question	Format
Nom.	Open ended
E-mail:	CRM - Email address

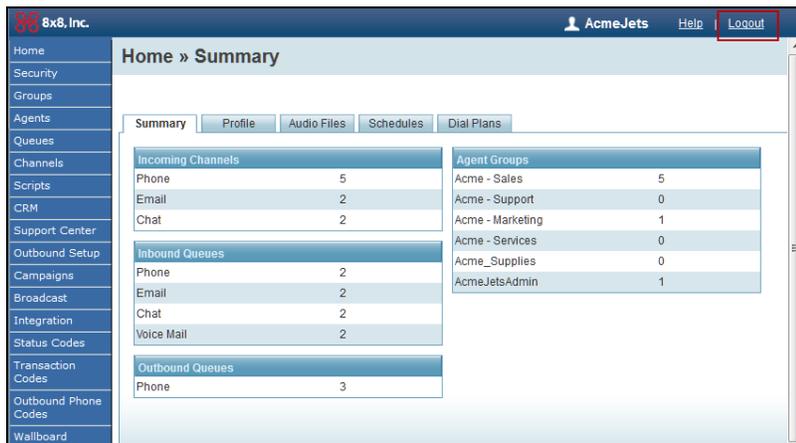
- c. Repeat this for all questions.
- d. Save all the changes.

**If you have not designed your pre-chat forms:**

1. Create pre-chat forms in the desired languages.
2. Create an identifier for questions in the pre-chat form in one language.
3. Use the same identifier for questions across pre-chat forms replicated in other languages.

## Improvised Logout Interface

The 8x8 Configuration Manager has moved its logout link to the header.



The screenshot displays the 8x8 Configuration Manager interface. The top header includes the 8x8 logo, the user name 'AcmeJets', and links for 'Help' and 'Logout'. The 'Logout' link is highlighted with a red box. The main content area shows the 'Summary' page with a navigation menu on the left and several data tables.

**Navigation Menu (Left):**

- Home
- Security
- Groups
- Agents
- Queues
- Channels
- Scripts
- CRM
- Support Center
- Outbound Setup
- Campaigns
- Broadcast
- Integration
- Status Codes
- Transaction Codes
- Outbound Phone Codes
- Wallboard

**Summary Page Content:**

**Incoming Channels**

Phone	5
Email	2
Chat	2

**Inbound Queues**

Phone	2
Email	2
Chat	2
Voice Mail	2

**Outbound Queues**

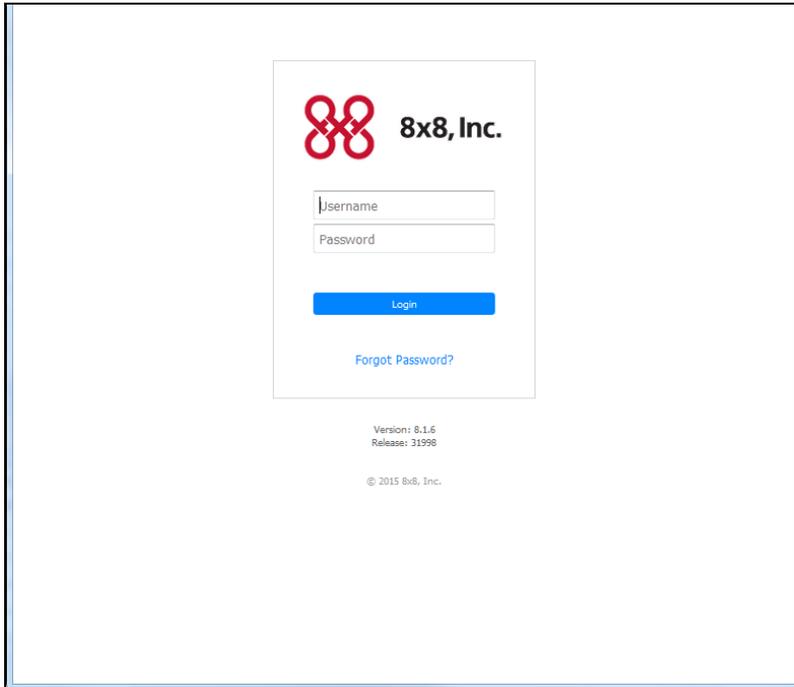
Phone	3
-------	---

**Agent Groups**

Acme - Sales	5
Acme - Support	0
Acme - Marketing	1
Acme - Services	0
Acme_Supplies	0
AcmeJetsAdmin	1

## Changed User Interface for Login

This change impacts agents and supervisors. The login screen for 8x8 Agent Console now has a new look.



## Enhanced Email Attachments

We have made the following enhancements to the email attachments in Local CRM:

- Increased limitation on the size of attachments from 12 MB to 20 MB.
- Ability to add email attachments already linked to the case or linked to the follow-ups while replying to or forwarding the email.
- Removed limitation on the number of attachments as long as they do not exceed 20 MB. Earlier, we were limited to five attachments.

### To send an email with attachments:

1. **Accept** an incoming email.
2. Review the email and click **Reply**.
3. Select from Reply, Reply All, or Forward options and craft your response.
4. In the **Attachment** section:
  - Click **Select files from cases/follow-ups**.  
A list of attachments linked to the case and/or follow-ups is displayed.



## More Enhancements

In this release, we are offering more enhancements:

- Caller Name Display
- Improved Chat Translation
- Setting Chat Language through Chat-API

### Calling Name (CNAM) Display Activated

In some markets, we have activated the display of calling party's name to help identify a caller. The availability is based on the carrier used. When agents receive phone interactions, the transaction tab displays the calling name along with the caller ID.

### Improved Chat Translation

We have improved the quality of chat translation for UI text and tool tips in the Embedded chat.

We have been offering chat translation for English, Russian, German, Japanese, Spanish, French, Chinese, Portuguese, Italian and Polish.

### Setting Chat Language Through Chat-API

This feature allows the 8x8 Contact Center administrator to set the chat language through Chat-API instead of using Pre-Chat form. This is specially useful when the tenant already has the customer information and there is no need for re-inquiry.

To set the chat language, use **chat:set-language**. For example: `bus.publish("chat:set-language", "pt")` For the complete guide, refer to *API documentation Developer Guide*.

The chat language can be set:

- Before starting a chat, for example, when a customer enters in a queue.
- Using API programming via message bus.



**Note:** Only system messages and the chat transcription are localized to the configured language. This event should be published in the same bus as when setting the customer information.

## Bug fixes 8.1.6

We have fixed the following bugs:

Bug	Summary
VFIX-1191	Monitoring window shows agents in busy status when they are on outbound, voicemail, & inbound interactions. Show wrap-up status while agents are post processing the email.
VFIX-1244	Multiple tenants on different clusters reported inability to log in to 8x8 Agent Console.