

8x8 Contact Center

Release Notes



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What's new in the 8x8 Contact Center 8.1.7 release?

In this release, 8x8 8x8 Contact Center introduces new features, enhancements, and bug fixes to improve the overall productivity of agents in your contact center.

The key features and improvements in this release are:

- **Co-browsing**: Ability to assist customers remotely using shared browsing.
- **Post-Processing Time**: Ability to eliminate post processing time for interactions to improve call handling time.
- **Enhanced Handling of Emails**: Ability to prevent agents from deleting pending emails.
- **Improved Awareness of Queue Status**: Alert agents about the queue status before transferring an interaction to a queue.
- **Salesforce Provisioning Improvements**: Ability to control agents' access to Salesforce integration.
- **Dial Plan Useability Improvements**: Ability to copy dial plans.

You can also access the list of **bug fixes** addressed in the release.

Co-browsing

8x8 Co-browsing allows customer support agents to assist customers remotely via a shared browser. Either walk a customer through a task via phone or chat as you observe their screen or, if required, take control of their cursor and demonstrate how to perform the task as the customer observes. With co-browsing, you can empower a website or any browser-based application, and offer live, hands-on assistance to customers in a way that most effectively answers their questions.

A customer in need of assistance must initiate the remote session, generate a unique session code, and communicate it to an agent via phone or chat. The agent then uses the code to establish a remote session. The Co-browsing session takes place concurrently with a call or a chat for communicating the session code and assisting the customer.

Features

- Visual, real-time web page assistance: Monitor and assist customers in real time through browser instance shared by the customer.
- Mouse tracking: As a customer, easily follow along by viewing the agent's mouse location and movement.
- Platform details: Access information about the customer's platform.
- Multi-domain support: The Co-browsing session continues to work if the user navigates to sites under different domains, assuming that Co-browsing is also available in those new domains. Sub-domains are included in multi-domain support.
- Sub-domain support: The Co-browsing session continues to work if the user navigates to a site that is hosted in a sub-domain, assuming that Co-browsing is also available in that new sub-domain.
- Form co-filling: Co-fill forms on websites.

- Customer privacy and security: During a Co-browsing session, if the customer is filling a form and entering sensitive information such as SSN in a form, it can be encrypted and hidden from the agent.
- Highlighting: Agents can highlight content on web pages and call out information to customers during Co-browsing. Highlight key elements on the page with drawing tools.
- Auto-fit: Agents can automatically scale the browser view to fit customer's view settings. If the customer's screen is bigger than the agent during a Co-browsing session, agents will have to scroll constantly. With the ability to auto-fit, agents can enable "Auto-fit" to automatically scale the view to fit agent's view settings or manually increment/decrement the zoom level to the desired value.
- Privilege control: You can control the extent of remote help agents can offer using Co-browsing mode. It varies from a basic view only mode to complete control of the browser instance. Take control of the customer's screen, with their permission.

Limitations

- Co-browsing only supports an in-browser zoom level of 100% (default value) from the customer or agent. Any other value from the customer or agent may cause unexpected behavior, such as scrolling issues.
- Co-browsing only works on secure (HTTPS) web pages.
- Adobe Flash components, including videos, and Java applets are not supported.
- Anything that is external to the current page is not supported. This includes the file browser window that is open when selecting a file to be uploaded.
- WYSIWYG editors (such as AceEditor, CodeMirrorEditor, CKEditor, tinymceEditor) are not supported.
- Native tooltips are not visible between the two parties.
- Web pages with iframes from different domains are not supported, though web URLs from multiple domains are supported.
- If the web page opens a new browser window and the content has Co-browsing, this new window replaces the content on the agent side.
- A web page must have the correct HTML syntax/markup for Co-browsing to work properly; for example, there can be no duplicated HTML IDs on the same page.

Supported browsers

Co-browsing is supported on the following browsers:

- Google Chrome (latest version)
- Firefox (latest version)

- Safari (Mac only: version 7.0 and above)
- Internet Explorer 11
- Microsoft Edge



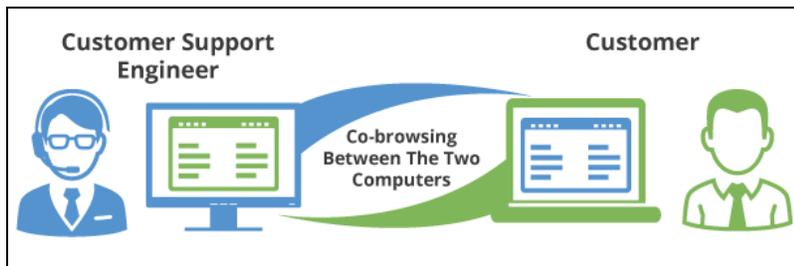
Note: Co-browsing is not supported on IE 11 in compatibility mode.

Use case

The following example demonstrates how a given website can be empowered with 8x8 Co-browsing.

Let us review an example of a travel company website visited by customers wanting to book their dream vacations. The website offers many travel packages and options to choose from. It requires customers to identify themselves by filling in a form. The travel site wants to offer remote, hands-on assistance to the website visitors. To enable live, hands-on assistance, the travel company should use 8x8. The Co-browsing feature allows website visitors to initiate a remote session with the customer support agent and get hands-on assistance remotely.

If a customer navigating this website seeks hands-on assistance, they can initiate a remote session with a customer support agent in a few clicks. Click on a help link on the web page to generate a code. Communicate this code to the representative. The representative uses this code to establish a two-way hands-on Co-browsing session.



Use Co-browsing modes

By selecting one of three Co-browsing modes, you can control the extent to which agents can assist customers remotely. Co-browsing can be enabled in one of the following modes via **code snippet**. If you do not provide a mode in the code snippet, full-control is the default mode:

- **full-control (default):** This is the default mode. In this mode, agents have full control of the customer's browser session, including synchronized navigation and the ability to highlight and co-fill a form on the web page. The agent's cursor movements and mouse clicks are in sync with the customer, and vice versa.

- **partial-control:** In this mode, agents can highlight and control the browser navigation, but do not have the privileges to fill any forms on the Co-browsed page. All HTML form elements are disabled on the agent side, alerting agents with the message "Forms cannot be edited on the agent side".
- **no-control:** This is a view-only mode. Agents can observe the customer's navigation, highlight, and offer guidance.

**Notes:**

- The highlighter works in all modes.
- In the full-control and partial-control modes, we cannot prevent agents from controlling form elements that are not native to the browser, such HTML drop-down.

Enable Co-browsing

Co-browsing can be enabled to work as a link in the user interface of a website, or as an embedded chat window.

Enable Co-browsing on a Website

To enable 8x8 Co-browsing on your website, you must first purchase a Co-browsing license from 8x8, then configure your website. Enabling 8x8 Co-browsing on your website involves the following tasks:

Step 1: Order an 8x8 Co-browsing license

1. Based on your company's needs, determine the number of simultaneous remote sessions you want to support on your website. This includes the number of sessions each agent can handle.
2. Identify the domain address that will host the link for Co-browsing. For example, AcmeJets.com.



Note: If you support Co-browsing in multiple domains, you must communicate the list of domains to your 8x8 sales representative.

3. Work with your 8x8 sales representative to fulfill your order.
4. Once the order is processed, your 8x8 representative provides the license ID and a code snippet.

Step 2: Embed the code snippet in your website

You must embed the code snippet received from your 8x8 sales representative in your website to allow customers to initiate a remote session. The code snippet must be added to all pages where you want to enable Co-browsing. Co-browsing sessions does not work on pages that do not have the snippet.



Note: Depending on whether you need multi-domain, sub-domain, or basic support, the code snippet you use is different.

If you know that the user will likely go to a site that is hosted in multiple domains or sub-domains, you can use multi-domain or sub-domain support to enable the Co-browsing session to continue working, assuming that Co-browsing is also available in those new domains or sub-domains.

- **Do I need multi-domain support?** This feature is new to version 2.4.0 of Co-browsing and requires an update to the Co-browsing code snippet to start working with multiple domains. If multi-domain support is not required, the sub-domain and basic code snippets still work as before, and there is no need to update to a multi-domain snippet. Sub-domains are included in multi-domain support.
- **Do I need sub-domain support?** This feature is new to version 1.9.0 of Co-browsing, and requires an update to the Co-browsing code snippet to start working with sub-domains. If sub-domain support is not required, the basic code snippet still works as before, and there is no need to update to a sub-domain snippet.
- **How did Co-browsing work prior to this feature?** Prior to version 1.9.0 of Co-browsing, if the user started a Co-browsing session in a domain (such as `www.somedomain.com`) and navigated to another sub-domain (such as `help.somedomain.com`), the Co-browsing session would be disconnected.
- **How does Co-browsing work now with this feature?**
 - **With multi-domain support:** With the proper code snippet, if the user starts a Co-browsing session in `www.somedomain.com` and navigates to `www.anotherdomain.com` or `help.somedomain.com`, the session continues to work as though the user is still navigating in the same domain.
 - **With sub-domain support:** With the proper code snippet, if the user starts a Co-browsing session in `www.somedomain.com` and navigates to `help.somedomain.com`, the session continues to work as though the user is still navigating in the same domain.

To embed the code snippet in your website:

1. Your code snippet is in the following format:

- **With multi-domain support:**

```
<script>
(function(e,i,g,h,t,c,o,b,r,w){r=i.createElement(g);r.setAttribute(h,c);
o&&Object.keys(o).map(function(k){r.setAttribute(k,o[k])});
r.async=1;r.src='https://'+t+'/license'+c+'/dist/primary-bundle.js';
w=i.getElementsByTagName(g)[0];w.parentNode.insertBefore(r,w);
```

```

    }) (window, document, 'script', 'data-8x8-co-browsing', '<Co-browse-server-
domain>', '<Co-browse-license-id>', {
    'data-8x8-co-browsing-multi-domain': true,
    'data-8x8-co-browsing-mode': '<Co-browse-mode>'
    });
</script>

```

- **With sub-domain support:**

```

<script>
(function (e, i, g, h, t, c, o, b, r, w) {r=i.createElement (g);r.setAttribute (h, c);
o&&Object.keys (o).map (function (k) {r.setAttribute (k, o[k])});
r.async=1;r.src='https://'+t+'/license'+c+'/dist/primary-bundle.js';
w=i.getElementsByTagName (g) [0];w.parentNode.insertBefore (r, w);
}) (window, document, 'script', 'data-8x8-co-browsing', '<Co-browse-server-
domain>', '<Co-browse-license-id>', {
'<data-domain-name>': '<Customer-domain>',
'<data-8x8-co-browsing-mode>': '<Co-browse-mode>'
});
</script>

```

- **Without multi-domain or sub-domain support:**

```

<script>
(function (e, i, g, h, t, c, o, b, r, w) {r=i.createElement (g);r.setAttribute
(h, c);o&&r.setAttribute (o, b);
r.async=1;r.src='https://'+t+'/license'+c+'/dist/primary-bundle.js';
w=i.getElementsByTagName (g) [0];w.parentNode.insertBefore (r, w);
}) (window, document, 'script', 'data-8x8-co-browsing', '<Co-browse-server-
domain>', '<Co-browse-license-id>', 'data-8x8-co-browsing-mode', '<Co-browse-
mode>');
</script>

```

2. Edit the parameters with the values provided by 8x8:

- **<Co-browse-server-domain>**: Refers to the domain for the Co-browsing server. Replace it with `cb.8x8.com`
- **<Co-browse-license-id>**: Refers to your Co-browsing license ID; for example, `556c8b7beec7f02018b31700`.
- **<Customer-domain>**: (Sub-domain only) Refers to the customer domain; populate the value so that Co-browsing can work in the required domain.

- `<Co-browse-mode>`: (Optional) Refers to the Co-browsing mode. Select one of the three types: full-control, partial-control, or no-control.
3. Add the code snippet within the `<body>` tags on the web page.
 4. Your completed code snippet should look like this. Please note that the value for `<Co-browse-license-id>` is a variable.

- **With multi-domain support:**

```
<script>
(function(e,i,g,h,t,c,o,b,r,w){r=i.createElement(g);r.setAttribute(h,c);
o&&Object.keys(o).map(function(k){r.setAttribute(k,o[k])});
r.async=1;r.src='https://'+t+'/license'+c+'/dist/primary-bundle.js';
w=i.getElementsByTagName(g)[0];w.parentNode.insertBefore(r,w);
})(window,document,'script','data-8x8-co-
browsing','cb.8x8.com','556c8b7beec7f02018b31700',{
'data-8x8-co-browsing-multi-domain':true,
'data-8x8-co-browsing-mode':'full-control'
});
</script>
```

- **With sub-domain support:**

```
<body>
<script>
(function(e,i,g,h,t,c,o,b,r,w){r=i.createElement(g);r.setAttribute(h,c);
o&&Object.keys(o).map(function(k){r.setAttribute(k,o[k])});
r.async=1;r.src='https://'+t+'/license'+c+'/dist/primary-bundle.js';
w=i.getElementsByTagName(g)[0];w.parentNode.insertBefore(r,w);
})(window,document,'script','data-8x8-co-
browsing','cb.8x8.com','556c8b7beec7f02018b31700',{
'data-domain-name':'specialtycookies.com',
'data-8x8-co-browsing-mode':'full-control'
});
</script>
</body>
```

- **Without multi-domain or sub-domain support:**

```
<body>
<script>
(function(e,i,g,h,t,c,o,b,r,w){r=i.createElement(g);r.setAttribute
(h,c);o&&r.setAttribute(o,b);
```

```

r.async=1;r.src='https://'+t+'/license'+c+'/dist/primary-bundle.js';
w=i.getElementsByTagName(g)[0];w.parentNode.insertBefore(r,w);
})(window,document,'script','data-8x8-co-
browsing','cb.8x8.com','556c8b7beec7f02018b31700','data-8x8-co-browsing-
mode','full-control');
</script>
</body>

```

Step 3: Add a user interface link to initiate the Co-browsing session

You can add a simple help link or a help button on your website that allows website visitors to trigger the remote session. The website visitor clicks on this link to generate a unique session code. For example:

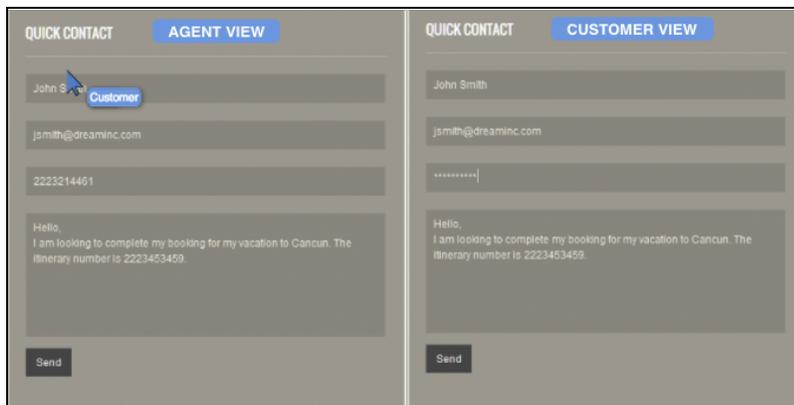
```

<a href="#" onclick="window.coBrowsingInstance && coBrowsingInstance.showPopup
();return false;">Help </a>

```

Step 4: Mask a data field in a web form

This step is optional, and is not required to complete the basic Co-browsing setup. You must complete this step only if you need to mask fields in a form. During a Co-browsing session, if the customer is filling a web form and entering sensitive information (such as their SSN), it can be hidden from the agent. To secure sensitive information during a Co-browsing session, 8x8 Co-browsing provides a default mechanism to mask previously configured elements. When customers enter data in the masked field, agents only see asterisks. Agents are not allowed to enter data in this field.



To mask a field, you must add the “maskContent” CSS class to the element that should be marked by “**”.



Note: Password fields are automatically masked. You do not need to add the “maskContent” CSS class to mask them.

For example, the following input element is configured to mask its content. Data entered by customers in the field will be masked with "*" for agents:

```
<input type="text" name="sensitiveFieldData" class="anotherClass maskContent"
placeholder="Sensitive data">
```

Save these changes to the web page. With this, you have enabled your web page with Co-browsing capability.



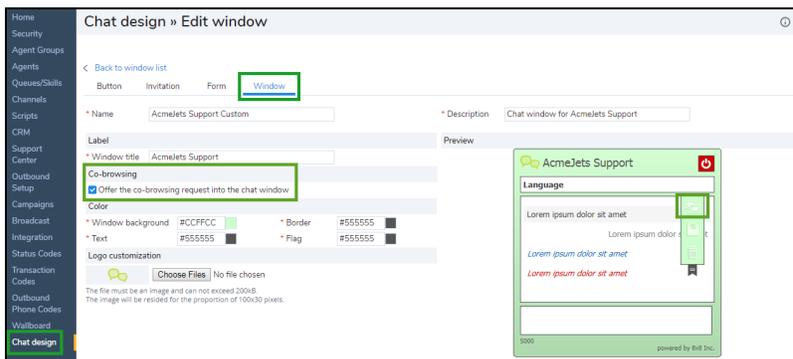
Note: Check out our video on [8x8 Co-browsing](#).

Enable Co-browsing via Chat

When you enable Co-browsing in an embedded chat window on a website, the **Co-browse**  icon shows up on the chat window menu. Agents and customers can request and/or allow Co-browsing sessions via chat.

To enable Co-browsing via chat in 8x8 Configuration Manager:

1. Log in to 8x8 Configuration Manager.
2. Go to **Chat Design**.
3. Open the **Window** tab.
4. Open an existing chat window.



5. Enable the **Co-browsing** check box to display the **Co-browse**  icon in the chat window. This change is reflected in the preview of your chat window.
6. Save your changes.

Establish Co-browsing Sessions

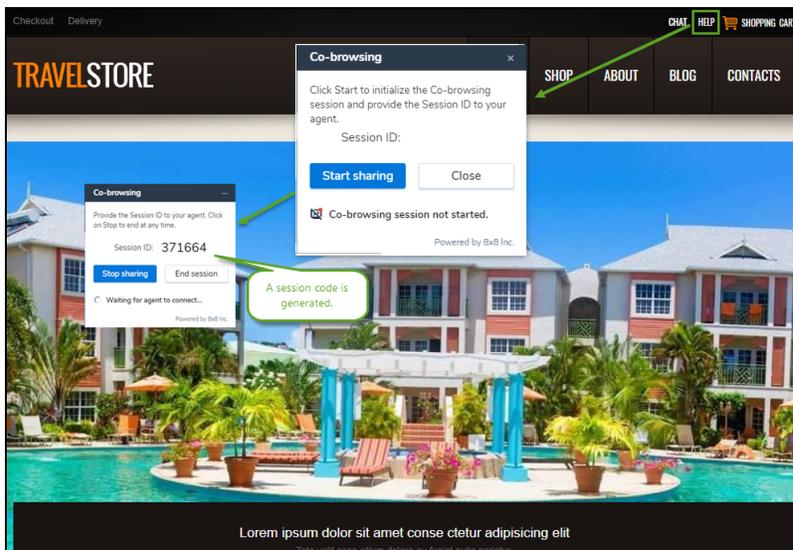
Any customer in need of assistance can launch a Co-browsing session using a button or an embedded chat window on a website. If you are an agent, you can also initiate a Co-browsing session via chat.

Start Co-browsing Sessions from a Website

On a website, Co-browsing is initiated by customers seeking assistance. In this process, agents play a secondary role in establishing a remote session from 8x8 Agent Console. Let's walk through this process on a travel website from the customer's perspective.

To start a session from a web page:

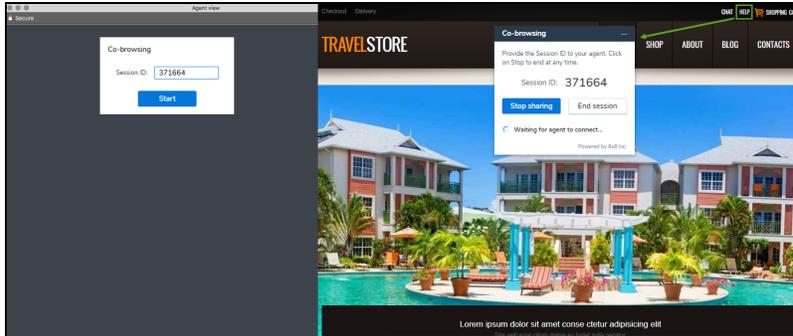
1. While browsing through the website as a customer, initiate a call or chat with a customer support agent.
2. On the web page, click the link used on the site to initiate Co-browsing (usually a Help link). A pop-up window appears, prompting you to start a remote session by generating a code.



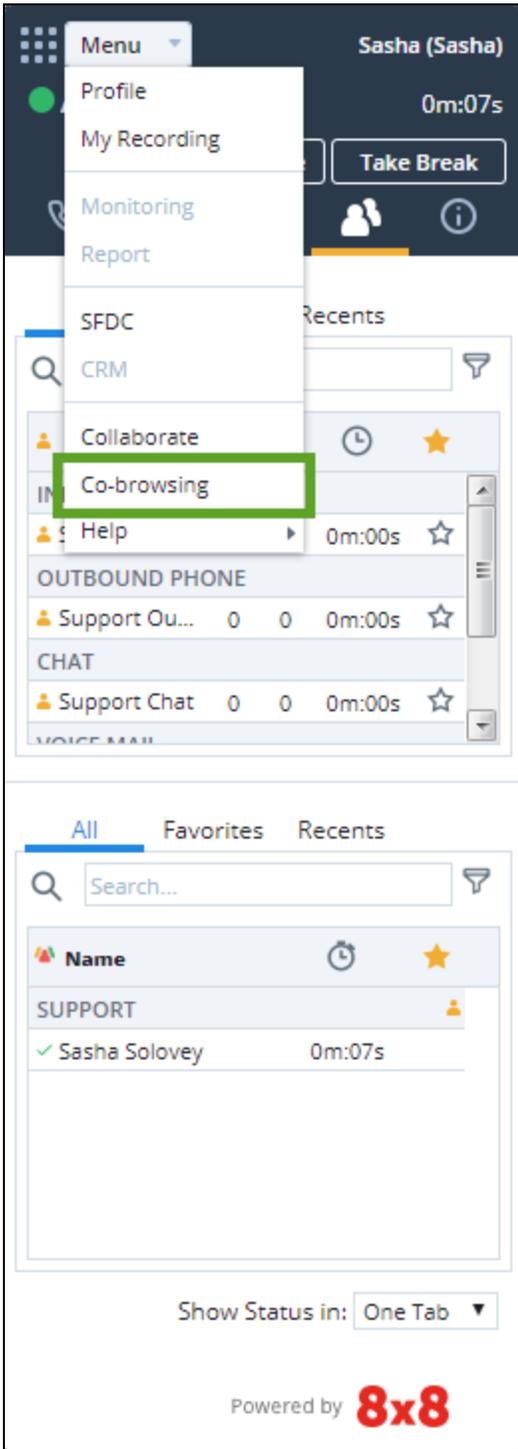
Note: If the buttons in the window are disabled, please contact your 8x8 sales representative.

3. In the pop-up, click **Start Sharing** to generate a session code.

4. Communicate this code to the agent via the call or chat you initiated earlier.



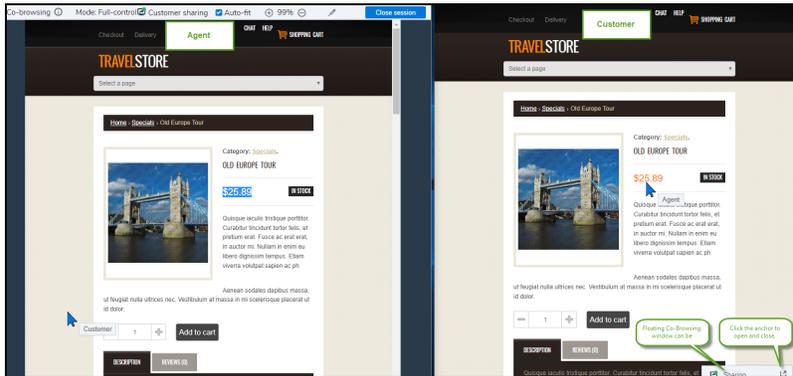
5. To establish the Co-browsing session, the agent must go to **Menu > Co-browsing** in 8x8 Agent Console to open the Co-browsing window, and enter the code given by the customer.



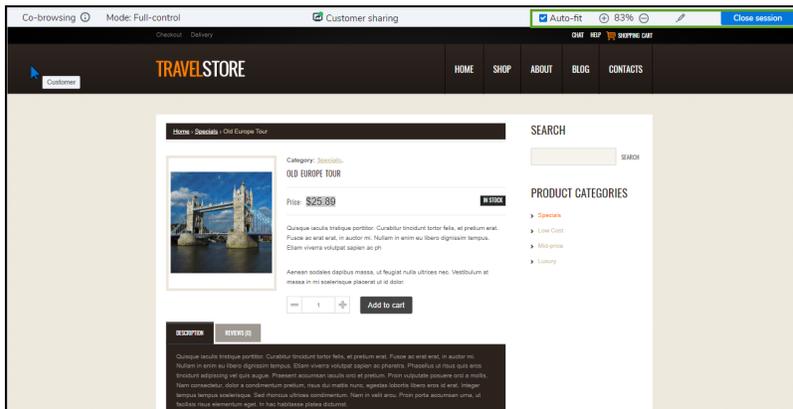
The co-browsing window is automatically minimized as soon as the co-browsing session is established. The

minimized window, however remains on the customer's screen. The customer can drag and relocate the co-browsing window. Click  on the top-right corner to maximize or minimize the window.

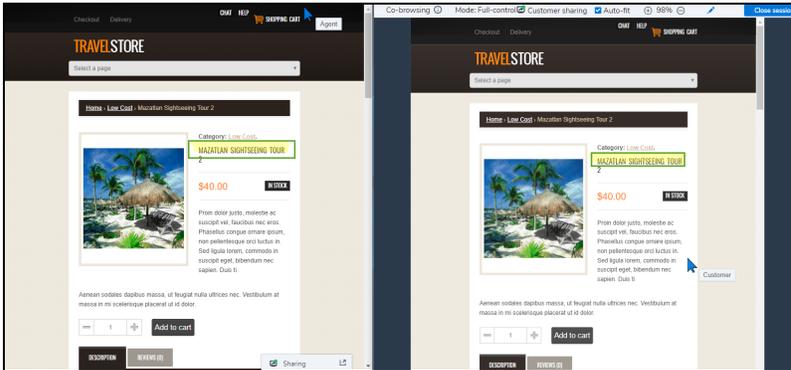
- Now the agent can guide the customer with navigation on the website, or offer hands-on assistance.



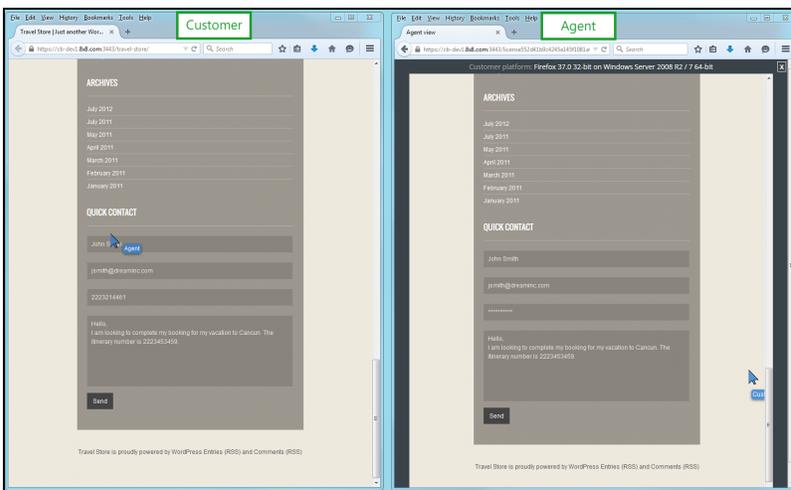
- Agent can enable **Auto-fit** to automatically scale their view to fit the customer's browser view settings. The Co-browsing mode is also displayed to the agent.



8. During the session, agents can highlight content on web pages using  on the header bar, and call out information to customers.



9. If content masking has been enabled in Co-browsing by the administrator, you can co-fill any required form on the website while keeping sensitive information secure.



10. To stop the Co-browsing session as the customer, click the help link you used to start the Co-browsing session again, and click **Stop Sharing** in the pop-up window that appears. Once the session has stopped, the pop-up shows the session status as disconnected.

On the agent's side, the agents see the page loading each time they open another page on the customer's website. Agents can close the session by clicking the **Close Session** button on the top-right corner of the header bar.

Start Co-browsing Sessions via Chat

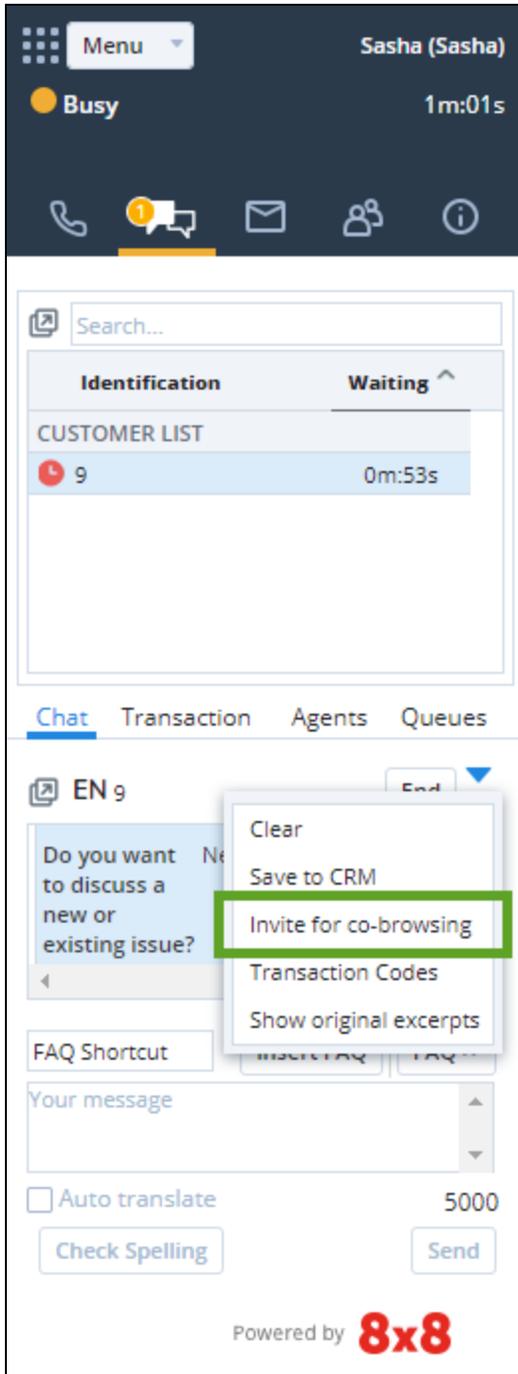
Using the Co-browsing option in an embedded chat window, either an agent or a customer can initiate a Co-browsing

session.

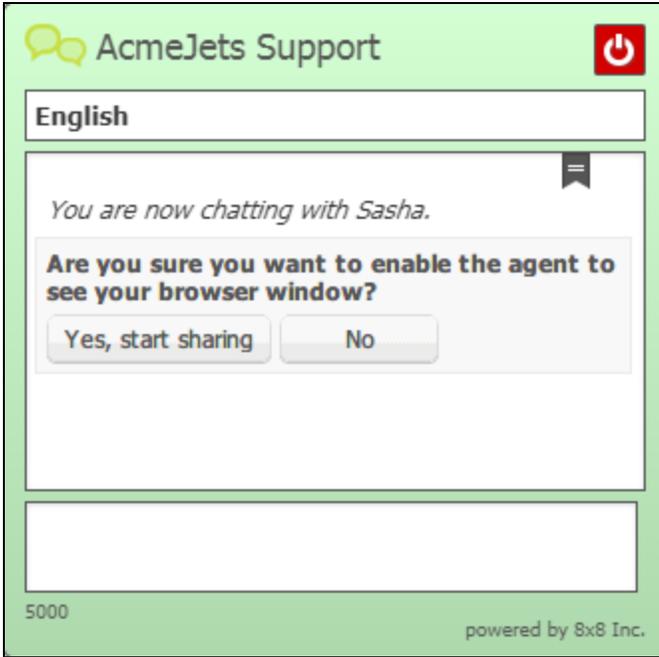
Start a session from chat as an agent

Once the administrator enables Co-browsing via chat, agents can invite customers for Co-browsing from a chat session in 8x8 Agent Console.

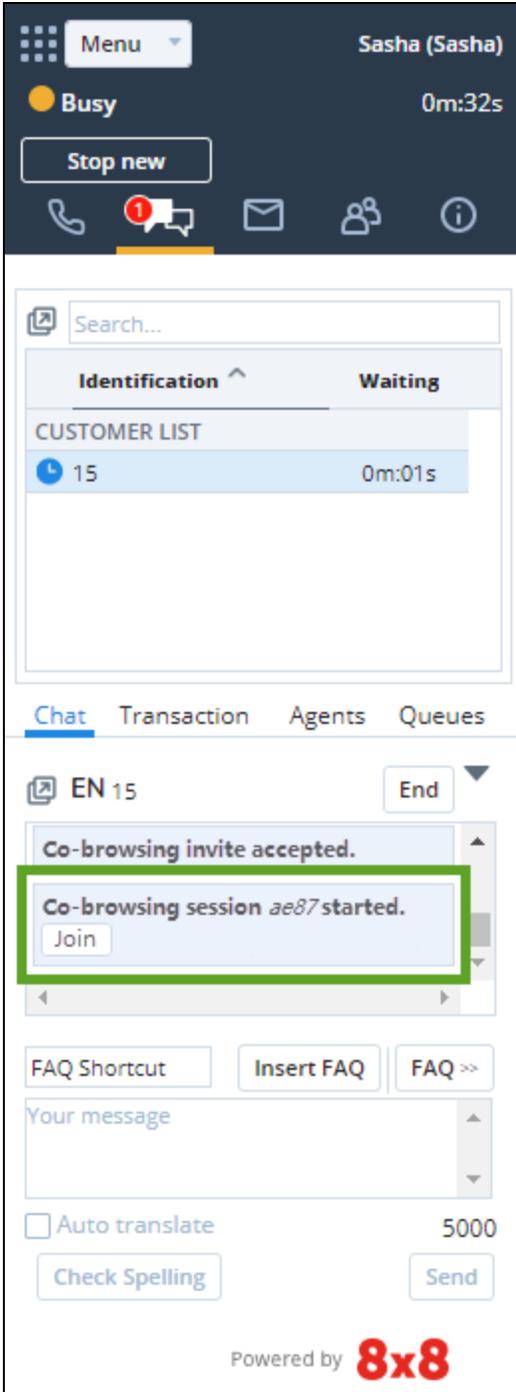
1. While logged in to 8x8 Agent Console, accept the incoming chat interaction from a customer.
2. Open the chat interaction drop-down menu, and select **Invite for Co-browsing**.



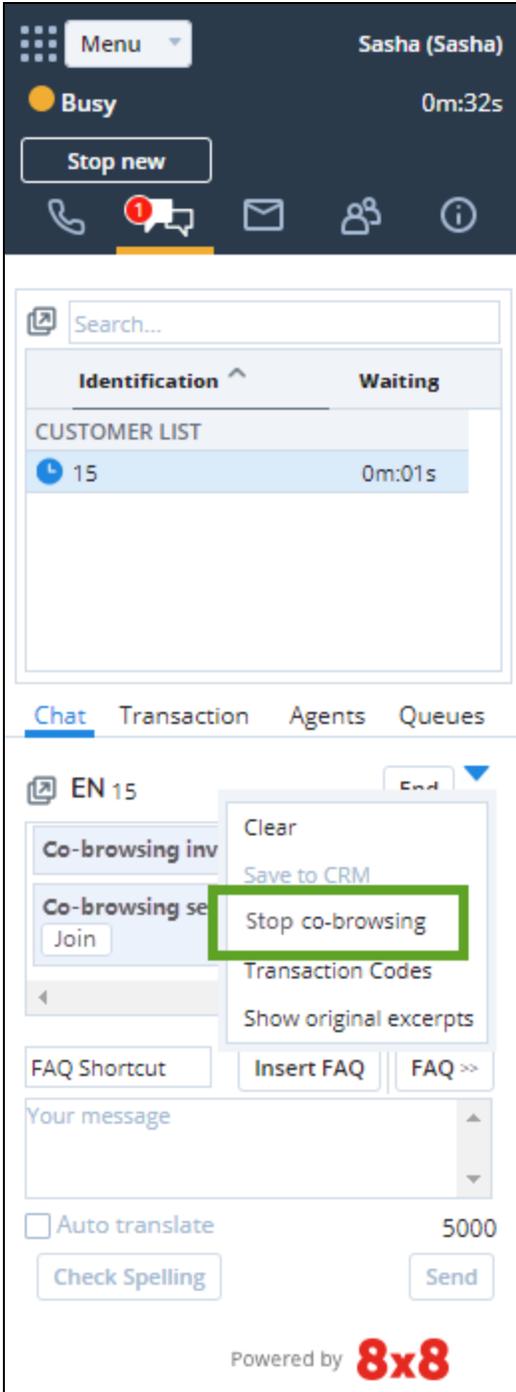
The customer sees a prompt to accept the invitation, and selects **Yes, start sharing**.



3. Once the customer accepts, you see a notification. Click **Join** to join the new Co-browsing session.



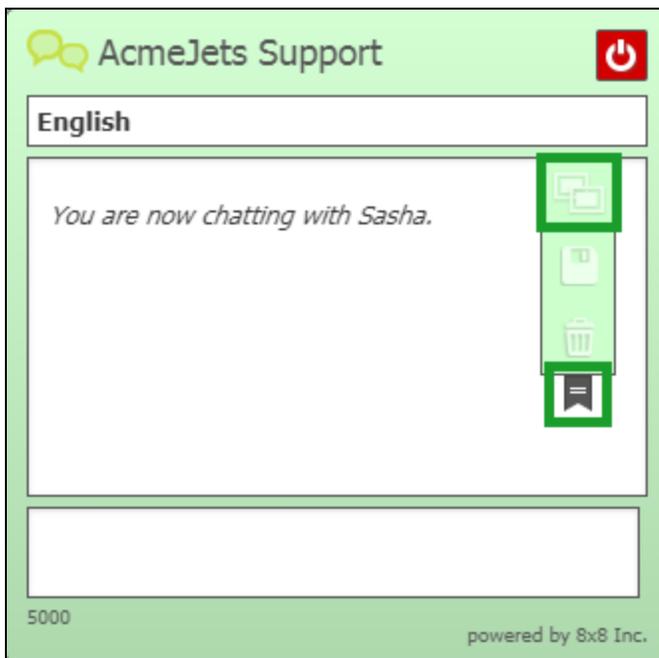
- 4. To end the session, open the chat interaction drop-down menu again, and select **Stop Co-browsing**.



Start a session from chat as a customer

As a customer, you can request a Co-browsing session via chat while chatting with an agent.

1. Start a chat session with an agent.
2. In the chat window, click the **Ribbon**  icon to open a menu.
3. From the menu, click the **Co-browse**  icon to invite the agent to a Co-browsing session.



4. To end the session, click the **Co-browse**  icon in the chat window menu again.



Note: Check out our video on [Co-browsing in 8x8 Contact Center](#).

Customize Co-browsing

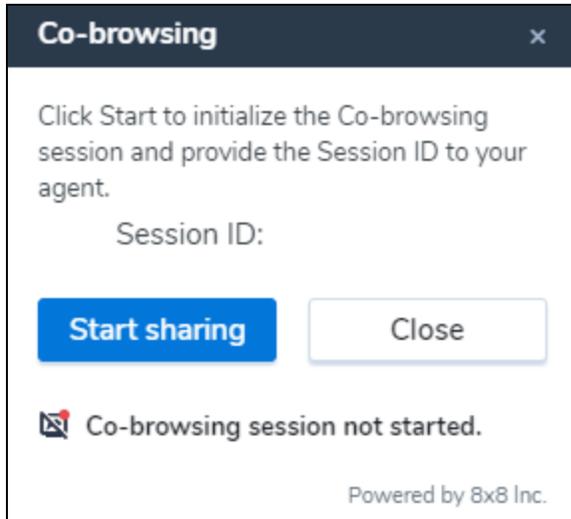
Set up the custom CSS by customizing the visual layout and style of the Co-browsing pop-up windows, or by customizing the customer-side Co-browsing strings.

Customize the Co-browse Style

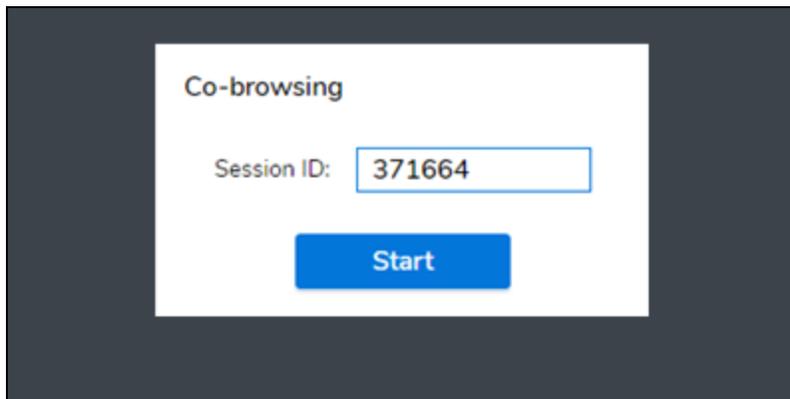
You can customize the Co-browse style by submitting a custom CSS file path that will be loaded in the page and can

override any default style. Using CSS, you can customize:

- The pop-up that is shown to the customer.



- The pop-up that is shown to the agent.



To customize Co-browsing using the GET request method:

1. To start customizing the pop-ups that are shown to the customer and agent, type the following URL into the browser:

```
https://<Co-browse-server-domain>/license<Co-browse-license-id>/configure/custom-css?customcss=<path-to-custom-css>
```

The parameters are as follows:

- `<Co-browse-server-domain>` is the domain for the Co-browse server.
- `<Co-browse-license-id>` is the Co-browse license ID.
- `<path-to-custom-css>` is the path to the CSS file that will be loaded.

This request responds with the following data when it is successfully executed: `{"data":"OK"}`

- To customize the CSS file for the pop-up with items like background color, apply the following styles as needed, and ensure that the styles to apply start with `body.popup`.
 - `body.popup .window {border: solid 3px #134C75;}`
 - `body.popup .window-header {background-color: #134C75;}`
- To customize items specific to the agent pop-up, apply the following styles as needed, and ensure that the styles to apply start with `body.replica`.
 - `body.replica, body.replica .status-ready {background-color: #EAEAEA;}`
 - `body.replica .status-primarydisconnected {background-color: #f0ad4e;}`
 - `body.replica .statusdisconnected {background-color: #d9534f;}`
 - `body.replica .close {border: 1px solid black;color: black;}`



Note: The CSS file should be served by HTTPS, and should be accessible externally.

Customize Co-browse strings

You have the ability to customize the customer-side Co-browsing strings. The strings are contained in the pop-up and displayed to start a new session. The customizable strings are as follows:

- **popup-title:** Co-browsing
- **popup-close:** X
- **popup-start-information:** Click Start to initialize the Co-browsing session and provide the Session ID to your agent.
- **popup-sync-information:** You may have open another page that is currently being synchronized. Click Synchronize to synchronize this page instead.
- **popup-session-id-label:** Session ID:
- **popup-start-button:** Start sharing
- **popup-stop-button:** Stop sharing
- **popup-sync-button:** Synchronize
- **popup-status-label:** Status:

- **status-connecting**: Connecting...
- **status-ready**: Sharing your screen
- **status-connected**: Connected
- **status-replica-disconnected**: Waiting for agent to connect...
- **status-disconnected**: Disconnected
- **status-sync-required**: Synchronization required
- **status-invalid-license**: Invalid license
- **status-limited-license**: All agents are busy, please try again later
- **status-invalid-domain-for-license**: Invalid domain for license
- **status-disabled-license**: Disabled license
- **popup-replica-disconnected-information**: Provide the Session ID to your agent. Click on Stop to end at any time.
- **popup-connection-error-information**: Click Stop to end this session or wait until connection is restored.
- **popup-end-session-button**: End session
- **popup-close-button**: Close
- **popup-powered-by-8x8**: Powered by 8x8 Inc.
- **status-not-started**: Co-browsing session not started.
- **status-replica-disconnected-short**: Connecting...
- **status-ready-short**: Sharing
- **status-ended**: Agent ended co-browsing session.
- **status-ended-short**: Session ended.
- **status-connection-error**: Bad connection
- **status-connection-error-short**: Bad connection

In order to customize any or all strings, it is required to add the following code snippet just above the Co-browse code snippet. Note that you can only redefine the strings you want to change, and there is no need to add strings that will remain the same.

```
<script>
window.CoBrowsingCustomStrings = {
"popup-title": " Co-browsing",
"popup-close": "X",
"popup-start-information": "Click Start to initialize the Co-browsing session and
pass the session ID below to the Agent.",
```

```

"popup-sync-information": "You may have open another page that is currently being
synchronized. Click Synchronize to synchronize this page instead.",
"popup-session-id-label": "Session ID: ",
"popup-start-button": "Start",
"popup-stop-button": "Stop",
"popup-sync-button": "Synchronize",
"popup-status-label": "Status: ",

"status-connecting": "Connecting...",
"status-ready": "Sharing your screen",
"status-connected": "Connected",
"status-replica-disconnected": "Waiting for agent to connect...",
"status-disconnected": "Disconnected",
"status-sync-required": "Synchronization required",
"status-invalid-license": "Invalid license",
"status-limited-license": "All agents are busy, please try again later",
"status-invalid-domain-for-license": "Invalid domain for license",
"status-disabled-license": "Disabled license"
};
</script>
<script>
(function(e,i,g,h,t,c,o,b,r,w)
{r=i.createElement(g);r.setAttribute(h,c);o&&r.setAttribute
(o,b);r.async=1;r.src='https://'+t+'/license'+c+'/dist/primary-
bundle.js';w=i.getElementsByTagName(g)[0];w.parentNode.insertBefore(r,w);}
(window,document,'script','data-8x8-co-browsing','<Co-browseserver-domain>','<Co-
browse-license-id>','data-8x8-cobrowsing-mode','<Co-browse-mode>');
</script>

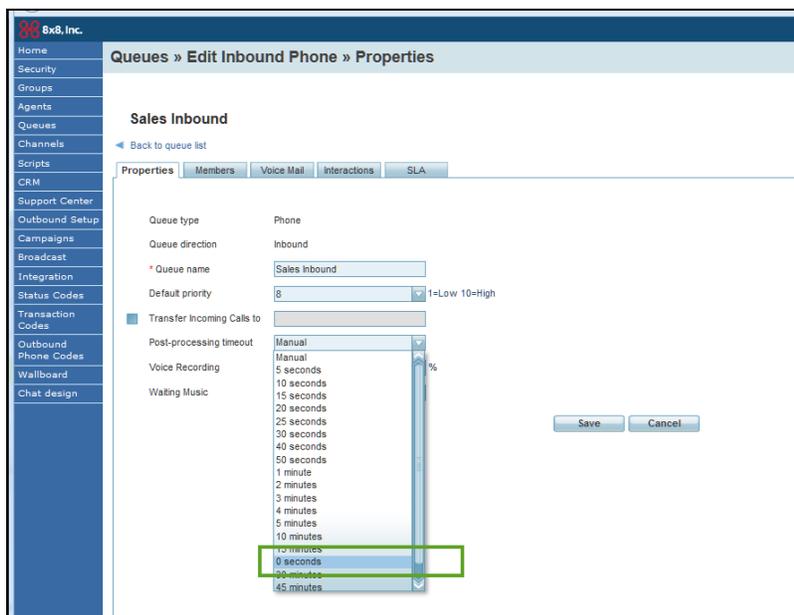
```



Note: You must add this code snippet to all your pages where you have the Co-browse code snippet and that you want to customize their strings.

Ability to Eliminate Post-Processing Time

Agents can now eliminate post processing time and move on to the next interaction without loss of time. This is particularly useful in outbound campaigns when agents can move from an interaction to another efficiently. In queue settings, you can set the Post Processing Time out to 0 seconds. When an agent ends an interaction, the interaction terminates by skipping the post processing time.



To set up post processing timeout:

1. Log in to 8x8 Configuration Manager.
2. Navigate to queues and select the queue you wish to edit.

3. In **Properties**, select Post-processing time to 0 seconds.
4. Save the settings.

Change in Agent's Workflow

With this setting, agents notice the following behavior in 8x8 Agent Console.

While processing a call routed through the queue whose post processing time is set to 0 seconds, click **End Call** to terminate the call.



Note: The call terminates eliminating the post processing time.

The next interaction waiting in the queue will be offered immediately.

Enhanced Queue Status Message

Before transferring an interaction to a queue, agents used to receive a warning message if the queue was unattended. The agents could choose to block the message from popping up again. With the new enhancement, however, agents can be prevented from blocking the warning message permanently. They can block the transfer by default, but administrators can configure it otherwise.

How to Set Up?

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

To prevent agents from blocking the warning message permanently:

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

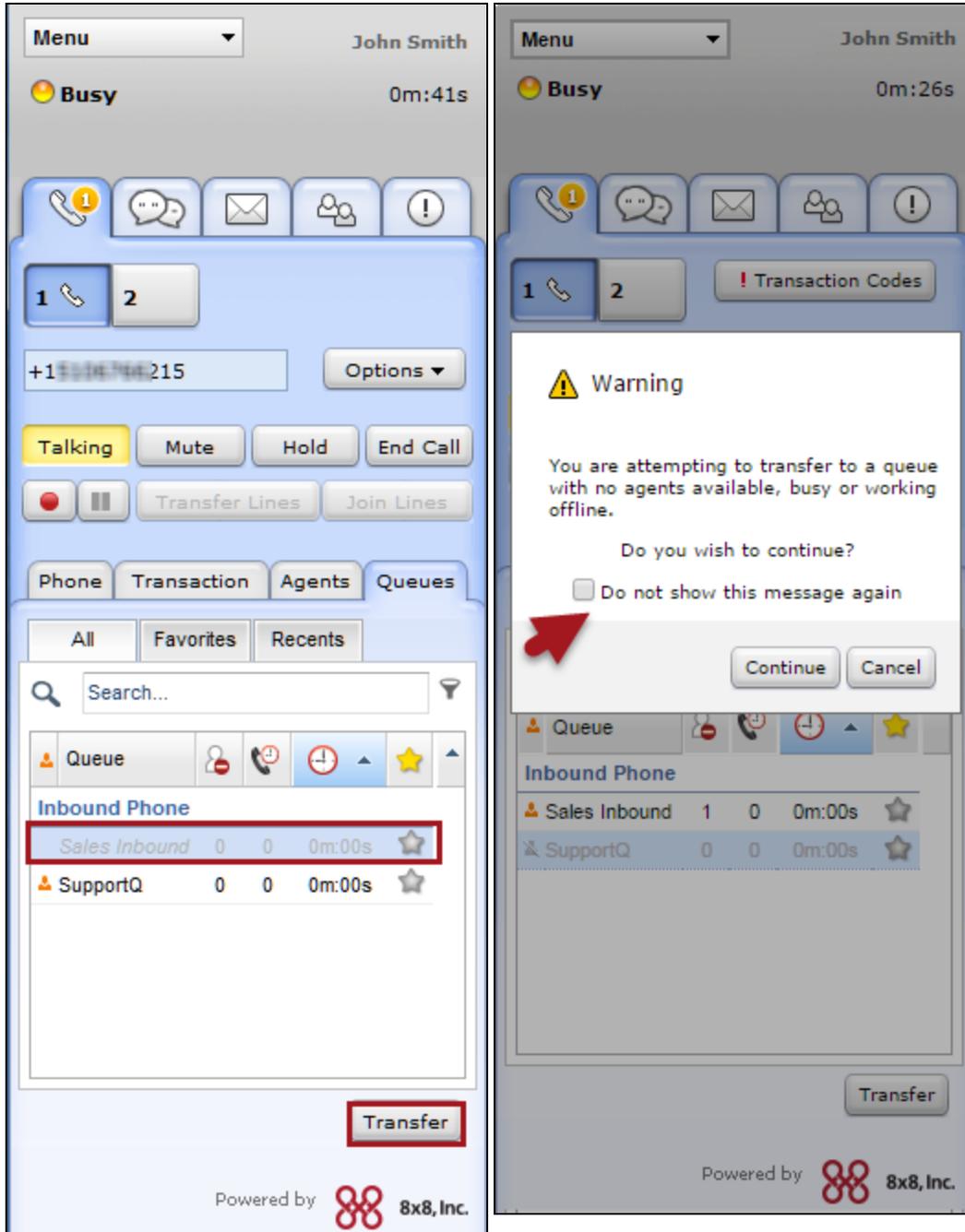
The screenshot shows the 'Home > Profile' configuration page in the 8x8 Configuration Manager. The left sidebar contains a navigation menu with options like Home, Security, Groups, Agents, Queues, Channels, Scripts, CRM, Support Center, Outbound Setup, Campaigns, Broadcast, Integration, Status Codes, Transaction Codes, Outbound Phone Codes, Wallboard, and Chat design. The main content area is titled 'Home > Profile' and has tabs for Summary, Profile, Audio Files, Schedules, and Dial Plans. The 'Profile' tab is active, showing several configuration sections:

- Configuration Manager - change password:** Fields for Current Configuration Manager Password, New Password (min. 8 chars.), and Retype New Password. A note indicates the Administrator's email(s) is naini@8x8.com.
- Secure File Transfer Protocol (FTPES) - set password:** Fields for Password (min. 8 chars.) and Retype Password. A note indicates the Maintenance email distribution lists(s) is naini@8x8.com.
- Tenant email - SPAM filtering parameters:** A Spam threshold level dropdown set to 5, and a Spam Black List field.
- Miscellaneous tenant settings:** A Time Zone dropdown set to (GMT-8) Pacific Time, a Tenant Label dropdown set to AcmeJets, and several checkboxes:
 - Allow Agents to Change Name
 - Allow Agents to Change Screenpop
 - Enable SSL for Agent GUI
 - Enable Enhanced Ringtone
 - Enable Agent's My Recording Functionality
 - Enable transferring to queues with no working agents
 - Allow agents to configure warning message popup
- Spam White List:** An empty text area.
- Tenant - Logo:** A 'Choose Files' button with 'No file chosen' text. A note specifies the file must be an image (.jpg, .png, .gif or .bmp) with a size of less than 1mb and cannot exceed 325(w) x 65(h) pixels.

At the bottom of the page, there is a 'Save' button and a 'Cancel' button. A note at the bottom left says '† separate email addresses with comma (,)'.

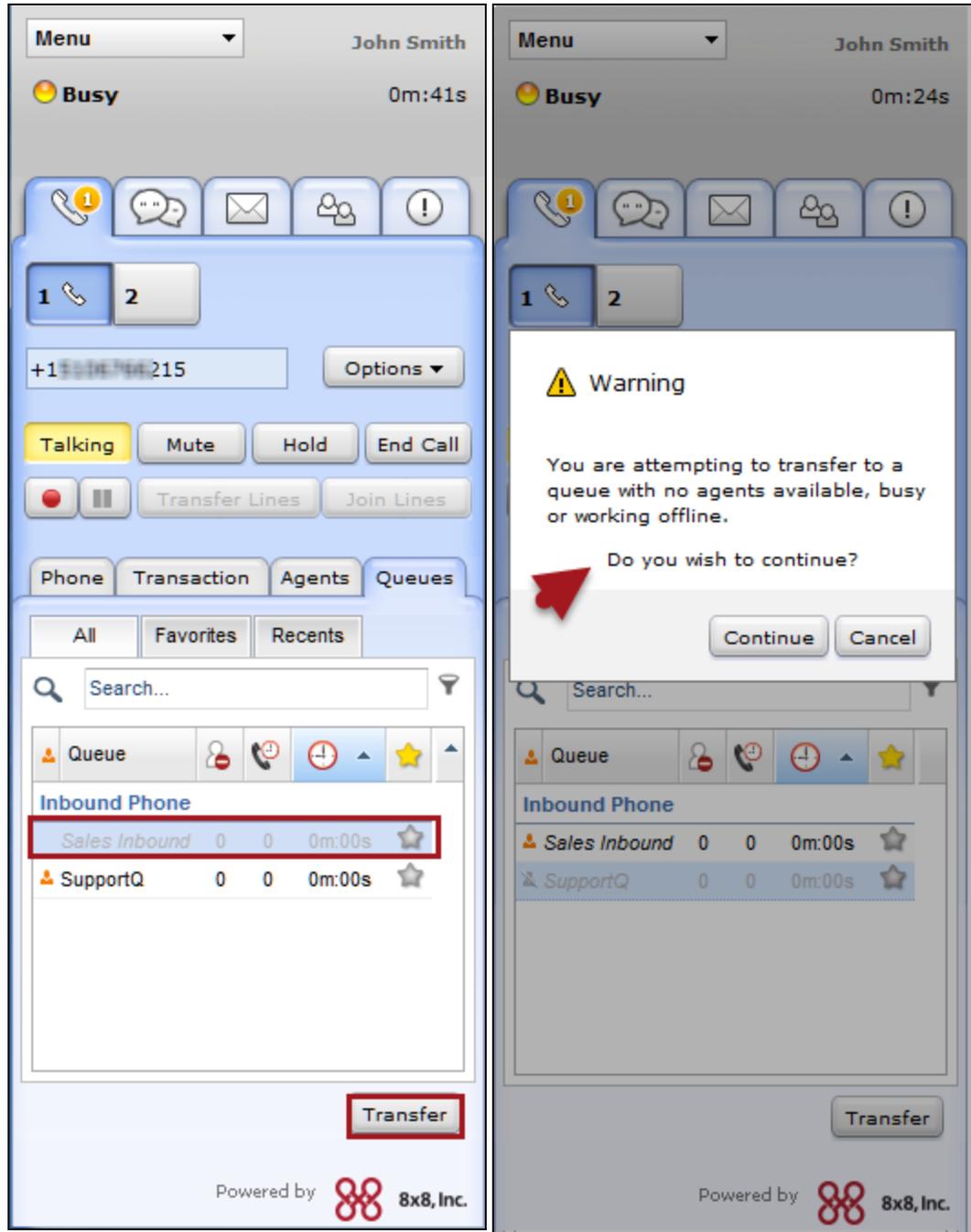
3. Under Miscellaneous Tenant Settings, select **Enable transferring to queues with no working agents**.
4. Select or clear **Allow agents to configure warning message popup** check box.
 - If selected:
 - Agents can choose to disable the warning message by selecting **Do not show this message again** during a

transfer.



- If cleared:
Agents cannot disable the warning message during a transfer to an unattended queue.

- a. In 8x8 Agent Console, during an interaction, select a grayed out queue to transfer the interaction and click **Transfer**.



A system warning pops up informing you that the queue has agents who are either busy, offline, or not

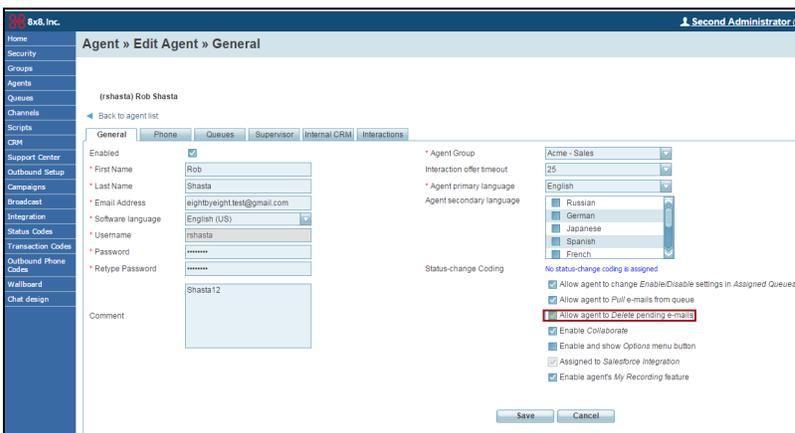
- available. Note that the agents cannot disable the warning message.
- b. To continue transferring the call, click **Continue**.
 - c. To cancel the transfer, click **Cancel**.

Enhanced Pull Emails

The administrator can prevent agents from deleting the pending emails by disabling this option in 8x8 Configuration Manager for each individual agent. By default, agents have the privileges to delete pending emails.

How to Set Up?

1. Log in to 8x8 Configuration Manager.
2. Navigate to **Agents**.
3. Locate the agent and click  or edit.
4. Go to **General** tab.



The screenshot shows the 'Agent Edit Agent - General' configuration page in 8x8 Configuration Manager. The agent is identified as '(rshasta) Rob Shasta'. The 'General' tab is active, showing fields for First Name (Rob), Last Name (Shasta), Email Address (rshastay@tst@gmail.com), Software language (English (US)), Username (rshasta), Password, and Retype Password (shasta12). A comment field contains 'shasta12'. On the right side, there are settings for Agent Group (Acme - Sales), Interaction offer timeout (25), Agent primary language (English), and Agent secondary language (a dropdown menu with options: Russian, German, Japanese, Spanish, French). Below these are 'Status-change Coding' options, including 'Allow agent to change Enable/Disable settings in Assigned Queue' (checked), 'Allow agent to Pull e-mails from queue' (checked), and 'Allow agent to Delete pending e-mails' (highlighted with a red box and currently checked). Other options include 'Enable Collaborate' (checked), 'Enable and show Options menu button' (checked), 'Assigned to Salesforce Integration' (unchecked), and 'Enable agents My Recording feature' (checked). 'Save' and 'Cancel' buttons are at the bottom.

5. Clear **Allow agent to Delete pending e-mails** check box.

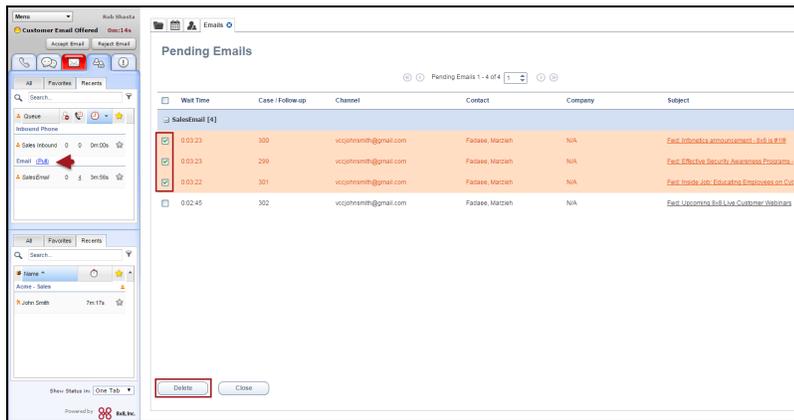
Disabling this feature prevents agents from deleting pending emails in 8x8 Agent Console.

6. Click **Save**.

In 8x8 Agent Console

You can observe the following behavior as an agent:

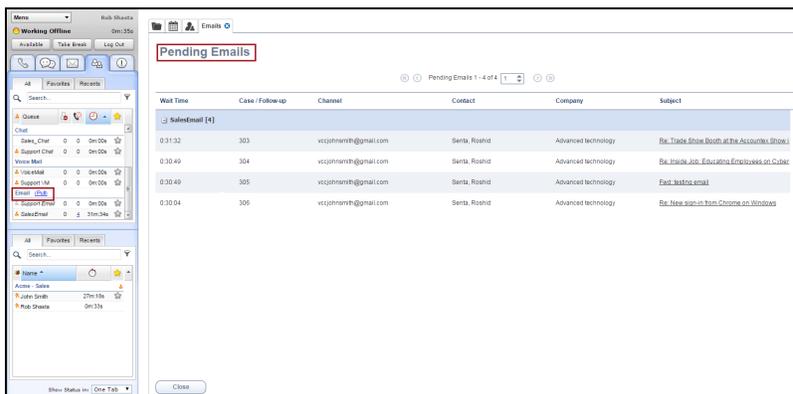
By default, agents can delete pending emails in 8x8 Agent Console.



With the new enhancement, however, agents can be prevented from deleting pending emails:

1. Log in to 8x8 Agent Console.
2. Navigate to the **Status** tab under the Control Panel.
3. Click **Email Pull** to pull emails from the agent's queue in the Control Panel.

The Pending Emails page appears.



4. Click an email to open. Notice that you cannot select or delete any email.

Access Control for Salesforce Integration

As a contact center administrator, you can now control agents' access to 8x8 Contact Center Integration with Salesforce. The access to integration can now be controlled via 8x8 Configuration Manager.

In 8x8 Configuration Manager, you can grant access to Salesforce integration to a selective group of agents. While provisioning 8x8 Contact Center, your sales agent assigns the desired number of users allowed to use Salesforce integration. To check this count of Salesforce users, go to **Home > Profile**.

The screenshot displays the 8x8 Configuration Manager interface for the tenant 'AcmeJets'. The page is titled 'Home » Profile' and features a navigation menu on the left. The main content area is divided into several sections:

- Summary:** Displays tenant information such as Tenant Name (AcmeJets), Support Level (Platinum), Concurrent Access Limit (10), Named Users Limit (12), and Salesforce Users Limit (8, highlighted with a red box).
- Administration & File Transfer Passwords:** Includes fields for Current Configuration Manager Password and Retype New Password.
- Service notifications - email addresses:** Includes fields for Administrator's email(s) and Maintenance email distribution list(s).
- Configuration Manager - change password:** Includes fields for New Password (min. 8 chars.) and Retype New Password.
- Secure File Transfer Protocol (FTPS) - set password:** Includes fields for Password (min. 8 chars.) and Retype Password.
- Tenant email - SPAM filtering parameters:** Includes a Spam threshold level dropdown set to 5.
- Miscellaneous tenant settings:** Includes a Time Zone dropdown set to (GMT-8) Pacific Time and a Tenant Label field set to AcmeJets.
- Integration options:** A list of checkboxes for enabling various features, including 'Allow Agents to Change Name', 'Allow Agents to Change Screenpop', 'Enable SSL for Agent GUI', 'Enable Enhanced Ringtone', 'Enable Agents' My Recording Functionality', 'Enable transferring to queues with no working agents', and 'Allow agents to configure warning message popup'.
- Tenant - Logo:** Includes a 'Browse...' button and a 'No' button.

To grant access to Salesforce integration:

1. Log in to 8x8 Configuration Manager.
2. Navigate to **Integration > Screen Pop**.
Note: You must have enabled and configured Salesforce integration.
3. In **Agents** area, enable the check box next to **Select and assign all agents**.

The screenshot displays the 8x8 Configuration Manager interface for the 'Integration » Screen Pop' configuration page. The left sidebar contains a navigation menu with 'Integration' highlighted. The main content area is titled 'Integration » Screen Pop' and includes tabs for 'CRM API', 'CRM Triggers', 'Screen Pop', and 'API Token'. The 'Screen Pop' tab is active, showing a form with the following fields and options:

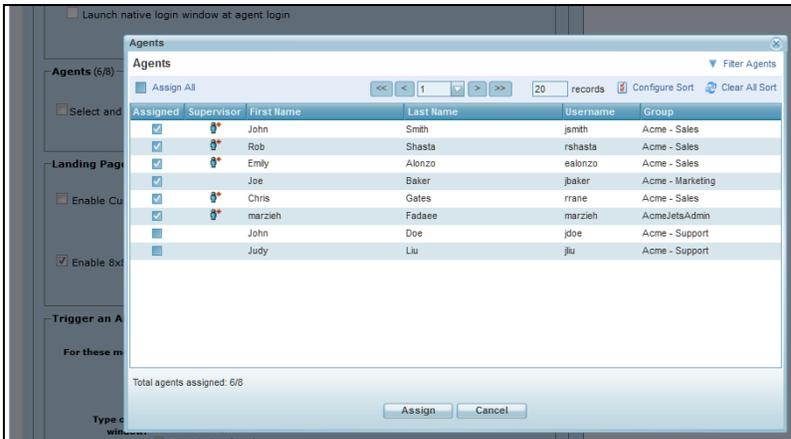
- Enable Screen Pop**
- Target Attributes**
 - Target type:** Radio buttons for NetSuite, Salesforce (selected), Zendesk, Microsoft, Zoho, and custom.
 - Integration Type:** Dropdown menu set to 'Enhanced'.
 - Account:** Text input field containing 'TSTDRV647852'.
 - Service Name:** Text input field.
 - Login URL:** Text input field.
 - Branding URL:** Text input field.
 - URL:** Text input field containing '/MashUp/MashUp.html'.
 - Enable Customization**
 - Script URL:** Text input field containing 'AcmeJets'.
 - Use Remote Login**
 - API Token:** Text input field containing '*****'.
 - Use client login session to pop**
 - Launch native login window at agent login**
- Agents (7/8)**
 - Select and assign all agents** (choose agents)



Note: The check box is disabled if the named users assigned to the tenant exceeds the provisioned **Salesforce Users Limit**.

4. To select agents individually, click **Choose Agents** link.

5. Select the desired agents from the list of agents configured in the tenant.



6. Click **Assign**.



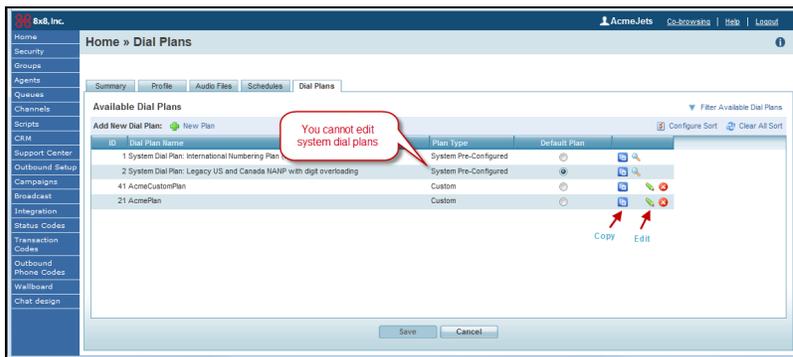
Note: If the number of selected agents exceeds the Salesforce user limit, you get an error message indicating the limit. You must readjust the selection accordingly.

7. Save your settings.

Dial Plan Usability Improvements

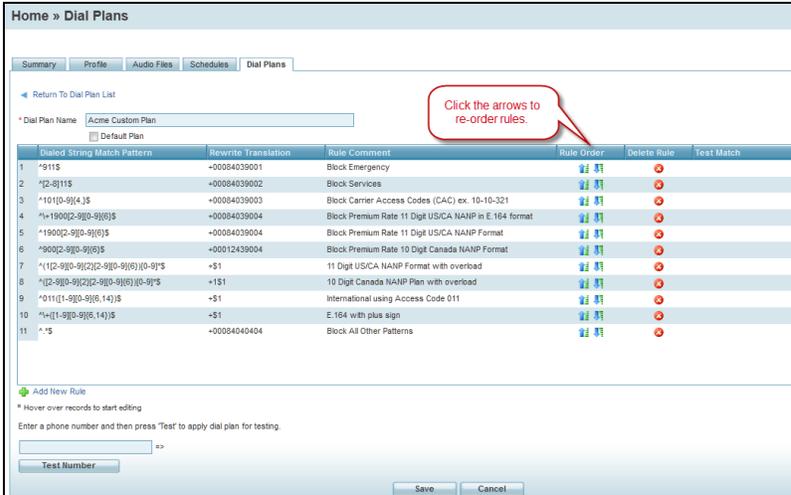
In this release, we have introduced some usability enhancements to dial plan configuration.

1. **Ability to copy or duplicate:** You can copy or duplicate system plans and existing custom plans. Click the copy icon to instantly copy a plan and customize it.



2. **Ability to edit dial plan:** You can edit custom dial plans. But, you are not allowed to edit system dial plans. The edit icon that was previously shown next to system dial plan is now replaced with a view icon.
3. **Label change:** Dial plan type is renamed from Pre-Configured to System Pre-Configured.
4. In the editor/view screen of dial plans:
 - For testing, enter a string in the test input box and press Enter key to execute the test. Earlier, you had to click the test button.
 - You can add comments to rules to identify the purpose.

- Ability to re-order:** For custom plans, you can change the order of the rules using the up/down icons. Drag and drop is NOT supported.



- Usability improvement:** Adding a new rule auto fills basic regular expression info. Prior to this enhancement, adding a new rule required you to manually fill the expression and prevented you from proceeding.
- Plans must now translate to a value that is E 164 compliant including + sign. + is no longer implicitly added.
- Inheritance of changes in tenant default plan:** You can now change the tenant default dial plan and agents assigned to the plan will automatically inherit the changed dial plan.



Note: The change will not be inherited by agents assigned to a specific dial plan. Previously, once the Agent > Phone tab settings was saved for an agent, the agent acquired the tenant's default plan at that time as a specific agent setting. Changing the dial plan was not inherited by this agent there after.

- Visibility to agent's dial plan:** Administrators can now locate agents assigned to a specific dial plan and those assigned to a tenant default plan from the agent settings easily.

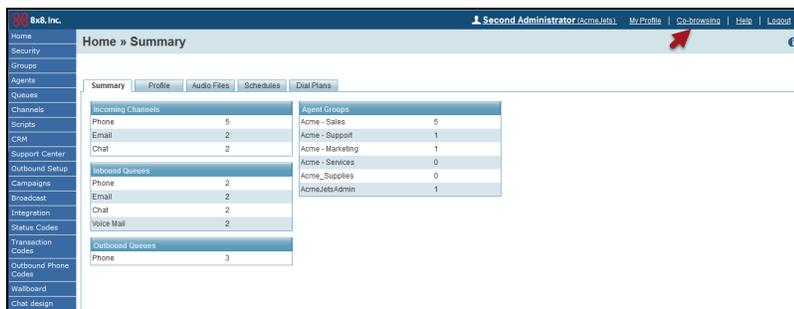


More Enhancements

The following enhancements are added to this release.

Improved Application Top Bar

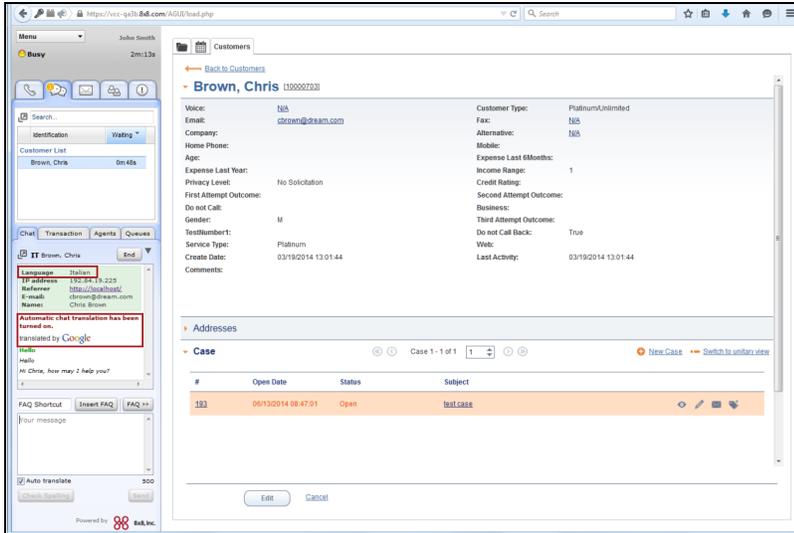
The top bar is configured to decrease the application load time. It also has a link to the new **Co-browsing** feature. See *Co-browsing* for more information.



Added Google Translation Logo

Google translation logo is now shown under the chat window in the 8x8 Agent Console. When a customer sends a chat in a language that is not supported by tenant, the auto translations is turned and the Google Translation logo appears in the Agent's chat window. The logo appears only the first time during an interaction. On the chat log, the Google

Translation appears on a single line without the logo.



Bug fixes 8.1.7

The following bugs are fixed in this release.

Bug	Summary
VFIX-960	In 8x8 Agent Console, in the monitoring play back windows, outbound queue calls showed N/A instead of the queue name.
VFIX-995	Error in returned date during an API call to stats API.
VFIX-1032	In 8x8 External CRM integration, auto log was created for interactions that had reached the time-out but not always accepted by agents such as caller hang-up or agent time-out.
VFIX-1130	In 8x8 Agent Console, some outbound queue information (Type, Queue, and Accept Time) were missing from the Historical report when dialing outbound from Line 2, while the agent was on a call on Line 1.
VFIX-1190	In 8x8 Agent Console embedded chat was not working as expected for a couple of time zones.
VFIX-1227	In the 8x8 Agent Console during an inbound call the agent's status remained busy even during the post-processing stage.
	 Note: Post processing is not considered as busy status.
VFIX-1246	In 8x8 Agent Console while typing an email, if the agent hit backspace when a call came in, the application logged out the agent and displayed the login page.
VFIX-1255	In 8x8 Agent Console, agent received a notice that the Single Sign-On token for the 8x8 Contact Center integrated with External CRM is terminated and session is no longer valid.
VFIX-1260	In 8x8 Agent Console under Cases > Edit > Notify > Address Book , sorting of the address book

Bug	Summary
	did not work when clicking the column heads such as Name , E-mail , and Type .
VFIX-1267	Failure to recognize DTMF input for calls forwarded to external number in IVR.
VFIX-1271	In 8x8 Agent Console Menu > Monitoring > Playback > Chat , no chat transactions were listed.
VFIX-1272	In 8x8 Agent Console and under Menu > Report , collapse and expand window caused the saved reports not to display properly.
VFIX-1274	In 8x8 Agent Console, the agent received multiple Error tabs if screen pop was enabled and they had missing or invalid credentials.
VFIX-1276	Agent personal Voicemail emails did not include the phone number of the missed call in the subject line.
VFIX-1287	In 8x8 Agent Console during a phone interaction, when the agent received calls on both lines 1 and 2, the overlapping windows blocked the agent from viewing the complete incoming phone number.
VFIX-1288	In 8x8 Agent Console, during a chat interaction, the screen pop window only appeared if the agent ended the chat. No screen pop appeared if the customer ended a chat.
VFIX-1295	In 8x8 Configuration Manager, editing the Wallboard Thresholds returned blank page.
VFIX-1304	When logging in to 8x8 Agent Console, if the agent typed the user name in a wrong letter case, a blank white page displayed instead of a username/password incorrect message.
VFIX-1315	In 8x8 Agent Console, if a supervisor logged in to monitor the real time monitoring while the agent was working on an email, some information was missing such as which email the agent was working on.
VFIX-1317	In 8x8 Configuration Manager, if the administrator selected Stylised Chat under Direct URL category, the chat generated via the URL link, gets stuck and cannot be offered to the agent.
VFIX-1348	In Zendesk when a call was made to a channel, the agent could not create a ticket at the call accept. It happened to both custom and default XMLs.
VFIX-1354	The queue display order in 8x8 Agent Console changed when single queue was created for different media such as Inbound Phone, Outbound Phone, Chat, Voice Mail and Email. The display order however worked fine when more than one queue were created in each media.
VFIX-1363	Calls were assigned to the agents in the same queue in 8x8 Agent Console based on the last call offered. The agents who answered the last call were offered a new call. The behavior is corrected now to offer calls based on the longest idle time. For chat interactions, the timer is reset on accepting an interaction. it is offered to the next available agent.
VFIX-1382	In 8x8 Agent Console, all DAA calls showed in the report regardless of the selected agent or group.

Bug	Summary
VFIX-1392	The DAA calls must be filtered. In 8x8 Agent Console, if an inbound call on Line 1 was placed on hold by agent but hung up by the caller, as soon as the agent ended the post processing, his status changed from Busy to Available while being on an outbound call on Line 2.
VFIX-1395	In 8x8 Agent Console, if an inbound DAA call came in through Line 2 and was hung up by the caller before the agent had a chance to accept or reject the call, the agent status on Line 1 changed from Busy to Available.
VCC-3904	In this new 8x8 Agent Console feature, agents are notified with a sound when a customer on the second or third chat screen replies. This new feature prevents the agents from missing any customer responses even if their chat window is not in focus.