

Virtual Contact Center

Release Notes 9.7



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Contents

What's New in the Virtual Contact Center 9.7.1 Release?	iii
Ability to search all columns in the shared directory	iii
Ability to set the browser language as the pre-chat language	iii
Ability to bypass automatic translation in greeting messages	v
Ability to launch the pre-chat form via chat API	vi
Ability to set the default language in pre-chat form via chat API	vi
Bug fixes	vii

What's New in the Virtual Contact Center 9.7.1 Release?

In this release of Virtual Contact Center 9.7.1, we have introduced the following new enhancements to improve the productivity of agents, supervisors, and administrators.

Ability to search all columns in the shared directory

In Agent Console agents can now search the shared directory by all available columns, such as Name, Email or PBX Service, Public number, Contact Type, Department, Location, Job Title, and Private number. The Shared Directory is the company directory that lists all extension users, including Virtual Contact Center agents. You can quickly find extension users as you enter your search keywords in the Search field.

Name	Email or PBX Service	Public #	Contact Type	Department	Location	Job Title	Private #	VCC Group	VCC Agent	Action
John Doe	john.doe@8x8.com	1234567890	Extension	IT	San Jose	Software Engineer	1000			
Jane Smith	jane.smith@8x8.com	0987654321	Extension	Marketing	San Jose	Marketing Manager	2000			
Mike Johnson	mike.johnson@8x8.com	1122334455	Extension	Product Engineering	San Jose	Product Engineer	3000			
Alice Brown	alice.brown@8x8.com	5566778899	Extension	Project Management	San Jose	Project Manager	4000			
Bob White	bob.white@8x8.com	9988776655	Extension	Sales Operations	San Jose	Sales Representative	5000			
Charlie Green	charlie.green@8x8.com	3344556677	Extension	HR	San Jose	HR Specialist	6000			
Diana King	diana.king@8x8.com	7788990011	Extension	Finance	San Jose	Finance Analyst	7000			
Eve Black	eve.black@8x8.com	2233445566	Extension	Operations	San Jose	Operations Manager	8000			
Frank Blue	frank.blue@8x8.com	6677889900	Extension	Customer Support	San Jose	Customer Support Agent	9000			
Grace Red	grace.red@8x8.com	4455667788	Extension	Quality Assurance	San Jose	Quality Assurance Specialist	10000			
Henry Purple	henry.purple@8x8.com	8899001122	Extension	Business Development	San Jose	Business Development Representative	11000			
Ivy Orange	ivy.orange@8x8.com	1100112233	Extension	Legal	San Jose	Legal Counsel	12000			
Jack Yellow	jack.yellow@8x8.com	5566778899	Extension	System Engineering	San Jose	System Engineer	13000	Sutherland Cos	✓	

To search all columns in the shared directory:

1. Log in to Agent Console.
2. Open the **Directory** tab.
3. Start typing a word or a number in the search box. The search applies to all columns. The results appear as you type. Note that the search is not case-sensitive.

Ability to set the browser language as the pre-chat language

In Configuration Manager, administrators can now set the browser language as the language visible in the pre-chat form. A pre-chat survey form serves to gather information from a chat user before initiating a chat. Using the form, you can collect information from an existing user, such as their preferred language. With this enhancement, the customer's

browser language can optionally overwrite the pre-chat default language, eliminating the need for the customer to answer an extra question. When the translation is not available for the browser language, the pre-chat selected language will be in effect.

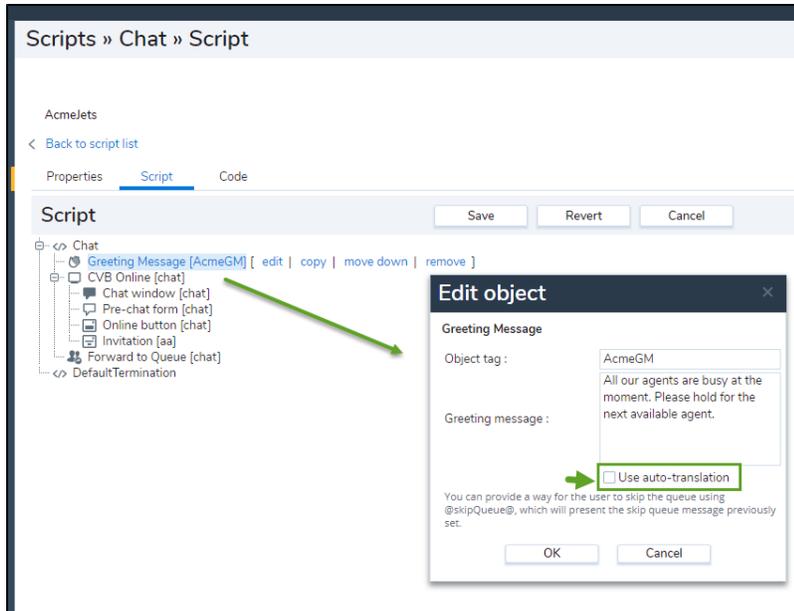
To set the browser language as the pre-chat language:

1. Log in to Configuration Manager.
2. Go to **Chat Design > Forms > Pre-chat**.
3. Add a **Name** and **Description** for the Pre-chat form.
4. Enter **Translation** as Format.
5. Enter a **Question** for language, such as "Select your preferred language."
6. Select a language from the list and set it as default.
7. Enable **Overwrite default with browser language**. This option makes the browser language a priority. When the browser language is not available for translation, the default language will be used.
8. Click **Add**.
9. Click **Next** for more configuration such as the form's window title and color.
10. Click **Save**.

The customer's browser language becomes the pre-chat default language. For example, if the pre-chat default language is Spanish, and the customer's browser is also in Spanish, there is no need for the customer to select the language. However, if the pre-chat default language is set as Spanish, but the browser is in French, French becomes the new default language. If French language is not available for translation, Spanish will remain the default language.

Ability to bypass automatic translation in greeting messages

In Configuration Manager, the administrator can now configure the greeting message to bypass the automatic translation. Greeting messages are routinely used to invite the customers to a chat session. You can type your message in the chat window, and select to automatically translate. With the new enhancement, however, you can bypass the automatic translation and let the user provide a customized translation instead.



To bypass auto-translation in greeting messages:

1. Log in to Configuration Manager.
2. Go to **Scripts > Chat**.
3. Create or edit a chat script.
4. In the **Script** tab, click to add the **Greeting Message** object.
5. Enter an **Object tag** and a **Greeting message**.
6. Clear the check box next to **Use auto-translation**. It disables the automatic translation. This check box is selected by default.
7. Click **OK**.
8. Click **Save**.

During an agent-customer chat, the greeting message appears with the original language in the Chat Window regardless of the selected language in Pre-Chat.

Ability to launch the pre-chat form via chat API

As a developer, you can simply launch a pre-chat form via chat API. A pre-chat survey form gathers information from a chat user before initiating a chat. When you trigger the pre-chat form via API, the form is presented without an invitation. See [Virtual Contact Center Embedded Chat API](#).

Ability to set the default language in pre-chat form via chat API

As a developer, you can set the default language in pre-chat form via chat API. In multilingual chats, a pre-chat form is presented to the customer to indicate the language of their choice. The customer selects a language to chat in, and submits the chat request. By setting the default language in pre-chat form, developers can reduce the number of clicks for the customer.

If the pre-chat form is present without the language question, the system follows the language set via chat API. However, if the pre-chat form is present with the language question, the system follows the language question set via drop-down and ignores chat API. See [Virtual Contact Center Embedded Chat API](#).

Bug fixes

We have fixed the following bugs in this release:

Bug	Summary
VCC-26644	When you correct a word it remains highlighted as an error until you have turned the spell checker off.
VCC-25439	In Case view, the email body does not show the email ID shared.
VCC-25386	For an inbound queued call, agent details such as agent name, accept time, processing time are missing in the historical Detailed Transaction report.
VCC-26793	In the Local CRM, some agents are unable to access their tasks.
VCC-31641	The email engine crashes repeatedly globally.
VCC-30604	When you transfer a call on line 1 to line 2 connected via click-to-dial, the call fails to transfer and connect.
VCC-30703	In a cold transfer scenario, the inbound caller on line 1 does not hear the ringback before being answered by the destination.
VCC-30342	In Salesforce integration, the SSO login authentication fails.
VCC-30291	Unable to view facebook/Twitter in VCC social channels.
VCC-30328	Agents experience VCC to hang while accessing the case history of a few cases.
VCC-30318	Upon reaching the voicemail of an internal outbound call on line 2, if an agent ends the call, the agent gets disconnected from the call while the caller on Line 1 continues to stay on hold.
VCC-29803	Unable to pull another email while you are in "Email in process" status.
VCC-28987	The thank you message played to the caller after confirming the callback number fails to play if a caller is forwarded from one VCC channel to another.
VCC-28284	When a caller enters invalid data for a 'Get Value' prompt, the invalid message fails to play and drops the call.
VCC-30109	Chat: Race condition when chat is popped out prevents customer information to be

Bug	Summary
	sent to the server
VCC-29716	During a chat interaction, the reply box disappears intermittently on the customer's end preventing the customer to respond.
VCC-27068	In VO-VCC tenants, if an agent is in post-processing status on line 1, and a direct agent routed call is accepted on line 2, the call on line 2 has failed audio.
VCC-24896	The historical 'Time on Status' report shows the agent is on break for 13 hours even when the agent is logged out.
VCC-22679	In a warm transfer scenario where agent 1 accepts a call, places a warm transfer call to agent 2, then drops off. When agent 2 places the caller on hold, the hold music fails to play.
VCC-24803	Campaign manager -- some customers' campaigns are running on both platform after a platform switch. On going campaigns do not feed calls to the queue and new campaigns fail to run.
VCC-24548	When an agent transfers an inbound call to another agent, there is no audio after transfer.
VCC-23907	In Local CRM, the "From" and "To" addresses disappear and the signatures go blank until the page is refreshed.
VCC-22456	In Local CRM, some tenants encounter an error when they try to delete more than seven customers at a time.
VCC-24299	In Local CRM, edits done to the case fields in draft state are lost when follow-ups are sent.
VCC-24075	Historical report: stuck aggregations causing zero abandoned calls, lost report data if the platform restarts before fixing the out of sequence events.
VCC-25881	In Campaign manager, the custom field gets updated for other transaction codes even though only Do not call transaction code is enabled to update a custom field.
VCC-26034	Local CRM: Sorting cases by "last updated" field fails to sort.
VCC-31657	Local CRM: The files (.CSV) received as attachments download in an incorrect format and fail to open.
VCC-31426	The Detail Transaction report shows incomplete data. Some fields such as Queue

Bug	Summary
	name and transaction ID are missing.
VCC-31223	Historical report queries are taking longer than expected to run.
VCC-30965	NA12 Only: When Threshold condition is met, Wallboard audio notification fails to play on Chrome.
VCC-30369	While processing a queued call with mandatory transaction codes, changing status from post processing to Work Offline renders the status code list truncated.
VCC-29655	SAPI - Invalid value is presented for the Queue ID field.
IN-2296	SalesForce Integration: Agents are experiencing periodic issues where VCC loads a blank VCC agent window when trying to access it via Salesforce.
VCC-27112	JCM logs are flooded with "Pending message list has length" message.
VCC-23026	Chat URL auto-redirect is not working when a cluster is in hybrid mode.
VCC-22917	When a supervisor begins to monitor a conference call handled by an agent, the supervisor is automatically integrated into the conference call even though they just initiated monitoring without joining the call.
VCC-1893	Intermittent slow response time of tomcat for all web applications deployed.

In addition to the above fixes, we have resolved the following critical security issues.

Bug	Summary
VCC-31205	The request to create a wallboard does not encode user input in the Name and Description fields.
VCC-31193	The request to create an status code menu text does not encode user input before rendering on the code page of a status code.
VCC-31197	The request to create an status code translation text does not encode user input before rendering on the translation tab of status codes.
VCC-31206	The request to create a custom field on a wallboard does not encode user input in the Name and Description fields.
VCC-31207	The request to create a custom threshold on a wallboard does not encode user input in the Name field.

Bug	Summary
VCC-31241	The request to create a chat design Form does not encode user input in the Name or Description fields.
VCC-31242	The request to create a chat design Window does not encode user input in the Name or Description fields.
VCC-31236	The request to create a chat design Invitation does not encode user input in the Name or Description fields.
VCC-31203	The request to create a transaction code Translation does not set the proper MIME type on the JSON response, therefore, allows for the rendering of script in the HTML.
VCC-31230	The request to create a chat design Button does not encode user input in the Name or Description fields.
VCC-31177	The request to create an status code Category does not encode user input before rendering on the properties page of a status code.
VCC-31198	The request to create a transaction code does not set the proper MIME type on the JSON response lookup, therefore, allows for the rendering of script in the HTML.
VCC-31201	The request to create a transaction code Translation does not set the proper MIME type on the JSON response, therefore, allows for the rendering of script in the HTML.
VCC-31199	The request to create a transaction code menu text does not set the proper MIME type on the JSON response, therefore, allows for the rendering of script in the HTML.
VCC-30843	The request to create an Integration Screen Pop does not validate the name field when reflecting the contents in the response body.
VCC-30842	The request to create a campaign does not validate the name field when reflecting the contents in the response body.
VCC-30763	The request to create a queue does not validate the name of the queue to prevent malicious script execution. Additionally, the MIME type on the page must be set to application/JSON.
VCC-30759	The request to create a queue does not validate the name of the queue to prevent malicious script execution. Additionally, the MIME type on the page must be set to application/JSON.
VCC-30814	The request to create a support center does not validate the name of the script to pre-

Bug	Summary
	vent malicious script execution.
VCC-30768	The request to create a script does not validate the name of the script to prevent malicious script execution.
VCC-30839	The request to create CRM object does not validate the field for custom label upon creation. It reflects the value without encoding considerations.
VCC-30817	The request to create a support greeting does not validate the content to prevent malicious script execution.
VCC-30597	The request to create security roles does not validate the name of the role to prevent malicious script execution. Additionally, the MIME type on the page must be set to application/JSON.
VCC-30598	The request to create an SMTP Server does not validate the name to prevent malicious script execution. Additionally, the MIME type on the page must be set to application/JSON.
VCC-30549	Stored cross-site scripting on Configuration Manager audio files.
VCC-30600	The request to create or alter an agent group does not validate the comment to prevent malicious script execution. Additionally, the MIME type on the page should be set to application/JSON.
VCC-30599	The request to create an Allowed IP Range rule does not validate the description to prevent malicious script execution. Additionally, the MIME type on the page should be set to application/JSON.
VCC-26964	Oracle users with weak password allow access to the database contents and potentially the underlying operating system.
VCC-26787	Cross-site scripting is vulnerable in Virtual Contact Center web chat.
VCC-30594	Configuration Manager reflects user input of the srcUrl parameter without proper encoding.
VCC-30522	Stored cross-site scripting on profile. When updating a user's profile, the following parameters are vulnerable: first_name, last_name, display_name, email, agent_country, and signature.
VCC-22781	In Agent Console, fix PHP SQL injection related to LIKE statement.

Bug	Summary
VCC-23089	Oracle users with less strong password allow access to the database contents and the underlying operating system.
VCC-26104	Agent Console: external control of File Name or Path.
VCC-26105	Argument injection or modification (OS Command Injection).
VCC-26101	The application contains hard-coded credentials for inbound authentication and out-bound communication.
VCC-26102	The application contains hard-coded password for inbound authentication and out-bound communication.
VCC-26094	The script-related HTML tags in a web page are not properly neutralized.
VCC-25509	Oracle users with less strong password allow access to the database contents and the underlying operating system.
VCC-25510	Database runs with more user permissions than required.
VCC-25471	The applications lacks sufficient defenses against clickjacking attacks.
VCC-25469	The Apache UserDir is enabled leading to information being disclosed.
VCC-25475	Cookies scoped to a parent domain of the application leads to security problems and data leakage.
VCC-26424	The web server runs an outdated version of Apache Tomcat. Support NewGenMashUp site.
VCC-23635	Cross-site scripting is vulnerable in Virtual Contact Center web chat.
VCC-23480	Special elements are not properly neutralized in an operating system command (OS Command Injection).
VCC-23476	In Configuration Manager, the script in attributes in a web page is not properly neutralized. The application does not filter text or other data for potentially malicious HTML content.
VCC-23477	In Configuration Manager, the script-related HTML tags in a web page are not properly neutralized.
VCC-23478	In Configuration Manager, private resources are transmitted into a new sphere resulting in a resource leak.

Bug	Summary
VCC-23445	In Agent Console, the authentication credentials are not sufficiently protected.
VCC-23441	The web server runs an outdated version of Apache Tomcat. Convert cluster tomcat template to chef configuration template.
VCC-23428	The web server runs an outdated version of Apache Tomcat. Move CRMhelper to CentOS tomcat QA.
VCC-23434	The web server runs an outdated version of Apache Tomcat. Move Netsuite to CentOS tomcat QA.
VCC-23422	The web server runs an outdated version of Apache Tomcat. Move Waveform to CentOS tomcat QA.
VCC-23416	The web server runs an outdated version of Apache Tomcat. Move NewGenMashUp to CentOS tomcat QA.
VCC-23383	The web server runs an outdated version of Apache Tomcat. Move MashUp to CentOS tomcat QA.
VCC-23312	The web server runs an outdated version of Apache Tomcat. Move CRMHelper to CentOS tomcat.
VCC-23314	The web server runs an outdated version of Apache Tomcat. Move Waveform to CentOS tomcat.
VCC-23313	The web server runs an outdated version of Apache Tomcat. Move Netusite to CentOS tomcat.
VCC-23311	The web server runs an outdated version of Apache Tomcat. Move NewMashUp to CentOS tomcat.
VCC-22873	Add static code analysis on AGUI PHP7.
VCC-22872	Add static code analysis to EDSA for vulnerability checking.
VCC-22804	In Agent Console, search for and fix Insert/Update/Delete SQL commands in PHP that accepts non-sanitized parameters.
VCC-22805	In Agent Console, scan and remove any PHP unused file that can make AGUI vulnerable.
VCC-22780	EDSA inject other queries.

Bug	Summary
VCC-22779	EDSA must not access system tables.
VCC-23096	Insecure cookie configuration places user sessions at risk.
VCC-23094	Some Virtual Contact Center applications are vulnerable to reflected or non-persistent, and cross-site scripting attacks.
VCC-23095	A single authentication request to a web application is submitted using the HTTP GET method , resulting in authentication data being sent as plain text in the URL.
VCC-23090	A number of the VCC applications were vulnerable to persistent or stored cross-site scripting.
VCC-23091	The web server runs an outdated version of Apache Tomcat. Move MashUp to centOS tomcat.
VCC-23088	WPJAdmin login to Oracle database must not access system table. The database is running with more permissions than required.
VCC-23139	In Configuration Manager, search for and fix Insert/Update/Delete SQL commands in PHP that accepts non-sanitized parameters.
VCC-23141	The database runs with more user permissions than required.
VCC-23140	In Configuration Manager, scan and remove any PHP unused file that can make Agent Console vulnerable.
VCC-23112	In Configuration Manager, run veracode dynamic scan.
VCC-23114	In Configuration Manager, fix PHP SQL injection related to LIKE statement.
VCC-23110	Add dynamic code analysis to Configuration Manager for vulnerability checking. PHP 4 is not supported on static.