Cisco Enterprise Chat and Email

New Features

Platform Updates

For information about the supported devices for this release, see the *Compatibility Matrix* at https://www.cisco.com/c/en/us/support/customer-collaboration/unified-contact-center-enterprise/products-device-support-tables-list.html.

Utility for Masking Content

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> **Note**   To enable this enhancement in ECE 12.0(1), install the ECE 12.0(1) ES1 patch or the latest ECE ES patch.

A new utility **Mask Content of Chat and Email Activities** is available in the Tools Console to mask content in completed chats and both open and completed emails. The utility can be run by department users with the **View Tools Console** action.

Secure MR PG and CTI Interface

Secure connections ensure that all personally identifiable information, that passes through these connections, remains secure in the CCE solution. The following connections for ECE can be secured:

- Connection between the external agent assignment service (EAAS) to MRPG interface.

- Connection between the external agent message service (EAMS) to CTI interface.

This ECE release adds validation tools to the interface that allow administrators to do the following:

- enable the secure connections.

- disable the secure connections.

- test the secure connections.

ECE Administrator Gadget for PCCE

This release adds the ECE administrator gadget to the PCCE Admin Console.

This gadget provides a fast, simple interface for ECE administrators that is compatible with multiple compatible and can be accessed through the PCCE web admin interface. This interface provides a single convenient location to complete the post-installation administrative tasks without the need to access multiple administration consoles.

Skill Based Availability

In this release, the method of determining agent availability for activities is enhanced.

The enhanced method determines agent availability based on skill groups or precision queues, instead of determining availability based on Media Routing Domains. This ensures a better customer experience by more efficiently pairing customers with agents who are qualified and capable of handling the customers' requests.

Integrate Supervisor Accounts

This release supports the import and integration of supervisor user accounts from CCE into ECE.

Supervisors that are imported from CCE into ECE are automatically assigned the ECE Supervisor role.

Chat Monitoring for Supervisors

This release adds chat monitoring capabilities for supervisors in ECE.

Chat monitoring allows supervisors to review how agents handle chat interactions. Supervisors can monitor each agent individually, or they can monitor selected queues and the chats coming through them. They can also join chat sessions that are in progress and provide guidance to the agent or further assistance to the customer.

Purge Email Attachments

It is necessary to manage and reduce database storage to accomplish the following:

- Reduce data storage costs.

- Improve application performance.

- Reduce risks related to the handling of older data.

This release adds the purge functionality to manage email attachments that increase database usage. This functionality is a step in accomplishing better management and reduction of database storage.

Updated Features

Updated JDK

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> **Note**   To enable this enhancement in ECE 12.0(1), install the ECE 12.0(1) ES1 patch or the latest ECE ES patch.

The following versions are now supported. The Updater automatically installs the new version.

- Open JDK version 11 (replaces Oracle JDK (1.8.0))

- Eclipse JETTY 9.4.14

- Apache ActiveMQ 5.15.6

Chat Improvements

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> **Note**   To enable this enhancement in ECE 12.0(1), install the ECE 12.0(1) ES1 patch or the latest ECE ES patch.

Agents can now authenticate customers while a chat is in progress. To use this feature, SP initiated single sign-on must be enabled for chat. A new button is added to the chat reply area using which the agent can request customer authentication. A new icon is used to indicate authenticated chats in the agent inbox.

A new department level setting Chat - Daily Service Level Timezone is available to define the time zone for Daily Service Level in supervision monitors. The default value of the setting is UTC.

Agent Gadget

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> **Note**   To enable this enhancement in ECE 12.0(1), install the ECE 12.0(1) ES1 patch or the latest ECE ES patch.

Agent Efficiency Improvements

- Agents can now add notes to activities from the Transfer window. Transfer notes are presented as pop-up notification to the receiving agent upon selection of the activity.

- The system now allows agents to print all case details. The Print Case button is available in the Case Details section of the Information Area.

Search Improvements

- Content search restrictions for email address, customer name, subject, and email content have been eased to include special characters, like $ & * ^ % _ # " ~ ! | + - .

- Search results can now be sorted by Creation Date, Customer name, Email address, Subject, Assigned to, Activity status, Activity sub status, Queue name, and Department name.

- Improvements are made for partial text search. For example, if activity subject or content contains "How do I return my orders", searching for "return my order" will return that activity in search results.

My Searches Folders

Agents now have the ability to create My Searches folders for cases and activities. Folders can be created to save quick reference for any search criteria you use frequently for activities and cases.

ECE REST API Enhancements and Updates

Note To enable this enhancement in ECE 12.0(1), install the ECE 12.0(1) ES1 patch or the latest ECE ES patch.

Chat Messaging APIs

Chat Messaging APIs are now available. These APIs can be used to build external integrations with custom messaging apps, messaging channels like Facebook Messenger etc. and building custom web templates. The chats created from these Chat Messaging APIs will be routed to agents like regular web chats and will have the web chat features available.

The client applications for the integration are setup from the Administration console. For details, see Administrator's Guide to Chat and Collaboration Resources. For details about using the APIs, see the Interaction API Reference Guide.

New APIs are provided to achieve the following functionality:

- Create, read and delete notes for activity, case and customer.

- Edit custom attributes of a closed case.

Existing APIs have been enhanced to provide the following functionality:

- Using **Activity Search API**, activities can now be filtered based on type along with one or more additional criterion.

- Partition users can now use Get Activity Attributes and **Get Customer Attributes API** to retrieve the custom attributes for activity and customer object. These can then be used in creating a new activity using existing APIs.

- Users can retain inline attachments while offloading the attachments of a completed email activity using **Delete completed activity attachments API**.

- Users can get the inline attachment data along with content of an email using the **Get activities by IDs API**. This can be used while offloading the content to external systems.

Administration

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Note   To enable this enhancement in ECE 12.0(1), install the ECE 12.0(1) ES1 patch or the latest ECE ES patch.

Administration for PCCE

The Global space in the ECE Administrator Gadget in PCCE is renamed to Partition.

User Management

Administrators can now create custom roles using the role templates available in the system.

Custom Attributes

Custom Attributes can now be added for Customer and Contact Person objects. This is in addition to the ability to add custom attributes for activities.

Call Variables

Custom Attributes can now be added for Customer and Contact Person objects. This is in addition to the ability to add custom attributes for activities.

Redundancy Across Geographies

This release supports automatic failover capabilities across multiple geographies. For more details see the *Enterprise Chat and Email Design Guide* at https://www.cisco.com/c/en/us/support/customer-collaboration/cisco-enterprise-chat-email/products-implementation-design-guides-list.html and the *Enterprise Chat and Email Installation and Configuration Guide* at https://www.cisco.com/c/en/us/support/customer-collaboration/unified-contact-center-management-portal/products-installation-guides-list.html.

Limit Activities in the ECE Queue

Better queue management is necessary to ensure that higher priority queues offer tasks to the Unified CCE queue over lower priority queues.

This release provides administrators the ability to define the number of activities a queue can have at a given time. This, in turn, provides better queue management.

Alarm Workflow Integration

This release enhances the functionality of alarm workflows by adding routing operations to support integrated queues and users.

Alarm workflows can now transfer activities to/from integrated queues or integrated users. Alarm workflows can also do the following:

- Send notifications to agents regarding the SLA of an activity.

- Modify the activity's properties.

- Allow an assigned activity to be marked as complete .

Integrated Digital Multi-tasking

This release adds enhanced support for Integrated Digital Multi-tasking. The enhancements include improved routing methods for agent activities.

The enhancements include the following:

- Concurrent task limits do not prevent high-priority activities from being assigned and handled quickly.

- Improved efficiency in picking, pulling, and transferring activities.

- Improved handling of the concurrent task limits (CTL) of the agents and queues.

ECE Task Transfers

ECE task transfers are managed as follows:

- ECE tasks transferred to agents or back to queues are counted as transfer statistics (i.e. Transfer In / Transfer Out / TransferInCallsTime) in *Agent_Skill_Group_Interval* and *Skill_Group_Interval* historical tables.

- ECE tasks transferred to agents or back to queues generate Termination Call Detail (TCD) records with the Peripheral Call Type classified as *Transfer In(4)*.

Cisco Finesse Integration Enhancements

This release adds support for Cisco Finesse, Release 12.0(1) and enhances its integration with the ECE Agent Console. As Agents, you can now do the following:

- Manage your availability for chat and email activities through the Finesse desktop toolbar.

- Receive toaster and popover notifications on your desktop, ensuring that you are immediately alerted to any new incoming activities, regardless of if the agent is actively working in the ECE Agent Console.

ECE, Release 12.0(1) supports Finesse workflows for email and chat.

Search Functionality

Some search functionality has been changed or removed to improve application performance. The changes include:

- The timeout for searches has been reduced to 30 seconds. Search timing out before completion of the search is an indication that a large number of results were found and that the search criteria should be refined.

- Sorting of search results is enabled only for the following fields:

    - Activity ID.

    - Case ID.

    - Customer First Name.

    - Customer Last Name.

- As applicable, the default operator for search fields has been changed from *Contains* to =

- Validations have been added for the specific search attributes. The validations include:

    - Activity – Subject: A minimum of 5 characters is required when using the operator.

    - Customer - Customer name: A minimum of 2 characters is required when using the *Contains*operator.

    - Contact Point - Phone number: A minimum of 6 characters is required.

- Search operators have been changed for search attributes. Existing saved searches should be edited and saved using an operator that is currently available in the application.

Important Notes

Archive Database

From ECE, Release 12.0(1), the archive database is no longer required.

Note If you have upgraded to ECE 12.0(1) from an earlier version, you can connect to the archive database using data adapters.

Deprecated features

None.

Removed and Unsupported Features

Wrap-Up Role

The Wrap-Up role and the actions specifically associated with the role have been removed for both email and chat, in this release.

Note Agents can still make notes and complete the chat activities after the customer has left the chat.

Third Party Software Impacts

See the *Contact Center Enterprise Compatibility Matrix* for this release at https://www.cisco.com/c/en/us/support/customer-collaboration/packaged-contact-center-enterprise/products-device-support-tables-list.html for information on third-party software.