AI Gateway

Release Notes

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Release V1.3.0

Application Changes

New Features

Avaya CTI Adapter Fault Tolerance

The Avaya CTI Gateway now supports automatic failover. When the primary instance becomes unavailable, a standby instance immediately assumes control and continues processing CTI events.

Impact: This feature strengthens system resilience and reduces service interruption during CTI component failures.

Knowledge Assist Feedback (Thumbs Up / Thumbs Down)

Knowledge Assist now includes feedback controls that allow agents to evaluate article usefulness. Administrators can enable or disable the feedback option, and all feedback events are recorded for analysis.

Impact: This enhancement enables organizations to measure article effectiveness and refine knowledge content based on agent input.

Cold Transfers Back to Queue

When a call returns to the queue, the next agent receives full Agent Assist context, including active transcript visibility, as soon as the call arrives.

Impact: This update ensures seamless context transfer during queue-based handoffs, reducing repeated customer explanations.

Direct Cold Transfers Between Agents

Agent Assist now activates correctly when a call is cold-transferred directly between agents, providing immediate transcript visibility to the receiving agent.

Impact: Improves multi-agent call flows by ensuring the receiving agent maintains full conversational context.

Transcript Visibility After Transfer

Transcript updates stop for the transferring agent as soon as the cold transfer completes. Only the agent who remains on the call continues receiving transcript data.
Impact: Eliminates unintended transcript visibility and aligns session behavior with call ownership.

IVA Summary & Transcript Recovery After Refresh

The system now reloads the IVA summary and transcript after a browser refresh during an active IVA conversation, preserving the agent's context.
Impact: Reduces workflow disruption and prevents loss of conversational information during page reloads.

Manual User Resync from Admin Console

The Foundation Agent Assist Administration Console now includes a manual resync option that refreshes Avaya user records without waiting for scheduled synchronization.
Impact: Enables immediate correction of user data inconsistencies and increases administrative control.

Avaya Cold Transfer Event Support

The CTI Gateway now publishes cold transfer events so that the receiving agent receives Agent Assist context and transcript visibility as soon as the transferred call arrives.
Impact: Improves continuity for transferred calls and ensures accurate agent context in multi-agent scenarios.

Bulk User Upload (CSV/Excel)

The Foundation Agent Assist Administration Console now supports bulk user creation through CSV or Excel uploads. The system validates each row, creates valid records, and reports errors for invalid entries without blocking the batch.
Impact: Streamlines onboarding for large organizations and reduces manual data entry.

Enhancements

Security & Vulnerability Remediation

Multiple vulnerabilities identified through Artifact Registry scans, Snyk scans, and internal reviews were resolved across backend services, the event gateway, and the frontend. Updates included

dependency upgrades, security patches, and fixes to address issues detected in the artifact registry and supporting components.

Impact: Strengthens overall platform security, improves system stability, and supports compliance with enterprise security requirements.

Additional Generative Assist Suggestions

The UI now visually differentiates between knowledge-base suggestions and generative AI-driven recommendations, helping agents identify the source of each suggestion.

Impact: Increases agent clarity and trust when using Agent Assist-generated guidance.

Dynamic Unique ID Field in User Management

The User Create/Edit interface now displays a dynamic Unique ID field based on the organization's authentication configuration, replacing the previous hardcoded LID field.

Impact: Improves accuracy and alignment between the platform's authentication configuration and the user-management UI.

Removal of Super Admin Role

The platform now uses a single Admin role for all administrative functions. The previous Super Admin role has been removed across the system, and all workflows, permissions, and UI elements now rely on the Admin and User roles only.

Impact: Simplifies role management, reduces permission confusion, and aligns the platform with single-tenant deployments.

Removal of "Forgot Password" Functionality

The "Forgot Password" link and backend route have been removed from the login page. Password resets must now be handled through administrative tooling.

Impact: Supports SSO-only authentication environments and eliminates non-supported password-reset paths.

Auto-Sync Users by Skill Group

The system now synchronizes users automatically based on CTI-defined skill groups, updating user mappings and avoiding duplicate entries.

Impact: Keeps agent assignments current as skill groups change and reduces manual administrative overhead.

Release V1.2.0

Application Changes

New Features

IVA Call Flow and Conversation Tracking
AI Gateway now ingests the Dialogflow CX Intelligent Virtual Assistant (IVA) conversation and creates the corresponding CCAI conversation for the live agent to review details once the call has been routed. The system generates an IVA summary, publishes the IVA transcript, and continues tracking subsequent agent and customer conversation under the same CCAI conversation ID.
Impact: Ensures consistent conversation tracking, follow-up, and reporting across IVA and agent-assisted interactions.

Enhancements

Conversation Completion Trigger on Call End
AI Gateway now detects call end events (for example, a `ClearedEvent`) and automatically marks the related conversation as completed. The system records the conversation end timestamp and triggers the conversation completion workflow to improve post-call cleanup and processing.
Impact: Improves reporting accuracy and post-call processing for customers using Google Conversational Insights.

Add Health Check Endpoints for All Services
Added health check endpoints across all services to support Kubernetes readiness probes.
Impact: Improves traffic management and service reliability in Kubernetes environments.

Migrate State Manager to CTI Gateway
Migrated State Manager to CTI Gateway and merged the Agent Assist State Manager changes into this release.
Impact: Simplifies architecture and improves maintainability of agent state management.

Remove Pub/Sub Topic and Subscription Creation Permissions from Java Service Accounts

Removed Pub/Sub topic and subscription creation permissions from service accounts used by Java applications to enforce least-privilege access in GCP.

Impact: Reduces the risk of unauthorized resource creation while preserving required publish and subscribe behavior.

Display Session ID Across Responsive Layouts

Displays the Session ID across all screen sizes without overflow or truncation.

Impact: Improves session tracking for agents on mobile and responsive layouts.

Display Incoming DNIS in Agent Console Instead of Session ID

Displays the incoming DNIS (caller's telephone number) to the agent in place of the session ID in the Agent Console conversation list.

Impact: Improves call identification for agents.

Add New Information Indicator for Multi-Interaction Handling

Along with the phone icon, we have added a red-dot indicator to highlight interactions with new information ready to view in the Agent Console conversation list.

Impact: Helps agents quickly identify conversations that require attention.

Clean Up Agent Dashboard Navigation Links

Removes unnecessary and redundant navigation links from the Agent Dashboard and aligns remaining links with user roles.

Impact: Reduces clutter and improves navigation clarity.

Update Conversations in Agent Dashboard to Show Only Active Conversations

Renames the sidebar menu to Active Conversations and displays only active conversations that have not been disconnected. We have also limited the visible conversations to the 5 most recent and automatically remove the oldest wrapped conversation when new ones arrive. We have also moved conversations to the Recent Activities tab.

Impact: Improves usability and ensures agents focus on current conversations without clutter.

Improve User-Facing Error Messages in TTEC Digital Agent Assist

Updates the application to show clear, informative, and non-technical error messages. Removes sensitive internal details (like stack traces or API paths) and provides contextually appropriate feedback based on the failed action. Includes messages for unexpected errors and ensures consistency across all Agent Assist screens and interaction points.
Impact: Helps users understand issues and next steps without confusion, improving overall user experience and reducing support inquiries.

Configurable Component View Based on Conversation Profile Settings

Updates TTEC Digital's Agent Assist UI components to be configurable based on the conversation profile elements toggled in GCP. Components display only when enabled in the conversation profile, regardless of incoming CCAI events. Flags are read for every call to dynamically update the agent's call view. UI components scale and adjust responsively when hidden or shown.
Impact: Gives administrators control over which UI components agents can see, improving focus and reducing clutter in the agent interface.

Issues/Defects

Security Vulnerability Remediation

Resolved critical and high security findings by updating vulnerable dependencies and container images, applying infrastructure security patches, and implementing application-level fixes. Re-ran scans to verify remediation and preserved application functionality.

Fix SSO AuthnContext Handling and Case Sensitivity

Fixed SAML `AuthnContext` handling to prevent sign-in failures when the requested authentication context did not match the authentication method enforced by Microsoft Entra ID. This change corrects `AuthnContext` checks to avoid *AADSTS75011* authentication method mismatch errors. Case-sensitivity fixes were applied that blocked SSO logins due to mis-match in cases of resolved email addresses post authentication.
Reference: [Microsoft Entra error AADSTS75011 authentication method mismatch.](#)

Fix Recent Activities Conversation Ordering

Fixed the Recent Activities list in Agent Assist to show the most recently ended conversations instead of the oldest conversations. This ensures the Recent Conversations panel reflects the latest agent activity and reduces confusion when reviewing recent calls.

Fix Contact Center Display Name in Recent Activities

Fixed the Recent Activities list in Agent Assist to display the correct contact identifier (name or phone number) for recently ended conversations instead of showing "Unknown Conversation." This improves call traceability for agents and reduces confusion when reviewing recent interactions.

Add Help Icon and Text for Profile Mapping

Adds the missing help icon and descriptive text to the Profile Mapping section of the Administration Console in the Edit Conversation Profile screen.
Impact: Clarifies configuration and improves usability for administrators.

Fix Ended Conversations Displaying as Active in Dashboard

Corrects an issue where ended conversations appeared as active in the Agent Dashboard. The left-hand conversation list now accurately reflects ended conversations, and the main view shows the correct number of active conversations.
Impact: Ensures agents see an accurate view of active conversations, preventing confusion and mismanagement.

Deployment (Helm) Changes

Cloud SQL Proxy Connection Type Configuration

This release adds an input parameter to configure the Cloud SQL Proxy connection type. Supported values include private IP and Private Service Connect (PSC).

GCP Secret Manager Integration Updates

This release updates Secret Manager usage to support revised secret handling required by V1.2.0 deployments.

Customer-Specific Database Schema Support

This release updates the database schema to support customer-specific schemas instead of relying on the default public schema.

SIP Proxy Service Added

This release adds a new SIP Proxy service to the Helm deployment.

Media Gateway Pub/Sub IAM Requirement

Media Gateway pods now require the `pubsub.subscriptions.create` IAM permission to create subscriptions for topics they subscribe to.

Action required: Update the Media Gateway service account permissions before deployment.

CTI State Manager Deprecation

This release deprecates the CTI State Manager service. Its functionality is now merged into CTI Gateway.

Action required: Remove CTI State Manager from existing Helm deployments.

Kubernetes Readiness and Liveness Probes Added

This release adds Kubernetes readiness and liveness probes to deployed services.