Angel Associate Assist
Release Notes

Release Date: December 2024

Contents

Angel Associate Assist Releases

V1.0.8

Release Date: 12-12-2024

Media Gateway Updated to Version 2.3.2

- Updated Media Gateway to version 2.3.2, resolving an issue where calls would disconnect following an "internal" error from Google Speech.

TLS 1.3 Now Included

- This version includes the implementation of the latest TLS protocol, TLS 1.3, enhancing security and performance for encrypted communications.

Fixed Code Vulnerabilities in CTI Service

- Addressed security vulnerabilities in the Angel AA CTI service identified by Docker Scout, including the OpenSSL 3.0.0 < 3.0.11 vulnerability.
- Necessary code fixes have been applied to ensure the stability and security of the service. Further scans should no longer highlight these vulnerabilities.

Fixed Server Code Vulnerabilities

- Addressed multiple code vulnerabilities in the Angel AA server identified during security scans. This includes the Node.js and OpenSSL vulnerabilities, as well as issues in the DB service. Key updates were made to mitigate the following:
    - Node.js Vulnerabilities:
        - Node.js 18.x < 18.20.4
        - Node.js 20.x < 20.15.1
        - Node.js 22.x < 22.4.1
    - OpenSSL Vulnerabilities
        - OpenSSL 3.1.0 < 3.1.8 and
        - OpenSSL 3.1.0 < 3.1.7 Vulnerabilities

Resolved UI Code Vulnerabilities

- Addressed security vulnerabilities in the Angel AA UI identified during Docker Scout scans. Key updates included fixes for the following issues:
    - OpenSSL 3.0.0 < 3.0.16 Vulnerability
    - OpenSSL 3.0.0 < 3.0.15 Vulnerability
    - libcurl 7.69 < 8.4.0 (Heap Buffer Overflow)

Customer Utterances Misclassified as Agent Utterances in Long Calls

- Resolved an issue where customer utterances were incorrectly labeled as agent utterances during calls lasting over 15 minutes. This fix ensures accurate attribution of utterances between agent and customer for extended call durations.

Utterances Not Displaying in UI After 15 Minutes of Ongoing Call

- Addressed an issue where utterances ceased to appear in the UI after 15 minutes during an active call. The fix ensures continuous publishing of utterances for the entire call duration.

V1.0.7

Release Date: November 19, 2024

Hotfix: Fixed Missing Call Disposition Data in Production Dashboards

- Resolved an issue where the **Looker Production Dashboards** failed to display Call Disposition information. Dashboards now correctly pull and display Call Disposition data, ensuring comprehensive reporting.

V1.0.6

Release Date: November 7, 2024

Bug Fix: Missing Transcripts in Supervisor Drill-Down

- Resolved issues where call transcripts were missing or inconsistently displayed in the Supervisor drill-down view.
- Fixed disappearing transcripts upon closing and reopening the drill-down.
- Ensured transcripts appear in real-time during active calls and remain fully visible post-call, enhancing monitoring and oversight for supervisors.

Bug Fix: Error in Tab Display Logic

- Resolved a "Cannot read properties of undefined (reading 'length')" error in the **HowManyTabs** function within the Supervisor dashboard.
- Ensured proper rendering of tab-related components, improving stability and user experience.

Bug Fix: Active Call Cards Disappearing in Supervisor Dashboard

- Resolved an issue where **active call cards** temporarily disappeared from the Supervisor dashboard in both table and card views.
- Ensured that active calls remain consistently visible without interruptions, improving real-time monitoring.

Bug Fix: Missing Agent Details in Grid and Table Views

- Fixed an issue where agent details, such as name, extension, and line of business (LOB), were not visible in the grid view and table view on the Supervisor Dashboard during active calls. Supervisors can now see all relevant agent details for active calls in both views, ensuring better oversight and accuracy.

Bug Fix: Fixed Agent Disappearing from the Agent List After Call Ends

- Resolved an issue where agents would disappear from both the calls and agent lists in the Supervisor Dashboard after ending a call. Agents now remain visible in the appropriate lists, ensuring consistent and accurate agent tracking.

V1.0.5

Release Date: October 16, 2024

Feature Update: Real-Time Agent Activity Recovery

- Implemented real-time updates on the Supervisor Dashboard to ensure accurate tracking of **Agent Last Activity** and **Call Start Time**, unaffected by login or page refresh.
- Added visibility for offline agents actively taking calls, improving oversight and ensuring compliance.

Enhancement: Sub-Step Ordering in Looker Dashboard

- Added ordering values to the schema for sub-steps, aligning their display in the Looker dashboard with the sequence in the AA UI.
- Ensured consistent and logical sub-step ordering, improving dashboard clarity and usability.
- Updated data migration processes and conducted thorough testing to validate accuracy and prevent regressions.

Bug Fix: Supervisor Dashboard Event Mapping Logic

- Resolved issues with event mapping in the Supervisor Dashboard to ensure accurate tracking of agent activities and call statuses.
- Fixed bugs causing ended calls to appear as active and addressed cases where call end events were not correctly handled.
- Improved validation against the active call session list to maintain a clean and accurate view of ongoing activities for mapped agents.

Bug Fix: Supervisor Dashboard Agent Drilldown Display

- Resolved issues with the Supervisor Dashboard where agent drilldowns did not consistently display active calls.
- Fixed bugs causing incomplete call tab visibility and loading loops for agents with single active calls.
- Ensured accurate and reliable display of call activity across all drilldowns.

Bug Fix: Supervisor Dashboard Toggle Functionality

- Restored the functionality to toggle between "Agents with Calls" and "All Agents" in the Supervisor Dashboard.
- Ensure smooth and consistent behavior when switching views.

Bug Fix: Active Call Status on Supervisor Dashboard

- Resolved an issue where ended calls continued to display as active on the Supervisor Dashboard.

- Ensured accurate call status updates, with ended calls correctly removed from the active call list.

Bug Fix: Top Rated Disposition Display in Looker

- Fixed an issue in Agent Engagement Insights dashboard where untagged dispositions displayed as "null - 0."
- Replaced with a labeled entry, **No Call Disposition Selected,** for clarity and consistency.

Bug Fix: Weekly Login Count in Agent Login Insights

- Corrected the query in Looker's Agent Login Insights to accurately display the **Number of Logins by Week.**

Bug Fix: Incorrect Call Display on Supervisor Agent Cards

- Resolved an issue where call details from one agent incorrectly appeared on another agent's card in the Supervisor Dashboard.
- Ensured accurate association of session IDs with the correct agents and consistent display of recent interactions.

Bug Fix: Apollo GraphQL and ObjectUnsubscribedError in Supervisor

- Addressed **ObjectUnsubscribedErrorImpl** in production, which occurred due to conferencing between agents and customers.

Bug Fix: Agent Status Real-time Updates Impacted Due to Web Socket Disconnection in Supervisor Dashboard

- Resolved an issue where the agent's **WS Disconnected** status failed to update to **Connected** in the database and the Supervisor Dashboard.
- Ensured that the agent's status is correctly updated to **Connected** after resuming activity in the AA UI and reflected accurately in the Supervisor's online status.

Bug Fix: Actual Idle Time Display on Supervisor Dashboard

- Resolved an issue where reloading the Supervisor Dashboard incorrectly displayed **idle time** on call and agent cards as "Just now" instead of the actual duration.
- Ensured accurate tracking and display of idle times after dashboard refresh.

V1.0.4

Release Date: September 26, 2024

Minor UI/UX enhancements:
- Disabled default setting for filtering unsupported calls.
- Enabled event publishing for offline agents.
- Added auto-minimization of agent cards in supervisor drilldowns.

AI & prompt updates:

- Updated prompts for improved intent and entity recognition.

Enabled Flash model for Customer prompts.
- Implemented Vertex-based Longtail/KB lookup filtering.

Google Looker and dashboard enhancements:

- Updated Agent Engagement dashboards in Looker.

Functional improvements:

- Generated call summaries based on conversation configurations.
- Integrated authentication and user ID mapping for config updates.

Bug fixes and testing:

- Resolved various bugs.
- Enhanced unit testing and improved code coverage.

V1.0.3

Release Date: September 6, 2024

- Implemented and validated the new multi-intent capability with rule optimizations, tested overlapping scenarios, ensured Vertex performance remained stable, verified accurate rule matching for multi-intent utterances, and conducted thorough testing with detailed reporting.
- The override option on the Checklist card is now hidden by default at the system level.
- DNIS renamed to Dialed Number on the checklist card.
- The following improvements were made to the Agent Desktop UI/UX:

    - **Responsiveness:** Improve responsiveness of the percentage of completion.
    - **Step In-progress Notification:** Update notification with an ellipsis inside a circle.
    - **Topic and Knowledge Base Cards:** Enhance UI/UX for short-tail and long-tail response cards.
    - **Card Distinction:** Clearly distinguish between Topic Cards, KB Article Cards, and searched responses.
    - **Call Duration Timer:** Add call duration timer inside the LOS card.
    - **Auto-Minimize Cards:** Automatically minimize cards after 3 minutes of inactivity.
    - **Agent Dashboard:** Make the header and search bar more prominent in the Agent Dashboard.
    - **Article Order:** Display articles in reverse chronological order (latest at the top).
    - **Call Tabs:** Display call counts as "Call 1," "Call 2," etc., instead of session ID.

- Optimized rule engine evaluation to ensure it is called only once per utterance, reducing redundant processing. This enhancement speeds up evaluation time and allows events to be published to the UI more quickly.
- Optimized the **Transcripts** section in the Looker "Supervisor View Transcripts" to significantly reduce loading times. Previously, loading transcripts for 57 calls took 24-25 seconds; improvements ensure faster and more efficient performance.

V1.0.2

Release Date: August 26, 2024

Hotfix: Session Stability Improvement

- Resolved an issue where the **LOB (Line of Business)** value was removed from the Redis cache by implementing a fix to persist transcripts from MG (Media Gateway), ensuring session integrity and preventing disruptions.

V1.0.1

Release Date: August 9, 2024

- UI/UX Improvements: Enhanced user interface and experience for smoother navigation.
- Call Flow Updates: Streamlined process for improved functionality and ease of use.

V1.0.0

Release Date: July 24, 2024

- Initial release of Angel Associate Assist.