OneView for Salesforce
Release Notes

Release date: September 4, 2024

CX Optimized

Voice Outbound Campaign Synchronization

URL: https://login.salesforce.com/packaging/installPackage.apexp?p0=04tOG0000000IMjYAM

Release date: February 20, 2024

Version: 1.1

See Voice Outbound Campaign Synchronization version history.

September 3, 2024

- *oneview_CallbackVoiceConnected* flow is now available with the Preview dialing mode for the new contact list data.

July 26, 2023

New! Voice Outbound Campaign Synchronization is now available for OneView. (OV-318)

- Salesforce administrators can configure campaigns and contact lists within Salesforce.
- Synchronize campaign lists to Genesys Cloud. This eliminates uploading repetitive lists to Genesys Cloud.
- Add new campaign members to the Salesforce contact lists while a campaign is in progress.
- Monitor campaign status in Salesforce.
- Schedule campaigns in Salesforce.
- Able to view respective campaign members' call status in Salesforce.

OneView Core

V4.8

September 4, 2024

- The interaction and status components now show the *Dialing* state for the outbound interactions. (ONEV-169)

- The **Accept** button is now disabled if the microphone is blocked. An error message will prompt users to enable microphone permissions to accept interactions. (ONEV-236)

- Admins can now set the size of the Chat/Message input box from the OneView settings page. (ONEV-184)

- A new button Get Transcripts is introduced to view the past call and chat conversations. (ONEV-526)

- Added an option to pop out the CTI panel from the OneView settings page. Upon checking the *Allow CTI Panel Pop-out* checkbox on the OneView settings page, the CTI panel appears in a separate window when an incoming interaction alert occurs. (ONEV-185)

- Pop Task and Save button option is added to the Task Logging section in the OneView settings page. Upon enabling, the button will appear in the Notes section to view and retrieve the information logged. (ONEV-836)

- Admins can now move the Queue name from the Interaction Details options. (ONEV-843)

- Fixed an issue where the OneView Flow Triggers Settings page failed to load excessive flows. (ONEV-846).

- The consulted party's caller ID is now displayed to match the CTI panel when a consult transfer is performed, and the agent exits the call. (ONEV- 874)

- For Outbound campaigns, the contact limit has been increased to 75,000, allowing for synchronization of up to 75,000 contacts. (ONEV-828)

V4.7

April 18, 2024

- Added support for Salesforce flows to trigger a screen pop before accepting an inbound interaction. (ONEV-791)

V4.6

February 20, 2024

- The Transfer Workspace option is now available on the OneView settings page. Administrators can now enable/disable the Transfer workspace. Based on the option selected by the admins, agents will have the Transfer workspace field visible either in the embedded controls or in the CTI panel. (ONEV-627)

- Fixed an issue where Preview Campaign interactions were triggering the configured OneView On-Connected flow twice; once when the interaction was accepted, and the second when the interaction was connected. (ONEV-724)

  Important: Existing contact lists must be updated to support the new *oneView_flowDialerPreview* column to allow outbound flows to execute with the 4.6 core release.

- Fixed an issue causing agents to log out of OneView due to inactivity in the CTI panel browser tab while still active on the computer. (ONEV-785)

V4.5

January 31, 2024

- Added the ability to disable the OneView alert panel from the OneView settings page. Upon selecting the *Disable Alert Panel* checkbox, incoming interactions utilize the default Embedded Framework interface supported by Genesys. (ONEV-730)

- OneView seamlessly integrates with the Salesforce Spring '24 release. (ONEV-646)
  Known issue: During a transfer, there is a checkbox to transfer the workspace. By default, the checkbox is checked, and the workspace will transfer. As of today, the workspace will transfer regardless of the status of the checkbox. In the upcoming OneView 4.6 release, unchecking this box will result in the workspace not being transferred as would be expected.

V4.4

December 4, 2023

- Added the ability to customize the Interaction Details feature in the OneView settings page. Administrators can now define the Interaction details displayed to the agent in the CTI panel and the Accept/Reject screen when an interaction appears. (ONEV-160, ONEV-581)

- Agents can now transfer workspaces with a consult transfer. (ONEV-138)

V4.2

September 26, 2023

- Fixed an issue where OneView would error out if an agent picture was configured without an agent name configured. (ONEV-625)

- Fixed an issue where an error would occur after wrapping up a call with a Winter '24 Salesforce org. (ONEV-634)

- Extended support for the Consult transfer feature; a new button *Connect All* is available for the agents to place all the participants in one conversation. (ONEV-137)

v4.1

August 22, 2023

- Added necessary Apex controllers for the settings page to the OneView Admin permission in Salesforce. (ONEV-608)
- The transfer option when in conference calls was removed from OneView call controls. OneView call controls are now consistent with Genesys Cloud functionality. (ONEV-142)

v4.0

July 26, 2023

- The OneView Settings page has a new layout. (OV-724)
- Resolved an issue with OneView failing to install when the Genesys Cloud org has over 25 integrations. (ONEV-521)

v3.17

May 25, 2023

- Fixed the OneView stylesheet in Salesforce; OneView's directory list is now properly aligned to the left. (OV-836)

v3.16

May 3, 2023

- OneView now supports Email External Routing. (OV-487, OV-485)
- Resolved an issue with *isOutboundCampaign* in *ConversationUtil*; *isOutboundCampaign* now identifies the correct outbound campaigns. (OV-711)
- Agent can now dial any number when transferring or adding a participant. (OV-455)
- CTI panel now remains visible if an agent rejects or misses an interaction. (OV-728)
- Resolved an issue where the OneView status intermittently was not synchronizing with the Genesys Cloud status when logging into Salesforce. (OV-777)

Shim update

March 7, 2023

- Enabled additional Genesys Cloud Embedded Framework parameters: Configurable Caller ID and Call History. They are now available in the CTI panel. (OV-467, OV-468)

v3.14

December 22, 2022

- Added OneView custom actions: Disconnect Action, Transfer Action and Wrap up Action for use in Flows. (OV-355)
- Admins now has access to assign correct permissions sets to OneView users as either a OneView admin or OneView agent. (OV-380)
- Fixed an issue with Salesforce standard navigation, causing error when the call is disconnected. (OV-382)
- Added support for Facebook and WhatsApp interactions in OneView. (OV-385, OV-389)
- Fixed an issue where an error would occur when clicking the new message indicator in OneView call controls. (OV-416)
- Resolved an error affecting the *GetContactListAttributeAction* from retrieving the data. (OV-430)

v3.12

September 15, 2022

- Fixed an issue with internal call not directed to voicemail when declined in OneView. (OV-375)
- Fixed an issue with the callback button disabled for outbound calls when dialed on behalf of queue. (OV- 377, OV-378)
- Added OneView custom action - Get Contact List Attribute Action for use in Flows. (OV-394)

v3.11

August 23, 2022

- Fixed an issue with chat and web message interactions failing to capture the last character entered. (OV-326, OV-246)
- Added Release Notes documentation to the OneView premium app page in Genesys Cloud. (OV-197)
- Fixed an issue with the callback number not populating for the agent when scheduling a callback as a part of a preview campaign interaction. (OV-321)
- Added Task Logging support for environments without Omni-Channel enabled. (OV-341)
- Added Task Logging section and Task Field Mappings to the OneView settings page. (OV-168, OV-171, OV-325)
- Genesys Cloud Agent status is now shown in the widget phone book. (OV-347)
- Added support for outbound campaign name and new permissions are added. (OV-150)
- Fixed an issue with ACW timer not appearing if outbound call is disconnected during dialing. (OV-323)
- Fixed an issue with the change in width of the interaction and status components as the timers progress. (OV-340)
- Agent can now continue to handle while refreshing the browser in the middle of flows. Added new OneView custom action - Wait For Login Action for use in Flows. (OV-244)

v3.10

June 28, 2022

- Added ANI (the identified phone number of the participant on the conversation) as an output for the GetConversation custom action for use in Flows. (OV-177)

v3.9

June 6, 2022

- Fixed an issue with the CTI panel remaining on the Accept/Reject screen after an incoming interaction is connected when Genesys Cloud's auto answer feature is enabled. (OV-339)

v3.8

May 4, 2022

- Added state synchronization support for Genesys Cloud primary statuses. Primary states are now configurable in OneView Settings for Salesforce. (OV-303)
- Added support for outbound dialing campaigns: Preview, Predictive, Progressive, and Power. (OV-188)
- Added support for Salesforce flows to be triggered from an outbound campaign calling list on a per contact basis. (OV-149)

v3.7

March 25, 2022

- Fixed an issue with web messaging not using Genesys Cloud's *agent alias* configuration. (GUS-867)
- Fixed an issue where the customer's dialed number (the DNIS for the dialed IVR) was not being captured on completion of a scheduled callback interaction in Salesforce. (GUS-850)
- Fixed an issue with the GetConversation custom action sometimes reporting an error when reading the "address" property. (GUS-869)
- Fixed an issue causing an error message, **"[object Object]"**, to be displayed in the CTI panel. (GUS-863)
- Fixed an issue where the Recordings component would display an error to the user if a recording was deleted. (GUS-871)

v3.6

March 4, 2022

- Added support for callback interactions. (GUS-758)
- Added additional outputs for the GetConversation custom action to support callbacks: `callbackUserName` and `customerCallbackScheduledTime`. (GUS-798, GUS-759)
- Fixed an issue with the queue name not appearing for web message interactions. (GUS-763)
- Fixed an issue with outbound SMS conversations not triggering flow automation. (GUS-789)
- Fixed an issue with a held call being automatically retrieved when another call is disconnected. (GUS-733)
- Added support for single sign-on (SSO) integration with third-party entity providers. This is configured in the Salesforce call center settings for OneView. See *OneView Administrator Guide > Configure OneView > Import and edit call center settings*. (GUS-803)

v3.5

January 25, 2022

- Fixed an issue with the DNIS not being available from GetConversationAction during inbound routed conversations. (GUS-781)
- Resolved an intermittent error with the GetConversationAction local action. (GUS-762)

v3.4

January 21, 2022

- Added support for Genesys Cloud's *Communicate* license type. (GUS-650)
- Fixed an issue with the CTI panel occasionally not loading properly in Firefox browsers. (GUS-588)
- Fixed an issue for custom screen flow rendering partially out of the field of view when components exceeded the screen dimensions. (GUS-738)
- Changed the click-to-dial attribute from oneView__clickToDial to **oneView_clickToDial** (single underscore). Flows utilizing the old parameter must be updated. (GUS-756)

v3.3

January 11, 2022

- Resolved an issue with upgrading to a new OneView for Salesforce version; the Salesforce package now installs without having to uninstall the previous version. (GUS-736)

v3.2

January 6, 2022

- Resolved an error affecting the GetConversation custom action when triggered in a disconnect flow. (GUS-730)

v3.1

December 22, 2021

- When an agent uses Click-to-Dial functionality, participant data is added to the call. (GUS-717)
- The package namespace is now included in the flow configuration when saved; previously this may have caused a flow to not be triggered correctly. (GUS-713)
- Resolved an issue with OneView chat and messaging not respecting the paragraph formatting for a canned response. (GUS-618)
- Resolved an issue with the alert page not showing if the phone had not finished loading prior to a new interaction arriving. (GUS-543)

- Resolved an issue where an error would occur when attempting a consult transfer to the same agent twice. (GUS-692)
- OneView now returns `null` if `GetConversationData` and `GetAttribute` values do not exist on a conversation; previously, a default value for the data type was returned (e.g., empty string or 0). (GUS-649)

v3.0

November 19, 2021

- Added support for Genesys Cloud email interactions. (GUS-4)
- Resolved an issue for tabs not staying contextual when transferred to another agent. (GUS-619)

v2.4

October 22, 2021

- Screen pops triggered by the softphone layout are now associated with the conversation that triggered them. (GUS-471)

v2.3

October 5, 2021

- Added secure pause button for voice interactions. (GUS-555)

v2.2

September 14, 2021

- Added support for agents to receive emojis in customer messages. (GUS-450)
- Added support for agents to receive images in customer messages. (GUS-451)
- Added support for asynchronous chat. (GUS-463)
- Resolved an issue with active conversation being lost after closing and re-opening primary tab. (GUS- 539)
- Resolved an issue with chat timer displaying Replied Timer instead of Waiting Timer. (GUS-464)

Voice Outbound Campaign

Synchronization package version history

Version	Release date
1.1	February 20, 2024
1.0	July 26, 2023