**Infosys Intelligent Assistant (IIA)**

**Release Version 2.5.0.0**

**What’s New?**

Release Version 2.5 comes with many new features and enhancement to previous version 2.0.0.0.

**Features:**

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| **Feature Name** | **New/Existing** | **Improvements in the current build** |
| Ticket creation using email | New | Logging the tickets to ITSM tool based on email received to specified mailbox |
| Single Sign-On (SSO) mode enablement like SAML, OAuth and OpenId Connect | New | Added from Cisco |
| Inclusion of advanced Exploratory Data Analysis for IIA Training | New | Builds the classifier in few hours and reduced training time from weeks to days |
| UI changes for Auto-Assignment | New | Added new screens  \* Manage shifts  \* Manage mapping  \* Current shifts Added from Kone |
| Notification using Twilio (Call, SMS, Whatsapp), MS Teams | New | Real time notifications |
| MongoDB Authentication | New | Enabled authentication for better security From GST -- Added for Vulnerability Scan |
| Adding BERT algorithm as a 4th option in ‘Solution to Related Tickets’ section | New | Advanced deep learning based model for intent basesd suggestions |
| Batch Process for ‘Solution to Related Tickets’ section | New | Reduced time taken for displaying the suggestions |
| XLNet based Knowledge Article Summarization | New | Replaced Lex net summarizer with XLNet for better summarization of article |
| Problem Management and Analysis (performance fix) | Existing | Revamped the code architecure & methods to reduce the time taken for generating various plots |
| Dashboard showing tickets handled by IIA | Existing | \* Update UI layout \* Added closed tickets,processed tickets in IIA & ITSM \* Assignment group prediction accuracy |
| Reduction in Retraining time | Existing | introduced parallel processing for retraining and predict module can run without any downtime |
| RPA tools like Automation Anywhere, UiPath, BluePrism integration with IIA | Existing | Established direct integration to RPA tools |
| Recognizing named entities from ticket description and image attached | Existing | Enhanced the NER module to capture the entities |
| Display Approved tickets | New | Only Approved Tickets checkbox displayed on Predict screen to show only the approved tickets. |

**Bugs and Fixes:**

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| Summary | Priority | Description |
| UI\_Retraining for second team is showing blank row in Approved table of accuracies. | Medium | Module: Retraining  After retraining for second team, the accuracies are still showing for first team and an empty row below that.  Second team retraining accuracies are not getting displayed. |
| UI\_Default Ticket Trend Generated. | Medium | Module: PMA    Default Ticket Trend for 2017 Generated, when Year is not selected. It has asterik but still not made as mandatory. Should create graph only when year selected.    Similar behavior seen for Weighted moving average, category split also.   Just make generate working after mandatory fields have data. |
| UI\_Export to CSV button doesn't work | Medium | Module: Other Training    Export to CSV button doesn't work |
| UF\_When dataset is changed, the Selected fields do not get refreshed. | Medium | Module: PMA Details    When Dataset is changed in Operational Insights, then in Admin>PMA Details settings, the Selected columns retains old values. they should get emptied and should give an option to fill with the actual columns of the new dataset. |
| F\_Training 2nd team with zip file, overrides Training data from previous zip | Highest | Module: EDA    Training 2nd team with zip file, overrides Training data from previous zip. |
| UF\_Retraining not happening for 2nd team | High | Module: Retraining    Once one team is retrained, and we try to set up Retraining for 2nd team, it is not happening for 2nd team. |
| UF\_Deleting dataset removes shift details for both dataset. | Highest | Module: training    When there are 2 teams and data is present for both teams in training and assignment module, then Deleting any 1 dataset removes shift details for both datasets.    Details are removed from manage mapping, manage shift, current shift also |
| "Delete All" in "Tickets Weightage","Manage Applications","Manage Resources""Manage Mappings","Manage Shifts" are deleting records for both the teams. | Medium | Module: Assignment    "Delete All" in "Tickets Weightage","Manage Applications","Manage Resources""Manage Mappings","Manage Shifts" are deleting records for both the teams. |
| UF\_UserName details are case sensitive. | Low | Module: User Management    Accepted User details are case sensitive. they should not be case sensitive. When user is created in IIA and ITSM as case sensitive and then while logging in with the user and matching the prediction gives issue. |
| UF\_ Additional Input field should be optional. | Medium | Module: Training    Additional Input field should be optional. However training doesn't work without additional input field.  IIA Training should run without additional optional field. |
| Auto approval of tickets for another team with same predicted field name is not working. | Medium | Module: Application Level Settings    Auto approval of tickets for another team with the same predicted field name is not working.    It's happening for the first team but the second team is not auto approving tickets greater than a threshold value. |
| F\_Ticket Assigned to me not working. | High | Module: Predict    Ticket Assigned to me not working. When a ticket is fetched from ITSM and assignee is predicted, then if user is created for that predicted assignee credentials and logged it, then the predicted tickets are not displayed in "Ticket Assigned to me" module.    Even if Users are already created and tickets are assigned later, then also the Ticket Assigned to me doesn't work. |
| F\_Script Match Percentage not saved. | High | Module: General application Settings    Script Match Percentage not saved in backend db as well in UI. Editing the percent gives a success message but not getting updated in db. If we navigate to another module and come back to same screen, the old same percentage is displayed on UI. |
| Unigrams and bigrams are not fetching from the description of Knowledge Information | Medium | Module : Predict   Unigrams and bigrams are not fetching from the description of Knowledge Information.  It's showing different words which are not in the description itself. |
| UF\_Predicted and actual field both selected for input of another field. | Medium | Module: Training.   For training parameters, Delayed prediction, both Actual field and Delayed Predicted field get selected as input for second field, when common Search is provided for them and "Select all filtered result" option is selected.  Normal Select All also selects both along with other fields. |
| UF\_The number of unigrams and bigrams generated are not equal to number of words requested. | Low | Module : Advance Tuning    The number of unigrams and bigrams generated are few less than the number of words requested. |
| U\_Use of Large/invalid values in Advanced tuning fails at backend but not updated in UI. | Low | Module: Advanced Training   \* Use of Large values such as 100000 or more for Hyperparameters in Advanced tuning, takes lot of time to run and fails at backend but not updated in UI.   \* Use of invalid values such as with '-', egÂ  143324-253-325, should give error, however it keep running and does not fail in UI. |
| UF\_Unable to add records using "Refresh Training Records". | Medium | Module: Training    Unable to add records using "Refresh Training Records".  Getting an inside error. |
| F\_By clicking on "ADD MORE RECORDS", duplicate records are being added to total number of records. | Low | Module: Training    IIA need to remove the duplicate records before training. While adding more records using "ADD MORE RECORDS" button, duplicate records are also getting added to the dataset and the Total Records is increasing with a number of extra records including duplicates. |
| U\_Password is even accepting single length. | Medium | Module: Login  For password setting to user/admin in IIA portal, It accepts even single length character, even single space.  We need to provide validation criteria for passwords. |
| Creating users with same Email Id is accepting instead of showing "User already exists" | Medium | Module: Admin-User Management    Users have been created by providing the same email Id.  Instead it should print " User already exists ". |
| "Ticket Weightage" details for two teams are not displaying properly. | Medium | Module: Assignment    "Ticket Weightage" details for two teams are not displaying properly. |
| UI\_Retraining job not saved without date but date not mandatory. | Lowest | Module: Retraining    Retraining job is not saved without date but date not marked as mandatory filed.    On Save button, "Please select date" message should be there or asterisk mark should be there on calendar to show it is mandatory. |
| Unable to select Team in "Create Tagging DataSet" in Other trainings module | Low | Module: Other Training    Unable to select Team in "Create Tagging DataSet" in Other trainings module. |
| "All Tickets" in predict module is displaying incorrect values for different teams. | Medium | Module: Predict    "All Tickets" in predict module is displaying incorrect values for different teams.    It's showing the same tickets for two different teams with different "Predicted Assignment Group". |
| Only Upper case entities in TblPredictedData are showing in NER information but not other values. | Medium | Module: Predict    Only Upper case entities in TblPredictedData are showing in NER information but not other values. It isn't showing the remaining entity values which are present in TblPredictedData. |
| F\_Related Open Tickets generated but not updated in DB | Medium | Module: Predict-NER    Related Open Tickets are being generated but not updated in DB. |
| UI\_Predicted Ticket not removed from Predict screen after manual approval in same session and can use same ticket again for other task. | High | Module: Prediction    Predicted Ticket not removed from Predict screen after manual approval in same session, if approved from the Summary screen Approve Button. User has to close Summary tab, navigate to another screen and then come back to Predict to see the changes.    User can close summary tab after approve and still click on same ticket, again open the Predict Summary or Detailed analysis or Solution to Related Tickets and Resolution tab for the ticket and run the scripts and perform another tasks. It should give error as in backend db the ticket status already changed to approved. Works fine if directly approved from Predict screen list of approved tickets. |
| When there is only 1 or two predicted tickets, we can see next screen options and when clicked, it keep on reloading. | Medium | Module: Prediction    When there is only 1 or 2 predicted tickets, we can see next screen options and when clicked on screen 2 or 3, it keep on reloading and blocks the application. |
| UF\_Delete All for Resource doesn't remove Shift details from UI in same session. | Low | Module: Assignment    Delete all for Resource Details tab removes resources from Resource Details tab, TblResource and shift details from TblRoaster, but not the shift details from Shift Details tab in same Assignment module session. user need to navigate to some other module and navigate back to see the changes. |
| UF\_Editing Team name creates a new team. | Low | Module: General Settings-Team details.    Editing Team name, does not edit the team name, but creates a new team with the new name |
| U\_Ticket weightage field in Whitelisted words is accepting invalid number range. | Medium | Module: Whitelisted words    Ticket weightage field in Whitelisted words is accepting an invalid number range. including "+" & "-".    It is accepting very large numeric values which should be invalid and a limit can be defined ( 0 - 1 ) |
| U\_Number of words field in Advance Tuning settings is accepting invalid number range. | Low | Module: Advance Tuning    Number of words field in Advance Tuning settings is accepting invalid number range including "+" & "-".    It is accepting very large numeric values which should be invalid and a limit can be defined. |
| U\_Unrealistic values allowed by numeric hyperparameters for tuning the algorithms. | Low | Module: Advanced training    Unrealistic values allowed by numeric hyperparameters for tuning the algorithms including below:   \* Extremely large values in thousands and beyond, eg: 10000000   \* use of - in numeric values, eg: 22-244-664   \* only '-' in numeric parameters. |
| Enter Email ID field is accepting invalid formats and User has been adding successfully with invalid email formats. | Medium | Module: Admin Dashboard   # Email Id field is accepting invalid formats in the backend, such as non-email format alphanumeric characters, even after displaying error on UI.   # Single space as an email is being accepted.   # User should be added only if email Id is valid. |