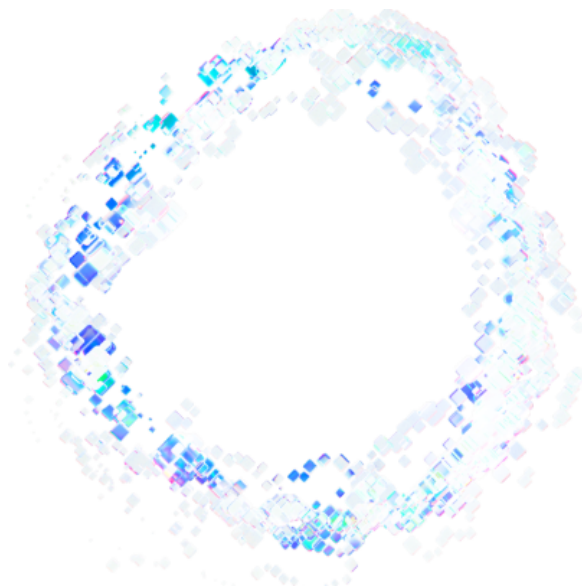


AMELIA

Cognitive Agent

Amelia 6.8.0 Release Notes

(Document version 1.1)



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Document History

Author	Version	Date	Comments	Final Approval?
Amelia Research & Development	1.0	August 23, 2024	Added bug fixes and new functionality for 6.8.0 release	Yes
Amelia Research & Development	1.1	April 14, 2025	Added breaking change for 6.8.0 release	Yes

1. Highlights by Release

This document briefly lists significant changes to Amelia because of 6.8.x version releases. A detailed list of all new features and bug fixes are listed in the next section of this document.

1.1 BREAKING CHANGES

1.1.1 Release 6.8.0

INTENT AND ENTITIES LEARNING FEATURE IS DISABLED BY DEFAULT

With this release, we have disabled by default the intent and entity learning feature. The `amelia.learning.sentient.configuration.auto-learn-intent` property is set to false. Anyone using this feature will need to set this property to true. (AM5-11898)

1.2 HIGHLIGHTS

1.2.1 Release 6.8.0

There are no highlights for this release.

2. List of All Changes

This section provides a detailed list of all new features, improvements, and bug fixes.

2.1 RELEASE 6.8.0

2.1.1 New Features

CORE NLU

- Support for Multiple Locale Formats in Currency Entities (AM5-11715)

CORE ORCHESTRATOR

- Accept GET Request in HyperA Integration (AM5-11653)

CUSTOM UI

- Allow import of exported UI Bundles along with configuration (AM5-11041)

GATEWAY SERVICENOW

- Support Multi-Bot Applications within ServiceNow (AM5-11665)

2.1.2 Improvements

AMELIA ANSWERS

- Users should not be able to use unsupported Cognitive Tasks in Amelia Answers (AM5-11222)
- Test and log invalid Sentiment Types from OpenAI (AM5-11354)
- Show errors in predict if there is a cognitive provider misconfiguration (AM5-11529)
- Fallback to non-Langchain QA pairs response if cognitive provider fails (AM5-11530)
- Show status of document chunks in Weaviate for each Semnet document (AM5-11713)
- Cancel Ingestion for Single URLs when Ingestion Fails (AM5-11714)
- Amelia Answers fails at repeated queries (AM5-11855)

CORE ADMIN UI

- Show confirmation modal before applying the changes in intent learning (AM5-11489)
- Add 'Test' button for Cognitive Provider and Tasks with validation and API checks (AM5-11685)

CORE AGENT VIEW

- Add mute button to voice agent view (AM5-9949)

CORE BPN

- Optimize phased execution and allow it to be configured at Ask Task level (AM5-11793)

CORE NLU

- Add tooltips to columns in Intent Tester (AM5-11606)
- Disable auto intent/entities learning by default (AM5-11898)

CUSTOM UI

- Add documentation to Custom CSS tab for UI Bundles (AM5-11171)
- Implement option to select specific or default revision for embedding Amelia (AM5-11687)

DEB

- Add descriptions for advanced settings for DEB tasks (AM5-11858)

DIGITAL EMPLOYEES

- Audit log should contain information about bulk entity deletion (AM5-11659)

LLM MODEL SERVER

- Deprecate and replace internal entity LLM (AM5-11776)

2.1.3 Bug Fixes

AMELIA ANALYTICS

- Amelia Escalated label in Journey Analytics shows incorrect data (AM5-11504)
- Scrollbar or pagination needed for Flows and Intents tabs in Conversation Analytics UI (AM5-11841)

AMELIA ANSWERS

- Larger sitemaps (both file and URL) fail to index if Title Generation is enabled (AM5-10257)
- QA Pairs Download Results in Empty File (AM5-11003)
- Duplicate home tabs appear when logging in with an agent account and clicking on responses (AM5-11527)
- Links Clicked within Agent Amelia Answers Navigate User Away from Response Entry (AM5-11582)
- Chunks with null embeddings created in Weaviate when embedding information is incorrect (AM5-11633)

- Rephrasing utterance to make it more general (AM5-11745)
- Proper Error Notification should be given instead of Request failed with status code 400 when adding QA pair (AM5-11779)
- FAQ prediction score tab throws error on last page (AM5-11854)
- Retry limit exhausted, failed to call OpenAI Api for embedding (AM5-11891)
- Incorrect count for FAQ pairs during vector store sync due to revision ID issue (AM5-11927)
- Amelia Answers: Getting - "Some of the segments are not in the vector store, Re-indexing required for the document" when uploading FAQ's through Manual format. (AM5-11956)
- Move title generation step from parsing to indexing (AM5-11957)
- New Domain Setting to disable automatic title generation while indexing (AM5-11978)
- checkSync method appending redundant errors to document summaries (AM5-12003)

CONDUCTOR CLI

- DEB flows missing after BPN import creates new domain folder instead of updating (AM5-11345)
- Response Pool import should import all entries irrespective of template content (AM5-11374)

CONTACT CENTER

- Incorrect permissions for displaying Contact Center menu item (AM5-11528)
- Contact Center filters removed after opening a conversation (AM5-11710)
- Access is denied viewing users in specific escalation teams (AM5-11743)
- Switching between conversations in Contact center switches domain (AM5-11797)
- Access error causing Contact Center tab to disappear (AM5-11885)

CORE ADMIN UI

- Effective Authorities and Groups tabs are not visible for users without RBAC permissions (AM5-11771)

CORE AGENT VIEW

- Agents getting kicked out of Amelia Platform when on a long voice call (AM5-11663)
- Agent question ID is not reset on each new predict, causing error on like (AM5-11798)
- Suggested response templates are not updated on every turn (AM5-11823)
- Response templates widget throws error 400 for closed conversations in Agent View (AM5-11825)
- Resolution plan in agent ui is not visible (AM5-11827)
- CQA is displayed instead of multiple suitable answers in Agent UI (AM5-11846)
- Response Templates with Formatting Still Open Modal to Edit (AM5-11873)
- Strikethrough Formatting Doesn't Render in Agent Text Input (AM5-11874)

- Error when attempting to access chat on agent page (AM5-11881)

CORE BPN

- Whitelist java.security and javax.crypto libraries (AM5-11664)

CORE FRAMEWORK

- Chats escalate when a part of a composite entity is deleted and cached (AM5-11661)
- Async ask task property value is inverted resulting conversations staying open for longer than expected (AM5-11895)
- Primary Key error saving process instance in admin-service due to duplicate entry (AM5-9780)

CUSTOM UI

- Full image is not full screen (AM5-11525)

DEB

- Unable to deploy conversation with 'Request more than one' enabled (AM5-11723)
- Init & login auth systems are called with every keystroke in diagram name field (AM5-11778)

DIGITAL EMPLOYEES

- Using OpenAI as LLM provider with Dutch Language Pack leads to 'Unable to detect intent from build steps' error in ABA (AM5-11234)
- There is NO Audit logs for "Consume Web Service" or "Web Action" changes (AM5-11377)
- OAuth2 authentication doesn't support audience parameter (AM5-11767)
- Response pool: If the Response pool XML file has any empty entry in it, uploading it will be unsuccessful. (AM5-11801)
- Increase maximum file size and add error message for Datasets page uploads (AM5-9587)
- Entity creation fails with 'Bad request' error when using lengthy entity name (AM5-9779)
- UI issue when saving an entity with a long name (AM5-9781)

GATEWAY REST

- Escalation Teams API Documentation and Error Message Inconsistencies (AM5-10692)

GATEWAY SERVICENOWVIRTUALAGENTCHAT

- Buttons in ServiceNow are displayed incorrectly after update (AM5-11932)

3. Component Versions

This section provides a detailed list of the version numbers for each component included in this release.

Table 1. Component Software Versions

Type	Amelia Release								
	6.8.0								
Custom User Interface	6.0.26								
HAproxy	2.8.3								
Percona	8.0.29-21.1								
Java JDK	11.0.24								
Redis/Redis Sentinel	7.0.13								
AV Gateway	1.2.8								
Syntaxnet	1.0.10								
Duckling	6.8.0								
amelia-coref-service	6.8.0								
amelia-assignment-en_us	5.7.0								
amelia-robertaqa-en_us	5.7.0								
amelia-facial-recognition	6.8.0								
amelia-embedding-service	6.8.0								
amelia-LangChain-service	6.8.0								
amelia-weaviate-service	1.24.6								

Table 2. Gateway Versions

Type	Amelia Release										
	6.8.0										
Alexa	6.8.0										
Amazon Lex	6.8.0										
Amazon Connect Escalation	6.8.0										
Cisco ECE *	6.8.0										
Digital First Omnichannel	6.8.0										
Email	6.8.0										
Facebook Messenger	6.8.0										
Five9	6.8.0										
Firebase Cloud	6.8.0										
Genesys Cloud Chat	6.8.0										

Type	Amelia Release										
	6.8.0										
Genesys PureCloud	6.8.0										
Genesys PureConnect	6.8.0										
Genesys PureEngage	6.8.0										
Gateway Service	6.8.0										
Google Chat	6.8.0										
InContact Escalation	6.8.0										
LinkMobility	6.8.0										
LiveEngage Messaging	6.8.0										
Meta Workplace	6.8.0										
Microsoft Teams	6.8.0										
Oracle Digital Assistant	6.8.0										
Oracle Service Cloud (REST)	6.8.0										
PEGA Chat	6.8.0										
REST	6.8.0										
Salesforce Chat	6.8.0										
Salesforce Escalation	6.8.0										
ServiceNow Chat Classic	6.8.0										
ServiceNow Agent Chat	6.8.0										
ServiceNow Escalation	6.8.0										
ServiceNow Virtual Agent	6.8.0										
Slack REST (V2)	6.8.0										
Solidus	6.8.0										
Sprinklr	6.8.0										
Symphony	6.8.0										
Twilio	6.8.0										
Twitter	6.8.0										
Webex	6.8.0										
Webex Teams	6.8.0										
Zendesk Sunshine	6.8.0										
Zendesk Sunshine Escalation	6.8.0										

* ECE: Cisco Enterprise Chat and Email

Table 3. Amelia Integration Framework (AIF) Versions

Type	Amelia Release										
	6.8.0										
Integration-Service	6.8.0										

4. Amelia 6.8.x System Architecture

This diagram reflects the current architecture of the Amelia software system.

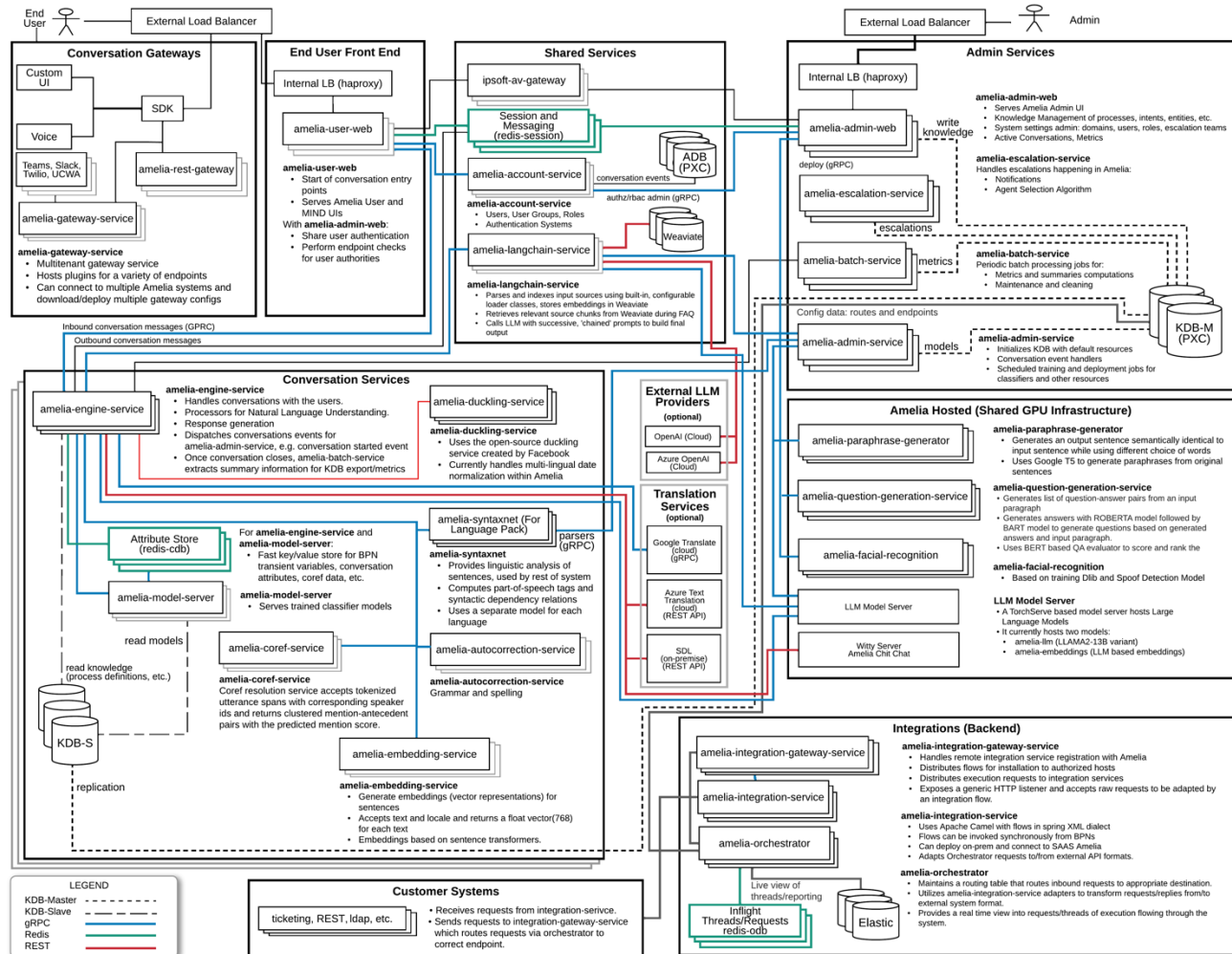


Figure 1. Amelia 6.8.x System Architecture

5. Glossary

This table describes common terms used in these release notes.

Table 4. Glossary of Terms

Term	Definition
ABA	Amelie Builds Amelia is a feature that dynamically builds digital employees.
AIML	Artificial Intelligence Markup Language (AIML) is an XML dialect used by natural language software agents. Elements marked up with AIML tell agents what to say in different situations and, in some cases, how to say their response.
API	Application Programming Interface is a set of subroutines, data structures, communication protocols, and other tools used to build software. An API provides the building blocks used by programmers to build software applications.
AVS	Amelia Voice Service is a technology to deliver Amelia functionality through voice interfaces.
Business Process Network (BPN)	Defines process-based interactions between Amelia and a user, for example, unlocking an account or resetting a password.
Classifier Model	A data set Amelia creates with intents, entities, utterances, and other data to understand conversation used to describe a topic. Algorithms process the input data to evaluate the importance and weight of words and phrases in the data set.
CMS	Content Management System is one or more software programs used to create, manage, and publish digital content.
CPU	A central processing unit (CPU) is the most important processor in a computer. Its electronic circuitry executes arithmetic, logic, controlling, and input/output operations.
CQA	Clarifying Question Answer (CQA) is the ability for Amelia to determine potential confusion within utterances and ask questions to clarify the user intent in the utterance.
CSS	Cascading Style Sheets (CSS) is a style sheet language used to specify the presentation of documents written in a markup language such as HTML or XML.
CSV	Comma Separated Values is a text file where row data is separated (delimited) with commas.
DEB	Digital Employees Builder is a feature that allows users to create flows that map Amelia's responses within conversations.
DNN	A Deep Neural Network (DNN) is an artificial neural network that mimics the complex neural networks in animal and human brains. DNNs have multiple layers between input and output with each layer evaluating utterances for words and the relationships between words.
ELMo	Embeddings from Language Model (ELMo) is a Natural Language Processing (NLP) model used to evaluate utterances to determine the meaning of a single word based on words around it. For example, the word bank has different meanings in the utterances, "The bank down the street was robbed" and "We had a picnic on the bank of the river." The words robbed and river indicate the word bank has a different meaning in each sentence.
Entity	Data collected to complete an intent goal, for example, a date of birth for a loan application.

Term	Definition
EQA	Elaborate Question Answering (EQA) involves asking dynamic follow-up questions for more information when an utterance doesn't converge on an intent.
FAQ	A list of frequently asked questions related to a specific topic.
FQT	Fully Qualified Task, a task that has been evaluated as acceptable to be processed to resolution.
HMR	Hot Module Replacement is a feature of webpack software module bundler to allow modules to be exchanged, added, or removed while a software application runs.
IdP	An identity provider (IdP) is a system entity that issues authentication assertions with one or more single sign-on (SSO) profiles using SAML (Security Assertion Markup Language).
Intent	The user's goal, for example, to qualify for an auto loan. The goal requires a process to complete.
JEXL	Java Expression Language is library to provide dynamic scripting features in applications and frameworks written in the Java programming language.
JSON	JavaScript Object Notation is a text data storage standard that uses name (key):value pairs to organize data in an ordered list easily processed by many programming languages.
JWT	JSON Web Token is an open standard that defines a compact and self-contained way to securely transmit information between parties as a JSON object.
LDAP	The Lightweight Directory Access Protocol (LDAP) is an open cross platform protocol used for directory services authentication. LDAP is a language application used to communicate with directory services to authenticate users.
LLM	A Large Language Model is a form of artificial intelligence trained on vast amounts of content to understand a broad range of topics and return answers. A language model is a machine learning model trained to predict the order of words in a sentence to extract meaning.
LP	Language Pack, software that when installed provide Amelia with the ability to speak a specific language.
MIME	MIME (Multi-Purpose Internet Mail Extensions) is an extension of the original Internet e-mail protocol to let people exchange different kinds of data files on the Internet, for example, audio, video, images, application programs, and other kinds, as well as the ASCII text handled in the original protocol.
Negative Utterances	An unlabeled training utterance, negatives help Amelia learn the difference between tasks and knowledge she is trained on and things she is not. They help Amelia understand words that are similar but have different unrelated meanings than utterances used to trigger the intent goal and Amelia's processes.
NER	Named Entity Recognition is part of extracting information to locate named entity mentions in unstructured text then classify the entities into categories, for example, person names, organizations, and date/time expressions.
NLP	Natural Language Processing (NLP) mixes computer science, information engineering, and artificial intelligence to program computers to analyze and understand natural human language, the unconstructed casual way people talk.
NPE	NullPointerException is a Java RuntimeException. In Java, a special null value can be assigned to an object reference. A NullPointerException is thrown when an application attempts to use an object reference that has the null value.
PSA	The Personal Speech Act (PSA) is a classifier used to identify insults and compliments.

Term	Definition
SAML	Security Assertion Markup Language (SAML) is an open standard used to exchange authentication and authorization data between an identity provider and a service provider. SAML is an XML-based markup language.
SDL	Software and Documentation Localization is an on-premise language translation service that provides secure automatic translation.
SpEL	Spring Express Language is a programming language that supports querying and manipulating an object graph at runtime.
SSL	Secure Sockets Layer is a security technology to establish an encrypted link between a web server and web browsers.
SSO	Single sign-on (SSO) is an authentication scheme to allow users to log in with a single ID and password to any of several related yet independent software applications. SSO passes an authentication token seamlessly to applications configured to receive and process tokens.
TLS	Transport Layer Security (TLS), and its now-deprecated predecessor, Secure Sockets Layer (SSL), are cryptographic protocols designed to provide communications security over a computer network. Websites use TLS to secure all communications between their servers and web browsers.
TSV	Tab Separated Values is a text file where row data is separated (delimited) with tabs.
URL	A uniform resource locator (URL) points to a resource location on a computer network, for example, a web page on a web server.
Utterance	Words that represent a natural language sentence, for example, "I want to reset my password." A variety of possible utterances a person might say in a conversation are used to train Amelia.
XML	Extensible Markup Language is a markup language and file format used to store, transmit, and reconstruct data. It's structure is both human readable and machine readable.