

AMELIA

Cognitive Agent

Amelia 6.11.1 Release Notes

(Document version 1.0)



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Document History

Author	Version	Date	Comments	Final Approval?
Amelia Research & Development	1.0	November 22, 2024	Added bug fixes and new functionality for 6.11.0 and 6.11.1 releases	Yes

1. Highlights by Release

This document briefly lists significant changes to Amelia because of 6.11.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

There are no breaking changes for this release.

1.2 HIGHLIGHTS

1.2.1 6.11.0

AGENT UI

Agent Recommended Response Generation via LLMs

Currently, agents and supervisors can create canned responses. These responses are not dynamic, however. It's possible the canned responses feel impersonal. When an end user delivers a new utterance, Amelia generates a suggested response. This response matches the appropriate step in the agent's generated resolution plan. It displays as an autocomplete suggestion above the agent input field. When agents click a suggested response, the response appears at the cursor location. Supervisors can enable or disable this new Suggested Settings feature. It's located in the Settings workspace in the Contact Center.

1.2.1 6.11.1

There were no Highlights for this release. See Section 2 for all changes.

2. List of All Changes

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

2.1 RELEASE 6.11.0

2.1.1 Agent View

NEW FEATURES

- Confirm agent attachment send (AM5-12336)
- Browser spell check not working in agent input (AM5-12440)
- Warn agents when closing browser tab with active escalations (AM5-12484)
- Warn agents when switching workspaces from Agent View with active escalations (AM5-12485)

BUG FIXES

- Right hand side panel loses its state when a different conversation is selected (AM5-12722)
- My Responses portlet is not updated on any keystroke causing performance issues for agents (AM5-12736)

2.1.2 Amelia Answers

NEW FEATURES

- Implement Answer Relevancy for generation in Amelia Answer pipeline (AM5-12723)

BUG FIXES

- When revision export status is active pooling should not update whole page (AM5-12580)
- Proper error message was not displayed for Search option (AM5-12582)
- FaqResponseMetadata no longer contains documentName after upgrade to 6.10.0 (AM5-12672)

2.1.3 Core Admin UI

NEW FEATURES

- Add read-only mode in the Administration modules (AM5-12173)
- Add read-only mode in the Contact Center modules (AM5-12175)

- Add ability to change the order for the actions in UI bundle actions (AM5-12323)
- Add read-only mode in the Amelia Answers modules (AM5-12375)
- Add read-only mode in the DEB integrations modules (AM5-12429)
- Add read-only mode in the DEB Web Actions modules (AM5-12430)
- Add read-only for domain and user modules (AM5-12445)
- Add read-only mode for orchestrator modules (AM5-12456)
- Add read-only for security modules (AM5-12503)
- Individual authentication check for actions in panel header (AM5-12691)
- Add system test for User Rejoin Translation issue (AM5-12610)

BUG FIXES

- Conversation Flows should not retain unused Adaptive Card variable mappings (AM5-9954)
- Color picker is cut off by UI (AM5-12337)
- Cannot add just custom instructions to subtask without adding custom prompts when enabled (AM5-12368)
- Response pool scroll option is not functioning (AM5-12531)
- New feature hide column is not scrollable in Supervisor view (AM5-12568)
- LDAP user search base missing in UI (AM5-12619)

2.1.4 Core BPN

BUG FIXES

- BPN Undeployment displays 400 bad request (AM5-12534)
- Some Ask tasks don't wait for an answer even though the timeout property wasn't configured for those tasks (AM5-12612)

2.1.5 Core NLU

BUG FIXES

- NPE in TrieClassifier (AM5-12675)

2.1.6 Core Other

BUG FIXES

- Download is misspelled on Swagger docs (AM5-12640)
- Joda Time is not set to correct time zone to match java.time (AM5-12656)

2.1.7 Core Response Pools

NEW FEATURES

- Error message is not displayed when trying to delete internal response pool (AM5-12590)

2.1.8 Core UI

BUG FIXES

- Cards in side panel is not scrollable and new cards are not visible without closing existing cards (AM5-12574)
- Adjust anonymous user authorities to hide Agent View interface (AM5-12585)

2.1.9 DEB

BUG FIXES

- No proper error message displays when trying to delete BPN references in another BPN (AM5-12190)

2.1.10 Integration Service

NEW FEATURES

- Updating dependencies for Integration Service to address CVE (AM5-12750)

2.1.11 Java SDK

NEW FEATURES

- Add USER Rejoin support to Java SDK (AM5-12609)

2.2 RELEASE 6.11.1

2.2.1 Core UI

- Upon initial open Queues Summary and Agent Summary tables have no columns (AM5-12926)

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									
	6.11.0	6.11.1								
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	1.0.11									
Duckling	6.11.0									
amelia-coref-service	6.11.0									
amelia-assignment-en_us	5.7.0									
amelia-robertaqa-en_us	5.7.0									
amelia-embedding-service	6.11.0									
amelia-LangChain-service	6.11.0									
amelia-weaviate-service	1.24.6									

Table 2. Gateway Versions

Type	Amelia Release										
	6.11.0	6.11.1									
Alexa	6.11.0										
Amazon Lex	6.11.0										
Amazon Connect Escalation	6.11.0										
Cisco ECE *	6.11.0										
Digital First Omnichannel	6.11.0										
Email	6.11.0										
Facebook Messenger	6.11.0										
Five9	6.11.0										
Firebase Cloud	6.11.0										
Genesys Cloud Chat	6.11.0										
Genesys PureCloud	6.11.0										

Type	Amelia Release										
	6.11.0	6.11.1									
Genesys PureConnect	6.11.0										
Genesys PureEngage	6.11.0										
Gateway Service	6.11.0										
Google Chat	6.11.0										
InContact Escalation	6.11.0										
LinkMobility	6.11.0										
LiveEngage Messaging	6.11.0										
Meta Workplace	6.11.0										
Microsoft Teams	6.11.0										
Oracle Digital Assistant	6.11.0										
Oracle Service Cloud (REST)	6.11.0										
PEGA Chat	6.11.0										
REST	6.11.0										
Salesforce Chat	6.11.0										
Salesforce Escalation	6.11.0										
ServiceNow Chat Classic	6.11.0										
ServiceNow Agent Chat	6.11.0										
ServiceNow Escalation	6.11.0										
ServiceNow Virtual Agent	6.11.0										
Slack REST (V2)	6.11.0										
Solidus	6.11.0										
Sprinklr	6.11.0										
Symphony	6.11.0										
Twilio	6.11.0										
Twitter	6.11.0										
Webex	6.11.0										
Webex Teams	6.11.0										
Zendesk Sunshine	6.11.0										
Zendesk Sunshine Escalation	6.11.0										

* ECE: Cisco Enterprise Chat and Email

Table 3. Amelia Integration Framework (AIF) Versions

Type	Amelia Release										
	6.11.0	6.11.1									
Integration-Service	6.11.0										

4. Amelia 6.11.x System Architecture

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

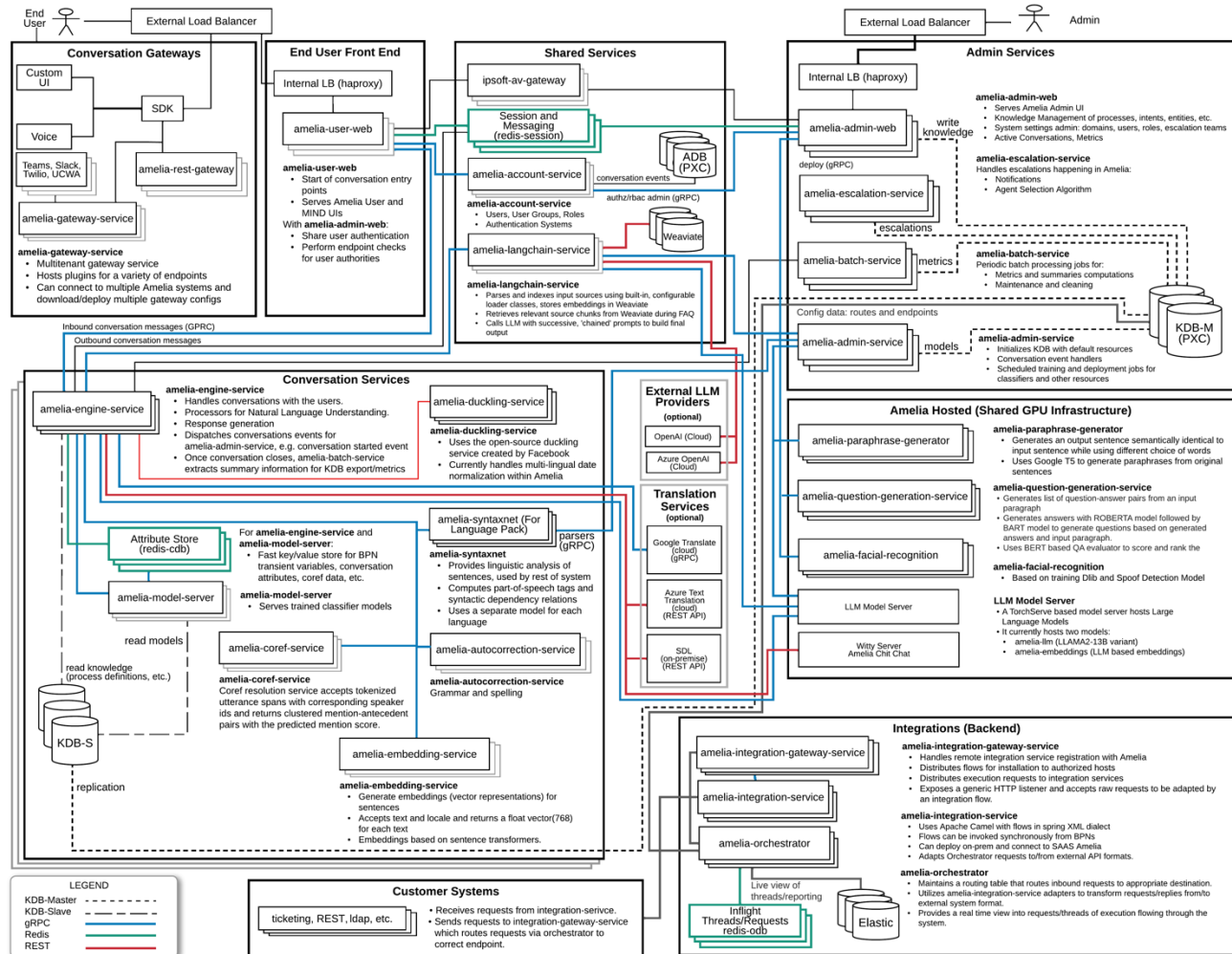


Figure 1. Amelia 6.11.x System Architecture

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-premises 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. Its structure is both human readable and machine readable.
XSS	Cross-site Scripting (XSS) attacks inject malicious scripts into the web pages of otherwise benign trusted websites. This allows attackers to bypass access controls and other security measures. While XSS initially described using one or more websites to breach another website, XSS also includes other forms of data injection attacks.