



Cognitive Agent

Amelia 6.15.1 Release Notes

(Document version 1.2)

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Document History

Author	Version	Date	Comments	Final Approval?
Amelia Research & Development	1.0	March 31, 2025	Added bug fixes and new functionality for 6.15.0 and 6.15.1 release.	Yes
Amelia Research & Development	1.1	April 1, 2025	Added AM5-13471 ticket to Highlights and Core Escalation section.	Yes
Amelia Research & Development	1.2	April 22, 2024	Added breaking change for 6.15.1 release for new setting for domain switching.	Yes

1. Highlights by Release

This section briefly lists significant changes to Amelia. 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 6.15.0

REMOVE THE COREF MODEL FROM AMELIA

We've removed the Coref model from Amelia. This impacts Docker services and the core Amelia application. This change updated the Annotation Service parser. We've removed the Coref model to improve memory performance.

In some cases, the intent and other classifiers might have used the Coref model as a preprocessor. We've addressed this use case. This update should be backwards compatible. Previously deployed models and importing older models should work fine.

If an error does occur when importing a model, or after deployment, retrain your model. Then save and deploy the retrained model. You can retrain any model with the NLU Comprehension workspace. It's part of the Digital Employee module. (AM5-12101)

RESTRICT MALICIOUS FILE UPLOAD IN AMELIA ANSWERS

Documents with embedded links uploaded into Amelia Answers can trigger an error. Whitelisting these links addresses a security risk. To whitelist document links, set to true the Enable Validation of Parsed Embedded Links setting. It's in the Advanced tab in the Domains workspace in the Administration module. Then add link patterns to the Allowlist URL setting in Settings workspace in the Amelia Answers module.

Uploads are successful if any embedded file links are in the whitelist. Links not found in the whitelist will cause the upload to fail. In those cases, you will then need to update the whitelist then upload. Or remove the embedded link from your document before uploading again. Link validation is only for embedded content like hyperlinks.

The Semnet Configuration API end point also has a new key, semnetUserWhitelistURLs. This key has an array value with semnetWhitelistUrlId and url as keys. (AM5-12745)

DON'T ALLOW GLOBAL RESPONSE POOLS TO BE EDITED AND ADD AUTH CHECKS TO RESPONSE POOL APIS FOR DOMAIN

Users must have the RESPONSE_POOL_EDIT authority for the response pool domain. Previously, users with this authority for any domain could edit response pools. This change also applies to moving a response pool between domains. The user must have this authority for the original and target domains. Users might get a Not Authorized error if they're not assigned the authority for a domain. Assign any missing authorities using the Users workspace in the Administration module. (AM5-13171)

ADD BUTTON TO CONVERSATION EXPORT REPORT PAGE TO QUERY CONVERSATION COUNT AND REMOVE AUTO QUERY FROM PAGE

When exporting a Conversation Analytics report, a new Estimate button appears. Clicking this button counts records that match your criteria in the New Conversation Export workspace. You can make minor changes and quickly estimate the resulting count. The Estimate button replaces the count number on the Create button. It's located in the top panel. Reports are available with the Conversation Analytics workspaces in the Analytics module. (AM5-13443)

AMELIA ANSWERS: ADD DOMAIN SETTING TO UNIFY VECTOR LENGTHS ACROSS EMBEDDINGS PROVIDERS

A new domain setting enforces a standard vector size when using Amelia Answers. It is on by default to help ensure vector length mismatches do not occur. The setting enforces a vector size of 768 across all non-custom embeddings providers.

After an upgrade to this release, either turn off the domain setting “Unify Vector Lengths across Embeddings Providers” or use the “Clear Embeddings” button in Amelia Answers settings. Then reingest all your sources. If you turn this setting off, we recommend turning the setting on for reingestion of sources. It's in the Advanced tab of the Domains workspace in the Administration module.

Failure to either disable the setting or reingest all sources after clearing embeddings will lead to persistent “Vector Size Mismatch” errors in the Predict UI and within conversations. It will happen whenever an Amelia Answers response is required. (AM5-13597)

CREATE NEW AUTHORITY_ADMIN_ESCALATION_TEAM_DELETE AUTHORITY

Deleting escalation teams now requires assigning the AUTHORITY_ADMIN_ESCALATION_TEAM_DELETE authority to users. This allows users with the AUTHORITY_ADMIN_ESCALATION_TEAM_EDIT authority to continue editing teams. With this release, the new authority is part of the Agent Supervisor role. Users already assigned the Agent Supervisor role will inherit this new authority. Otherwise, you can assign the new authority to users as needed. (AM5-13621)

ALLOW INTENT LEARNING TO BE ENABLED/DISABLED AT THE DOMAIN LEVEL

Two new settings disable Intent Learning and Escalation Learning features. You can enable or disable one or both on a per domain basis. Both intent and escalation learning use significant system resources. Enable them only if necessary. The new settings are Enable Intent Learning and Enable Escalation Learning. Both are in the Advanced tab of the Domains workspace in the Administration module. Both are set to false by default. (AM5-13800)

1.1.2 6.15.1

INTENT TRIGGERING IS FAILING TO SWITCH DOMAIN

Domain switching now requires activating the *Switch Out From Domain During Conversation* setting. Configure this setting in the Configuration tab of a Domains workspace. It's in the Domain Switching panel in the Configuration tab. Domains workspaces are in the Administration module.

This change alters previous domain switching behavior. It may impact cases where domain switching is implied. In these cases, change the *Switch Out From Domain During Conversation* setting to *Yes*. (AM5-14186)

1.2 HIGHLIGHTS

1.2.1 6.15.0

SHOW QUEUE SUMMARY AVAILABLE TO AGENTS

We've added a row of escalation Queue Summary data table to the Contact Center Home tab workspace. There are two buttons at the top left next to the Domains dropdown list. By default, the single bar button displays only current active conversations. Click the double bar button to display a Queue Summary table and Conversations table. For each escalation queue, the Queues Summary table includes Name, Current active conversations, Queued escalated conversations, Ready Agents, Busy Agents, Away Agents, and Offline Agents. (AM5-7842)

USE PROXY AND AUTHENTICATION WHEN CONNECTING A WEBSITE SOURCE FOR AMELIA ANSWERS

When adding a website source, you can specify proxy and request header information. Click the Add New button in the Sources panel then select Connect a Website from a dropdown list. The Creating New QA tab workspace now includes a Connection panel. You can configure Authorization, Certificate, and Proxy information. And add one or more request headers. The Sources panel and workspace are part of the Amelia Answers module. (AM5-13246)

ADD CONFIGURATION OPTIONS TO PREVENT RE-QUEUEING ESCALATION IF ERROR OCCURS DURING AGENT PICKUP

We've added options to manage escalations, error handling, and agent rejections and timeouts. And how Amelia handles post SLA situations. If an error occurs between agent acceptance and pickup, you can configure two options. Amelia can close the conversation or transfer the conversation back to the escalation queue. You also can transfer conversations back to Amelia for agent rejections and timeouts. And have Amelia handle post SLA handling of escalations. Agent rejections, timeouts, and post SLA handling used to only close a conversation. To configure these new settings, use the Escalation Queues workspace in the Contact Center module. (AM5-13471)

ENABLE NEW AGENT AND MIND INTERFACES BY DEFAULT

A new domain setting configures Amelia to display modern user interfaces by default. This provides up to date efficient technical code and tools. These interfaces have been available for some time as an option. The new setting name is Use New Version of Amelia and Agent UIs. It's in the Advanced tab of the Virtual Hosts workspaces in the Security workspaces. The Security workspaces are part of the Administration module. (AM5-13741)

1.2.1 6.15.1

There are no highlights for this release. Please refer to Section 2 for all tickets 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 6.15.0

2.1.1 Agent View

BUG

- Agent jumps to another conversation automatically when he expands the image from the chat window (AM5-13516)

TASK

- Agent Activity Reports (AM5-8892)

2.1.2 Amelia Analytics

BUG

- Analytics Conversations list filter issue (AM5-13655)

2.1.3 Amelia Answers

BUG

- Export page taking forever to load big documents (AM5-13429)
- Document Search Does Not Always Return Results (AM5-13473)
- Azure embeddings fail silently, leading to 'missing segments' error (AM5-13554)
- Issue when adding tags (AM5-13586)
- Sources not loading (AM5-13629)
- Unable to add tags with different cases for same document (AM5-13868)

TASK

- Add option to include metadata in segments included in LLM prompt for AA (AM5-13126)
- When using URL for Amelia Answers it should be able to use proxy and authentication (AM5-13246)
- Investigate supporting Excel / CSV files (AM5-13122)
- Document Parsing tasks often hit 429s (AM5-13454)

- Java SDK and Rest-API changes for Amelia Answers import and export APIs (AM5-13589)
- Add domain setting to unify vector lengths across embeddings providers (AM5-13597)
- Revise Amelia Answers Retrieval endpoint (AM5-13683)
- Amelia Answers Fix 'token' v. 'character' distinction in AA settings (AM5-13761)

2.1.4 Core Admin UI

BUG

- Incorrect functions parsing (AM5-13152)
- Escalation Gateways: The Save and Delete buttons overlap, and clicking Save also triggers the Delete option (AM5-13462)
- Property Sets: When we manually add property names, they go to a different row. (AM5-13465)
- Learning: Failed to load the conversation (AM5-13466)
- Supervisor: Agent summary is not fully visible (AM5-13514)
- Digital Employees: Problems with overlap in the conversation flows folder during the search (AM5-13522)
- Web Action API Key values are not hidden in the UI (AM5-13563)
- Integration Templates: When attempting to add a new template in Integration Templates, the domain is automatically changing to Global, and when manually modifying it causes the "Add New" window to close (AM5-13628)
- The description provided while saving the template is not appropriate (AM5-13670)
- User profile not opening (AM5-13702)
- DEB: Two close icons on the search bar (AM5-13706)
- Unable to scroll on Web Action results longer than the screen height (AM5-13708)
- DEB: Unable to Deploy the BPN or DEB (AM5-13734)
- Conversation flows: The flow option in the subflow settings is still loading (AM5-13754)
- DEB: Apply Cross Domain restrictions for Card options in DEB (AM5-13764)

TASK

- Show queue summary available to agents (AM5-7842)
- Added ability to control user activity timeouts from domain settings (AM5-13552)
- Update Core to have Camel 4.10.2 as the camel engine instead of 4.10.0 (AM5-13725)
- Amelia answers export page taking forever to load big documents - UI (AM5-13744)

2.1.5 Core BPN

BUG

- Unable to mark the intent (IREFPRegimeTraining) as inactive (AM5-12857)
- NPE while deserializing BPN graph (AM5-12215)
- BPN responder escalates with error message "This stopwatch is already stopped" (AM5-13731)
- Web Action : secure headers and params not sent to test after save (AM5-13853)

2.1.6 Core Escalation

TASK

- Add configuration options to prevent re-queuing escalation if error occurs during agent pickup (AM5-13471)
- Add stomp subscription timeout and multiple max for websocket in Amelia Escalation (AM5-13601)

2.1.7 Core Framework

BUG

- Production agent analytics not working (AM5-12535)
- UI is allowing to create Script Library, Conversation Flow and BPN in root folder, but errors out (AM5-13515)

TASK

- Investigate agent-summary API (AM5-12889)
- Create new AUTHORITY_ADMIN_ESCALATION_TEAM_DELETE authority (AM5-13621)
- Users without AUTHORITY_ADMIN_ESCALATION_TEAM_DELETE authority should not be able to delete teams (AM5-13622)
- Enable new Agent and Mind experience by default (AM5-13741)
- Improve logging, create foundation for status page (AM5-13790)

2.1.8 Core NLU

TASK

- Amelia Predict API slow response (AM5-13338)
- Allow intent learning to be enabled/disabled at the domain level (AM5-13800)

2.1.9 Core Orchestrator

TASK

- Orchestrator send variables to AIOps automata endpoint in request body (AM5-12660)

2.1.10 Core Other

BUG

- Tabular data refresh issue (AM5-12728)

TASK

- Remove Coref from Amelia (AM5-12101)

2.2 RELEASE 6.15.1

2.2.1 Core Orchestrator

BUG

- Revert update to elastic and spring-data-elastic (AM5-13953)

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									
	6.15.0	6.15.1								
Custom User Interface	6.0.34									
HAproxy	2.8.3									
Percona	8.0.29-21.1									
Java JDK	11.0.26									
Redis/Redis Sentinel	7.0.13									
AV Gateway	1.2.10									
Syntaxnet	1.0.11									
Duckling	6.15.0									
amelia-assignment-en_us	5.7.0									
amelia-embedding-service	6.15.0									
Amelia-models-en_us	6.12.0									
amelia-robertaqa-en_us	5.7.0									
amelia-LangChain-service	6.15.0									
amelia-weaviate-service	1.24.6									

Table 2. Gateway Versions

Type	Amelia Release										
	6.15.0	6.15.1									
Amazon Lex	6.15.0										
Amazon Connect Escalation	6.15.0										
Cisco ECE *	6.15.0										
Email	6.15.0										
Facebook Messenger	6.15.0										
Five9	6.15.0										
Firebase Cloud	6.15.0										
Genesys Cloud Chat	6.15.0										
Genesys PureCloud	6.15.0										
Genesys PureConnect	6.15.0										
Genesys PureEngage	6.15.0										

Type	Amelia Release									
	6.15.0	6.15.1								
Gateway Service	6.15.0									
Google Chat	6.15.0									
InContact Escalation	6.15.0									
LinkMobility	6.15.0									
LiveEngage Messaging	6.15.0									
Meta Workplace	6.15.0									
Microsoft Teams	6.15.0									
Oracle Digital Assistant	6.15.0									
Oracle Service Cloud (REST)	6.15.0									
PEGA Chat	6.15.0									
REST	6.15.0									
Salesforce Escalation	6.15.0									
ServiceNow Chat Classic	6.15.0									
ServiceNow Agent Chat	6.15.0									
ServiceNow Escalation	6.15.0									
ServiceNow Virtual Agent	6.15.0									
Slack REST (V2)	6.15.0									
Solidus	6.15.0									
Sprinklr	6.15.0									
Symphony	6.15.0									
Twilio	6.15.0									
Twitter	6.15.0									
Webex	6.15.0									
Webex Teams	6.15.0									
Zendesk Sunshine	6.15.0									
Zendesk Sunshine Escalation	6.15.0									

* ECE: Cisco Enterprise Chat and Email

Table 3. Amelia Integration Framework (AIF) Versions

Type	Amelia Release								
	6.15.0	6.15.1							
Integration-Camel 2 Service	6.15.0								
Integration Camel 4 Service	6.15.0								

4. Amelia 6.15.x System Architecture

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

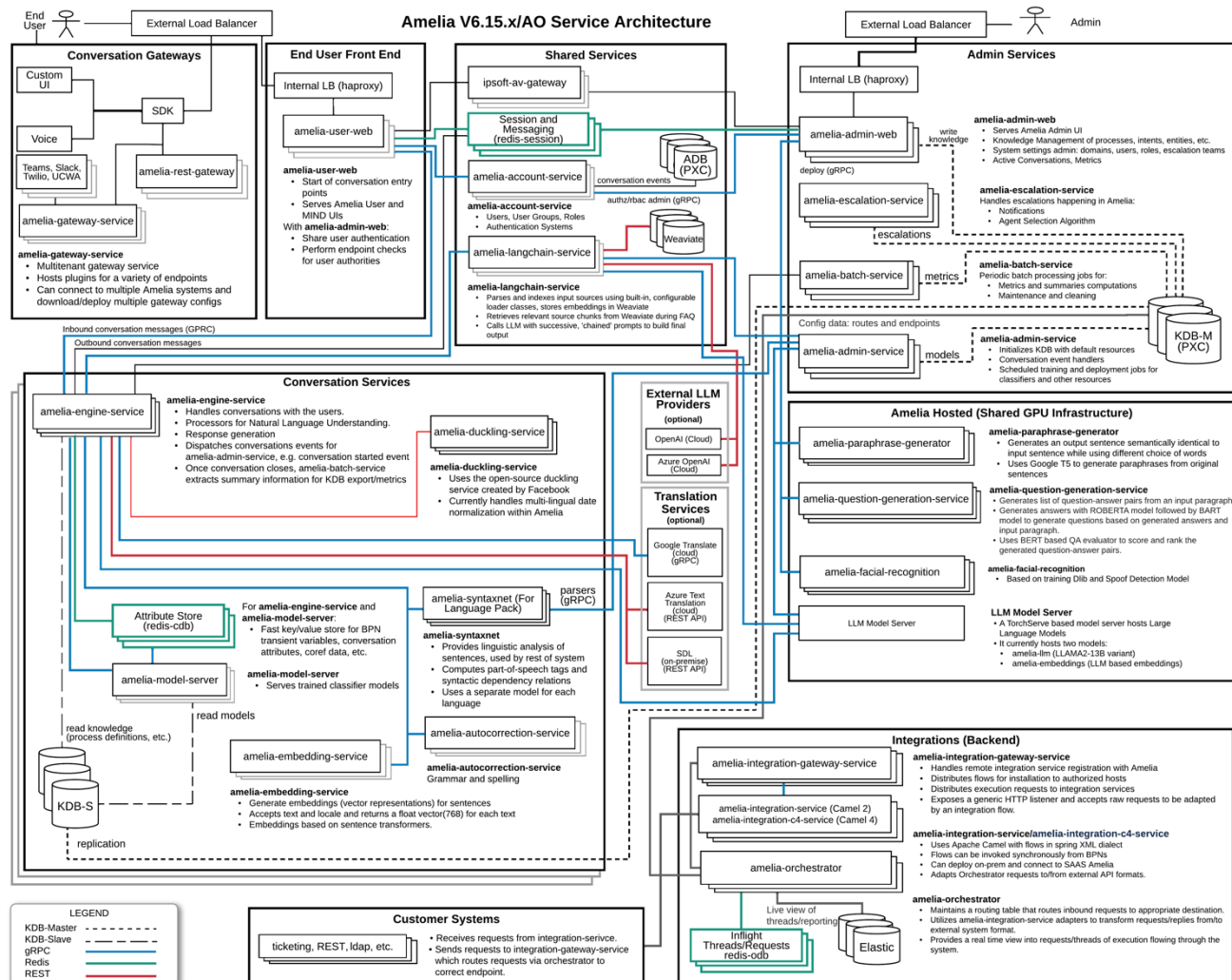


Figure 1. Amelia 6.15.x System Architecture

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.
CORS	Cross-origin resource sharing (CORS) allows a web page to access restricted resources from a server on a different domain than the domain that served the web page.
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.

Term	Definition
Entity	Data collected to complete an intent goal, for example, a date of birth for a loan application.
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.