SoundHound AI

ΛMΞLIΛ®

Cognitive Agent

Amelia 6.5.9 Release Notes
(Document version 1.11)

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Document History

Author	Version	Date	Comments	Final Approval?
Amelia Research & Development	1.0	June 4, 2024	Added bug fixes and new functionality for 6.5.0 release	Yes
Amelia Research & Development	1.1	June 6, 2024	Added bug fixes and new functionality for 6.5.1 release	Yes
Amelia Research & Development	1.2	August 2, 2024	Added bug fixes and new functionality for 6.5.2 release	Yes
Amelia Research & Development	1.3	August 23, 2024	Added bug fixes and new functionality for 6.5.3 release	Yes
Amelia Research & Development	1.4	October 7, 2024	Added bug fixes and new functionality for 6.5.4 release	Yes
Amelia Research & Development	1.5	October 28, 2024	Added bug fixes and new functionality for 6.5.5 release	Yes
Amelia Research & Development	1.6	November 22, 2024	Added bug fixes and new functionality for 6.5.6 release	Yes
Amelia Research & Development	1.7	December 6, 2024	Added bug fixes and new functionality for 6.5.7 release	Yes
Amelia Research & Development	1.8	January 14, 2025	Added bug fixes and new functionality for 6.5.8 release	Yes
Amelia Research & Development	1.9	March 31, 2025	Added bug fixes and new functionality for 6.5.9 and 6.5.10 release	Yes
Amelia Research & Development	1.10	April 14, 2025	Added 6.5.3 breaking change notice for disabling entity and intent learning by default.	Yes
Amelia Research & Development	1.11	April 22, 2025	Added 6.5.9 breaking change notice for new setting for domain switching.	Yes

1. Highlights by Release

This document briefly lists significant changes to Amelia because of 6.5.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 6.5.0

LANGUAGE PACKS & EDGE EXPRESSIONS

For all language packs, BPN and Builder edge expressions that rely on untranslated responses must explicitly use methods like response:idk(false), response:contains(false,text), response:equal(false,text), and response:startsWith(false,text). Passing false as a value will use the untranslated response. By default, the translated response is used in Amelia 6.4.0+ instances. This addresses a bug where an IDK edge from an Amelia Asks task did not trigger and instead used a bpn:otherwise() path. (AM5-9550)

FINISHED TIME IS NOT THE SAME AS ENDED TIME IN CONVERSATION METRICS

Our conversation report format has changed. A new column labeled "Ended" is added before the "Finished" column. The Ended column contains the time when a conversation actually ended for the user. The Finished column contains the time when a conversation was closed by Amelia after pre-close. (AM5-7376)

1.1.2 6.5.3

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)

1.1.3 6.5.4

CORE BPN

Phased Execution is an optional domain-level feature. Users can configure whether the system should override any triggered responders. You can configure this feature by edge and conversational turn. For

example, if utterances trigger Amelia Answers, you can override the default responder. This lets the conversation continue. However, you can no longer retrieve the Amelia Answers metadata in this situation.

The solution updates the responseMetadata method of the FAQ Services. The object returned by the documentFaqResponseMetadata method includes a .paragraph() accessor. It retrieves the same data as the .answer() accessor in the object returned by the responseMetadata method. Otherwise, the responseMetadata accessors are the same for the documentFaqResponseMetadata method. (AM5-11536)

1.1.4   6.5.5

CORE FRAMEWORK

With this release, some Amelia instances may have a problem using SAML authentication. On login, a blank page displays for Single Sign-On (SSO) that employ automatic form POSTS like certain SAML providers.

Update the default **amelia.content.security.header** setting in the application.properties file. For customers with this problem, adding the **unsafe-inline** and **unsafe-eval** options in the **script-src** and **style-src** definitions will correct the problem:

> amelia.content.security.header=default-src 'self' data: blob:; **script-src** 'self' data: blob: '**unsafe-inline**' '**unsafe-eval**' https://www.gstatic.com; object-src 'self' blob: data:; **style-src** 'self' blob: data: '**unsafe-inline**' https://fonts.googleapis.com https://www.gstatic.com;img-src'self' blob: data:; media-src 'self' blob: data:; frame-src 'self' blob: data:; font-src 'self' blob: data: https://fonts.gstatic.com;

Update the application.properties file in the common-config folder location or the user-web and admin-web folder locations. Where depends on how the instance is configured for inheritance. Settings and values in the common-config application.properties file will be used for all services that do not specify them in their own application.properties file.

If you encounter this problem with SAML authentication using POST, be sure to confirm that the amelia.content.security.header setting is defined with unsafe-inline and unsafe-eval options. If it is not defined, add the options as described above.

Also, if you have an older Custom UI configured with no custom headers, definitely update the amelia.content.security.header setting as described above. (AM5-12381)

1.1.5   6.5.9

DOMAIN CHANGE HAPPENING WHEN USING A PARENT DOMAIN'S INTENT FROM A CHILD 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*. (AM5-11102)

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 it 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)

1.2 RELEASE HIGHLIGHTS

1.2.1   6.5.0

AMELIA ANSWERS

Content Promotion

Amelia Answers now includes secure packaging, encryption, and authentication mechanisms. This safeguards the promotion of contents between Amelia instances. This will help reduce issues reported when promoting and migrating content. The feature is available with the Add, Export, and Import buttons in the Sources panel. (AM5-9821)

Basic Segment Editing

Amelia Answers now includes a tool to edit, correct, or refine improperly ingested segments. This tool provides a QA capability when testing segments. However, edits can be overwritten in future ingestions. The original source does not have to be altered and re-ingested. This new tool is ideal for minor corrections, not as a primary way to alter and maintain content. To edit a segment, click on a source listed in the Sources panel and then click on a segment in the source tab workspace. (AM5-10229)

Add support for request headers for Amelia Answers sources

Amelia Answers can get information from the public internet to create knowledge sources. Now, you can use custom headers with your URL and Sitemap knowledge sources. This lets you input credentials and other headers needed to access information from private internet sources. You can use this feature while uploading documents or URLs in Amelia Answers. We've also added a new requestHeaders parameter to the /sitemapurl and /upload/file APIs. (AM5-10186)

Add ability to enable/disable sources and segments

A knowledge source may not be ready for use in generating live answers. You can now set knowledge source and document status to Active or Inactive. The status applies to any element in a source or document. QA Pairs currently have statuses due to auto-learning. Their statuses will continue, and we'll address these in a future initiative. (AM5-10550)

CONTACT CENTER

Add Current Longest Wait Time per Queue in Supervisor Dashboard

The Supervisor Dashboard now includes the Current Longest Wait Time metric. This metric tracks the longest pending conversation in each queue. To access the dashboard, click the Contact Center dropdown list at the top left. Then click the Supervisor button at the top left edge. (AM5-10543)

Multi-Select Queues & Domains in Supervisor Dashboard

The Domain and Queues dropdowns in the Supervisor Dashboard are now multi-select. You can configure the dashboard to display data for one or more domains and queues. To access the dashboard, click the Contact Center dropdown list at the top left. Then click the Supervisor button at the top left edge. (AM5-10544)

Split Current Conversations Metric into Current/Pending/Active Conversations in Supervisor Dashboard

The Current Conversations metric in the Supervisor Dashboard is now split into Pending Conversations and Active Conversations columns. This helps clarify the details about current active conversations. To access the dashboard, click the Contact Center dropdown list at the top left. Then click the Supervisor button at the top left edge. (AM5-10545)

CORE ADMIN

Add Audit log to viewing/downloading conversation recordings

The Audit Logs workspace in the Administration Security area now displays details about who viewed and downloaded conversations and recordings. The records use the CONVERSATION_SUMMARY prefix. Conversation cleanup, export request, and export deleted actions are logged. (AM5-10256)

Embedding tab for UI Bundle with chat overlay configuration

Deploying the Amelia chat overlay on customer websites has become much simpler. A small script can be installed on a website. A web-based tool in Amelia allows configuration of key features. Settings that can be configured include button size, background colors, icons, button position, IFrame size, border radius, transitions, header height, close button, and customizing the header height, icon, and label. (AM5-10666)

DIGITAL EMPLOYEES BUILDER

Export DEB flows as an image

DEB flows can be exported as an SVG (Scalable Vector Graphics) image. To access, click the Export button in the Builder workspace. This enables easy sharing without the bother of providing access to the actual flow. The SVG format allows you greatest flexibility displaying a flow in various sizes and image formats. (AM5-7508)

Add Save Hotkey in DEB Canvas

The Builder workspace now includes a hot key (Ctrl+s or Cmd+s) to save user edits on demand. (AM5-10549)

Use GraalVM instead of Nashorn to execute Script tasks and libraries

The GraalVM JDK (Java Development Kit) replaces the Nashorn JavaScript engine. This helps future-proof the Amelia platform and enable upgrades of other system software. (AM5-1410)

1.2.2   Release 6.5.1

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

1.2.3   Release 6.5.2

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

1.2.4   Release 6.5.3

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

1.2.5   Release 6.5.4

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

1.2.6   Release 6.5.5

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

1.2.7   Release 6.5.6

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

1.2.8   Release 6.5.7

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

1.2.9   Release 6.5.8

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

1.2.10   Release 6.5.9

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

1.2.11   Release 6.5.10

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 and bug fixes.

2.1 RELEASE 6.5.0

2.1.1 New Features

AMELIA ANSWERS

- Amelia Answers content promotion (AM5-9821)
- Add ability to view conversation id from user feedback (AM5-10123)
- Add support for request headers for Amelia Answers sources (AM5-10186)
- Basic Segment Editing (AM5-10229)
- Debug panel should show embeddings, langchain and Weaviate errors (AM5-10293)
- User should be able to reindex failed source revision (AM5-10295)
- Add ability to enable/disable sources and segments (AM5-10550)
- Enhance Semnet FAQ Tester with OpenAI Embedding Capability (AM5-10667)

CONTACT CENTER

- Show recorded conversation time when recording is available (AM5-9666)
- Add Current Longest Wait Time per Queue in Supervisor Dashboard (AM5-10543)
- Multi-Select Queues & Domains in Supervisor Dashboard (AM5-10544)
- Split Current Conversations Metric into Current/Pending/Active Conversations in Supervisor Dashboard (AM5-10545)
- Allow navigating to escalation team from escalation queue (AM5-10584)

CORE ADMIN UI

- Add Audit log to viewing/downloading conversation recordings (AM5-10256)
- Embedding tab for UI Bundle with chat overlay configuration (AM5-10666)
- Add support for editing large tabular data files (AM5-10900)

CORE AGENT VIEW

- Do not show escalation progress messages to agents or observers (AM5-6590)
- Add branching to Resolution Code Dropdown (AM5-10546)

CORE BPN

- BPN edge expression validation should catch invalid method calls (AM5-10555)

CORE FRAMEWORK

- Add Maximum Inbound Message Limit domain setting to limit number of inbound messages in a conversation (AM5-10315)
- Support remote push notifications via Firebase Gateway (AM5-10625)
- Replace default Amelia logo background image (AM5-10904)

CORE SEMNET

- Keep deployed source revision while cleaning old revisions in Amelia Answers (AM5-10611)

CUSTOM UI

- Remove fake support for drag & drop in Web Actions browser (AM5-10895)

DIGITAL EMPLOYEES BUILDER (DEB)

- Add save Hotkey in DEB Canvas (AM5-10549)

DIGITAL EMPLOYEES

- Add visual indicator of which entities have LLM enabled in Entities panel (AM5-10401)

GATEWAY CORE

- Add Zendesk Sunshine Escalation Gateway (AM5-10772)

GATEWAY REST

- Amelia Rest API to delete flow and asset (AM5-10623)

VOICE NG SERVICE

- Use of multiple AVS for Agent Console WebRTC for high availability (AM5-10622)

2.1.2   Bugs

AMELIA ANALYTICS

- Finished time is not the same as Ended time in conversation metrics (AM5-7376)

AMELIA ANSWERS

- Utterance Builder is not working working accordingly (AM5-9797)
- Failed document index retry causes indexing to start from scratch. (AM5-9857)
- QA Pair responses are overmatching and not allowing document FAQ responses (AM5-10364)

- Segments ingested via integrations with Langchain on do not have document URLs (AM5-10432)
- Conversation ID is Missing in Amelia Answers Responses (AM5-10522)
- Amelia Answers is not working with internal model when langchain is enabled (AM5-10723)
- Exact and All in semnet document knowledge segmentation is not working as expected (AM5-10744)
- Failure to parse LLM response if multiple sources are returned from LLM model (AM5-10761)
- Index delete fails if a document is in failed state. (AM5-10825)
- QA pairs export file is not regenerating on QA pairs update/delete (AM5-10905)
- Document fails to index when locale detection throws error (AM5-10911)
- Amelia answers knowledge segmentation not working with domain hierarchy (AM5-10950)
- Sources not getting returned by QaPairsFaq Responder (AM5-10962)

CONDUCTOR CLI

- Issue with FAQ File Imports Using Conductor (AM5-9903)

CONTACT CENTER

- All agents were removed from the escalation team when modifier does not have access to all of them (AM5-10639)
- The pagination jumps to the first page every time we click on the agent name (AM5-10645)
- Agents in escalation team are not removed from Existing tab after save (AM5-10731)
- Empty page when page is selected past page counter and filtered to a lower reference (AM5-10810)

CORE ADMIN UI

- Predict input box submits too quickly on Japanese text input (AM5-9898)
- Older versions of spanless entities stay within domain upon deletion (AM5-10158)
- Cannot make the CSP Header field blank after we have set it (AM5-10470)
- Option to remove from multiselect missing (AM5-10583)
- Clicking auto auto intent models causing revision to be updated. (AM5-10616)
- Redundant space between the left panel and tab panel (AM5-10646)
- Audio Recordings Date always shows as DD/MM/YYYY instead of localized format (AM5-10740)
- Unable to view previous UI Bundle revisions in the new Admin UI (AM5-10768)
- Getting a time-out error when we upload the above 10 MB tabular data file (AM5-10856)
- Predict All not working when only using Internal LLM Provider (AM5-10879)

CORE AGENT VIEW

- Only the responses made on the Agent page are deleted when using the Delete All option (AM5-10112)

- Words split at end of line in Agent Text Box (AM5-10237)
- Transcript is not dismissed from UIpost call transfer during voice agent escalation (AM5-10681)
- Upload Agent Responses Does Not Work Upon Reupload (AM5-10760)
- Pasting HTML content always results in HTML even when user selected paste as Text (AM5-10818)

CORE AUTHENTICATION SYSTEM

- Custom UI login does not work properly with IDP initiated SAML (AM5-9740)

CORE BPN

- Entities not getting populated in the Mind view (AM5-9643)
- Response pool round-robin selection policy does not work as expected (AM5-9725)
- Bad Request is shown instead of actual error when created flow name contains dots (AM5-10320)
- Backjump Farthest Affected Task setting is not backjumping to the correct Ask task (AM5-10373)
- Wrong question from Amelia when a subsystem responds on an ask task three or more times (AM5-10462)
- Single conditional edge leads to infinite loop (AM5-10573)
- Auto translation cause trouble using "run the workflow" for names that unexpectly get translated (AM5-10650)
- Amelia BPN UI requires "queues" access and throws "unnecessary" warnings in Amelia 6.3.1 (AM5-10654)
- When Call Intent task is the final task before Exit Flow task, the context should be Completed not Suspended (AM5-10718)
- Spanish IDK edge flow from Amelia Asks task does not trigger and instead takes bpn:otherwise() path (AM5-9550)

CORE FAQS

- Langchain prompts uploaded through content manager are no longer working (AM5-10607)
- Semnet document refresh event trigger should be cancelled on deletion of document (AM5-10641)

CORE FRAMEWORK

- Summary tag is removed by XSS in HTML response (AM5-9715)
- OpenAI Embedding is called even if OpenAI provider is disabled but with Embedding task config enabled (AM5-10632)
- Use OpenAI to parse transcript and generate intents in Amelia Builds Amelia (ABA) (AM5-10642)

CORE NLU

- The word RESEND triggers the Pause responder (AM5-8680)
- Time entity is not predicting for utterances having "by xx am" phrase (AM5-10002)
- Some utterances in French do not trigger dates properly (AM5-10280)
- The dialog act Pause is incorrectly detected in the sentence "75 deg fahrenheit" (AM5-10813)

CORE ORCHESTRATOR

- Conversations are not closed in Amelia when tickets are resolved in AIOps (AM5-10732)

CORE OTHER

- Opening link from script task leads to link opening in Contact Center (AM5-10395)
- Agent Full Name gets displayed when conversation is closed when only first name is configured to be displayed (AM5-10403)

CORE SEMNET

- Langchain document response is not working in admin web and BPN script (AM5-10725)

CORE UI

- Voice input always takes input in the English despite user locale setting (AM5-10864)

CORE VOICE

- SSML tags were stripped along with HTML tags when passed to Amelia Voice (AM5-10653)
- SSML tag is not working in all Ask tasks (AM5-10775)

DIGITAL EMPLOYEES

- Bulk change of intent configuration for multi-intent does not take effect (AM5-10129)
- Deploy and Undeploy status for integrations are not auto updating in left panel (AM5-10305)
- Template Logo is not updating (AM5-10306)
- No suitable validation error when the incorrect entity JSON file is uploaded (AM5-10318)
- It is possible to save the entities with an empty Amelia Ask query (AM5-10319)
- Amelia Builds Amelia (ABA) throws com.fasterxml.jackson.core.JsonParseException error (AM5-10380)
- No scroll for Properties page in Entities (AM5-10452)
- Duplicate grammars are shown in intents (AM5-10516)
- Amelia Builds Amelia (ABA) failing when not OpenAI configured without details give a false impression to users (AM5-10682)
- Pagination in intent tester disappears upon deletion of last test on the last page (AM5-10702)

- Bot Network Overview is still appearing as widget in the Digital Employees home page (AM5-10715)
- UI Flickering If Changing Tabs Before Intents Finish Loading (AM5-10769)
- Dataset selection vanish on tab changes (AM5-10773)
- It is not possible to select Alternative Intent for Intent (AM5-10805)
- It's not allowed to upload more than 10MB Tabular Data file (AM5-10823)

DIGITAL EMPLOYEES BUILDER (DEB)

- UiPath task with Use queue runs into infinite loop when no callback and having invalid outbound edge condition (AM5-10459)
- Variable Propagation setting in Subflow Block is duplicated (AM5-10570)
- Gateway block property flyout not on left side (AM5-10571)
- Split Block Adds Extra Flow Lines (AM5-10579)
- Scroll is not working for Gateway panel in Conversation flow (AM5-10644)
- Valid/Invalid/IDK accordion changes width upon expansion (AM5-10657)
- Empty escalation variable stays visible after removal (AM5-10712)
- Modifciation of auto-created intent name makes generated variations of the user utterance disappear (AM5-10850)

GATEWAY REST

- Predict API in Rest Gateway errors on utterances with specific text patterns (AM5-10050)

GATEWAY SALESFORCE

- Fix Indentation Issue for Case Attachments for Salesforce Escalation Gateway Configuration (AM5-10501)
- Redundant HTML tags in the Amelia transcript in Salesforce (AM5-10574)

GATEWAY VOICE

- Typo in Prefetch Grammars Setting Name in Amelia Voice Gateway Speech Settings (AM5-10386)

LANGUAGE PACKS

- Elmo node not found in graph Error when training DNN model using Dutch language pack (AM5-10670)

2.2 RELEASE 6.5.1

2.2.1   New Features

CORE ADMIN UI

- LinkMobility Gateway Service should queue messages until Delivery Report (AM5-10972, AM5-10989)

2.2.2   Improvements

CORE UI

- Remove version disclosure for Lodash, MomentJS and React for security reasons (AM5-11023)

2.2.3   Bugs

AMELIA ANSWERS

- Amelia Answers indexes are invalidated even when embeddings are not updated (AM5-10593)
- Number format error while querying semantic service (AM5-10898)
- Responses are coming with prefix ```html in amelia answers with GPT-4o (AM5-10961)

CONDUCTOR CLI

- Conductor fails to import web action (AM5-11143)

CORE BPN

- Error in Consume User Utterance Task with DontKnow Responder Disabled in Domain (AM5-9191)
- faqService.predict throwing error (AM5-10969)
- Changes to outgoing adapters in run the automation objects are not reflected (AM5-11135)

CORE SYSTEM ENTITY

- Date datum type entity is updating incorrectly (AM5-9932)

CORE UI

- Different Behavior of Form Select in Face Call vs Custom UI (AM5-11004)

DIGITAL EMPLOYEES

- Status code 400 while opening/deleting Web Action (AM5-11064)

TRANSLATION

- Auto-translation service is throwing an error when trying to translate say/ask lemmas (AM5-11074)
- Translation not working for dates (AM5-11111)

2.3 RELEASE 6.5.2

2.3.1 New Features

No new features were added with this release.

2.3.2 Improvements

JAVA SDK

- Add Supported Classifier Model Type API to Java SDK (AM5-10785)

2.3.3 Bugs

AMELIA ANSWERS

- Amelia Answers returns UNKNOWN response (AM5-11241)
- Improving retrieval accuracy for Integrations (AM5-11252)
- Generative AI Response Providing Wrong Source Link (AM5-11384)
- QA Pairs Cause Some Amelia Answers Responses to Return idk (AM5-11391)
- Hyperlinks provided by Amelia Answers are not always valid (AM5-11408)
- Reset Embeddings deletes indexes from all domains (AM5-11446)
- Amelia Answers responses sometimes end with ### using GPT-4o (AM5-11594)
- Langchain source parsing can break if GPT-4o-mini outputs formatting after SOURCES (AM5-11697)

CONTACT CENTER

- Escalation Queue properties doesn't have an option to scroll (AM5-11616)

CORE ADMIN UI

- Idle session timeout doesn't work as expected on DEB Editor page (AM5-11351)

CORE AGENT VIEW

- Escalation notifications are lost on network reconnects (AM5-10795)

CORE AUTHENTICATION SYSTEM

- SamlProcessingFilter does not use System user for auth calls (AM5-11390)

CORE BPN

- Unable to deploy when using dynamic variable in Call Intent block (AM5-11311)
- MissingMethodException is thrown whenever you build a custom class in a script task or script library (AM5-11447)

CORE FRAMEWORK

- Conversation close during inactivity timeout taking much longer than configured (AM5-11294)
- Potential null pointer exception in Conversation Summary (AM5-11554)

CORE NLU

- Disfluency not triggering when some API is taking too long to respond (AM5-11422)
- When there is a domain switch from an incomplete context, but no intent is hit in the target domain, Amelia will pull a "context-less" subsystem response which often won't make sense (eg DONTKNOW) in the target domain, then return to the origin domain (AM5-5925)

CORE ORCHESTRATOR

- Orchestrator service time zone is not UTC (AM5-11430)
- Orchestrator unable to acquire JDBC Connections under load (AM5-11476)

CORE OTHER

- Humanization Social Talk Grammars fall back to English which can cause poor results (AM5-11565)

DIGITAL EMPLOYEES

- Updating Web Action URL changes URLs of other Web Actions (AM5-11437)
- Cognitive Provider editor doesn't have option to scroll (AM5-11649)

GATEWAY REST

- Rest Gateway is missing documentation (AM5-11580)

TRANSLATION

- Translation of single quotes can cause JSON parsing to fail (AM5-11361)

2.4 RELEASE 6.5.3

2.4.1 New Features

CORE ORCHESTRATOR

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

GATEWAY SERVICENOW

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

2.4.2 Improvements

AMELIA ANSWERS

- Show status of document chunks in Weaviate for each Semnet document (AM5-11713)

CORE BPN

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

CORE NLU

- Disable auto intent/entities learning by default (AM5-11898)

CORE OTHER

- Adjust Redis cache TTL and name convention for Elmo Cache (AM5-11893)

DIGITAL EMPLOYEES

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

2.4.3 Bugs

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)

- Chunks with null embeddings created in Weaviate when embedding information is incorrect (AM5-11633)
- Read timed out error when connecting to a whitelisted website (AM5-11750)
- Proper Error Notification should be given instead of Request failed with status code 400 when adding QA pair (AM5-11779)
- 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)

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)

Incorrect Current Longest Wait Time per Queue in Supervisor Dashboard (AM5-11868)

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)

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)

CORE RESPONSE POOLS

- Unable to override internal Response Pool by importing XML (AM5-11169)

DEB

- Init and login auth systems are called with every keystroke in diagram name field (AM5-11778)

DIGITAL EMPLOYEES

- 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)

2.5   RELEASE 6.5.4

2.5.1   Amelia Analytics

BUG FIXES

- Long-running Conversation Exports due to Stuck Conversation Issue (AM5-11945)

2.5.2   Amelia Answers

IMPROVEMENTS

- Improve logging for Weaviate segment mismatch issue (AM5-12263)

BUG FIXES

- HTML tags from Amelia Answers are not being displayed in the chat (AM5-11567)
- Incorrect and random responses from Amelia Answers after specific configurations (AM5-11930)
- Modified and modifier fields not updated upon document reindex (AM5-11993)
- checkSync method appending redundant errors to document summaries (AM5-12003)
- Responses sometimes are being recognized as harmful even when explicitly referenced in the source (AM5-12024)
- Some of the segments are not in the vector store after QA Pairs reindexing (AM5-12183)

2.5.3   Conductor CLI

BUG FIXES

- Issue with Property Set replacement during migration using Conductor (AM5-11539)

- Parent Domain setting not applied to Child Domains during migration (AM5-11549)

2.5.4 Contact Center

BUG FIXES

- Unable to scroll down and go to other pages in escalation teams (AM5-12002)

2.5.5 Core Admin UI

BUG FIXES

- Error message is not clear when disabling domain with no responders (AM5-12055)

2.5.6 Core BPN

BUG FIXES

- Trigger the intent is not working from Greeting flow (AM5-6305)
- Conversations are not auto-closing after 60 minutes of inactivity (AM5-11242)
- Subsystem response metadata unavailable when Phased Execution is enabled (AM5-11536)
- Admin UI does not display linked BPNs to respective intents (AM5-11722)
- Conversations stay in suspended mode after when using Wait task in DEB (AM5-12080)

2.5.7 Core Framework

IMPROVEMENTS

- Implement bulk close API for conversations (AM5-11780)
- Do not timeout Amelia login when AIOps login times out (AM5-12034)

BUG FIXES

- OutboundNlpProcessor dropping spaces in responses (AM5-9753)
- Conversation self-continuation issue in voice interactions (AM5-12066)

2.5.8 Core LLM

BUG FIXES

- LLM Classifier Fails to Use Dataset Utterances for Intent Classification (AM5-11230)

2.5.9 Core NLU

BUG FIXES

- Disfluency message showing after script task (AM5-11958)

2.5.10 Core Response Pools

BUG FIXES

- URL in anchor tag is getting xml encoded in response pool (AM5-11629)

2.5.11 Core Security

IMPROVEMENTS

- Update a few dependencies for CVE fixes for Amelia Core (AM5-12227)

2.5.12 Custom UI

BUG FIXES

- Changes in chat-overlay should not be cached (AM5-12217)

2.5.13 Digital Employee Builder (DEB)

BUG FIXES

- Unable to modify Amelia Asks block within DEB from entity to basic (AM5-12240)

2.5.14 Digital Employees

IMPROVEMENTS

- UI throwing validation error for optional Audience and ClientSecret fields in Authorization (AM5-11953)

BUG FIXES

- Address XSS on response pools page (AM5-11998)
- Proper validation error required for uploading incorrect file types (AM5-12015)
- UI issues with scrolling in Model properties tab (AM5-12030)

2.5.15 Gateway Rest

IMPROVEMENTS

- Remove weak TLS/SSL ciphers from REST gateway (AM5-12031)

2.5.16 Gateway Service

IMPROVEMENTS

- Update a few dependencies for CVE fixes for Amelia Gateway Service (AM5-12249)

2.5.17   Integration Service

IMPROVEMENTS

- Update a few dependencies for CVE fixes for Amelia Integration (AM5-12248)

2.5.18   Translation

BUG FIXES

- Incorrect display of Unicode characters in chats due to translation (AM5-12094)

2.6   RELEASE 6.5.5

2.6.1   Agent View

BUG FIXES

- Accessibility issue in My Responses Section in Light Mode theme (AM5-12479)

2.6.2   Amelia Answers

NEW FEATURES

- Backport logging for responders to 6.5 (AM5-12236)

BUG FIXES

- Nested Sitemaps are not being indexed for Amelia Answers (AM5-12267)

2.6.3   Core Admin UI

NEW FEATURES

- Add ServiceNow Virtual Agent Handshake Message UI configuration to the ServiceNow Agent Chat gateway (AM5-12428)

BUG FIXES

- Sometimes Entity Settings are not populated in Entity form (AM5-12305)
- Handle change doesn't work for Custom UI properties with object type (AM5-12306)

2.6.4   Core BPN

BUG FIXES

- Tabular data file is not opening (AM5-12328)

2.6.5 Core Framework

NEW FEATURES

- Set CSP header default-src to none (AM5-12324)

2.6.6 Core NLU

BUG FIXES

- Same Domain Name Translation file override on other instance. (AM5-12157)
- Issue with Alternative intent (AM5-12198)

2.6.7 Core Other

NEW FEATURES

- Provide APIs to Export Conversation Recordings (AM5-12426)

BUG FIXES

- Slash issue in buttons (AM5-12259)
- OrchestratorRawSystemTest null pointer exception (AM5-12497)

2.6.8 Core Response Pools

BUG FIXES

- Response Pool Not Importing All Entries (AM5-12065)

2.6.9 Core Tabular Data

BUG FIXES

- Default delimiter to comma in Tabular Data editor (AM5-12508)

2.6.10 Digital Employees

BUG FIXES

- Unable to create the UIPath configuration because of bad request error (AM5-10922)
- Unable to add the New Features intents to the datasets getting Bad request (AM5-12020)

2.6.11   Embedding Service

NEW FEATURES

- Need to adjust the Prometheus port of Amelia embedding (AM5-12380)

2.6.12   Gateway Service

NEW FEATURES

- Add Handshake Messages to Virtual Agent topic initiation code for ServiceNow Agent Chat (AM5-12387)

2.6.13   Gateway Service

BUG FIXES

- HTML characters in gateway configuration fields are replaced by their escaped characters in the gateway service configuration (AM5-5499)

2.6.14   Integration Service

NEW FEATURES

- Update Jackson in Integration Service (AM5-12529)

2.6.15   Java SDK

NEW FEATURES

- Update Java SDK to support Voice Recording API (AM5-5981)

2.6.16   Rest Gateway

NEW FEATURES

- Address formatting for net.ipsoft.amelia.rest.api.v1.MessagesToAmeliaApi (AM5-12499)

2.6.17   Translation

BUG FIXES

- Translation is causing inappropriate agent responses to user (AM5-11924)
- Unwanted locale switch during escalation (AM5-12452)

2.7 RELEASE 6.5.6

2.7.1 Core Admin UI

BUG FIXES

- Unable to add Facebook page to the Amelia Facebook gateway (AM5-12518)
- No Escalation queue field on Amelia Solidus gateway (AM5-12519)
- LDAP user search base missing in UI (AM5-12619)

2.7.2 Core BPN

BUG FIXES

- BPN undeployment displays 400 bad request (AM5-12534)

2.7.3 Core Framework

BUG FIXES

- SAML POST fails under nonce (AM5-12623)

2.7.4 Core LLM

BUG FIXES

- Improve OpenAI embeddings retry and failure case (AM5-12486)

2.7.5 Core NLU

BUG FIXES

- NPE in TrieClassifier (AM5-12675)

2.7.6 Core Other

BUG FIXES

- Joda Time is not set to correct time zone to match java.time (AM5-12656)

2.7.7 Core UI

BUG FIXES

- Adjust anonymous user authorities to hide Agent View interface (AM5-12585)

2.7.8 Integration Service

IMPROVEMENTS

- Updating dependencies for Integration Service (AM5-12750)

2.8 RELEASE 6.5.7

2.8.1 Core Admin UI

BUG

- Script issue with BPNs created from DEBs (AM5-12550)

IMPROVEMENTS

- Configure HTTP Timeout Properties for Sprinklr Gateway (AM5-12855)

2.8.2 Core Framework

BUG

- Unable to edit BPN (AM5-12690)

2.8.3 DEB

BUG

- In DEB flow searching for (breaks search (AM5-12785)

2.8.4 Gateway Sprinklr

BUG

- Sprinklr Timeout saturates connection from pool (AM5-12842)

2.8.5 LangChain Service

IMPROVEMENT

- Update LangChain dependencies due to CVE. (AM5-12847)

2.8.6   Translation

BUG

- Escalation due to null messageText (AM5-12863)

2.9   RELEASE 6.5.8

2.9.1   Agent View

BUG

- Agents temporarily unable to send messages due to Google Translate latency (AM5-12951)

2.9.2   Conductor CLI

IMPROVEMENT

- Remove ontology command from conductor in v6 (AM5-12869)

2.9.3   Core Admin UI

IMPROVEMENT

- Adding keywords to the Direct Escalation Amelia Asks block property (AM5-11783)

2.9.4   Core AIML

BUG

- Cannot add AIML Files with Local domain permissions (AM5-12918)

2.9.5   Core BPN

BUG

- Wait block stops responding due to admin service dependency (AM5-12922)

2.9.6   Core Escalation

IMPROVEMENT

- Add additional logs for agent summary count (AM5-13006)

2.9.7   Core Framework

IMPROVEMENT

- Allow export of Content Manager resources associated with a conversation (AM5-12730)

2.9.8   Core Other

BUG

- The current access log should not be renamed only the archive log (AM5-13010)

2.9.9   Core Security

BUG

- Update Core and Rest Gateway dependencies on tomcat to 9.0.98 to address CVE (AM5-13037)

2.9.10   Gateway Rest

IMPROVEMENT

- Add Standardized Access Log for Rest Gateway (AM5-13029)

2.9.11   Gateway Service

BUG

- Update Gateway Service dependencies on tomcat to 9.0.98 to address CVE (AM5-13038)

IMPROVEMENT

- Add Standardized Access Log on Amelia-gateway-service (AM5-13015)

2.9.12   Translation

BUGS

- Change how language detection filter is saved due to lazy loading problems (AM5-12908)
- Google Translate shows many errors in their statistics (AM5-12975)

2.10 RELEASE 6.5.9

2.10.1   Agent View

TASK

- Agent Activity Reports (AM5-8892)

2.10.2   Amelia Answers

BUG

- Restrict malicious file upload in Amelia Answers (AM5-12745)
- Asking the same question consecutively causes Amelia to pause and send error (AM5-13087)
- Import error (AM5-13266)
- If sitemap creates too many segments, a timeout may occur when trying to delete the source (AM5-13370)
- Export page taking forever to load big documents (AM5-13429)

TASK

- Restrict malicious file upload in amelia answers-UI (AM5-13160)
- Java SDK and Rest-web changes for Amelia Answers import and export APIs (AM5-13589)

2.10.3   Autocorrection Service

TASK

- Update dependencies for NTLK and Transformers due to CVE (AM5-13235)
- Migrate Autocorrection Service to python3.11 (AM5-13253)
- Update onnxruntime to work with python3.11 (AM5-13504)

2.10.4   Conductor CLI

BUG

- Not migrating Web actions with property sets (AM5-13290)

TASK

- Add feature to export all revisions and delete previous revisions of training document (AM5-13317)
- Remove unreferenced question id from "ask for the entity with response pool" task on import BPN command (AM5-13459)

2.10.5   Core Admin UI

BUG

- Cannot delete entity in one domain because of use in another unrelated domain (AM5-13169)
- Incorrect functions parsing (AM5-13152)
- Duplicate Web Services in BPN Impacting Selection and Navigation (AM5-13103)
- voice.tts_mask property not present in v6 (AM5-13310)

TASK

- Admin UI Improvements for Camel2/Camel4 (AM5-13094)
- Align BPN model removal in the DEB UI with the old UI (AM5-13157)
- API to get list of ConsumeWS actions should return domain code and also allow returning more than 100 items (AM5-13207)
- Replace Amelia photos and logos with SoundHound in Admin UI and User UI (AM5-13179)
- Replace Amelia photos and logos with SoundHound in NG UI (AM5-13178)
- Integration Flow Duplication (AM5-13143)
- Replace defaults in all themes and set default to No Avatar (AM5-13190)
- Remove Alexa Gateway from Admin UI (AM5-13458)
- Remove Salesforce Chat Gateway From Admin UI (AM5-13469)
- Added ability to control user activity timeouts from domain settings (AM5-13552)
- Backport AM5-13444 and AM5-13445 to 6.5.x LTS (AM5-13660)
- Update Core to have Camel 4.10.2 as the camel engine instead of 4.10.0 (AM5-13725)

2.10.6   Core Authentication System

TASK

- Disable Saving Passwords in Browsers (AM5-13085)
- Do not allow global response pools to be edited, add auth checks to response pool apis for domain (AM5-13171)

2.10.7   Core BPN

BUG

- Unable to mark the intent (IREFPRegimeTraining) as inactive (AM5-12857)
- Spanish Translation - I between it has to Speak in English TTS Voice (AM5-13086)
- "matches" function only allows using single quotes (AM5-12647)
- NPE while deserializing BPN graph (AM5-12215)

- Ban groovy scripts inside sandbox from running Locale#setDefault or TimeZone#setDefault (AM5-13363)
- 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)

2.10.8   Core Escalation

TASK

- Add stomp subscription timeout and multiple max for websocket in Amelia Escalation (AM5-13601)

2.10.9   Core Framework

BUG

- Debug messages cannot be independently suppressed for agent (AM5-12644)
- SSML attributes are being deleted (AM5-13442)
- Shared executions from ISC apiKey domains fail (AM5-13509)

TASK

- Core groundwork towards gradual Camel upgrade (AM5-12641)
- Investigate agent-summary api (AM5-12889)
- Fix Flapping Core Webhook test (AM5-13034)
- Integration Flow: Add Search By Deployed and Latest Integration Engine Id (AM5-13463)
- CamelMigrateAssistant throws incomplete error on missing engine (AM5-13721)
- Improve logging, create foundation for status page (AM5-13790)

2.10.10   Core NLU

BUG

- Semantic Role Labeler fails on large sentences (AM5-12676)
- Remove prompt injection detection model from model service (AM5-13519)

TASK

- Amelia Predict API slow response (AM5-13338)
- Orchestrator send variables to AIOps automata endpoint in request body (AM5-12660)

2.10.11   Core Other

BUG

- Optimized query fetch for training a large number of documents and revisions (AM5-9713)
- Domain Change happening when using a parent domain intent from a child domain (AM5-11102)

TASK

- Improve API documentation of admin/training/predict* (AM5-13410)
- Update Core dependencies due to CVEs (AM5-13411)

2.10.12   Core Others

BUG

- Mind View does not always connect to same engine instance (AM5-13439)

TASK

- Multibyte character payloads truncated in rest tabular data downloads (AM5-13740)

2.10.13   Core Security

BUG

- After 6.13.0 upgrade to amelia 6.14.1 SSO fails with 500 Error (AM5-13564)

2.10.14   Core System Entity

TASK

- Update "tomorrow morning" utterance to predict tomorrow at 8 am not 4 am (AM5-13031)

2.10.15   Core UI

BUG

- Users Experience Blank Screen During Chat Conversations in AU-Showcase IT Domain (AM5-13428)
- Cursor Jumping in Search Field (AM5-13478)

TASK

- Replace Amelia photos and logos with SoundHound (AM5-13092)

2.10.16   DEB

BUG

- Backport API for deb deployment with dependencies (AM5-13100)
- Unable to create flow with Request Block by selecting "Request more than one" (AM5-13299)
- upload:canceled() expression not working in DEB (AM5-13430)

2.10.17   Embedding Service

TASK

- Migrate Embedding Service to Python 3.11 (AM5-13255)

2.10.18   Gateway Rest

TASK

- Add language specifying behavior of partial bodies to REST documentation (AM5-13257)
- Remove deprecated methods from rest gateway (AM5-13812)

2.10.19   Gateway Service

BUG

- Gateway Service on a single node has unusually high traffic even though there are 5 other nodes (AM5-12556)

TASK

- Update Amelia Gateway Service due to CVEs (AM5-13440)
- Remove Alexa Gateway Plugin from build (AM5-13457)

2.10.20   Gateway ServiceNowAgentChat

BUG

- Remove Transcript HTML tags (AM5-13212)

2.10.21   Integration Service

BUG

- Error saving integration template integrationEngineId: must not be null,Integration Engine is required (AM5-13423)

- Incorrect xml definitions for camel-http, camel-https (AM5-13711)

TASK

- Update CXF and Tomcat Dependencies to fix CVE (AM5-13234)
- Camel 4 (AM5-12512)
- Update Amelia Integration Service dependencies due to a few CVEs (AM5-13422)
- Update Amelia Integration Service to the latest Spring Boot 3.4.3 to fix some CVE (AM5-13581)
- camel-4.9.0 copy from UI : Removing CDATA (AM5-13611)
- Adjust default logging level of Amelia-integration-c4-service (AM5-13659)
- Updating Integration Service to Camel 4.10.2 (AM5-13724)

2.10.22 Java SDK

TASK

- Add sourceClass to Amelia messages in java sdk (AM5-13796)

2.10.23 LangChain Service

TASK

- Update dependencies in langchain service due to CVE (AM5-13238)
- BackPort New Pdf Loader to stable/6.5 for parsing embedded links (AM5-13184)

2.10.24 Metrics

BUG

- UI Volume vs Billing API Discrepancy (AM5-12626)

2.11 RELEASE 6.5.10

2.11.1 Core Orchestrator

BUG

- Revert update to elastic and spring-data-elastic to fix an Orchestrator issue (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 (6.5.0 to 6.5.8)

Type	Amelia Release								
	6.5.0	6.5.1	6.5.2	6.5.3	6.5.4	6.5.5	6.5.6	6.5.7	6.5.8
Custom User Interface	6.0.16			6.0.26					
HAproxy	2.8.3								
Percona	8.0.29-21.1								
Java JDK	11.0.22.7.1			11.0.24					
Redis/Redis Sentinel	7.0.13								
AV Gateway	1.2.8								
Syntaxnet	1.0.10								
Duckling	6.5.0		6.5.2				6.5.6		
amelia-coref-service	6.5.0			6.5.3					
amelia-assignment-en_us	5.7.0								
amelia-robertaqa-en_us	5.7.0								
amelia-embedding-service	6.5.0					6.5.5			
amelia-LangChain-service	6.5.0		6.5.2	6.5.3	6.5.4		6.5.6	6.5.7	
amelia-weaviate-service	1.24.6								

Table 2. Component Software Versions (6.5.9)

Type	Amelia Release								
	6.5.9	6.5.10							
Custom User Interface	6.0.16								
HAproxy	2.8.3								
Percona	8.0.29-21.1								
Java JDK	11.0.26								
Redis/Redis Sentinel	7.0.13								
AV Gateway	1.2.8								
Syntaxnet	1.0.10								
Duckling	6.5.0								
amelia-coref-service	6.5.0								
amelia-assignment-en_us	5.7.0								
amelia-robertaqa-en_us	5.7.0								

Type	Amelia Release							
	6.5.9	6.5.10						
amelia-embedding-service	6.5.0					6.5.5		
amelia-LangChain-service	6.5.0		6.5.2	6.5.3	6.5.4		6.5.6	6.5.7
amelia-weaviate-service	1.24.6							

Table 3. Gateway Versions

Type	Amelia Release										
	6.5.0	6.5.1	6.5.2	6.5.3	6.5.4	6.5.5	6.5.6	6.5.7	6.5.8	6.5.9	6.5.10
Alexa	6.5.0		6.5.2	6.5.3	6.5.4	6.5.5		6.5.7	6.5.8	REMOVED	
Amazon Lex	6.5.0		6.5.2	6.5.3	6.5.4	6.5.5		6.5.7	6.5.8		
Amazon Connect Escalation	6.5.0		6.5.2	6.5.3	6.5.4	6.5.5		6.5.7	6.5.8		
Cisco ECE *	6.5.0		6.5.2	6.5.3	6.5.4	6.5.5		6.5.7	6.5.8		
Digital First Omnichannel	6.5.0		6.5.2	6.5.3	6.5.4	6.5.5		6.5.7	6.5.8		
Email	6.5.0		6.5.2	6.5.3	6.5.4	6.5.5		6.5.7	6.5.8		
Facebook Messenger	6.5.0		6.5.2	6.5.3	6.5.4	6.5.5		6.5.7	6.5.8		
Firebase Cloud	6.5.0		6.5.2	6.5.3	6.5.4	6.5.5		6.5.7	6.5.8		
Genesys Cloud Chat	6.5.0		6.5.2	6.5.3	6.5.4	6.5.5		6.5.7	6.5.8		
Genesys PureCloud	6.5.0		6.5.2	6.5.3	6.5.4	6.5.5		6.5.7	6.5.8		
Genesys PureConnect	6.5.0		6.5.2	6.5.3	6.5.4	6.5.5		6.5.7	6.5.8		
Genesys PureEngage	6.5.0		6.5.2	6.5.3	6.5.4	6.5.5		6.5.7	6.5.8		
Gateway Service	6.5.0		6.5.2	6.5.3	6.5.4	6.5.5		6.5.7	6.5.8		
Google Chat	6.5.0		6.5.2	6.5.3	6.5.4	6.5.5		6.5.7	6.5.8		
InContact Escalation	6.5.0		6.5.2	6.5.3	6.5.4	6.5.5		6.5.7	6.5.8		
LinkMobility	6.5.0	6.5.1	6.5.2	6.5.3	6.5.4	6.5.5		6.5.7	6.5.8		
LiveEngage Messaging	6.5.0		6.5.2	6.5.3	6.5.4	6.5.5		6.5.7	6.5.8		
Meta Workplace	6.5.0		6.5.2	6.5.3	6.5.4	6.5.5		6.5.7	6.5.8		
Microsoft Teams	6.5.0		6.5.2	6.5.3	6.5.4	6.5.5		6.5.7	6.5.8		
Oracle Digital Assistant	6.5.0		6.5.2	6.5.3	6.5.4	6.5.5		6.5.7	6.5.8		
Oracle Service Cloud (REST)	6.5.0		6.5.2	6.5.3	6.5.4	6.5.5		6.5.7	6.5.8		
PEGA Chat	6.5.0		6.5.2	6.5.3	6.5.4	6.5.5		6.5.7	6.5.8		
REST	6.5.0		6.5.2	6.5.3	6.5.4	6.5.5		6.5.7	6.5.8		
Salesforce Chat	6.5.0		6.5.2	6.5.3	6.5.4	6.5.5		6.5.7	6.5.8		
Salesforce Escalation	6.5.0		6.5.2	6.5.3	6.5.4	6.5.5		6.5.7	6.5.8		
ServiceNow Chat Classic	6.5.0		6.5.2	6.5.3	6.5.4	6.5.5		6.5.7	6.5.8		
ServiceNow Agent Chat	6.5.0		6.5.2	6.5.3	6.5.4	6.5.5		6.5.7	6.5.8		
ServiceNow Escalation	6.5.0		6.5.2	6.5.3	6.5.4	6.5.5		6.5.7	6.5.8		
ServiceNow Virtual Agent	6.5.0		6.5.2	6.5.3	6.5.4	6.5.5		6.5.7	6.5.8		
Slack REST (V2)	6.5.0		6.5.2	6.5.3	6.5.4	6.5.5		6.5.7	6.5.8		
Solidus	6.5.0		6.5.2	6.5.3	6.5.4	6.5.5		6.5.7	6.5.8		

Type	Amelia Release										
	6.5.0	6.5.1	6.5.2	6.5.3	6.5.4	6.5.5	6.5.6	6.5.7	6.5.8	6.5.9	6.5.10
Sprinklr	6.5.0		6.5.2	6.5.3	6.5.4	6.5.5		6.5.7	6.5.8		
Symphony	6.5.0		6.5.2	6.5.3	6.5.4	6.5.5		6.5.7	6.5.8		
Twilio	6.5.0		6.5.2	6.5.3	6.5.4	6.5.5		6.5.7	6.5.8		
Twitter	6.5.0		6.5.2	6.5.3	6.5.4	6.5.5		6.5.7	6.5.8		
Webex	6.5.0		6.5.2	6.5.3	6.5.4	6.5.5		6.5.7	6.5.8		
Webex Teams	6.5.0		6.5.2	6.5.3	6.5.4	6.5.5		6.5.7	6.5.8		
Zendesk Sunshine	6.5.0		6.5.2	6.5.3	6.5.4	6.5.5		6.5.7	6.5.8		
Zendesk Sunshine Escalation	6.5.0		6.5.2	6.5.3	6.5.4	6.5.5		6.5.7	6.5.8		

* ECE: Cisco Enterprise Chat and Email

Table 4. Amelia Integration Framework (AIF) Versions

Type	Amelia Release										
	6.5.0	6.5.1	6.5.2	6.5.3	6.5.4	6.5.5	6.5.6	6.5.7	6.5.8	6.5.9	6.5.10
Integration-Camel 2 Service	6.5.0		6.5.2		6.5.4	6.5.5	6.5.6			6.5.9	
Integration Camel 4 Service										6.5.9	

4. Amelia 6.5.x System Architecture

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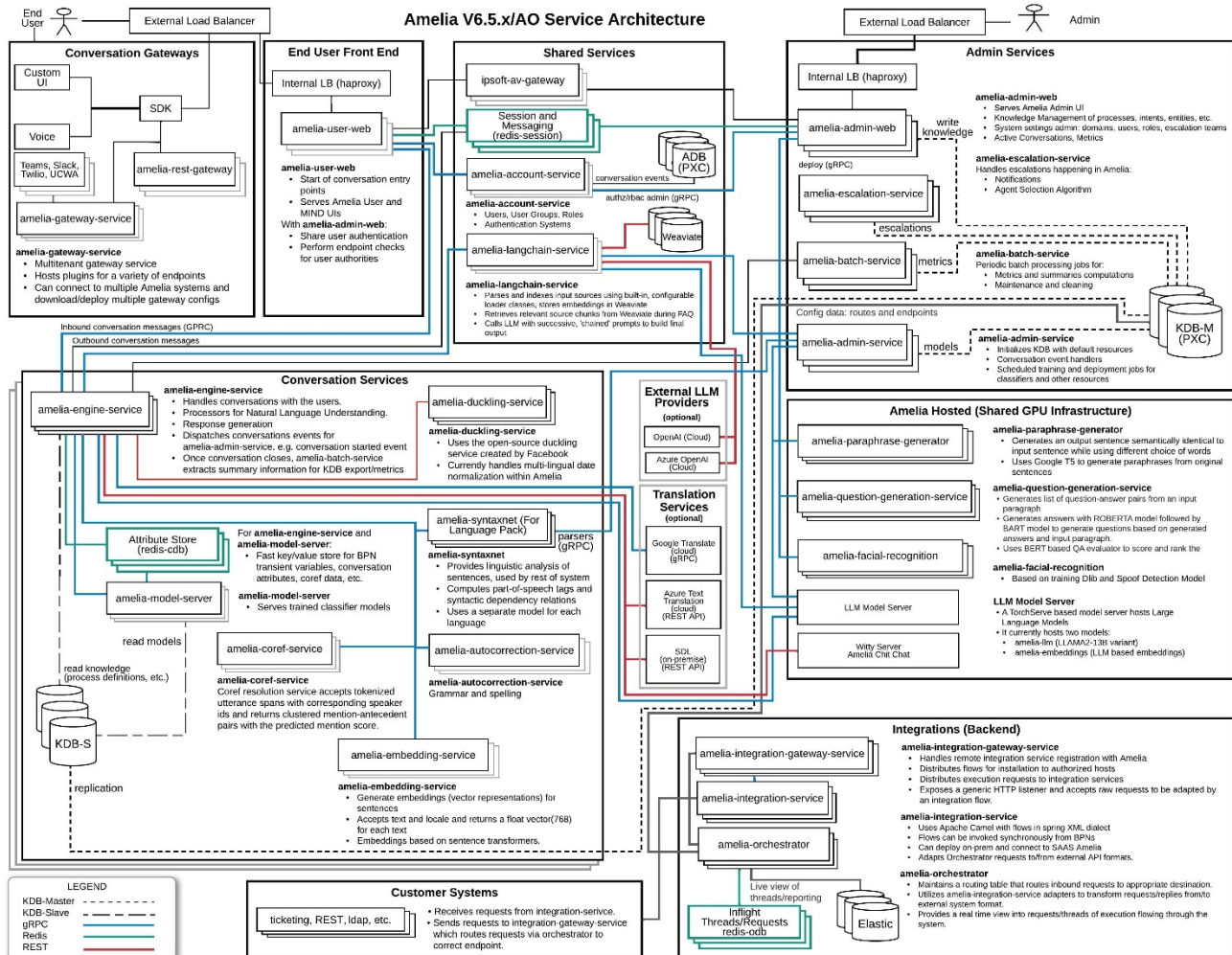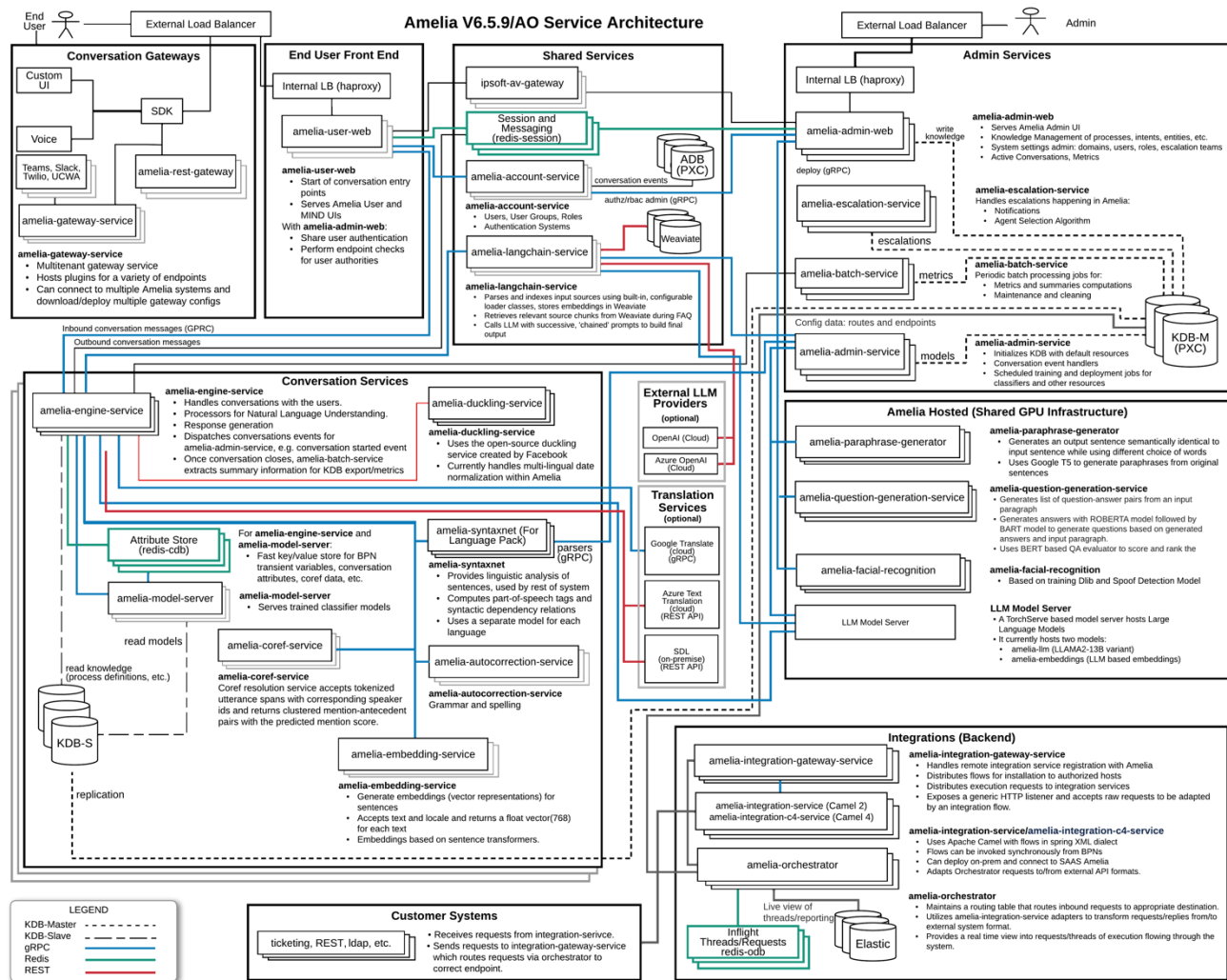

Figure 1. Amelia 6.5.x System Architecture

Figure 2. Amelia 6.5.9 System Architecture

5. Glossary

This table describes common terms used in these release notes.

Table 5. 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.
ISC	The acronym for the Amelia Integration Service Client software.
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.