AMELIA

Cognitive Agent

Amelia 6.6.0 Release Notes
(Document version 1.1)

AMELIA PROPRIETARY

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Document History

Author	Version	Date	Comments	Final Approval?
Amelia Research & Development	1.0	July 1, 2024	Added bug fixes and new functionality for 6.6.0 release	Yes
Amelia Research & Development	1.1	April 10, 2025	Added breaking change for 6.6.0 release	Yes

1. Highlights by Release

This document briefly lists significant changes to Amelia because of 6.6.x version releases. A detailed list of all new features and bug fixes are listed in the next section of this document.

1.1 RELEASE 6.6.0 BREAKING CHANGES

ADD DOMAIN PROPERTY TO ENABLE OR DISABLE ESCALATION LEARNING

You can enable or disable escalation learning using an advanced domain setting. The Domain tab workspace includes a new Enable Escalation Learning property. It's available in the Advanced tab. It's set to false (off) by default. The Administration module includes the Domain workspace. (AM5-11133)

1.2 RELEASE 6.6.0 HIGHLIGHTS

AMELIA ANALYTICS

Add a Conversation Summary within Transcripts
Long conversations take time to review and understand. In Analytics View, we've added a GenAI powered summary. This helps supervisors understand what happened. If a summary is empty for closed conversations, you can generate one. And the summary metrics for conversations contains the summary. (AM5-10838, AM5-11221, AM5-11347)

CORE AGENT VIEW

An Amelia Answers Widget has been added in Agent View
We've added an Amelia Answers widget to the Agent View interface. This helps agents get the most accurate information available to handle escalations. Agents can type questions to easily access lots of internal knowledge. They can use it to provide detailed accurate customer service. Amelia Answers content is always context sensitive. Information is relevant for the agents' current needs. This helps reduce the manual effort agents currently do to find information. The widget also allows agents to provide feedback about whether answers are relevant. (AM5-10835, AM5-10951)

A Conversation Summary panel has been added in Agent View
It can be difficult to understand long conversations when picking up an escalation. Working with multiple conversations also can make it difficult to recall context. The Agent View interface now

includes a Conversation Summary panel. The summary is a GenAI summary of the current escalated conversation. Agents can generate these summaries. These summaries are visible when they rejoin or reload a conversation. (AM5-10837, AM5-11220, AM5-11341)

CORE LLM

Allow custom instructions for Cognitive Tasks
The Cognitive Tasks feature lets you add custom instructions and override default models for all types of tasks. Previous instructions and existing system prompts can't be ignored. But you can add custom instructions to Amelia's internal prompts. This lets you optimize and refine how Amelia responds. This feature is in the Digital Employees > NLU Resources section. (AM5-11138)

DIGITAL EMPLOYEE BUILDER (DEB)

Add a Design Assistant to DEB and Amelia Builds Amelia (ABA)
We've added a Design Assistant to our DEB and ABA features. This tool has GenAI capabilities. It simplifies creating and modifying new Digital Employees Builder flows. Users sometimes face limitations and inefficiencies when editing Builder flow outputs. Now you can describe configurations for edge flows and Say, Ask, Script, and other blocks. Adding GenAI tools to configure elements helps speed up development. (AM5-9939, AM5-11105, AM5-11179, AM5-11276, AM5-11313)

Add support for GPT-4o for Amelia Builds Amelia (ABA)
We've added support for GPT-4o within the Cognitive Providers and Cognitive Tasks features. You can leverage its decreased token cost, decreased latency, and increased context windows. This capability is in the Digital Employees > NLU Resources section. (AM5-10897)

GATEWAY SERVICE

Five9 Escalation Gateway
We continue to expand Amelia integration with contact center gateways. Now you can connect Amelia to Five9 contact centers for chat and any escalations. This leverages Amelia's cognitive abilities to understand and resolve conversations with fewer escalations. (AM5-9140)

2. List of All Changes

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

2.1 RELEASE 6.6.0

2.1.1 New Features

AMELIA ANALYTICS

- Conversation Summary within Transcripts (AM5-10838, AM5-11221, AM5-11347)

CORE AGENT VIEW

- Amelia Answers Widget in Agent View (AM5-10835, AM5-10951, AM5-11218, AM5-11219, AM5-11245)
- Conversation Summary in Agent View (AM5-10837, AM5-11220, AM5-11341)

CORE BPN

- Create Allow Domain Switch Property in Ask Task (AM5-10841)

CORE LLM

- Allow providing custom instructions for Cognitive Tasks (Humanizer and QA with Langchain) (AM5-11138)

CORE OTHER

- Amelia's absolute session timeout (AM5-11051)

CUSTOM UI

- Ability to define custom actions for Custom UI (AM5-11096)
- Allow setting Access-Control-Allow-Origin header for downloading config.json (AM5-11136)

DEB

- Add API for DEB deployment with its associated DEB flows (AM5-10722)
- Allow Domain Switching Pre-Escalation (AM5-10840)
- Design Assistant (AM5-9939, AM5-11105, AM5-11179, AM5-11276, AM5-11313)

DIGITAL EMPLOYEES
- Add ability to export all entities from UI (AM5-11076)

GATEWAY FIREBASE
- Firebase Messaging Badge Count (AM5-11057)

GATEWAY GENESYS PUREENGAGE
- Multi-step authentication for Genesys (Amelia Gateway) (AM5-10903)
- Multi-step authentication for Genesys (Amelia Gateway) [ui] (AM5-11106)

TRANSLATION
- Enable Translation Service for domain when custom settings are added (AM5-10908)

2.1.2 Improvements

AMELIA ANALYTICS
- Rename Manager Dashboard to Supervisor (AM5-10842)

AMELIA ANSWERS
- Support bulk delete of Amelia Answers Sources (AM5-10301)
- Display all the logging messages for the QApair and Document FAQ prediction in Conversation Debug panel. (AM5-10824)
- Strip HTML Tags in responses in Amelia Answers dashboard (AM5-10844)
- Utilize Current Year in Amelia Answers Home Page Analytics (AM5-10845)
- Make Response Dashboard Default to Current Year & Selected Domain (AM5-10846)
- Add a warning message when setting Segment Selection Threshold to sub-optimal values (AM5-11108)
- User should not be able to set more than 5 Maximum number of answers (AM5-11139)
- Document list and tab should display deployed revision info (AM5-9989)

CORE AGENT VIEW
- Change the naming convention to "Transfer to Agent" instead of "Transfer to User" on the Agent page. (AM5-10726)

CORE FRAMEWORK
- Add domain property to enable/disable escalation learning (AM5-11133)
- Session should expire if user is inactive even if Amelia is open (AM5-11185)

CORE UI

- Make menu hidden by clicking outside instead of lost hover (AM5-11159)
- Change left menu behaviour to open on click instead of hover (AM5-11197)

CUSTOM UI

- Add "How to use custom fonts in custom ui" hint (AM5-10602)
- Remove ability to define the header in embedding tab (AM5-10988)
- Reduce user-web startup time by limiting UI bundle revisions allowed to be deployed (AM5-11200)

DEB

- Make Ctrl + s to be a hotkey to save a DEB & Remove Ctrl + f to be used for blocks search (AM5-10493)
- Use F5 button initiate the "preview" chat (AM5-10494)
- Always reset chat preview when clicking on preview button (AM5-10495)
- Add Audit event on DEB deletion (AM5-10894)
- Add support for GPT-4o for Amelia Builds Amelia (ABA) (AM5-10897)

DIGITAL EMPLOYEES

- Rename Sentient Settings to Learning (AM5-10843)
- Rename Include from intents to Include all intents (AM5-10928)
- Remove Use Entity Features & Entities Option when using Elmo Encoder in Intent Model (AM5-11009)

GATEWAY REST

- Need to query with both of the filter options at the same time (AM5-11083)

GATEWAY SERVICE

- Five9 Escalation Gateway (AM5-9140)

LLM MODEL SERVER

- Update LLM model server config to support paraphrase model (AM5-11288)

2.1.3 Bug Fixes

AMELIA ANSWERS

- Amelia Answers indexes are invalidated even when embeddings are not updated (AM5-10593)
- Amelia Answers response details modal holds old information (AM5-10797)

- QA pair selection is not resetting on page change (AM5-10853)
- Source is not refreshed after indexing is complete (AM5-10883)
- Number format error while querying semantic service. (AM5-10898)
- Sources not getting returned by QaPairsFaq Responder (AM5-10962)
- Answer is not displayed when LLM fails to return the source of an answer along with the answer itself (AM5-10970)
- Sitemap sourcing shows document source name rather than individual site name (AM5-11160)
- Documents are not getting reindexed after upgrade to 6.5 (AM5-11162)
- Remove Download button for sources that shouldn't be downloadable (AM5-11174)
- Reindexing QA Pairs results in empty QA Pairs (AM5-11192)
- Tests are getting Aborted immediately after the upload (AM5-11335)
- Setting "Maximum number of answers" in Amelia Answers does not work (AM5-9835)

CONTACT CENTER

- Dropdowns in ContactCenter don't allow case-insensitive autosuggest (AM5-10938)
- Incorrect Current Longest Wait Time per Queue in Supervisor Dashboard (AM5-11098)

CORE ADMIN UI

- Bad Request instead of human readable error is displayed when trying to create a user (AM5-10208)
- Some content masks are incorrectly escaped upon save (AM5-10762)
- Typo in domain save success message (AM5-10999)
- Unauthorized users can see groups and effective authorities tabs (AM5-11103)

CORE AGENT VIEW

- Agent doesn't receive sound notifications when new message to existing joined chat comes (AM5-10327)
- Agent resolution code option not showing up in Agent UI for voice calls (AM5-10450)
- It is allowed to pickup multiple conversations while voice call (AM5-10683)
- Agents are unable to interact with Resolution Codes without tabular data permissions (AM5-10756)
- Agent can not send copy-pasted content twice (AM5-10849)

CORE BPN

- faqService.predict throwing NullPointerException error (AM5-10969)
- Not able to select the required web action in the BPN when web actions number exceeds more than 100 (AM5-11123)

- Error in Consume User Utterance Task with DontKnow Responder Disabled in Domain (AM5-9191)

CORE ESCALATION

- Disconnected chats getting escalated to live agents when using gateways (AM5-10467)

CORE FRAMEWORK

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

CORE LLM

- LLM-based entity prediction not working when we have excessive dynamically generated entities (AM5-10976)
- Humanizer OpenAi responses are prone to Prompt Injection (AM5-11081)

CORE NLU

- Normalization not predicting intent even if told to use entity (AM5-11027)

CORE SYSTEM ENTITY

- Utterance "how about 11:30" is causing the time entity to get updated incorrectly with a different behavior from '11:30' (AM5-10923)
- Date datum type entity is updating incorrectly even though no date was provided by the end-user (AM5-9932)

CORE UI

- Different Behavior of Form Select in Face Call vs Custom UI (AM5-11004)
- SVG tag not rendering in chat (AM5-11284)
- Menu panels overlay each other (AM5-11370)

DEB

- Wait task smaller than 2 seconds causing conversation to freeze (AM5-10720)
- Design Assistant block is incorrectly preserving edges (AM5-11359)

DIGITAL EMPLOYEES

- Arbitrary file upload is allowed for Web Actions Certificates (AM5-10262)
- Firebase gateway Service Account Credentials are not expandable (AM5-10655)
- Intent name casing changes on TSV import (AM5-10828)
- Predict is executing every time on tab switch (AM5-10884)
- The entity is not deleted from the right panel after deletion from the list. (AM5-10916)

- Warnings not displayed when saving intent, not give option to override in Admin Web UI (AM5-11002)
- Deploy integration button is not visible once i save an integration Flow (AM5-11054)
- Status code 400 while opening/deleting Web Action (AM5-11064)
- New Content Management Bucket Throws Upload/Create Errors (AM5-11151)
- Missing Neural Network classifier algorithm when Dutch Language Pack enabled (AM5-11208)
- Training SPANLESS_SLOT_EXTRACTOR using LLM classifier algorithm fails (AM5-11256)

GATEWAY REST

- OutboundEscalationStartedMessages not flushed in longpoll (AM5-11145)

GATEWAY SLACK REST

- Images passed by user in slack doesn't get displayed on Amelia's agent console (AM5-11046)

TRANSLATION

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

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

	Amelia Release								
Type	6.6.0								
Custom User Interface	6.0.16								
HAproxy	2.8.3								
Percona	8.0.29-21.1								
Java JDK	11.0.22.7.1								
Redis/Redis Sentinel	7.0.13								
AV Gateway	1.2.8								
Syntaxnet	1.0.10								
Duckling	6.6.0								
amelia-coref-service	6.6.0								
amelia-assignment-en_us	5.7.0								
amelia-robertaqa-en_us	5.7.0								
amelia-facial-recognition	6.6.0								
amelia-embedding-service	6.6.0								
amelia-LangChain-service	6.6.0								
amelia-weaviate-service	1.24.6								

Table 2. Gateway Versions

	Amelia Release								
Type	6.6.0								
Alexa	6.6.0								
Amazon Lex	6.6.0								
Amazon Connect Escalation	6.6.0								
Cisco ECE *	6.6.0								
Digital First Omnichannel	6.6.0								
Email	6.6.0								
Facebook Messenger	6.6.0								
Five9	6.6.0								
Firebase Cloud	6.6.0								
Genesys Cloud Chat	6.6.0								

Type	Amelia Release										
	6.6.0										
Genesys PureCloud	6.6.0										
Genesys PureConnect	6.6.0										
Genesys PureEngage	6.6.0										
Gateway Service	6.6.0										
Google Chat	6.6.0										
InContact Escalation	6.6.0										
LinkMobility	6.6.0										
LiveEngage Messaging	6.6.0										
Meta Workplace	6.6.0										
Microsoft Teams	6.6.0										
Oracle Digital Assistant	6.6.0										
Oracle Service Cloud (REST)	6.6.0										
PEGA Chat	6.6.0										
REST	6.6.0										
Salesforce Chat	6.6.0										
Salesforce Escalation	6.6.0										
ServiceNow Chat Classic	6.6.0										
ServiceNow Agent Chat	6.6.0										
ServiceNow Escalation	6.6.0										
ServiceNow Virtual Agent	6.6.0										
Slack REST (V2)	6.6.0										
Solidus	6.6.0										
Sprinklr	6.6.0										
Symphony	6.6.0										
Twilio	6.6.0										
Twitter	6.6.0										
Webex	6.6.0										
Webex Teams	6.6.0										
Zendesk Sunshine	6.6.0										
Zendesk Sunshine Escalation	6.6.0										

* ECE: Cisco Enterprise Chat and Email

Table 3. Amelia Integration Framework (AIF) Versions

Type	Amelia Release										
	6.6.0										
Integration-Service	6.6.0										

4. Amelia 6.6.x System Architecture

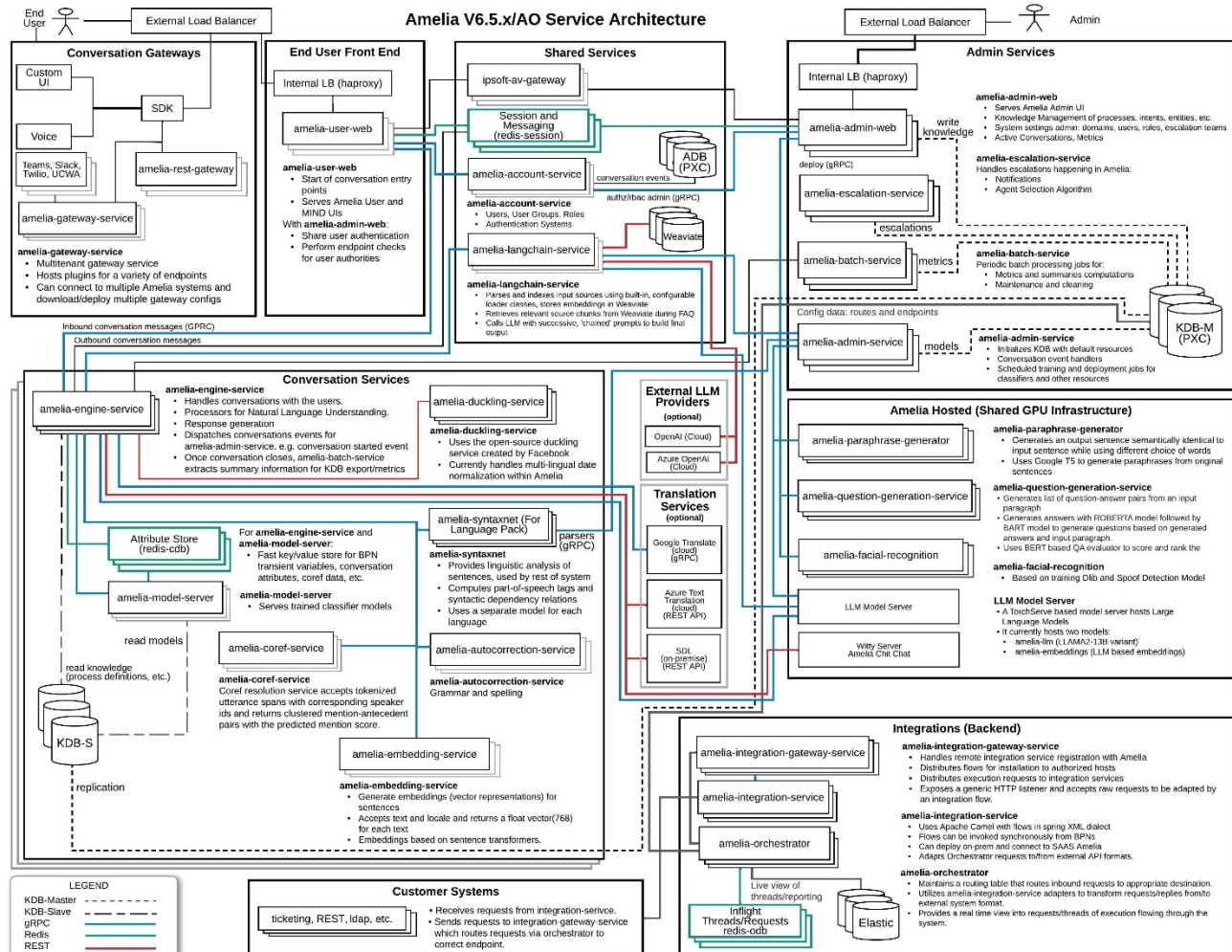This diagram reflects the current architecture of the Amelia software system.

Figure 1. Amelia 6.6.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.
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.
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.
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.

Term	Definition
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.
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.

Term	Definition
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.
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.