



Cognitive Agent

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## Amelia 6.2.2 Release Notes

(Document version 1.1)

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# Document History

Author	Version	Date	Comments	Final Approval?
Amelia Research & Development	1.0	March 11, 2024	Added bug fixes and new functionality for 6.2.0, 6.2.1	Yes
Amelia Research & Development	1.1	March 16, 2024	Added bug fixes and new functionality for 6.2.2	Yes

# 1. Overview

This document briefly lists significant changes to Amelia because of 6.2.x version releases. A detailed list of all new features and bug fixes are listed in the next section of this document.

## 1.1 HIGHLIGHTS BY RELEASE

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The What's New page for the online documentation for this release links to descriptions of these highlighted tickets.

### 1.1.1 Release 6.2.0

#### CORE ADMIN UI

- Design new FAQ Settings interface (AM5-9435)
- Design Question Rate chart for FAQ Analytics workspace (AM5-9441)
- Design Answer Accuracy chart in FAQ Analytics workspace (AM5-9442)
- Design Like & Dislike analytics widget in FAQ Analytics workspace (AM5-9443)
- Design Fallback rate chart in FAQ Analytics workspace (AM5-9444)
- Design Response Time chart in FAQ Analytics workspace (AM5-9446)
- Design Like & Dislike & Neutral timeline chart in FAQ Analytics workspace (AM5-9447)
- Design FAQ queries page in FAQ Analytics workspace (AM5-9448)
- Add REST gateway configuration properties to manage http timeouts for all gateways (AM5-9486)
- Optimize the Amelia Builds Amelia chat interface and configuration process (AM5-9524)
- Refresh Contact Center Supervisor view with auto-refresh setting and a button (AM5-9530)

#### CORE OTHER

- Add metric to track user time on hold while waiting for an agent (AM5-4819)
- Create interface to manage Amelia Voice recorded conversations (AM5-8120)
- Expose user prompt for LangChain FAQ on OpenAI (AM5-9159)

#### CORE UI

- Add Voice Speech to Text Engine and Speech to Text Provider settings in DEB Amelia Asks block (AM5-9323)

### 1.1.2 Release 6.2.1

#### CORE ADMIN UI

- Redirect user to admin module they're permissioned for when opening /Amelia/admin URL (AM5-10069)

## CORE AGENT VIEW

- Update escalation logic to change longest available value to the agent with the least most recent pickup (AM5-9691)
- Do not display to non-members any escalation teams assigned to exclusive supervisor groups (AM5-9943)

## GATEWAY REST

- Add Rest gateway application property to manage repeated login requests (AM5-9783)
- Add offTheRecordResponse to the REST gateway to handle PII data (AM5-10018)

## JAVA SDK

- Add new APIs to Java SDK to handle FAQ Analytics data (AM5-9752)
- Add offTheRecordResponse to Java SDK to handle PII data (AM5-10017)

### 1.1.3 Release 6.2.2

## 2. List of All Changes

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

### 2.1 RELEASE 6.2.0

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#### 2.1.1 New Features

##### CORE ADMIN UI

- Display metrics in DEB block edges in Learning > Abandoned Remediations workspace (AM5-2164)
- Intent utterances can be moved to a different page when modified or added (AM5-5692)
- Add support for tab close warnings for Custom Cards (AM5-6778)
- Improve NLU routes to handle intent mapping, matching and generalizing routes, and text changes (AM5-7414)
- Display full conversation metadata when selecting a conversation in Learning workspaces (AM5-8846)
- Add OAuth2 Authorization Code Flow properties to the admin UI configuration for Genesys Cloud Chat Gateway (AM5-8875)
- Intent description field needs to accommodate long LLM prompts (AM5-9113)
- Display version number in UI Bundles panel in Administration UI Bundles workspace (AM5-9149)
- Keep number of added elements highlighted when adding users to escalation teams (AM5-9188)
- Add re-run button to the Intent tester interface (AM5-9197)
- Remove bpn:otherwise from edges of yes/no generic questions (AM5-9207)
- Disable animated avatar by default and change default background avatar (AM5-9262)
- Rename Include CDR label to Include Voice Records in conversation export workspace (AM5-9263)
- Allow line breaks in Tabular Data editor (AM5-9272)
- Newly created DEB block edges should not be marked default (AM5-9273)
- Show download FAQ Pairs button only when either extract or generate FAQ is enabled (AM5-9277)
- Add domain configuration to allow typing sound to be played whenever user is waiting for Amelia response (AM5-9293)
- Expose intent and domain confidence score to Script tasks and blocks (AM5-9296)
- Add Misunderstood dialog act configuration in Amelia Asks and Domain advanced settings (AM5-9302)
- Add Twilio gateway admin options for Base URL, Messaging Endpoint, and API key (AM5-9305)
- LangChain should not call external URL openaipublic.blob.core.windows.net (AM5-9315)
- Improve default edge behavior for Valid/Invalid/IDK in Amelia Asks tasks/blocks (AM5-9409)
- Display conversation audio in conversation transcript only if available (AM5-9416)
- Design new FAQ Settings interface (AM5-9435)
- Design Question Rate chart for FAQ Analytics workspace (AM5-9441)

- Design Answer Accuracy chart in FAQ Analytics workspace (AM5-9442)
- Design Like & Dislike analytics widget in FAQ Analytics workspace (AM5-9443)
- Design Fallback rate chart in FAQ Analytics workspace (AM5-9444)
- Design Response Time chart in FAQ Analytics workspace (AM5-9446)
- Design Like & Dislike & Neutral timeline chart in FAQ Analytics workspace (AM5-9447)
- Design FAQ queries page in FAQ Analytics workspace (AM5-9448)
- Add REST gateway configuration properties to manage http timeouts for all gateways (AM5-9486)
- Optimize the Amelia Builds Amelia chat interface and configuration process (AM5-9524)
- Refresh Contact Center Supervisor view with auto-refresh setting and a button (AM5-9530)
- Integrate charts in the FAQ Analytics workspace (AM5-9567)
- Add quick actions to create FAQs from FAQ Home tab workspace (AM5-9570)
- Redesign Predict widget in FAQ Predict workspace (AM5-9571)
- Add FAQ Analytics widget to FAQ Home tab workspace (AM5-9572)
- Add Review Your Feedback widget to FAQ Home tab workspace (AM5-9573)
- Add Sources table widget to FAQ Home tab workspace (AM5-9574)
- Create admin UI configuration workspaces for Webex Teams Chat gateway (AM5-9609)
- Hide from non-members any escalation queues assigned to an exclusive supervisor group (AM5-9614)
- Add URL detail for uploaded sitemaps in FAQ Section workspaces (AM5-9626)
- Redesign FAQ creation process in FAQ Sources and FAQ Home tab workspaces (AM5-9660)
- Add re-run button to intent tester interface (AM5-9672)
- Display placeholders if there is no data in FAQ Analytics workspace (AM5-9772)
- Replace Agent View placeholder when conversation has not been selected (AM5-9810)

## CORE AGENT VIEW

- Add Total Picked Up, Timed Out, No Agent Available metrics to reporting (AM5-7798)
- In Agent view UI change Leave the Resolution button label to Add Resolution Code (AM5-9527)
- Closed conversation list in Agent view should display only current day (AM5-9528)
- Add ability to close selected conversation in Agent UI (AM5-9531)
- Agent can add resolution code without waiting for end user to end a conversation (AM5-9557)
- Current agent must not see conversations stolen by a Supervisor/Floor Manager (AM5-9558)
- Allow a limited agent role that cannot see Contact Center but still handle conversations in Agent view (AM5-9560)
- Agent with assign authority can transfer conversation to another agent or queue (AM5-9576)
- Add tooltips to Agents Summary panel in Contact Center Supervisor workspace (AM5-9704)

## CORE BPN

- BpnEscalationDto includes metadata leading to the in context BPN that triggered escalation (AM5-8136)
- Address memory leak in amelia-engine-service (AM5-9600)

## CORE ESCALATION

- Add domain Advanced Setting to allow Supervisor to assign a picked up conversation to another agent (AM5-9575)

## CORE FAQs

- Refresh manually and on schedule FAQ documents ingested through integration and URLs (AM5-7606)
- Add on demand and scheduled refresh of FAQ documents (AM5-8776)
- Compare core FAQ performance to LangChain and improve upon it based on results (AM5-9087)
- Provide expected answer and detailed score report for FAQ document bulk testing (AM5-9119)
- Index data from core integration and publish to LangChain (AM5-9193)
- Create FAQ Analytics API to retrieve likes, dislikes, neutrals and clicks for date ranges (AM5-9219)
- Create FAQ Analytics API to retrieve conversation statistics for responders (AM5-9220)
- Create FAQ Analytics API to get response time for responders (AM5-9222)
- Update FAQ Analytics API to support user feedback (AM5-9223)
- Optimize LangChain response to display bullets, correct content, and not use CQA (AM5-9225)
- Retain only two revisions of FAQ documents (AM5-9230)
- Update conversation summary message with responder details (AM5-9256)
- Optimize LangChain prompts returning UNKNOWN and regex pattern processing HTML (AM5-9308)
- Fix CQ rephrase process to eliminate responding with user query (AM5-9335)
- Migrate LangChain prompt improvements to Amelia core rephrase prompt (AM5-9352)
- CQA clarifying questions do not trigger the 'FAQ responded' event for BPNs (AM5-9364)
- FAQ Tester Cannot Export Scores When One Response is Empty (AM5-9588)
- Old SemNet document revision not getting deleted from index. (AM5-9737)

## CORE FRAMEWORK

- Create more intent based LLM training customization for users (AM5-7079)
- Add domain Advanced setting to configure agent name format to display under chat bubbles (AM5-7522)
- Add LLM Classifier option to Classification Algorithm setting in Models workspace (AM5-9129)
- Add keyboard typing sound when ... (triple dot) is visible in UI. (AM5-9292)
- Add OAuth2+JWT authorization type for DEB and BPN Web Actions (AM5-9339)
- Add support for refreshing sitemap based FAQ documents (AM5-9342)
- Remove BERT finetuning and uncased graph file in NLU settings (AM5-9563)
- Response time and responder name should be stored on message regardless of whether it is from FAQ responder. (AM5-9739)
- Mark some Amelia Builds Amelia settings as experimental (AM5-9894)

## CORE NLU

- Dialog act matches should NOT take precedence over domain or intent matches (AM5-5712)
- Update NluTestApi to fix calling abort option when deleting intent tester (AM5-9297)
- ConsoleLOG debugger UI should autoscroll to view all log details (AM5-9345)
- Transcript doesn't replay in Amelia chat interface when Transcript panel is closed (AM5-9472)
- Optimize classifier for French words that trigger builtin escalations (AM5-9604)

## CORE OTHER

- Add metric to track user time on hold while waiting for an agent (AM5-4819)
- Create interface to manage Amelia Voice recorded conversations (AM5-8120)

- Update Spring Boot to 2.7.18 to address CVE issues (AM5-9141)
- Add AUTHORITY\_UNLIMITED\_CONCURRENT\_USER\_SESSIONS to Global Gateway Service user group (AM5-9142)
- Expose user prompt for LangChain FAQ on OpenAI (AM5-9159)

## CORE UI

- Add ability to redirect logged in user to a configured page instead of /Amelia only (AM5-7526)
- Add kebab three dot menu for Amelia chat interface message input field (AM5-8442)
- Update nine dot button interface that displays list of conversations (AM5-8443)
- Add Voice Speech to Text Engine and Speech to Text Provider settings in DEB Amelia Asks block (AM5-9323)
- Fix regression updating Tabular Data cells with a comma-separated value (AM5-9625)

## DIGITAL EMPLOYEE BUILDER (DEB)

- Automatically generate yes/no Amelia Asks task/block for yes/no question type (AM5-3041)
- Allow loading DEB flows with any node as the root path (AM5-3447)
- Highlight a block or edge UI that produces an error in a DEB flow (AM5-8760)

## GATEWAY LINK MOBILITY

- Update Link Mobility gateway to handle WhatsApp line breaks (AM5-9561)

## GATEWAY WEBEX

- Create a Webex messaging gateway for bidirectional communication with Amelia (AM5-9497)

## JAVA SDK

- Update SDK API to rerun failed NLU tests (AM5-9212)
- Remove BERT and SRL configuration from SDK (AM5-9338)
- Add JavaSDK support for OAuth2.0 JWT authorization (AM5-9589)

## LANGCHAIN SERVICE

- Update LangChain FAQ prompt and UNKNOWN processing to handle new HTML output (AM5-9252)
- Optimize LangChain service to scale for high request loads (AM5-9375)
- Integrate LangChain indexing into Amelia core (AM5-9382)
- Improve FAQ and internal CQA prompts to ensure LangChain returns UNKNOWN when needed (AM5-9596)

## LANGUAGE PACKS

- Optimize French language preprocessor and tokenization (AM5-9649)

## METRICS

- The Created field data type changed from String to Instant in Analytics API (AM5-9820)



## TRANSLATION

- Block translation of phrases that incorrectly match the Language Detection Filter (AM5-9044)
- Limit Fast Text language detection for short phrases to improve accuracy (AM5-9050)
- Support document translation from different endpoints for customer hosted Azure instances (AM5-9869)

### 2.1.2 Bugs

#### CORE ADMIN UI

- Selecting custom card array data selects first element not all elements (AM5-3079)
- Custom card designer preview shows three rows of data not two rows (AM5-3080)
- Clicking Predict explanation displays loading error message (AM5-7518)
- When model training starts, confirm user has clicked Train button (AM5-7783)
- Amelia doesn't consistently pick the top-scoring intent when the 2nd top-scoring intent also has a high score (AM5-7969)
- Dataset Label column disappears after uploading file with Datasets browser panel (AM5-8293)
- "An User" grammar error displayed in front end (AM5-8897)
- FAQ document UI tab color and tab workspace color do not match (AM5-8925)
- Importing wrong file in DEB conversation flow does not display validation error message (AM5-8986)
- Add drag and drop file upload area to tabular data tab workspace (AM5-9040)
- Web Action Certificate UI Does Not Show Saved Options (AM5-9116)
- Dragging images and clicking ellipsis buttons makes Custom Cards UI unresponsive (AM5-9165)
- White loader icon displays in FaqDetails modal of OutboundFaqAdditionalResponseMessage (AM5-9182)
- No InboundDetailClickMessage is sent when clicking on FAQ details (AM5-9183)
- Intent tester delete option calls abort test option instead (AM5-9196)
- FAQ Details not displayed when there is just a single OutboundTextMessage response for FAQ (AM5-9205)
- Widget header UI displays two colors instead of one uniform color (AM5-9208)
- Adding groups to user account should update group status dynamically in UI (AM5-9211)
- Download FAQ Pairs option should display only when user opts for Find FAQ and Generate FAQ options. (AM5-9237)
- Unable to type in the blue bubble in the DEB Amelia Asks block (AM5-9291)
- Fix header in left side Translations panel browser (AM5-9371)
- DEB Amelia Says block bubble should not be editable if response pools are used to respond (AM5-9453)
- Web Actions left side Proxies panel should preserve list data when opened and closed (AM5-9483)
- Saving escalation team update deletes existing team members (AM5-9493)
- Switching to Agent View displays domain access error message (AM5-9538)
- Revert button overlaps error icon in DEB Amelia Says block (AM5-9545)
- Handle gracefully any Amelia Builds Amelia error message from generating flows (AM5-9552)
- UI Bundle is not visible for non-global UI Bundle admins (AM5-9590)
- Entity mapping does not work in Amelia Builds Amelia due to entity name mismatch (AM5-9592)
- Updating then saving tabular data file fields causes errors and doesn't update fields (AM5-9624)
- Top left hamburger navigation menu does not display upon login (AM5-9708)

- Supervisor cannot manage agent team assignments in Contact Center > Agents workspace (AM5-9712)
- Maintain focus when UI bundles configuration is edited (AM5-9776)
- Redirect URL after login displays the Amelia chat page not specified URL (AM5-9789)
- Ask tasks and blocks do not generate edges automatically (AM5-9798)
- Exporting Resolution Code data from Conversation Analytics dashboard generates error message (AM5-9836)

## CORE AGENT VIEW

- Agent without steal authority is unable to pickup a transferred conversation when pre-escalate runs on transfer (AM5-7886)
- Suppress HTML tags displayed in Agent view console (AM5-9063)
- Agents should not see survey responses after conversation is closed (AM5-9456)

## CORE AUTHENTICATION SYSTEM

- Clicking Save button in Web Actions Authorization workspace displays error message (AM5-9595)

## CORE BPN

- Selecting Yes for Use Entity Features option for model training is not saved (AM5-8223)
- Groovy scripts are not allowed to call method from anonymous inner class (AM5-9334)
- ctx:hasLatestEntitiesForCode returns false in DEB parent flow if entity added with Script block in sub-flow (AM5-9380)
- Pre-escalate not triggering when maximum reprompts is reached (AM5-9408)
- Always escalate conversation to human agent when human escalates from Greeting BPN (AM5-9454)
- Failure converting Tabular Data cells with pattern mm/dd/yyyy to date objects (AM5-9469)
- Groovy scripts are not allowed to use class: javax.crypto.Mac (AM5-9584)

## CORE ESCALATION

- Pre-escalate BPN is not triggered when second escalation happens (AM5-8940)

## CORE FAQs

- FAQ query output in FaceCall should provide an active link in conversation flow (AM5-7544)
- Data source hyperlinks are ignored during FAQ ingestion (AM5-8999)
- FAQ functionality also must trigger for non interrogative queries (AM5-9166)
- Consume data from knowledge document in parallel to avoid storing thousands of documents in memory (AM5-9194)
- User Query is null in summary when multiple answers enabled for FAQ (AM5-9217)
- Parse PDF document files processed from web URLs (AM5-9227)
- SemNet document revision causes database migration error from incorrect data type (AM5-9266)
- SemNet documents created with sitemaps link to sitemap file not links in the sitemap (AM5-9271)
- SemNet documents created with sitemaps display sections unrelated to sitemap file (AM5-9330)
- Selecting Show Additional Information option in FAQ Settings causes error when triggered in a conversation (AM5-9383)
- DocQA responder generates often incorrect links when information is not present (AM5-9438)

- Deleting document from Amelia does not delete from Weaviate vector database (AM5-9459)
- LangChain document is indexed in Lucene instead of Weaviate when refreshed (AM5-9509)
- Core changes to refine default LangChain prompts to improve CQA and conversational understanding (AM5-9535)
- Check for Azure in addition to OpenAI when deciding which prompt to send to LangChain (AM5-9537)
- Bring OpenAI prompts in core up to date with LangChain prompts (AM5-9585)
- LangChain should store indexed sections only to Weaviate not also Lucene (AM5-9599)
- Limit token size when calling OpenAI to get section title (AM5-9615)
- Handle fallback cases when LangChain service returns UNKNOWN (AM5-9654)
- SemNet document revision is not refreshed correctly (AM5-9690)
- LangChain includes wrong, incomplete, or repeated information in final FAQ answer (AM5-9731)
- Additional info maps to a sitemap document not its URLs if LangChain is enabled (AM5-9747)
- Indexing code error prevents indexing sitemaps with a URL and documents (AM5-9756)
- Querying FAQ document returns [object Object] instead of correct answers (AM5-9777)
- Uploading FAQ document file generates a 503 error code when upload is done (AM5-9786)
- DocumentFaq process returns NONE because LangChain and Core prompts exclude responses (AM5-9811)
- Inconsistent indexing between Weaviate and KDB when timeout occurs while indexing (AM5-9833)
- Fix OpenAI postprocessing for QA exception errors (AM5-9864)

## CORE FRAMEWORK

- Remove BERT classifier and unnecessary settings in NLU Settings tab (AM5-9078)
- Parsing large PDF sitemap documents from URLs causes infinite loop (AM5-9124)
- Minor version migration script change causes application failure (AM5-9175)
- OpenAI API calls fails with response format enabled (AM5-9186)
- OpenAI Azure configuration not used with Amelia embedding (AM5-9242)
- Resolution code types not rolled up correctly in metrics (AM5-9286)
- A default invalid edge not created in DEB Ask blocks created when an entity is predicted (AM5-9494)
- Metrics with value less than one second become zero when storing metrics (AM5-9738)
- Deleting scripts in Scripts tab workspace displays null pointer exception message (AM5-9754)
- Exporting large reports generates out of memory errors (AM5-9819)
- Disable DEBUG log level set in engine service by default (AM5-9873)
- Goal not visible in domain even if it is present in database (AM5-9875)

## CORE LANGUAGE PACK JAPANESE

- Adding Unicode Normalization breaks existing classifiers for Japanese (AM5-9255)

## CORE NLU

- Importing intents with Conductor tool displays ConstraintViolationException error (AM5-7128)
- Add newline break support to Tabular Data files (AM5-7338)
- Input/Output column values should be swapped in Trie Classifier feature editor to fix normalization issue (AM5-8497)
- Language detection fails when rejoining conversation (AM5-8984)

- Long utterances in DEB editor always expand beyond block boundaries (AM5-9020)
- Auto scroll to the Chat window bottom when user input is entered (AM5-9136)
- Add FAQ user prompt setting to upload instructions to define what is out of domain (AM5-9840)
- Auto LLM intent model training is not triggered after enabling NLU settings (AM5-9850)

## CORE OTHER

- Incorrect enum is set in SocialTalk Responder (AM5-9872)

## CORE UI

- Geo Suggest widget dropdown list does not display in chat UI (AM5-8504)
- Subsystem responder output in chat Debug panel does not match Amelia utterance (AM5-8285)
- Using autocomplete to add entity in DEB flow inserts entity name not code (AM5-9647)

## CORE VOICE

- Voice Recording Zipper should not log errors when there are no recordings to zip (AM5-9018)

## CUSTOM UI

- Add back HTML support in Custom UI for FAQ responses (AM5-8677)
- Cannot change the agent icon in the new Custom UI (AM5-9612)

## DIGITAL EMPLOYEE BUILDER (DEB)

- DEB flow imported via Knowledge Ingestor does not save (AM5-6488)
- Changing Amelia Asks block to Amelia Says block converts invalid edge to infinite self-loop (AM5-9143)
- Changing responder setting to empty in Amelia Asks block property panel triggers Invalid Response pool (AM5-9144)
- Default Edge is not generated when invalid condition in Amelia Asks task is left blank (AM5-9290)
- DEB Present block file option only saves variable not resource file (AM5-9369)
- Increase DEB entity code length to 128 characters (AM5-9403)
- Increase number of entities that can be selected in DEB Amelia Says task (AM5-9500)
- Creating Amelia Says block with Digital Employee Builder and Amelia Builds Amelia adds G: before Amelia utterances (AM5-9667)

## EMBEDDING SERVICE

- Fix logging of time spend querying embeddings (AM5-9843)

## GATEWAY LINK MOBILITY

- Link Mobility gateway doesn't send documents correctly using Present tasks and blocks (AM5-9597)

## GATEWAY ORACLE SERVICE CLOUD

- HTML sent by agent that contains hyperlinks is not displayed correctly in Amelia for Oracle Service Cloud escalations (AM5-9264)

## LANGCHAIN SERVICE

- Indexing large files displays resource exhausted error message (AM5-9284)
- LangChain OpenAI CQA rephrase prompt includes entire conversation even when not relevant (AM5-9329)
- CQA response repeats identical response regardless of user queries (AM5-9343)
- Expand the Is CQA Necessary check to handle additional trigger phrases (AM5-9363)
- Fix LangChain error handling when indexing (AM5-9461)
- Update OpenAI LangChain prompts to discourage LLM from outputting hallucinated links (AM5-9465)
- Manually uploading multiple FAQ URLs with LangChain enabled does not index all URLs (AM5-9529)
- Use document revision id while indexing to avoid any refresh issues (AM5-9543)
- Section description not populating when ingesting websites using sitemaps (AM5-9562)
- Indexing sitemap.xml file generates XML type error message (AM5-9641)
- LangChain FAQ Screening prompt too strict for analogous terms (AM5-9655)
- FAQ screening prompt skips chain of thought analysis step and gives incorrect answer (AM5-9693)
- Retrieved LangChain data not aligned with context from initial query (AM5-9705)
- Enhance Webbaseloader and Sitemaploader to support configurable concurrent requests (AM5-9832)
- Expand LangChain and Core prompts to allow more relevant FAQ queries to be identified (AM5-9868)
- Use asynchronous non-blocking call for LangChain CQA process (AM5-9871)

## LANGUAGE PACKS

- Optimize French language mapping file and processing rules for hyphens (AM5-3687)
- Update and optimize preprocessor mapping for French NLP pipeline (AM5-3686)

## METRICS

- Optimize classification of completed chats that are abandoned in pre-survey flow (AM5-9045)
- Update metrics report timezone to be the user selected timezone (AM5-9633)
- Conversation summaries in Journey Analytics workspace are not filtered and display all conversations (AM5-9668)

## TRANSLATION

- Translation features cause incorrect behavior if translation is disabled globally (AM5-8835)

## 2.2 RELEASE 6.2.1

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### 2.2.1 New Features

#### CORE ADMIN UI

- Redirect user to admin module they're permissioned for when opening /Amelia/admin URL (AM5-10069)

#### CORE AGENT VIEW

- Update escalation logic to change longest available value to the agent with the least most recent pickup (AM5-9691)

- Do not display to non-members any escalation teams assigned to exclusive supervisor groups (AM5-9943)

## CORE FAQs

- GPT Spanish/English is not working with URLs (AM5-6240)

## GATEWAY CORE

- Update Gateway Core/Service with the latest Java SDK 6.2.1 (AM5-10113)

## GATEWAY PEGA

- Add Conversation ID to gateway responses sent to Pega (AM5-9523)

## GATEWAY REST

- Update REST Gateway to incorporate FAQ API changes (AM5-2883)
- Add Rest gateway application property to manage repeated login requests (AM5-9783)
- Add offTheRecordResponse to the REST gateway to handle PII data (AM5-10018)
- Rest Gateway: Update SDK versions for 6.2.1 (AM5-10114)

## GATEWAY WEBEX

- Add adaptive card support to Webex Teams chat gateway (AM5-10039)

## JAVA SDK

- Add new APIs to Java SDK to handle FAQ Analytics data (AM5-9752)
- Add offTheRecordResponse to Java SDK to handle PII data (AM5-10017)

## 2.2.2 Bugs

### CORE UI

- Error message is not correctly showing up in UI while deleting Semnet document (AM5-10007)

### CUSTOM UI

- Create ability to add custom links to the top left hamburger nav menu (AM5-9960)

### DIGITAL EMPLOYEE BUILDER

- Digital Employee flow displays End Event is Missing message in Errors panel (AM5-3817)
- Deploying Digital Employee flows fail and displays MacroEdge errors (AM5-10056)

### GATEWAY CORE

- Prevent Retrying Conversation Close If Amelia Not Responding (AM5-7272)

### GATEWAY WEBEX TEAMS CHAT

- User responses for Action buttons in Adaptive cards sent via Webex Teams API are not getting handled by Amelia (AM5-10037)

## LANGCHAIN SERVICE

- LangChain loader processing URLs should index only links and content paragraphs (AM5-9700)

## 2.3 RELEASE 6.2.2

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### 2.3.1 New Features

### 2.3.2 Bugs

## 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								
	6.2.0	6.2.1	6.2.2						
Custom User Interface	5.19.30								
HAproxy	2.6.12								
Percona	8.0.29-21.1								
Java JDK	11.0.19.7								
Redis/Redis Sentinel	7.0.03								
AV Gateway	1.2.8								
Syntaxnet	1.0.10								
Duckling	6.2.0								
amelia-coref-service	6.2.0								
amelia-assignment-en_us	5.7.0								
amelia-robertaqa-en_us	5.7.0								
amelia-facial-recognition	6.2.0								
amelia-embedding-service	6.2.0								
amelia-LangChain-service	6.2.0	6.2.1							
amelia-weaviate-service	6.2.0								

**Table 2. Gateway Versions**

Type	Amelia Release										
	6.2.0	6.2.1	6.2.2								
Alexa	6.2.0	6.2.1									
Amazon Lex	6.2.0	6.2.1									
Cisco ECE *	6.2.0	6.2.1									
Digital First Omnichannel	6.2.0	6.2.1									
Email	6.2.0	6.2.1									
Facebook Messenger	6.2.0	6.2.1									
Firebase Cloud	6.2.0	6.2.1									
Genesys Cloud Chat	6.2.0	6.2.1									
Genesys PureCloud	6.2.0	6.2.1									
Genesys PureConnect	6.2.0	6.2.1									



Type	Amelia Release										
	6.2.0	6.2.1	6.2.2								
Genesys PureEngage	6.2.0	6.2.1									
Gateway Service	6.2.0	6.2.1									
Google Chat	6.2.0	6.2.1									
InContact Escalation	6.2.0	6.2.1									
LinkMobility (WhatsApp)	6.2.0	6.2.1									
LiveEngage Messaging	6.2.0	6.2.1									
Meta Workplace	6.2.0	6.2.1									
Microsoft Teams	6.2.0	6.2.1									
Oracle Digital Assistant	6.2.0	6.2.1									
Oracle Service Cloud (REST)	6.2.0	6.2.1									
PEGA Chat	6.2.0	6.2.1									
REST	6.2.0	6.2.1									
Salesforce Chat	6.2.0	6.2.1									
Salesforce Escalation	6.2.0	6.2.1									
ServiceNow Chat Classic	6.2.0	6.2.1									
ServiceNow Agent Chat	6.2.0	6.2.1									
ServiceNow Escalation	6.2.0	6.2.1									
ServiceNow Virtual Agent	6.2.0	6.2.1									
Slack REST (V2)	6.2.0	6.2.1									
Solidus	6.2.0	6.2.1									
Sprinklr	6.2.0	6.2.1									
Symphony	6.2.0	6.2.1									
Twilio	6.2.0	6.2.1									
Twitter	6.2.0	6.2.1									
Webex Teams	6.2.0	6.2.1									
Zendesk Sunshine	6.2.0	6.2.1									

\* ECE: Cisco Enterprise Chat and Email

**Table 3. Amelia Integration Framework (AIF) Versions**

Type	Amelia Release										
	6.2.0	6.2.1	6.2.2								
Integration-Service	6.2.0										

# 4. Amelia 6.2.x System Architecture

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

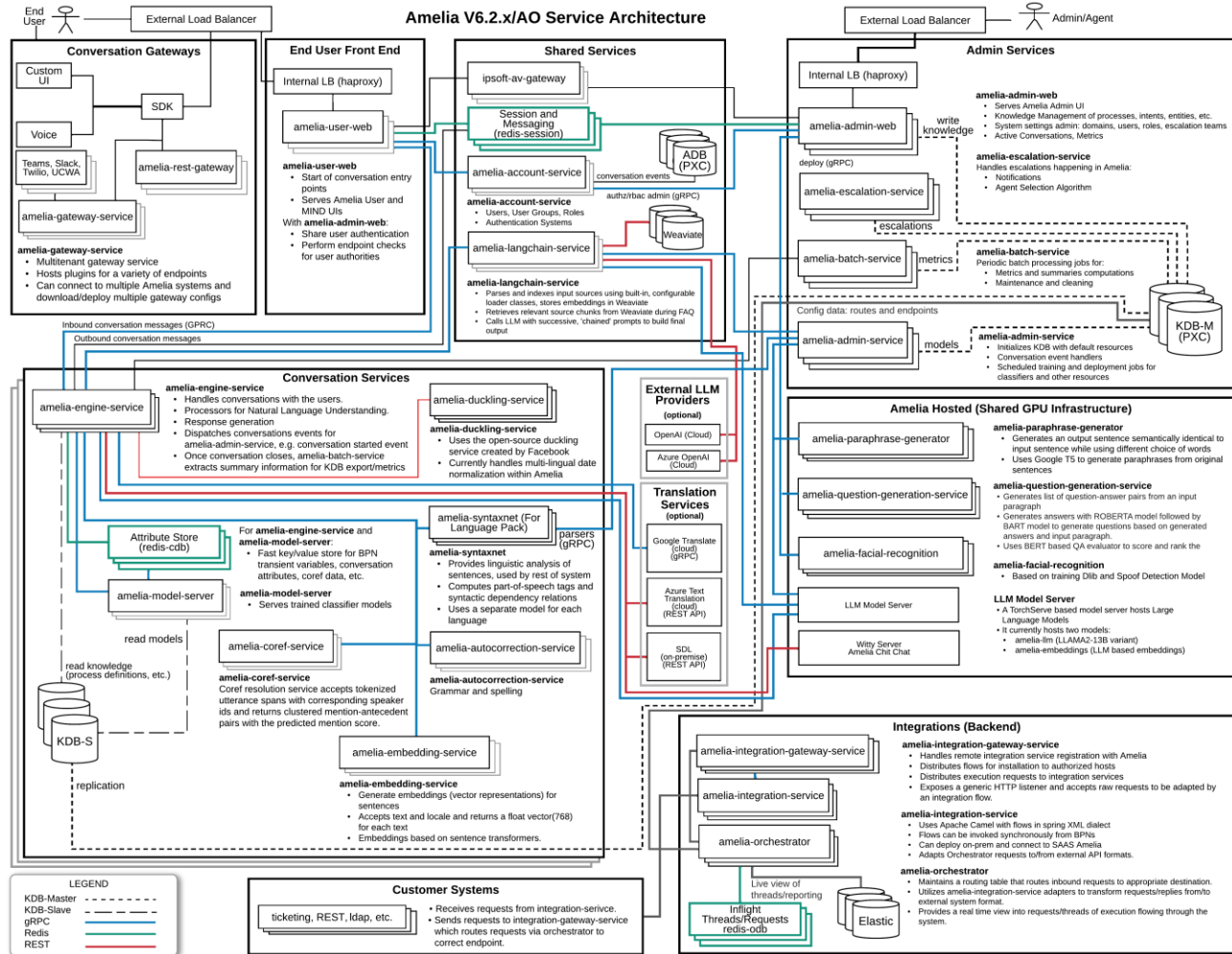


Figure 1. Amelia 6.2.x System Architecture

## 5. Glossary

This table describes common terms used in these release notes.

Table 4. Glossary of Terms

Term	Definition
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.
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.
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.
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).

Term	Definition
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.
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.

Term	Definition
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.