



Cognitive Agent

---

## Amelia 6.7.0 Release Notes

(Document version 1.0)

---



This AMELIA® documentation is copyright © 2024 Amelia and their affiliated companies. All rights reserved.

This document is considered the confidential information of Amelia and its affiliates. Disclosure to other parties is prohibited unless agreed to in a license or confidentiality agreement.

Trademarks, including AMELIA® and the AMELIA logo, are the intellectual property of Amelia and its affiliated companies. Any other marks or intellectual property remain the property of their respective licensors or owners.

AMELIA PROPRIETARY

# Table of Contents

**1. HIGHLIGHTS BY RELEASE ..... 2**

1.1 RELEASE 6.7.0..... 2

**2. LIST OF ALL CHANGES..... 4**

2.1 RELEASE 6.7.0..... 4

2.1.1 NEW FEATURES..... 4

2.1.2 IMPROVEMENTS..... 5

2.1.3 BUG FIXES ..... 5

**3. COMPONENT VERSIONS..... 8**

**4. AMELIA 6.7.X SYSTEM ARCHITECTURE .....10**

**5. GLOSSARY.....11**

# Figures

Figure 1. Amelia 6.7.x System Architecture ..... 10

# Tables

Table 1. Component Software Versions..... 8

Table 2. Gateway Versions ..... 8

Table 3. Amelia Integration Framework (AIF) Versions..... 9

Table 4. Glossary of Terms ..... 11

# Document History

Author	Version	Date	Comments	Final Approval?
Amelia Research & Development	1.0	August 7, 2024	Added bug fixes and new functionality for 6.7.0 release	Yes

# 1. Highlights by Release

This document briefly lists significant changes to Amelia because of 6.7.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 6.7.0

---

### AMELIA ANSWERS

#### **Add Utilized Sources and Segments to FAQ Tester Report**

Amelia is expanding the ability to test Amelia Answers deployments using the Amelia Answers Tests Suite. Amelia had expanded the Test Suite to test responses from LLMs powered by Knowledge Source Segments in addition to QA Pairs. However, those responses didn't contain information about the leveraged sources and segments in the Test Report. Amelia now provides detailed information about the main Source and Segment leveraged to generate the response. Users can also understand what documents and sources will be displayed to end users via the citation modal. This is in addition to the specific response. (AM5-10836)

### CORE AGENT VIEW

#### **Rich Text Formatting in Agent View Responses**

Agents responding to users within the Agent View portal can provide context to their responses via Rich Text Formatting. When creating responses, Agents can bold, italicize, and underline specific sections of their responses. This provides contextual information highlighting specific elements of their response. This allows agents to now match the formatting provided by the Amelia Chat Bot Responses. (AM5-11267)

#### **Categorize Response Templates**

In the Agent View, customer service agents can select from multiple Response Templates. These templates are set up by agents and their supervisors to provide a quick brand appropriate response. When the number of Response Templates grows, identifying the correct template becomes a time consuming task. With improved categorization and discoverability tooling, Agents and Supervisors are now able to Tag and Title specific response templates. They also can search these fields, reducing the time agents need to respond to customers in a brand appropriate fashion. (AM5-11270, AM5-11556, AM5-11557)

#### **Suggested Response Templates**

In the Agent View interface, customer service agents can select from multiple Response Templates. These templates are set up by agents and their supervisors to provide a quick brand appropriate response. When the number of Response Templates grows, identifying the correct template becomes a time-consuming task. Now, upon every conversational turn, Amelia will identify the most appropriate templates and surface them to the agent. Suggested response templates are surfaced within the Response Templates Widget. This reduces the time agents need to respond to customers in a brand-appropriate fashion. (AM5-11271)

**Attributable Resolution Plan for Agent View**

In the Agent View console, Agents now have access to attributable resolution plans. Agents can summarize a conversation with AI within the Conversation Information widget. The Resolution Plan that's generated will leverage Agent Knowledge Sources set up within Amelia Answers to create resolution plans. These plans are grounded in SOPs and documentation that the Agent can access. These resolution plans help agents quickly understand the customers' problem and walk through the steps needed to resolve it. Now they can easily access the underlying documentation used to generate the plan. (AM5-11272)

**GATEWAY SERVICE****Genesys Web Messaging Escalation Gateway**

Amelia is moving our Genesys channels from the Guest Chat API suite to the Web Messaging API Suite. This is in response to Genesys' announcement that they will be deprecating the Guest Chat API suite at the end of 2024. This ensures that service within the Escalation Gateway will continue as normal without interruption for end-users past the 2024 date. (AM5-10454)

## 2. List of All Changes

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

### 2.1 RELEASE 6.7.0

---

#### 2.1.1 New Features

##### AMELIA ANSWERS

- Indicate warnings or errors in source browser (AM5-10803)
- Add Utilized Sources and Segments to FAQ Tester Report (AM5-10836)

##### CORE AGENT VIEW

- Rich Text Formatting in Agent View Responses (AM5-11267)
- Permission for creating personal response templates (AM5-11268)
- Categorize Response Templates (AM5-11270)
- Suggested Response Templates (AM5-11271)
- Attributable Resolution Plan for Agent View (AM5-11272)

##### CORE BPN

- Enforce and handle response time limits for interactive tasks (AM5-10973)

##### CORE FRAMEWORK

- Pass initial user utterance through InboundStartConversationMessage for Greeting BPN (AM5-11440)

##### GATEWAY CORE

- Gateways to process Ask Task timeout values (AM5-11485)

##### GATEWAY REST

- OAuth2 authentication for Amelia REST API Gateway (AM5-11110)

##### GATEWAY SERVICE

- Genesys Web Messaging Escalation Gateway (AM5-10454)

## 2.1.2 Improvements

### AMELIA ANSWERS

- Display number of segments in the admin UI (AM5-11228)
- Improve prompts for question answering (AM5-11419)

### CONTACT CENTER

- Add button to reindex response templates on domain page (AM5-11721)

### CORE AGENT VIEW

- Categorize Response Templates (AM5-11298)
- Agent should be able to view references/sources for resolution (AM5-11568)

### CORE UI

- Media content loader for custom-ui (AM5-11490)

### DIGITAL EMPLOYEES

- Response pools entries list does not show the number of entries (AM5-11375)
- Create a new field for direct endpoint for Azure API Cognitive Provider (AM5-11402)
- Conditionally hide response time limit (AM5-11597)
- Improve classification of intents for Knowledge Ingestor (AM5-11675)
- Knowledge Ingestor UI issues (AM5-11680)

### JAVA SDK

- Add Supported Classifier Model Type API to Java SDK (AM5-10785)
- Add API in SDK for deploy DEB with its dependencies (AM5-10852)
- Add access-control-allow-origin header to SDK (AM5-11225)

## 2.1.3 Bug Fixes

### AMELIA ANALYTICS

- Journey Analytics: Total conversations are automatically refreshed and return empty data (AM5-11340)
- Unable to generate conversation summary (AM5-11499)

### AMELIA ANSWERS

- FAQ Tester hangs indefinitely if incorrect table format is used (AM5-11201)
- Amelia Answers returns UNKNOWN response (AM5-11241)
- Fix inaccurate retrieval responses in integrations (AM5-11252)
- Generative AI Providing Wrong Source Link (AM5-11384)
- QA Pairs Cause Some Responses to Return idk (AM5-11391)
- Hyperlinks provided are not always valid (AM5-11408)
- Reset Embeddings deletes indexes from all domains (AM5-11446)
- Document is not marked for agent even after enabling from UI (AM5-11552)

- Amelia Answers responses sometimes end with ### using GPT-4o (AM5-11594)
- QA Pairs Not Working (AM5-11615)
- Langchain source parsing can break if GPT-4o-mini outputs formatting after SOURCES (AM5-11697)
- Azure Open AI credentials not working (AM5-11737)
- Read timed out error when connecting to a whitelisted website (AM5-11750)

## CONTACT CENTER

- Escalation Queue properties missing scroll option (AM5-11616)
- Contact Center filters removed after opening a conversation (AM5-11710)

## CORE ADMIN UI

- Idle session timeout doesn't work as expected on DEB Editor page (AM5-11351)
- Preserve selection and display warning for unsaved changes in intent learning (AM5-1616)

## CORE AGENT VIEW

- Escalation notifications lost on network reconnects (AM5-10795)
- Error when attempting to access chat on agent page (AM5-11600)
- Unable to provide feedback in Amelia answer widget (AM5-11795)

## CORE BPN

- Allow BPN conversation transcripts to include the initial utterance (AM5-10937)
- Unable to deploy with dynamic variable in Call Intent block (AM5-11311)
- MissingMethodException thrown when building custom class in script task or library (AM5-11447)

## CORE FRAMEWORK

- Conversation close during inactivity timeout taking longer than configured (AM5-11294)
- Metrics report timezone to be the user selected timezone (AM5-11385)
- Amelia changes outbound messages (AM5-11551)
- 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)
- Domain switch results in context-less response when no intent is hit in target 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)

## CORE RESPONSE POOLS

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

- Amelia should not rephrase response pool utterance when context is empty (AM5-11573)

## CORE SYSTEM ENTITY

- Parsing issue with spanless entities syntax in Datasets (AM5-11229)

## CORE UI

- Backend conversation displays too many items in dropdown after V6 upgrade (AM5-10942)
- Unsolicited file upload displayed as outbound (AM5-11495)

## DIGITAL EMPLOYEE BUILDER (DEB)

- The hyperlink changes into a link in the ask task and the target gets removed (AM5-11095)
- Initial user utterance changes unexpectedly (AM5-11339)
- Amelia Says displays incorrect text after upgrade (AM5-11508)

## DIGITAL EMPLOYEES

- Tabular Data Edit Metadata changes column name to first row value (AM5-11275)
- Web action list not refreshed after delete (AM5-11336)
- Cognitive provider task always marked as changed (AM5-11376)
- Web Action URL changes affecting other Web Actions (AM5-11437)
- Search widget is not scrollable (AM5-11461)
- Azure OpenAI configuration: Choose either resource name or proxy URL (AM5-11625)
- Unable to download and delete invalid tabular data files (AM5-11630)
- 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)



## 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								
	6.7.0								
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	6.7.0								
amelia-coref-service	6.7.0								
amelia-assignment-en_us	5.7.0								
amelia-robertaqa-en_us	5.7.0								
amelia-facial-recognition	6.7.0								
amelia-embedding-service	6.7.0								
amelia-LangChain-service	6.7.0								
amelia-weaviate-service	1.24.6								

**Table 2. Gateway Versions**

Type	Amelia Release										
	6.7.0										
Alexa	6.7.0										
Amazon Lex	6.7.0										
Amazon Connect Escalation	6.7.0										
Cisco ECE *	6.7.0										
Digital First Omnichannel	6.7.0										
Email	6.7.0										
Facebook Messenger	6.7.0										
Five9	6.7.0										
Firebase Cloud	6.7.0										
Genesys Cloud Chat	6.7.0										

Type	Amelia Release										
	6.7.0										
Genesys PureCloud	6.7.0										
Genesys PureConnect	6.7.0										
Genesys PureEngage	6.7.0										
Gateway Service	6.7.0										
Google Chat	6.7.0										
InContact Escalation	6.7.0										
LinkMobility	6.7.0										
LiveEngage Messaging	6.7.0										
Meta Workplace	6.7.0										
Microsoft Teams	6.7.0										
Oracle Digital Assistant	6.7.0										
Oracle Service Cloud (REST)	6.7.0										
PEGA Chat	6.7.0										
REST	6.7.0										
Salesforce Chat	6.7.0										
Salesforce Escalation	6.7.0										
ServiceNow Chat Classic	6.7.0										
ServiceNow Agent Chat	6.7.0										
ServiceNow Escalation	6.7.0										
ServiceNow Virtual Agent	6.7.0										
Slack REST (V2)	6.7.0										
Solidus	6.7.0										
Sprinklr	6.7.0										
Symphony	6.7.0										
Twilio	6.7.0										
Twitter	6.7.0										
Webex	6.7.0										
Webex Teams	6.7.0										
Zendesk Sunshine	6.7.0										
Zendesk Sunshine Escalation	6.7.0										

\* ECE: Cisco Enterprise Chat and Email

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

Type	Amelia Release										
	6.7.0										
Integration-Service	6.7.0										

# 4. Amelia 6.7.x System Architecture

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

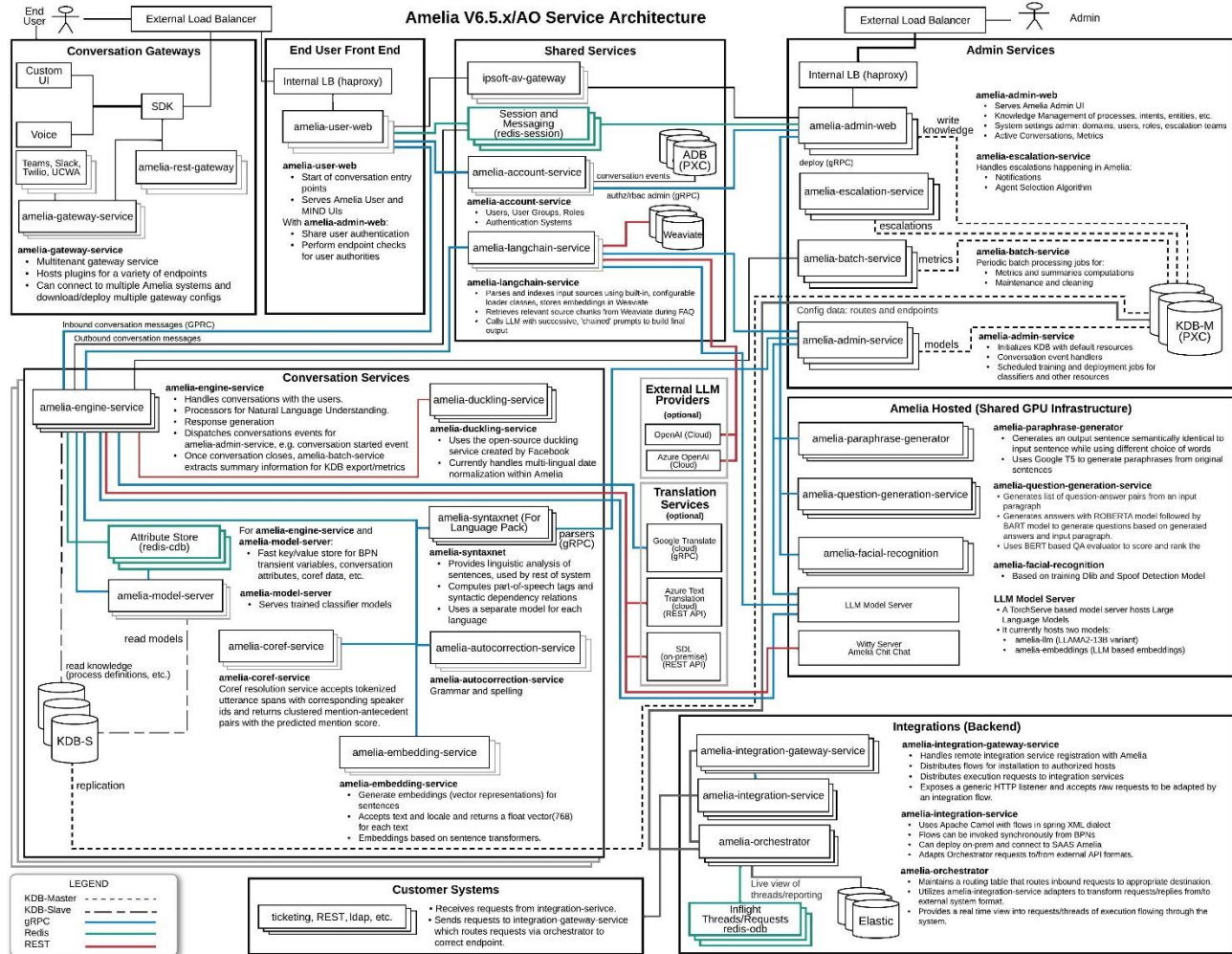


Figure 1. Amelia 6.7.x System Architecture

## 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.
FQT	Fully Qualified Task, a task that has been evaluated as acceptable to be processed to resolution.

Term	Definition
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.
SDL	Software and Documentation Localization is an on-premise language translation service that provides secure automatic translation.

Term	Definition
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.