



Cognitive Agent

Amelia 6.3.1 Release Notes

(Document version 1.1)



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Document History

Author	Version	Date	Comments	Final Approval?
Amelia Research & Development	1.0	March 28, 2024	Added bug fixes and new functionality for 6.3.0	Yes
Amelia Research & Development	1.1	April 8, 2024	Added bug fixes and new functionality for 6.3.1	Yes

1. Highlights by Release

This document briefly lists significant changes to Amelia because of 6.3.x version releases. A detailed list of all new features and bug fixes are listed in the next section of this document.

1.1.1 Release 6.3.0

PLATFORM

We are now using more dedicated and targeted small models in our GenAI empowered features across the platform, moving away from the single Llama2 model currently used for all tasks. This allows us to have better performance for discreet tasks with fine-tuned and bespoke models for different tasks. (AM5-9906)

AMELIA ANSWERS (WAS FAQ)

Users now can set up and manage their keys to multiple AI Providers and models directly in the NLU Resources > Cognitive Tasks workspaces. Once set up, they can specify which tasks they want to route to which providers. For example, customers can specify that they want to use GPT-4 for Amelia Builds Amelia and GPT-3.5 for Amelia Answers. (AM5-9314)

DIGITAL EMPLOYEES AND AMELIA BUILDS AMELIA

Importing OpenAPI files automatically generates a corresponding suite of Web Actions for use in Digital Employees flows and Amelia Builds Amelia. (AM5-10000)

AGENT

Users now can prioritize conversations in certain queues over others, to give highest impact clients assistance first. (AM5-9536)

We expanded the current ability for Supervisors to set canned responses for agents to use. Supervisors now can set responses at the escalation queue level. These responses are shown only for escalations assigned to the selected escalation queue. (AM5-9356)

VOICE GATEWAY

We created a new gateway integration that empowers users to set up a Voice Gateway without requiring assistance from Amelia teams. (AM5-7439)

SERVICENOW GATEWAY

We expanded the Service Now (SNOW) chat gateway capabilities, enabling the sharing of files from Amelia through the SNOW chat interface. (AM5-9826)

ORACLE GATEWAY

Users can share formatted hyperlinks via the Oracle Chat Gateway (AM5-9264)

1.1.1 Release 6.3.1

CORE ADMIN UI

A column in the Agent Summary grid of the Contact Center > Supervisor workspace has been added to display a Duration value for the duration since last conversation was picked up (AM5-10312)

CORE AGENT VIEW

When an agent clicks the Logout button and logs out of Agent View, their current URL is preserved. (AM5-10062)

CORE BPN

Resolution codes can be accessed from Script blocks/tasks in a Builder/BPN flow. (AM5-10253)

CORE ESCALATION

Improve escalation distribution logic to route to the agent that changed status to Ready earliest. (AM5-10314)

CORE FRAMEWORK

A UiPath configuration can specify if cloud or on-prem Orchestrator should be used. (AM5-10357)

2. List of All Changes

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

2.1 RELEASE 6.3.0

2.1.1 New Features

CORE ADMIN UI

- Change intent Advanced setting "User Utterance" label to "The user wants to" (AM5-5267)
- Add Amelia Voice gateway channel to Digital Employees > Integrations workspace (AM5-7439)
- Allow users to manage access keys to multiple AI Providers and models in the platform (AM5-9314)
- Allow specific entity to exclude / include to predict using LLM (AM5-9381)
- Add Custom Azure Settings subpanel to Translations tab in Domains workspace (AM5-9464)
- Redesign Transcript panel UI in default Amelia chat workspace (AM5-9749)
- Display response time in milliseconds for user feedback panels (AM5-9893)
- Include tooltips for classification statistics (AM5-9955)
- Import API docs then generate Web Actions, Authentications, etc using common API doc formats (AM5-10000)
- Rename UI FAQ links and labels to Amelia Answers (AM5-10085)
- Add Azure settings to Translations tab in Administration > Domains workspace (AM5-10121)

CORE AGENT VIEW

- Improve UX for Agent view when unread message count is updated (AM5-8971)
- Supervisors can create agent responses for escalation queues (AM5-9356)
- Supervisor should be able to create responses for Escalation Queue [ui] (AM5-9911)
- in the supervisor summary, under the agent summary, we need a new column - Availability (AM5-10233)
- Rename Max Available heading to MHC and add a heading tooltip to display Max Chats Handled Concurrently (AM5-10234)

CORE BPN

- Add override to allow BPN to retain control upon IDK conflicts (AM5-10329)

CORE ESCALATION

- Add Priority setting to escalation queues to handle urgent calls before less urgent calls (AM5-9536)

CORE FAQs

- Create an API to retrieve the top 10 documents (AM5-9221)

- Create document duration metric for Anelia Answers Analytics API (AM5-9257)
- Retry indexing if KB document indexing fails (AM5-9695)

CORE FRAMEWORK

- Reuse OAuth2 access token between web action requests (AM5-9340)
- Importing JSON file using OpenAPI creates Web Action with endpoints generated automatically (AM5-9814)
- Migrate Amelia services to Spring Security 5.8 (AM5-9966)
- API to list FAQ documents should also contain deployedRevision field (AM5-9988)
- Add unique constraint on document name per domain (AM5-10010)
- Update Web Actions UI Path bot UI to deploy ISC service instead of localhost (AM5-10187)

CORE NLU

- Add Download Transcript button to chat box options in default Amelia chat workspace (AM5-9870)
- Allow using dedicated targeted small models in GenAI empowered features (AM5-9906)

CORE ORCHESTRATOR UI

- Create Virtual Host settings to hide various UI modules (AM5-10022)

CORE RESPONSE POOLS

- Filter response pools by tags assigned to response pools (AM5-9834)

CORE UI

- Add dropdown list to close individual or all Amelia workspace tabs (AM5-8469)
- Import Web Actions from OpenApi schema (AM5-10194)

CUSTOM UI

- Add grouping and customization of multiple Amelia chat messages with a single avatar (AM5-9878)

GATEWAY AMAZON-CONNECT-ESCALATION

- Messages >1000 characters do not appear on AWS (agent) side (AM5-9766)

GATEWAY CORE

- Support OutboundAdditionalFaqResponseMessage in Gateway Core (AM5-9178)

GATEWAY ORACLE SERVICE CLOUD

- Users can share formatted hyperlinks via the Oracle Chat Gateway (AM5-9264)

GATEWAY REST

- Add Rest gateway application property to manage repeated login requests (AM5-9783)

GATEWAY SERVICENOWVIRTUALAGENTCHAT

- Support OutboundAdditionalFaqResponseMessage in ServiceNow Virtual Agent Gateway (AM5-9179)

- Send files to end user via ServiceNow Virtual Agent gateway (AM5-9826)

INTEGRATION SERVICE

- Add OAuth Access Token Cache to Integration Service (AM5-9922)

JAVA SDK

- Add Azure Credential to Domain API in Amelia Java SDK (AM5-10199)

LANGCHAIN SERVICE

- Fix prompt to not return single bullet when unnecessary (AM5-10215)

VOICE NG SERVICE

- Provide interface to manage Amelia Voice recorded conversations (AM5-2427)

2.1.2 Bugs

CORE ADMIN UI

- Set default values for advanced settings upon entity creation (AM5-5264)
- Close tooltip in Digital Employer Builder conversation flows library panel overlaps workspace tool icons (AM5-9419)
- Escalation notifications display in Agent UI but not Contact Center (AM5-9841)
- Searching with special characters in Domains panel displays loading error message (AM5-9884)
- Exporting response pools from Response Pools browser doesn't deselect item(s) when completed (AM5-9909)
- Improve styling for links in FAQ sections (AM5-10089)
- Closed conversation has pickup option during pre-close survey period (AM5-10108)
- Amelia Answers home page has incorrect background for icons in Light theme (AM5-10142)
- Orchestrator: "Something went wrong" issue while opening the Endpoints and requests in Orchestartor (AM5-10209)
- Cannot create Salesforce Escalation gateway integration on Amelia V6 (AM5-10277)

CORE AGENT VIEW

- Users logged off when /Amelia/agent is not refreshed every 10 minutes (AM5-9620)
- Unable to get list of agents when transferring assign conversation view (AM5-10138)

CORE BPN

- Make documentName available to Script tasks/blocks in Amelia Answers response (AM5-9706)
- PII not masked when user voice is silent and Amelia reprompts using voice:inputNotRecognized(), despite secure input on same Ask task/block (AM5-9785)
- Unable to add edge expression with double quotes and empty name or with double quotes in name (AM5-9928)
- Amelia Answers Service Predict object does not trigger with Script and Ask tasks and blocks (AM5-10026)

CORE ESCALATION

- Agent name is replaced with "Gateway Service" on pre-close survey (AM5-9229)

CORE FAQs

- OpenAI Maximum Model Length Exceeded (AM5-8685)
- FAQ CQA not staying in LLM Context (AM5-9583)
- User Feedback for Amelia Answers classifies most of the requests as FAQ_INCOMPLETE (AM5-10078)

CORE FRAMEWORK

- NPS and Feedback collection is shown when disabled from Domain configuration (AM5-7328)
- Escaping JSON integration message multiple times causes exceptions when translating (AM5-9784)
- It is not possible to set execution group for UiPath bot configuration (AM5-10117)
- Auto intent model training are using goal code instead of goal name (AM5-10281)

CORE ORCHESTRATOR

- Orchestrator fails to save requests to Elasticsearch during load (AM5-9839)

CORE OTHER

- Amelia Logs Intents During Agent-User Escalated Conversation (AM5-8771)

CORE SECURITY

- Calls to embedding service should be secure and TLS true by default (AM5-10133)

CORE UI

- Default page redirect is not working when URL contains just FQDN (AM5-10171)
- JSON ZIP export of conversation is not openable when no voice recordings selected (AM5-10212)
- WebActions browser is not scrollable (AM5-10252)
- Segments are not displayed for Amelia Answers (AM5-10289)

CUSTOM UI

- Clicking Open button in conversation does not display source document (AM5-9401)
- End users sporadically see agent typing bubble when agent is typing (AM5-10139)

DIGITAL EMPLOYEE BUILDER (DEB)

- Invalid block type being passed as block type in Digital Employer Builder predict (AM5-7433)
- Script task name doesn't accept using double quotes (AM5-9925)
- It's not possible to drag on top of first or to the bottom of last task in node in Digital Employer Builder (AM5-9927)

GATEWAY CORE

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

GATEWAY WEBEX TEAMS CHAT

- Attachments from Webex do not work with the Request task in Webex Teams Chat gateway (AM5-10175)

JAVA SDK

- Support for XML and TXT files in Semnet Upload (AM5-10103)
- Fix SDK model for SemnetFaqDetail (AM5-10211)
- Add missing classifier type in SDK and fix the API for uploading classifier (AM5-10217)

LANGCHAIN SERVICE

- Too-large chunks get completely removed from Amelia Answers prompt (AM5-10095)
- Amelia Answers sometimes returns `[]()` formatted links instead of using `<a>` tags (AM5-10248)

2.2 RELEASE 6.3.1

2.2.1 New Features

CORE ADMIN UI

- Add column for duration since last conversation was picked up in Agent Summary (AM5-10312)

CORE AGENT VIEW

- Preserve URL when user clicks Logout button (AM5-10062)

CORE BPN

- Add ability to access Resolution Code from script task (AM5-10253)

CORE ESCALATION

- Improve escalation distribution logic to route to the agent that changed status to Ready earlier (AM5-10314)

CORE FRAMEWORK

- Support UiPath cloud and on-prem Orchestrator (AM5-10357)

GATEWAY TWILIO

- Add support for entering line breaks in Twilio messages (AM5-10461)

GATEWAY VOICE

- Gateway Service and Gateway Voice doesn't need all the beans (AM5-10385)

2.2.2 Bugs

CORE FRAMEWORK

- Cognivite provider configuration are not migrated properly resulting in multiple default providers (AM5-10406)
- Name is not showing for some Cognitive Task Configurations (AM5-10448)

CORE NLU

- Amelia doesn't translate 'bonjour,' correctly when a comma is present (AM5-10102)

CORE OTHER

- Adjustment to HAProxy as the backend to langchain is not correct (AM5-10388)
- gRPC call are not sending the right host headers (AM5-10455)

CORE UI

- When non-existent intent is deciphered in DEB it's properties cannot be opened (AM5-10446)
- Admin NG UI breaks when custom UI bundle is set as default for virtual host (AM5-10447)

DIGITAL EMPLOYEES BUILDER

- UiPath bot execution using "Use Queue" approach and Callback enabled is always timing out even though values are returned (AM5-10444)

LANGCHAIN SERVICE

- Make the health check run secure or not secure (AM5-10387)

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								
	6.3.0	6.3.1							
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	6.3.0								
amelia-coref-service	6.3.0								
amelia-assignment-en_us	5.7.0								
amelia-robertaqa-en_us	5.7.0								
amelia-facial-recognition	6.3.0								
amelia-embedding-service	6.3.0								
amelia-LangChain-service	6.3.0	6.3.1							
amelia-weaviate-service	1.24.6								

Table 2. Gateway Versions

Type	Amelia Release									
	6.3.0	6.3.1								
Alexa	6.3.0	6.3.1								
Amazon Lex	6.3.0	6.3.1								
Amazon Connect Escalation	6.3.0	6.3.1								
Cisco ECE *	6.3.0	6.3.1								
Digital First Omnichannel	6.3.0	6.3.1								
Email	6.3.0	6.3.1								
Facebook Messenger	6.3.0	6.3.1								
Firebase Cloud	6.3.0	6.3.1								
Genesys Cloud Chat	6.3.0	6.3.1								
Genesys PureCloud	6.3.0	6.3.1								

Type	Amelia Release										
	6.3.0	6.3.1									
Genesys PureConnect	6.3.0	6.3.1									
Genesys PureEngage	6.3.0	6.3.1									
Gateway Service	6.3.0	6.3.1									
Google Chat	6.3.0	6.3.1									
InContact Escalation	6.3.0	6.3.1									
LinkMobility	6.3.0	6.3.1									
LiveEngage Messaging	6.3.0	6.3.1									
Meta Workplace	6.3.0	6.3.1									
Microsoft Teams	6.3.0	6.3.1									
Oracle Digital Assistant	6.3.0	6.3.1									
Oracle Service Cloud (REST)	6.3.0	6.3.1									
PEGA Chat	6.3.0	6.3.1									
REST	6.3.0	6.3.1									
Salesforce Chat	6.3.0	6.3.1									
Salesforce Escalation	6.3.0	6.3.1									
ServiceNow Chat Classic	6.3.0	6.3.1									
ServiceNow Agent Chat	6.3.0	6.3.1									
ServiceNow Escalation	6.3.0	6.3.1									
ServiceNow Virtual Agent	6.3.0	6.3.1									
Slack REST (V2)	6.3.0	6.3.1									
Solidus	6.3.0	6.3.1									
Sprinklr	6.3.0	6.3.1									
Symphony	6.3.0	6.3.1									
Twilio	6.3.0	6.3.1									
Twitter	6.3.0	6.3.1									
Voice	6.3.0	6.3.1									
Webex	6.3.0	6.3.1									
Webex Teams	6.3.0	6.3.1									
Zendesk Sunshine	6.3.0	6.3.1									

* ECE: Cisco Enterprise Chat and Email

Table 3. Amelia Integration Framework (AIF) Versions

Type	Amelia Release										
	6.3.0	6.3.1									
Integration-Service	6.3.0										

4. Amelia 6.3.x System Architecture

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

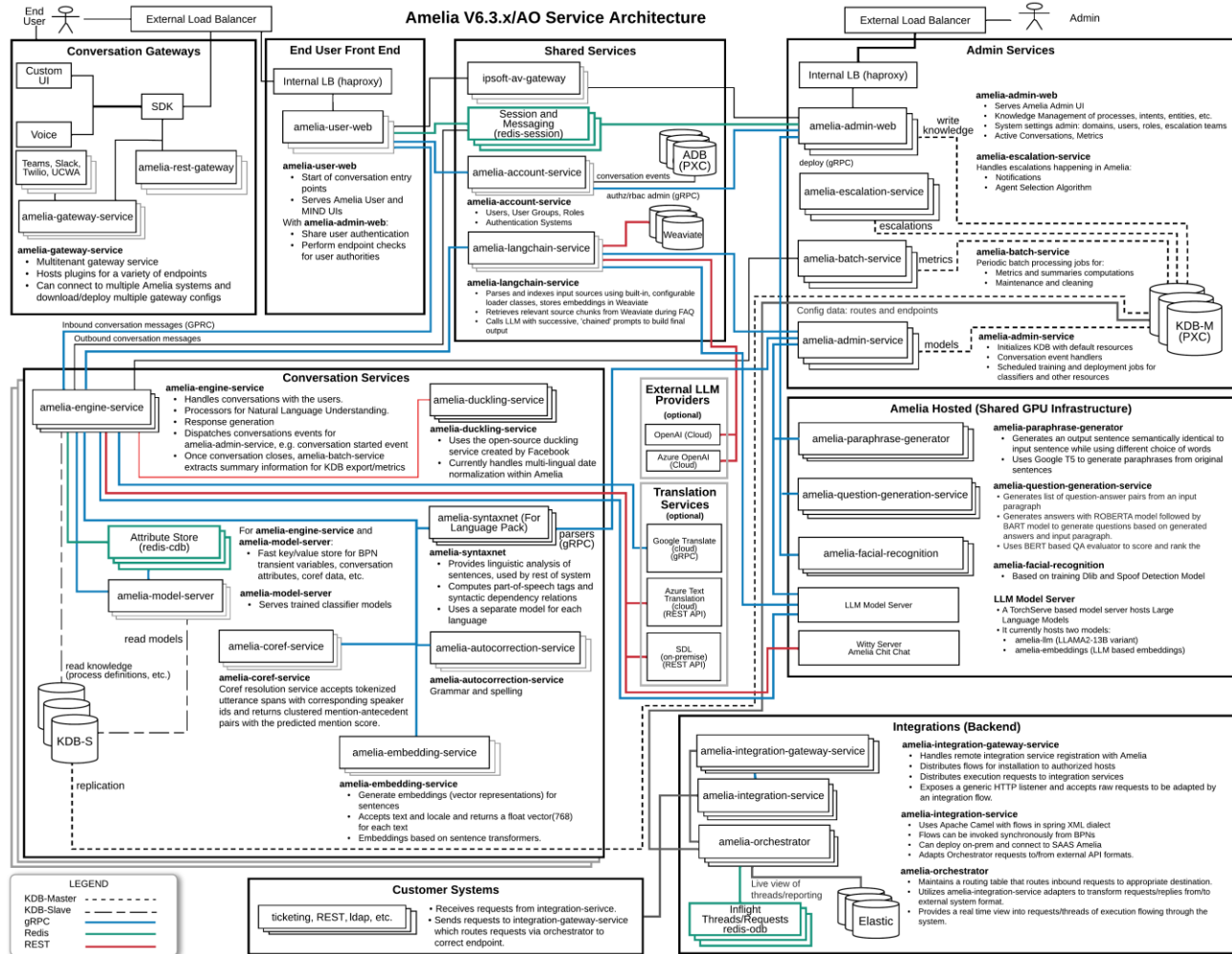


Figure 1. Amelia 6.3.x System Architecture

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.
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 Employee 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.