SoundHound AI

ΛMΞLIΛ®

Cognitive Agent

Amelia 6.13.0 Release Notes
(Document version 1.1)

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Document History

Author	Version	Date	Comments	Final Approval?
Amelia Research & Development	1.0	January 24, 2025	Added bug fixes and new functionality for 6.13.0 release	Yes
Amelia Research & Development	1.1	April 10, 2025	Added breaking change for 6.13.0 release	Yes

1. Highlights by Release

This document briefly lists significant changes to Amelia because of 6.12.x version releases. A detailed list of all new features and bug fixes are listed in the next section of this document.

1.1 BREAKING CHANGES

RESTRICT MALICIOUS FILE UPLOAD IN AMELIA ANSWERS

Documents with embedded links uploaded into Amelia Answers can trigger an error. Whitelisting these links addresses a security risk. To whitelist document links, set to true the Enable Validation of Parsed Embedded Links setting. It's in the Advanced tab in the Domains workspace in the Administration module. Then add link patterns to the Allowlist URL setting in Settings workspace in the Amelia Answers module.

Uploads are successful if any embedded file links are in the whitelist. Links not found in the whitelist will cause the upload to fail. In those cases, you will then need to update the whitelist then upload. Or remove the embedded link from your document before uploading again. Link validation is only for embedded content like hyperlinks.

The Semnet Configuration API end point also has a new key, semnetUserWhitelistURLs. This key has an array value with semnetWhitelistUrlId and url as keys. (AM5-12745)

1.2 HIGHLIGHTS

1.2.1 6.13.0

This release is primarily a maintenance release with no highlights.

2. List of All Changes

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

2.1 RELEASE 6.13.0

2.1.1 Agent View

BUG

- Infinite loader displays when opening empty My Responses portlet in Agent View (AM5-13084)

2.1.2 Amelia Answers

BUG

- Fix Malicious File Upload from Pentest Finding (AM5-12745)
- Importing QA Pair document with variations to questions creates an entry per variation (AM5-12752)
- QA Pairs do not get properly inherited by child domain (AM5-12928)
- Amelia Answers: Asking the same question consecutively causes Amelia to pause and send error. (AM5-13087)
- Using Predict to match an FAQ pair generates Langchain faq_prompt_template error in log file (AM5-13096)
- Support PPTX files via markitdown (AM5-13120)

2.1.3 Amelia Answers

TASK

- Restrict malicious file upload in Amelia Answers UI (AM5-13160)

2.1.4 Autocorrection Service

TASK

- Update dependencies for NTLK and Transformers due to CVE (AM5-13235)

2.1.5   Core Admin UI

BUG

- Overlap issue in Contact Center UI (AM5-12934)

TASK

- Make Domain Switch messages configurable for Amelia chat transcript (AM5-13059)
- Replace Amelia photos and logos with SoundHound in NG UI (AM5-13178)
- Replace Amelia photos and logos with SoundHound in Admin UI and User UI (AM5-13179)
- Replace defaults in all themes and set default to No Avatar (AM5-13190)
- Add Top 10 Documents chart to Amelia Answers Analytics tab workspace (AM5-9440)
- Ability to disable Amelia working indicator in DEB editor (AM5-10498)
- Admin UI Improvements - Camel2/Camel4 (AM5-13094)
- Integration Flow Duplication (AM5-13143)
- Align BPN model removal process in the DEB UI with the old UI (AM5-13157)

2.1.6   Core Authentication System

BUG

- Global internal response pools should not be editable (AM5-9155)

TASK

- Disable Saving Passwords in Browsers (AM5-13085)

2.1.7   Core Escalation

TASK

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

2.1.8   Core Framework

TASK

- Optional next generation UI in user and agent views (AM5-11758)
- Core groundwork towards gradual Camel 4 upgrade (AM5-12641)

2.1.9   Core Other

BUG

- Optimized query fetch for training a large number of documents and revisions (AM5-9713)

TASK

- Update System tests for Camel 4 (AM5-13175)
- Make the heap dump generation and termination of the JVM configurable (AM5-13181)

2.1.10 Core Response Pools

BUG

- Bad request error while attempting to delete responses pools (AM5-13050)

2.1.11 Core Security

BUG

- Cross-Origin Resource Sharing (CORS) Misconfiguration Fix from Pentest Finding (AM5-12314)

2.1.12 Core System Entity

TASK

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

2.1.13 Core UI

BUG

- Amelia Answers Analytics workspace values not hidden by popup interface (AM5-12981)
- Popup links in Amelia chat input box are broken (AM5-13062)
- Issue with DEB and BPN editor while adding multiple spaces (AM5-13106)
- Conversation ID is removed from URL (AM5-13215)
- Conversation is not started in appropriate domain when Amelia is opened with domain code (AM5-13216)

2.1.14 Core UI

TASK

- Add BpnNavigationMatcher methods to JEXL autocomplete (AM5-13078)
- Replace Amelia photos and logos with SoundHound (AM5-13092)

2.1.15 DEB

BUG

- Intent executed field is false when intent has been executed (AM5-12878)

2.1.16 Gateway Service

TASK

- Update dependencies in Gateway to CVE (AM5-13236)

2.1.17 Gateway ServiceNowAgentChat

BUG

- Remove Transcript HTML tags from ServiceNow Chat Escalation (AM5-13212)

2.1.18 Integration Service

TASK

- Update CXF and Tomcat Dependencies to fix CVE (AM5-13234)

2.1.19 LangChain Service

TASK

- Update Core Amelia FAQ pipeline to act as main (AM5-12763)
- Update dependencies in LangChain service due to CVE (AM5-13238)

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								
	6.13.0								
Custom User Interface	6.0.26								
HAproxy	2.8.3								
Percona	8.0.29-21.1								
Java JDK	11.0.24								
Redis/Redis Sentinel	7.0.13								
AV Gateway	1.2.10								
Syntaxnet	1.0.11								
Duckling	6.13.0								
amelia-coref-service	6.13.0								
amelia-assignment-en_us	5.7.0								
amelia-robertaqa-en_us	5.7.0								
amelia-embedding-service	6.13.0								
amelia-LangChain-service	6.13.0								
amelia-weaviate-service	1.24.6								

Table 2. Gateway Versions

Type	Amelia Release								
	6.13.0								
Alexa	6.13.0								
Amazon Lex	6.13.0								
Amazon Connect Escalation	6.13.0								
Cisco ECE *	6.13.0								
Digital First Omnichannel	6.13.0								
Email	6.13.0								
Facebook Messenger	6.13.0								
Five9	6.13.0								
Firebase Cloud	6.13.0								
Genesys Cloud Chat	6.13.0								
Genesys PureCloud	6.13.0								

Type	Amelia Release										
	6.13.0										
Genesys PureConnect	6.13.0										
Genesys PureEngage	6.13.0										
Gateway Service	6.13.0										
Google Chat	6.13.0										
InContact Escalation	6.13.0										
LinkMobility	6.13.0										
LiveEngage Messaging	6.13.0										
Meta Workplace	6.13.0										
Microsoft Teams	6.13.0										
Oracle Digital Assistant	6.13.0										
Oracle Service Cloud (REST)	6.13.0										
PEGA Chat	6.13.0										
REST	6.13.0										
Salesforce Chat	6.13.0										
Salesforce Escalation	6.13.0										
ServiceNow Chat Classic	6.13.0										
ServiceNow Agent Chat	6.13.0										
ServiceNow Escalation	6.13.0										
ServiceNow Virtual Agent	6.13.0										
Slack REST (V2)	6.13.0										
Solidus	6.13.0										
Sprinklr	6.13.0										
Symphony	6.13.0										
Twilio	6.13.0										
Twitter	6.13.0										
Webex	6.13.0										
Webex Teams	6.13.0										
Zendesk Sunshine	6.13.0										
Zendesk Sunshine Escalation	6.13.0										

* ECE: Cisco Enterprise Chat and Email

Table 3. Amelia Integration Framework (AIF) Versions

Type	Amelia Release										
	6.13.0										
Integration-Service	6.13.0										

4. Amelia 6.13.x System Architecture

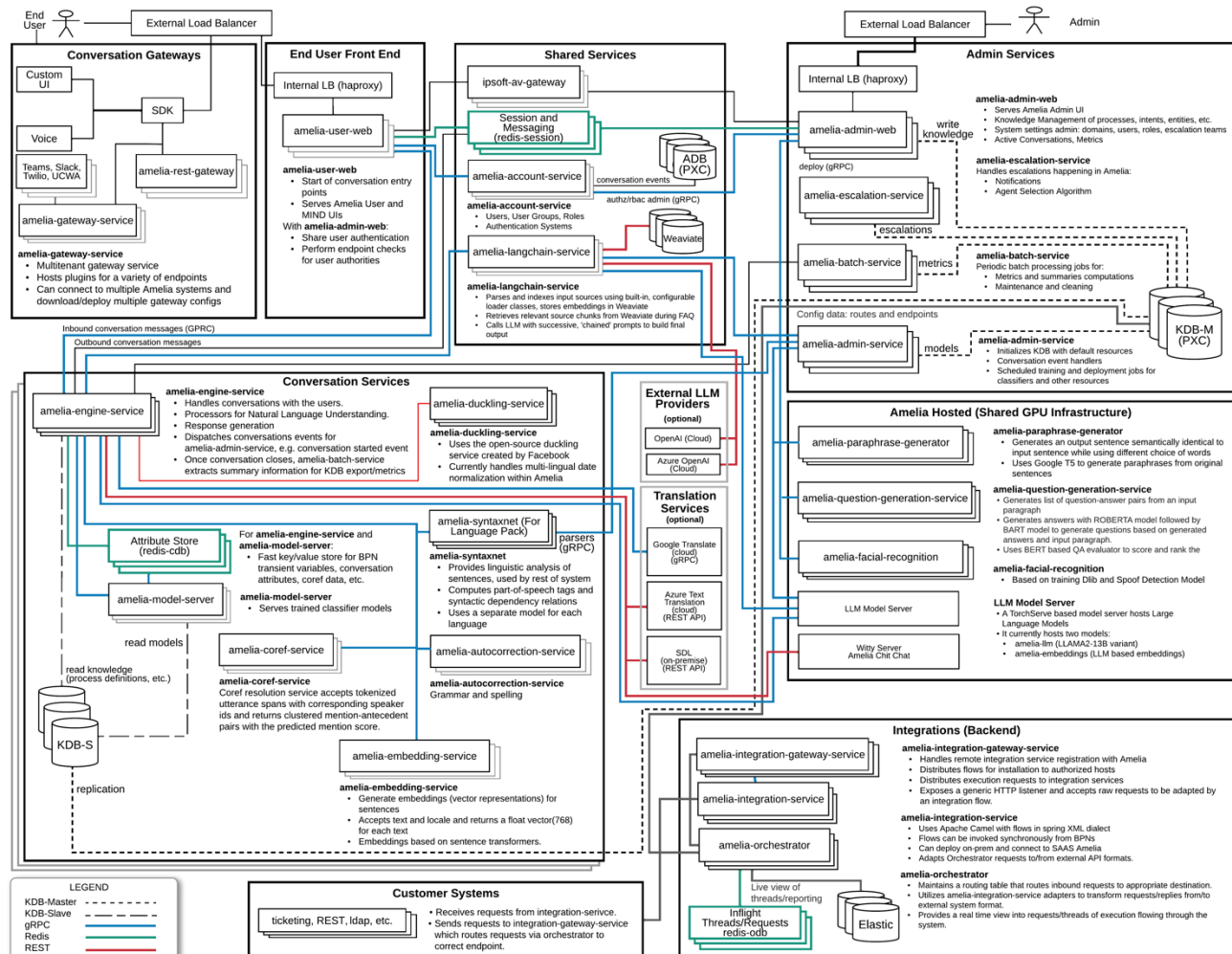This diagram reflects the current architecture of the Amelia software system.

Figure 1. Amelia 6.13.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.
CORS	Cross-origin resource sharing (CORS) allows a web page to access restricted resources from a server on a different domain than the domain that served the web page.
CPU	A central processing unit (CPU) is the most important processor in a computer. Its electronic circuitry executes arithmetic, logic, controlling, and input/output operations.
CQA	Clarifying Question Answer (CQA) is the ability for Amelia to determine potential confusion within utterances and ask questions to clarify the user intent in the utterance.
CSS	Cascading Style Sheets (CSS) is a style sheet language used to specify the presentation of documents written in a markup language such as HTML or XML.
CSV	Comma Separated Values is a text file where row data is separated (delimited) with commas.
DEB	Digital Employees Builder is a feature that allows users to create flows that map Amelia's responses within conversations.
DNN	A Deep Neural Network (DNN) Is an artificial neural network that mimics the complex neural networks in animal and human brains. DNNs have multiple layers between input and output with each layer evaluating utterances for words and the relationships between words.
ELMo	Embeddings from Language Model (ELMo) is a Natural Language Processing (NLP) model used to evaluate utterances to determine the meaning of a single word based on words around it. For example, the word bank has different meanings in the utterances, "The bank down the street was robbed" and "We had a picnic on the bank of the river." The words robbed and river indicate the word bank has a different meaning in each sentence.

Term	Definition
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).
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.

Term	Definition
SAML	Security Assertion Markup Language (SAML) is an open standard used to exchange authentication and authorization data between an identity provider and a service provider. SAML is an XML-based markup language.
SDL	Software and Documentation Localization is an on-premises language translation service that provides secure automatic translation.
SpEL	Spring Express Language is a programming language that supports querying and manipulating an object graph at runtime.
SSL	Secure Sockets Layer is a security technology to establish an encrypted link between a web server and web browsers.
SSO	Single sign-on (SSO) is an authentication scheme to allow users to log in with a single ID and password to any of several related yet independent software applications. SSO passes an authentication token seamlessly to applications configured to receive and process tokens.
TLS	Transport Layer Security (TLS), and its now-deprecated predecessor, Secure Sockets Layer (SSL), are cryptographic protocols designed to provide communications security over a computer network. Websites use TLS to secure all communications between their servers and web browsers.
TSV	Tab Separated Values is a text file where row data is separated (delimited) with tabs.
URL	A uniform resource locator (URL) points to a resource location on a computer network, for example, a web page on a web server.
Utterance	Words that represent a natural language sentence, for example, "I want to reset my password." A variety of possible utterances a person might say in a conversation are used to train Amelia.
XML	Extensible Markup Language is a markup language and file format used to store, transmit, and reconstruct data. Its structure is both human readable and machine readable.
XSS	Cross-site Scripting (XSS) attacks inject malicious scripts into the web pages of otherwise benign trusted websites. This allows attackers to bypass access controls and other security measures. While XSS initially described using one or more websites to breach another website, XSS also includes other forms of data injection attacks.