



Cognitive Agent

---

# Amelia 6.12.0 Release Notes

(Document version 1.1)

---

This AMELIA® documentation is copyright © 2025 Soundhound AI Amelia and their affiliated companies. All rights reserved.

This document is considered the confidential information of Soundhound AI 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 Soundhound AI Amelia and its affiliated companies. Any other marks or intellectual property remain the property of their respective licensors or owners.

# Table of Contents

- 1. HIGHLIGHTS BY RELEASE.....3
  - 1.1 BREAKING CHANGES .....3
    - 1.1.1 6.12.0.....3
  - 1.2 HIGHLIGHTS .....3
    - 1.2.1 6.12.0.....3
- 2. LIST OF ALL CHANGES .....4
  - 2.1 RELEASE 6.12.0 .....4
    - 2.1.1 AGENT VIEW .....4
    - 2.1.2 AMELIA ANSWERS.....4
    - 2.1.3 CONDUCTOR CLI .....4
    - 2.1.4 CORE ADMIN UI.....5
    - 2.1.5 CORE AIML .....5
    - 2.1.6 CORE BPN .....5
    - 2.1.7 CORE FRAMEWORK .....6
    - 2.1.8 CORE OTHER .....6
    - 2.1.9 CORE SECURITY .....6
    - 2.1.10 CORE UI.....6
    - 2.1.11 CUSTOM UI.....7
    - 2.1.12 GATEWAY REST .....7
    - 2.1.13 GATEWAY SERVICE .....7
    - 2.1.14 GATEWAY SERVICE .....7
    - 2.1.15 INTEGRATION SERVICE .....7
    - 2.1.16 LANGCHAIN SERVICE .....7
    - 2.1.17 TRANSLATION .....7
- 3. COMPONENT VERSIONS .....9
- 4. AMELIA 6.12.X SYSTEM ARCHITECTURE ..... 11
- 5. GLOSSARY ..... 12

## Figures

- Figure 1. Amelia 6.12.x System Architecture .....11

## Tables

Table 1. Component Software Versions.....9

Table 2. Gateway Versions .....9

Table 3. Amelia Integration Framework (AIF) Versions.....10

Table 4. Glossary of Terms .....12

Document History

Author	Version	Date	Comments	Final Approval?
Amelia Research & Development	1.0	January 7, 2025	Added bug fixes and new functionality for 6.12.0 release	Yes
Amelia Research & Development	1.1	April 10, 2025	Added breaking change for 6.12.0 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

---

### 1.1.1 6.12.0

#### MULTI-LINE WIDGET ASK TASK DOES NOT CAPTURE USER INPUT

A boolean Ask task placed before a multi-line Ask tasks does not capture user input. The execution variable `formInputAttributes` is not filled. This release fixes this error. Removing the variable before the multi-line Ask task also works. This affects BPN processes and DEB flows. (AM5-12434)

## 1.2 HIGHLIGHTS

---

### 1.2.1 6.12.0

#### HEADLESS AMELIA ANSWERS IS AVAILABLE WITH REST API

The Amelia Answers feature now includes an API to provide direct one-off responses. In addition to responding during active conversations, the API now provides individual responses. The only responders triggered are Document FAQ and QA Pairs. This new API is part of the Amelia REST gateway. You can track activity with analytics and a dashboard. (AM5-12573)

## 2. List of All Changes

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

### 2.1 RELEASE 6.12.0

---

#### 2.1.1 Agent View

##### BUGS

- Agents temporarily unable to send messages (AM5-12951)

#### 2.1.2 Amelia Answers

##### BUGS

- Langchain Ingestion Error without Helper Text (AM5-12677)
- Endless Indexing and Processing When Adding Tags to Amelia Answers Source File (AM5-12784)
- Amelia Answers Response not tagged as DocumentFAQ Responder when Intent is called but FAQ Responds (AM5-12792)
- information about sources in not available (AM5-12798)
- Context precision and recall causing regression while exporting AA Test scores (AM5-12838)
- After editing response in a segment, chat result shows the previous response instead (AM5-12870)
- Amelia answers - "Connect an External System" - No QA pairs found (AM5-12947)

##### IMPROVEMENTS

- Redesign QA Tester Framework for Evaluating the Amelia Answers Pipeline (AM5-12131)

##### NEW FEATURES

- Add headless Amelia Answers via API (AM5-12573)

#### 2.1.3 Conductor CLI

##### IMPROVEMENTS

- Remove ontology command from conductor in v6 (AM5-12869)

## 2.1.4 Core Admin UI

### BUGS

- Adding keywords to the Direct Escalation Amelia Asks task property (AM5-11783)
- formInputAttributes Not Populating When Boolean Ask Precedes Multiline Widget Ask (AM5-12434)
- Incorrect behaviour of Composite Datum for Entities (AM5-12693)
- Integration Logs do not scroll (AM5-12849)
- Overlap issue on analytics reports interface (AM5-12881)
- Content Management: Bucket name is not showing while deleting it (AM5-12882)
- Getting Bad request when opening users in User groups (AM5-12994)
- Getting a bad request error while creating the entities with the composite datum type (AM5-13003)
- Buffering icon on the versions tab on Conversation flow (AM5-13004)

### IMPROVEMENTS

- Allow conversation flow designer to autocomplete list of available entities (AM5-3696)

### NEW FEATURES

- Add buffering icon on NL Compiler before starting the conversation (AM5-5543)
- Add @trivago/prettier-plugin-sort-imports to format imports (AM5-8132)
- Use schedule UI for cron expression in integration flow (AM5-9053)
- Some Advanced Intent Settings have double tooltips - Should be consolidated into one and be consistent (AM5-9378)
- Add read-only mode to Digital Employee Builder (DEB) Simple modules (AM5-12174)
- Add read-only mode to Digital Employee Builder (DEB) NLU (AM5-12431)
- Change Default To Time For Conversations Export Reports (AM5-12800)
- Configure HTTP Timeout Properties for Sprinklr Gateway (AM5-12855)

## 2.1.5 Core AIML

### BUGS

- Inability to add AIML Files with Local domain permissions (AM5-12918)

## 2.1.6 Core BPN

### BUGS

- response:hasDigits() does not work if letters included (AM5-12894)

- Wait Task stops responding due to admin service dependency (AM5-12922)

## IMPROVEMENTS

- Amelia Answers CQA Session Tracking (AM5-10411)

### 2.1.7 Core Framework

## IMPROVEMENTS

- Allow export of CM resources associated with a conversation (AM5-12730)

### 2.1.8 Core Other

## IMPROVEMENTS

- Update langchain for System Tests to have the changes of AM5-10411 (AM5-12997)
- Rename the archive log not the current access log (AM5-13010)

### 2.1.9 Core Security

## BUGS

- Q3 2024 Amelia and AIOps Pentest change to secure "Arbitrary File Upload" (AM5-12315)

## IMPROVEMENTS

- Update Core and Rest Gateway dependencies on tomcat to 9.0.98 (AM5-13037)

### 2.1.10 Core UI

## BUGS

- Upon initial open Queues Summary and Agent Summary tables have no columns (AM5-12926)
- Some tabs have infinite loading when trying to create new item (AM5-12980)
- Unable to scroll on "Creating New QA: Connect an External System" (AM5-12986)
- ABA Application Error (AM5-12996)

## IMPROVEMENTS

- Add a masked text area field to ng-ui (AM5-9399)
- Preserve selection of BPN flow (AM5-10736)
- Add syntax highlighting for JEXL (DEB/Pre-Conditions) (AM5-12706)
- Add Feedback to the Test UI (AM5-12778)
- Allow navigation from backend block to selected integration (AM5-12871)

- Allow navigation from integration property sets to exact property set (AM5-12872)
- Upgrade React-query to @tanstack/react-query and fix types (AM5-12971)

### 2.1.11 Custom UI

#### BUGS

- Custom UI fails when incorrect notification properties configured (AM5-12927)

### 2.1.12 Gateway Rest

#### IMPROVEMENTS

- Add standardized Access Log for Rest Gateway (AM5-13029)

### 2.1.13 Gateway Service

#### IMPROVEMENTS

- Add standardized Access Log on Amelia-gateway-service (AM5-13015)

### 2.1.14 Gateway Service

#### IMPROVEMENTS

- Update Gateway Service dependencies on tomcat to 9.0.98 (AM5-13038)

### 2.1.15 Integration Service

#### IMPROVEMENTS

- Add admin/integration/properties/list option to sort by user name (AM5-4557)

### 2.1.16 LangChain Service

#### BUGS

- DocumentFaqResponder NPE when core prepares prompts for Langchain (AM5-12953)

### 2.1.17 Translation

#### BUGS

- Change how language detection filter is saved due to lazy loading problems (AM5-12908)
- Google Translate shows many errors in their statistics (AM5-12975)





## 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									
	6.12.0									
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	6.12.0									
amelia-coref-service	6.12.0									
amelia-assignment-en_us	5.7.0									
amelia-robertaqa-en_us	5.7.0									
amelia-embedding-service	6.12.0									
amelia-LangChain-service	6.12.0									
amelia-weaviate-service	1.24.6									

**Table 2. Gateway Versions**

Type	Amelia Release										
	6.12.0										
Alexa	6.12.0										
Amazon Lex	6.12.0										
Amazon Connect Escalation	6.12.0										
Cisco ECE *	6.12.0										
Digital First Omnichannel	6.12.0										
Email	6.12.0										
Facebook Messenger	6.12.0										
Five9	6.12.0										
Firebase Cloud	6.12.0										
Genesys Cloud Chat	6.12.0										
Genesys PureCloud	6.12.0										

Type	Amelia Release										
	6.12.0										
Genesys PureConnect	6.12.0										
Genesys PureEngage	6.12.0										
Gateway Service	6.12.0										
Google Chat	6.12.0										
InContact Escalation	6.12.0										
LinkMobility	6.12.0										
LiveEngage Messaging	6.12.0										
Meta Workplace	6.12.0										
Microsoft Teams	6.12.0										
Oracle Digital Assistant	6.12.0										
Oracle Service Cloud (REST)	6.12.0										
PEGA Chat	6.12.0										
REST	6.12.0										
Salesforce Chat	6.12.0										
Salesforce Escalation	6.12.0										
ServiceNow Chat Classic	6.12.0										
ServiceNow Agent Chat	6.12.0										
ServiceNow Escalation	6.12.0										
ServiceNow Virtual Agent	6.12.0										
Slack REST (V2)	6.12.0										
Solidus	6.12.0										
Sprinklr	6.12.0										
Symphony	6.12.0										
Twilio	6.12.0										
Twitter	6.12.0										
Webex	6.12.0										
Webex Teams	6.12.0										
Zendesk Sunshine	6.12.0										
Zendesk Sunshine Escalation	6.12.0										

\* ECE: Cisco Enterprise Chat and Email

Table 3. Amelia Integration Framework (AIF) Versions

Type	Amelia Release										
	6.12.0										
Integration-Service	6.12.0										

## 4. Amelia 6.12.x System Architecture

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

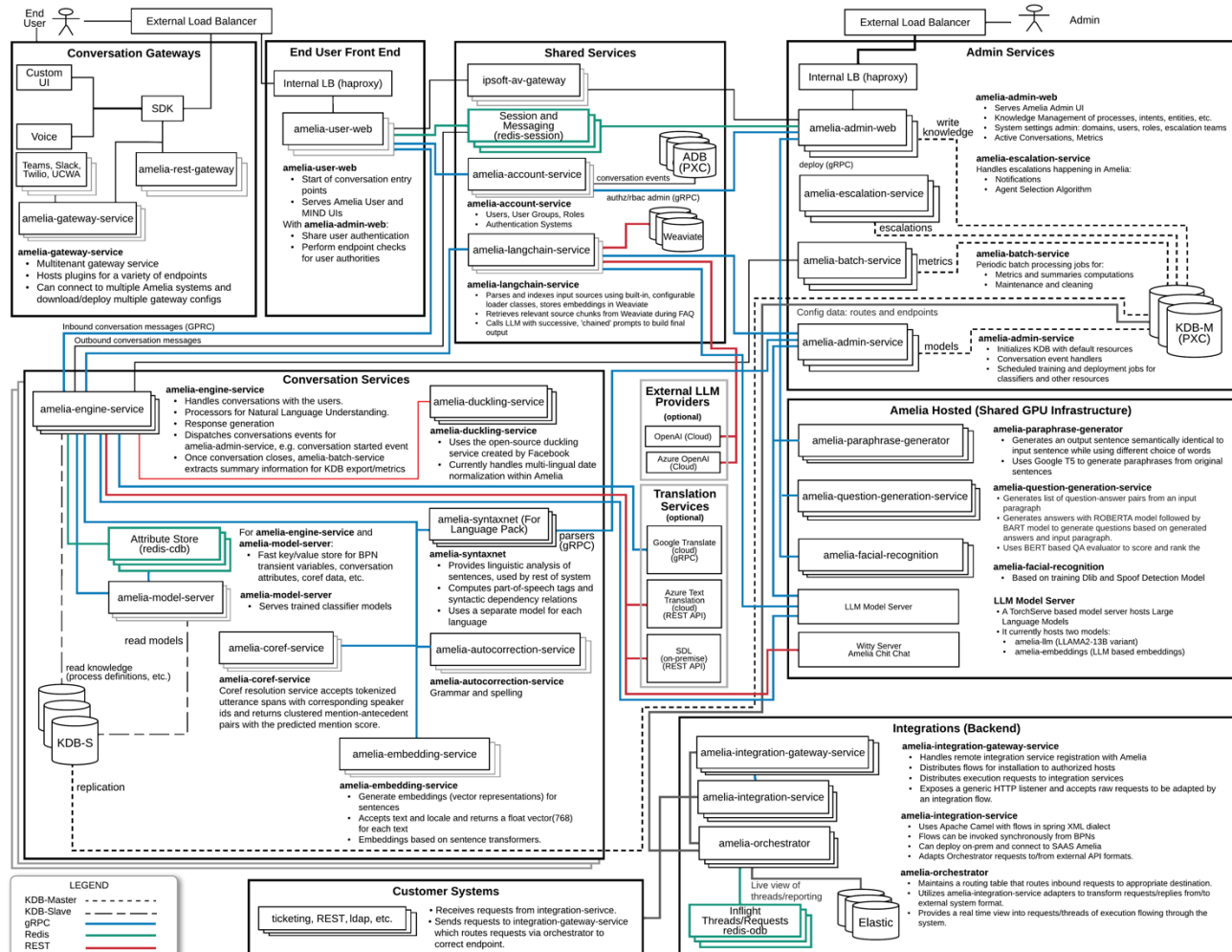


Figure 1. Amelia 6.12.x System Architecture

## 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.
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.
Entity	Data collected to complete an intent goal, for example, a date of birth for a loan application.

Term	Definition
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.