

# AMELIA

Cognitive Agent

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## Amelia 6.0.8 Release Notes

(Document version 1.3)

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# Document History

Author	Version	Date	Comments	Final Approval?
Amelia Research & Development	1.0	September 12, 2023	Added bug fixes and new functionality for 6.0.0	Yes
Amelia Research & Development	1.1	November 3, 2023	Added bug fixes and new functionality for 6.0.1, 6.0.2, 6.0.3, 6.0.4	Yes
Amelia Research & Development	1.2	December 1, 2023	Added bug fixes and new functionality for 6.0.5, 6.0.6, 6.0.7	Yes
Amelia Research & Development	1.3	December 21, 2023	Added bug fixes and new functionality for 6.0.8	Yes

# 1. Overview

This document briefly lists significant changes to Amelia because of 6.0.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 6.0.0

#### CORE FRAMEWORK

- Amelia Builds Amelia (ABA) builds Digital Employee Builder flow with LLMs (AM5-5342)
- Perform NLU parsing for FAQs using generative LLMs (AM5-6950)
- Use LLMs to detect and extract intents (AM5-7079)
- Use LLMs to detect and extract entities (AM5-6951)

### 1.1.2 Release 6.0.1

#### CORE ADMIN UI

- Users should be able to search, delete, edit, and create configurations in Builder NLU Resources workspace {AM5-7046}
- Responders on Domain tab should be updated {AM5-7642}
- Most core Admin view left and right side menus open new tabs {AM5-7715}
- Mark BPN Script variables with sensitive data to not display in Mind view {AM5-7827}
- Provide an option to user to reindex a processed FAQ document {AM5-7835}
- Allow find by route code in domain hierarchy using API (AM5-7836)

#### CORE BPN

- Improved method to hide from Agent View Amelia's pre-closure questions and user answers (AM5-7574)
- Add escalation information about agents and queues accessible with new Script service methods (AM5-7674)

#### CORE ESCALATION

- Enhance escalation messages for Idle Message Frequency and add timer to Initial Idle Message post {AM5-7725}

## CORE FRAMEWORK

- Change Amelia avatar from Quantum to Uneeq (AM5-7796)

## JAVA SDK

- Make SDK changes to include new field added for AIML API (AM5-7638)

### 1.1.3 Release 6.0.2

## CORE AGENT VIEW

- Allow agents to save, edit, and deploy a learned Conversation Flow (AM5-5934)

### 1.1.4 Release 6.0.3

## CORE ADMIN UI

- Update UI Bundle interface to configure color scheme, custom scripts, custom CSS, splash screens, translations, icons, and fonts (AM5-5421)
- View and search for document sections successfully indexed with FAQ (AM5-7098)
- Add Download Button in Content Manager (AM5-7696)
- Add Amelia Voice configuration tab in Digital Employee Builder (DEB) Amelia Says block (AM5-7758)
- Add domain and authentication systems list to Virtual Host workspace (AM5-8029)
- Reorganize and redesign application navigation to replace four top links navigation (AM5-8040)
- Add a Learning Home tab workspace as part of reorganizing and redesigning application navigation (AM5-8041)
- Add a FAQ Home tab workspace as part of reorganizing and redesigning application navigation (AM5-8042)
- Only allow whitelisted extension methods from Groovy strings in Script tasks and blocks (AM5-8060)
- Add Consume Web Service URL support to BPN UI to help with migrating content (AM5-8070)
- Add ability to configure OAuthUrl, TokenIssuer, and OpenIdMetadataUrl settings for MS Teams Gateway (AM5-8121)

## CORE FAQs

- Add Enable LLM setting in New FAQ tab workspace to support LLM usage for FAQ document (AM5-8053)
- Add configuration to use a link to hide content for Additional Info for FAQs (AM5-8137)
- Use LLM for FAQ generation from documents to generate question/answer pairs (AM5-8181)

## CORE FRAMEWORK

- Add ability to configure backend integrations to Amelia Builds Amelia (AM5-6918)
- Add left panel, bulk import, catalog, and other features to Amelia Builds Amelia interface (AM5-7500)
- Create conversation flows automatically with support of providing custom steps with Amelia Builds Amelia (AM5-8134)

## CORE OTHER

- Expose OpenID access token for use in cloud environments (AM5-7848)

## DIGITAL EMPLOYEE BUILDER (DEB)

- Redesign block settings to add search to Advanced Settings tab to navigate settings in the Amelia Asks block (AM5-2068)

## GATEWAY MICROSOFT TEAMS

- Validate Authorization header for incoming requests from Azure Bot Service (AM5-7382)
- Support OutboundCardMessage for AdaptiveCards (AM5-7477)

## GATEWAY ORACLE SERVICE CLOUD

- Send info back to Amelia to confirm that gateway connection was successful (AM5-7755)

## GATEWAY ZENDESK

- Set lastMessageActivity timestamp when closing a conversation due to inactivity (AM5-7724)

### 1.1.5 Release 6.0.4

There were no significant changes. Please Section 2 for all changes.

### 1.1.6 Release 6.0.5

## CORE ADMIN UI

- Add Voice configuration tab and options for BPN and Builder property panels (AM5-7300)
- Add setting to add a certificate for the ECE Gateway (AM5-8207)
- Add footer message setting as an advanced feature for virtual hosts (AM5-8210)
- Allow saving response pool properties for Digital Employee Builder (DEB) Intent and Wait blocks (AM5-8296)

### 1.1.7 Release 6.0.6

## CORE ADMIN UI

- Add OAuth 2.0 settings for Oracle Service Cloud (AM5-8544)

## CORE FRAMEWORK

- Generate QA samples for document when uploaded (AM5-8243)
- Add configurable per instance property setting to set prompt size length for Amelia LLM (AM5-8558)
- Allow upload knowledge base documents to Amelia Builds Amelia (ABA) process (AM5-8561)

## DIGITAL EMPLOYEE BUILDER (DEB)

- Add Response tab in Ask block with Yes/No questions for entities (AM5-4409)

### 1.1.8 Release 6.0.7

#### CORE ADMIN UI

- Configure chat box text for main menu, header menu, chat header menu, and chat menu with JSON text view (AM5-7248)
- Clean up gateways by changing Twitter logo to X logo and removing DFO, Oracle Digital Assistant, ServiceNow Chat, and ServiceNow Escalation gateways (AM5-7932)
- Add preview feature to display changes live when making Custom UI changes (AM5-8279)

#### CORE AGENT VIEW

- Display conversation in right side panel when agent clicks a row in Conversations table (AM5-7716)

#### CORE BPN

- Create persistent value of reprompt count from a prior BPN Ask task with voice:askRepromptCount() (AM5-8505)

#### DIGITAL EMPLOYEE BUILDER (DEB)

- Add Yes/No buttons for Ask blocks with response:yes() and response:no() edges (AM5-8612)

### 1.1.9 Release 6.0.8

There were no significant changes. Please Section 2 for all changes.

## 2. List of All Changes

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

### 2.1 RELEASE 6.0.0

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#### 2.1.1 New Features

##### CORE FRAMEWORK

- Amelia Builds Amelia (ABA) builds Digital Employee Builder flow with LLMs (AM5-5342)
- Perform NLU parsing for FAQs using generative LLMs (AM5-6950)
- Use LLMs to detect and extract intents (AM5-7079)
- Use LLMs to detect and extract entities (AM5-6951)

### 2.2 RELEASE 6.0.1

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#### 2.2.1 Bugs

##### CORE ADMIN UI

- Ignore case in ordering of Digital Employee Builder (DEB) workflows and folders {AM5-6351}
- Publish preview search query parameter does not return results in Admin API (AM5-6853)
- Error tooltip displayed instead of error modal popup when incorrect file loaded in UI Bundles workspace {AM5-6937}
- Dataset editing undefined behavior after save and can corrupt data on second save {AM5-7175}
- Deleting a folder error message should include the BPN folder name (AM5-7602)
- Finish Editing or Abandon Changes options in Tabular Data workspace are expected but not visible {AM5-7635}
- Drag and dropping gateways doesn't work in Orchestrator anymore {AM5-7686}
- Details of the existing response pool automatically copied into newly created response pool {AM5-7733}
- Integration Save and Deploy does not wait to see if save succeeded {AM5-7743}
- No empty spaces in header of Conversation Analytics workspace {AM5-7749}
- Silence button in Manager dashboard is cropped {AM5-7751}
- Selected BPN process needs to be highlighted in the left panel of the BPN workspace {AM5-7753}
- Two conversation status headers appear in conversation detail tabs in Analytics Conversation workspace {AM5-7768}
- Analytics domain list is not displayed for users with some permissions {AM5-7769}



- Model Statistics workspace crashes when open second time for the same model {AM5-7781}
- New DocumentFaq, QaPairsFaq and IntentFaq subsystems do not display description and invocation order in Domain settings {AM5-7792}

## CORE AGENT VIEW

- Loading expired conversations in Agent View Closed panel fails to load conversations and displays spinner (AM5-7615)
- Away Agents option is missing under Agent Supervisor/Queue Summary {AM5-7712}
- When pre-survey BPN triggers after a chat is finished, the P-SLA column in the Tasks view displays wrong date (AM5-7713)
- Can Agent users have access to Analytics workspace and Analytics Conversation workspace without ADMIN\_VIEW {AM5-7759}

## CORE BPN

- Gateway edges are not passed from BPN converted to Digital Employee Builder (DEB) flow {AM5-5555}
- BPN with a first task with multiple incoming edges generates error when converted to Digital Employee Builder (DEB) flow {AM5-6953}
- Amelia captures the year as 2024 for date range "2021 August to 2022 august" (AM5-7509)
- Selecting widget only option for Autocomplete widget allows user to type and submit anything {AM5-7652}
- Remove closure serialization validation warning because Groovy closures are automatically serialized and deserialized (AM5-7736)
- Maximum consecutive attempts limit is ignored when default outer edge leads to self-loop (AM5-7825)
- Digital Employee Builder (DEB) flow converted from BPN fails to deploy due to edge names with double quotes {AM5-7944}

## CORE ENCRYPTION

- Google Cloud Platform (GCP) external Key Management System (KSM) support not working with Application Default Credentials (ADC) authentication (AM5-7690)

## CORE ESCALATION

- Escalation idle message displays if escalation not picked up and user is in preclose survey (AM5-7705)

## CORE FAQs

- Failures to query Lucene when match parameters exceeds 1024 elements {AM5-7814}
- Context for LLM are coming with pattern junk characters {AM5-7955}

## CORE FRAMEWORK

- Conversation status API requires global observe authority with domain level authority (AM5-7646)
- Agent coref application.properties setting should be disabled by default (AM5-7714)
- Document Faq response are not responding {AM5-7841}
- Unable to relinquish tabular data lock upon edit cancellation (AM5-7846)

## CORE GRAMMAR

- Detect recursive references in NLU grammars validation process {AM5-7618}

## CORE NLU

- Intent Tester returns incorrect results compared to Predict workspace (AM5-7448)
- generateEmbedding method during FAQ upload process can create a null pointer exception {AM5-7761}

## CORE OTHER

- Supervisor workspace doesn't display accurate agent user TimeZone for active chats {AM5-7565}
- Long URLs are not completely visible in Agent View interface (AM5-7683)
- All queues are not being displayed in Task view (AM5-7684)
- Add back Reason field, filter queues, sort queues in Conversations workspace (AM5-7748)
- Norwegian language not detected correctly when using Azure Translation (AM5-8958)

## CORE UI

- Bot network error message should display error reason not the error type (AM5-2628)
- Escalation started message not showing in Observe or Agent View (AM5-7794)
- Digital Employee Builder (DEB) Exit block is missing custom properties (AM5-7858)

## CUSTOM UI

- Chat Container has incorrect CSS styles in light mode {AM5-7885}

## DIGITAL EMPLOYEE BUILDER (DEB)

- Period appended at the end of sentences in Amelia Says or Amelia Asks blocks (AM5-7405)
- Issue with phantom edges appearing in BPN but not Builder prevents deployment (AM5-7700)
- Script validation warnings prevent conversation flow deployment (AM5-7704)
- Editor stuck with Thinking message when deleting an Ask block (AM5-7777)
- Automation not visible in child domain when using Digital Employee Builder (DEB) (AM5-7813)

## GATEWAY EMAIL

- newEscalationMessage escalation variable is truncated (AM5-7688)

## GATEWAY REST

- Agent Summary API method has incorrect model response in its summary (AM5-7661)

## 2.2.2 New Features

### CORE ADMIN UI

- Users should be able to search, delete, edit and create configurations in Builder NLU Resources workspace {AM5-7046}
- Responders on Domain tab should be updated {AM5-7642}
- Most core Admin view left and right side menus open new tabs {AM5-7715}
- Mark BPN Script variables with sensitive data to not display in Mind view {AM5-7827}

- Provide an option to user to reindex a processed FAQ document {AM5-7835}
- Allow find by route code in domain hierarchy using API (AM5-7836)

#### CORE AGENT VIEW

- Add configuration option to hide ready section of Agent View (AM5-7580)
- Width of the Silence column in Supervisor View workspace is not consistent when selecting multiple queues (AM5-7717)

#### CORE AIML

- ChitChatEditModel should have localeId and directory fields (AM5-7637)

#### CORE BPN

- Improved method to hide from Agent View Amelia's pre-closure questions and user answers (AM5-7574)
- Add escalation information about agents and queues accessible with new Script service methods (AM5-7674)

#### CORE ENCRYPTION

- Extract amelia-crypto from core into module that can be shared (AM5-7702)

#### CORE ESCALATION

- Enhance escalation messages for Idle Message Frequency and add timer to Initial Idle Message post {AM5-7725}

#### CORE FRAMEWORK CORE ADMIN UI

- Users should be able to search, delete, edit and create configurations in Builder NLU Resources workspace {AM5-7046}
- Responders on Domain tab should be updated {AM5-7642}
- Most core Admin view left and right side menus open new tabs {AM5-7715}
- Mark BPN Script variables with sensitive data to not display in Mind view {AM5-7827}
- Provide an option to user to reindex a processed FAQ document {AM5-7835}
- Allow find by route code in domain hierarchy using API (AM5-7836)

#### CORE AGENT VIEW

- Add configuration option to hide ready section of Agent View (AM5-7580)
- Width of the Silence column in Supervisor View workspace is not consistent when selecting multiple queues (AM5-7717)

#### CORE AIML

- ChitChatEditModel should have localeId and directory fields (AM5-7637)

## CORE BPN

- Improved method to hide from Agent View Amelia's pre-closure questions and user answers (AM5-7574)
- Add escalation information about agents and queues accessible with new Script service methods (AM5-7674)

## CORE ENCRYPTION

- Extract amelia-crypto from core into module that can be shared (AM5-7702)

## CORE ESCALATION

- Enhance escalation messages for Idle Message Frequency and add timer to Initial Idle Message post (AM5-7725)

## CORE FRAMEWORK

- Add Top Intents discovery from uploaded transcripts using Generative LLM (AM5-7355)
- Partition document in text chunk and save for indexing (AM5-7650)
- Change Amelia avatar from Quantum to Uneeq (AM5-7796)
- Move from full random UUIDs (v4) to partially random UUIDs (v7) (AM5-7888)

## CORE GRAMMAR

- Allow special symbols to be escaped in NLU Grammars (AM5-5078)

## CORE OTHER

- Update the URL for Accuweather to use HTTPS instead (AM5-7726)

## DIGITAL EMPLOYEE BUILDER (DEB)

- Call Intent block needs to support dynamic name (AM5-7710)

## EMBEDDING SERVICE

- Upgrade embedding models to better sentence transformer models in amelia-embedding-service (AM5-7803)
- Add Prometheus endpoint to embedding-service for monitoring (AM5-7824)

## GATEWAY CHECKSTYLE

- Update checkstyle.xml to work with 3.3.0 for mavencheckstyle update (AM5-7656)
- Update Checkstyle to ignore properties files (AM5-7693)

## GATEWAY CRYPTO

- Add Federal Information Processing Standards (FIPS) for gateway (AM5-7701)

## JAVA SDK

- Make SDK changes to include new field added for AIML API (AM5-7638)

## METRICS

- Allow user information to be anonymized when obtaining conversation transcript programmatically (AM5-7834)

## 2.3 RELEASE 6.0.2

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### 2.3.1 Bugs

#### CORE ADMIN UI

- Rename BPN Folder and BPN Model labels in Conversation Analytics workspace (AM5-7750)
- New line characters are preserved when pasted in block on canvas (AM5-7962)

#### CORE BPN

- BPN hasRvar returns true when variable has been set to null (AM5-7976)
- If two edges of a Digital Employee Builder (DEB) Ask block point to same target task, the BPN version only takes one edge (AM5-7977)

#### CORE FAQs

- HTML documents text are truncated when text size is more than chunk length (AM5-7994)
- Section heading are not passed to document chunks while indexing (AM5-8007)

#### CORE RESPONSE POOLS

- Response pool entry for en-GB locale not showing up when the user session language is changed (AM5-7964)

### 2.3.2 New Features

#### CORE ADMIN UI

- Improve Intent tester to display batch results and intent prediction source (AM5-7707)

#### CORE AGENT VIEW

- Allow agents to save, edit, and deploy a learned Conversation Flow (AM5-5934)

#### CORE FRAMEWORK

- Draft flow generation for discovered intents (AM5-7833)
- Generate steps for the draft intent using LLM (AM5-7899)
- Digital Employee Builder (DEB) flow generation during transcript upload (AM5-7990)

#### CORE NLU

- Have different configurations for Embedding Services for engine and admin service (AM5-7875)

## DIGITAL EMPLOYEE BUILDER (DEB)

- Convert integration flows to integration templates (AM5-7811)

## JAVA SDK

- Incorporate the indexing API and new field changes in the Semnet API (AM5-7790)

## 2.4 RELEASE 6.0.3

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### 2.4.1 Bugs

#### CORE ADMIN UI

- Script cannot be deleted when new version of flow is Deployed (AM5-6113)
- Conversations widget does not display properly in light mode (AM5-7034)
- Data Set Annotations page does not offer to create intents if intents not present already (AM5-7789)
- Knowledge Ingestor rejects TSV Files that work renamed to .txt extension (AM5-7806)
- Integration template permissions works for global permissions not individual (AM5-7847)
- Restore ability to add tags for Response Entries in Response Pool workspace (AM5-7865)
- Flow status in integration home page not visible (AM5-7881)
- The Maximum Reprompts setting for the Digital Employee Builder (DEB) Amelia Asks block should start from 1 and default to 3 (AM5-7965)
- Error reporting for conversation flow preview should report all errors categorized by conversation flow model (AM5-7966)
- Poor Dutch translation in Admin UI for concepts of save and disabled (AM5-7995)
- Conversations transcript not updated in Tasks page when clicking on a conversation (AM5-8012)
- Connecting to conversations on virtual hosts incorrectly fails (AM5-8020)
- Add New button for Conversation Reports does not show on Firefox (AM5-8033)
- Intent links with Flow/BPN ID instead of name and chats are escalated when intent is triggered (AM5-8056)
- Insufficient Validation of User Input Via The API (AM5-8065)
- False duplicate Web Service error when saving new Web Action service URL (AM5-8069)
- Deployed UI bundle cannot be accessed/viewed in new interface design (AM5-8092)
- Intent process executed when returning to root context is saved with flow ID instead of flow name (AM5-8101)
- Unable to do bulk intent Edit on ingested intent utterances with API call (AM5-8124)
- Gateways deployed are not being displayed with API call (AM5-8133)
- Unable to copy to clipboard fields from intents, entities, response pools (AM5-8145)
- Agent page loads when selecting Orchestrator from the dropdown menu (AM5-8191)

#### CORE AGENT VIEW

- Unable to pick up chats due to null values for username and email values instead of empty string (AM5-7978)

## CORE BPN

- Ensure interruption of lingering Groovy script executions (AM5-7585)
- Context switch within process takes conversation to previous Ask task (AM5-8089)
- Process where initial BPN gateway to an End event will crash if edge expression evaluates as true (AM5-8147)

## CORE ENCRYPTION

- Encryption key migration from keystore to crypto database not working due to an existing key check setting (AM5-8036)

## CORE ESCALATION

- Entity reference cache update fails on recursive BPN dependency structures (AM5-7770)

## CORE FAQs

- Clarifying Question Answer (CQA) feature on OpenAI responds to non-interrogative queries (AM5-7907)
- Pass more context to FactChecking Task to reduce false positive answers (AM5-8051)
- Move the newly created TableInformation OpenAi task to chat completion api to parse tables in documents (AM5-8151)

## CORE FRAMEWORK

- Amelia logo appears out of position in Amelia Builds Amelia (AM5-7198)
- Amelia Builds Amelia screens do not display well in light mode (AM5-7252)
- Knowledge Ingestor has intent extraction problems with files that have punctuation (AM5-7823)
- Map conversation flow to intent when using knowledge ingestor build flow (AM5-8038)
- Harden XML processing in model feature template to handle XML External Entity injection risk (AM5-8050)
- Suppress repetitive log messages about Amazon load balancer cookies defined as invalid (AM5-8077)
- Amelia Builds Amelia generated flows gives runtime error when previewed (AM5-8083)
- Update pattern check to identify Digital Employee Builder (DEB) conditional edges and create them correctly (AM5-8185)
- Digital Employee Builder (DEB) creator name coming as Amelia Builds Amelia in DEB flows created through ABA (AM5-8189)
- Digital Employee Builder (DEB) flow build takes time to build with status update (AM5-8216)

## CORE SYSTEM ENTITY

- Ordinal number in French Date triggers a date range (AM5-7644)

## CORE UI

- Version numbers of an intent model should not be auto-translated when the UI language is set to non-English (AM5-7984)

## DIGITAL EMPLOYEE BUILDER (DEB)

- Cannot copy tasks between Digital Employee Builder (DEB) tabs (AM5-8009)

- Valid/Invalid/IDK flow panels need to be added back to the interface (AM5-8176)

#### GATEWAY EMAIL

- Email gateway with Microsoft Exchange fails when reading an attachment (AM5-8035)

#### GATEWAY GENESYPURECONNECT

- Connection timeout issue prevents agent seeing user messages (AM5-7963)

#### INTEGRATION SERVICE

- Unable to upload property sets via file import due to improper permission check process (AM5-8111)

## 2.4.2 New Features

#### CORE ADMIN UI

- Update UI Bundle interface to configure color scheme, custom scripts, custom CSS, splash screens, translations, icons, and fonts (AM5-5421)
- Add tab close warnings for Digital Employee Builder (DEB) flows (AM5-6568)
- View and search for document sections successfully indexed with FAQ (AM5-7098)
- Add Download Button in Content Manager (AM5-7696)
- Add Amelia Voice configuration tab in Digital Employee Builder (DEB) Amelia Says block (AM5-7758)
- Need a progress bar indicating completion status for Bulk Intent Tester (AM5-7785)
- Add domain and authentication systems list to Virtual Host workspace (AM5-8029)
- Reorganize and redesign application navigation to replace four top links navigation (AM5-8040)
- Add a Learning Home tab workspace as part of reorganizing and redesigning application navigation (AM5-8041)
- Add a FAQ Home tab workspace as part of reorganizing and redesigning application navigation (AM5-8042)
- Only allow whitelisted extension methods from Groovy strings in Script tasks and blocks (AM5-8060)
- Add Consume Web Service URL support to new Admin UI to help with migrating content (AM5-8070)
- Optimize translation of UI labels to Swedish in admin UI (AM5-8117)
- Add ability to configure OAuthUrl, TokenIssuer, and OpenIdMetadataUrl settings for MS Teams Gateway (AM5-8121)
- Add created and createdBy fields to get list of revisions API (AM5-8157)
- Optimize translation of UI labels to French in admin UI (AM5-8192)

#### CORE BPN

- Link error messages to edges and blocks to improve validation process (AM5-7986)
- Allow edge expressions to determine the channel the user is coming from (AM5-8032)
- Remove Server-Side Request Forgery (SSRF)-prone items from the default Groovy whitelist (AM5-8109)
- Remove the ability to disable the Groovy sandbox (AM5-8110)

#### CORE FAQs

- Add Enable LLM setting in New FAQ tab workspace to support LLM usage for FAQ document (AM5-8053)



- Add configuration to use a link to hide content for Additional Info for FAQs (AM5-8137)
- Use LLM for FAQ generation from documents to generate question/answer pairs (AM5-8181)

## CORE FRAMEWORK

- Add ability to configure backend integrations to Amelia Builds Amelia (AM5-6918)
- Add progress bar and other updates to UI as Amelia Builds Amelia creates a workflow (AM5-6919)
- Add left panel, bulk import, catalog, and other features to Amelia Builds Amelia interface (AM5-7500)
- Add a configurable parameter in the build draft intent API to create undeployed conversation flow to allow testing (AM5-7996)
- Create conversation flows automatically with support of providing custom steps with Amelia Builds Amelia (AM5-8134)

## CORE OTHER

- Expose OpenID access token for use in cloud environments (AM5-7848)
- Allow configuration of log file size (LOG\_FILE\_SIZE) and retention count (LOG\_FILE\_COUNT) environment variables (AM5-8126)

## CORE UI

- Rename the Train button to Add Model in the MODELS panel (AM5-7983)

## DIGITAL EMPLOYEE BUILDER (DEB)

- Redesign block settings to add search to Advanced Settings tab to navigate settings in the Amelia Asks block (AM5-2068)

## GATEWAY CORE

- Gateway Core to use common dependencies instead of Core dependencies (AM5-7895)
- Support Basic Text from OutboundSemNetFaqDetailMessage in all Gateways (AM5-7992)

## GATEWAY MICROSOFT TEAMS

- Validate Authorization header for incoming requests from Azure Bot Service (AM5-7382)
- Support OutboundCardMessage for AdaptiveCards (AM5-7477)

## GATEWAY ORACLE SERVICE CLOUD

- Send info back to Amelia to confirm that gateway connection was successful (AM5-7755)

## GATEWAY ZENDESK

- Set lastMessageActivity timestamp when closing a conversation due to inactivity (AM5-7724)

## JAVASCRIPT SDK

- Add audit fields in ConversationFlowRevisionList (AM5-8194)

## 2.5 RELEASE 6.0.4

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### 2.5.1 Bugs

#### CORE ADMIN UI

- Amelia Builds Amelia (ABA) Click Text is Unreadable on Light Theme (AM5-7891)
- BPN Run Subprocess opens sub flow in new tab and loses access to main BPN (AM5-8112)
- Incorrect vertical scroll placement for Audit Log (AM5-8183)
- Allow URL to be put in FAQ and Publish preview without http or https schema. (AM5-8239)
- Typo in "Version could not be deleted" message when undeploying UI theme (AM5-8242)
- Unable to save or create new virtual host in Virtual Hosts workspace (AM5-8253)
- Hide Auth Systems menu unless user has AUTHORITY\_ADMIN\_RBAC authority (AM5-8259)

#### CORE FAQs

- Clarifying questions sometimes return declarative statements (AM5-8198)
- Missing citations for FAQ when conversational context is enabled (AM5-8303)

#### CORE FRAMEWORK

- Amelia Builds Amelia (ABA) build runtime error when entity names generated through LLM (AM5-8251)

#### CORE NLU

- Intent instance should not be added to context when BPN disallows intent switch (AM5-8006)
- Adding a QA Pair manually displays 400 error code (AM5-8263)

#### DIGITAL EMPLOYEE BUILDER (DEB)

- Amelia Asks and Amelia Says block properties aren't updated after modifying response pools defined for the blocks (AM5- 8202)

### 2.5.2 New Features

#### CORE ADMIN UI

- Whitelist allowed file types that can be uploaded as integration assets (AM5-8067) CORE BPN
- Add signature-related classes to Groovy scripting whitelist (AM5-8180)

#### CORE FRAMEWORK

- Add Mic icon for Amelia Builds Amelia (ABA) textarea (AM5-8212)
- Create conversation flow when created a Digital Employee Builder (DEB) by conversation in Amelia Builds Amelia (ABA) (AM5-8237)
- Allow publish preview of Amelia Builds Amelia (ABA) flows (AM5-8238)

#### DIGITAL EMPLOYEE BUILDER (DEB)

- Amelia Asks block should support entity question selection policy (AM5-8258)

## GATEWAY INCONTACT

- Conditionally set webchat\_coremind or webchat\_coreuser channel name in core UI based on whether user has Mind authority (AM5-8284)

## GATEWAY REST

- Rest Gateway change to add new parameter in ConversationFlowApi (AM5-8249)

## INTEGRATION SERVICE

- Develop chat-completion model support with cognitive search support for Azure OpenAI integration with Amelia (AM5-8096)

## INTEGRATION SERVICE

- Remove default connection pooling (AM5-8315)

## JAVA SDK

- SDK change to add new parameter in ConversationFlowApi (AM5-8173)

## 2.6 RELEASE 6.0.5

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### 2.6.1 Bugs

#### CORE ADMIN UI

- Fix Web Actions panel browser and position of Import button (AM5-8055)
- Typo in error message that displays when domain is created and saved (AM5-8265)
- Provide feedback if Agent View My Responses Excel sheet is invalid (AM5-8319)
- Cannot select blank as an option for some Intent workspace settings (AM5-8325)
- Restore Request ID data in Thread tab of View Request tab workspace (AM5-8331)
- Restore ability to view full list of intents in Statistics tab of Models tab workspace (AM5-8360)
- Restore display of statistics as percentages in Statistics tab of Models tab workspace (AM5-8362)
- Restore display of training files for older model versions in Models tab workspace (AM5-8365)
- Clicking Logout link logs the user in when SSO is enabled (AM5-8380)
- Latest flow name should be listed and highlighted at the top after an Amelia Builds Amelia (ABA) process (AM5-8385)
- Fix Amelia Voice configuration tab in Digital Employee Builder (DEB) Amelia Says block (AM5-8396)

#### CORE AUTHENTICATION SYSTEM

- OpenConnectID userGroup and domain scripts are encoded on saving which breaks the scripts (AM5-8353)

#### CORE BPN

- Allow upload of whitelisted items that do not fall into standard object type buckets (AM5-8209)
- BPN flow is incorrectly throwing an error for a valid Digital Employee Builder (DEB) flow (AM5-8153)

## CORE FAQs

- Humanizer FAQ can return an incorrect response which begins with A: Amelia: instead of A: (AM5-8262)
- Engine service does not start when language packs are installed (AM5-8347)
- OpenAI returns a sourceid of 0 in FAQ JSON output which causes postprocessing errors (AM5-8429)

## CORE FRAMEWORK

- Amelia active conversation fails to cleanup due to error while deletion (AM5-3150)
- Knowledge Ingestor does not auto generate flow (AM5-8294)
- Transcript intents are not identified in Amelia Builds Amelia (ABA) processing (AM5-8336)

## CORE NLU

- Spelling and grammar correction should not be applied to button values and similar (AM5-5585)
- Restarting Amelia Builds Amelia (ABA) does not display same reset flow in left and right panels (AM5-8309)
- Failure of Knowledge Ingestor import in Amelia Builds Amelia (ABA) displays status as Complete not Failed (AM5-8333)
- Inbound Slovak letter vanishing in BPN process ASK tasks (AM5-8404)

## CORE SECURITY

- Disabled user accounts shouldn't be able to login at all through OpenID Connect (AM5-8375)

## DIGITAL EMPLOYEE BUILDER (DEB)

- Execution Timeout in Web Action is not triggered for a defined setting (AM5-8370)
- Advanced tabs for Amelia Digital Employee Builder (DEB) Present, Push Conversation, Request, Subflow blocks do not display settings (AM5-8379)

## GATEWAY EMAIL

- Make email channels unique to prevent collisions between different email listeners (AM5-8195)

## 2.6.2 New Features

### CORE ADMIN UI

- Add Voice configuration Tab for Digital Employee Builder (DEB) Backend (AM5-7300)
- Filter out activated domain subsystems in the domain admin subsystem dropdown list (AM5-8104)
- Add setting to add a certificate for the ECE Gateway (AM5-8207)
- Add footer message setting as an advanced feature for virtual hosts (AM5-8210)
- Allow saving response pool properties for Digital Employee Builder (DEB) Intent and Wait blocks (AM5-8296)
- Add footer message setting as an advanced feature for virtual hosts (AM5-8339)
- Filter out already selected datasets from the Training Datasets dropdown lists in the Models tab workspace (AM5-8363)

## CORE BPN

- Whitelist internal SimpleTemplateEngine classes (AM5-8354)

## CORE FAQs

- Use OpenAI embeddings for Semnet answers (AM5-6150)
- Add Creator Name and Creation Datetime to Digital Employee Builder (DEB) list of deployed versions of a flow (AM5-8102)

## 2.7 RELEASE 6.0.6

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### 2.7.1 Bugs

#### CORE ADMIN UI

- Added modal with details of errors and warnings when a submission has problems (AM5-5525)
- Fix overlap of Versions and Publish buttons in the Digital Employee Builder (DEB) tab workspace (AM5-6033)
- Contact Center link from Orchestrator redirects to old Agent Supervisor page (AM5-8256)
- Mask specific Authentication System properties in browser console log (AM5-8367)
- Digital Employee Builder (DEB) conversation flow Preview button should display error message if flow has no data (AM5-8446)
- UI bundle import data validation should display modal error message if there is no data in the file (AM5-8449)
- Agent Summary View shows empty when Escalation Team contains Agents From domains the Supervisor cannot access (AM5-8476)
- Do not reference Document Faq if that subsystem is active but the QA Pairs FAQ subsystem is inactive (AM5-8529)
- Autosuggest feature in domain dropdown list displays oversized font (AM5-8555)
- Creating custom datum entity with lookup table doesn't save all entries (AM5-8559)

#### CORE AGENT VIEW

- Username is updated in Amelia FaceCall but not in Agent View (AM5-8357)

#### CORE NLU

- Display, process, and index files when multiple FAQ files are selected (AM5-8526)

#### CORE UI

- Display error message in file upload widget when file exceeds file upload size limit (AM5-8343)

#### DIGITAL EMPLOYEE BUILDER (DEB)

- Selection policy missing for existing entities in Amelia Asks block (AM5-2495)
- Option to activate/deactivate auto save disappears after flow is deployed (AM5-7531)

- The response: prefix does not match with response.matches expression in Amelia Asks block (AM5-8468)
- Unable to migrate Is Builder Domain setting when migrating domain settings through content pack (AM5-8508)

## GATEWAY REST

- REST GW POST predict method returns empty body or 500 for utterances with special symbols (AM5-8359)
- Search ascending and descending parameters not working for eventDate (AM5-8486)

## 2.7.2 New Features

### CORE ADMIN UI

- Add OAuth 2.0 settings for Oracle Service Cloud (AM5-8544)

### CORE FRAMEWORK

- Generate QA samples for document when uploaded (AM5-8243)
- Amelia Builds Amelia (ABA) API adds knowledge base integration with .txt, .pdf, and .docx support (AM5-8533)
- Add configurable per instance property setting to set prompt size length for Amelia LLM (AM5-8558)
- Allow upload knowledge base documents to Amelia Builds Amelia (ABA) process (AM5-8561)

### CORE OTHER

- New API method provides agent status without returning full agent summary data (AM5-8408)

### DIGITAL EMPLOYEE BUILDER (DEB)

- Add Response tab in Ask block with Yes/No questions for entities (AM5-4409)

### GATEWAY CORE

- Update Gateway Core with Spring Boot 2.7.17 (AM5-8317)
- Update Gateway Service with the latest Common Crypto to fix CVE-2022-45146 (AM5-8456)

### GATEWAY ECE

- Refactor when choosing to provide a certificate for the ECE to use (AM5-7645)

### GATEWAY ORACLE SERVICE CLOUD

- Add OAuth 2.0 mechanism for establish session API call in Oracle Service Cloud Gateway (AM5-7767)
- Update Rest Gateway with the latest common crypto (AM5-8457)
- Check gateway integration status through the REST API (AM5-8499)

### INTEGRATION SERVICE

- Add Spring Integration Framework level retry handler (AM5-8517)

## JAVA SDK

- Support new API method that provides agent status without returning full agent summary data (AM5-8410)
- Add a method to get sample faq pairs for a specific document (AM5-8479)
- Add integration gateway search using REST API (AM5-8500)
- Synchronize SDK clients to include all domain settings (AM5-8511)

## 2.8 RELEASE 6.0.7

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### 2.8.1 Bugs

#### CORE ADMIN UI

- Adjust FaceCall UI for thumbs up/down buttons when conversations are long (AM5-7851)
- Create a placeholder message to display on empty home pages (AM5-8004)
- Show warning if there are no system responders in domain (AM5-8247)
- Learning workspace chart does not adjust automatically for data or width (AM5-8255)
- Sentient timing out and not loading due to table processing issue (AM5-8372)
- Scripts workspace caches validation results and returns incorrect messages for valid scripts (AM5-8490)
- Display Access Denied message in tab workspace if user is not permissioned for auth systems (AM5-8597)
- Changing Ask block response type to Yes/No should update loopback edges (AM5-8601)
- UI Bundle workspace preview does not persist when tab changes (AM5-8602)

#### CORE AGENT VIEW

- Agent Summary in the Contact Center Manager tab workspace does not show offline users (AM5-8564)
- API /agent-summary incorrectly calculates the totalElements value (AM5-8579)

#### CORE BPN

- Unicode characters are not processed correctly in Web Service Actions or Consume Web Service BPN tasks (AM5-8519)

#### CORE FAQs

- Failed to Generate FAQs error message caused by optional Request Param (AM5-7998)
- Improve FAQ performance over longer conversations and larger contexts (AM5-8578)
- Text outside of JSON text of GPT-4-Turbo output causes parsing failure (AM5-8644)

#### CORE FRAMEWORK

- Digital Employee Builder (DEB) flows with multiple intents creates duplicate flows and does not show 100% progress (AM5-8590)

#### CORE NLU

- Intents list in Amelia Builds Amelia (ABA) is not fully visible (AM5-8621)

## CORE OTHER

- After multi-intent or conditional statements AVS gets out of sync with Amelia (AM5-4176)

## CORE SYSTEM ENTITY

- Spelled out currency denominations not handled correctly by Currency Datum (AM5-8604)

## CORE UI

- After file is uploaded in FaceCall hide browse component generated by Request block (AM5-8539)

## DIGITAL EMPLOYEE BUILDER (DEB)

- Subflow properties message suggests using BPN version when creating DEB flow (AM5-8432)

## GATEWAY EMAIL

- Make email channel unique to prevent collisions between different email listeners (AM5-8195)

## 2.8.2 New Features

### CORE ADMIN UI

- Add ability to configure chat box text for UI Bundle for main menu, header menu, chat header menu, and chat menu with JSON text view (AM5-7248)
- Clean up gateways by changing Twitter logo to X logo and removing DFO, Oracle Digital Assistant, ServiceNow Chat, and ServiceNow Escalation gateways (AM5-7932)
- Add preview feature to display changes live when making Custom UI changes (AM5-8279)
- API to get list of response pool utterances should support with Annotations (AM5-8595)
- Modify API to retrieve utterance annotation returned with slot utterances (AM5-8609)

### CORE AGENT VIEW

- Display conversation in right side panel when agent clicks a row in Conversations table (AM5-7716)
- Increase escalation Reason column width to decrease page height of Tasks page (AM5-7718)

### CORE BPN

- Create persistent value of reprompt count from a prior BPN Ask task with voice:askRepromptCount() (AM5-8505)

### CORE FAQs

- Add system prompting to OpenAi Chat Completion API for use with FAQs (AM5-8464)

### CORE OTHER

- Increase Nodeld field size for registering gateways to 255 characters (AM5-8607)

## DIGITAL EMPLOYEE BUILDER (DEB)

- Add Yes/No buttons for Ask blocks with response:yes() and response:no() edges (AM5-8612)



## GATEWAY CORE

- Add support for InboundSttNotrecognizedMessage for AWS Connect Integrations (AM5-8048)

## CORE NLU

- Add Conditional Random Fields (CRFs) tagging capability to all built-in taggers and remove CRF Tagger option in UI (AM5-6830)

# 2.9 RELEASE 6.0.8

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## 2.9.1 Bugs

### CORE ADMIN UI

- Creating duplicate parent or child folder name doesn't display error message (AM5-7601)
- By default BPN is selected in debugger even when Digital Employee Builder flow is present (AM5-8295)
- Intent workspace displays Amelia Utterances panel when Use FAQ is selected in Action panel (AM5-8312)
- Task history portlet is always empty for ITO Tasks (AIOps Tasks) (AM5-8338)
- Display accurate error message when deleting user from escalation team is invalid (AM5-8530)
- Import New Tabular Data button is cropped at top right of Tabular Data workspace (AM5-8665)
- Bot Network link on Digital Employee home workspace doesn't lead to Bot Network workspace (AM5-8669)
- Inferring Builder blocks from Amelia or simple user input predicts incorrect blocks to handle simple utterances (AM5-8699)
- User idle time appears for closed conversations in Contact Center workspace (AM5-8780)
- Entries in Entities list panel are not vertically aligned (AM5-8782)
- Execute Process setting link to flow is duplicated and opens BPN not Builder flow in Intent workspace (AM5-8785)
- Configuration tab in escalation gateway workspaces fails to load data (AM5-8793)
- Default login page should not be visible if SSO login is enabled (AM5-8798)
- Saving existing Amelia Builds Amelia flows does not display confirmation status (AM5-8806)
- Utterance Annotation Tool produces HTML instead of annotation metadata (AM5-8819)
- Amelia Builds Amelia Configure button is out of alignment in the Configure tab (AM5-8831)
- Cancel and Apply buttons not aligned in the Publish popup in Digital Employees Conversation Flows (AM5-8834)
- No error message displays when Website Link URL is empty in Amelia Builds Amelia Test tab (AM5-8836)
- Unable to change response pool domain in Builder Amelia Asks block properties panel (AM5-8964)
- Browse Voice Settings popup displays incorrect count from Voice tab Settings in Amelia Says block (AM5-8966)
- Optimize space used to display Semnet document processing message (AM5-8998)
- FAQ download API times out when document has many items (AM5-9005)
- Display tooltip above P-SLA value in Contact Center Home tab workspace (AM5-9046)

- User data disappears after changing Max Agents Active setting in Escalation Teams workspace (AM5-9047)
- List of intents in Intents panel should refresh when domain is changed (AM5-9048)
- Intent Tester workspace resumes testing a deleted test (AM5-9062)
- Intent Prediction Score tab in Intent Tester workspace displays "Request failed" message (AM5-9082)

## CORE AGENT VIEW

- Set Supervisor workspace to display current day as default not rolling 24 hours (AM5-7799)
- FAQ suggestions and Hey Amelia in Agent View UI does not return correct results (AM5-8712)
- Right edge Agent and Mind links in Amelia chat workspace redirect to incorrect destinations (AM5-8868)

## CORE BPN

- Valid Builder block edge expressions are prefixed with bpn:otherwise() (AM5-8154)
- Word "resend" in utterances causes Amelia to pause conversation (AM5-8766)
- Property panel Response Pool setting for Amelia Asks and Amelia Says blocks doesn't display all response pools (AM5-9010)

## CORE FAQs

- Clicking download link in Face Call chat interface fails to download file (AM5-6879)
- Support embeddings from Azure OpenAI Service (AM5-8344)
- Double quote and HTML in pre-defined FAQ pair answers causes cropping when displayed (AM5-8788)
- FAQ sitemap content is not parsed correctly and results in small sections (AM5-8993)

## CORE FRAMEWORK

- NLU route matching causes invalid block definition error when building DEB flow (AM5-8741)
- Saving Amelia Builds Amelia flow displays loading message instead of saving (AM5-8752)
- FAQ workspace stalls when processing large sitemaps using a URL (AM5-9014)
- QA responder returns error in addition to an answer (AM5-9039)

## CORE NLU

- CQA feature triggers when evaluating models after it is switched off in NLU Settings (AM5-5464)
- Amelia Builds Amelia bulk import of PDFs displays binary data not readable data (AM5-8622)
- Handle Time updates continuously when conversation status is CLOSED in Contact Center workspace (AM5-8691)
- Deployment version dropdown list is inactive in Amelia Builds Amelia DEB workspace (AM5-8832)
- Retrained dialog act classifier to handle qualifying phrases like "actually" and "to be safe" (AM5-8990)
- Long utterances in Builder editor always expand beyond block boundaries (AM5-9020)
- Spaces in variable or entity name in Amelia Builds Amelia process prevents deployment of flow (AM5-9021)
- Misunderstanding handling regressed after answer polarity classifier changes (AM5-9028)

## CORE TRAINER

- Intent Learning workspace does not display transcripts for selected utterance (AM5-8673)

## CORE UI

- Voice properties disappear in imported workflow when Builder Amelia Asks block is clicked (AM5-8327)
- Make Amelia Agent View UI portlet size dynamic (AM5-8409)
- With Click and With Comment radio buttons in User Feedback workspace behave inconsistently (AM5-8524)

## CUSTOM UI

- Selecting Auto build option creating Amelia Builds Amelia flow displays "Auto Undefined" message (AM5-8845)

## DEB

- Unable to complete custom datum form displayed by Amelia in a conversation (AM5-8453)
- Unable to migrate Integration templates using Content Pack (AM5-8540)
- Deploying Builder flow with Amelia Asks block at end displays End Event is Missing error message (AM5-8554)

## GATEWAY AMAZON CONNECT ESCALATION

- Fix Amazon Connect Gateway signature issue (AM5-9128)

## GATEWAY AMAZON LEX

- Lambda function configuration and APP\_ID need to be validated in Amazon Lex gateway (AM5-8770)

## GATEWAY METRICS

- Conversations report always contain empty Handle SLA metric (AM5-6609)

## GATEWAY REST

- Update Predict API encoding process to handle encoded special characters (AM5-8706)

## INTEGRATION SERVICE

- Do not allow spaces when creating and updating integration asset names (AM5-8737)

## TRANSLATION

- Auto-Translation glossary is not used when Azure translation is enabled on domain and language is forced to Swedish (AM5-8707)

## 2.9.2 New Features

### AUTOCORRECTION SERVICE

- Update grpcio to 1.53.0+ and transformers to 4.36.0+ to address CVE security fixes (AM5-8947)

### CORE ADMIN UI

- Add ability to view and search FAQ pairs assigned to sections and delete sections (AM5-2314)
- Add NLU routes API for export all, export multiple, delete all, and delete multiple (AM5-4498)

- Predict feature displays top answers retrieved from an FAQ document (AM5-5042)
- Display intents list in Builder Flow Settings and BPN Start Event property panels (AM5-6309)
- Response pools and entity utterances should support annotations (AM5-6339)
- Create admin UI for new Amazon Connect Escalation gateway (AM5-8118)
- Revisions tab of UI Bundles workspace lists Custom UI revision names and numbers (AM5-8278)
- Add autosuggest to all domain dropdown selectors (AM5-8328)
- Set defaults for Authentication Policy, Locale, and Timezone when creating users (AM5-8329)
- Change the Cleanup Transcript button icon in User Basic tab panel (AM5-8330)
- Allow using Integration properties in Web Actions (AM5-8340)
- Add back colors to Models workspace statistics to indicate intents that are good, can do better, and need work (AM5-8361)
- Sort list of Training Datasets and Validation Datasets options in Models workspace (AM5-8482)
- View all teams an agent is assigned and assign an agent to a team (AM5-8567)
- Redesign interface and process to create, manage, and revise UI Bundles (AM5-8572)
- Add Reset to Default button to reset UI Bundle settings to their default values (AM5-8573)
- Create API to return configurationSchema for UI Bundle (AM5-8637)
- Contact Center conversation Details panel changes URLs on tab switch (AM5-8661)
- Refactor gateway integration process to be reusable and support integration type in URL (AM5-8718)
- Display meaningful error message when Semnet document or Knowledge Ingestor import fails (AM5-8738)
- Add teams API to list user assigned escalation teams, bulk add teams, bulk delete teams (AM5-8740)
- Add UI changes to add Property Set in Webaction (AM5-8759)
- Use entity description in entity prediction using LLMs (AM5-8784)
- Add FAQ documents import from sitemap.xml files (AM5-8828)
- Show matched and top FAQ answers in Predict panel in Digital Employees workspace (AM5-8855)
- Add FAQ pair API to fetch pairs for sections and move pairs between sections (AM5-8861)
- Show processing message for Semnet document (AM5-8911)
- Create one widget to create FAQs from Files, URLs, Integrations, and Manually (AM5-8935)
- Display and edit status to enable or disable FAQ pairs (AM5-8987)
- Download FAQ Pairs button should respect download status (AM5-9031)
- Update core-js and backbone.js JavaScript libraries to address low risk pen test findings (AM5-9041)
- Limit FAQ pair status values that can be changed with batch jobs (AM5-9054)
- Add summaries field to list the message log and log level (AM5-9079)

## CORE BPN

- Allow agents to resize Agent View chat window (AM5-7817)
- Auto Feedback Negative setting in Ask task/blocks no longer a default in Other Responders panel (AM5-8547)

## CORE FAQs

- Allow the execution of a BPN after FAQ responds (AM5-8495)
- Predict feature doesn't display similarity scores for different FAQ pairs (AM5-8546)
- Improve OpenAI CQA feature's ability to ask questions only when appropriate (AM5-8676)

- Pick up new conversation summaries of FAQ pairs with Document FAQ responder batch jobs (AM5-8944)

## CORE FRAMEWORK

- Use Brandfetch API to augment Amelia Builds Amelia Publish preview feature (AM5-7636)
- Add partitioned cookies so embedded custom UI continues to work (AM5-7678)
- Use OpenAI seed parameters and system\_fingerprint parameters to make generation deterministic (AM5-8371)
- Add socket timeout and connection timeout for news feed API (AM5-8419)
- Fix application error message to address pen test findings (AM5-8422)
- Add predictFaq method to ContextService to return best answer with details like document extracted from (AM5-8583)
- Remove outdated JavaScript libraries to address security fixes (AM5-8967)
- Migrate OpenAI legacy Completion API calls to Chat Completion API (AM5-8689)
- Add script generation and edge expression improvements to Amelia Builds Amelia processing (AM5-8701)
- Add max token length setting in OpenAI calls (AM5-8714)
- Display completion percentage value below the Amelia Builds Amelia progress bar (AM5-8746)
- Display user option messages when Amelia Builds Amelia discovery and build process completes (AM5-8747)
- Display newly created flows on left side when Amelia Builds Amelia process completes (AM5-8748)
- Amelia Builds Amelia should list flows built from latest transcript above flows from earlier transcripts (AM5-8764)
- Use publish preview data to display Amelia UI instead of calling Brandfetch API directly (AM5-8786)
- Add document URL parsing to identify content type file extensions in URLs (AM5-9001)

## CORE NLU

- Allow use of entity features when training Set Fit models (AM5-7552)
- Shift+Enter creates new line to add steps in Amelia Builds Amelia prompt box (AM5-8447)
- Send the correct mime type for resource-download API (AM5-8630)
- Display processing status messages for Amelia Builds Amelia Knowledge Ingestor and Transcript features (AM5-8693)
- Display Builder blocks as they are imported into the Amelia Builds Amelia workspace (AM5-8769)
- Failed Amelia Builds Amelia process displays a success message (AM5-8792)

## CORE SERVICE

- Update grpcio, transformers, and torch to address CVE security fixes (AM5-8955)

## CORE OTHER

- Expand Amelia Builds Amelia text input field size limit to match LLM token limits (AM5-7873)

## EMBEDDING SERVICE

- Update grpcio to 1.53.0+ to address CVE security fixes (AM5-8948)

## GATEWAY AMAZON CONNECT ESCALATION

- Develop a gateway for Amazon Connect Escalation service (AM5-5794)

## GATEWAY AMAZON LEX

- Support multiple distinct messages from Amelia in Lex Gateway (AM5-8750)
- Allow Amelia to control re-prompts to users and set the initial locale for Amazon Connect conversations (AM5-8018)
- Detect Session Locale attribute from Amazon Connect when starting a new conversation with Amelia (AM5-8696)

## GATEWAY CORE

- Update Gateway Core with the latest Java SDK 6.0.8 (AM5-9125)

## GATEWAY SERVICE

- Update Gateway Service with the latest Gateway Core 6.0.8 (AM5-9126)

## JAVA SDK

- Update SDK to support document FAQ changes (AM5-8885)

## LLM MODEL SERVER

- Update LLM model server service to use CUDA12 by default (AM5-8765)

## REST GATEWAY

- Update Rest Gateway with the latest Java SDK 6.0.8 (AM5-9123)

### 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								
	6.0.0	6.0.1	6.0.2	6.0.3	6.0.4	6.0.5	6.0.6	6.0.7	6.0.8
Custom User Interface	5.19.30								
HAproxy	2.6.12								
Percona	8.0.26-16.1								
Java JDK	11.0.19.7								
Redis/Redis Sentinel	6.2.4								
AV Gateway	1.2.5								1.2.7
Syntaxnet	5.2.0								1.0.10
Duckling	6.0.0	6.0.1							
amelia-coref-service	6.0.0								6.0.8
amelia-assignment-en_us									
amelia-robertaqa-en_us									
amelia-facial-recognition	6.0.0								
amelia-embedding-service	6.0.0	6.0.1							6.0.8
Autocorrection Service									6.0.8
Amelia-models-en-us									6.0.5

**Table 2. Gateway Versions**

Type	Amelia Release									
	6.0.0	6.0.1	6.0.2	6.0.3	6.0.4	6.0.5	6.0.6	6.0.7	6.0.8	
Alexa	6.0.0			6.0.3						
Amazon Connect Escalation									6.0.8	
Amazon Lex	6.0.0			6.0.3					6.0.8	
Cisco ECE *	6.0.0						6.0.6			
Email	6.0.0	6.0.1		6.0.3				6.0.7		
Facebook Messenger	6.0.0			6.0.3						
Firebase Cloud	6.0.0			6.0.3						
Genesys Cloud Chat	6.0.0			6.0.3						
Genesys PureCloud	6.0.0			6.0.3						
Genesys PureConnect				6.0.3						

Type	Amelia Release										
	6.0.0	6.0.1	6.0.2	6.0.3	6.0.4	6.0.5	6.0.6	6.0.7	6.0.8		
Genesys PureEngage	6.0.0			6.0.3							
Gateway Service	6.0.0			6.0.3			6.0.6	6.0.7	6.0.8		
Google Chat	6.0.0			6.0.3							
InContact Escalation	6.0.0			6.0.3	6.0.4						
LinkMobility (WhatsApp)				6.0.3							
LiveEngage Messaging	6.0.0			6.0.3							
Meta Workplace	6.0.0			6.0.3							
Microsoft Teams	6.0.0			6.0.3							
Oracle Service Cloud (REST)	6.0.0			6.0.3			6.0.6				
PEGA Chat	6.0.0			6.0.3							
REST	6.0.0				6.0.4		6.0.6				
Salesforce Chat	6.0.0			6.0.3							
Salesforce Escalation	6.0.0			6.0.3							
ServiceNow Agent Chat	6.0.0			6.0.3							
ServiceNow Virtual Agent	6.0.0			6.0.3							
Slack REST (V2)	6.0.0			6.0.3							
Solidus	6.0.0			6.0.3							
Sprinklr				6.0.3							
Symphony	6.0.0			6.0.3							
Twilio	6.0.0			6.0.3							
Webex Teams	6.0.0			6.0.3							
X	6.0.0			6.0.3							
Zendesk Sunshine	6.0.0			6.0.3							

\* ECE: Cisco Enterprise Chat and Email

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

Type	Amelia Release										
	6.0.0	6.0.1	6.0.2	6.0.3	6.0.4	6.0.5	6.0.6	6.0.7	6.0.8		
Integration-Service	6.0.0			6.0.3			6.0.6				



# 4. Amelia 6.0.x System Architecture

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

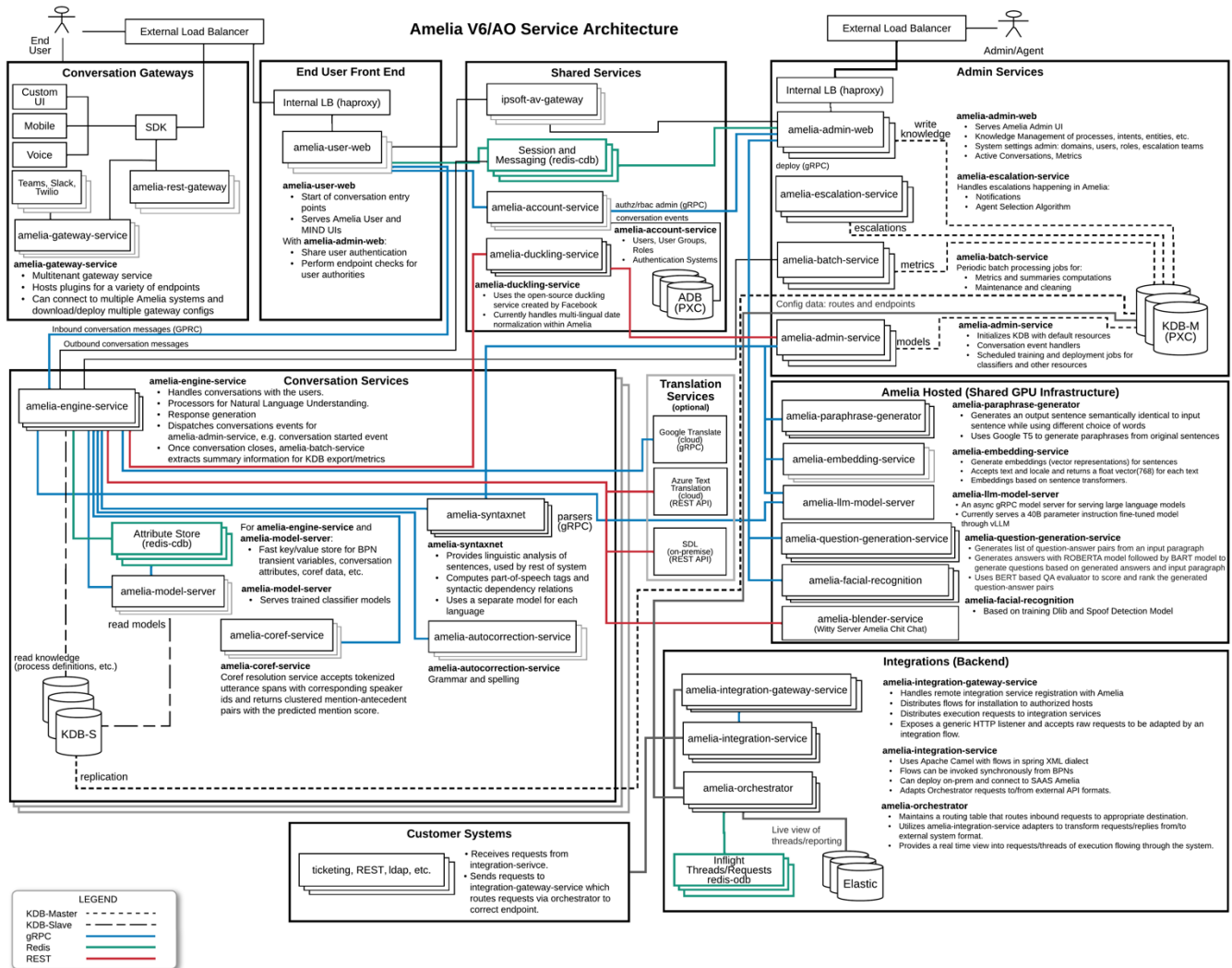


Figure 1. Amelia 6.0.x System Architecture

## 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.
LDAP	The Lightweight Directory Access Protocol (LDAP) is an open cross platform protocol used for directory services authentication. LDAP is a language applications use to communicate with directory services to authenticate users.
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.
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.

Term	Definition
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.