

AMELIA

Cognitive Agent

Amelia 5.6.27 Release Notes (Document version 1.21)



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Document History

Author	Version	Date	Comments	Final Approval?
Amelia Research & Development	1.0	July 20, 2022	Added bug fixes and new functionality for 5.6.0	Yes
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Amelia Research & Development	1.2	November 8, 2022	Added bug fixes and new functionality for 5.6.5	Yes
Amelia Research & Development	1.3	December 5, 2022	Added bug fixes and new functionality for 5.6.6	Yes
Amelia Research & Development	1.4	December 19, 2022	Added bug fixes and new functionality for 5.6.7	Yes
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Amelia Research & Development	1.19	July 11, 2023	Added bug fixes and new functionality for 5.6.22	Yes
Amelia Research & Development	1.20	September 5, 2023	Added bug fixes and new functionality for 5.6.23, 5.6.24, 5.6.25, 5.6.26	Yes
Amelia Research & Development	1.2	September 14, 2023	Added bug fixes and new functionality for 5.6.27	Yes

1. Overview

This document briefly lists significant changes to Amelia as a result of 5.2.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

The What's New page for the online documentation for this release links to descriptions of these highlighted tickets.

1.1.1 Release 5.6.0

CORE ADMIN UI

- Create a Bot Network to connect Amelia with third-party chatbot flows (AM5-1447)
- Create wizard interface to organize deployments of Amelia (AM5-2050)
- Create interface to manage creation and maintenance of FAQs from different sources (AM5-2223)

CORE FRAMEWORK

- Add Facial Recognition as a login option (AM5-1513)
- Create Knowledge Ingestor to import utterances and manage intents and entities (AM5-2042)

CORE UI

- Add chat notes and performance analytics in right edge of avatar chat interface (AM5-1787)

DIGITAL EMPLOYEE BUILDER (DEB)

- Integrate ontologies with Learning and DEB (AM5-1156)

1.1.2 Release 5.6.1

CORE ADMIN UI

- Create adaptive cards for Digital Employee Builder and Face Call UI (AM5-2660)

CORE BPN

- Convert BPN models to Digital Employee Builder models (AM5-3019)

CORE AGENT VIEW

- Agent View UI can transfer calls to a telephone number (AM5-2810)
- Create ability to do a warm transfer to an agent with the Agent View UI (AM5-3258)

1.1.3 Release 5.6.2

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

1.1.4 Release 5.6.3

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

1.1.5 Release 5.6.4

CORE ADMIN UI

- Move Uneeq avatar properties to Amelia domain administration workspace (AM5-3571)
- Update Admin UI for MS Teams Gateway API changes (AM5-3788)

1.1.6 Release 5.6.5

CORE UI

- Enable Agent Recommendations Framework for Salesforce and GenesysCloud (AM5-3967)

1.1.7 Release 5.6.6

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

1.1.8 Release 5.6.7

CORE ADMIN UI

- Enable attachments for ServiceNow Agent Chat Gateway (AM5-4224)

CORE FRAMEWORK

- Allow close conversation dialog act to be disabled at domain and BPN ask level (AM5-4347)

1.1.9 Release 5.6.8

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

1.1.10 Release 5.6.9

CORE ADMIN UI

- Add Instagram configuration to Facebook Messenger Gateway admin UI (AM5-4755)

CORE BPN

- Allow disabling direct escalations on BPN Ask task (AM5-4554)

1.1.11 Release 5.6.10

GATEWAY CORE

- Add admin interfaces to integrate with PEGA gateway (AM5-3410)

1.1.12 Release 5.6.11

CORE AGENT VIEW

- Allow disabling agent's ability to send attachments (AM5-4682)

CORE FRAMEWORK

- Add application property `amelia.publish-preview-url-patterns` to configure valid publish preview URLs (AM5-5060)

GATEWAY EMAIL

- Allow escalation email fields to be configurable in Email gateway (AM5-4861)

1.1.13 Release 5.6.12

CORE ADMIN UI

- Create admin UI to connect Amelia through the Sprinklr Gateway (AM5-5109)

GATEWAY ORACLE SERVICE CLOUD

- Pass Custom parameters to Oracle Service Cloud Chat Escalation (AM5-4171)

JAVA SDK

- Make `AiopsId` available to `ApiSession` values (AM5-5126)

1.1.14 Release 5.6.13

CORE BPN

- Web Action fails and chat escalates when duplicate header keys in response (AM5-5127)
- Added domain advanced property "Entity reassignment counts towards maximum attempts" to force maximum attempts escalation (AM5-5215)

CORE NLU

- Spanless classifier malfunction using language pack to classify all utterances to single class (AM5-5190)

1.1.15 Release 5.6.14

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

1.1.16 Release 5.6.15

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

1.1.17 Release 5.6.16

CORE BPN

- Apply French formatting on Amelia utterances for punctuation spacing and auto-translate (AM5-4840)

CORE ADMIN UI

- Create admin UI configuration for Genesys PureConnect Gateway (AM5-4954)
- Add API Retry configuration to Genesys PureEngage gateway (AM5-5780)
- Allow Teams gateway users to ignore the language settings when starting a conversation (AM5-5865)

GATEWAY SPRINKLR

- Ability To dynamically update Sprinklr custom fields on escalation (AM5-5700)

1.1.18 Release 5.6.17

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

1.1.19 Release 5.6.18

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

1.1.20 Release 5.6.19

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

1.1.21 Release 5.6.20

CORE ADMIN UI

- Use Custom Entity values as features for DNN models (AM5-4355)
- Allow ServiceNow Virtual Agent to automatically join as an agent when using the ServiceNow Agent Chat gateway (AM5-6299)
- Add OAuth Resource Owner Password Credentials authentication method to ServiceNow Agent Chat Gateway (AM5-6356)

GATEWAY TWILIO

- Support New Media Access Requirements For Twilio Gateway (AM5-6352)

1.1.22 Release 5.6.21

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

1.1.23 Release 5.6.22

CORE AGENT VIEW

- Add ability to manage My Responses when not handling an escalation (AM5-6264)
- Agents cannot view conversation transcript when anonymous access is turned on (AM5-6411)

GATEWAY LINK MOBILITY

- Support Whatsapp messages that are button responses from a message template(AM5-6710)

GATEWAY REST

- Add Intent Summaries (AM5-6731)

GATEWAY SPRINKLR

- Adapt the Conversation Closed message to display BPN configurable message when survey times out (AM5-6237)

METRICS

- Add intent summaries to metrics in UI and export (AM5-6252)

1.1.24 Release 5.6.23

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

1.1.25 Release 5.6.24

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

1.1.26 Release 5.6.25

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

1.1.27 Release 5.6.26

CORE ADMIN UI

- Allow users to set, edit, and display their avatar in Account menu dropdown (AM5-6646)
- Show agent status directly in header with ability to select status easily (AM5-7040)

CORE BPN

- Add common Java and Javax classes to default Groovy whitelist (AM5-6995)
- Add transfer queue information in escalation service for BPN processes and DEB flows to access (AM5-7178)

CORE NLU

- Selecting a language on Predict page should display the new language widget with Language Detected, Original Text, and Translated Text (AM5-7266)

CORE OTHER

- Generate Eddie tests from test conversations used for development (AM5-6260)

DIGITAL EMPLOYEE BUILDER (DEB)

- Add text/xml and application/soap+xml to possible Web Action request content types (AM5-2248)

1.1.28 Release 5.6.27

CORE AGENT VIEW

- Display available agent count in real time on different queues in Transfer dialog box (AM5-7418)
- Add AGENT_AVAILABILITY_READY_ON_LOGIN virtual host setting that defaults to true (Ready) with false set to (AWAY) (AM5-7520)
- Hide Digital Employee Builder (DEB) button and panel of Agent UI from agent users without Mind View authority (AM5-7668)

CORE BPN

- Link AI Ops task execution to a BPN with the variable taskid (AM5-4951)
- Prevent editing BPNs created by Digital Employee Builder (DEB) flows (AM5-6866)

GATEWAY MICROSOFT TEAMS

- Amelia recognizes and processes OutboundCardMessage payload for AdaptiveCards (AM5-7477)

TRANSLATION

- Skip translation and language detection/switching when input is all numbers (AM5-7519)
- Detect language only if a language domain is available if Google language detection enabled in application.properties and domain switch set (AM5-7621)

2. List of All Changes

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

2.1 RELEASE 5.6.0

2.1.1 New Features (5.6.0)

CORE ADMIN UI

- Create a Bot Network to connect Amelia with third-party chatbot flows (AM5-1447)
- Create Manager interface for Supervisors managing escalations to agents (AM5-1979)
- Create wizard interface to organize deployments of Amelia (AM5-2050)
- Create interface to manage creation and maintenance of FAQs from different sources (AM5-2223)

CORE FRAMEWORK

- Add Facial Recognition as an authentication option (AM5-1513)
- Create Knowledge Ingestor to import utterances and manage intents and entities (AM5-2042)

CORE UI

- Add chat notes and performance analytics in right edge of avatar chat interface (AM5-1787)

DIGITAL EMPLOYEE BUILDER (DEB)

- Integrate ontologies with Learning and DEB (AM5-1156)

2.2 RELEASE 5.6.1

2.2.1 Bugs (5.6.1)

CORE ADMIN UI

- Creating an FAQ from a URL generates a generic 400 status code error message (AM5-3028)

DIGITAL EMPLOYEE BUILDER (DEB)

- Unable to set variable as adaptive card parameter (AM5-3482)
- Adaptive cards don't work when variables are not used (AM5-3483)

INTEGRATION SERVICE

- Synchronous requests create memory leak in gateway service (AM5-3474)

2.2.2 New Features (5.6.1)

CORE ADMIN UI

- Create adaptive cards for Digital Employee Builder and Face Call UI (AM5-2660)

CORE BPN

- Convert BPN models to Digital Employee Builder models (AM5-3019)

CORE FRAMEWORK

- Extract and conditionally execute entities and variables using DNN models (AM5-3081)

CORE AGENT VIEW

- Agent View UI can transfer calls to a telephone number (AM5-2810)
- Agent View UI can transfer voice calls to an external phone number (AM5-3035)
- Create ability to do a warm transfer to an agent with the Agent View UI (AM5-3258)

2.3 RELEASE 5.6.2

2.3.1 Bugs (5.6.2)

CORE FRAMEWORK

- Conditional querying ontologies should account all ontology objects (AM5-3478)
- Remove old assignment check for entity (AM5-3506)
- Fix ontology state representation shown in UI and composite entity semantic matching (AM5-3519)
- Remove intermediate caching for ontology synonyms (AM5-3531)
- Update Dialog Act (AM5-3418)
- Fix answer polarity regressions (AM5-3550)

CORE UI

- It is not possible to open DEB after Amelia chat UI conversation is closed (AM5-3411)
- Deployed Models status shows blank (AM5-3527)

DIGITAL EMPLOYEE BUILDER (DEB)

- Method suggestions are not available in Condition (AM5-3045)
- Card name editor overlays side panels (AM5-3484)
- A typed or spoken utterance gets replaced (AM5-3501)
- Prefer processName over greeting intent when starting a new conversation (AM5-3520)

2.3.2 New Features (5.6.2)

CORE AGENT VIEW

- Transform customUserInformation Hyperlinks (AM5-3259)

CORE BPN

- Convert Consume Web Service tasks to Web Actions (AM5-3392)

CORE FRAMEWORK

- Use new message type OutboundOntStateMessage to display all ontology graph and attributes (AM5-3533)

CORE NLU

- Integrate new coref model (AM5-3102)
- Integrate coref via GRPC (AM5-3363)
- Integrate Assignment Classifier Model (AM5-3427)
- Update response time for coref integration with GRPC (AM5-3473)
- Integrate new Bert small case assignment model (AM5-3493)
- Move Coref resolution to a separate GRPC client (AM5-3538)

CORE ORCHESTRATOR

- Use HyperA authentication for /process and /reply (AM5-2277)

CORE UI

- Support light mode for Amelia Chat and Digital Employee Builder (DEB) (AM5-2398)
- Add ability to turn off dots animation (AM5-3532)

DIGITAL EMPLOYEE BUILDER (DEB)

- Need to enhance predictive/auto complete for variables in escalation reason (AM5-3468)

JAVA SDK

- Add User Login Time to SDK (AM5-3490)

2.4 RELEASE 5.6.3

2.4.1 Bugs (5.6.3)

CORE ADMIN UI

- User deletion results are unpredictable and inconsistent (AM5-1547)
- Locale for hint text in Digital Employee Builder (DEB) Ask task is missing (AM5-3424)
- Report BPN to Digital Employee Builder (DEB) Conversation Flow conversion errors (AM5-3548)
- Remove links to Mind View from conversations panel (AM5-3558)

- Update Uneeq SDK version (AM5-3583)
- Add Zendesk Sunshine Chat gateway option to enable/disable Amelia conversation start on pass control (AM5-3603)

CORE BPN

- Convert BPN widget tasks to Digital Employee Builder (DEB) Conversation Flow blocks (AM5-3393)
- Backjump hits the wrong BPN task when multiple entities are rectified (AM5-3570)
- The entities.handle cannot access entities whose name include a dot (AM5-3632)
- "I am not interested" utterance hits response:yes() edge flow (AM5-3649)

CORE FAQs

- FAQ of type Web URL displays as processing always (AM5-3477)
- FAQs Title Blank in Admin UI (AM5-3578)

CORE FRAMEWORK

- Keep domain information server-side for cross-site URL redirects (AM5-3470)
- Focused entities should also be filtered out based on left hand side entity context (AM5-3545)
- Ignore cases when matching ontology values (AM5-3555)
- Entity CQA process throws where error when finding filtered entities (AM5-3569)
- Update default Uneeq properties to use UneeqV3 personas (AM5-3575)
- Fixed time interval and lock holder key for merge FAQ batch not running frequently (AM5-3597)
- Semnet model input contents are not getting passed with coref (AM5-3607)

CORE NLU

- Ignore deleted references of OntMapping to prevent EntityNotFoundException error (AM5-3653)
- Roberta NLP model failing to predict due to bean not found error (AM5-3566)
- Fix Scoping issues during Ontology and handle multiple intentAnalysis in Working Memory (AM5-3579)
- SemanticQA dependency parse fixes updates in working memory instead of only salient (AM5-3594)
- Add Fuzzy matching when comparing grounded entities in working memory (AM5-3630)
- Improve Boolean and prefer Don't Know for semantic QA (AM5-3639)

CORE OTHER

- Include Outbound BPN Execution Event Message for Amazon Lex Gateway for Ask task custom property (AM5-3559)

CORE ORCHESTRATOR

- Cannot register integration adapter endpoint to its domain (AM5-3557)

CORE ORCHESTRATOR UI

- Requests page filter issues affects ability to deselect options and filter domain endpoints (AM5-3554)

CORE TRAINER

- Create pagination API for classifier model revisions (AM5-3584)

CORE UI

- Add Uneeq avatar support for the Firefox web browser (AM5-3588)

PARAPHRASE GENERATION

- Improve Paraphrasing model for intent oversampling and FAQ generation (AM5-3504)
- Core changes to incorporate new parameters in paraphrase generation (AM5-3638)

2.5 RELEASE 5.6.4

2.5.1 Bugs (5.6.4)

CORE ADMIN UI

- Add Child Role button must use dark mode UI styles (AM5-3754)
- Search for avatar voices using language dropdown list causes error (AM5-3800)

CORE AGENT VIEW

- When user replies to pending notifications go to other agent who cannot pick up the conversation (AM5-3666)
- Browser notifications not sent on new message from user to agent (AM5-3670)
- Escalation learning doesn't appear when picked up by agent (AM5-3681)
- Cannot pick up calls from Escalation Notification Window (AM5-3691)
- For call errors set conversation status to Disconnected instead of Connecting (AM5-3818)

CORE ESCALATION

- Conversations continuing to escalate after close (AM5-3740)

CORE FAQs

- Fix FAQ PDF space-hyphen issue, update system tests, and optimize web scraping (AM5-3790)

CORE FRAMEWORK

- Skip overriding dialog act when assignment model predicts as reassignment (AM5-3673)
- Skip question generation from QG templates if no questions generated from QG neural network model (AM5-3682)
- Duplicated FAQ utterances should not be saved (AM5-3704)
- Conditional statement ask parsing includes consequence in conditional ontology extraction (AM5-3751)
- Fix incorrect mapping when conditional values are getting substituted (AM5-3756)
- Personalization latest news display gives out of context updates (AM5-3769)
- Paraphrase utterance are incorrectly mapped to original utterance (AM5-3773)
- CQA is not skipped even if CQA responder is turned off (AM5-3774)
- Creating Uneeq voices with UUID custom codes throws error (AM5-3776)
- Entity assignment does not work with CQA (AM5-3794)
- Conversation linger seconds of zero can prevent metrics calculations (AM5-3811)

- Receptor graphs are empty in the UI when CQA is in progress (AM5-3831)

CORE NLU

- Global domain can't be selected when typed in (AM5-3624)
- Retrained dialog act model with new utterances (AM5-3674)
- Error in Short Answer Extractor while starting Model Server (AM5-3680)
- SemanticQA responder overmatches on who queries that include an implicit argument (AM5-3701)
- SentenceAnalysis is null for Cancel
- Add to ontology receptor a check to ignore single word responses (AM5-3729)
- For ontology CQA add ability to change threshold value and a problem request filter (AM5-3785)

CORE TRAINER

- Added custom pagination and search for pages returned through /admin/api/classifier/models/models-list (AM5-3718)
- Update classifier revisions model object to include type and number editing revisions (AM5-3741)

CORE UI

- User profile image is not loaded in the user interface (AM5-3676)
- Intent prediction scores format is not correct in Comprehension tab (AM5-3745)

DIGITAL EMPLOYEE BUILDER (DEB)

- Present task message output is displayed as Null in chat (AM5-3777)
- Web action preview window is not able to use the values given to variables (AM5-3803)
- User should be warned if entity cannot be created from DEB (AM5-3806)
- Invalid warnings when creating new entity from DEB (AM5-3807)
- New entity should be validated for existence by Name and Code (AM5-3814)
- Update Valid/Invalid/IDK conditions when switching entity source between None and Existing (AM5-3815)
- Display edge properties when Edge Expression is Empty message is clicked in errors panel (AM5-3816)

2.5.2 New Features (5.6.4)

CORE ADMIN UI

- Move Uneeq avatar properties to Amelia domain administration workspace (AM5-3571)
- Update pages that display Quantum avatar to display either Uneeq or Quantum avatar (AM5-3582)
- Adapt BPN annotation to handle SSML changes for Uneeq/Azure multilingual voices (AM5-3587)
- Install selected content pack on domain creation (AM5-3645)
- Prevent row click when user selects text (AM5-3746)
- Update Admin UI for MS Teams Gateway API changes (AM5-3788)

CORE AGENT VIEW

- Call state should change from Active to Transfer or On Hold during a transfer (AM5-3820)

CORE FRAMEWORK

- Add support for ontology, DEB, and Consume Web Service action in content pack upload (AM5-2650)
- Add support for Consume Web Action configuration in content pack upload (AM5-2689)
- Update gRPC calls in Amelia Core to handle new Amelia-question-generation-service (AM5-3656)
- Display the queries values as nlg.
- Present ontology variable values in natural language form for conditional execution of utterances (AM5-3693)
- Close the conversation when people say good bye or close dialog act (AM5-3694)
- Add End to End Hypera logging in integration gateway (AM5-3700)
- Ignore triggering ontology CQA when DNN intent scores are greater than configuration in NLU settings (AM5-3780)

CORE NLU

- Add CQA clarifying question when utterance is out of domain for ontology (AM5-3652)
- Add ontology out of domain filtering when action is absent and only object exists (AM5-3688)

CORE SECURITY

- Set Requested Sign In to true or false in SAML (AM5-3738)

CORE TRAINER

- Classifier API returns latest model revision if onlyLatest query parameter set to true (AM5-3689)

CORE UI

- Start Amelia avatar video immediately (AM5-3646)

CORE UI

- Freeze filter and search box to console tab in Debug when scrolling down page (AM5-3659)
- Use Uneeq avatar as default avatar on login page (AM5-3675)
- Allow only Amelia portlets in Agent view when AIOps is not installed (AM5-3731)

DIGITAL EMPLOYEE BUILDER (DEB)

- Display icons for dynamic data sources to distinguish variables from tabular data (AM5-3505)
- Need a mechanism to Undeploy a DEB flow - similar to BPN
- Add ability to undeploy a DEB flow without deleting the flow (AM5-3648)

2.6 RELEASE 5.6.5

2.6.1 Bugs (5.6.5)

CORE ADMIN UI

- Automatically remove JavaScript from uploaded HTML, XHTML and SVG files (AM5-3836)

- Active Escalated Conversations and Hourly Conversations graphs don't work on Agent/Supervisor workspace (AM5-3892)
- No domains displayed (Except All Domains) for Agent login in the Agent/Supervisor workspace (AM5-3893)

CORE AGENT VIEW

- Conversations in Ready queue don't change color on Pickup, Warning, or Pickup Time SLA (AM5-3935)

CORE BPN

- Ask task should not escalate when the user input is gainful (AM5-3761)
- Locales are missing the Belgium Language tags (AM5-3846)
- Escalation property is not visible to BPN added in the DEB flow (AM5-3857)

CORE ESCALATION

- Escalation from a system error during greeting fails (AM5-3832)
- Core Escalation escalated and immediately closed conversations can stall escalation service (AM5-3847)

CORE FAQs

- Unable to extract FAQ's for a URL (AM5-3834)
- FAQ extraction fails even if user selects extract and generate (AM5-3955)

CORE FRAMEWORK

- Hypera Controller: better flood protection (AM5-3795)
- Semnet responder responses not aligned to user queries. (AM5-3841)
- Integration Flow Delete does not delete if domainId not included (AM5-3848)
- Bring back CQA acknowledgement in case of affirmative reply. (AM5-3859)
- Clausal model fails to parse bigger utterances and resulting in the escalation. (AM5-3932)
- Reassignment dialog act doesn't get predicted for "lets make ", lets try (AM5-3933)
- Error running DB migration for DEB unique flow (AM5-3963)

CORE NLU

- Entity Grounding behaves oddly when numbers are used instead of literals (AM5-3799)
- Comprehension ONT UI broken (AM5-3833)
- Handle conflicting ontology mappings (AM5-3860)
- Extract multi intents when a clause has a missing verb (AM5-3922)

CORE UI

- Creating a new Digital Employee Builder (DEB) flow logs console error (AM5-3885)

DIGITAL EMPLOYEE BUILDER (DEB)

- Warning: Cannot create edge (AM5-3599)
- View stops scrolling in Amelia DEB view for a voice call (AM5-3837)
- New Bucket does not show in DEB (AM5-3845)

- Cannot create a new flow with Firefox web browser (AM5-3876)
- When creating a mock API with 2 edges, a default edge is created (AM5-3930)

2.6.2 New Features (5.6.5)

CORE ADMIN UI

- Domain overrides for Avatar Name Tag (AM5-3515)

CORE BPN

- Set "Farthest affected task" as the default as outbound backjump strategy (AM5-3887)

CORE FRAMEWORK

- Upgrade to spring boot 2.7.5 (AM5-3641)

CORE NLU

- Improve Semantic QA NLG (AM5-3719)
- Improve conditional clause tagger model (AM5-3948)

CORE UI

- Enable Agent Recommendations Framework for Salesforce and GenesysCloud (AM5-3967)

DIGITAL EMPLOYEE BUILDER (DEB)

- Need a way to set Secure parameters, headers in Web Action (AM5-1604)
- Allow gateways to have custom names (AM5-3715)
- Need capability to select Backend Integration flow / Web Actions from parent domains (AM5-3747)
- Backend for SSML/style parameters in DEB (AM5-3808)

2.7 RELEASE 5.6.6

2.7.1 Bugs (5.6.6)

CORE ADMIN UI

- User account fails to load for edit when user profile has more than 100 groups assigned (AM5-4116)

CORE FAQs

- PDF parsing throws Null Pointer Exception (NPE) error (AM5-4169)

CORE NLU

- Json-LD schema error due to external dependency (AM5-3679)
- Temperature entity extraction misses some patterns (AM5-3901)
- Extend support to arithmetic expressions in SemanticQA (AM5-4091)
- Grammar autocorrect should not replace entire nouns or named entities (AM5-4092)

CORE ORCHESTRATOR

- Orchestrator escalates X-HyperA-Reply-Success: false messages (AM5-3830)

CORE OTHER

- Amelia Task View data shows hardcoded data (AM5-4004)
- Exception thrown when upgrading Amelia after AMELIA_VOICE_RPC_API_KEY removed (AM5-4067)

CORE UI

- Rating widget does not translate text output when clicking on Face call UI stars (AM5-4196)

DIGITAL EMPLOYEE BUILDER (DEB)

- Error messages do not highlight the task or edge causing an error (AM5-3046)
- When escalating a conversation, the learning doesn't seem to work (AM5-3970)
- New flow stuck in Thinking loop due to prior release changes in roles or authorities (AM5-4070)
- Left panels are displayed for menu items with URL or contents (AM5-4239)

2.7.2 New Features (5.6.6)

CORE ADMIN UI

- Replace label Observe in FaceTime with Observe as User (AM5-4045)
- Admin UI changes to configure multiple OAuth Connections for Microsoft Teams Gateway (AM5-4166)
- Add Message Auth Verification Token to admin UI configuration for ServiceNow Agent Chat Gateway (AM5-4186)

CORE AGENT VIEW

- Change Default Phone Number for Amelia Agents from ng_avs_dev (AM5-4209)

CORE FRAMEWORK

- Integrate Dlib Facial Recognition model with Core Amelia (AM5-3203)

CORE NLU

- Improve grammar autocorrect to account for word context and word variations (AM5-3985)
- Improve grammar autocorrection of longer sentences (AM5-4026)

CORE OTHER

- Allow outbound call auth based on Basic Authentication instead of mutual TLS (AM5-4038)

CORE UI

- Add conversation status filter to Tasks page (AM5-4218)

DIGITAL EMPLOYEE BUILDER (DEB)

- UI needs to set Secure parameters and headers in Web Action (AM5-3977)

2.8 RELEASE 5.6.7

2.8.1 Bugs (5.6.7)

CORE ADMIN UI

- Export Metrics Intermittently Unavailable (AM5-4257)
- Remove console.log statement used as in development testing (AM5-4379)

CORE AGENT VIEW

- Render HTML from Agent Console instead of stripping out HTML tags (AM5-4170)
- Agent accidentally clicking Disconnect when they double click Hold/Unhold (AM5-4225)
- Custom HTTP session timeout not working in user-web (AM5-4307)

CORE BPN

- Issue while adding a Client Certificate in Consume Web Service BPN task (AM5-4138)
- Digital Employee Builder (DEB) throws error if ask properties for entity edges are empty (AM5-4283)
- Voice - Silence in a BPN Ask task creates an error (AM5-4349)

CORE FRAMEWORK

- BPN learning throws error for AgentImageUpload (AM5-4350)

CORE ORCHESTRATOR

- Memory leak in IPTicket (AM5-3481)
- Threads with no requests throw NPE exception (AM5-4298)
- Reduce logging level of TagSetRouteMatchAlgorithm (AM5-4322)

2.8.2 New Features (5.6.7)

CORE ADMIN UI

- Enable attachments for ServiceNow Agent Chat Gateway (AM5-4224)

CORE BPN

- Need a feature to clear entity value programmatically from BPN (AM5-3052)

CORE FRAMEWORK

- Allow close conversation dialog act to be disabled at domain and BPN ask level (AM5-4347)

2.9 RELEASE 5.6.8

2.9.1 Bugs (5.6.8)

CORE ADMIN UI

- Add restriction not to store intent code and name as empty in DB entity (AM5-4455)
- Password Last Updated section in User workspace is empty after being updated (AM5-4480)
- Download option for videos not available in BPN designer (AM5-4508)
- Quantum avatar loads but is silent (AM5-4538)
- Remove duplicate transcript section in User edit page (AM5-4604)

CORE AGENT VIEW

- Transfer to Amelia displays the "Something went wrong" error message (AM5-4163)

CORE AGENT VIEW

- HTML correctly formatted in user view not formatted correctly in Agent View UI (AM5-4422)
- Outbound calling generates a 400 error (AM5-4443)
- Agent copying and pasting from sources like Salesforce does not work (AM5-4569)

CORE BPN

- Conversation getting stuck after errors generated by pre close survey BPN (AM5-4635)

CORE FAQs

- More Info details display incorrectly (AM5-4471)
- Semnet FAQ process causes high CPU usage and generates errors (AM5-4616)

CORE FRAMEWORK

- Dialog flow auto trained model creates unlimited revisions when batch job enabled (AM5-4188)
- Null pointer exception when extracting range datum if entity is missing (AM5-4468)

CORE ORCHESTRATOR

- HyperA Request remains in processing state after receiving endpoint reply (AM5-4501)
- Alert notification does not display in the Ready tab (AM5-4606)

CORE ORCHESTRATOR UI

- Empty dropdowns on Orchestrator home page (AM5-4593)

CORE OTHER

- Ambiguous save API endpoint not working for new Humanization feature (AM5-4634)

DIGITAL EMPLOYEE BUILDER (DEB)

- Creator and Created time fields are updated when a flow is modified (AM5-1337)

- Script editor formats != operator with a space in between (AM5-4231)
- Cursor jumps to end with each flow name key down (AM5-4649)
- Knowledge ingestion fails when an utterance is of large size (AM5-4650)

2.9.2 New Features (5.6.8)

CORE AGENT VIEW

- Add a user is typing indication for Agent View (AM5-4279)

2.10 RELEASE 5.6.9

2.10.1 Bugs (5.6.9)

CORE ADMIN UI

- Groovy code validation is incorrectly applied to JavaScript code (AM5-4696)

CORE BPN

- "Please hold" utterance is not handled by Pause dialogue act subsystem (AM5-4384)
- Voice reprompts in BPN do not send correct custom property values (AM5-4531)
- Amelia considers "Yet to submit" is an affirmative response (AM5-4535)
- Inconsistency removing entity instances programmatically (AM5-4692)

CORE ESCALATION

- Live Agent button can escalate a conversation before a session is created (AM5-4747)

CORE FAQs

- URL isn't populated from Knowledge base document ingestion (AM5-4631)
- Semnet faq generation optimization and transaction timeout when utterances are added in Semnet trie (AM5-4651)

CORE FRAMEWORK

- Unit processing time calculated incorrectly for Semnet and Knowledge Ingestion (AM5-4695)
- Core crypto service cannot load versions of keys that are not current (AM5-4785)

2.10.2 New Features (5.6.9)

CORE ADMIN UI

- Web Action should have an option to accept delayed response (AM5-4672)
- Add Instagram configuration to Facebook Messenger Gateway admin UI (AM5-4755)

CORE BPN

- Do not add `amelia_var_` prefix to `execution_group` variable (AM5-2155)
- Allow disabling direct escalations on BPN Ask task (AM5-4554)

CORE ORCHESTRATOR

- Show HyperA response error in UI (AM5-4759)

CORE UI

- Remove mic requirement for Uneeq avatar (AM5-3593)

DIGITAL EMPLOYEE BUILDER (DEB)

- Add delays configuration fields for Web action (AM5-4756)

2.11 RELEASE 5.6.10

2.11.1 Bugs (5.6.10)

CORE FAQs

- Send normalized score for FAQ in web socket message (AM5-4915)

CORE FRAMEWORK

- Add `get_lock` around `fixFlywayChecksums` to avoid Percona (PXC) deadlocks (AM5-4848)
- Document Name not appearing appropriately for Semnet knowledge base document (AM5-4878)

CORE OTHER

- Can't change Amelia and AI Ops theme to light from dark (AM5-3936)
- Domain language is not maintained after Amelia matches the utterance language (AM5-4933)

CORE RESPONSE POOLS

- Esperanto phrases are in global response pools for Spanish `locale=es` language (AM5-4057)

CORE UI

- Silently ignore when Anonymous users change login page theme (AM5-4890)

INTEGRATION SERVICE

- Removed `camel-ssh` and updated `aws-java-sdk-s3` to address CVEs (AM5-4859)

2.11.2 New Features (5.6.10)

CORE ADMIN UI

- Allow Web Service entries to be deleted (AM5-4885)

CORE AGENT VIEW

- Preserve HTML target="_blank" attribute when rendering HTML in Agent Console (AM5-4952)

CORE BPN

- Add ability to resolve Freemarker templates in the cmService (AM5-4407)
- Provide Escalation Queue Metrics through the Escalation Queue Service (AM5-4608)
- Move amelia_var_ prefix to domain settings to maintain state with AI Ops routes and BPNs (AM5-4763)

CORE ESCALATION

- Escalation algorithm dispatches calls to agents already on calls (AM5-4842)
- Update the New Escalation notification popup to distinguish between chat and voice calls (AM5-4843)

GATEWAY CORE

- Add admin interfaces to integrate with PEGA gateway (AM5-3410)
- Add the secure and offTheRecord flags to gateway messages for use by gateways (AM5-4893)

JAVA SDK

- Add escalation, intent, and abandoned learning APIs in Sentient API (AM5-4806)
- Add support for the Draft conversation flow API using conversationFlowApi (AM5-4808)

2.12 RELEASE 5.6.11

2.12.1 Bugs (5.6.11)

CORE ADMIN UI

- Conversation loading dots appears in the Conversation window (AM5-4830)
- Date entity saved in dd-mm-yy instead of mm-dd-yy (AM5-4974)
- Add support to accept TriggerIntent and Script block for Digital Employee Builder (DEB) block builder. (AM5-5006)
- The Digital Employee Builder (DEB) flow settings are blank (AM5-5018)

CORE BPN

- Cannot use Trigger the Intent in Digital Employee Builder (DEB) using a variable (AM5-5054)

CORE FAQs

- Index FAQs and documents in same turn to reduce or avoid indexing delays (AM5-4991)

CORE NLU

- Optimize ontology querying issues with generic problem requests (AM5-3974)
- UI must clear the Digital Employee Builder (DEB)/BPN or anything related to the CONV when closed/reset/hangup done (AM5-4935)
- Japanese LP spanless entity training breaks in V5 (AM5-4942)

- Digital Employee Builder (DEB) Boolean Yes/No creates an entity instead of a generic Ask (AM5-4965)
- Script block and Trigger intent block not inferred in Digital Employee Builder (DEB) auto block builder (AM5-4966)
- Boolean filling up the entire Entity tab in CQA context or so (AM5-4972)
- Old Dates display in preview date widget UI when only future dates option is selected (AM5-4985)
- Amelia returns NULL output in conversation in Digital Employee Builder (DEB) (AM5-5026)

CORE UI

- User activity message is not sent from Agent UI (AM5-4994)

DIGITAL EMPLOYEE BUILDER (DEB)

- Please remove all invalid blocks error is shown instead of removing empty blocks (AM5-4989)

GATEWAY FACEBOOK WORKPLACE

- Bots are not responding intermittently in META Workplace gateway (AM5-5034)

2.12.2 New Features (5.6.11)

CORE ADMIN UI

- Remove Slack Classic and Skype gateways as they are both EOL (AM5-4923)

CORE AGENT VIEW

- Allow disabling agent's ability to send attachments (AM5-4682)

CORE FRAMEWORK

- Add application property `amelia.publish-preview-url-patterns` to configure valid publish preview URLs (AM5-5060)

GATEWAY CORE

- Set IFrame cookie attributes for Recommendations in Gateway Core (AM5-4879)

GATEWAY EMAIL

- Allow escalation email fields to be configurable in Email gateway (AM5-4861)

GATEWAY REST

- For dedicated SaaS allow configuring valid `ameliaUrl` patterns in Rest gateway (AM5-5059)

GATEWAY SERVICE

- Remove IFrame cookie related properties for Recommendations from Gateway Service `application.properties` (AM5-4881)

JAVA SDK

- Sync `SemnetDocumentType` in Semnet API (AM5-4993)

2.13 RELEASE 5.6.12

2.13.1 Bugs (5.6.12)

CORE NLU

- Non-conditional sentence is being considered a conditional (AM5-4093)

CORE SYSTEM ENTITY

- Span tokenizer includes semi colon in email address tokens (AM5-4922)

CORE UI

- Uneeq Avatar not unmuting (AM5-5111)

GATEWAY REST

- Training & validation documents switched when training via Rest GW (AM5-3944)

2.13.2 New Features (5.6.12)

CORE ADMIN UI

- Create admin UI to connect Amelia through the Sprinklr Gateway (AM5-5109)

CORE AGENT VIEW

- Conversation in the Active area should change color on User Message (AM5-4452)

CORE FRAMEWORK

- Add retries to gRPC clients where possible (AM5-5108)

GATEWAY ORACLE SERVICE CLOUD

- Pass Custom parameters to Oracle Service Cloud Chat Escalation (AM5-4171)

JAVA SDK

- Use Group search (AM5-4168)
- Make AiopsId available to ApiSession values (AM5-5126)

2.14 RELEASE 5.6.13

2.14.1 Bugs (5.6.13)

CORE BPN

- Web Action fails and chat escalates when duplicate header keys in response (AM5-5127)

- Added domain advanced property "Entity reassignment counts towards maximum attempts" to force maximum attempts escalation (AM5-5215)

CORE FRAMEWORK

- BPN task config url are allowed to be deleted even if it is referenced in the Consume Web Service action (AM5-5036)

CORE NLU

- Spanless classifier malfunction using language pack to classify all utterances to single class (AM5-5190)
- Semantic QA misses HAS_LOCATION predicate for boolean questions (AM5-5214)

CORE UI

- Uneeq avatar does not unmute properly after starting silently (AM5-5062)

2.15 RELEASE 5.6.14

2.15.1 Bugs (5.6.14)

CORE BPN

- Maximum attempts of an ask not refreshed when looping back to the same ask with ask for an entity question (AM5-4897)
- Max consecutive attempts counter is not consistent (AM5-4913)

CORE FRAMEWORK

- Integration properties are not saved due to duplicate entry error (AM5-5256)

CORE NLU

- Semantic query HAS_LOCATION frame update is incomplete because event is absent (AM5-5304)

CORE ORCHESTRATOR UI

- Conversation portlet tab opens with no data (AM5-5359)

CORE SEMNET

- Admin Service throws issues with Lucene indexing due to field type change (AM5-5303)

2.15.2 New Features (5.6.14)

CORE OTHER

- Add Prometheus Metrics for Translation API calls (AM5-4095)

GATEWAY EMAIL

- Update pom with media-parser-content 1.1.5 (AM5-5346)

GATEWAY REST

- Upgrade REST gateway to spring boot 2.7.9 (AM5-5357)

INTEGRATION SERVICE

- Add support for Kafka in Amelia Integration Service (AM5-5033)
- Upgrade integration service to spring boot 2.7.9 (AM5-5349)

2.16 RELEASE 5.6.15

2.16.1 Bugs (5.6.15)

CORE ADMIN UI

- Conversation ID not showing in Light Theme user interface (AM5-5384)
- Attempt to cancel the context in an Ask task causes an unwarranted escalation (AM5-5582)

CORE BPN

- Question missing in Digital Employee Builder (DEB) Ask blocks converted from BPN models (AM5-3590)

CORE FAQs

- Documents are not parsed and throw errors when section headers are provided. (AM5-5420)

CORE FRAMEWORK

- 303 core tests fail sporadically in build server (AM5-5653)
- Intermittent session not found on agent pickup (AM5-5552)
- DEB predict does not work when a model with embedding type PT_ENCODER is deployed (AM5-5583)
- Ontology querying takes longer time to flush out/read the elements to Redis. (AM5-5645)

CORE NLU

- When triggering multiple intents end Process does not run when reaching root context (AM5-4887)
- DNN classifier tries to load ELMO embeddings when PT_Encoder is selected (AM5-5124)
- Regression counting consecutive attempts to execute an Ask task (AM5-5354)
- Stack overflow in DefaultAutoBotJobProcessor and Intent tester (AM5-5358)
- Do not log error message when an entity normalizer cannot normalize an entity (AM5-5413)
- Out of bounds exception during Coref Annotation (AM5-5430)

CORE ORCHESTRATOR

- Batch Redis clean up jobs to avoid GC overhead and OOM errors (AM5-5406)
- Orchestrator home page /init is called too much when conversations are clicked in a portlet (AM5-5568)

CORE OTHER

- If Response Pool Context value is an empty string Google Translate will print an exception in the logs (AM5-5407)

- Language is not maintained when using URL language parameter (AM5-5590)

CORE UI

- Agent View conversations do not update unread messages, cannot adjust conversation height, and displays icon when there is no queue (AM5-5345)
- Form only option not working for chat created with Ask task selection widget (AM5-5372)

GATEWAY REST

- Swagger UI - Update Amelia REST API Time Window Fields to accept two-digit year input (AM5-5593)

INTEGRATION SERVICE

- Integration service cannot serialize LocalDateTime (AM5-5688)

2.16.2 New Features (5.6.15)

CORE ADMIN UI

- Additional Configuration for Sprinklr Gateway
- Add ameliaParticipantId required configuration field to acquire control of Sprinklr gateway (AM5-5302)
- Make API Retry configuration available for all gateway plugins (AM5-5387)

CORE ESCALATION

- Allow disable of auto-correct after Amelia escalates conversation to agent (AM5-4886)

CORE NLU

- Entity Dynamic Scoping is configurable at a domain level (AM5-3620)

GATEWAY ALEXA

- Retrieve user.accessToken field when starting a conversation using Amelia Gateway Service (AM5-5449)

GATEWAY CORE

- Initialize RetryTemplate in Gateway Core and make it available to plugins (AM5-5411)

GATEWAY CORE

- Clear Pending Messages When Starting New Conversations (AM5-5447)

GATEWAY FACEBOOK WORKPLACE

- Use RetryTemplate from Gateway Core for Facebook Workplace (AM5-5429)

JAVA SDK

- Add auto translation API in SDK (AM5-5383)
- Add Default Locale to Virtual Host SDK (AM5-5453)
- Add FlowMetaData in DraftConversationFlowModel (AM5-5625)
- Update Java Client dependencies (AM5-5667)

- Lower Logging on Ignore Certificate Errors (AM5-5699)

2.17 RELEASE 5.6.16

2.17.1 Bugs (5.6.16)

CORE BPN

- Apply French formatting on Amelia utterances for punctuation spacing and auto-translate (AM5-4840)
- Ignore invalid Ask task property value in DEB flows and BPN processes (AM5-5482)
- Rare concurrency issue can cause Ask task to fail from a missing utterance (AM5-5863)

CORE ORCHESTRATOR

- Orchestrator not showing message flow for gateways (AM5-4883)

CORE OTHER

- Typo in French Response Pool after edits (AM5-5739)

CORE RESPONSE POOLS

- Correct French formatting in response pools for punctuation spacing (AM5-4839)

CORE UI

- Double encoding of values sent to Uneeq by avatar (AM5-5808)

DIGITAL EMPLOYEE BUILDER (DEB)

- Trainer not able to use Response Pools in Training domain (AM5-5695)
- Error selecting entity displays in the Properties tab (AM5-5839)

2.17.2 New Features (5.6.16)

CORE ADMIN UI

- Create admin UI configuration for Genesys PureConnect Gateway (AM5-4954)
- Admin Web disabled intents and entities display same as enabled intents and entities (AM5-5099)
- Add i18n accessibility support for UIKit i18n (AM5-5341)
- Make supportPresentContent config common for chat and escalation gateways to present messages (AM5-5755)
- Add API Retry configuration to Genesys PureEngage gateway (AM5-5780)
- Allow Teams gateway users to ignore the language settings when starting a conversation (AM5-5865)

CUSTOM UI

- Update admin portal and Agent View UI to display content in French (AM5-5110)

GATEWAY CORE

- Create admin UI configuration for Genesys PureConnect Escalation Gateway (AM5-4824)
- On-Prem escalated chats are disconnected after agent picks up (AM5-5796)

GATEWAY GENESYS PUREENGAGE

- Use new RetryTemplate from Gateway Core for Genesys PureEngage (AM5-5635)

GATEWAY MICROSOFT TEAMS

- Add auto option To Teams Gateway config to ignore Teams language setting (AM5-5864)

GATEWAY SERVICE

- Update gateway service with latest gateway core (AM5-5887)

GATEWAY SPRINKLR

- Ability To dynamically update Sprinklr custom fields on escalation (AM5-5700)

2.18 RELEASE 5.6.17

2.18.1 Bugs (5.6.17)

CORE BPN

- When a BPN or DEB name clash exists, the BPN model does not get generated from conversation flow (AM5-5793)

CORE FRAMEWORK

- End user can send encoded HTML tags which are rendered in chat transcript in Mind UI (AM5-4117)
- End user in Mind UI can send in encoded links with event handlers (AM5-4120)
- Reduce verbosity of web socket error messages (AM5-4125)

CORE NLU

- JSON key:value pair causes exception and Amelia escalates (AM5-5907)

CORE OTHER

- Include Not Started domain setting no longer working for Voice calls (AM5-5684)

CORE RESPONSE POOLS

- getResponsePool function in Script task does not respect language locale (AM5-5805)

DIGITAL EMPLOYEE BUILDER (DEB)

- Something went wrong error message while changing the edge yes to no and vice versa (AM5-5986)

JAVA SDK

- Corrected the return of fluent setters in conversation flow (AM5-4829)
- ConversationFlow Import throws error on JSON files (AM5-5983)

2.18.2 New Features (5.6.17)

CORE ADMIN UI

- Update MS Teams Gateway admin UI configuration to handle Push Notifications (AM5-5846)

CORE FRAMEWORK

- Provide more Detailed Validation Error and logging when Endpoint not found (AM5-5946)

CORE UI

- Reinstate the ?avatar=false functionality to disable avatar and sound (AM5-5743)

GATEWAY MICROSOFT TEAMS

- Update MS Teams Gateway to allow push notification without profile caching (AM5-5756)

JAVA SDK

- Add search, export, and undeploy to conversationFlowApi for Digital Employee Builder (DEB) (AM5-3802)

2.19 RELEASE 5.6.18

2.19.1 Bugs (5.6.18)

CORE ADMIN UI

- Process explorer elements overlap in Mind View (AM5-5662)
- Error loading custom cards in Digital Employee Builder (DEB) caused by missing authority (AM5-6096)
- Fix UI to for Agent View ready tickets, DEB response pools, and DEB flow edges (AM5-6106)

CORE AGENT VIEW

- Support for fixing failing handshake between Agent View UI and webserver (AM5-5914)

CORE BPN

- Reprompt counter is not reset with pre-escalate BPN where Ask task is first task (AM5-6023)

CORE ESCALATION

- Escalations hitting Queues with No Agents can stop process loop (AM5-6050)

CORE FRAMEWORK

- JVM related metrics are missing from Prometheus in amelia-user-web (AM5-6116)

CORE NLU

- Stack overflow errors causing processes to fail (AM5-4898)

DIGITAL EMPLOYEE BUILDER (DEB)

- Preview not working due to recursive calls (AM5-5992)
- Links to Entity and BPN are opening only new tab with the admin interface (AM5-5993)
- Reprompt counter is not reset and reprompts are not displayed after saving a DEB flow (AM5-6006)

2.19.2 New Features (5.6.18)

CORE BPN

- Duplicate message is produced when a Consume User Utterance task is executed in greeting intent (AM5-6011)

CORE OTHER

- Change the default configuration of paraphrase generation and question to point to the GPU running (AM5-6068)

GATEWAY CORE

- Do not log attributes when sending message to Amelia (AM5-6131)

GATEWAY MICROSOFT TEAMS

- Support push notifications to Teams and group chats for MS Teams Gateway (AM5-5472)

GATEWAY REST

- Enable better long polling in Rest Gateway (AM5-6134)

GATEWAY SERVICE

- Update Gateway Service with attribute changes when sending messages to Amelia (AM5-6136)

JAVA SDK

- Add extractAndGenerateFaq in extractFaq method in Semnet API (AM5-6051)

2.20 RELEASE 5.6.19

2.20.1 Bugs (5.6.19)

CORE ADMIN UI

- Import of conversation flow fails when target path is missing in BPN (AM5-5867)
- Validation message error while trying to delete the Web Actions displayed in the Builder page (AM5-6040)
- User with Global Agent authority is unable to close the conversation from Agent page (AM5-6044)

- Reprompt matcher response pool list is only displays up to 50 items (AM5-6168)

CORE AGENT VIEW

- Utterance detected as Hindi switches to German (AM5-5937)
- Agent View DEB Edit Button Throws 400 Error (AM5-6097)
- Activity indicator not showing on agent chat screen when user is typing (AM5-6145)
- Agent upload file option is missing (AM5-6191)
- Add answer speed and handle time to Tasks page (AM5-6197)

CORE BPN

- String methods should be whitelisted by default in Groovy sandboxing (AM5-6189)
- BPN variables must be visible to response pools upon direct escalation (AM5-6209)

CORE FRAMEWORK

- Application session times out with data remaining visible on screen (AM5-929)

CORE NLU

- A valid date is not being recognized by Date type entity (AM5-6075)
- Domain retained when a new module from an existing page is selected (AM5-6163)

DIGITAL EMPLOYEE BUILDER (DEB)

- English and French are visible in Amelia speech bubbles (AM5-5236)

2.20.2 New Features (5.6.19)

CORE ADMIN UI

- Add Portuguese to Amelia Admin UI languages (AM5-6127)
- Allow an authentication system to be associated with more virtual hosts (AM5-6147)
- Match front end access with back end in regard to Audit Logs (AM5-6224)

CORE AUTHENTICATION SYSTEM

- Allow LDAP/SAML authentication systems to update user first and last names on each login (AM5-6080)

CORE NLU

- Add a flag to enable Contextual Answer Polarity under NLU Settings (AM5-6117)

2.21 RELEASE 5.6.20

2.21.1 Bugs (5.6.20)

CORE ADMIN UI

- Import button inside the transcripts for Knowledge Ingestor is not working (AM5-6037)

- Fix API for fetching model by revision ID (AM5-6181)
- Admin UI elements do not display or display well in dark mode (AM5-6265)
- Admin UI loses track of currently selected domain (AM5-6311)

CORE BPN

- Allow JEXL closures to access context DTO methods (AM5-6325)

CORE DUCKLING

- The date entity is not predicted when it suffixes zip code entity (AM5-6364)

CORE ESCALATION

- Agent members of escalation queue see conversation messages from a domain they do not have access to (AM5-6295)

CORE FRAMEWORK

- Amelia Rest Gateway responds with 504 Gateway timeout using async/generate export API (AM5-5823)

CORE NLU

- Tasks page Gear ICON option displays despite clicked on Observe as User (AM5-6293)

CORE UI

- Fix UI autoscroll issue when a file upload component appears in Facecall (AM5-6210)
- Entities do not display in debugger panel (AM5-6324)

DIGITAL EMPLOYEE BUILDER (DEB)

- Options generator for custom datum entity doesn't work for existing entities (AM5-6154)
- Synchronize Builder block menus to display options in same order (AM5-6171)

GATEWAY MICROSOFT TEAMS

- OAuth Connections To Request User Tokens From BPNs fails if enforce login oauth connection name is null even if disabled (AM5-6354)

JAVA SDK

- Predict API encoding fix (AM5-6280)

2.21.2 New Features (5.6.20)

CORE ADMIN UI

- Use Custom Entity values as features for DNN models (AM5-4355)
- Allow ServiceNow Virtual Agent to automatically join as an agent when using the ServiceNow Agent Chat gateway (AM5-6299)
- Add OAuth Resource Owner Password Credentials authentication method to ServiceNow Agent Chat Gateway (AM5-6356)

GATEWAY REST

- Update SDK version for predict encoding (AM5-6281)

GATEWAY SERVICENOWAGENTCHAT

- Allow ServiceNow Virtual Agent to automatically join as an agent to converse with the end user (AM5-6262)

GATEWAY TWILIO

- Support New Media Access Requirements For Twilio Gateway (AM5-6352)

2.22 RELEASE 5.6.21

2.22.1 Bugs (5.6.21)

CORE ADMIN UI

- Fix data overlap issue on Orchestrator NPS portlet (AM5-5924)
- Fix UI overlap issues in Annotate Page (AM5-6119)
- BPN Ask task widget disappears when a response pool is selected (AM5-6258)
- Amelia Builds Amelia (ABA): The Properties box stays when edge arrows are clicked (AM5-6270)
- UI Tabs breaking for even short words in Japanese (AM5-6335)
- Agent conversation pick up is executed when transfer conversation (AM5-6526)

CORE AGENT VIEW

- Agent to Agent chat transfer does not display the chat box to new agent (AM5-6367)
- Cannot click to send FAQ Knowledge Query Text (AM5-6461)
- Number of conversations in Active area flips between 0 and actual number (AM5-6492)

CORE BPN

- Improve edge validation rules that may produce false positives (AM5-6535)

CORE FRAMEWORK

- Harden search in content management repository (AM5-6459)

CORE NLU

- Extract Articles configuration feature for integer entities is not extracted as a numeric value (AM5-4804)
- Tasks page Gear icon does not hide when another Gear icon is clicked (AM5-6479)
- Entities instances with same value should not be considered ambiguous (AM5-6536)
- Model loading fails permanently due to transient database error because model is marked as a bad model (AM5-6631)

CORE SYSTEM ENTITY

- Predict feature displays incorrect decimal position for an entity amount (AM5-6620)

COREF SERVICE

- Fix typo in the method name (AM5-5652)

DIGITAL EMPLOYEE BUILDER (DEB)

- Fix file upload vulnerability found with PEN testing (AM5-5999)

JAVA SDK

- Fix Deserialization of MacroEdge for default (AM5-6519)

2.22.2 New Features (5.6.21)

CORE ADMIN UI

- Remove Google Home gateway plugin (AM5-6401)
- Add configuration settings for new Link Mobility gateway to connect WhatsApp to Amelia (AM5-6621)

CORE AGENT VIEW

- Scroll Function on Agent View to display all pending conversations (AM5-6384)

CORE BPN

- Expose current dialog act to allow BPNs to make decisions based on dialog act detected (AM5-4015)

CORE FRAMEWORK

- Enhance reliability of redis connections during network partitions (AM5-6556)
- Enhance reliability of redis connections during network partitions for integration service (AM5-6579)
- Enhance reliability of redis connections during network partitions for Rest gateway (AM5-6580)

CORE NLU

- 250 euros using Euro symbol is not tagged as currency datum (AM5-6177)
- Updating answer polarity dataset with confirm cases for training models (AM5-6211)

CORE SEMNET

- Add ability to export and import semnet metadata for auto generated faqs (AM5-6271)

MODELS AMELIA

- Update existing model for answer polarity classification to improve classifying unrelated replies to polar questions (AM5-6204)

2.23 RELEASE 5.6.22

2.23.1 Bugs (5.6.22)

CORE ADMIN UI

- Allow only intents from authorized domains to be targeted by Trigger the Intent tasks (AM5-5989)
- Intent "The user wants to" setting also becomes a training data utterance for the intent (AM5-5162)
- Mind view should redirect to /Amelia URL (AM5-6423)
- Conversation is not picked up after page reload (AM5-6726)

CORE AGENT VIEW

- Agents cannot view conversation transcript when anonymous access is turned on (AM5-6411)

CORE BPN

- Consume User Utterance task is not working (AM5-6361)
- BPN context should be resumed only once when coming back from a Consume User Utterance context (AM5-6594)
- Widget error when empty list is used for Autocomplete and Single Select Button widgets (AM5-6654)
- Input not recognized signal should not be confused with a negative response (AM5-6716)

CORE FAQs

- Unable to import large file to FAQ Ingestor (AM5-6724)

CORE FRAMEWORK

- Reloading anonymous conversation causes exception (AM5-5880)

CORE UI

- In Facecall Debug UI entities are not refreshed or cleared based on scope (AM5-3863)
- Orchestrator Tasks portlet does not scroll to display tasks (AM5-6694)
- When observing conversation as a user then opening Debug tab, the Processor does not update (AM5-6712)

DIGITAL EMPLOYEE BUILDER (DEB)

- Downloaded PDF file from Present in Preview mode is empty (AM5-6581)
- Viewing utterances in Knowledge Ingestor displays an Error 400 Bad Request error (AM5-6647)
- Training utterances are not generated when creating a flow that begins with an intent (AM5-6689)

GATEWAY REST

- REST returns different prediction for entity than predict and runtime (AM5-5931)

2.23.2 New Features (5.6.22)

CORE AGENT VIEW

- Add ability to manage My Responses when not handling an escalation (AM5-6264)

CORE FRAMEWORK

- Default Web Action Accept Header is text/html (AM5-6684)

GATEWAY LINK MOBILITY

- Support Whatsapp messages that are button responses from a message template(AM5-6710)

GATEWAY REST

- Add Intent Summaries (AM5-6731)

GATEWAY SPRINKLR

- Adapt the Conversation Closed message to display BPN configurable message when survey times out (AM5-6237)

JAVA SDK

- Add Intent Summaries to Metrics (AM5-6730)

METRICS

- Add intent summaries to metrics in UI and export (AM5-6252)

2.24 RELEASE 5.6.23

2.24.1 Bugs (5.6.23)

CORE ADMIN UI

- Allow configuring at instance level allowed URL patterns for FAQ URL fetch (AM5-6638)
- Tasks page Gear ICON option displays despite the Observe CONV action done in Tasks page (AM5-6664)
- Utterance is not shown for entities extracted from conditional statement (AM5-6764)

CORE BPN

- Fix layout issues in BPN models generated from conversation flows (AM5-6760)
- Response Pool not showing in Ask Task Voice properties dropdown (AM5-6805)

CORE FAQs

- SemNetFaqResponder is slow when used to handle document upload and domain switch (AM5-6837)

CORE FRAMEWORK

- When Integration or consume web service action are from parent domain, flow is not being saved. (AM5-5174)
- Ontology object lookup causes memory leaks (AM5-6891)

CORE NLU

- Unable to Upload Intents content which generates a 400 error (AM5-5799)
- Escalation Graph sub-section in the Orchestrator page shows old DATA of 21 & UNKNOWN data points (AM5-5920)

CORE ORCHESTRATOR

- Eventflow error while processing a monitoring event (AM5-6685)

CORE UI

- Login fails after session expire (AM5-2914)
- Can't drag and drop NLP to Orchestrator diagram workspace (AM5-1744)
- Entities are not refreshed / cleared based on scope in the FaceCall debug interface (AM5-3863)

DIGITAL EMPLOYEE BUILDER (DEB)

- Rename from flow settings option, the BPN link disappears and comes back when typing same flow name (AM5-3461)
- Response Pool is not supported for Request/Present block in backend (AM5-3600)
- Not usable for languages other than English (AM5-6421)

GATEWAY GENESYS PURECONNECT

- Switchover between active and backup URLs when a 502 is received (AM5-6816)

GATEWAY SALESFORCE

- Unable to Connect Customer Salesforce to Amelia Recommendations (AM5-6775)

2.24.2 New Features (5.6.23)

CORE ADMIN UI

- BPNs created from DEB are now readonly (AM5-6601)
- Add switchover status codes to the admin UI configuration (AM5-6828)

CORE OTHER

- Creating domains should have Coref disabled by default (AM5-6914)

GATEWAY LINK MOBILITY

- Add Incoming Number to Custom Conversation Attributes (AM5-6735)

2.25 RELEASE 5.6.24

2.25.1 Bugs (5.6.24)

CORE BPN

- Cannot open a BPN for editing that does not have an associated DEB flow (AM5-6977)

CORE DUCKLING

- Duckling does not recognize "Date and Time" as a single date (AM5-6942)

CORE LANGUAGE PACK JAPANESE

- Duckling not extracting Japanese phrases like "Monday of Last Week" (AM5-6938)

DIGITAL EMPLOYEE BUILDER (DEB)

- Unable to deploy deb with empty ask task (AM5-6901)

2.25.2 New Features (5.6.24)

CORE ADMIN UI

- i18n: Dropdown's placeholder "Select your item" should be translated (AM5-6765)

CORE BPN

- Add ability to call TranslationService to script in BPN (AM5-6923)

INTEGRATION SERVICE

- Update ISC dependencies (AM5-7018)

2.26 RELEASE 5.6.25

2.26.1 Bugs (5.6.25)

CORE ADMIN UI

- Supervisor view switches to card view on small screens (AM5-7036)
- Agent status color doesn't look good in light mode (AM5-7037)
- In Sentient Learning - Escalation learning right side agent transcripts panel does not open (AM5-7053)
- Add meaningful error messages on FAQ upload errors (AM5-7074)
- Defaults from ThemeSetting should be empty (AM5-7135)
- UI is inaccessible if an invalid theme color scheme is selected (AM5-7152)

CORE AGENT VIEW

- Disable the Agent ability to Move to Pending/Transfer to Amelia because removing authority did not work (AM5-7154)

CORE BPN

- Intent history should indicate execution status (AM5-6376)

CORE FRAMEWORK

- Change default URL of urlPNG to use https link (AM5-7007)
- Consume Web Service throws 400 error when someone deletes a URL because system allows deletions (AM5-7008)

CORE NLU

- Dep Parser fails for huge (>512) sentences (AM5-3514)
- Choices in Facecall is not visible/selectable easily during Digital Employee Builder (DEB) execution (AM5-7105)

CORE ORCHESTRATOR

- Address Redis ODB memory issues (AM5-6978)
- Fix Connection lease request time out with Orchestrator Elastic Rest Client (AM5-7022)

GATEWAY MICROSOFT TEAMS

- pushNotifications succeed on second attempt following "Conflict, already installed" exception on first try (AM5-6784)

2.26.2 New Features (5.6.25)

CORE ADMIN UI

- Language selector i18n redesign (AM5-6741)
- Improve agent status change experience (AM5-7039)

CORE BPN

- Add ability to switch language for the user session from a BPN Script task (AM5-6994)

CORE FRAMEWORK

- Propagate "secure user input" and "off the record" attributes when handling the Pause dialog act (AM5-7012)

2.27 RELEASE 5.6.26

2.27.1 Bugs (5.6.26)

CORE ADMIN UI

- The attachment option from conversations should disappear when a FaceCall conversation is transferred back to Amelia (AM5-5539)
- Task Filter is not working with non-global Power User access (AM5-7374)
- Tasks page displays wrong SLA date, time, and year (AM5-7404)
- Blank Say and Ask tasks in Digital Employee Builder (DEB) if primary color set without # (AM5-7419)

CORE AGENT VIEW

- Escalation Reason and Agent columns are missing from Task table (AM5-6966)

CORE BPN

- `getResponsePool()` returns wrong language when user locale is not English (AM5-7171)
- Preclose survey not running when escalation is timing out (AM5-7336)

CORE GRAMMAR

- Ignore additional symbols while tokenizing user utterance for NLU Grammar Parser (AM5-5942)
- Regression matches out-of-grammar tokens and regex patterns (AM5-7173)

CORE NLU

- Spelling autocorrection should not modify email addresses (AM5-5245)
- Amelia gives different results when predicting on the same utterance (AM5-5882)
- Digital Employee Builder (DEB) panel in FaceCall should be empty once a conversation is restarted (AM5-7209)

CORE OTHER

- Agent Summary View shows empty when Escalation Team contains Agents From domains the Supervisor cannot access (AM5-7242)
- Error adding or removing agents from escalation team (AM5-7244)
- Error can be thrown after successful authentication with an OpenConnectId Single-Sign-On provider (AM5-7341)

CORE RESPONSE POOLS

- Agent switch responsepool is not picked correctly for the detected language (AM5-7141)

CORE SECURITY

- OIDC looking up user is not working properly when using a customized value (AM5-7271)

CORE SYSTEM ENTITY

- YEAR_MONTH entity does not resolve to past dates when there's no day (AM5-6419)

CORE UI ESCALATION

- Reason missing in tasks list in Conversations workspace (AM5-7312)

DIGITAL EMPLOYEE BUILDER (DEB)

- Workspace freezes after taking a screenshot (AM5-7298)
- Custom Properties from a DEB Say task disappear when a flow is saved then reopened while BPN retains properties (AM5-7353)
- Editor hangs when adding blocks (AM5-7464)

GATEWAY CORE

- Enable keep alives on redis connections (AM5-7284)
- Retry template not retrying for all exceptions (AM5-7436)

GATEWAY REST

- Login payload should be suppressed when logging is set to TRACE (AM5-7233)

JAVA SDK

- Cleanup can deadlock on transport failure (AM5-7217)

METRICS

- Amelia default custom Metrics timestamps do not calculate handle time properly (AM5-7149)

2.27.2 New Features (5.6.26)

CORE ADMIN UI

- Allow users to set, edit, and display their avatar in Account menu dropdown (AM5-6646)
- Show agent status directly in header with ability to select status easily (AM5-7040)
- Create aspect API to let users create and add new unmapped aspects to an aspect group (AM5-7183)

CORE BPN

- Add common Java and Javax classes to default Groovy whitelist (AM5-6995)
- Add transfer queue information in escalation service for BPN processes and DEB flows to access (AM5-7178)

CORE GRAMMAR

- Allow regular expressions to be utilized in global macros (AM5-5077)

CORE NLU

- Selecting a language on Predict page should display the new language widget with Language Detected, Original Text, and Translated Text (AM5-7266)

CORE OTHER

- Generate Eddie tests from test conversations used for development (AM5-6260)

DIGITAL EMPLOYEE BUILDER (DEB)

- Add text/xml and application/soap+xml to possible Web Action request content types (AM5-2248)

GATEWAY MICROSOFT TEAMS

- Allow images sent to Teams from a Present task to be expandable in Teams (AM5-7465)

GATEWAY REST

- On startup create only necessary sessions to reduce total sessions (AM5-7241)

GATEWAY SERVICE

- Update Gateway Service with the latest gateway-core 5.6.26 (AM5-7489)

JAVA SDK

- LoggingRequestInterceptor should filter out login request bodies (AM5-7234)
- Sync SDK API for creating aspects to include domain id and payload returned after create (AM5-7275)
- Update Maintained Detected Language setting when Script task uses Translation Service to set user session language (AM5-7486)

2.28 RELEASE 5.6.27

2.28.1 Bugs (5.6.27)

CORE ADMIN UI

- Not selecting Content Type when creating a web action generates incorrect "Request is Invalid" error (AM5-7542)
- Selecting text in Response panel for a Web Service Action generates an error (AM5-7543)

CORE AGENT VIEW

- The Hey Amelia command in Agent View with light theme displays popup with dark theme styles (AM5-7108)
- Loading expired conversations in Agent View Closed panel fails to load conversations and displays spinner (AM5-7615)

CORE BPN

- Store and display updated anonymous user first and last name when reloading page and rejoining conversation (AM5-7545)
- Do not deploy conversation flows then the generated BPN is invalid (AM5-6190)

CORE FRAMEWORK

- Knowledge Ingestor returns 400 error before completing processing a TSV file (AM5-7541)
- Composite entity caching gives error when reading cached events (AM5-7603)
- Unable to run the intent from a specified domain in conversation flow (AM5-7607)
- Conversation status API returns bad request before conversation is activated (AM5-7608)
- Conversation status API requires global observe authority with domain level authority (AM5-7646)

CORE NLU

- Entity changes are saved in admin and available with Predict tool but cache isn't updated for chat (AM5-4914)
- FaceCall Digital Employee Builder panel defaults to display the DEB contents not BPN (AM5-7517)

CORE ORCHESTRATOR

- Orchestrator stops processing requests when it fails to clear elastic indexes (AM5-6110)

CORE OTHER

- Opening conversations in Tasks list does not use shared web socket connection which causes latency (AM5-7506)

CORE UI

- Rejoining the session does not work when a chat is escalated to agent and not yet picked by agent (AM5-7534)

DIGITAL EMPLOYEE BUILDER (DEB)

- Period appended at the end of sentences in a Say or Ask task (AM5-7405)

GATEWAY REST

- Rest Gateway apiSession cleanup job not firing (AM5-7655)
- Agent Summary API method has incorrect model response in its summary (AM5-7661)

TRANSLATION

- Skip translation and language detection/switching when input is all numbers (AM5-7519)
- Detect language only if a language domain is available if Google language detection enabled in application.properties and domain switch set (AM5-7621)

2.28.2 New Features (5.6.27)

CORE ADMIN UI

- Map and translate Status and Escalation Status on Conversations panel, Time Selector in Journey Analytics (AM5-6742)

CORE AGENT VIEW

- Display available agent count in real time on different queues in Transfer dialog box (AM5-7418)

- Add AGENT_AVAILABILITY_READY_ON_LOGIN virtual host setting that defaults to true (Ready) with false set to (AWAY) (AM5-7520)
- Hide Digital Employee Builder (DEB) button and panel of Agent UI from agent users without Mind View authority (AM5-7668)

CORE BPN

- Link AI Ops task execution to a BPN with the variable taskid (AM5-4951)
- Prevent editing BPNs created by Digital Employee Builder (DEB) flows (AM5-6866)

CORE UI

- Optimize display of language lists and translate Conversations panel statuses and other places in UI (AM5-6616)

GATEWAY CORE

- Support new card, attribute, route, and user message types from Amelia in gateways (AM5-7492)

GATEWAY MICROSOFT TEAMS

- Amelia recognizes and processes OutboundCardMessage payload for AdaptiveCards (AM5-7477)

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 (5.6.0 to 5.6.10)

Type	Amelia Release										
	5.6.0	5.6.1	5.6.2	5.6.3	5.6.4	5.6.5	5.6.6	5.6.7	5.6.8	5.6.9	5.6.10
Custom User Interface	5.19.30										
HAproxy	2.4.4										
Percona	8.0.26										
Java JDK	11.0.14.10			11.0.16.9		11.0.17.8					
Redis/Redis Sentinel	6.2.4										
AV Gateway	1.2.5	1.2.7									
Syntaxnet	1.0.10										
Duckling	5.6.0	5.6.1									
amelia-paraphrase-generator	5.6.0	5.6.1		5.6.3	5.6.4		5.6.6				
amelia-coref-service			5.6.2	5.6.3				5.6.7			
Amelia-question-generation-service					5.6.4		5.6.6	5.6.7			
amelia-assignment-en_us			5.6.2								
amelia-robertaqa-en_us			5.6.2								
amelia-facial-recognition							5.6.6				

Table 2. Component Software Versions (5.6.11 – 5.6.21)

Type	Amelia Release										
	5.6.11	5.6.12	5.6.13	5.6.14	5.6.15	5.6.16	5.6.17	5.6.18	5.6.19	5.6.20	5.6.21
Custom User Interface											
HAproxy						2.6.12					
Percona											
Java JDK		11.0.19.7					11.0.19.7				
Redis/Redis Sentinel											
AV Gateway											
Syntaxnet											
Duckling					5.6.15				5.6.19	5.6.20	

Type	Amelia Release										
	5.6.11	5.6.12	5.6.13	5.6.14	5.6.15	5.6.16	5.6.17	5.6.18	5.6.19	5.6.20	5.6.21
amelia-paraphrase-generator											
amelia-coref-service						5.6.15					5.6.21
Amelia-question-generation-service											
amelia-assignment-en_us											
amelia-robertaqa-en_us											
amelia-facial-recognition											

Table 3. Component Software Versions (5.6.22 – 5.6.27)

Type	Amelia Release										
	5.6.22	5.6.23	5.6.24	5.6.25	5.6.26	5.6.27					
Custom User Interface											
HProxy											
Percona											
Java JDK	11.0.19										
Redis/Redis Sentinel											
AV Gateway											
Syntaxnet											
Duckling			5.6.24								
amelia-paraphrase-generator											
amelia-coref-service											
Amelia-question-generation-service											
amelia-assignment-en_us											
amelia-robertaqa-en_us											
amelia-facial-recognition											

Table 4. Gateway Versions 5.6.0 – 5.6.10

Type	Amelia Release										
	5.6.0	5.6.1	5.6.2	5.6.3	5.6.4	5.6.5	5.6.6	5.6.7	5.6.8	5.6.9	5.6.10
Alexa	5.6.0	5.6.1				5.6.5	5.6.6				
Amazon Lex	5.6.0	5.6.1									

Type	Amelia Release											
	5.6.0	5.6.1	5.6.2	5.6.3	5.6.4	5.6.5	5.6.6	5.6.7	5.6.8	5.6.9	5.6.10	
Cisco ECE *	5.6.0	5.6.1										
Digital First Omnichannel												
Email	5.6.0	5.6.1					5.6.6					
Facebook Messenger	5.6.0	5.6.1								5.6.9		
Firebase Cloud												
Genesys Cloud Chat		5.6.1					5.6.6					
Genesys PureCloud	5.6.0	5.6.1				5.6.5						
Genesys PureEngage	5.6.0	5.6.1					5.6.6					
Gateway Service	5.6.0	5.6.1		5.6.3		5.6.5	5.6.6	5.6.7	5.6.8	5.6.9		
Google Chat												
Google Home	5.6.0	5.6.1										
InContact Escalation	5.6.0	5.6.1										
LiveEngage Messaging	5.6.0	5.6.1										
Meta Workplace												
Microsoft Teams	5.6.0	5.6.1			5.6.4	5.6.5	5.6.6					
Oracle Digital Assistant	5.6.0	5.6.1										
Oracle Service Cloud (REST)	5.6.0	5.6.1										
PEGA Chat												5.6.10
REST	5.6.0	5.6.1		5.6.3								
Salesforce Chat	5.6.0	5.6.1				5.6.5						
Salesforce Escalation	5.6.0	5.6.1				5.6.5						
ServiceNow Classic	5.6.0	5.6.1										
ServiceNow Agent Chat	5.6.0	5.6.1					5.6.6	5.6.7				
ServiceNow Escalation	5.6.0	5.6.1		5.6.3								
ServiceNow Virtual Agent	5.6.0	5.6.1		5.6.3								
Slack REST (V2)	5.6.0	5.6.1				5.6.5	5.6.6					
Solidus	5.6.0	5.6.1										
Symphony	5.6.0	5.6.1										
Twilio	5.6.0	5.6.1				5.6.5	5.6.6		5.6.8	5.6.9		
Twitter	5.6.0	5.6.1					5.6.6					
Webex Teams	5.6.0	5.6.1					5.6.6					
Zendesk Sunshine	5.6.0	5.6.1		5.6.3			5.6.6			5.6.9		

* ECE: Cisco Enterprise Chat and Email

Table 5. Gateway Versions (5.6.11 – 5.6.21)

Type	Amelia Release										
	5.6.11	5.6.12	5.6.13	5.6.14	5.6.15	5.6.16	5.6.17	5.6.18	5.6.19	5.6.20	5.6.21
Alexa					5.6.15						
Amazon Lex											
Cisco ECE *											
Digital First Omnichannel											
Email	5.6.11			5.6.14							
Facebook Messenger											
Firebase Cloud											
Genesys Cloud Chat											
Genesys PureCloud											
Genesys PureConnect						5.6.16					
Genesys PureEngage						5.6.16					
Gateway Service	5.6.11	5.6.12			5.6.15	5.6.16		5.6.18		5.6.20	5.6.21
Google Chat											
Google Home											
InContact Escalation											
LinkMobility											5.6.21
LiveEngage Messaging											
Meta Workplace	5.6.11										
Microsoft Teams						5.6.16	5.6.17	5.6.18		5.6.20	
Oracle Digital Assistant											
Oracle Service Cloud (REST)		5.6.12									
PEGA Chat											
REST				5.6.14				5.6.18		5.6.20	5.6.21
Salesforce Chat											
Salesforce Escalation											
ServiceNow Classic											
ServiceNow Agent Chat										5.6.20	
ServiceNow Escalation											
ServiceNow Virtual Agent											
Slack REST (V2)											
Solidus											
Sprinklr		5.6.12			5.6.15	5.6.15					
Symphony											
Twilio										5.6.20	
Twitter											

Type	Amelia Release										
	5.6.11	5.6.12	5.6.13	5.6.14	5.6.15	5.6.16	5.6.17	5.6.18	5.6.19	5.6.20	5.6.21
UCWA **											
Webex Teams											
Zendesk Sunshine											

* ECE: Cisco Enterprise Chat and Email

Table 6. Gateway Versions (5.6.22 – 5.6.26)

Type	Amelia Release										
	5.6.22	5.6.23	5.6.24	5.6.25	5.6.26	5.6.27					
Alexa											
Amazon Lex											
Cisco ECE *											
Digital First Omnichannel											
Email											
Facebook Messenger											
Firebase Cloud											
Genesys Cloud Chat											
Genesys PureCloud											
Genesys PureConnect		5.6.23									
Genesys PureEngage											
Gateway Service		5.6.23			5.6.26	5.6.27					
Google Chat											
InContact Escalation											
LinkMobility	5.6.22	5.6.23									
LiveEngage Messaging											
Meta Workplace											
Microsoft Teams				5.6.25	5.6.26	5.6.27					
Oracle Digital Assistant											
Oracle Service Cloud (REST)											
PEGA Chat											
REST	5.6.22				5.6.26	5.6.27					
Salesforce Chat		5.6.23									
Salesforce Escalation											
ServiceNow Chat Classic											
ServiceNow Agent Chat											
ServiceNow Escalation											
ServiceNow Virtual Agent											

Type	Amelia Release										
	5.6.22	5.6.23	5.6.24	5.6.25	5.6.26	5.6.27					
Slack REST (V2)											
Solidus											
Sprinklr	5.6.22	3.6.23									
Symphony											
Twilio											
Twitter											
UCWA **											
Webex Teams											
Zendesk Sunshine											

* ECE: Cisco Enterprise Chat and Email / ** UCWA: Unified Communications Web API 2.0

Table 7. Amelia Integration Framework (AIF) Versions (5.6.0 – 5.6.10)

Type	Amelia Release										
	5.6.0	5.6.1	5.6.2	5.6.3	5.6.4	5.6.5	5.6.6	5.6.7	5.6.8	5.6.9	5.6.10
Integration-Service	5.6.0	5.6.1			5.6.4		5.6.6				

Table 8. Amelia Integration Framework (AIF) Versions (5.6.11 – 5.6.21)

Type	Amelia Release										
	5.6.11	5.6.12	5.6.13	5.6.14	5.6.15	5.6.16	5.6.17	5.6.18	5.6.19	5.6.20	5.6.21
Integration-Service				5.6.14							5.6.21

Table 9. Amelia Integration Framework (AIF) Versions (5.6.22 – 5.6.27)

Type	Amelia Release										
	5.6.22	5.6.23	5.6.24	5.6.25	5.6.26	5.6.27					
Integration-Service			5.6.24								

4. Amelia 5.6.x System Architecture

These diagrams reflect the current architecture of the Amelia 5.6.x software system.

For Amelia 5.6.2, the amelia-coref-service has been added to the Conversation Services block in the bottom left of this drawing.

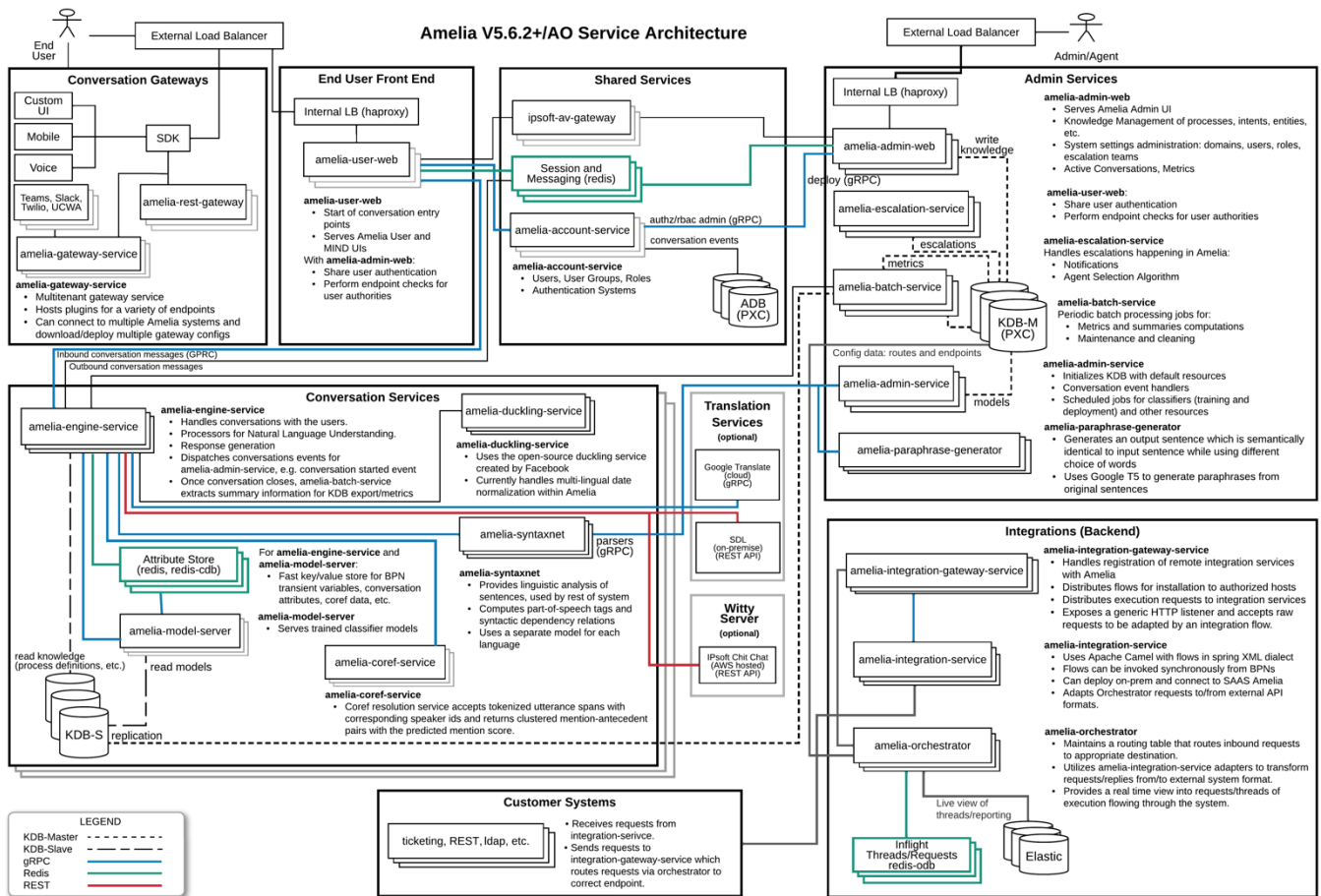


Figure 1. Amelia 5.6.2 System Architecture with amelia-coref-service

For Amelia 5.6.4, the Amelia-question-generation-service has been added as part of the Admin Services block.

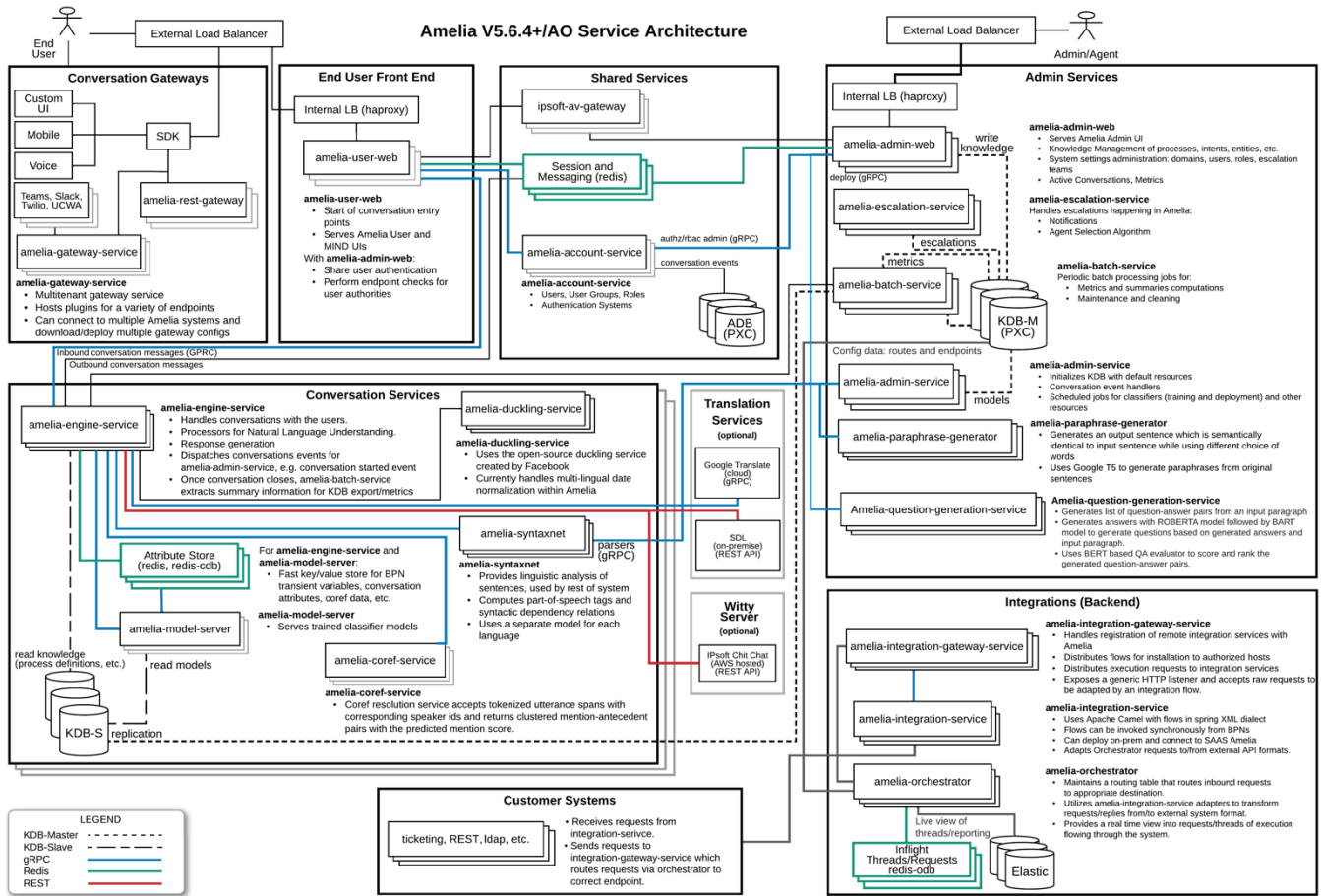


Figure 2. Amelia 5.6.4+ System Architecture with Amelia-question-generation-service

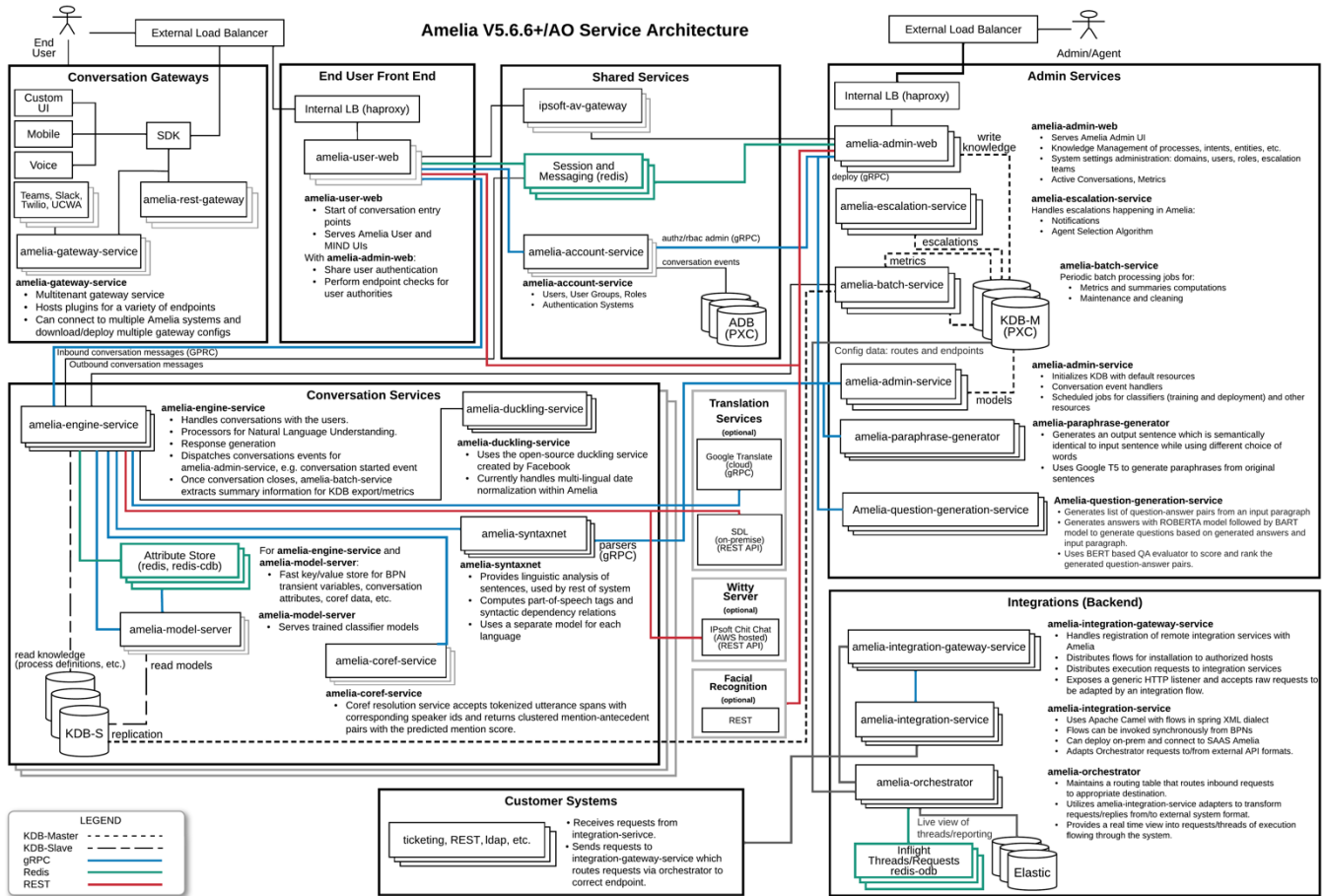


Figure 3. Amelia 5.6.6+ System Architecture with optional Amelia-Facial Recognition-service

5. Glossary

This table describes common terms used in these release notes.

Table 10. 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.
DEB	The Digital Employee Builder (DEB) tool designs Amelia’s conversation process flow by organizing and then configuring a series of blocks. It is the drag and drop alternative to the Business Process Network (BPN) schematic diagram approach used in earlier Amelia versions.
DNN	A Deep Neural Network (DNN) is an artificial neural network that mimics the complex neural networks in animal and human brains. DNNs have multiple layers between input and output with each layer evaluating utterances for words and the relationships between words.
ELMo	Embeddings from Language Model (ELMo) is a Natural Language Processing (NLP) model used to evaluate utterances to determine the meaning of a single word based on words around it. For example, the word bank has different meanings in the utterances, “The bank down the street was robbed” and “We had a picnic on the bank of the river.” The words robbed and river indicate the word bank has a different meaning in each sentence.
Entity	Data collected to complete an intent goal, for example, a date of birth for a loan application.
EQA	Elaborate Question Answering (EQA) involves asking dynamic follow-up questions for more information when an utterance doesn’t converge on an intent.
FAQ	A list of frequently asked questions related to a specific topic.
FQT	Fully Qualified Task, a task that has been evaluated as acceptable to be processed to resolution.

Term	Definition
HMR	Hot Module Replacement is a feature of webpack software module bundler to allow modules to be exchanged, added, or removed while a software application runs.
IdP	An identity provider (IdP) is a system entity that issues authentication assertions with one or more single sign-on (SSO) profiles using SAML (Security Assertion Markup Language).
Intent	The user’s goal, for example, to qualify for an auto loan. The goal requires a process to complete.
JEXL	Java Expression Language is library to provide dynamic scripting features in applications and frameworks written in the Java programming language.
JSON	JavaScript Object Notation is a text data storage standard that uses name (key):value pairs to organize data in an ordered list easily processed by many programming languages.
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.
SaaS	Software as a Service (SaaS) is a software licensing and delivery model in which software is licensed on a subscription basis and is centrally hosted.
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.

Term	Definition
SSO	Single sign-on (SSO) is an authentication scheme to allow users to log in with a single ID and password to any of several related yet independent software applications. SSO passes an authentication token seamlessly to applications configured to receive and process tokens.
TLS	Transport Layer Security (TLS), and its now-deprecated predecessor, Secure Sockets Layer (SSL), are cryptographic protocols designed to provide communications security over a computer network. Websites use TLS to secure all communications between their servers and web browsers.
TSV	Tab Separated Values is a text file where row data is separated (delimited) with tabs.
Utterance	Words that represent a natural language sentence, for example, "I want to reset my password." A variety of possible utterances a person might say in a conversation are used to train Amelia.