

CX Connect with Dynamics

RELEASE NOTES

Version Number: v10.0.20250317.0

Release Date: 18/03/2025

Issues addressed

- Interaction Content for 'Web Message' is now being shown
- Conversation Form was not showing for unauthenticated user

Upgrade Procedure/Deployment Steps:

- Update the 'Power Automate Connection Reference' using a Service account or "ClientID/Secret" for the application user which interacts with the Dataverse.
- Update the environment variable 'Genesys Authentication' with clientid:secret format from the Genesys portal, URL used for token
`https://login.euw2.pure.cloud/oauth/token`

Post Deployment Steps:

- Make Sure the Agent has "Kerv_Genesys" and "App Opener" Security Roles only.
- Since the Customer Service WorkSpace app is not part of Kerv's Package make sure necessary permissions are given with respect to the forms, dashboards, app when providing access to the agents.

Version Number: v10.0.20250304.0

Release Date: 05/03/2025

Issues addressed

- Interaction Content for 'Web Message' is now being shown
- WhatsApp is configured as an incoming 'Media Type'

Version Number: v10.0.20241024.0

Release Date: 24/10/2024

Issues addressed

- Added a screen-pop based on two telephone number formats.

- Fixed an issue where 'Advanced Contact Lookup' fails to display when no contacts found on screen pop

Version Number: v10.0.20240820.4

Release Date: 18/09/2024

Issues addressed

- Fixed an issue where the 'Channel Provider' was not getting linked to 'Agent Experience Profile' (Genesys App Profile).

Version Number: v10.0.20240820.1

Release Date: 04/09/2024

Issues addressed

- Fixed an issue where two session tabs open on an outbound call

Version Number: v10.0.20240820.0

Release Date: 20/08/2024

Issues addressed

- Added the ability to capture 'Wrap-Up' in conversation details
- Added the ability to capture conversation duration / end time to the conversation details
- Added a custom form for Genesys conversation object
- Added the ability to configure whether the screen-pop matches on only 'active' contacts or both 'Active' and 'Inactive' contacts

Version Number: v10.0.20240729.0

Release Date: 30/07/2024

Issues addressed

- Added the ability to deal with the same number on multiple record types
- Added the ability to 'Check' & 'Store' the standard 'Transformation Rules' that they will send
- Added the ability to 'Check' & 'Store' the 'Transformation Rules' in reverse
- Created a custom form for 'Genesys Conversation Object'
- Fixed an issue where the outbound SMS conversation title needed correcting
- Fixed an issue where callbacks do not pop 'Contact' or 'Genesys Conversation' tab

- Fixed an issue where outbound call from 'Contact' not relating the contact to the 'Conversation tab'
- Fixed an issue where cancelling out of advanced lookup or removing a contact gives a script error
- Fixed an issue where outbound call generated two activity records for same call
- Fixed an issue where 'Genesys Embedded WebRTC' phone disappears when the user opens a new tab
- Fixed an issue where no contact is opened, and new tab displays an error
- Fixed an issue where 'Conversation Activity' record doesn't populate the destination address in the field (outbound to undefined contact)
- Fixed an issue where inbound call activity record inconsistencies
- Fixed an issue where outbound emails when no contact exists, the 'To' email address is going into the 'From' address field and the 'To' address field is blank
- Fixed an issue where when I have a matching contact, no 'Genesys Conversation' tab is opened
- Fixed an issue where the "From" email address wasn't being populated for an outbound email from queue
- Fixed an issue where only a single account is being selected when a number is listed against multiple contacts

Upgrade Procedure/Deployment Steps:

- Update the authentication profile steps in Genesys.
- During the deployment Configuration Power Automate Connection Reference using a Service account or ClientID/Secret for the application user which interacts with the Dataverse.
- During the deployment Update the environment variable Genesys Authentication with clientid:secret format from the Genesys portal, URL used for token <https://login.euw2.pure.cloud/oauth/token>