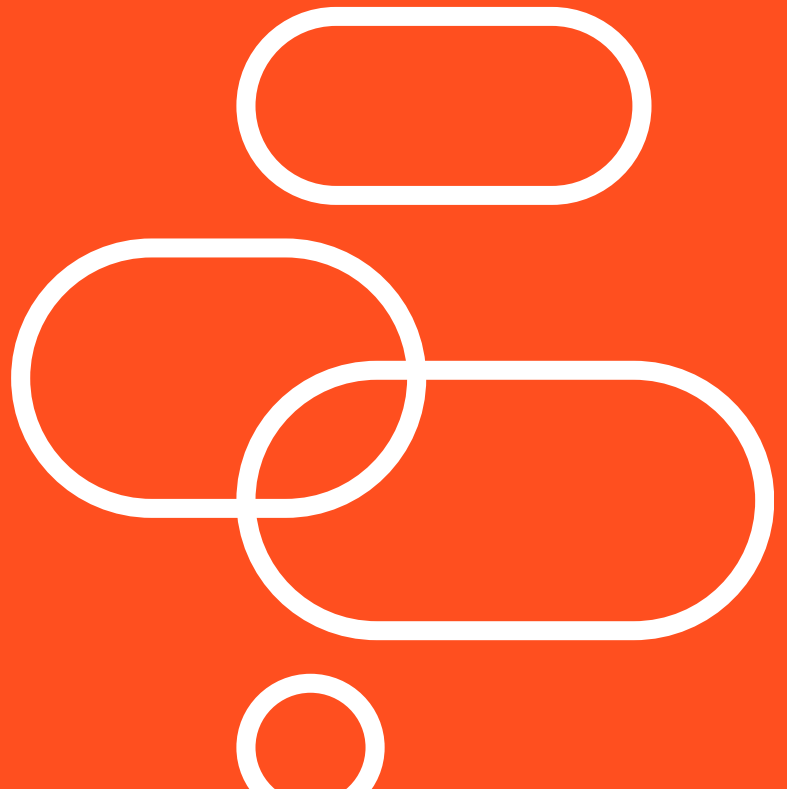


# Genesys Cloud Product Roadmap

**Genesys Cloud Product Management**  
April 15, 2020



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# Terms & Conditions

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The product roadmap presented is for informational purposes only. It represents Genesys' current plan of record for the associated products. Genesys at its sole discretion has the right to add or delete any features or functionalities from the current feature roadmap.

Dates in the product plans are only indicative of Genesys' current assessment and are subject to change. Genesys does not commit that any specific features or functionality will ultimately be released, made generally available, or provided.

The terms and conditions, including pricing, of any features or functionalities that may be described in the product plan that are ultimately released, made generally available, or provided under an agreement are subject to future negotiations and future agreement on the terms and conditions which would govern any sale.

There are no penalties, liquidating damages or other remedies associated with changes to the product plans including cancellation of any specific feature or functionality or delay in the timing of development.

# Genesys Cloud Priorities

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## Security

1

Protecting cloud  
serviced data



## Availability

2

Available anytime  
anywhere



## Features

3

Improving our  
products one feature  
at a time

# Delivered 2020

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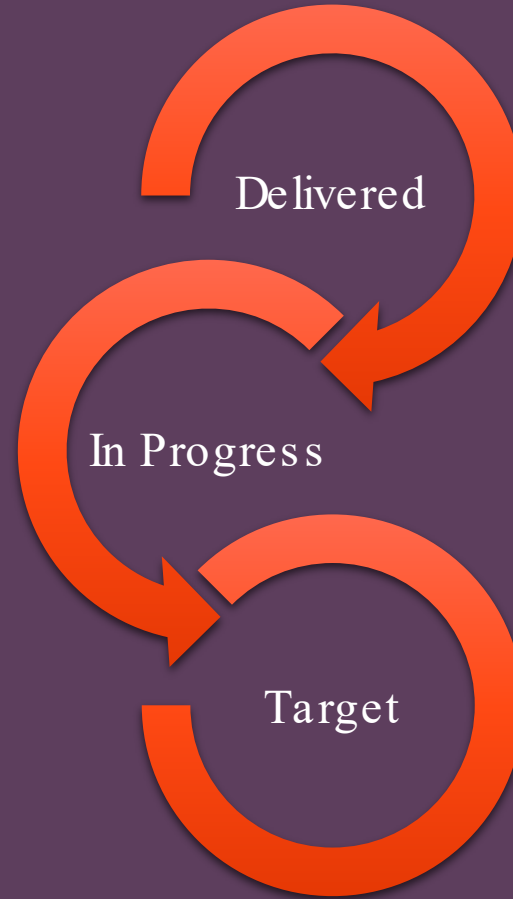
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- ✓ [Bots - Knowledge Bots](#)
- ✓ [Bots - Confusion Matrix](#)
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# Roadmap Terminology

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Usually expected same  
quarter\*



General Availability  
or Beta

In Progress

Forecasted next after In  
Progress completion

Target

\*Many of the **In Progress** features will be delivered in the same interval. Larger items may span multiple intervals.

## Email

Exceed customer expectations with immediate personalized engagement.

### IN PROGRESS

#### Font Selection for Emails <sup>Beta</sup>

Ability to customize font type and font size for marketing purposes, hard of sight, etc.

<https://purecloud.ideas.aha.io/ideas/CLINB-I-630>

#### SMTP Server for Outbound Emails <sup>Beta</sup>

Allow customers to configure their own SMTP servers for transactional outbound emails.

<https://purecloud.ideas.aha.io/ideas/CLDIG-I-463>

### TARGET

#### Email Signatures\*

Allow customers to configure email signatures that will be automatically added to emails.

<https://purecloud.ideas.aha.io/ideas/CLDIG-I-241>

## Chat

Increase customer service with live communications and agent intelligence.

### TARGET

#### Inbound Customer to Agent File Transfer\* **Authenticated Chat for V2 Widget**

Adds support for customer to send inbound images to an Agent via the chat channel.

<https://purecloud.ideas.aha.io/ideas/CLDIG-I-52>

## Chat Widgets

Pre-built and customizable web apps to engage with your customers on-line

### IN PROGRESS

#### Authenticated Chat for V2 Widget

Allow for configuration with the V2 Widget to require end customers to authenticate with the website before initiating a chat interaction.

<https://purecloud.ideas.aha.io/ideas/CLDIG-I-476>

### TARGET

#### Chat Widgets Builder\*

New Admin service to customize Widgets experience for customer engagement.

<https://purecloud.ideas.aha.io/ideas/CLDIG-I-540>



# Email Font and Size Selections

Beta

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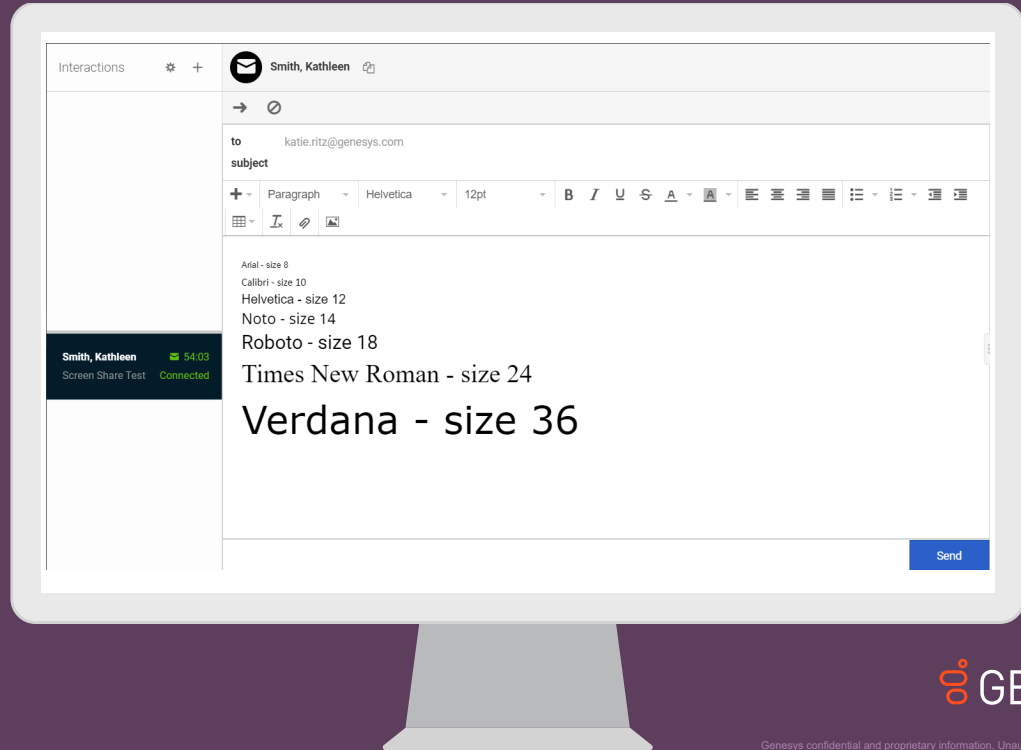


7 Font Selections



7 Sizing Font Size Selections

Arial	10pt
Arial	8pt
Calibri	10pt
Helvetica	12pt
Noto	14pt
Roboto	18pt
Times New Roman	24pt
Verdana	36pt



## External Contacts

True omnichannel experiences driven by your contact data.

### IN PROGRESS

#### External Contacts Custom Fields\*

Allows users to extend contacts and external orgs by allowing admins to create different types of contacts and organizations with custom fields.

<https://purecloud.ideas.aha.io/ideas/CLANA-I-56>

### TARGET

#### External Contacts Bulk API\*

Provides the ability to create, update and delete external contacts using a bulk API endpoint.

<https://purecloud.ideas.aha.io/ideas/CLDIG-I-221>

## Messaging & SMS

Connect with your customers on their most frequently preferred channels.

### IN PROGRESS

#### Genesys Offered Facebook App

Easier Facebook messenger integration by using Genesys Cloud approved Facebook App.

#### Inbound MMS <sup>Beta</sup>

Allows for agent visibility of inbound MMS messages, GIF, jpg, img.

<https://purecloud.ideas.aha.io/ideas/CLDIG-I-227>

#### WhatsApp Messaging Template Messages\*

Allowing for response to an inbound message more than 24 hours from receiving it via a paid template message.

<https://purecloud.ideas.aha.io/ideas/CLDIG-I-508>

### TARGET

#### Audio, Video, Document Attachments

Adds support for inbound audio and video files for messaging channels that support those file types.

<https://purecloud.ideas.aha.io/ideas/CLDIG-I-465>

#### Bring Your own SMS Broker\*

Added support to allow customers to bring their own SMS broker.

<https://purecloud.aha.io/ideas/CLDIG-I-246>

#### New Messaging Channels\*

Additional messaging channels for use with Genesys Cloud.

\*May span multiple intervals

# SMS Inbound Multimedia Messaging Service (MMS)

Beta

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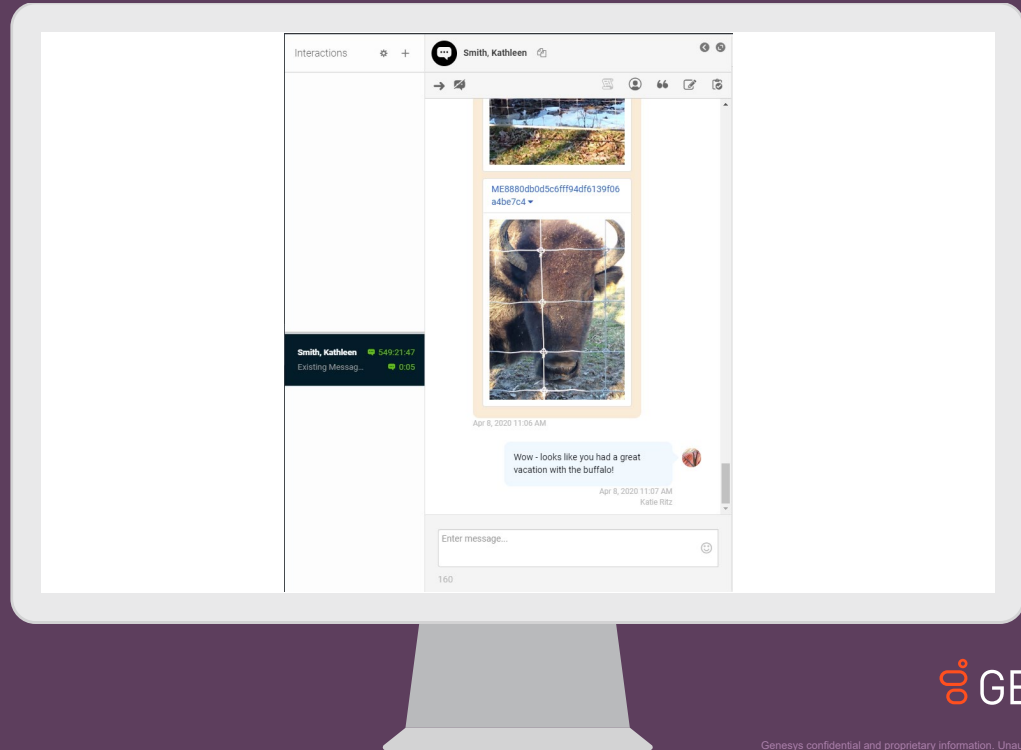
Image and GIFs in Agent UI



Images and GIFs in Message Transcript



Support for US and Canada Long Codes



# Analytics

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Get a complete picture of performance – real-time and historical - with flexible views, comprehensive metrics and actionable insights

## IN PROGRESS

### Views Enhancements

#### **Additional Columns and Filters in Views and Dashboards\***

Additional columns and filters - more on following slide.

<https://purecloud.ideas.aha.io/ideas/ANA-I-4>

<https://purecloud.ideas.aha.io/ideas/ANA-I-5>

<https://purecloud.ideas.aha.io/ideas/ANA-I-6>

<https://purecloud.ideas.aha.io/ideas/ANA-I-7>

#### **Exclude Short from Abandons**

New columns: Short Abandon %, Abandon % excluding Short Abandons, nOverSLA.

<https://purecloud.ideas.aha.io/ideas/CLINB-I-676>

#### **Inbound MMS Support**

Be able to filter for conversations with media as well as show counts of Inbound Media

<https://purecloud.ideas.aha.io/ideas/CLDIG-I-227>

#### **Teams\***

Allow views to be filtered based on team settings.

<https://purecloud.ideas.aha.io/ideas/CLPLA-I-853>

### Views Export

#### **PDF Export for Views\***

Export views as PDF custom reports.

<https://purecloud.ideas.aha.io/ideas/CLANA-I-162>

#### **Scheduled Views for Custom Reporting\***

Ability to schedule exports from views so custom view reports can be received on a schedule,

<https://purecloud.ideas.aha.io/ideas/CLANA-I-163>

#### **Email Exports to Users\***

Send view exports as email attachments to yourself and others..

<https://purecloud.ideas.aha.io/ideas/CLINB-I-747>

### Metric Enhancements

#### **Improvements to ACW for Callbacks\***

After Call Work time to be reported for each voice and callback segment.



\*May span multiple intervals

# Additional Columns and Filters in Views and Dashboards

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## Agent Views\*

### Columns: Performance

Total Monitor, Avg Monitor, Max Monitor, Min Monitor, Monitor , Transfer % Group IDs, Roles, Reports To, Location

### Columns: Status

Login, Logout, Primary Status Off Queue %, Primary Status On Queue %, ACD Status Interacting %, ACD Status Idle %, ACD Status Not Responding %, Total ACD, Occupancy

### Columns: General

Agent ID, Email

### Primary Filters

Group, Role, Reports To, Location

\*Column and filter additions will vary by view

## Dashboard, Queue, DNIS, & Skills\*

### Columns

Transfer %, Max Abandon, Min Abandon, Max Wait, Min Wait, Max Talk, Min Talk, Max Hold, Min Hold, Max ACW, Min ACW, Over SLA, Met SLA, Short Abandon, Short Abandon %, Abandon - No Short, Abandon - No Short %, Outbound Attempt, Voicemail, Originating Direction, Skills, Language, Avg Abandon, ASA

### Filters

Originating Direction (DNIS)  
UserID (Skills Performance)  
Avg Abandon & ASA (Abandon Insights)

## Interactions Summary View

### Columns

Provider, Emails Sent, Time to Abandon, Monitored, First Queue, Total Voicemail, Last Wrap Up, Abandoned in Queue, Disconnect Type, Subject, Total Monitor, FlowOut Type

### Filters

Provider, Time to Abandon, Monitored, Total Queue, Total Talk , Total ACW, Total Handle, Total Hold, Remote, FlowOut Type, Answered

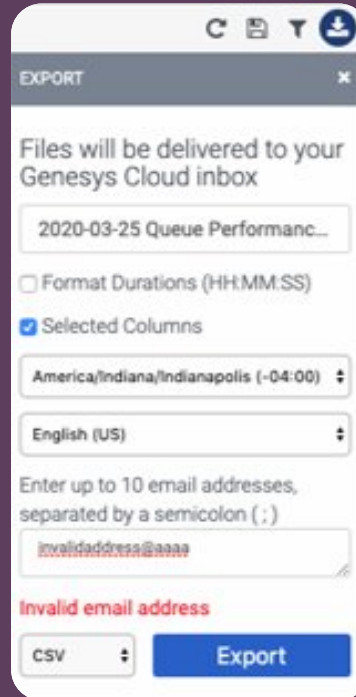
# Views Export

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 Email Exports as Attachments to others\*

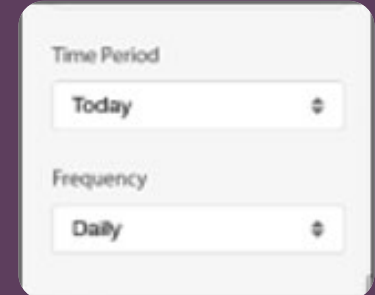
 PDF Exports for Dynamic Reports\*

 Scheduled Exports from Views\*



The screenshot shows an 'EXPORT' dialog box with the following fields and options:

- Title: 2020-03-25 Queue Performanc...
- Format Durations (HH:MM:SS)
- Selected Columns
- Time Zone: America/Indiana/Indianapolis (-04:00)
- Language: English (US)
- Email addresses: invalidaddress@aaaa (with a red error message below it)
- Format: CSV
- Export button



The screenshot shows two dropdown menus:

- Time Period: Today
- Frequency: Daily

# Analytics

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Get a complete picture of performance – real-time and historical - with flexible views, comprehensive metrics and actionable insights

## TARGET

### Performance Dashboards

#### **Metric Widget Date Span Options\***

Support the same date spans offered in Graph Widget  
<https://purecloud.ideas.aha.io/ideas/CLDIG-I405>

#### **Graphs Widget adjustable width\***

Allow for more than one graph on a 'row' within the dashboard.

<https://purecloud.ideas.aha.io/ideas/CLINB-I701>

#### **Font Size Options\***

Font options to support desktop vs wallboard display  
<https://purecloud.ideas.aha.io/ideas/CLDIG-I373>

### Views

#### **Flows: Digital Channels Flow Outcomes Support\***

Enhance Flows and Flow outcomes to account for Digital Flow types  
<https://purecloud.ideas.aha.io/ideas/ANA-I64>

#### **Agent Timeline View\***

Visually see agent status and presence changes on a timeline for a single day  
<https://purecloud.ideas.aha.io/ideas/ANA-I62>

#### **See Workforce Engagement Management\***

Speech & Text Analytics  
Coaching

### Alerts

#### **Alerting Refactor\***

Refactor the alerting service so that it provides real-time updates as thresholds are met.  
<https://purecloud.ideas.aha.io/ideas/CLINB-I475>

### Configuration

#### **Interval Option: 15m, 30m, 1h\***

At an organization level it will provide the ability to decide the time span for the intervals used in real-time views, dashboards and detail views.  
<https://purecloud.ideas.aha.io/ideas/ANA-I63>

\*May span multiple intervals

# Outbound

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## Outbound Campaigns

Orchestrate intelligent outreach for the right moment.

### IN PROGRESS

#### Outbound SMS Campaigns\*

Use SMS as an outbound interaction channel versus launching a voice call.

<https://purecloud.ideas.aha.io/ideas/CLDIG-I-85>

#### TCPA Solution Partnership

Genesys is partnering with Gryphon Networks to provide a safe platform for dialing cell phones without consent.

#### Agent Owned Preview Campaign\*

Allowing agents to work through records associated with their PureCloud ID in a Preview campaign setting. Can add a column to the contact list specifying agent ID and PureCloud will ensure only those records will be presented to the appropriate agent.

<https://purecloud.ideas.aha.io/ideas/CLOUT-I-194>

### TARGET

#### SMS Campaign Enhancements Content Templates, Schedules\*

Adding UI enhancement for customers to craft the body of a message in Genesys Cloud utilizing data in the contact list. Use campaign scheduling features like voice campaigns.

#### Email Campaigns\*

Use Email as an outbound interaction channel along with voice and SMS

<https://purecloud.ideas.aha.io/ideas/CLOUT-I-48>

## Agent Scripting

Unify your agents with consistency to deliver meaningful customer experiences.

### TARGET

#### List Variable Support for Scripts

Add ability to populate a dropdown with a variable, with options to specify which property to use for display, and which property to use for the value.

<https://purecloud.ideas.aha.io/ideas/CLOUT-I-81>

\*May span multiple intervals



# SMS Campaigns

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New Campaign Tab for Messaging



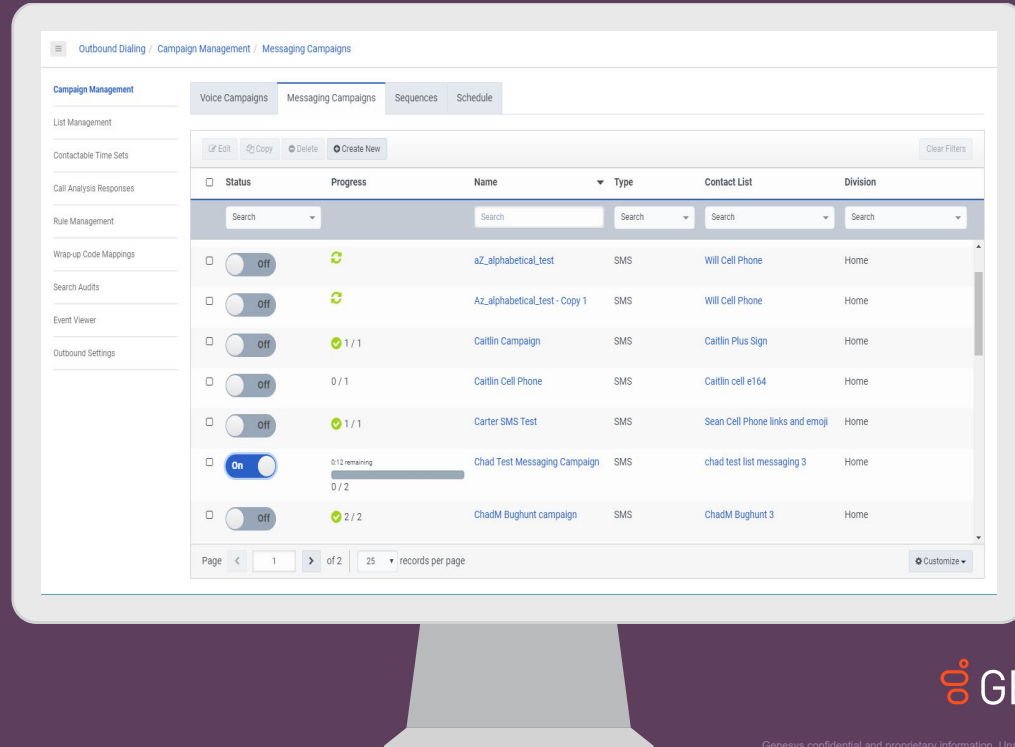
Text Message Body in Contact List Column



Progress Indicator



NA and UK Short Codes followed by Int'l Long Codes



## Supervisor Tools

Enable front-line leadership to be better coaches.

### TARGET

#### Monitor/Coach BargeVoice\*

Allowing supervisors to join any on-going call and escalate from monitoring or coaching to full join / conference.

<https://purecloud.ideas.aha.io/ideas/PCV-I-50>

#### ACD Conference\*

Ability to add new participant to existing ACD interaction and consult with privately prior to bridging in.

<https://purecloud.ideas.aha.io/ideas/CLINB-I-356>

## Routing

Bring the best person to the best agent for the best moments across every channel.

### IN PROGRESS

#### Manual Assignment (f/k/a Cherry Picking)Phase I\*

Enables supervisor to find waiting interaction and assign them to an agent who may be receiving a call from a customer that sent an email earlier still waiting in the queue.

### TARGET

#### Task Routing\*

Allows third party objects like cases, tickets, and other work items/events that are not conversations to be routed through PureCloud.

<https://purecloud.ideas.aha.io/ideas/CLDIG-I-70>

#### ACW for All Channel Types\*

Ability to configure After Call Work for chat, email, callback and voicemail.

<https://purecloud.ideas.aha.io/ideas/CLPLA-I-368>

\*May span multiple intervals

# Agent-level Utilization

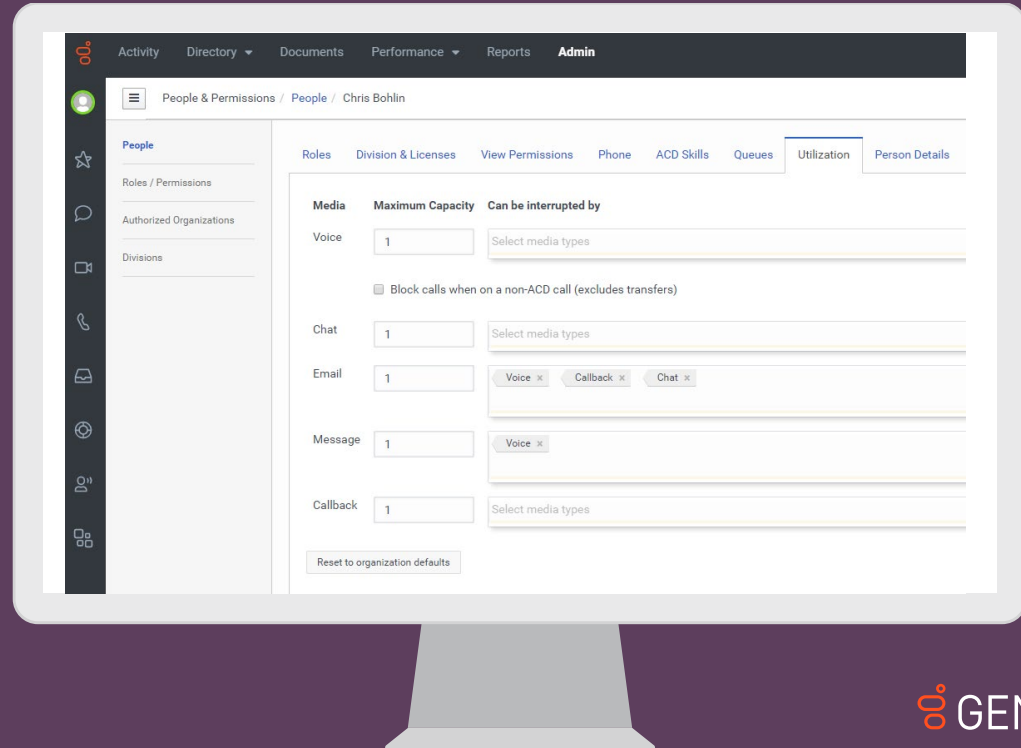
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Agent specific settings per media type



Takes priority over org-level settings



# Self-Service & Automation

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## Architect

Craft your customers' first-impression interactive experience.

### IN PROGRESS

#### Archy– YAML Flow Specification\*

Ability to define flow with queue mapping that you would like to move between test and production orgs and use fine-replace to update automatically.

<https://purecloud.ideas.aha.io/ideas/CLSELF-I-248>

#### Common Modules\*

Increase usability by building logic once and then reusing across multiple flows.

<https://purecloud.ideas.aha.io/ideas/CLSELF-I-147>

#### Digital Data in Analytics API

Expose the flow entry, exit and outcome data in the Analytics API for Digital channels.

<https://purecloud.ideas.aha.io/ideas/CLSELF-I-258>

#### Architect as a Bot Builder\*

A new Bot Flow type for building and managing Bots within Architect.

<https://purecloud.ideas.aha.io/ideas/CLSELF-I-317>

### TARGET

#### Flow Milestones\*

Enhancing the customer journey by enabling granular milestone reporting and menu choices in flows.

<https://purecloud.ideas.aha.io/ideas/CLSELF-I-195>

#### Flow Trace for Debug\*

Interact with a flow and output a trace to see the detailed status of associated variables at each point of the flow

<https://purecloud.ideas.aha.io/ideas/CLSELF-I-264>

# Self-Service & Automation

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## Integrations

Promoting open growth at the rate of emerging advancements, tools, and trends.

### IN PROGRESS

#### 3rd Party TTS (Nuance)\*

Expands language options and provides the ability to select the most appropriate TTS voice for the organization. Available via Genesys AppFoundry.

<https://purecloud.ideas.aha.io/ideas/CLSELF-I-219>

#### Genesys Dialog Engine Digital<sup>Beta</sup>

Integration to Genesys Dialog Engine providing NLU Bot functionality for Chat, SMS, and Messaging channels.

<https://purecloud.ideas.aha.io/ideas/CLSELF-I-218>

#### Google Dialogflow Digital\*<sup>Beta</sup>

Integration to Google Dialogflow providing NLU Bot functionality for Chat, SMS, and Messaging channels.

<https://purecloud.ideas.aha.io/ideas/CLSELF-I-217>

### ADDITIONAL RESOURCES

[AppFoundry](#)

[Google Dialogflow](#)

### TARGET

#### Agent Assist Voice\*

Stream live voice to Google so that it can use AI to offer up suggestions that may help the agent based on the conversation in progress

<https://purecloud.ideas.aha.io/ideas/CLSELF-I-220>

#### Generic Bot Connector Digital\*

Enabling vendor agnostic integration to any Virtual Assistant for Voice, SMS, Messaging or Chat. Ability to bring custom build bots or integrate to niche vendors.

<https://purecloud.ideas.aha.io/ideas/CLSELF-I-242>

\*May span multiple intervals

# Open Platform

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## Admin

Leverage control over custom solutions at scale.

## IN PROGRESS

### Auth Orgs– Agent Emulation

Allows for agent functionality in Authorized Orgs to enhance testing and troubleshooting capabilities.

<https://purecloud.ideas.aha.io/ideas/CLPLA-I-864>

### IP Whitelisting <sup>Beta</sup>

Allows Admins to whitelist a set of IP address ranges, so to limit access to their PureCloud instance to visitors from specified IP address ranges

<https://purecloud.ideas.aha.io/ideas/CLPLA-I-679>

### DID / Extension Improvements for Easy Maintenance

DID and Extension pages will show unassigned numbers allowing admins to easily find the next available DID and allow them to assign to a person, group, IVR, etc.

<https://purecloud.ideas.aha.io/ideas/CLPLA-I-589>

## ADDITIONAL RESOURCES

[SAML2](#)

\*May span multiple intervals

## TARGET

### Apply Division restrictions on transfer function

Allows administrators to restrict Agents to Transfer and Conference calls with Users and Objects who are part of a Division. This feature improve segmentation

<https://purecloud.ideas.aha.io/ideas/CLINB-I-713>

### Improve ACD skills management

Improve user experience and provide better ACD-skills management for Admins

<https://genesys.aha.io/features/CLINB-I-189>

### Add Divisions to policy configuration

Allows administrators to define policies to add, edit, view and delete recordings within their division.

<https://purecloud.ideas.aha.io/ideas/CLINB-I-578>

## Marketplace

Utilize integrations to expand your customer experience

## IN PROGRESS

### AppFoundryCustomer Reviews

Allows for agent functionality in Authorized Orgs to enhance testing and troubleshooting capabilities.

### AppFoundry“Get it Now” Solutions

Allows for agent functionality in Authorized Orgs to enhance testing and troubleshooting capabilities.

## TARGET

### AppFoundryPartner Analytics

Allows for agent functionality in Authorized Orgs to enhance testing and troubleshooting capabilities.



## API

Weave your special sauce with a world-class open library.

## IN PROGRESS

### Event Orchestration\*

Infrastructure integration responding to events from externally initiated and internally generated events to perform actions based on those behaviors.

<https://purecloud.ideas.aha.io/ideas/CLPLA-I-756>

### Refresh Tokens

Customers and partners will be able to exchange a refresh token request to renew access tokens without user interaction.

<https://purecloud.ideas.aha.io/ideas/CLPLA-I-268>

### CrossRegion OAuth Clients

This will allow customers and partners to utilize the same OAuth client in different Genesys Cloud regions without the need to create a new one in each region.

<https://purecloud.ideas.aha.io/ideas/CLPLA-I-822>

## TARGET

### Generic Task Routing

Allows third party objects like cases, tickets, and other work items/events that are not conversations to be routed through Genesys Cloud.

<https://purecloud.ideas.aha.io/ideas/CLDIG-I-70>

### Soft Limits Reporting, Logging, and Alerting

Allows Administrators and Developers to view resource limits and receive reports on resource utilization.

<https://purecloud.ideas.aha.io/ideas/CLPLA-I-754>

### Salesforce to Genesys Cloud SDK

A business functional SDK to

## Region

Reach your next customer anywhere on the planet.

## IN PROGRESS

### Asia Pacific (Mumbai) Media-Only Satellite Region

Provides optional geo-lookup based TURN server usage and also introduces first media-only satellite region in Mumbai.

<https://purecloud.ideas.aha.io/ideas/CLPLA-I-850>

### Deploy Genesys Cloud to AWS Canada\*

Deploy Genesys Cloud core services to AWS Canada region.

<https://purecloud.ideas.aha.io/ideas/CLPLA-I-858>

### Deploy Genesys Cloud to AWS London\*

Deploy Genesys Cloud core services to AWS London region.

<https://purecloud.ideas.aha.io/ideas/CLPLA-I-859>

### Deploy Genesys Cloud to AWS Seoul\*

Deploy Genesys Cloud core services to AWS Seoul region.

<https://purecloud.ideas.aha.io/ideas/CLPLA-I-860>

### South America (Sao Paulo) Media-Only Satellite Region

Introduces our second media-only satellite region in Sao Paulo.

<https://purecloud.ideas.aha.io/ideas/CLPLA-I-809>

# Open Platform

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## Integrations

Preconfigured interfaces with exciting solutions.

### IN PROGRESS

#### Data Actions Usage Dashboard

Provides static actions and allows you to create custom actions that use the Platform API. You can use these data actions to make routing decisions within your interaction flow in Architect, to present information to your agents in Scripts, or to act on data in other ways.

#### OneLogin, Ping, G Suite & CiM App

Ability to add PureCloud as an application that organization members can access with the credentials to their Okta, OneLogin or Ping Identity account.

#### Client Apps UI v2

Addition of Client App integrations that streamlined with agent interactions where the Client App is context sensitive to the active interaction.

<https://purecloud.ideas.aha.io/ideas/CLPLA-I-604>

### ADDITIONAL RESOURCES

[About Single Sign-on \(SSO\)](#)

\*May span multiple intervals

### TARGET

#### CommunityData Actions

In an effort to make data actions easier to implement for IVR integrations, this feature will allow the community to submit integrations that use pre-canned actions to various systems.

#### Salesforce OmniChannel Routing

Ability to use both Omni-Channel and PureCloud for Salesforce without the typical problems associated with routing interactions. You can protect an agent from being routed interactions from both products simultaneously by setting statuses to sync between Omni-Channel and PureCloud in the Client Settings.

## Security

Peace-of-mind meant for banking, healthcare, government, and global retail.

### IN PROGRESS

#### Oauth Scopes Enforcement <sup>Beta</sup>

PureCloud organizations, by default currently, do not enforce scopes on OAuth clients. Enabling OAuth scopes immediately affects any current applications leveraging an external OAuth client. Enforcing scopes enhances security and privacy by limiting the data accessible by an external application. If scopes are not enforced, applications have the same access as the user of the application, including administrators.

### TARGET

#### Global OAuth Scopes

Provides capabilities to ask permission from user to access specific information or functionality.





# Unified Communications, Collaboration & Telco

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## [Bring Your Own Carrier](#)

Enjoy the benefits of cloud without the need to rip-and-replace your contractual carrier.

### IN PROGRESS

#### Hybrid Support of BYOC Cloud/PCV and BYOC Premises

Allows Orgs to leverage multiple telephony deployment models as needed per site. An Org can use PCV for desired sites, BYOC Cloud for other sites, and BYOC Premises for other sites.

<https://purecloud.ideas.aha.io/ideas/CLINB-I-250>

#### BYOC Cloud in Canada, London and South Korea

Bring your own Cloud Carrier support for Genesys Cloud is available out of CAC1, EUW2 and APNE2 AWS regions

<https://purecloud.ideas.aha.io/ideas/PCTEL-I-196>

<https://purecloud.ideas.aha.io/ideas/PCTEL-I-197>

<https://purecloud.ideas.aha.io/ideas/PCTEL-I-198>

## Global Media

Delivering experiences at the fastest possible speed through effective use of web standards.

### TARGET

#### Global Media Fabric Phase I-Enhance Global Call Routing for Media\*

Allows Orgs to leverage PureCloud cloud based media services nearest to their Sites regardless of the Org's home region.

<https://purecloud.ideas.aha.io/ideas/PCTEL-I-180>

\*May span multiple intervals

# Unified Communications, Collaboration & Telco

[Table of Contents](#)

## PureCloud Voice

Gain a seamless multi-carrier customer reach without the complexity of PBX management.

## IN PROGRESS

### Phone Number Porting Improvements

Establishment of an enhanced central point for customers to initiate, view status, and update a DID/TFN Port request.

<https://purecloud.ideas.aha.io/ideas/PCTEL-I-183>

### Portugal

PureCloud Voice services available to customers with Portugal addresses from AWS EU-West-1 (Ireland) region. Portugal (PT).

<https://purecloud.ideas.aha.io/ideas/PCTEL-I-182>

### Canada and London

PureCloud Voice services available to customers with Canadian and UK addresses from AWS CAC1(Canada) and EU-West-2 (London) regions respectively.

<https://purecloud.ideas.aha.io/ideas/PCTEL-I-196>

<https://purecloud.ideas.aha.io/ideas/PCTEL-I-197>

### Additional Number Management Tools

Ability to label large number of phone numbers for quick identification and reporting.

<https://purecloud.ideas.aha.io/ideas/PCTEL-I-118>

## Troubleshoot | Alert

Remain vigilant to unexpected system behaviors that don't meet your level of quality

## IN PROGRESS

### Searchable SIP Signaling Repository

Ability to export SIP packet captures (PCAPs) for BYOC Cloud Calls.

<https://purecloud.ideas.aha.io/ideas/CLINB-I-354>



\*May span multiple intervals

# Unified Communications, Collaboration & Telco

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[UCC](#) | [WebRTC](#) | [Mobile](#)

Connecting PureCloud with other useful tools, systems, services and applications.

## IN PROGRESS

### Fax to Email, Fax Email Confirmation

Automatically forward received faxes to email inbox (similar to voicemail).

<https://purecloud.ideas.aha.io/ideas/GKN-I29>

### Mobile Softphone\*

Ability to enable VOIP calling using WebRTC in mobile clients. Allows mobile users to set their station as the mobile phone using WebRTC.

<https://purecloud.ideas.aha.io/ideas/CLCOLL-I-7>

### MS Teams Integration <sup>BETA</sup>

A chat, presence, and voice integration with Microsoft Teams.

<https://purecloud.ideas.aha.io/ideas/CLPLA-I-256>

### Zoom Meetings\*

Integration allowing users to create and join Zoom Meetings from within PureCloud.

<https://purecloud.ideas.aha.io/ideas/CLCOLL-I-346>

### Zoom Phone Integration\*

A PBX replacement offering providing numbers, stations, basic IVR, and other capabilities to Zoom users. Integration allowing PureCloud to connect to Zoom Phone and transfer calls between the two platforms without routing through the PSTN without incurring additional telephony charges.

<https://purecloud.ideas.aha.io/ideas/CLCOLL-I-347>

### Disable Collaborate Chat

Remove users' ability to use Collaborate Chat in favor of an external chat/collaboration platform

<https://genesys.aha.io/ideas/ideas/CLCOLL-I-193>

## TARGET

### Voicemail Transcription for Business Users and Group Ring

Content of voicemail transcribed within email.

<https://purecloud.ideas.aha.io/ideas/CLCOLL-I-318>

### Chat and Video Enhancements

Ability to monitoring user chats via Supervisor account.

<https://purecloud.ideas.aha.io/ideas/CLANA-I-90>



\*May span multiple intervals



AI-infused event-driven orchestration capabilities across native offerings and integration with a robust ecosystem of partners.

### Proactive



- Be proactive
- Engage in the moment of truth
- Empower agents to delight

### Personalized



- Personalize every interaction
- Strengthen relationship
- Business outcome focused

### Contextual



- Retain context for long lived engagements
- Empathy builds trust
- Trust builds loyalty



# AI Event Driven Orchestration

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1. Event Driven

2. Understand the Customer Profile & Desired Outcome

3. Trigger personalized workflow with bots and robust action library

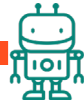
4. Drive Loyalty & Business Outcomes



Segmentation & Clustering



Outcome Prediction



Next Best Action



Predictive Routing



Agents



# Artificial Intelligence

[Table of Contents](#)

## Predictive Engagement

Engaging real-time with customers so you can walk with them through their journey.

### IN PROGRESS

#### Auditing

History log report of administration changes feed to PureCloud UI.

#### Content Image Upload Service

Enabling users to upload images for use in Content Offers.

#### Customer Journey Visualization

Provide real-time context updates across individual sessions on the agent gadget.

#### Outcome Reporting

New AI Outcome scoring models based on sequence learning. Measuring the action maps created and outcomes received.

### ADDITIONAL RESOURCES

[Predictive Engagement Demo](#)

[Shaping customer journeys with Predictive Engagement](#)

\*May span multiple intervals

### TARGET

#### 3<sup>rd</sup> Party Integrations

Additional 3<sup>rd</sup> Party integrations: CRM and support ticket systems.

#### Custom Events

Ingestion of 3<sup>rd</sup> party events for inclusion in journey gadget, segment and outcome configuration.

#### Conversation Events

Omnichannel Journey Shaping across all available channels in PureCloud and visualization within journey gadget.

#### Expansion of Action Library

Including additional channels: SMS, callback and chatbot.

#### Journey Reporting

Journey reporting of segments, outcomes and action maps across multiple sessions.

#### Orchestration in Architect

Enablement of orchestration capabilities of Predictive Engagement within Architect.



## ChatBots & VoiceBots

Capturing your customers wants as proof you are absorbing what they really need.

### IN PROGRESS

#### Basic Reporting

Help bot author and business owner understand key business KPI's.

#### Date & Time Slot Types

Ability to author bots using time slots and date slots separately.

#### Feedback Loop for Knowledge Bot

Based on positive or negative feedback from the end customer, knowledge models will be trained for improved performance.

#### Intent Miner

Quick to market bots using analytics to pick the most relevant use cases from historical conversations, and using those conversations to train the bot.

#### Genesys Dialog Engine Voice for Genesys Cloud\*

Ability to use Genesys Dialog Engine providing NLU bot functionality for voice channels.

<https://purecloud.ideas.aha.io/ideas/CLSELF-I-238>

#### Bot Flow Builder\*

Bot flows are a new type of flow which can be used to combine conversational understanding with business logic, context and AI platform data to build powerful bots easily.

### TARGET

#### Advanced Conversational Intelligence

User journey that goes beyond linear dialog.

#### Advanced Reporting and Recommendations

Reports highlight problem areas in the bot and recommend improvements.

#### Bot Authoring Help

Use AI to help Bot author build superior NLU models: suggestions for utterances, recognize slots.

\*May span multiple intervals

# Artificial Intelligence

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## Predictive Routing

Showing your customers that you care enough to send them to the right agent the first time.

### **TARGET** **Predictive Routing\***

Providing an AI based approach to ensure customers are routing to the best suited agent to handle their interaction. Supported by leveraging the Genesys Predictive Routing Common Service and integrating it as part of PureCloud.

## Agent Assist

Offering your customers real-time solutions automatically with just the right guidance.

### **TARGET** **Agent Assist for Voice in Genesys Cloud\***

Present voice transcription and knowledge suggestions to agents in real-time, using Google Contact Center AI.

### **Context Carryover**

Support passing of context from the self-service section of the conversation to the agent assisted section of the conversation.

### **Reporting & Analytics**

Provide Reporting & Analytics for Agent Assist.

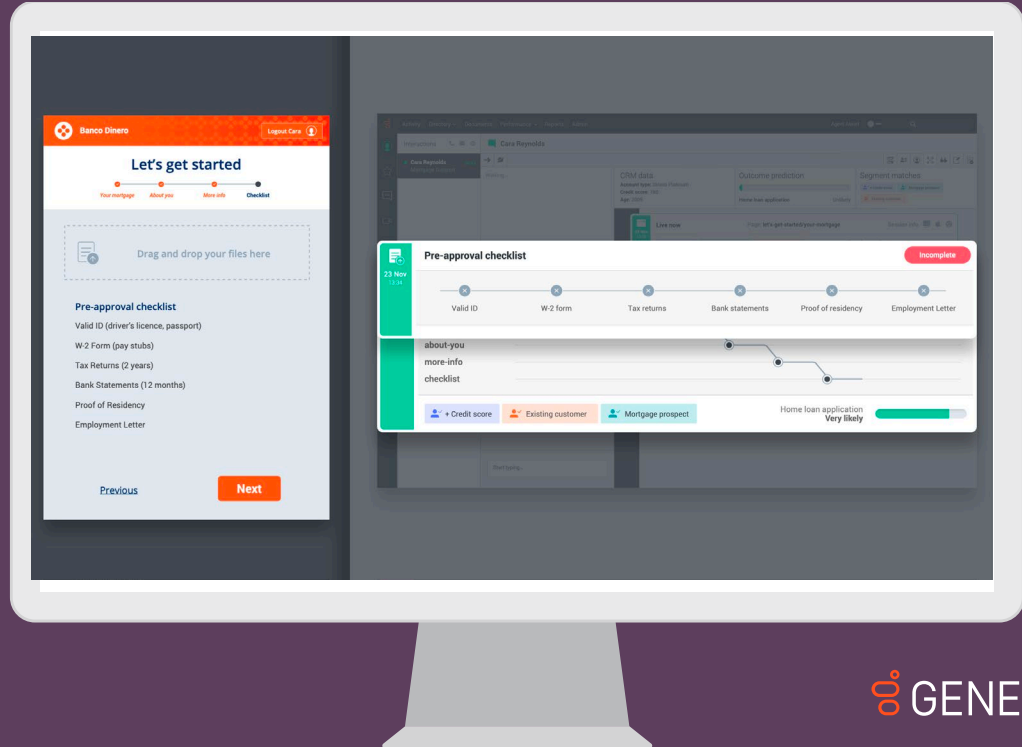
\*May span multiple intervals



# Conversation & Custom Events

Conversation events provides access to data including IVR milestone information and flow, routing data, conversation channel and wrap codes.

Custom events expands the addressable use cases allowing you to connect to several back-end and bespoke systems such as ERP and logistics.



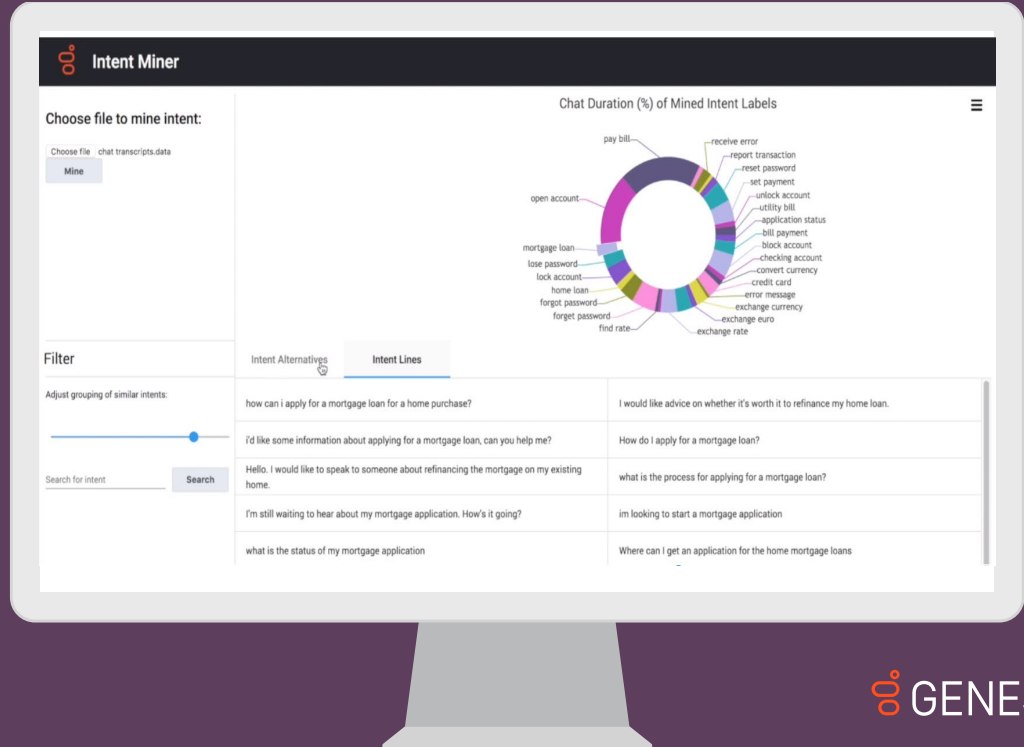
# Outcome Reporting

Evaluate the positive impact of Predictive Engagement on your business



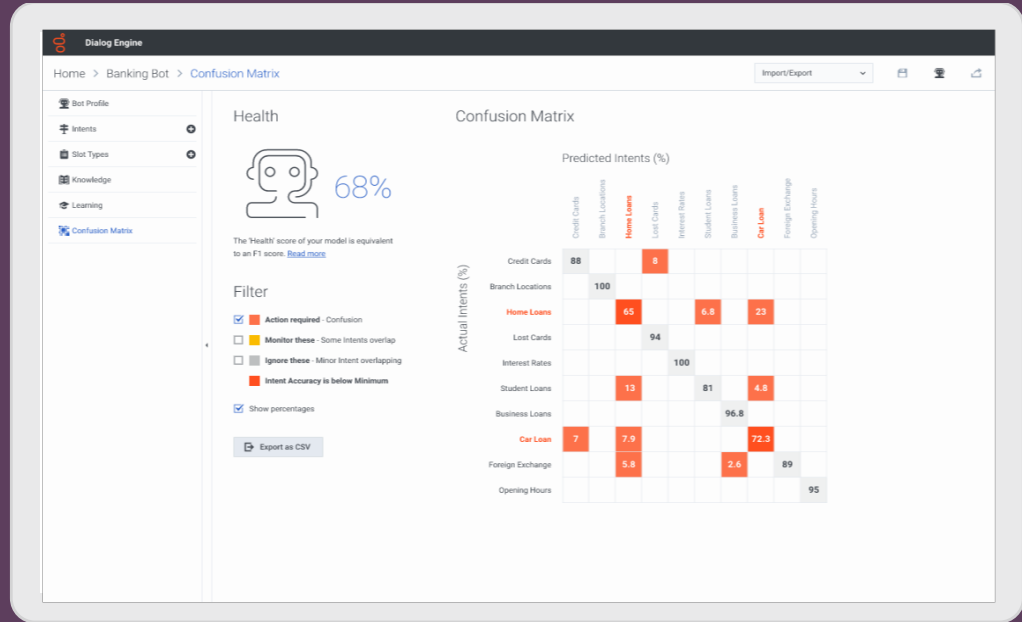
# Intent Miner

Quick to market bots using analytics to pick the most relevant use cases and use those conversations to train the bot.



# Bot Performance Check

Increases confidence in bot performance, reduces troubleshooting effort and helps bot authors define next best course of action.



# Workforce Engagement

[Table of Contents](#)

## Employee Performance

Cultivate the growth of the humans in your care through analytics of their holistic performance.

### IN PROGRESS

#### Coaching with Quality Management

Ability to create a coaching activity appointment between an agent and a facilitator.

#### Coaching with Workforce Management: Schedule Appointment

Ability to schedule adhoc coaching activity on an agent's work schedule (facilitator, content links to review, interaction links to review) and ability to add comments.

<https://purecloud.ideas.aha.io/ideas/CLWFO-I218>

#### External Calendar Support for Workforce Management Schedules

Ability for agents to import and sync WFM schedules to an external calendar on a mobile device supporting the iCal format such as Apple Calendar, Google Calendar, Yahoo Calendar and Outlook.

<https://purecloud.ideas.aha.io/ideas/CLWFO-I105>

#### Workforce Engagement Mobile Application: Schedules and TimeOff

Launch of a PureCloud native mobile application for employees on the iOS and Android platforms. Phase I will include the ability to view their WFM schedules and submit/view time off requests.

### IN PROGRESS

#### Manage, Auto Assign and View Info only Learning Modules

Enable organizations to create and manage Info only Learning Modules that are automatically assigned through rules.

#### Spanish Localization for nGAGEMENT

Support Spanish within the nGuvu nGAGEMENT interface.

### TARGET

#### Training Tab View for Coaching

Allows the ability to view the list of coaching appointments created and their status.

#### Learning Modules View and Manual Assignment\*

Enable a Learning Manager to view aggregated data on Learning Modules; to allow for manual assignment and provide a view for Agents to see their Learning Plan.

#### Reset, Preview, Duplicate and Remaining Enhancements to Learning Modules\*

Add remaining features to Learning Modules, to improve module handling



\*May span multiple intervals

Genesys confidential and proprietary information. Unauthorized disclosure is prohibited.

# Workforce Engagement

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## [Resource Management](#)

Balance the needs of a diverse workforce with the workload fluctuations of your business.

### IN PROGRESS

#### Business Unit Forecasting and Scheduling

Introduce an additional level above the Management Unit to allow for forecasting and building of schedules across multiple Management Units. This will enable the grouping of Management Units and to allow the Planning Group capability for forecasting.

<https://purecloud.ideas.aha.io/ideas/CLWFO-I-219>

#### Multi-Week Forecasting

Increase the maximum length of a shingle short term forecast run from one week to six weeks.

<https://purecloud.ideas.aha.io/ideas/CLWFO-I-13>

#### Multi-Week Scheduling

Improve scheduling by increasing the maximum schedule length per schedule run from one to six weeks.

<https://purecloud.ideas.aha.io/ideas/CLWFO-I-13>

### IN PROGRESS

#### Multi-Week Work Plan Schedule Constraints

Introducing planning period (pre-defined number of weeks (1-6) in which scheduling constraints are applied), days off period (minimum and maximum number of times per planning period agents who are assigned to Work Plan must have a specified day or day or days off – this does not include Time Off Requests), and Minimum/Maximum paid hours per planning period.

<https://purecloud.ideas.aha.io/ideas/CLWFO-I-220>

#### Work Plan Rotations

Allow planners to create, edit, view and use work plans with shifts that rotate, typically on a weekly basis, so that all employees have the opportunity to work all shifts (both desired and undesired) which creates fairness and balances the distribution of popular and less popular working times and days.

<https://genesys.ideas.aha.io/ideas/CLWFO-I-10>

# Workforce Engagement

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## Resource Management

Balance the needs of a diverse workforce with the workload fluctuations of your business.

### TARGET

#### Long-Term Forecasting: 2yr Volume and AHT

Increase the maximum length of a workload forecast (volume and AHT) to two years, up from 6 weeks. Include the same ability to create, edit, modify, and view the forecast. <https://genesys.ideas.aha.io/ideas/CLWFO-I-261>

#### Long-Term Forecasting: Historical Trends and Validation

Enhance automated best method forecasting in PureCloud to allow the user to see historical data in the Forecast UI as week over week data in the weekly view and year over year data in the multi-week view to compare to the forecast to help ensure accuracy. Add toggle to allow users view bar or line graphs as display options. Other minor UX improvements.

#### Improved Schedule Audit Log

Provide planners with the ability to audit schedule changes; What was changed (from 'item' to 'item'), Who changed it, Date change was made

\*May span multiple intervals

# Workforce Engagement

[Table of Contents](#)

## [Quality Assurance and Compliance](#)

Maintain the consistency of your reputation with customers and global regulations.

## IN PROGRESS

### Recording "Protect from Deletion" for Legal Hold Requirements

Protect recordings from deletion when a legal notice requires retention. The protection will override existing policy deletion dates as long as the protection remains in place.

<https://purecloud.ideas.aha.io/ideas/CLWFO-I-212>

### Screen Recording Multiple Monitors (w/use of desktop client)

For contact centers where agents use more than one monitor, provide the ability to record each monitor the agent uses to handle customer interactions.

<https://purecloud.ideas.aha.io/ideas/CLWFO-I-64>

### Sentiment Analysis (Voice) Tagging and Scoring

Adding sentiment analysis for voice interactions. This includes sentiment trending over the interaction and an overall sentiment score.

### Topic Manager and Topic Spotting

Introduce the ability to create a user interface for users to build and configure Programs, Topics and Phrases for the purposes of speech and text analytics.

### Updated Player and Display Sentiment Analysis (Voice) Markers and Data

Adding sentiment markers in the player in the Interactions Detail view and show the Overall Customer Sentiment Score and Sentiment Trend.

### Voice Transcription

Provide full call transcription capabilities in PureCloud so users can view transcripts (transcription based on provided language, transcription of IVR and customer segments (i.e. participants), transcription of both sides of the conversation, change of language mid call, change of participant mid call, and storage of transcripts for retrieval and display).

<https://purecloud.ideas.aha.io/ideas/CLPLA-I-353>

### Voice Transcript Search

Enables the ability to search for interactions based on transcripts. This applies to voice transcripts from calls. Words can be stemmed to reduce the number of unique words and to make it easier to find the same word in differing tenses.





# Workforce Engagement

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## Quality Assurance and Compliance

Maintain the consistency of your reputation with customers a global regulations.

## IN PROGRESS

### Support for Australian English (en-AU) Transcription

Add support for Australian English (en-AU) in Genesys Cloud.

### Support for UK English (en-GB) Transcription

Add support for UK English (en-GB) in PureCloud.

## TARGET

### Topic Search

Allows the ability to search for topics inside speech and text analytics transcriptions

### Download Individual Non-Voice Interaction Recording

provides the ability to download a single/individual non-voice interaction recorded in Genesys cloud. <https://genesys.ideas.aha.io/ideas/CLWFO-I-24>

### Digital Content Search

Enable search for interactions based on digital content. This applies to transcripts from digital interactions. For digital interactions, emojis are planned to be supported. Words can be stemmed to reduce the number of unique words and to make it easier to find the same word in differing tenses.

<https://purecloud.ideas.aha.io/ideas/GKN-I-154>

### Ability to Secure Pause Recording of Other Users Calls

A new permission that enables a user other than the agent to use an API to pause recording.

<https://purecloud.ideas.aha.io/ideas/CLWFO-I-153>

### Acoustic Analysis with Markers and Information in Detail View

Provide acoustic analysis of voice calls. The service provides the following acoustic information within the returned results: silence, music/noise, overtalk, delayed response this can subsequently be used as part of the overall analytics of an interaction to understand the content of the conversation.

### Analytics Interactions View/Content Search

Enable search for interactions based on transcripts. This applies to voice transcripts from calls. Words can be stemmed to reduce the number of unique words and to make it easier to find the same word in differing tenses.

### Support for Japanese (ja-P) Transcription

Add support for Japanese (ja-JP) in PureCloud.

### Support for Korean (kr-KR) Transcription

Add support for Korean (kr-KR) in PureCloud.



\*May span multiple intervals

# Engagement and Gamification

- Empower agents to auto-correct and auto-manage their performance
- Immediate recognition and feedback with positive human emotions and user experience
- AI-Driven performance objectives and Gamified and automated features
- Influence natural desires and build intrinsic motivation

The screenshot displays a user interface for a performance challenge. At the top, a navigation bar includes 'Activity', 'Directory', 'Documents', 'Clients', 'Performance', 'Reports', 'Apps', and 'Admin'. Below this, a user profile for 'Jacob Smith' is visible on the left. The main content area is titled 'CHALLENGE' and contains a 'CHALLENGE RECORD' section comparing two agents: Jacob Smith and Fidel Fernandez. The challenge is set for 'AVERAGE HOLD TIME'.

Agent	Wins	Losses	Ties	Rank for Average Hold Time
Jacob Smith	30	32	2	22
Fidel Fernandez	52	59	8	2

Below the challenge record, there are two steps for setting up the challenge:

**Step 1**  
Choose a metric category to compete in

<input type="radio"/> Adherence	<input type="radio"/> AHT - Average Handling Time	<input checked="" type="radio"/> Average Hold Time
<input type="radio"/> FCR - First Call Resolution	<input type="radio"/> Revenue Per Call	<input type="radio"/> Revenue Generated Per Hour
<input type="radio"/> Total Revenue Generated	<input type="radio"/> Total Programs Sold	<input type="radio"/> Word cloud

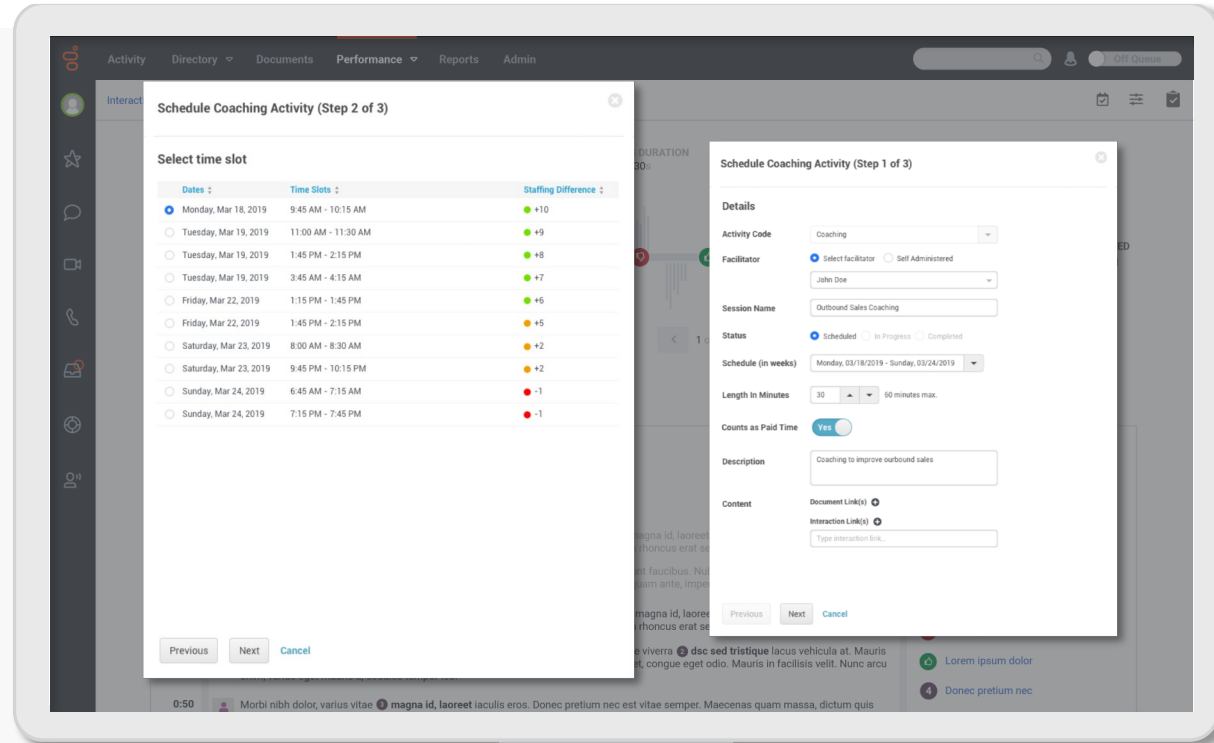
**Step 2**  
Choose an agent to compete against

Search Name: \_\_\_\_\_

At the bottom of the interface, there are four agent avatars, including one with a green alien-like character overlay.

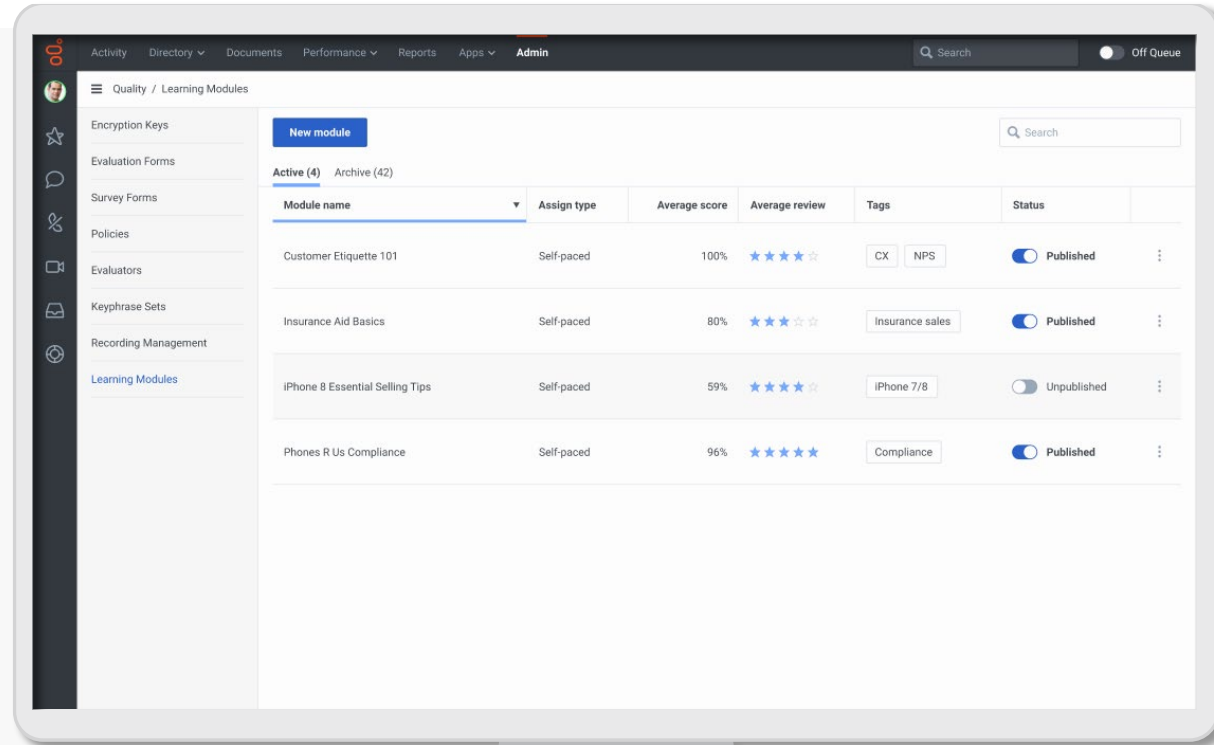
# Coaching and Agent Development

- The ability to create a coaching activity appointment between an agent and a facilitator.
- Add comments to the activity.
- Automated time selection based on contact center performance



# Learning Modules and Assessment

- Building learning modules that contains documents, media or links to train or inform agents
- Based on provided content, agents can assess their knowledge or provide feedback to learning and development team
- A rule builder allows you to determine which agents, based on groups, queues, ACD skills and divisions should be assigned which modules



The screenshot displays the Genesys Learning Modules administration interface. The top navigation bar includes 'Activity', 'Directory', 'Documents', 'Performance', 'Reports', 'Apps', and 'Admin'. The main content area is titled 'Quality / Learning Modules' and features a 'New module' button and a search bar. Below this, there are tabs for 'Active (4)' and 'Archive (42)'. A table lists the active learning modules with the following data:

Module name	Assign type	Average score	Average review	Tags	Status
Customer Etiquette 101	Self-paced	100%	★★★★☆	CX NPS	Published
Insurance Aid Basics	Self-paced	80%	★★★★☆	Insurance sales	Published
iPhone 8 Essential Selling Tips	Self-paced	59%	★★★★☆	iPhone 7/8	Unpublished
Phones R Us Compliance	Self-paced	96%	★★★★★	Compliance	Published

# Learning Modules with Informational Content



Create learning modules



Add informational content



Content sourced from/uploaded document



Define recommended completion time



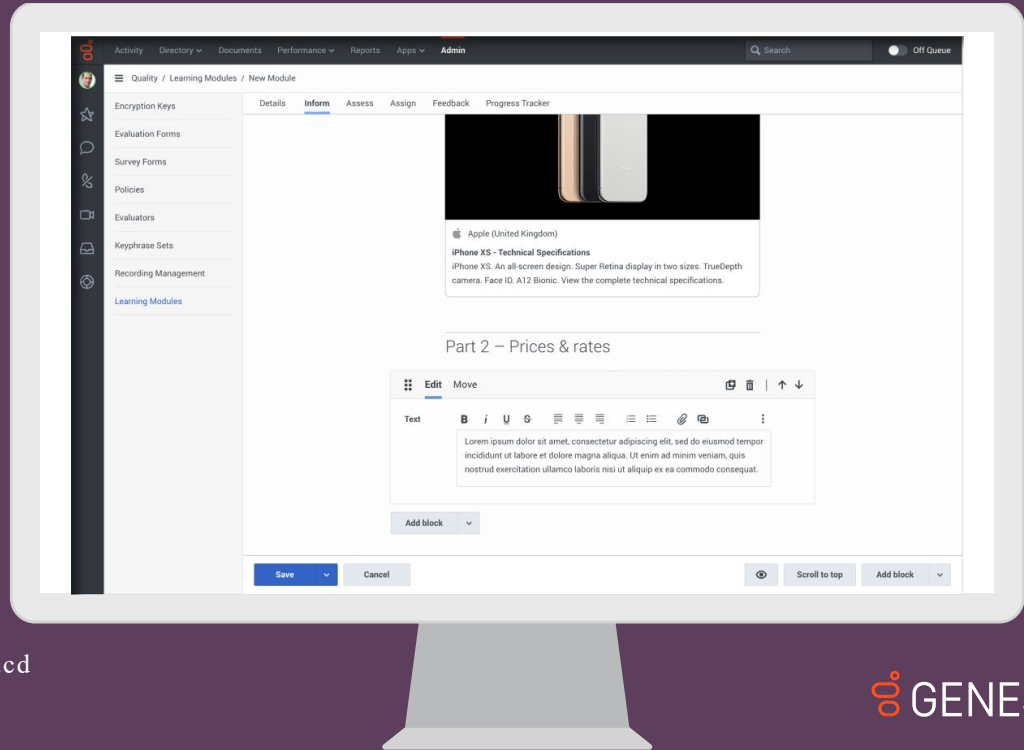
Define auto assignment rules



images (bmp, gif, jpg, png),  
documents (pdf), video (mpeg),  
audio (mpeg, mp4, mp3),  
URLs

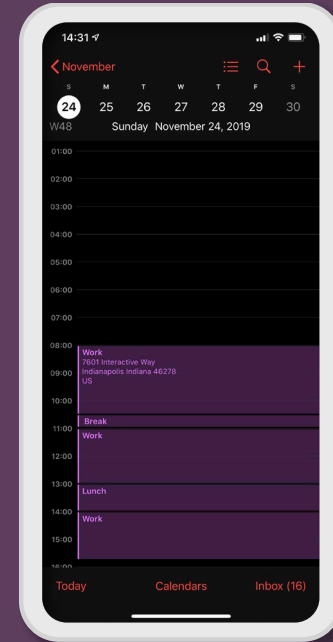


group, queue, a/c/d  
skill, or division



# External Calendar Support

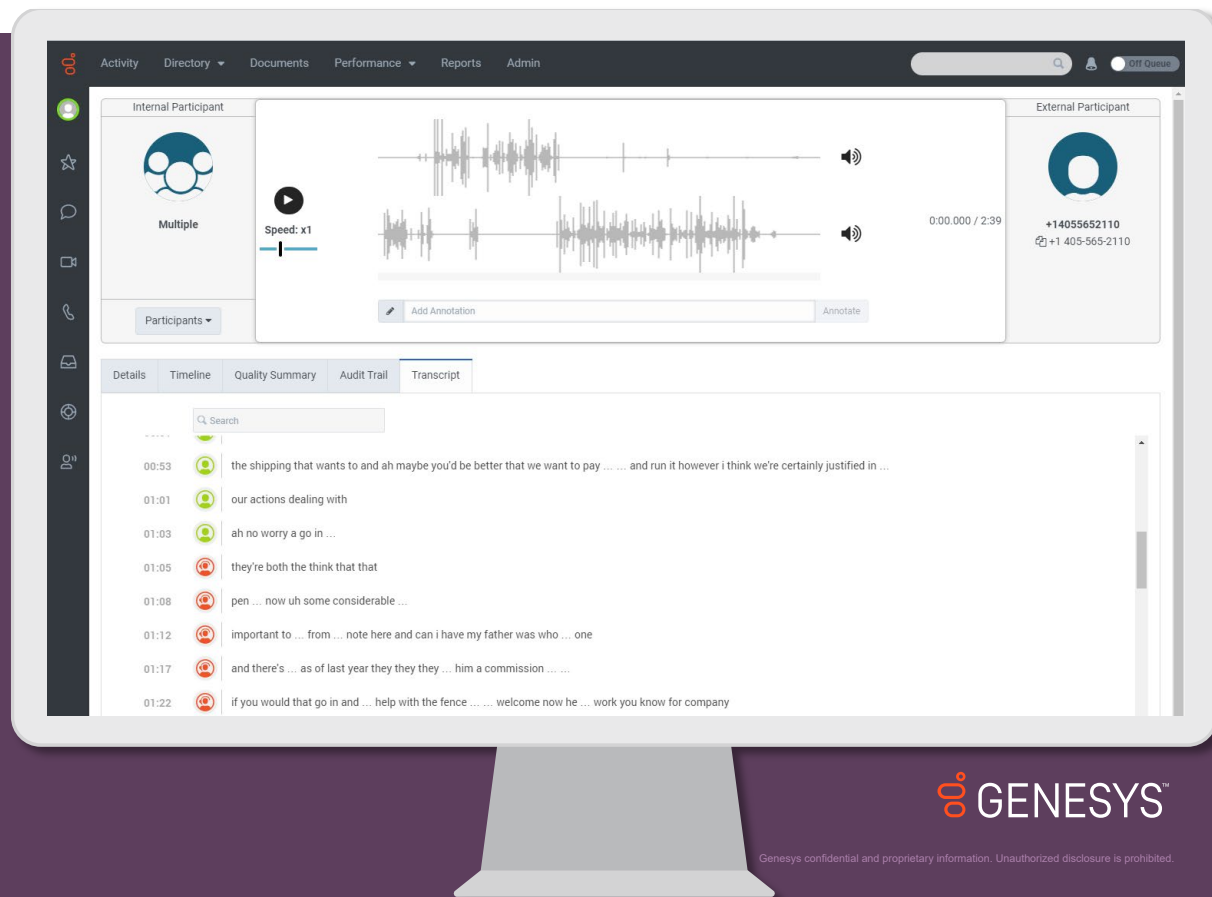
- Sync any device with iCal Support to an employee's schedule.
- Secure link however can be shared with Family and friends.
- Changes to the schedule are automatically adjusted
- Supports native support for Google Maps, Apple Maps or Waze to let employee's know what time to leave home to arrive at work.



# Voice Transcription Updated Player Design

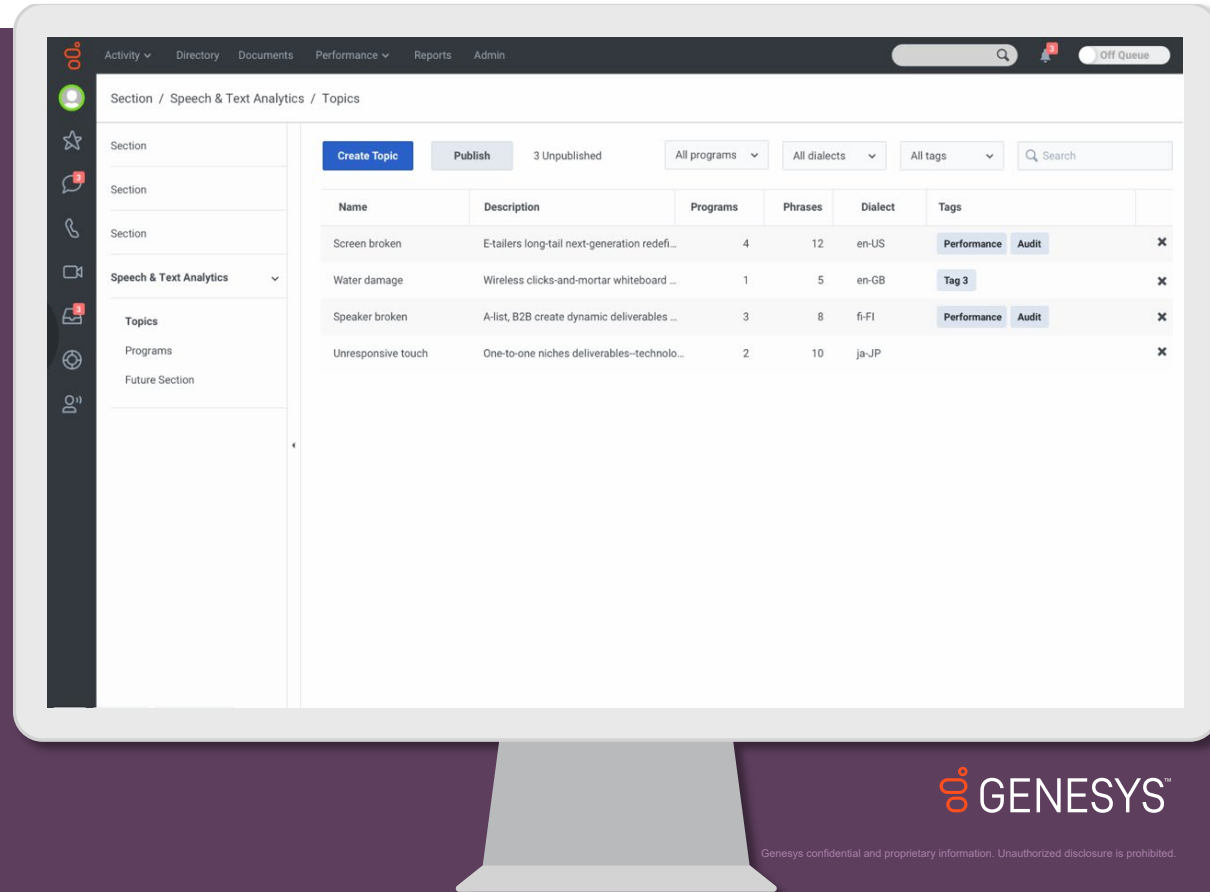
## Features and Capabilities

1. Confidence Threshold per Org; default is 60
2. Transcript is an artifact of the Recording (i.e. API access)
3. Retention is tied to Recording retention
4. New Transcript Tab:
  - o Speaker Separated
  - o Timing
  - o Participant Icon
  - o Local Search



# Topic Manager, Topic Spotting and Search Capabilities

- Manage Topics
- Manage Programs
- Map Flows/Queues to Programs
- Publish Programs/Topics
- Search based on Topics



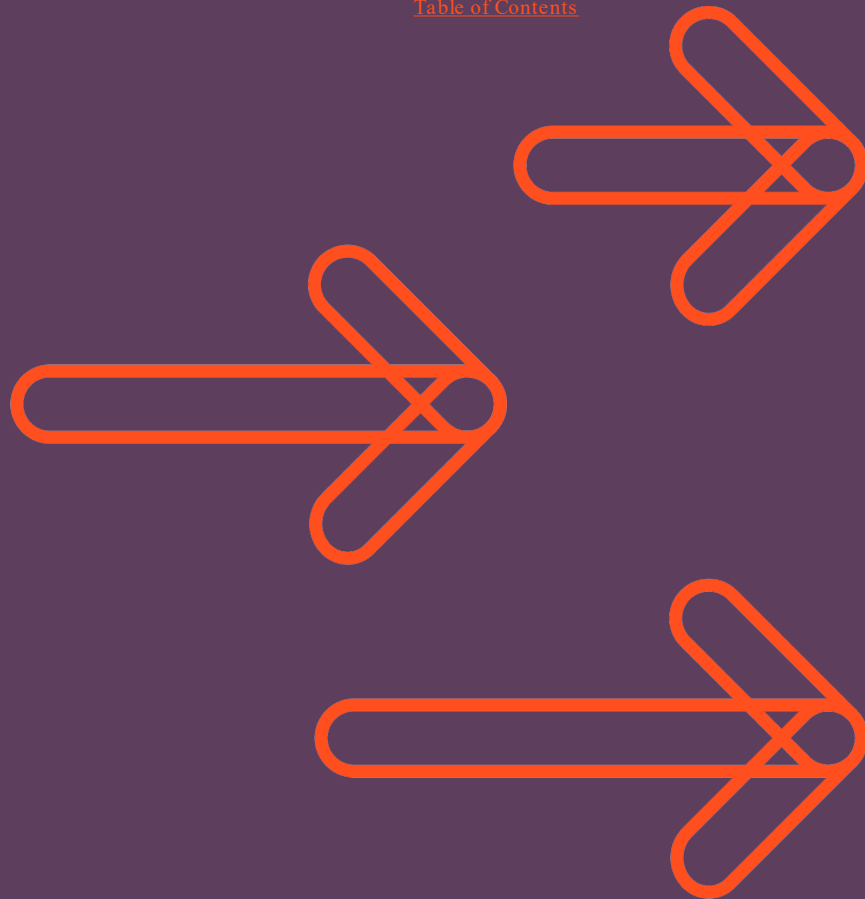
The screenshot displays the Genesys Topic Manager interface. The top navigation bar includes 'Activity', 'Directory', 'Documents', 'Performance', 'Reports', and 'Admin'. The main content area is titled 'Section / Speech & Text Analytics / Topics'. On the left, a sidebar shows a tree view with 'Section', 'Speech & Text Analytics', 'Topics', 'Programs', and 'Future Section'. The main area features a 'Create Topic' button, a 'Publish' button, and a '3 Unpublished' indicator. Below these are filters for 'All programs', 'All dialects', and 'All tags', along with a search bar. The central table lists topics with columns for Name, Description, Programs, Phrases, Dialect, and Tags. Each row includes a delete icon (X).

Name	Description	Programs	Phrases	Dialect	Tags	
Screen broken	E-tailers long-tail next-generation redefi...	4	12	en-US	Performance Audit	X
Water damage	Wireless clicks-and-mortar whiteboard ...	1	5	en-GB	Tag 3	X
Speaker broken	A-list, B2B create dynamic deliverables ...	3	8	fi-FI	Performance Audit	X
Unresponsive touch	One-to-one niches deliverables-technolo...	2	10	ja-JP		X



# Tools & Resources

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 Roadmaps

 Ideas Lab

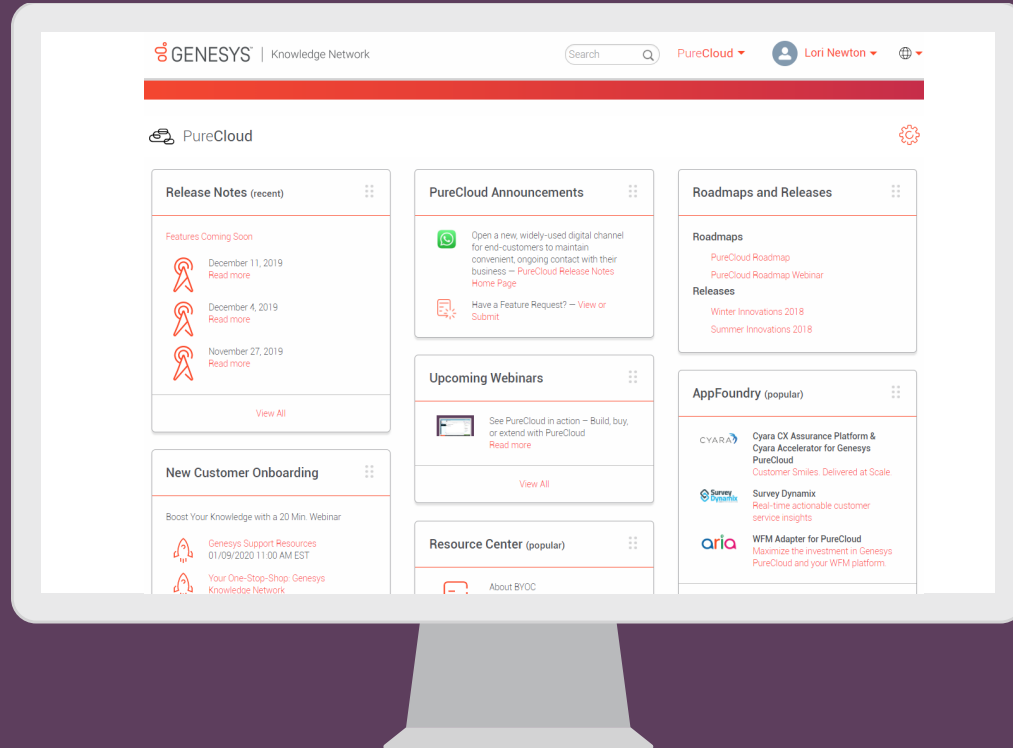
 Developer & Resource Center

 Training

 Recorded Webinars

 Community


 and more...

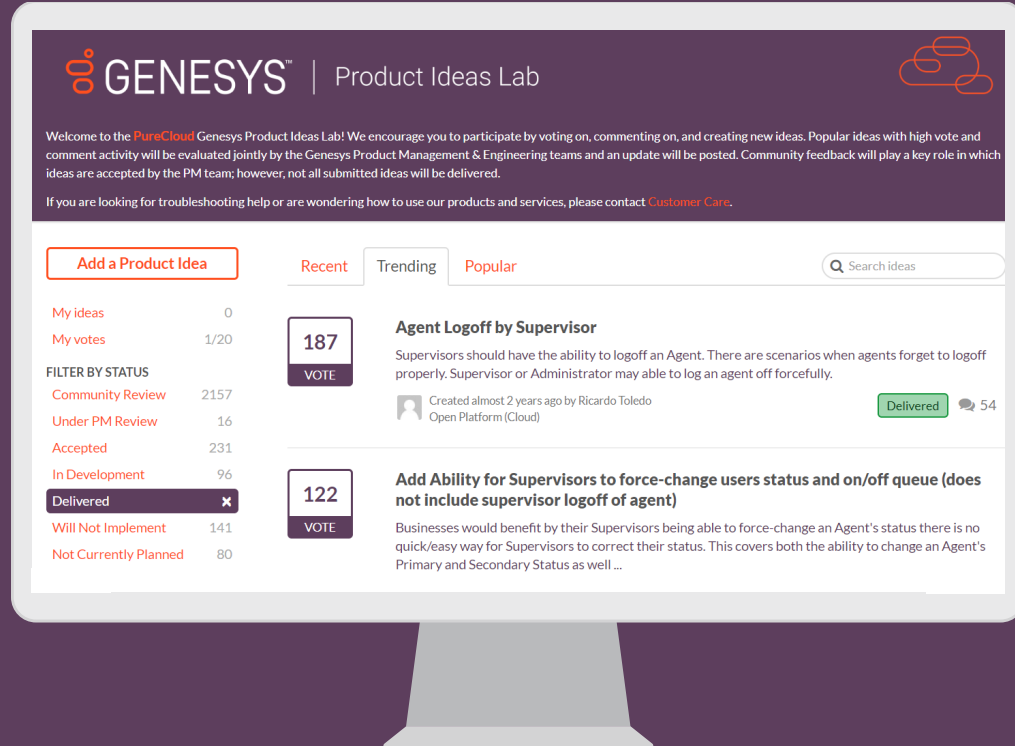


Please Note: You must be logged in to access some of the content including the Roadmap and Webinar.

# Genesys | Product Ideas Lab

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-  View
-  Vote
-  Comment
-  Create



**GENESYS™ | Product Ideas Lab**

Welcome to the **PureCloud** Genesys Product Ideas Lab! We encourage you to participate by voting on, commenting on, and creating new ideas. Popular ideas with high vote and comment activity will be evaluated jointly by the Genesys Product Management & Engineering teams and an update will be posted. Community feedback will play a key role in which ideas are accepted by the PM team; however, not all submitted ideas will be delivered.

If you are looking for troubleshooting help or are wondering how to use our products and services, please contact [Customer Care](#).

[Add a Product Idea](#)

Recent | **Trending** | Popular

Search ideas

My ideas	0
My votes	1/20

**FILTER BY STATUS**

Community Review	2157
Under PM Review	16
Accepted	231
In Development	96
<b>Delivered</b>	<b>x</b>
Will Not Implement	141
Not Currently Planned	80

**187**  
VOTE

**Agent Logoff by Supervisor**

Supervisors should have the ability to logoff an Agent. There are scenarios when agents forget to logoff properly. Supervisor or Administrator may be able to log an agent off forcefully.

Created almost 2 years ago by Ricardo Toledo  
Open Platform (Cloud)

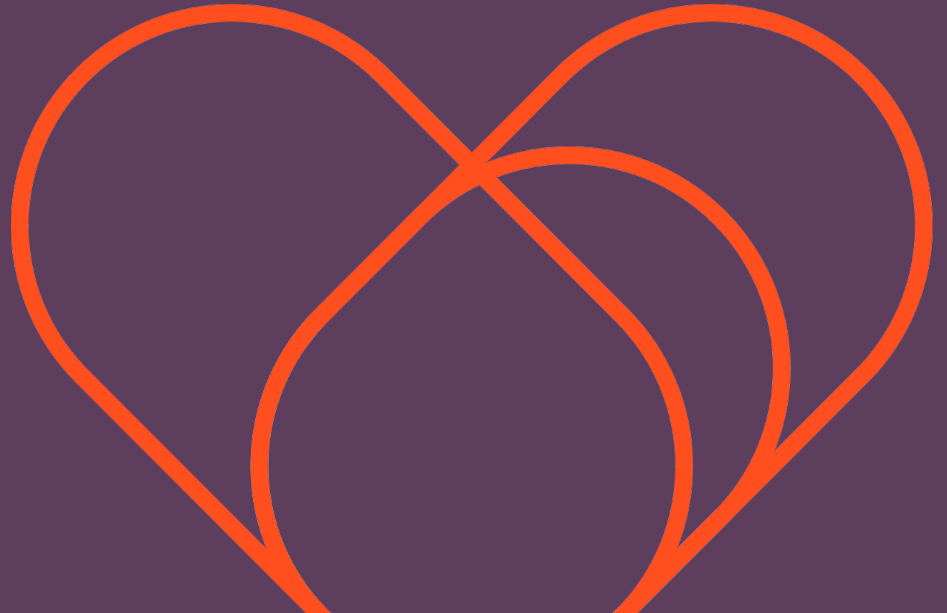
**Delivered** 54

**122**  
VOTE

**Add Ability for Supervisors to force-change users status and on/off queue (does not include supervisor logoff of agent)**

Businesses would benefit by their Supervisors being able to force-change an Agent's status there is no quick/easy way for Supervisors to correct their status. This covers both the ability to change an Agent's Primary and Secondary Status as well ...

Moments connected with more **experiences**  
that your **employees** will **always** respect  
and your **customers** will **never** forget.



## APPENDIX

Empowering you by providing up-to-date information so you can empower your customers and give them what they need at their fingertips.

# In Progress Summary

## Artificial Intelligence

Auditing  
Content Image Upload Service  
Customer Journey Visualization  
Outcome Scoring and Reporting  
Basic Reporting  
Feedback Loop for Knowledge Bot  
Intent Miner  
Genesys Dialog Engine Voice  
Bot Flow Builder  
Date and Time Slot Types

## Inbound & Outbound

Agent-Level Utilization\*  
Agent Presence and Last Interaction  
Outbound SMS Campaigns\*  
Agent Owned Preview Campaign  
TCPA Solution Partnership

## Analytics

Agent Logoff by Supervisor\* (Beta)  
Performance Dashboards, More Metrics, Capabilities\* (Beta)  
Performance Dashboards, Public Dashboards\* (Beta)  
Usability Improvements\* (Beta)  
Views Export, Export only Selected Columns\* (Beta)  
Views Export, PDF Export for Views\*  
Views Export, Locale Selection  
Views Export, Email Exports to Users\*  
Views Export, Participant Attributes in Interactions Export (Beta)  
Agent Performance Views, Add Filter by Group

## Workforce Engagement

Bulk Recordings API  
Business Unit Forecasting and Scheduling  
Coaching with Quality Management  
Coaching with Workforce Management: Schedule Appointment  
External Calendar Support for Workforce Management Schedules  
Multi-Week Forecasting  
Multi-Week Scheduling  
Multi-Week Work Plan Schedule Constraints  
Policy Based Export of Records to S3 Integration  
Recordings – Legal Do not Delete  
Screen Recoding Multiple Monitor Support  
Sentiment Analysis Tagging and Scoring\*  
Topic Manager and Topic Spotting\*  
Updated Player and Display Sentiment Analysis  
Voice Transcription  
Voice Transcription Search  
Weekly Work Plan Schedule Constraining  
Workforce Engagement Mobile Application: Schedules and Time-Off

## Open Platform

Asia Pacific (Mumbai) - Media-Only Satellite Region  
Azure AD SCiM/SSO App  
Client Apps UI v2  
Data Actions Usage Dashboard  
Enable >50 Divisions per Org  
Event Orchestration\*  
Deploy PureCloud to AWS Canada\*  
Deploy PureCloud to AWS London\*  
Deploy PureCloud to AWS Seoul\*  
Generic SAML (Beta)  
Golang SDK  
IP White listing (Beta)  
Oauth Scopes Enforcement (Beta)  
Okta, OneLogin, Ping SCiM App  
South America (Sao Paulo) - Media-Only Satellite Region

## Self Service & Automation

3<sup>rd</sup> Party TTS (Nuance)\*  
Architect Lookup Data Phase II  
Archy – YAML Flow Specification (Beta)  
Common Modules\*  
Genesys Dialog Engine Digital (Beta)  
Genesys Dialogflow Digital\* (Beta)

## Digital

External Contacts Custom Fields  
Authenticated Chat for V2 Widget  
Font Selection for Emails (Beta)  
Inbound MMS (Beta)  
Genesys Offered Facebook App  
SMTP Server for Outbound Emails (Beta)  
WhatsApp Messaging – Template Messages

## Unified Communications & Telco

Enhanced WebRTC Routing  
Fax to Email, Fax Email Confirmation  
Hybrid Support of BYOC Cloud/PCV and BYOC Premises  
Mobile Softphone\*  
MS Teams Integration (Beta)  
Phone Number Porting Improvements  
Servicing from Portugal  
Searchable SIP Signaling Repository  
Zoom Meetings\*  
Zoom Phone Integration\*  
Disable Collaborate Chat



# Target Summary

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## Analytics

Add Additional Columns in Views\*  
Alerting Refactor\*  
Columns to Exclude Short Abandons form Abandon %\*  
Transcript Content & Topic Search\*  
Views Export, Scheduled Views for Custom Reporting\*

## Digital

Audio, Video, Document Attachments\*  
Chat Widgets Builder\*  
Bring Your own SMS Broker  
Email Signatures  
External Contacts Bulk API\*  
Inbound Customer to Agent File Transfer\*  
New Messaging Channels

## Unified Communications & Telco

Additional Number Management Tools  
Additional Monitoring Tools & Alerts  
Chat & Video Improvements  
Global Media Fabric Phase II - Enhance Global Call Routing for Media  
Voicemail Transcription for Business Users and Group Ring

## Workforce Engagement

Ability to Secure Pause Recording of Other Users Calls  
Acoustic Analysis with Markers and Information in Detail View  
Analytics Interactions View: Content Search  
Digital Content Search  
Support for Australian English (en-AU) Transcription  
Support for Japanese (ja-JP) Transcription  
Support for Korean (kr-KR) Transcription  
Support for UK English (en-GB) Transcription  
Topic Search  
Training Tab View for Coaching

## Open Platform

Add Divisions to Roles on User CSV  
Community Data Actions  
Cross-Region OAuth Clients  
DID / Extension Improvements for Easy Maintenance  
Generic Task Routing  
Global OAuth Scopes  
G Suite SCiM/SSO App  
Network Support Tools  
Salesforce Omni-Channel Routing  
Soft Limits Reporting

## Self Service & Automation

Amazon Lex Phase II\*  
Flow Data in Analytics API Phase II\*  
Generic Bot Connector Digital\*  
Integrated Flow Debugger\*

## Inbound & Outbound

ACD Conference\*  
ACW for All Channel Types\*  
List Variable Support for Scripts  
SMS Campaign Enhancements  
Email Campaigns  
Manual Assignment (f/k/a Cherry Picking) - Phase I\*  
Monitor/Coach Barge- Voice\*

## Artificial Intelligence

3<sup>rd</sup> Party Integrations (others)  
Custom Events  
Conversation Events  
Expansion of Action Library  
Journey Reporting  
Orchestration in Architect  
Advanced Conversational AI  
Advanced Reporting and Recommendations  
Bot Authoring Help  
Predictive Routing  
Agent Assist for Voice  
Context Carryover  
Reporting & Analytics for Agent Assist

# Deprecations 2020

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## Open Platform

Verint WFM RTA Connector  
End of Life: January 31, 2020

Verint WFM Historical Connector  
End of Life: January 31, 2020

WebRTC Signaling  
End of Life: February 19, 2020

TLS 1.0 for Data Actions  
End of Life: April 01, 2020

Legacy Permissions  
End of Life: May 22, 2019

Web Services Data Dip Connector  
End of Life: June 30, 2020

Active Directory Connector  
End of Life: June 30, 2020

Microsoft Exchange Connector  
End of Life: June 30, 2020

REST Dynamic Connector  
End of Life: June 30, 2020

SQL Database Connector  
End of Life: June 30, 2020

Workday Connector  
End of Life: June 30, 2020

Bridge Server  
End of Life: October 31, 2020

CIC Data Connector  
End of Life: October 31, 2020

Web Services Data Dip Connector  
End of Life: June 30, 2020

Active Directory Connector  
End of Life: June 30, 2020

TLS 1.1  
End of Life: June 30, 2020

## Analytics

Classic Queues View  
End of Life: January 08, 2020

Chat Removed from iOS PureCloud  
Supervisor Application  
End of Life: February 19, 2020

Contact Center Dashboard  
End of Life: April 29, 2020

## Workforce Engagement

WFM Short-Term Forecast  
Average Talk Time and After Call  
Work Metrics  
End of Life: April 22, 2020

## Other

ACD Routing Permissions Change  
End of Life: April 01, 2020

### ADDITIONAL RESOURCES

[Feature Deprecations - PureCloud Resource Center](#)

[PureCloud Bridge Integrations](#)

Note: Information provided is as of date of publication.



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