AISERA

What's New in Australia? (July 14, 2022)

Feature **New Assist KPI under Analytics**
In order to differentiate from true escalations through the virtual assistant interactions, we have introduced a new KPI called Assist that tracks all requests where users have directly asked for agent/support assistance - e.g. " talk to a live agent" is a type of Assist request.

Feature **Personalize and Customize Email Notification Templates**
Customers now have the ability to customize logos in email notification templates with own logos and images

Feature **Unresolved Conversations**
Ability to track intent matched vs intent selected in requests as well as fulfillment selected

Feature **Gibberish Classifier**
Ability to detect gibberish requests and track them as part of Request details in AISM UI

Feature **Aisera support for Fresh Service Catalog**

Aisera conversational server can interact with users and fetch service catalog information from Fresh Service account of the enterprise tenant and serve to the user

Feature **Improved how new ticket actions are exported to another tenant**

Instead of exporting the "id" only, the "field_name" is now included which allows for a unique search.

Feature **Zendesk Live Agent - Aisera to support authenticated chat integration**

Feature **Search functionality in conversational Agent Assist widget**
Agents will be able to Search KB articles and Flows from the library to assist customers quickly.

Feature **Campaigns**
Expose Universal Bot channels when scheduling a Campaign

Feature **AIOps: Correlate incidents and alerts**
Added the capability to correlate across both alerts and incidents. This will provide alert data which will benefit AIOPS solution users

Feature **AIOps: Incorporate global splitting rules**
The global rules will apply towards all Major Incident clusters

Feature

Emails Template

Email Templates: Provide HTML support for email templates in Admin

Enhancement

Wechat Accessibility

Aisera now supports the ability to read messages within buttons, making the escape option more prominent and ensuring screen reader messages are not repeated.

Enhancement

Ticket AI: Agent feedback on KB's and Macros over time

Administrators can now view the agent's feedback on KB or Macro predictions broken down by month over time.

Enhancement

Ticket AI KPIs: change y-axis on Agent-Applied tickets over time

Replaced % with actual values for y-axis and updated the y-axis title to "No. of Agent-Applied Tickets

Enhancement

Ticket AI KPIs: KB clicks over time as a new chart

Introduced a new chart "Knowledge Article Clicks by Agents Over Time" which tracks when an agent clicks on a KB article. Hovering on the information icon shows Agent engagement with articles and the number of clicks on articles in a widget by agents.

Enhancement

Ticket AI: Ability for Trusted Agents to provide Intent Feedback in SF and review it in Admin UI

Intent is now exposed for "trusted agents" who can provide thumbs up/down feedback and additional information about what the correct intent should be. Admin UI now shows a new metric "Agent Feedback on Intent Predictions" which shows the thumbs up/down feedback per intent.

Enhancement

TicketAI: Error message improvements

Improvement to handle generic error messages with TicketAI feature, including when server is unavailable.

Enhancement

Support SNOW with Ticket Concierge as channel

This enhancement for Ticket Concierge will add support for Service Now (SNOW) along with existing support for JIRA and Zendesk