

## A I S E R A

**What's New in Bolivia? (August 3, 2022)****Feature****Integration to AWS Connect Live Chat**

Ability to seamless handoff chat to AWS live chat, support multiple queue

**Feature****Campaign: Ability to tag and categorize campaigns**

Admins have the ability to tag and categorize campaigns

**Feature****End-of-session CSAT survey enhancement**

This additional feedback option is going to be available to all customers and is optional

**Feature****Conversational AI Assist - Using the correct utterances**

Updated the content used for predictions to look for the first "non-casual" utterance.

**Feature****AIOps: Add node to causal graph**

For a Major Incident (MI), ability to add nodes to a causal graph to establish additional relationships. Previously only the Delete Relation was available. The add and delete functions are useful for the admin to modify the causal graph as needed

**Feature****Flow management feature**

Workflows are now a standalone feature, previously coupled to intents. Users now also have the ability to import flows from global flow library. Users also have the ability to tag flows

**Enhancement****ICM: Request Classifier**

Three new request type classes (Information request, Action request, unknown) created and provides unique conversations experiences based on those classifiers.

**Enhancement****AIOps: Correlate incidents and alerts to form Major Incident**

Fixes to ensure that Major Incidents correlate across incidents and alerts

**Enhancement****Changed y-axis on "Agent-Applied Tickets over Time"**

The "Agent-Applied Tickets over Time" now shows data as a percentage which is less valuable and precise than showing it as the value.

**Enhancement Knowledge Article Clicks by Agents over Time**

Introduce a chart that shows this data over time rather than a total (accessed from Ticket AI > Agent Assist)

**Enhancement Ability for Trusted Agents to provide Intent Feedback**

Expose the predicted intent to trusted agents and allow them to provide thumbs up/down feedback and additional info when necessary.

**Enhancement Web Chat UX Improvement: Replace needing to type Cancel/Escalate with clicks while within a flow**

Users can now easily click an icon to Exit/Cancel from a flow or click Escalate icon to seek additional help such as to create a Ticket or reach Live-agent. This enhancement is for Web Chat channel.