



b+s Connects for Salesforce 5.0.1 – CCE/CCX Edition

Release Notes

Document Revision: 1

Document Classification: **PUBLIC**

Bucher + Suter AG
Arastrasse 6
CH-3048 Worblaufen
www.bucher-suter.ch
Phone +41 31 917 52 00
Fax +41 31 917 52 50
Email info@bucher-suter.ch



Table of Contents

1	Introduction	5
1.1	Audience	5
1.2	Terms and Definitions	5
1.3	Classification	5
1.4	Related Documentation	5
1.5	Notation	6
2	Supported Features	7
3	Unsupported Features & Limitations	9
4	Compatibility	11
4.1	Operating System	11
4.2	Cisco Contact Center Software	11
4.2.1	Cisco UCCE / PCCE	11
4.2.2	Cisco UCCX	11
4.3	Cisco IP Phone	12
4.4	Salesforce Editions	12
4.5	Supported Browsers	12
4.6	Supported Deployment Models	13
4.7	Cisco Universal Queue Routing Options	13
5	Host System Performance Requirements	14
6	Installation Information	14
6.1	Component Overview	15
6.2	Component Versioning	16
6.2.1	Base	16
6.2.2	Media Routing Add-on (MediaRouting Ext-MRI)	16
6.3	New or Changed Configuration Keys	16
6.3.1	Connects Gadget	16
6.4	Upgrade to b+s Connects for Salesforce 5.0.1 – CCE/CCX Edition	17
6.5	Upgrading Routing Adapter	17
7	New Features and Bug Fixes	18
7.1	Connects Gadget	18
7.1.1	New Features	18
7.1.2	Enhancements	18
7.1.3	Bug Fixes	20
7.2	SFDC Routing Adapter External - MRI	23
7.2.1	New Features	23
7.2.2	Enhancements	23
7.2.3	Bug Fixes	24
8	Deprecated and Removed Features	26
8.1	Deprecated Features	26



- 8.1.1 Finesse hosted deployments (for Cisco Finesse 11.5 or later).....26
- 8.2 Removed Features26
 - 8.2.1 Customer-specific enhancements / Customizing with Integration Hooks.....26
 - 8.2.2 Media Routing "Outbound Message - MCAL" (OB-MCAL) (aka Case Routing Add-on) 26
 - 8.2.3 Live Agent Standalone Federation26
- 9 Important Notes28**
 - 9.1 Use of External Routing for Omni-Channel.....28
 - 9.1.1 Transfer of Routed chats28
 - 9.1.2 Transfer of Routed Cases.....28
 - 9.1.3 Streaming API - Disconnected after an interval of 3 hours.....28
 - 9.2 Limitations with Person Account in Softphone Layout.....28
 - 9.3 Data Lookup in Salesforce28
 - 9.4 Call Log in Salesforce29
 - 9.4.1 Automatic Assignment of Call Log29
 - 9.4.2 Wrap-up Reason in Call Log.....29
 - 9.4.3 Call Duration in Call Log29
 - 9.4.4 Person Accounts: Automatic Call Log Assignment29
 - 9.4.5 Person Accounts: Manual Call Log Assignment29
 - 9.5 Limitation on Changing Saved Credentials29
 - 9.6 Agent is logged out when the Connects gadget is Not Active30
 - 9.7 Call Center Definition File Included in Salesforce Package.....30
 - 9.8 Support of 89xx and 99xx phones30
 - 9.9 Limitation with UCCX and login name with invalid cases in letters30
 - 9.10 Required settings for Internet Explorer30
 - 9.10.1 Add the Finesse servers to the list of trusted sites.....30
 - 9.10.2 Disable default setting to use compatibility mode for all Intranet pages.....30
 - 9.11 Integration API backwards compatibility31
 - 9.12 Limitations with Lightning Experience.....31
 - 9.12.1 Lightning Standard supports voice only, no Media Routing31
 - 9.12.2 Resize.....31
 - 9.12.3 Softphone Layout setting “No matching records: Pop to new XXX”.....31
 - 9.12.4 b+s Supervisor Console in Lightning Standard.....31
 - 9.13 Salesforce Platform Limits31
 - 9.13.1 API Request Limits.....31
 - 9.14 Cisco Finesse Failover.....33
 - 9.15 Task Routing Channels change to “WORK” after Finesse Failover33
 - 9.16 Multichannel sequencing when changing to READY state.....33
 - 9.17 Salesforce Shield Platform Encryption Limitations.....33
- 10 Open Source Components34**
- 11 Acronyms35**



Tables

Table 1: Terms and Definitions.....	5
Table 2: Classification	5
Table 3: Related Documentation	6
Table 4: Notation	6
Table 5: Browser and Salesforce working modes compatibility matrix.....	12
Table 6: b+s Media Routing compatibility matrix.	13
Table 7: Component Versioning SFDC Routing Adapter External – MRI.....	16
Table 8: Connects Gadget - Removed Configuration Keys	17
Table 9: Connects Gadget - New Configuration Keys	17
Table 10: Connects Gadget - Enhancements List.....	20
Table 11: Connects Gadget - Bug Fixes List.....	22
Table 12: SFDC Routing Adapter External - MRI - Enhancements List	23
Table 13: SFDC Routing Adapter External - MRI - Bug Fixes List.....	25

Documentation Revision History

This documentation revision history shows a summary of all changes that were made to this document sorted by document version.

Doc Revision: 1 – published on 2020-02-10

- First version of this document.



1 Introduction

1.1 Audience

This document is geared toward system administrators. It is assumed that the system administrator is already familiar with basic contact center terms and has a general understanding of contact center operations and management, and, in particular, with Cisco customer contact solutions and Salesforce CRM.

1.2 Terms and Definitions

Terms and Definitions	Description
Customer	A person who consumes a service of the Contact Center (CC) provider
CC Provider	The CC provider provides services to the customers
Agent	The person who handles requests from customers

Table 1: Terms and Definitions

1.3 Classification

Level	Roles Authorized for Access
PUBLIC	n/a

Table 2: Classification

1.4 Related Documentation

Ref	Document
[1]	<i>ConnectsSalesforce_InstallationGuide_5-0_Rev1.pdf</i> (b+s Connects for Salesforce 5.0 Installation and Configuration Guide)
[2]	<i>ConnectsSalesforce_InstallationGuideCaseRoutingAddon_ExternalRouting-MRI_5-0_Rev1.pdf</i> (b+s Connects for Salesforce 5.0 Case Routing Add-on Installation Guide for Salesforce External Routing MRI)
[3]	<i>ConnectsSalesforce_OpenSource_5-0_Rev1.pdf</i> (b+s Connects for Salesforce 5.0 Open Source Disclaimers)
[4]	<i>ConnectsSalesforce_DeploymentGuide_5-0_Rev1.pdf</i> (b+s Connects for Salesforce 5.0 Deployment Guide)
[5]	<i>ConnectsSalesforce_TroubleShootingGuide_5-0_Rev1.pdf</i> (b+s Connects for Salesforce 5.0 Troubleshooting Guide)
[6]	<i>ConnectsSalesforce_InstallationGuideCaseRoutingAddon_ExternalRouting-MRI_5-0_Rev1.pdf</i> (b+s Connects for Salesforce 5.0 Case Routing Add-on Installation Guide for Salesforce External Routing MRI)
[7]	<i>ConnectsSalesforce_IntegrationAPI_5-0_Rev1.pdf</i> (b+s Connects for Salesforce 5.0 Integration API)
[8]	<i>ConnectsSalesforce_AgentGuide_5-0_Rev1.pdf</i> (b+s Connects for Salesforce 5.0 Agent Guide)

Table 3: Related Documentation

1.5 Notation

The following notation rules are used in descriptions of definitions and entries:

Notation	Description
<code>Courier New</code>	Configuration fields, values, and code samples are written in Courier New
<i>Italic</i>	Names of related documentation and referred chapters are in italics
Bold	Notes and important statements are in bold
	Indicate separation between multiple steps

Table 4: Notation

Examples

Field Name	The name of the configuration field. For example, <code>Owner</code> .
<i>Document [1]</i>	The name of the document followed by its reference number.
Note:	A special note to complement a statement in the document.
Click Settings My Profile	Separation between the two steps. First click on Settings , then on My Profile .

2 Supported Features

This section lists features that are supported in b+s Connects for Salesforce.

- General
 - Unified Contact Center Enterprise (UCCE)
 - Packaged Contact Center Enterprise (PCCE)
 - Unified Contact Center Express (UCCX)
 - Agent Auto Login
 - Agent State control
 - Not Ready reason codes
 - Logout reason codes
 - Salesforce Open CTI Softphone in Salesforce Classic Console
 - Salesforce Open CTI Softphone in Salesforce Lightning (Standard) and Lightning Console
 - Search and display Salesforce data as configured in the Salesforce Softphone Layout (searched by ANI for voice channel or by email for case routing)
 - On-demand screen pop of found Salesforce data
 - Cisco Mobile Agent (CCE only)
 - Encryption and security via HTTPS/SSL
 - ECC variables
 - Language support for English and German (Salesforce Translation Workbench)
 - Salesforce Person Accounts: restrictions apply please *see section 9 Important Notes*
 - Custom Toolbars in gadget
 - Integration API for customer specific integrations
 - CRM hosted deployment (Cisco Finesse 11.5 or later, *see also Chapter 9.14 Cisco Finesse Failover*)
 - Salesforce Shield Platform Encryption
 - Single Sign-on (SSO)
- Voice channel
 - Call control
 - Automatic call wrap-up
 - Wrap-up codes
 - Consult call (warm) transfer
 - Single-step (blind) call transfer
 - Consult conference call
 - Display call variables on incoming calls
 - Click-to-Dial
 - Edit number on Click-to-Dial
 - Create Salesforce call log entries for completed calls
 - Save selected wrap-up reason in Salesforce call log
 - Cisco Outbound Option
 - CCE: Predictive, Progressive, Preview and Direct Preview Dialing
 - CCX: Predictive, Progressive and Direct Preview Dialing
 - Call reclassification on Direct Preview
 - Send DTMF on active calls for IVR
 - Multi-line support (Cisco Finesse 10.5 or later. For limitations see Cisco Finesse Release Notes)
 - Extension Mobility (Cisco Finesse 10.5 or later. For limitations see Cisco Finesse Release Notes)
 - Cisco Finesse
 - Salesforce High Velocity Sales integration (lightning only)
- Automatic Screen Pop
 - Automatic Screen Pop of found Salesforce data as configured in the Salesforce Softphone Layout
 - Automatic screen pop based on ANI or CallVariable



- Outbound Option: BAAccountNumber based screen pop
- Media Routing Salesforce External Routing – MRI (Ext-MRI) (CCE only - Salesforce Classic Console and Lightning Console only) – See also section 9.1 Use of External Routing for Omni-Channel
 - High-availability for Salesforce External routing
 - Route Case and Chats (formerly Live Agent)
 - Task control
 - Transfer of Routed Cases and Chats (see also 9.1 Use of External Routing for *Omni-Channel*)
 - Case rerouting using CCE
 - Multiple Agent PGs are supported
- Salesforce Omni-Channel Federation – See also *Section 9.13 Salesforce Platform Limits*
 - Allow changes to the state of Salesforce Omni-Channel (ready, not ready) in the b+s Connects gadget
 - Chats must be routed through Salesforce Omni-Channel.
 - On incoming calls, set the state of Salesforce Omni-Channel to not ready. Change back to previous state after the call
 - On incoming Chats, set the state of CCE/CCX voice channel to not ready. Change back to the previous state after Chat ends
 - Show new and accept new tasks from the Salesforce Omni-Channel in the b+s Connects gadget
- Supervisor
 - Get the team members supervised teams information
 - Change target agent state
 - Start silent monitoring
 - Barge-In call
 - Drop Participant from a Barged-In call
 - Team Queue View (CCE only)

3 Unsupported Features & Limitations

This section lists features that are currently not supported in b+s Connects for Salesforce.

- General
 - Unified Intelligent Contact Management (UICM) is not supported
 - Salesforce Open CTI Softphone **in the Salesforce sidebar (Classic)** is not supported
 - IPv6 is not supported
 - UCCE 12.0 or below: login by agent name is not supported, only login by Agent ID
- Voice channel
 - Ability for agent to select Wrap-Up Reason Code after a transfer/conference, because of missing call object. Unsupported due to CCE/CCX limitation on Finesse 11.5 and older
 - All calls are displayed as incoming calls after CTI or PG failover (CCE limitation)
 - Call Data can be missing after CTI or PG failover
 - Automatic Screen Pop: no Screen Pop for conference calls
 - The characters '#' and '*' are not allowed within a Make Call number string
- Media Routing Salesforce External Routing – MRI (Ext-MRI) (see also section 9.1 *Use of External Routing for Omni-Channel*)
 - Wrap-up is not supported
 - Using both Salesforce External Routing and Salesforce Omni-Channel routing in parallel for the same agent is not supported
 - Transfer scenarios between external routing queues and Omni-Channel queues also are not supported. Attempting this may yield unexpected issues
 - Salesforce skills based routing is not supported for Salesforce External Routing
 - On failover from the active Routing Adapter Ext-MRI, active timeout tasks are routed as soon as standby Routing Adapter is active
 - Failure owner for Live Chats: the setting FailureOwnerId does not work for the LiveChatTranscript entity. If this setting is configured, a warning will appear in the Routing Adapter Ext-MRI log file
 - Salesforce Omni-Channel works only in one single window/tab. Opening several Salesforce windows/tabs will result in a “Disconnected from Salesforce Omni-Channel” warning message on old tabs
- UCCX
 - Cisco Mobile Agent
 - CCX Cisco Outbound Option Preview mode (CCX limitation)
 - b+s Media Routing is not supported
- Salesforce Omni-Channel Federation
 - Decline reasons are not supported in b+s Connects Gadget
 - Sort order of Omni-Channel work items in b+s Connects Gadget may change after a page refresh
 - Chat Standalone (routing via Salesforce skills and Chat routing engine) is not supported
 - Salesforce Omni-Channel works only in one single window/tab. Opening several Salesforce windows/tabs will result in the following warning message on old tabs: "Disconnected from Salesforce Omni-Channel"
- Salesforce Classic
 - 'Mailto:' links in Chrome cause the b+s Connects gadget to refresh. This is a browser limitation explained and detailed in <https://bugs.chromium.org/p/chromium/issues/detail?id=133625>



- Salesforce Lightning (see also *9.12 Limitations with Lightning Experience*)
 - Softphone Layout configuration "No matching records: Pop to new <Record>" should not be used in Lightning (Standard). This opens a modal dialog on an incoming call that blocks call handling in Softphone
 - Integration API is only supported inside b+s Connects Gadget custom toolbars

4 Compatibility

4.1 Operating System

Base (Voice only and Omni-Channel federation):

- n/a

CCE only: b+s Media Routing:

- Windows 2012 R2. Only the English 64-bit version of the operating system is supported
- Windows 2016. Only the English 64-bit version of the operating system is supported.

4.2 Cisco Contact Center Software

4.2.1 Cisco UCCE / PCCE

- Cisco UCCE/PCCE 10.0 with Cisco Finesse 11.0(1) ES1 or **ES5** or newer
- Cisco UCCE/PCCE 10.5 with Cisco Finesse 11.0(1) ES1 or **ES5** or newer
- Cisco UCCE/PCCE 11.0 with Cisco Finesse 11.0(1) ES1 or **ES5** or newer
- Cisco UCCE/PCCE 11.5 with Cisco Finesse 11.5(1) or 11.6(1) **ES4** or newer
- Cisco UCCE/PCCE 11.6 with Cisco Finesse 11.6(1) or 11.6(1) **ES4** or newer
- Cisco UCCE/PCCE 12.0 with Cisco Finesse 12.0(1)

Cisco Finesse minimal requirements

- Cisco Finesse 11.0(1) ES1 or **ES5** or newer
- Cisco Finesse 11.5(1)
- Cisco Finesse 11.6(1) **ES4** or newer
- Cisco Finesse 12.0(1)

Note: Cisco Finesse minimal requirements for Single Sign-On:

- Cisco Finesse 11.6(1) **ES5** or newer, SSO only (Hybrid mode is not supported)
- Cisco Finesse 12.0(1), SSO only (**Hybrid mode is not supported**)

Note: b+s Media Routing Option “Ext-MRI” requires Cisco UCCE/PCCE 11.5 or later (see also 1.4 Related Documentation)

For supported UCCE/PCCE and Cisco Finesse versions, please refer to the official compatibility statement from Cisco Systems Inc., accessible from:

<https://www.cisco.com/c/en/us/support/customer-collaboration/unified-contact-center-enterprise/products-device-support-tables-list.html>

4.2.2 Cisco UCCX

- Cisco UCCX 11.0(1) **ES01** or later with Cisco Finesse
- Cisco UCCX 11.5(1) **SU1** or later with Cisco Finesse
- Cisco UCCX 11.6(1) **ES2** or later with Cisco Finesse
- Cisco UCCX 11.6(2) **ES4** or later with Cisco Finesse
- Cisco UCCX 12.0(1) or later with Cisco Finesse

Note: Cisco Finesse minimal requirements for Single Sign-On:

- Cisco UCCX/Finesse 11.6(2) ES4
- Cisco UCCX/Finesse 12.0(1)



4.3 Cisco IP Phone

For supported Cisco IP Phones, please refer to the official compatibility statement of Cisco Systems Inc., accessible from:

- Compatibility Matrix for Unified CCE:
<https://www.cisco.com/c/en/us/support/customer-collaboration/unified-contact-center-enterprise/products-device-support-tables-list.html>
- Software and Hardware Compatibility Guide for Cisco Unified Contact Center Express (Section Cisco Unified IP Phones for Cisco Finesse):
<https://www.cisco.com/c/en/us/support/customer-collaboration/unified-contact-center-express/products-device-support-tables-list.html>
- Release Notes for Cisco Finesse:
<http://www.cisco.com/c/en/us/support/customer-collaboration/finesse/products-release-notes-list.html>

4.4 Salesforce Editions

Supported Salesforce editions are Sales Cloud and Service Cloud, Classic Console, and Lightning (Standard) and Lightning Console.

b+s Connects for Salesforce – CCE/CCX Edition requires the Salesforce Classic Console or Lightning, Salesforce Open CTI, and Salesforce Console Integration Toolkit. These features are available through the Salesforce organization for Enterprise, or Unlimited Edition (depending on Salesforce Edition, some features may be available for an additional cost).

Classic Sidebar is not supported.

4.5 Supported Browsers¹

Salesforce Lightning (Standard) and Lightning Console

- Microsoft Edge Legacy 44 or later (stable version)
- Google Chrome 79 or later (stable version)
- Mozilla Firefox 72 or later (stable version)

Salesforce Classic – Service Cloud Console

- Internet Explorer 11
- Microsoft Edge Legacy 44 or later (stable version)
- Google Chrome 79 or later (stable version)
- Mozilla Firefox 72 or later (stable version)

	IE11	Edge Legacy	Chrome	Firefox	Safari on macOS
Salesforce Lightning	X	✓	✓	✓	X
Salesforce Lightning Console	X	✓	✓	✓	X
Salesforce Classic: Service Cloud Console	✓	✓	✓	✓	X
Salesforce Classic: Sidebar	X	X	X	X	X

Table 5: Browser and Salesforce working modes compatibility matrix.

¹ See also “Supported browsers for Salesforce“
(https://help.salesforce.com/apex/HTViewHelpDoc?id=getstart_browser_overview.htm)



Note for Internet Explorer

The Internet Explorer compatibility view is not supported.
The Internet Explorer is not supported in Salesforce Lightning.

4.6 Supported Deployment Models

CRM Hosted deployment (requires Cisco Finesse 11.5 or later):

- Simplex Finesse deployment (non-production environments only)
- Redundant Finesse deployment with failover mechanism

Finesse Hosted deployment (only if Cisco Finesse 11.0 or below):

- Simplex Finesse deployment (non-production environments only)
- Redundant Finesse deployment

Cisco Universal Queue (CCE only) (formerly named Ext-MRI)

- Simplex b+s RoutingAdapter Ext-MRI deployment (non-production environments only)
- Redundant b+s RoutingAdapter Ext-MRI deployment with failover mechanism

4.7 Cisco Universal Queue Routing Options

Cisco Universal Queue uses the **Salesforce Omni Channel** and **External Routing**.

Abbrev.	b+s / Cisco Technology	Cisco UCCE/PCCE + Cisco Finesse				
		10.x	11.0	11.5	11.6	12.0
Ext-MRI	b+s Media Routing: MR PG Gate (MRI)	X	X	✓	✓	✓
Ext-MCAL	b+s Media Routing: (RA/AA/MCAL)	X	✓	(✓)* a,b	(✓)* a,b	X

Table 6: b+s Media Routing compatibility matrix.

Notes:

- on CCE 11.5/11.6, only for existing customers, upgrade only. Not supported for new customers
- new customers, only if CCE < 11.5
- Ext-MRI requires CCE 11.5 or later



5 Host System Performance Requirements

Base:

- n/a

CCE only: Cisco Universal Queue (MediaRouting Ext-MRI):

- See latest *Deployment Guide document [4]* for requirements of the server components needed for case routing.

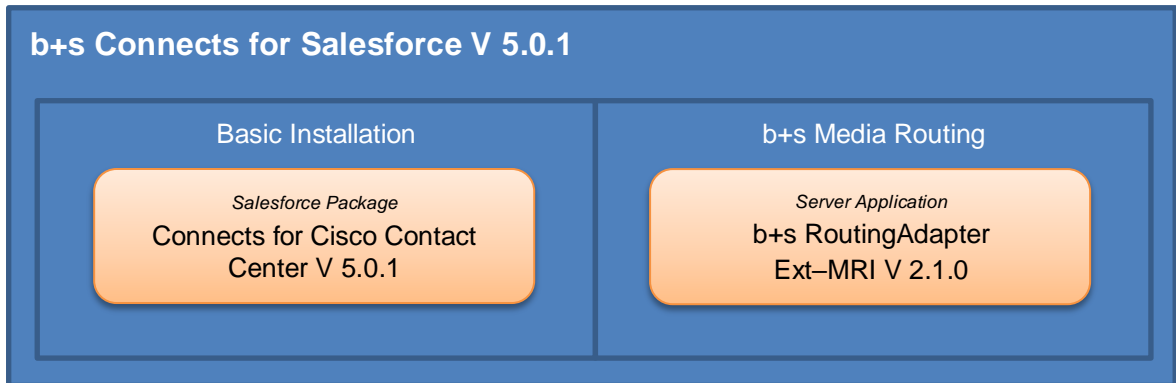
6 Installation Information

For a detailed description of b+s Connects for Salesforce base installation, please refer to the information within the latest *b+s Connects for Salesforce – CCE/CCX Edition Base Installation and Configuration Guide [1]*.

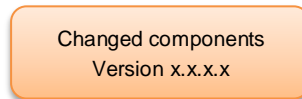
For a detailed description of the b+s Connects for Salesforce **Cisco Universal Queue** installation, please refer to the information within the latest *b+s Connects for Salesforce Case Routing Add-on Installation Guide for Salesforce External Routing MRI [6]*.

6.1 Component Overview

The following image provides a quick overview of unchanged, changed, and new components since release 4.0.



Legend:





6.2 Component Versioning

6.2.1 Base

Salesforce Package Connects for Cisco Contact Center

Version 5.0.1

Connects Agent gadget

Version 5.0.1

6.2.2 Media Routing Add-on (MediaRouting Ext-MRI)

b+s Routing Adapter External – MRI

Component	Version
SFDCRoutingAdapterExternalMRI.exe	2.1.7138.23901
BsConnector.dll	4.5.7131.29745
BsConsoleLogger.dll	4.5.7131.29745
BsFileLogger.dll	4.5.7131.29745
BsLib.dll	4.5.7131.29743
BsLogger.dll	4.5.7131.29744
BsLogModel.dll	4.5.7131.29744
BsMCACConnector.dll	4.5.7131.29747
BsMriService.dll	1.2.7138.23900
BsWindowsEventLogger.dll	4.5.7131.29745
Cometd.NET.dll	1.0.0.0
MriGate.dll	1.1.7138.23900
Newtonsoft.Json.dll	12.0.1.22727
RoutingAdapterCore.dll	3.2.7138.23900
Salesforce.Common.dll	1.0.0.0
Salesforce.Force.dll	1.0.0.0
SFDCRoutingGate.dll	2.1.7138.23900
System.Runtime.CompilerServices.Unsafe.dll	4.6.26919.02
System.Threading.Tasks.Extensions.dll	4.6.27129.04
Unity.Abstractions.dll	5.11.1.0
Unity.Container.dll	5.11.1.0
Unity.Interception.dll	5.11.1.0

Table 7: Component Versioning SFDC Routing Adapter External – MRI

6.3 New or Changed Configuration Keys

Refer to the latest *b+s Connects for Salesforce – CCE/CCX Edition Base Installation and Configuration Guide [1]* for detailed information about all product configuration keys.

6.3.1 Connects Gadget

Removed Configuration Keys

Field	Comment
Customer-specific enhancements classname	Previously deprecated
Enable Live Agent (deprecated)	Previously deprecated



Table 8: Connects Gadget - Removed Configuration Keys

Deprecated Configuration Keys

n/a

New Configuration Keys

Field	Comment
Finesse SSO Frame URL	New Callcenter entry for Single Sign-On
Show Supervisor Monitoring to Agent	New Callcenter entry for supervised agents

Table 9: Connects Gadget - New Configuration Keys

Updated Configuration Keys

n/a

6.4 Upgrade to b+s Connects for Salesforce 5.0.1 – CCE/CCX Edition

Follow these steps to upgrade b+s Connects for Salesforce 4.x to 5.0:

1. Install the new b+s 5.x package
 - a. New V9 Call Center is now available (do not map this Call Center to agents yet)
2. Assign Permission Set “b+s Configuration Editor” to user who configures “b+s Configurations”
3. Open App “b+s Configurations” to view and edit the b+s Configurations custom object
4. Adapt the default configuration – a new configuration is needed per Call Center profile
 - a. The parameters will need to be manually configured. (no automation / export / import is available)
5. Assign the SF users to the current configuration
6. Map selected users with the V9 Call Center, created in step 1.a (all have the same SF Call Center)
7. Refresh the agent pages
8. Continue working with the new b+s Connects for Salesforce version.

For a detailed description of the upgrade please refer to the information within the latest *b+s Connects for Salesforce -CCE/CCX Edition Installation and Configuration Guide* [1].

6.5 Upgrading Routing Adapter

For upgrading the RA Ext-MRI, please refer to the information within the latest *b+s Connects for Salesforce Case Routing Add-on Installation Guide for Salesforce External Routing MRI* [7].



7 New Features and Bug Fixes

7.1 Connects Gadget

7.1.1 New Features

- Admin/Config App to slim down Call Center (FIN-5072)
- Redesign the CNX Title Bar (FIN-6269)

7.1.2 Enhancements

This section lists enhancements in b+s Connects for Salesforce 5.0.1 – CCE/CCX Editions.

Identifier	Title	RNE
FIN-1773	As an administrator, I want Pervar/EccVariables to be saved in the call log fields (e.g. Pervar5 -> Language__c)	<p>Requirements: The configuration allows the mapping of call log fields to text and variables. The variables include PVs, ECC variables, dates and call information.</p> <p>Solution Abstract: A GUI control where call log fields can be mapped to values.</p> <p>Limitation: Fields are entered manually.</p>
FIN-4293	As a Salesforce developer, I want to receive the queueName and queueNumber fields, Callkeyid and callkeyprefix parameters and Secondary call ID in the call events	<p>Requirements: New keys included in CCE 11.6 and 12 regarding dialogs must be included.</p> <p>Solution Abstract: Include the new keys in the item and channel. Make them available in ConnectsIntegrationAPI.</p> <p>Limitation: n/a</p>
FIN-4983	As a Salesforce Administrator I want an easy configuration to trigger screen-pops for the call events, like ring or answer	<p>Requirements: Easy to configure screen pops triggered by work item events.</p> <p>Solution Abstract: Multi-line panel with selects and a text field for parameters.</p> <p>Limitation: No conditions depending on variable values.</p>
FIN-5322	As an agent I want to be able to dial when I am in Ready state in CCE (CCE 12.5)	<p>Requirements: Agents can make calls from Ready state.</p> <p>Solution Abstract: n/a</p> <p>Limitation: CCE: Cisco Finesse version 12.5 or newer only CCX: all Cisco Finesse versions</p>



Identifier	Title	RNE
FIN-5443	As a Supervisor, I want a Queue view	<p>Requirements: The Supervisor can get an overview of all assigned Queues.</p> <p>Solution Abstract: Create a new Tab in the b+s Supervisor View and display the queue data the same way as in the finesse desktop</p> <p>Limitation: n/a</p>
FIN-6087	As a Supervisor, I want to keep the selected action when a team update is triggered	<p>Requirements: Make the updates so that they do not interrupt the supervisor actions over the agents table.</p> <p>Solution Abstract: Update only the needed information when an event is received and not the whole table.</p> <p>Limitation: When the supervisor action refers to the agent that receives the update, the refresh will result in this supervisor action being reset.</p>
FIN-6776	When working with External Routing MRI, set the Salesforce Chat presence to Busy when the agent answers a voice call or if the agent is on full capacity for the chat channel	<p>Requirements: Set the agent presence for the Salesforce chat channel to busy if the agent receives a voice call or the agent has received the max number of concurrent chats ("full capacity")</p> <p>Solution Abstract: In a Ext-MRI deployment, when an agent receives a voice call, the presence for Salesforce chat must change to Busy. If the agent is on full capacity for the chat channel, the presence for Salesforce chat also changes to Busy. The Cisco Agent state for the chat channel does not change and follows the status info we receive from CCE. When the voice call ends or when the agent is no longer on full capacity for the chat channel, the Salesforce chat presence is reset back to the current agent state in CCE.</p> <p>This feature can be enabled/disabled in the configuration.</p> <p>Limitation: The agent presence is only changed for Omni-Channel in Salesforce. All other Channels change to Busy.</p>
FIN-6806	Use WebSocket instead of BOSH in Finesse Tunnel iFrame	<p>Requirements: Replace BOSH with WebSocket for connection towards Cisco Finesse</p> <p>Solution Abstract: n/a</p> <p>Limitation: Only Finesse versions 12.0 or newer</p>



Identifier	Title	RNE
FIN-6956	Debounce action buttons to prevent double-clicks	<p>Requirements: Double-clicking on buttons trigger only one action.</p> <p>Solution Abstract: Debounce the action buttons.</p> <p>Limitation: n/a</p>
FIN-7073	As an agent I want to know when a Salesforce server error occurs	<p>Requirements: Inform the user whenever a Salesforce server error can affect its work.</p> <p>Solution Abstract: Aside of adding the error in the softphone log, display it in softphone to the user.</p> <p>Limitation: n/a</p>

Table 10: Connects Gadget - Enhancements List

7.1.3 Bug Fixes

This section lists priority 1 (Critical) and 2 (Major) issues that have been resolved in b+s Connects for Salesforce 5.0.1 – CCE/CCX Edition but that may have been open in previous releases.

Identifier	Title	RNE
FIN-6719	Conference calls cause Omni-Channel to stay in busy state	<p>Symptom: After ending a conference call or multiple calls, the Omni-Channel switches to ready and immediately to busy state.</p> <p>Conditions: Conference call or multiple calls.</p> <p>Workaround: Manually change the state.</p> <p>Further Problem Description: Multiple calls to the gadget cause the state to reset to the state the Omni-Channel was set to before the call.</p>
FIN-6736	Integration API - Local variables cannot be updated on a created inbound call	<p>Symptom: On the Integration API, the local variables cannot be updated if used inside the onWorkItemCreate event.</p> <p>Conditions: Work item is not yet connected.</p> <p>Workaround: n/a</p> <p>Further Problem Description: Update of local variables is mistakenly prohibited on new work items.</p>



FIN-6737	The local variables are lost if the work item gets updated.	<p>Symptom: The local variables are lost if the work item gets updated.</p> <p>Conditions: n/a</p> <p>Workaround: Update the local variables on every update of the work item.</p> <p>Further Problem Description: n/a</p>
FIN-6770	SSO Login fails because the cookie flag HttpOnly introduced in CCX 12.0 ES 02.	<p>Symptom: SSO login is stuck, SSO popup remains open.</p> <p>Conditions: SSO enabled</p> <p>Workaround: n/a</p> <p>Further Problem Description: n/a</p>
FIN-7040	As an agent I want the gadget to stop shaking	<p>Symptom: Toolbar shakes.</p> <p>Conditions: Certain screen zoom configurations.</p> <p>Workaround: Change the zoom and the toolbar size.</p> <p>Further Problem Description: height = jQuery('#agentInState').outerHeight() returns may be fractional in some cases. We need to make it int.</p>
FIN-7266	If SearchAndScreenPop result contains "/" in the value, the string is wrongly rendered in UI	<p>Symptom: If a field, configured in the SoftPhone Layout and returned from the SearchAndScreenPop method on an incoming call contains "/", the gadget displays strange symbols</p> <p>Conditions: Field contains "/" for example a date string "2/26/1980"</p> <p>Workaround: n/a</p> <p>Further Problem Description: n/a</p>



FIN-7523	Agent gets logged out when the Gadget is reloaded	<p>Symptom: After page refresh, gent gets logged out</p> <p>Conditions: The page or Gadget is reloaded in Chrome 80, with Chrome "SameSite by default cookies" flag enabled.</p> <p>Salesforce Classic, CRM hosted and Finesse hosted deployments</p> <p>Salesforce Lightning, Finesse hosted deplyoments</p> <p>Workaround: Disable "SameSite by default cookies" flag in Chrome</p> <p>Further Problem Description: When the flag chrome://flags/#same-site-by-default-cookies is enabled and the agent reloads the page he gets logged out of the gadget, probably because the cookie with the session is not saved correctly.</p>
FIN-7549	Voice channel does not change to not ready when Omni-Channel routed task is answered by agent	<p>Symptom: Voice channel does not change to not ready when Omni-Channel routed task is answered by agent</p> <p>Conditions: Omni-Channel routed task answered by agent. Configuration "Chats To Set Voice Not Ready" is set to 1</p> <p>Workaround: None.</p> <p>Further Problem Description: None.</p>
FIN-7567	An error occurred while retrieving User List – cnx:Too many query rows: 50001	<p>Symptom: Error message is displayed and cannot interact with the user selection.</p> <p>Conditions: More than 50.000 users in Salesforce.</p> <p>Workaround: None</p> <p>Further Problem Description: Governor limit exceeded when requesting the system users.</p>

Table 11: Connects Gadget - Bug Fixes List



7.2 SFDC Routing Adapter External - MRI

7.2.1 New Features

n/a

7.2.2 Enhancements

Identifier	Title	RNE
FIN-4048	Improve connection recovery on authentication failure (ping)	<p>Requirements: When trying to get an OAuth access token, the RA should use increasing delays.</p> <p>Solution Abstract: First try immediate, then 1x after 5 seconds, then 1x after 10 seconds, then every 60 seconds.</p> <p>Limitation: n/a</p>
FIN-5499	Delay reconnects to the Streaming API in RA Ext-MRI	<p>Requirements: Delay the reconnect attempts to the Salesforce Streaming API if the connection was lost.</p> <p>Solution Abstract: Delay with the following time outs: 1x immediate, 1x 5s, 1x 10s, then every 60s</p> <p>Limitation: n/a</p>
FIN-5651	Older tasks should be recovered before newer ones	<p>Requirements: Recover older tasks before newer ones.</p> <p>Solution Abstract: Order the PSR by CreateDate.</p> <p>Limitation: n/a</p>
FIN-5942	Upgrade RA Ext-MRI to .NET 4.7.2	<p>Requirements: Upgrade the .NET version from 4.5.2 to 4.7.2</p> <p>Solution Abstract: Upgrade the .NET version from 4.5.2 to 4.7.2</p> <p>Limitation: n/a</p>
FIN-6082	Improve performance of task data processing	<p>Requirements: The ProcessCrmQueryResponseData function needs ~200ms per task to map the SF data to the cisco format. This process has to be optimized.</p> <p>Solution Abstract: Don't use the BSLib getValue function. Save the PV mapping in the settings.</p> <p>Limitation: n/a</p>

Table 12: SFDC Routing Adapter External - MRI - Enhancements List



7.2.3 Bug Fixes

This section lists priority 1 (Critical) and 2 (Major) issues that have been resolved in SFDC Routing Adapter External – MRI 2.1.0 but that may have been open in previous releases.

Identifier	Title	RNE
FIN-4985	Task recovery is not stopped if the connection to MR PIM or the Salesforce Streaming API is lost during recovery.	<p>Symptom: The task recovery is not stopped, when the connection to the MR PIM or the Salesforce Streaming API is lost.</p> <p>Conditions: There are tasks to recover and the connection is lost during recovery.</p> <p>Workaround: n/a</p> <p>Further Problem Description: The RestClient is not stopped when the connection to either MR PIM or the Salesforce Streaming API is lost during recovery.</p>
FIN-5376	REST client can be in an invalid state if the OAuth token is not valid	<p>Symptom: When creating new tasks the RA is not able to get the task data.</p> <p>Conditions: The OAuth token has to be invalid or could not be retrieved on startup. This can also happen after an error on the REST client.</p> <p>Workaround: Restart the RA</p> <p>Further Problem Description: n/a</p>
FIN-5652	Do not reroute tasks if the connection to Salesforce is interrupted	<p>Symptom: A task is rerouted, despite an agent accepting the task.</p> <p>Conditions: The connection between the RA and Salesforce is interrupted, while a task is being accepted by an agent. This interrupt must take longer than the configured reroute timer.</p> <p>Workaround: Increase the reroute timer.</p> <p>Further Problem Description: n/a</p>



FIN-6323	The RA always connects to the Streaming API with the replay id -1	<p>Symptom: The tasks which are pushed during a connection interruption between the RA and the Salesforce Streaming API are not properly recovered.</p> <p>Conditions: Connection to the Streaming API is lost. PIM is still connected. Only in the patch RA Ext-MRI 2.0.3</p> <p>Workaround: n/a</p> <p>Further Problem Description: When a recovery is triggered the tasks are properly recovered. This happens when the PIM disconnects or the RA restarts. This bug occurs only during a Salesforce Streaming API interrupt. The RA always sends the replay id -1 which means it will only receive new events, which means the events during the interrupt are lost (until proper recovery).</p>
----------	---	---

Table 13: SFDC Routing Adapter External - MRI - Bug Fixes List

8 Deprecated and Removed Features

8.1 Deprecated Features

This section lists deprecated features in b+s Connects for Salesforce 5.0.1 – CCE/CCX Editions.

Deprecated features are supported for existing customers. However, there is no further development for deprecated features. Deprecated features are not supported for new deployments!

These features may be scheduled to be removed in a future release. Plan to transition to the designated replacement feature. If you are implementing a new deployment, use the replacement technology rather than the deprecated feature.

8.1.1 Finesse hosted deployments (for Cisco Finesse 11.5 or later)

Deprecation announced in release: 4.4

Feature will be removed in release: TBD

Replacement: CRM hosted deployment

Starting with Cisco Finesse 11.5, the b+s Connects Gadget is no longer required to be hosted on Cisco Finesse. Therefore, configuring a "CRM hosted deployment" when using Cisco Finesse 11.5 or later is recommended.

This announcement does not affect installations using versions of Cisco Finesse 11.0 or earlier.

8.2 Removed Features

The following features are no longer available:

8.2.1 Customer-specific enhancements / Customizing with Integration Hooks

Deprecation announced in release: 3.0

Feature removed in release: 5.0

Replacement: b+s Connects Integration API

The old Integration Hooks interface using a customized APEX class is deprecated. These Integration Hooks must not be used for new integrations. Please use the *b+s Connects for Salesforce 5.0 Integration API [7]*.

8.2.2 Media Routing "Outbound Message - MCAL" (OB-MCAL) (aka Case Routing Add-on)

Deprecation announced in release: 4.7

Feature will be removed in release: 5.0

Replacement: Media Routing "External Routing - MRI" (Ext-MRI)

8.2.3 Live Agent Standalone Federation

Deprecation announced in release: 4.2

Feature will be removed in release: 5.0

Replacement: Salesforce Omni-Channel

In Salesforce Classic Console, Chats can be routed via Salesforce skills using the Live Agent routing engine (Live Agent Standalone), or via Salesforce Omni-Channel.

In previous versions of b+s Connects for Salesforce we supported both models for Live Agent Federation.

Support for Live Agent Standalone is deprecated.



The Live Agent Standalone Mode will not be supported anymore in the upcoming release of the b+s Connects for Salesforce CCE/CCX Editions.

To continue routing Chat Transcripts it will be necessary to use the Omni-Channel routing engine.



9 Important Notes

9.1 Use of External Routing for Omni-Channel

To handle externally routed Omni tasks with b+s Connects, the Salesforce Omni-Channel Console Component must be activated. To guarantee correct task handling, agents are not allowed to manipulate Omni presence states or tasks within the Salesforce Omni-Channel Console Component.

9.1.1 Transfer of Routed chats

The agent can re-route a chat as follows: in the chat the agent clicks on the Transfer button. The agent selects a Button/Invite that is linked to an External Routing queue. The chat is now re-routed by the same mechanism as it was routed the first time.

9.1.2 Transfer of Routed Cases

The agent can re-route a case as follows: Change the owner of the case to the External Routing Queue. The case is now re-routed by the same mechanism as it was routed the first time.

9.1.3 Streaming API - Disconnected after an interval of 3 hours

The Salesforce Streaming API drops the connection every two to three hours. The interval depends on the Salesforce org type or Salesforce instance.

Salesforce confirmed, this is a known behavior.

Our b+s Routing Adapter for External Routing recognizes this disconnects and automatically reconnects to the Streaming API.

9.2 Limitations with Person Account in Softphone Layout

The Softphone Layout has the following limitation concerning Person Account objects.

Although Person Account objects can be added to the Softphone Layout, they will not show up in the ANI lookup results. This is due to a bug in Salesforce.

The workaround for this problem is to add the Account object to the Softphone Layout instead. When Account objects are included in the layout, Person Accounts are searched as well and the search results are displayed in the ANI lookup results. The available display fields are the same on Account and Person Account objects. The only drawback here is that when adding the Account object to the Softphone Layout, Account objects that contain the ANI are found as well and will also be displayed in the ANI lookup results.

9.3 Data Lookup in Salesforce

On incoming calls, a Salesforce search as configured in the Salesforce Softphone layout is initiated with the ANI as the search value.

If you prefer to search for a value other than the ANI, you can define a peripheral variable or ECC variable. The search is then initiated with the content of this variable.

The results of this search are displayed in the Connects gadget.

On incoming routed cases, a Salesforce search as configured in the Salesforce Softphone layout is initiated with the sender field as the search value. The content of the sender field depends on the configuration of the b+s Routing Adapter component.

Cisco Agent Request API callback calls trigger a Salesforce search like inbound calls.

9.4 Call Log in Salesforce

Incoming and outgoing answered voice calls are automatically logged in the Salesforce call log (in the task table). The call log is visible in Salesforce in Reports | Call Center Reports | My Calls Today.

Internal calls, consultation calls, and conference calls are **not** logged.

9.4.1 Automatic Assignment of Call Log

- Call log entries are automatically assigned to the agent as the owner
- If the search result of the call (as configured in the Softphone layout) finds only one contact or lead, the `WhoId (=Name)` field is automatically set to this item
- If the search result of the call (as configured in the Softphone layout) finds only one account, asset, campaign, case, contract, opportunity, or solution, the `WhatId (=Related To)` field is automatically set to this item
- If a number was dialed with the click-to-dial feature, the `WhoId` or `WhatId` associated with the call log entry is set to the item attached to the phone number that was clicked

9.4.2 Wrap-up Reason in Call Log

If a wrap-up reason is selected, the reason is saved in the field `CallDisposition (=Call Result)` at the end of the call. If the user logs out of the gadget, or if the gadget is not active when the call ends, the wrap-up reason is not updated.

9.4.3 Call Duration in Call Log

The call duration is saved into the call log at the end of a call. If the user logs out of the gadget or the gadget is not active when the call ends, the duration is not updated. The duration starts counting when the call is answered and it counts until the call wrap-up is completed.

9.4.4 Person Accounts: Automatic Call Log Assignment

On incoming and outgoing calls, the gadget searches for an object to automatically assign to the Call Log based on the ANI (incoming) or DNIS (outgoing). If there is only one object found and if this object is of type Person Account, the record found is always of type Account. This means in this case Person Accounts are handled as Accounts and are linked to the "Related to" field (`WhatId`).

9.4.5 Person Accounts: Manual Call Log Assignment

If a Person Account is viewed, it can be assigned to the Call Log by clicking the assign button in the gadget. However, there are two views to every Person Account: *Account* and *Contact* view.

If a Person Account is found via the Account list, it is opened as a record of type: Account. In contrast, if it is found via the Contact list, it is opened as a record of type: Contact.

When the assign button is clicked, the assignment to the call log is different depending on whether the Person Account in Account view or Contact View was opened. It is also different depending on whether the gadget in the sidebar or in the Salesforce Console was used.

In the Sidebar, the Person Account record is always opened as a record of type Contact. As a result, pressing the assign button in the gadget, will assign the Person Account record to the "Name" field (`WhoId`).

In Service Cloud Console, the Person Account record is assigned to the "Name" field (`WhoId`) if opened in the Contact view and it is assigned to the "Related to" field (`WhatId`) if opened in Account view.

9.5 Limitation on Changing Saved Credentials

If an agent's saved credentials (Agent ID, Agent Extension, Agent Password, etc.) in Personal Information are changed while the agent is still logged in, an error messages will appear in the Connects Agent gadget after the next page reload.

The agent must then log out of Salesforce to clear the issue.

9.6 Agent is logged out when the Connects gadget is Not Active

If the agent navigates to a Salesforce page where the Connects Agent gadget is not loaded, the agent is set to not ready (or logged out, depending on your configuration) after approximately 30 seconds.

A logout (in deployments with the Case Routing Add-on), will reroute or close (configurable) the currently active tasks in CCE.

9.7 Call Center Definition File Included in Salesforce Package

Because Salesforce Lightning and Salesforce Classic require different Call Center configurations, the b+s Connects for Salesforce CCE/CCX 5.0 installation package contains two Call Center files:

- **Connects for Cisco Contact Center Classic V7**
Configuration for Salesforce Classic.
- **Connects for Cisco Contact Center V7**
Configuration for CRM Hosted deployment (Requires Finesse 11.5 or later) and configuration for Lightning.

9.8 Support of 89xx and 99xx phones

89xx and 99xx series phones are supported with the following caveats:

- The phones must be configured with only a single line (these phones are not supported if multiple lines are configured)
- Maximum Number of Calls must be set to 2
- Busy Trigger must be set to 1

For more information please check Cisco Contact Center Compatibility Information (<https://www.cisco.com/c/en/us/support/customer-collaboration/unified-contact-center-enterprise/products-device-support-tables-list.html>)

9.9 Limitation with UCCX and login name with invalid cases in letters

To login with UCCX the agent has to enter their login name. The login name is case sensitive. The behavior when logging in with a valid login name but with invalid cases in letters is confusing because the browser pops an authentication window instead of immediately showing an "invalid credentials" error.

After closing this pop-up window the agent can retry their login with the correct credentials.

9.10 Required settings for Internet Explorer

9.10.1 Add the Finesse servers to the list of trusted sites

Because Internet Explorer gives a lower level of trust to Iframe pages (IE calls this "third-party" content), Internet Explorer does not trust the Connects gadget Web Application loaded from the Finesse servers and does not allow it write cookies.

If the gadget cannot write cookies, there will be problems when the page is reloaded (e.g. the login window appears each time the page is reloaded).

9.10.2 Disable default setting to use compatibility mode for all Intranet pages

The compatibility mode of Internet Explorer is not supported for use with b+s Connects for Salesforce.

Internet Explorer by default uses the compatibility mode for all Intranet pages. This setting must be disabled to avoid the Connects gadget being loaded in compatibility mode.

9.11 Integration API backwards compatibility

Please, check the *b+s Connects for Salesforce 5.0 Integration API [7]* documentation for more information about backwards compatibility of the new version.

9.12 Limitations with Lightning Experience

9.12.1 Lightning Standard supports voice only, no Media Routing

Salesforce Omni-Channel is only supported in Lightning Console but not in Lightning Standard. For this reason, b+s Connects for Salesforce is only supported for voice in Lightning Standard. The following features are not supported in Lightning Standard:

- ➔ Salesforce Omni-Channel Federation
- ➔ Media Routing Salesforce External Routing – MRI (Ext-MRI) aka Cisco Universal Queue (UQ)

9.12.2 Resize

Unlike in Salesforce Service Cloud Console, the softphone cannot be resized by dragging its corner in Salesforce Lightning. In order to resize the gadget, change the softphone height and width in the Salesforce call center configuration.

9.12.3 Softphone Layout setting “No matching records: Pop to new XXX”

For new conversations, a Salesforce search is executed. Due to a bug in Salesforce, Salesforce does not respond to the request if no matching record is found. Consequently, no call log is saved for the conversation.

Workaround: Do not set the Softphone Layout setting “No matching records: Pop to new XXX” where XXX is a record e.g. Account, Campaign, Case.

9.12.4 b+s Supervisor Console in Lightning Standard

The b+s Supervisor Console add-on is only supported in Lightning Console and Classic Console due to communication problems between the b+s Connects for Salesforce and the b+s Supervisor Console.

9.13 Salesforce Platform Limits

9.13.1 API Request Limits

Voice

Only Open CTI and the Console Integration Toolkit are used.

These APIs do not count against the API limit. Telephone calls do not result in Rest API requests.

Omni-Channel Federation

Every time the b+s Connects gadget is loaded, requests to the Rest API are sent. Loading the gadget means:

- If the user logs-in into the CRM, the whole page is loaded—including the b+s Connects gadget
- If the user refreshes the page (for example, by pressing F5), the b+s Connects gadget is loaded again
- If the user changes from a page without the b+s Connects gadget (for example, the Setup pages) back to the console, the b+s Connects gadget is loaded

- The number of Rest API requests depends on the number of channels the agent supports. If the agent supports Omni-Channel Case routing only, then there is one (1) Rest API request every time the b+s Connects gadget loads. If the agent supports Omni-Channel routing for Case, Lead and a custom object, then there are three (3) Rest API requests every time the b+s Connects gadget loads

The effective number of Rest API requests for every agent = (number of b+s Connects gadget loads) multiplied by (number of supported channels).

The REST API requests are required because the b+s Connects gadget uses the Salesforce “Compact Layout” to select the fields to display in the b+s Connects gadget for an Omni-Channel task.

Workaround: do not use Compact Layout

External Routing

The Task Flow for “Case Routing Add-on External Routing” is as follows:

Salesforce Omni-Channel ->

b+s SFDC Routing Adapter Ext-MRI ->

Cisco UCCE -> b+s Agent Adapter ->

b+s Connects for Salesforce Gadget ->

Salesforce Omni-Channel

Following this Task Flow, the following Salesforce API limitations may occur:

1) General Omni-Channel limits

The number of Omni-Channel Route Requests are limited. In order to inspect the limits for the Salesforce Organization, go to Setup | Customize | Omni-Channel | Limits.

2) Streaming API

A general overview for the specific organization can be found here:

https://developer.salesforce.com/docs/atlas.en-us.api_streaming.meta/api_streaming/limits.htm

Relevant limits are:

- Maximum number of topics (one Push Topic is required for the b+s Case Routing Add-on)
- Maximum number of push notifications within a 24-hour period (every action that triggers a create, update, or delete operation on the PSR Object Table will count against the API limit)

3) Rest API

Rest API (calls originated by the Routing Adapter). A general overview for your specific organization can be found here:

https://developer.salesforce.com/docs/atlas.en-us.salesforce_app_limits_cheatsheet.meta/salesforce_app_limits_cheatsheet/salesforce_app_limits_platform_api.htm

Relevant limits are:

- Concurrent API Request Limits (this value is also configurable for the Routing Adapter in order to reach optimal performance)
- The amount of available API calls per 24 hours period depends on the Salesforce organization and the number of licenses purchased. An overview can be found inside the Salesforce organization, under Setup | Monitor | System Overview. Please refer to the section “API Usage”
- Every route request counts as one (1) API request against the API limit
- Additional API calls for fail-over

9.14 Cisco Finesse Failover

If Cisco Finesse manages to recover from a failure, it is possible that the agent be logged out of the Connects Gadget.

9.15 Task Routing Channels change to “WORK” after Finesse Failover

After a Finesse failover the state of any Task Routing channel state is initially set to “WORK” and remains like that until the connection between Finesse and CCE is fully established.

Cisco documents this behavior in the chapter “*Agent States for Nonvoice Media*” that can be found under <https://developer.cisco.com/docs/finesse/#agent-state-nonvoice-media>.

9.16 Multichannel sequencing when changing to READY state

With b+s Connects for Salesforce 5.0, a sequencing mechanism has been introduced that is triggered when the agent uses the “Overall button” to go READY in all channels.

This mechanism ensures that the voice channel is always the first that is set to READY. Once the confirmation from Finesse that the voice state has successfully been changed to READY, the state requests to the remaining media channels are sent.

There is a timeout of two (2) seconds, after which the media state change requests are sent regardless of whether or not the voice state was successfully changed to READY. This ensures that the media channels are not being blocked if there are any issues with the voice channel.

9.17 Salesforce Shield Platform Encryption Limitations

b+s Connects for Salesforce 5.0 fully supports Salesforce Shield Platform Encryption. The same limitations as documented in the General Shield Platform Encryption Considerations also apply here. https://developer.salesforce.com/docs/atlas.en-us.securityImplGuide.meta/securityImplGuide/security_pe_considerations_general.htm



10 Open Source Components

This product uses open source software. Please, see *b+s Connects for Salesforce - CCE/CCX Edition Open Source Disclaimer [3]* for open source licenses and notices.



11 Acronyms

Acronym	Description
ANI	Automatic Number Identification
API	Application Programming Interface
b+s	Bucher+Suter
CC	Contact Center
CRM	Customer Relationship Management
CTI	Computer Telephony Integration
DNIS	Dialed Number Identification Service
ECC	Extended Call Context
ES	Engineering Special
GUI	Graphical User Interface
HTML5	HyperText Markup Language, version 5
HTTPS	HyperText Transfer Protocol Secure
IE	Internet Explorer
IP	Internet Protocol
IPv6	Internet Protocol version 6
IVR	Interactive Voice Response
JSON	JavaScript Object Notation
MCAL	MultiChannel Application Link
n/a	Not Available
PCCE	Packaged Contact Center Enterprise
PerVar	Peripheral Variable
RegEx	Regular Expression
PG	Peripheral Gateway
PSR	Pending Service Request
SFDC	SalesForce.com
SHA-1, SHA-256	Secure Hash Algorithm
SSL	Secure Socket Layer
SU	System Update / Service Update
UCCE	Unified Contact Center Enterprise
UCCX	Unified Contact Center eXpress
UICM	Unified Intelligent Contact Management
URL	Uniform Resource Locator

Table10: Acronyms