



Avaya Proactive Outreach Manager Release Notes

Release 3.1.3.2
Issue 1.0
August 2020

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Document changes

Date	Description
August, 2020	Release notes for Avaya Proactive Outreach Manager 3.1.3.2
March, 2020	Release notes for Avaya Proactive Outreach Manager 3.1.3.1
January, 2020	Release notes for Avaya Proactive Outreach Manager 3.1.3

Introduction

This document provides the latest information to supplement Avaya Proactive Outreach Manager (POM) software and documentation. For updated documentation, product support notices, and service pack information, go to the Avaya Support site at <http://support.avaya.com>

New in release – v3.1.3.2

Following are the new features and enhancements provided with Proactive Outreach Manager Release 3.1.3.2:

New System Attributes

POM has now added four new system attributes to gather information on past attempts within the contact list for enhanced filtering and sorting. List of attributes added are:

COUNTER: Number of times a contact has been successfully attempted. COUNTER gets incremented for every attempt irrespective of any channel used for communication.

LAST_ADDR_DIALED_ATTR_NAME: Attribute name of the address field of the contact which was used for the last attempt.

LAST_HANDLED_BY_AGENT_ID: Agent ID of the agent contact has been last handled by.

LAST_NUISANCE_CALL_TIME: Last Time when contact has been in a nuisance call

Agent Skill Refresh

In POM 3.1.3.2 a new feature has been introduced in CCElite mode. Now an administrator can change agent's skills on Communication Manager and invoke Agent Skill Refresh API's so that the new set of skills can be used immediately. A button on CCElite configuration page is also provided for an admin to refresh the skills of the agent without having the agent to logout and login again. Please refer API Guide for the new APIs. Using the APIs a user can request a refresh of skills for ALL agents, agents belonging to a supervisor OR for a list of agents.

Callback enhancement

REST API:

- Schedule Callback (v3/v4) : This API is enhanced to check maximum callback counts for the agent in configured time interval. If the maximum number of callbacks for the agent is reached in that interval, it will not allow to create callback. Interval and maximum allowed callback parameter setting is available in POM global configuration page.
- Get All Callbacks (v3/v4) : API is enhanced to support multiple search parameters.

Agent API:

- **AGTCreateCallback** : This callback creation API is enhanced to check maximum callback counts for the agent in configured time interval. If the maximum number of callbacks for the agent is reached in that interval, it will not allow to create callback. Interval and maximum allowed callback parameter setting is available in POM global configuration page.

For more details related to these APIs, refer Developer guide and Agent API Guide.

Parallel Dialing

In POM 3132, parallel dialing option is provided on UI under Global Configurations. After parallel dialing feature is enabled, POM process contacts and dial multiple contacts simultaneously. This results in more dialing attempts. However, Parallel dialing might not always follow sorting order specified for a campaign.

New in release – v3.1.3.1

The following are the new features and enhancements provided with Proactive Outreach Manager Release 3.1.3.1:

Masking of fields

POM provides users with an option to mask specific fields in customer records when the records are displayed in the UI, for example:

- Contact Browser in Contact Lists
- Splitter Preview in Splitters
- Contacts Preview in Campaign Creation Wizard and Monitor.

All kinds of attributes can be masked. The Edit Attributes page now displays an extra option to select that attribute as **“Masked for users”**. If you select this option, POM masks the value for that attribute and displays the attribute as “XXXXX” inside the Contact Browser, Splitter Preview, and the Contacts Preview. Masking option for fields is not available inside POM reports.

For privileged users who need to view the values of all the attributes, this release introduces new roles, such as ‘POM Contact Attributes Unmask’ and ‘Org POM Contact Attributes Unmask’. By assigning these roles to the user, the masking can be disabled for that user, and the user can view the unmasked contact attribute values.

Display the path of remaining file in Splitter

On the “Manage File Splitter” page, the users can view the name and the path of the file that contains the records that are not filtered by any of the filter criteria after the splitter is analyzed or executed. The path displayed is the path of the file on POM server. The path is dependent on last splitter execution and is not valid if the file is purged.

Enhanced logging to comply with Global Data Protection Regulation

Logging in POM is enhanced to comply with the Global Data Protection Regulation. Users can choose to mask the sensitive data from the logs before providing those logs for troubleshooting any issue.

The list of attributes that can be masked is present inside a configuration file named ‘attributeToMask.txt’. To mask any of the attributes from the log files, users need to uncomment that attribute from ‘attributeToMask.txt’ file.

After uncommenting the desired attributes, users need to execute the tool dataScrubbing.sh. This script takes directory path of the log files as the only input argument. The tool will create a directory outputdir inside the directory provided as an input. The masked.zip inside the directory outputdir contains all the logs with values of the configured attributes as masked.

Changes in Campaign export configuration and Callback scheduling

Now, you can configure Export frequency for campaigns only from the Campaign Creation Wizard. The Export Frequency configuration was previously available on the campaign schedule creation page. User can configure the export of campaign data at either hourly intervals, every N minutes, daily at specific time, or after the job ends.

After you upgrade POM to version 3.1.3.1, POM migrates the schedules that you configured in a campaign, which had export frequencies. POM selects the export frequency, which you specified in the latest configured schedule in the sequence, and displays the frequency in the Campaign Creation Wizard.

You can enable POM to schedule callbacks to occur immediately. In previous releases, changing the callback time from the “Callback Manager” page or using web services was not allowed if the callback time or the next attempt time (auto-calculated or user given) was given to occur in next 5 mins from the current time. Changing callback time from the “Callback Manager” page or using web services was also not allowed if the callback was about to mature in next 5 mins.

Now the users can change the callback time from the “Callback Manager” page or by using web services, to initiate the callback immediately.

Note:

To get detailed information about features and enhancements added in release 3.1.3.1 refer,

- Using Avaya Proactive Outreach Manager
- Avaya Proactive Outreach Manager Overview and Specification

New in release – v3.1.3

The following are the new features and enhancements provided with Proactive Outreach Manager Release 3.1.3:

Automatic Contact List Import

New option is available in the creation of data source to allow import of contact list automatically upon presence of import file.

File Archival

From this release, CSV file that is used for importing are archived to avoid duplicate processing and can be persisted for audit purpose.

- Contact and DNC File Archiving
During local file data source execution, now original file will get imported and moved from configured location to avoid duplicate processing.
- Splitter Archiving
During splitter execution of local file, both master and sub list files will get archived.

Campaign Export Enhancement

With this release the global configurable parameter related to export path is removed. Existing export location is moved to organization specific location.

Filter Template Enhancement

Users can now create filter templates with “NOT IN” operator. With a Boolean parameter configurable only in the database, users can optionally include attributes with “NULL” values when “NOT IN” operator is used.

Splitter Enhancement

File splitter functionality is enhanced to allow creation of 50 contact lists from a single file splitter. Preview option is now provided with File Splitter. This will enable users to confirm whether the filter conditions created are able to select the intended records, prior to importing the records into the contact lists.

Ability to add up to 50 contact lists to a campaign

Supervisors can now assign up to 50 contact lists to a campaign.

Empty Contact List enhancement

Contact lists can now be emptied even if the campaigns to which these contact lists are associated are running.

ANI/CLI options for External Consult calls

When an agent initiates an external consult call, the system displays ANI as per settings configured in the Global configurations. In Global Configuration two new options are added for “ANI for external consult calls”

- Use Campaign ANI - In this case the ANI settings of strategy and Campaign is evaluated, settings in campaign takes priority over strategy.
- Free form text - Any number/string provided in this field will be used as calling party's number.

Purge Enhancements

With the Enhanced Purge feature, users can configure purge which will clean-up files that contains personal data like contact list import files, export files, DNC files, splitter files. Users can also configure purge which will cleanup Database entries related to attempt data, agent activity data and contact list import/upload metadata. Purge schedule and configuration for files is specific to organization, whereas for database entries it is common to all organizations.

Purge schedules are now enabled by default for new installs and upgrades. Default Retention period for all files is 7 days and retention period for database is 90 days. By default, schedules are configured to run at 12AM every day.

If you are upgrading to POM3.1.3, purge configurations created prior to upgrade are removed. User needs to reconfigure all purge configurations.

Event SDK Enhancements Attempt Events

In this release new topics are added in Kafka, named *ATTEMPT* and *ENRICHED_ATTEMPT_RESULT*. *ATTEMPT* event gets generated when an attempt gets created or updated.

ENRICHED_ATTEMPT_RESULT event which is a consolidated or final event with the values updated by different entities/producers.

Kafka High Availability

Kafka High Availability is now supported. For the deployment with one Primary and one Auxiliary server, additional external server having Kafka and Zookeeper of supported version is required.

Serviceability Improvements - Logging Changes

Tracer library is optimized for performance improvements which is applicable for only *Campaign Director* process, following are highlights

- Log format is changed
- Rolled over files are zipped by default

- Log Statements are categorized for granular control
- Log Anonymization tool

Serviceability Improvements – Using ELK Stack With POM

For POM integration with the **E**(lastic) **L**(ogstash), **K**(ibana) stack is supported from this release. It will enable

- Centralized Logging and log analytics
- Live monitoring of POM infrastructure
- Live debugging of POM Services
- Infrastructure metrics and container monitoring
- Store Indexed data for extended time periods
- Query data and visualize it with configurable dashboards

Handling of SIP response code 403 and 404

SIP response code 403, is classified as “Call_Forbidden” instead of “Invalid Number” compared to previous version of POM. SIP response code 404 continues to be classified as “Invalid Number”. This is optional feature which needs to be enabled.

For more details on the features refer documents listed in **Appendix A**.

POM 3.1.2 SP1

To get the details about the features and enhancements provided with Avaya Proactive Outreach Manager Release 3.1.2 SP1 refer to the “Proactive Outreach Manager 3.1.2 SP1 Release Notes” at <https://downloads.avaya.com/css/P8/documents/101060519>

POM 3.1.2

To get the details about the features and enhancements provided with Avaya Proactive Outreach Manager Release 3.1.2 refer to the “Proactive Outreach Manager 3.1.2 Release Notes” at <https://downloads.avaya.com/css/P8/documents/101058591>

Installation

Product compatibility

For the latest and most accurate compatibility information go to <https://support.avaya.com/CompatibilityMatrix/Index.aspx>

File list – Proactive Outreach Manager 3.1.3.2 Software

Filename	Modification time stamp	File size	Version number
POM.03.01.03.02.00.070-r85996ac81a-x86_64.iso	Aug 5, 2020 15:13 PM IST	525402112 bytes	POM.03.01.03.02.00.070
POM.03.01.03.02.00.070-r85996ac81a-x86_64.iso.sha256.crt	Aug 5, 2020 15:13 PM IST	1777 bytes	POM.03.01.03.02.00.070
POM.03.01.03.02.00.070-r85996ac81a-x86_64.iso.sha256.sig	Aug 5, 2020 15:13 PM IST	256 bytes	POM.03.01.03.02.00.070
POM.03.01.03.02.00.070-POMDesktopJavaAPI.zip	Aug 5, 2020 15:13 PM IST	727663 bytes	POM.03.01.03.02.00.070
POM.03.01.03.02.00.070-POMEventSDK.zip	Aug 5, 2020 15:13 PM IST	9735991 bytes	POM.03.01.03.02.00.070
POM.03.01.03.00.00.029-DesktopDotNetAPI.zip	January 13, 2020 12:17 AM IST	171905 bytes	POM.03.01.03.00.00.029
PomPDCInstallerSite_3.01.03.017.zip	January 13, 2020 11:58 AM IST	1501413 bytes	POM.03.01.03.017

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Software Package name	Steps to validate the SHA256 hash and digital signature
v	<p>This is the Proactive Outreach Manager 3.1.3.2 ISO Image. Login to the Linux system as a root privilege user and perform the following commands:</p> <ol style="list-style-type: none"> 1. Use “sha256sum” command to generate a SHA256 hash against the Proactive Outreach Manager 3.1.3.1 ISO Image: <code>sha256sum POM.03.01.03.02.00.070-r85996ac81a-x86_64.iso</code> 2. Compare the calculated hash from the above #1 step with the published SHA256 sum on support site. Both SHA256 hashes should be the same value to ensure the ISO image is not corrupted. 3. The following steps are to validate the SHA256 hash signature: <ul style="list-style-type: none"> • First extract the public key from the certificate that signed the SHA256 hash to “pubkey.pem”. <code>openssl x509 -pubkey -noout -in POM.03.01.03.02.00.070-r85996ac81a-x86_64.iso.sha256.crt >pubkey.pem</code> • Create POM.03.01.03.02.00.070-r85996ac81a-x86_64.iso.sha256 file with below data : <code>< published SHA256 sum on support site > <ISO name></code>

Software Package name	Steps to validate the SHA256 hash and digital signature
	<p>e.g. 62938ef8273baee24cbc7cfabb87b387d7e973fa845d4788b1917016018f532c POM.03.01.03.02.00.070-r85996ac81a-x86_64.iso</p> <p>Note: Two white space between < published SHA256 sum on support site > and <ISO name></p> <ul style="list-style-type: none"> Verify the SHA256 hash signature using the public key “pubkey.pem”: <code>openssl dgst -sha256 -verify pubkey.pem -signature POM.03.01.03.02.00.070-r85996ac81a-x86_64.iso.sha256.sig POM.03.01.03.02.00.070-r85996ac81a-x86_64.iso</code> “Verified OK” from the above command indicates the SHA256 hash signature is valid.

Backing up the software

You must manually take the backup of the POM database as installation or upgrade modifies schema during POM upgrade. Please refer to “*Upgrading Avaya Proactive Outreach Manager*” guide for details.

Installing the release

To install POM 3.1.3.2 software (File Name: POM.03.01.03.02.00.070-r85996ac81a-x86_64.iso) refer to the “*Implementing Avaya Proactive Outreach Manager*” guide for step by step instructions.

To install POM PDC (File Name: *PomPDCInstallerSite_3.01.03.017.zip*) refer to the “*Avaya Proactive Outreach Manager Developer Guide*”.

The POM on-line help library is integrated with the GA software. When you install POM on a system, the installer also installs the on-line help library on the system. However, you can download the updated on-line help library from the Avaya support site. To update the on-line help library on POM system executes the steps mentioned below.

- Download the POM on-line help library UsingPOM.zip from <https://downloads.avaya.com/css/P8/documents/101063297>
- FTP the file in binary mode at /home/craft location on POM server.
- Login to command prompt using root or sroot user.
- Stop the VPMS service.
Enter the command: `service vpms stop`
- Copy the downloaded ZIP file to the /opt/Tomcat/tomcat/webapps/VP_POM/help/AvayaPOMDocLibrary directory.
Enter the command: `cp /home/craft/UsingPOM.zip /opt/Tomcat/tomcat/webapps/VP_POM/help/AvayaPOMDocLibrary`
- Go to the directory.
Enter the command: `cd /opt/Tomcat/tomcat/webapps/VP_POM/help/AvayaPOMDocLibrary`
- Extract the ZIP file.
Enter the command: `unzip UsingPOM.zip`
- Enter A to overwrite all files.
- From the directory, delete the ZIP file.

- Enter the command: rm UsingPOM.zip
10. Change the ownership of all files to avayavp.avayavpgroup
Enter the command: chown avayavp.avayavpgroup *
 11. Set the file permissions to 755.
Enter the command: chmod 755 *
 12. Start the vpms service.
Enter the command: service vpms start

Upgrading to release

To upgrade to POM 3.1.3.2 software (File Name: POM.03.01.03.02.00.070-r85996ac81a-x86_64.iso) refer to the “*Upgrading Avaya Proactive Outreach Manager*” guide for step by step instructions.

Single step upgrade is supported from POM 3.0.5, POM 3.1.1 SP2, POM 3.1.2 and POM 3.1.2 SP1, POM 3.1.3 and POM 3.1.3 SP1. For more details refer “*Upgrading Avaya Proactive Outreach Manager*”.

Note:

POM 3.1.2 onwards, if you are using MSSQL or Oracle database then before running upgrade it is required to install database drivers. For more information refer “*Upgrading Avaya Proactive Outreach Manager*”.

Note:

POM release 3.1.3.2 has database schema changes. If the setup is being upgraded from a previous release of POM, ensure that database schema changes have been reviewed for any impact on customizations. Any changes required to customizations due to database schema changes must be taken care of by the customization owners.

For schema changes, refer Appendix A for “*Avaya Proactive Outreach Manager Database Dictionary*” and “*Avaya Proactive Outreach Manager Database Model*”.

Troubleshooting the installation

Refer to the “*Troubleshooting Avaya Proactive Outreach Manager*” guide section “*Troubleshooting install, upgrade, and uninstall*” for details.

Restoring software to previous version

The restore option to previous version is not supported for POM 3.1.3.2 release.

Fixes

The following table contains list of issues fixed in Avaya Proactive Outreach Manager

PEA# / SR#	ID	Summary	Fixed in release
NA	OUTREACH-24935	CONTACT_MODIFIED notification is not sent to other jobs when custom contact attribute is modified which is used in attribute-based dialing	3.1.3.2
1-15972034373	OUTREACH-23992	Campaign not Stopping from Monitor until contacts are marked as Attempt Timeout.	3.1.3.2
NA	OUTREACH-25239	Agent Configuration Help is displayed for Holiday Page	3.1.3.2
1-16089556174	OUTREACH-25215	Job Detach Time should not exceed agent logout time in POM agent summary report	3.1.3.2
1-15895861782	OUTREACH-23675	Agent connect time showing incorrect value in campaign details report when agent consult to external number	3.1.3.2
1-16127248541	OUTREACH-25235	Campaign starts dialing regular records if contacts are added manually or uploaded even if the job is in 'Stopped, Callback' state	3.1.3.2
1-16153615534	OUTREACH-25297	Edit callback Rest API does not work if you provide NULL value for end time if the callback already has a valid End Time	3.1.3.2
NA	OUTREACH-24938	CONTACT_MODIFIED notification is not sent to other jobs when custom contact attribute being used in filter template is modified	3.1.3.2
1-16077287352	OUTREACH-24608	Contact List-Filter column not visible under Campaign Manager window	3.1.3.2
1-16144985279	OUTREACH-25437	Strict/Agent callback is not created from desktop if campaign is in stopping state.	3.1.3.2
1-16074087648	OUTREACH-24425	Callbacks are getting marked as Attempt Timeout and are completed	3.1.3.2
NA	OUTREACH-24447	callback stuck for 5 minutes in postpone logic if agent manager is down	3.1.3.2
NA	OUTREACH-24759	Callbacks gets marked as 'Rejected Due to Attempt Already in Progress' due to rule and gets completed	3.1.3.2

1-15960334422	OUTREACH-24379	Native agent script is displaying placeholders instead of default values on the agent desktop	3.1.3.2
1-16065850574	OUTREACH-24476	CD in active DC also monitors the processes in standby DC in Geo-Redundancy environment	3.1.3.2
NA	OUTREACH-24054	Search Callbacks based on phone number failing	3.1.3.2
1-16001643685/1-16003269762	OUTREACH-24378	Contact List updated with extra custom attributes while adding data through SaveContactToList soap and REST API	3.1.3.2
NA	OUTREACH-24009	Get Contact Batch from Contact List-REST-Not working for search	3.1.3.2
1-14946584317	OUTREACH-23824	Contact in wait queue gets passed to agent, but also goes into Retry queue due to Disconnected_By_User_NuisanceApp intermittent code	3.1.3.2
1-15963860482	OUTREACH-23994	Delay observed in execution of the Agent API AGTSetCustomerDetail, when custom contact modified CONTACT_MODIFIED Notification being set to all the job those irrespective of contact list shared	3.1.3.2
NA	OUTREACH-24410	Campaign Not stopped-when all records dialed from list (With empty feature list used)	3.1.3.2
1-16046013158	OUTREACH-24166	IOException errors seen in AM once AM is back up as MASTER after being stopped for a while	3.1.3.2
1-16061521751	OUTREACH-24330	On agent assigned campaigns, agent remains Idle without getting any call	3.1.3.2
1-15952124312	OUTREACH-23676	CFD - Strategy Editor should work on client system without Internet connection	3.1.3.2
1-16008114998	OUTREACH-23843	Callback does not work if it's contact list is removed from the job	3.1.3.2
16008144088	OUTREACH-23826	Callback Note showing Simplified Chinese and additional junk characters	3.1.3.2
1-15852112158	OUTREACH-23673	on the attributes section unable to use all the language codes in the pom strategy	3.1.3.2

1-15948921132	OUTREACH-23821	Dialing Allocation Percent under Contact List and Filter Selection is not working on POM for campaign	3.1.3.2
NA	OUTREACH-24011	DB query changes for history creation of agent contact	3.1.3.2
1-16036362321	OUTREACH-23810	Callback marked as completed in case of agent assigned records	3.1.3.2
1-16036362321	OUTREACH-23837	Callback created through webservice on a contact not previously filtered is not working	3.1.3.2
NA	OUTREACH-23817	If expired callbacks are rescheduled then these callbacks are not attached to current campaign	3.1.3.2
1-15995920981	OUTREACH-23812	Normal dialing stops if more callbacks are matured in short time	3.1.3.2
16010111402	OUTREACH-23840	Webservices - force agent logout and force agent not ready not working	3.1.3.2
1-15920954103	OUTREACH-23726	ECR pacing dialing is slow when hit rate of the list is very less	3.1.3.2
1-15948921132	OUTREACH-23501	Dialing Allocation Percent under Contact List and Filter Selection is not working on POM for campaign	3.1.3.2
1-15983172132	OUTREACH-23549	Scheduled callbacks are not received by agents	3.1.3.2
1-15958573167	OUTREACH-23548	Strict Agent Callbacks are presenting to other Agents	3.1.3.2
1-15932811921	OUTREACH-23503	POM Allocated licenses were zeroed out. Happened after WebLM server was restarted.	3.1.3.2
1-15943324188	OUTREACH-23545	Agent nail up and outcall, both fail for Attribute Based dialing campaign, if certificates of POM and/or Appserver have FQDN in the SAN field instead of IP Address.	3.1.3.2
1-15886418802	OUTREACH-22608	Agent Manager spawns continuous Exception in case of recorder client disconnect/restart	3.1.3.2
1-15932811921	OUTREACH-23503	POM Allocated licenses were zeroed out. Happened after WebLM server was restarted.	3.1.3.2

1-15722698835	OUTREACH-22612	Calls fail when multiple SBC-Es are used with POM	3.1.3.2
1-15932811921	OUTREACH-22957	POM Allocated licenses were zeroed out. Happened after WebLM server was restarted.	3.1.3.2
1-15943324188	OUTREACH-23188	Agent nail up and outcall, both fail for Attribute Based dialing campaign, if certificates of POM and/or Appserver have FQDN in the SAN field instead of IP Address.	3.1.3.2
NA	OUTREACH-22359	\$TODAY not working with Splitter	3.1.3.2
1-15835556982	OUTREACH-22456	AdvanceListManagement health URL is not working in case when hostname in /etc/hosts file is in BLOCK/Capital letters	3.1.3.2
1-15799041722	OUTREACH-22455	POM SOAP Web Service GetContactDataFromList is failing when it accessed.	3.1.3.2
NA	OUTREACH-22509	Redial is not working on default number if dialing prefix is configured in campaign	3.1.3.2
1-15883330658	OUTREACH-22524	POM Filtering issue when filter template is edited from monitor and last completion code condition is added	3.1.3.2
NA	OUTREACH-22595	Agent Manager spawns continuous Exception in case of recorder client disconnect/restart	3.1.3.2
NA	OUTREACH-22528	KAFKA Enriched event and process contact count does not match	3.1.3.2
1-13736257117	OUTREACH-10968	CFD: Mismatch of 'Live Voice Calls and 'agent handled call' between Campaign Summary and Nuisance summary report	3.1.3.1
NA	OUTREACH-11891	POM attribute value not replaced in while building personalized text for SMS/Email.	3.1.3.1
1-14101727441	OUTREACH-14116	In POM Agent summary report, Agent Call Count calculation is not correct.	3.1.3.1
NA	OUTREACH-16282	Remote logging feature to capture logs outside POM server	3.1.3.1
NA	OUTREACH-20108	L10N POM POM Contacts File Splitters Manage File Splitters Failed - Incorrect Username or Password Externalization ITA KOR CHS FRA PTB ESO DEU JPN RUS	3.1.3.1
NA	OUTREACH-20540	Outstanding Call counter issue with web Proxy desktop handling for Router list cleanup	3.1.3.1
NA	OUTREACH-22301	147513-080 Key Management	3.1.3.1

NA	OUTREACH-22360	\$TODAY not working with Splitter	3.1.3 .1
1-15799041722	OUTREACH-22454	POM SOAP Web Service GetContactDataFromList is failing when it accessed.	3.1.3 .1
1-15835556982	OUTREACH-22457	AdvanceListManagement health URL is not working in case when hostname in /etc/hosts file is in BLOCK/Capital letters	3.1.3 .1
1-15845281792	OUTREACH-22513	Application server failed to Nailed up the agents after scheduled restart catalina.out shows NullPointerException	3.1.3 .1
1-15883330658	OUTREACH-22525	POM Filtering issue when filter template is edited from monitor and last completion code condition is added	3.1.3 .1
NA	OUTREACH-22529	KAFKA Enriched event and process contact count does not match	3.1.3 .1
NA	OUTREACH-22565	Hourly export functionality is not working even with infinite campaign	3.1.3 .1
NA	OUTREACH-22567	Redial is not working on default number if dialing prefix is configured in campaign	3.1.3 .1
1-15722698835	OUTREACH-22611	Calls fail when multiple SBC-Es are used with POM	3.1.3 .1
1-15932811921	OUTREACH-22926	POM Allocated licenses were zeroed out. Happened after WebLM server was restarted	3.1.3 .1
1-15943324188	OUTREACH-23187	Agent nailup and outcall, both fail for Attribute Based dialing campaign, if certificates of POM and/or Appserver have FQDN in the SAN field instead of IP Address.	3.1.3 .1
1-13961025668	OUTREACH-11703	POM dials contacts while custom pacing parameter (SetMaxAttemptsCountForTask) set to 0.	3.1.3
1-13840965288	OUTREACH-11811	Using "Phone2" condition when strategy is configured with 4 handlers fails	3.1.3
1-14129956392	OUTREACH-14271	Uploading Contacts with attribute type float shows float value with scientific notation for MSSQL DB.	3.1.3
1-13933048142	OUTREACH-15022	POM Monitor shows blank screen when accessed from AUX POM.	3.1.3
1-14780373922	OUTREACH-16963	Media-Info Event is not received for some recorder clients from POM.	3.1.3
1-14814429249	OUTREACH-19176 OUTREACH-19341	Some Image icons are not displayed in Internet Explorer 11.	3.1.3

1-14790703522	OUTREACH-19179	Cannot save default time zone for newly created timezone under page "Phone Format".	3.1.3
1-14760043841	OUTREACH-19286	POM updates all records when using SOAP web service "UpdateCompletionCodeForMessageID" if Message ID is 'NULL'	3.1.3
1-14964792099	OUTREACH-19297	Unable to search filter name using 'Like' operator.	3.1.3
1-14964809742	OUTREACH-19300	Unable to use "Save (As)" for the second Filter after first filter is created with "Save As".	3.1.3
1-14964791999	OUTREACH-19322	Unable to use "isnull" filter, if file splitter in "source file" has last field as blank.	3.1.3
1-14932359944	OUTREACH-19611	MediaComplete event comes when call is unanswered in preview calls.	3.1.3
1-14916007693	OUTREACH-19612	"Move Agent to other job" menu in POM Monitor does not work with AACC Mode.	3.1.3
1-14948287442	OUTREACH-19701	Filter template does not sort the values correctly.	3.1.3
1-14948293532	OUTREACH-19716	Agent cannot transfer the call to external party from a conference call.	3.1.3
1-14948287518,1-14960588307	OUTREACH-19724, OUTREACH-19775	Unable to modify allocation percentage from POM Monitor without adding an association of contact list or changing filters of contact list.	3.1.3
1-14853163732	OUTREACH-19845	Jobs remain in pausing state.	3.1.3
1-14956241782	OUTREACH-19871	While creating/editing campaign on CCW page it gives "Contact list attribute is not matching" error.	3.1.3
1-14948287518	OUTREACH-19875	Uniqueness in Completion code is checked against description.	3.1.3
1-14956241848	OUTREACH-19959	Splitter stuck in Analyzing mode if the authorization for the service failed while analyzing the splitter.	3.1.3
1-14956227032	OUTREACH-20082	Popup message while saving Campaign Linking is not clear.	3.1.3

1-14948287442	OUTREACH-20086	Filter template is not working without sort condition.	3.1.3	
1-14991491394,1-15022451539	OUTREACH-20105	"Get Contact Batch from Contact List" API failing for lastAttemptTime,lastSuccessfulAttemptTime,last_completion_code_id attributes.	3.1.3	
1-14961052713	OUTREACH-20121	Unable to create a campaign using list from a zone where EPM is not assigned. This mandate configuring of EPM in every zone.	3.1.3	
1-14983996962	OUTREACH-20198	"Callback Notes" are not supported in languages other than English.	3.1.3	
1-15010041238	OUTREACH-20234	Rule Engine does not start on system with more than 24 CPU/vCPU.	3.1.3	
1-15022417623	OUTREACH-20247	Help button on "Edit Filter Templates" page shows 404 error.	3.1.3	
1-15023373442	OUTREACH-20277	Removing one agent from an agent group, results in removal of all agents from that agent group.	3.1.3	
1-14915776639	OUTREACH-20606	When garbage value is received from recorder, instead of numeric value, it results in POM closing the connection.	3.1.3	
1-15028383143	OUTREACH-20715	Agent count mismatch between "POM Agent Summary" and "POM Campaign Detail".	3.1.3	
1-15758882312	OUTREACH-20820	While using splitter, mismatch in number of contacts displayed in the preview and actual imported contacts in some cases.	3.1.3	
1-15745031981	OUTREACH-20890	Unable to delete strategy if there are more than one pages in the strategy listing.	3.1.3	
1-15761172789	OUTREACH-21183	Agents do not move to the linked campaign, till last call is released by last busy agent from base campaign and Job moves to callback state	3.1.3	
1-15013051535	OUTREACH-21185	Job remain in stopping state due agent session is stuck in Agent Manager although agent has logged out.	3.1.3	
NA	OUTREACH-22186	File splitter does not work with timestamp attribute.	3.1.3	
NA	OUTREACH-11760	Unable to edit Contact Attribute.	3.1.3	
1-15053938929	OUTREACH-20514	POM dials out even when no agents are logged in.	3.1.3	

1-14948293532	OUTREACH-20018	“Not in” operator is excluding “null” values.	3.1.3
1-14948293532	OUTREACH-19863	Like operator in filter condition is not working when special characters such as “=” used in a string.	3.1.3
1-14839482686	OUTREACH-19613	Agent Callback always goes to 'initial' handler.	3.1.3

Documentation

PEA# / SR#	ID	Summary
1-14076576245	OUTREACH-13504	How to handle, if in PDC multiple attribute requests result in delay playing prompt.
1-14984503892	OUTREACH-19918	Callback Manager Screen shows the date & time values as per system's timezone from which the web portal is being accessed.
1-14938772968	OUTREACH-19997	Addition of producer.setTimetoLive() & activeMQ logging enablement.

Localization

PEA# / SR#	ID	Summary
NA	OUTREACH-19222	L10n POM POM Campaign Manager - Transfer and Conference Attributes Context Store ID Unnecessary translation KOR
NA	OUTREACH-19212	L10n POM POM FEATURE Value is empty for splitterName Mistranslation DEU
NA	OUTREACH-19210	L10n POM POM Primary POM server Including file name translation issue FRA
NA	OUTREACH-21372	L10n POM Product Documentation Using Avaya Workspaces for Avaya Proactive Outreach Manager Inaccurate translation JPN
NA	OUTREACH-22315	L10n POM POM Check In DNC translation issue FRA
NA	OUTREACH-16035	L10n POM POM Configurations - Holiday Configuration State Incorrect translation - context RUS 32
NA	OUTREACH-6746	L10n POM 0 POM Monitor - Active Campaigns Top Bottom Translation issues FRA*
NA	OUTREACH-20109	Incorrect Username or Password.

1-13394117374	OUTREACH-9152	Japanese translation is not correct for No Answer and Ring No Answer system.
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Known issues and workarounds

ID	Visible symptoms	Workaround/Comments
OUTREACH-23366	InstallSummary.log has exception for DB migration	Exception in InstallSummary.log related to 'MigrateExportSchedules' can be ignored in case of fresh install
OUTREACH-23345	Exception in InstallSummary.log in case of upgrade to POM-3131	Following exception can be ignored inside InstallSummary.log if MSSQL database is being used: java.lang.ClassNotFoundException : oracle.jdbc.driver.OracleDriver
OUTREACH-22998	Kafka topics are not created when organization name has characters other than: <ul style="list-style-type: none"> • a-z • A-Z • 0-9 • . (dot) • _ (underscore) • - (dash) 	Kafka topic name can contain only the following characters: <ul style="list-style-type: none"> • a-z • A-Z • 0-9 • . (dot) • _ (underscore) • - (dash) <p>Do not use organization names which contains characters, other than the above mentioned characters.</p>

Miscellaneous Notes

1. Use the following query to modify default value for configuration parameter "NORMAL_RECORD_DIAL_ATTEMPT". The default value is 0.

```
update pim_config set config_value =400 where config_name like 'NORMAL_RECORD_DIAL_ATTEMPT';
```

Note: If you are impacted by JIRA OUTREACH-23812 "**Normal dialing stops if more callbacks are matured in short time**", then only execute the above query otherwise keep it as 0 for default behavior.

2. Use the following query to modify default value for configuration parameter "STOPPING_CONFIG". The default value is 0.

```
update pim_config set config_value =1 where config_name like 'STOPPING_CONFIG';
```

Note: If you are impacted JIRA OUTREACH-23992 "**Campaign not Stopping from Monitor until contacts are marked as Attempt Timeout.**", then only execute the above query otherwise keep it as 0 for default behavior.

3. **NOTE:** For latest content, download the documents from the Avaya support web site and copy it to the POM primary server.

Languages supported

G14 Countries	Written Language
APAC:	
1. China	Simplified Chinese
2. Japan	Japanese
3. Korea	Korean
4. India	English
5. Australia	English
EMEA:	
6. France	French
7. Germany	German
8. Italy	Italian
9. Russia	Russian
10. UK	English
AI:	
11. Mexico	Lat-Spanish
12. Brazil	Brazilian-Portuguese
13. Canada	French/English
US:	
14. US	English

Documentation errata

All documentation guides will have “*New in this release*” section to list the high-level changes.

Contacting support

Contact Support Checklist

As a practice FINEST level logs against each item from following location are required for initial investigation at POM level:

- \$POM_HOME/logs
- POM Agent API logs from desktop side for affected agent.
- \$AVAYA_MPP_HOME/logs
- \$APPSERVER_HOME/logs (In case of external application server please check logs directory on external server instead.)
- \$APPSERVER_HOME/webapps/<APP_NAME>/data/log (Depends on channel type used in campaign)
- \$CATALINA_HOME/logs
- If used custom OD application logs.

Use \$POM_HOME/bin/getpomlogs utility to collect log files. To understand usage of this utility run \$POM_HOME/bin/getpomlogs.sh command. With this utility you can collect POM, local application server logs. You can also collect MPP CXI logs if MPP and POM co-exists in single server deployment.

You may be asked for one or more log files and reports by Technical Support for analysis and investigation depending on scenario.

If you are having trouble with Avaya Proactive Outreach Manager you should:

1. Retry the action. Carefully follow the instructions in written or online documentation.
2. Check the documentation that came with your hardware for maintenance or hardware-related problems.
3. Note the sequence of events that led to the problem and the exact messages displayed. Have the Avaya documentation available.

If you continue to have a problem, contact Avaya Technical Support:

1. Log in to the Avaya Technical Support Web site <https://support.avaya.com>.
2. Contact Avaya Technical Support at one of the telephone numbers in the Support Directory listings on the Avaya support Web site.

Avaya Global Services Escalation Management provides the means to escalate urgent service issues. For more information, see the Escalation Contacts listings on the Avaya Web site.

Contact Support Tasks

You may be asked to email one or more files to Technical Support for analysis of your application and its environment.

Appendix A

Document Title	Link to Download
Avaya Proactive Outreach Manager Overview and Specification	https://downloads.avaya.com/css/P8/documents/101063277
Implementing Avaya Proactive Outreach Manager	https://downloads.avaya.com/css/P8/documents/101063279
Upgrading Avaya Proactive Outreach Manager	https://downloads.avaya.com/css/P8/documents/101063281
Using Avaya Proactive Outreach Manager	https://downloads.avaya.com/css/P8/documents/101063285
Using Avaya Workspaces for Avaya Proactive Outreach Manager	https://downloads.avaya.com/css/P8/documents/101063289
Avaya Proactive Outreach Manager High Availability	https://downloads.avaya.com/css/P8/documents/101063283
Avaya Proactive Outreach Manager Integration	https://downloads.avaya.com/css/P8/documents/101063293
Avaya Proactive Outreach Manager Database Dictionary	MSSQL: https://downloads.avaya.com/css/P8/documents/101063353 Postgres: https://downloads.avaya.com/css/P8/documents/101063355 Oracle: https://downloads.avaya.com/css/P8/documents/101063357
Avaya Proactive Outreach Manager Database Model	https://downloads.avaya.com/css/P8/documents/101063359
Avaya Proactive Outreach Manager Developer Guide	https://downloads.avaya.com/css/P8/documents/101063347
Avaya Proactive Outreach Manager Agent API	https://downloads.avaya.com/css/P8/documents/101063345
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