Update v11.0.510

EMPLIFI AGENT

January 2022

Trademark Notice

The Emplifi and Astute logo, Astute Agent, Astute Social, Astute Knowledge, Astute Bot, and Astute SOS are trademarks of Emplifi Inc. Microsoft, Word, SQL Server, and Windows are trademarks of Microsoft Corporation in the United States and/or other countries. PureConnect and Customer Interaction Center (CIC) are registered trademarks or trademarks of Genesys Telecommunications Laboratories, Inc. and/or its affiliates in the United States and certain other countries. Other brand and/or product names referenced in this document may be trademarks or registered trademarks of their respective companies.

Copyright Notice

Table of Contents

ℹ️ Introduction

This document describes the software changes in Emplifi Agent version 11.0.510. Previous versions are not covered in this document.

🔧 Updates

Summary of updates to software elements for version 11.0.510

Update Description	User Impact	Case ID	Project ID
Enhanced the web service mailer to support "99999" as a valid zip code. This allows agents to enter a zip code in the mandatory field when they do not have one.	Agents		A11-369
Added support for Community Inbox integration which includes: • Adding a new "Create Case" endpoint to the Agent API. • Adding a new w_case_communityinbox security function. • Adding a new Community Inbox section to the Agent user interface. • Adding configuration details to Agent.	ALL		A11-371
Fixed an issue with on-premise v11.0 PCEmail occasionally running into issues talking to Emplifi Agent in the cloud.	ALL		A11-381
Fixed an issue with on-premise PCEmail failing to upload attachments to v11.0 PCAS.	ALL		A11-411