



Chime 2.6 Gold Service Release 10 Additional Context

January 3, 2018
v2.6.9321

A 3D graphic consisting of several overlapping, semi-transparent blue and grey rectangular blocks arranged in a horizontal line, creating a sense of depth and perspective. The blocks are slightly offset from each other, with some appearing to be in front of others.

Winter 2018

Contents

Stripping sensitive information from application logs	3
Additional options for remediating hung chat sessions	3
Issues with conference escalation and agent active chat counts	5
Various reporting fixes	7
Small installer fixes	8
Various security improvements	8
Miscellaneous changes	9
FAQ	10

Stripping sensitive information from application logs

Prevent messages sent by the Agent and Guest after accepting a chat from appearing in the logs - #3402

Any messages that a guest sends to an agent or an agent sends to a guest will not be shown in the logs. This also includes when the agent types “y” or “Y” to accept a chat.

Removed chat messages from logging and the Guest’s question from Guest metadata - #3395

As well as all the messages sent between a guest and agent, the guest’s question in the guest metadata will not appear.

Removed passwords from Advanced Installer logs - #3329

Upon completing your installation of Chime for Lync, an installation log file will be generated, which will not contain any of the passwords used in the installation.

Additional options for remediating hung chat sessions

Added in a button to the control panel to clean up hung sessions in a queue - #3417

The “Cleanup Hung Dashboard Sessions” button in the control panel will clean up any hung or non-existent waiting sessions that are lingering around on a queue dashboard.

Queue Control Panel							
Queue Name	Type	Dispatcher	LyncOnlineQueue.exe PID	LyncOnlineQueue.exe Memory	LyncOnlineQueue.exe User	Status	Action
Load Testing Queue	Lync	itdispatcher03	3856	111008 K	INSTANT-TECH\svc_chime	Running	⏹ Stop
Testing Queue	Lync	itdispatcher02	3732	95576 K	INSTANT-TECH\svc_chime	Running	⏹ Stop
TestQ	Lync	itdispatcher05	10480	106224 K	INSTANT-TECH\svc_chime	Running	⏹ Stop
VA Timeout Queue	Lync	itdispatcher04	8528	82224 K	INSTANT-TECH\svc_chime	Running	⏹ Stop

Added in logic that automatically clears any hung sessions when the queue restarts - #3417

During the startup process off a queue, a new step has been added that checks if there are any hung chats showing up in the queue. If there are, then Chime will terminate them.

Resolved issue where completed IMs were sometimes showing as dropped - #3375

Fixed an issue where IMs that are closed from the monitoring panel were showing up with a dropped status. This will now result in a disconnected chat instead.

The screenshot shows the Chime Sales Queue interface. The top header displays the time as 2:42:28 PM on 1/3/2018 UTC -05:00, based on availability for sipitdispatcher02@instant-tech.com. The Queue Status is 'Online' and 'Enabled'. Metrics show 1/5 Agents Online, 0/1 Connected / Waiting, 0:00 Average Wait, and 0:00 Average Duration. The 'Queue Details' section has a filter set to 'Waiting' and a start date of January 3, 2018. A table below shows a single session:

Session Started	Guest	Question	State	Wait Time	Connected Time	Agent
Jan 3, 2018 2:42 PM	John Smith (jsmith@gmail.com)	I need help fixing a printer	Waiting	00:00:12		

In the image above, you can see a waiting chat in the queue.

The screenshot shows the Chime Sales Queue interface. The top header displays the time as 2:43:00 PM on 1/3/2018 UTC -05:00, based on availability for sipitdispatcher02@instant-tech.com. The Queue Status is 'Online' and 'Enabled'. Metrics show 1/5 Agents Online, 0/1 Connected / Waiting, 0:00 Average Wait, and 0:00 Average Duration. The 'Monitoring Panel' section has a start date of January 3, 2018. A table below shows a single session:

Session Started	Guest	Question	State	Wait Time	Connected Time	Agent
Jan 3, 2018 2:42 PM	John Smith (jsmith@gmail.com)	I need help fixing a printer	Connected	00:00:11	00:00:34	Justin Moore

This chat gets accepted, and goes into the connected state. While the Guest and the Agent are communicating, a manager has the ability to close the chat using the “X” button to the right of the session information. In previous versions of Chime, this would result in the chat being moved into a Dropped state. In this version (and in future versions) of Chime, it will change the chat to be in a disconnected state as shown below.

The screenshot shows the Chime Sales Queue interface. The top header displays the time as 2:43:19 PM on 1/3/2018 UTC -05:00, based on availability for sipitdispatcher02@instant-tech.com. The Queue Status is 'Online' and 'Enabled'. Metrics show 1/5 Agents Online, 0/1 Connected / Waiting, 0:00 Average Wait, and 0:00 Average Duration. The 'Queue Details' section has a filter set to 'All' and a start date of January 3, 2018. A table below shows a single session:

Session Started	Guest	Question	State	Wait Time	Connected Time	Agent
Jan 3, 2018 2:42 PM	John Smith (jsmith@gmail.com)	I need help fixing a printer	Disconnected	00:00:11	00:00:48	Justin Moore

Issues with conference escalation and agent active chat counts

Resolved issue where Guest drops from chat but session still attempts to route the chat - #3368/3297

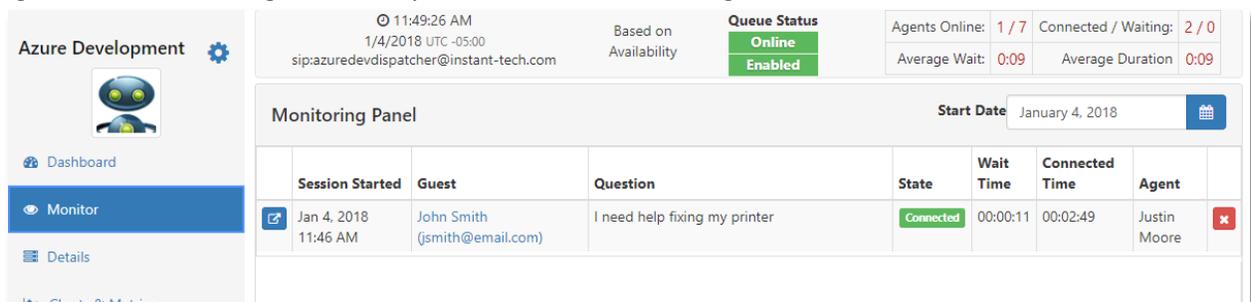
When a seeker was in the process of connecting to an agent but disconnected, the session would still try and escalate into a conference. Chime will now detect this disconnection by the guest, close the session, and mark the chat as dropped.

Resolved issue where agent was blankly prompted and the active chat count locked up - #3370

This occurred when the guest would drop while the agent was being prompted to accept the chat. Chime will now double-check that the session is still waiting before trying to connect to the agent again.

Added in the ability to set an agent's active chat count - #3387

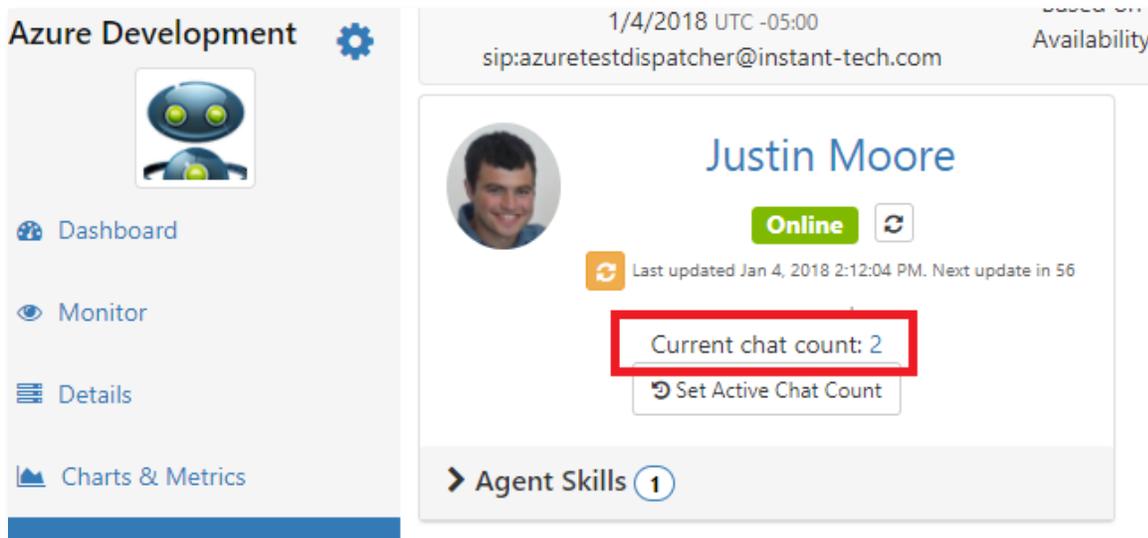
If a chat has been stuck in a queue, a manager can go in and change the value of this setting for an agent, which will change how many chats Chime thinks this agent has.



The screenshot shows the Chime monitoring dashboard for 'Azure Development'. The top right displays 'Queue Status' as 'Online' and 'Enabled'. Below this, a 'Monitoring Panel' shows a table of sessions. The table has columns for 'Session Started', 'Guest', 'Question', 'State', 'Wait Time', 'Connected Time', and 'Agent'. One session is listed with a 'Connected' state.

Session Started	Guest	Question	State	Wait Time	Connected Time	Agent
Jan 4, 2018 11:46 AM	John Smith (jsmith@email.com)	I need help fixing my printer	Connected	00:00:11	00:02:49	Justin Moore

Notice that the agent here has one chat connected.



The screenshot shows the Chime agent panel for 'Justin Moore'. The agent is 'Online'. A red box highlights the 'Current chat count: 2' and a 'Set Active Chat Count' button below it. The 'Agent Skills' section shows a count of 1.

The Agent panel incorrectly shows that they have two chats connected. This means that at some point, the agent had a chat that did not disconnect correctly, and now Chime thinks they are still in an extra chat. Normally to fix this, the queue would have to be restarted. This new feature allows a manager to fix it if they spot it happening.

Set the agent's chat count to the specified value. ✕

Cancel OK

A manager can then click "Set Active Chat Count" and change that agents active chat count. In this case, they set it back down to zero.

The screenshot shows the Azure Development interface. On the left is a sidebar with navigation options: Dashboard, Monitor, Details, and Charts & Metrics. The main area displays agent information for Justin Moore, including a profile picture, name, and status (Online). A red box highlights the text "Current chat count: 0" and a button labeled "Set Active Chat Count". At the top of the main area, there is a header with the date "1/4/2018 UTC -05:00" and the email "sip:azuretestdispatcher@instant-tech.com".

After clicking "OK", the agents current chat count will be set to zero, and the agent can now continue to accept the appropriate number of chats they are enabled to do.

Various reporting fixes

Resolved error when generating a CSV for the Connect Vs Unconnected By Queue report - #3393

Fixed an issue where this chart would give an error saying, "Index was outside the bounds of the array" when you tried to export it as a CSV.

Resolved UTC and data issues with the Available Agents over 24 Hours report - #3293

The report will now render the result based on the start of the day of the user's time zone. The report also did not take into consideration agents who had disabled themselves from the queue, which it now does.

Resolved issue with the monitoring panel incorrectly displaying active chats - #3416

Fixed an issue where the monitor panel would not update the active chats displayed unless the refresh button was clicked manually.

Explicitly indicate in CSV exports that time-stamps are in UTC - #3409

Cells in the exported CSV reports will now include a (UTC) after the data label, signaling that the timestamps are in UTC.

	A	B	C	D	E
1	Date (UTC)	Inbound Chats	Answered Chats	Queue Unavailable Chats	Deflected Chats
2	2017-09-05T04:00:00.000000Z	5	35	3	43
3	2017-10-05T04:00:00.000000Z	24	32	1	3
4	2017-11-05T04:00:00.000000Z	63	765	0	23
5	2017-12-05T04:00:00.000000Z	117	84	0	8
6					

Small installer fixes

Added in FQDN override variable - #3291

Added the ability to provide a custom DNS entry (host + domain), and return that with the GetFDQN method. This will only be used with Office 365 deployments to provide a URL to be used in the authentication redirect.

Resolved ExpertLoginNamePatcher error during installation - #3356

This error was appearing in the installer when a user selects Windows Authentication for the SQL connections. A new parameter has been added to ExpertLoginNamePatcher, so that it can handle selecting Windows Authentication for the database login.

Various security improvements

AES encrypt passwords in settings.xml - #3312

When installing Chime for Lync for the first time, all passwords saved in the settings.xml file will be encrypted with AES. If installing Chime for Lync for a second, third, etc time, all pre-existing passwords in settings.xml will be converted from Base64 to AES.

Implemented anti-CSRF token to prevent cross-site request forgery - #3320

Updated how Chime checks a user's identity to prevent any potential Cross-Site Request Forgery attacks. Chime now uses a CSRF token to authenticate the user.

Miscellaneous changes

Resolved issue with the session rating URL not working correctly - #3403

The session rating system variable {SessionFeedbackUrl} can be used in a text resource or standard reply to bring the guest to an external rating page. On this page, the guest can leave a 1 – 5-star rating and a comment.

Updated presence subscription re-subscribe logic - #3396

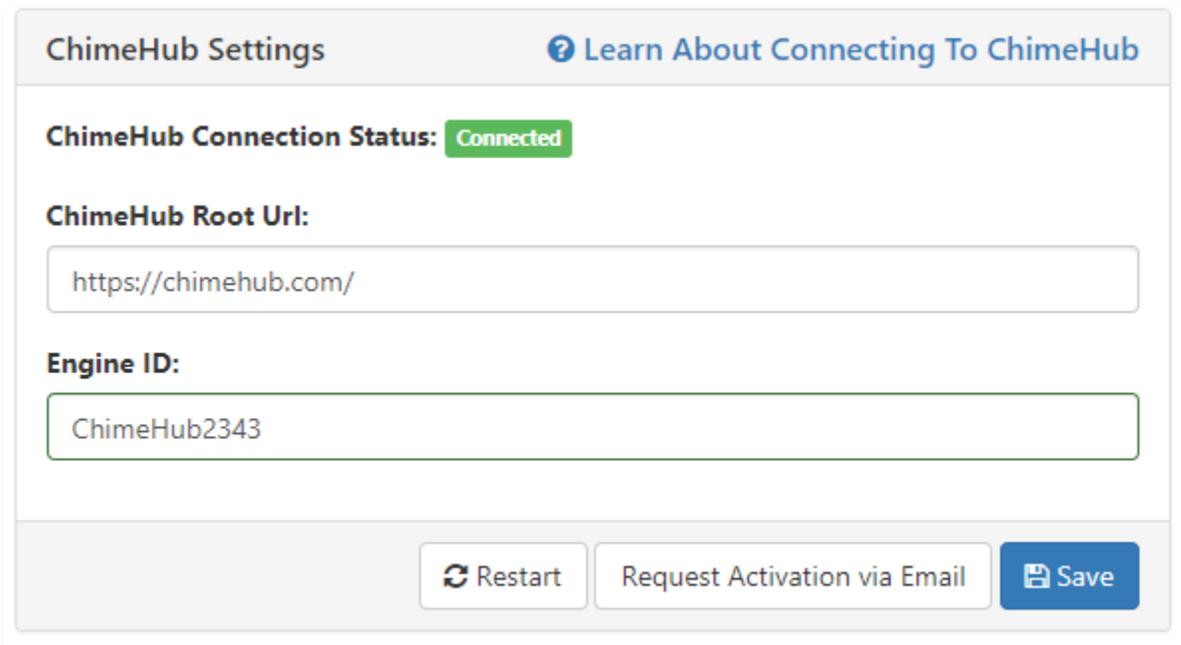
If an agent in Chime has their presence subscription terminated unexpectedly, the Chime engine will re-subscribe that agent's presence automatically.

Improved Virtual Agent Session Management - #3377

For Chime applications using virtual agents, virtual agents will now access dictionaries in a safer way.

Added in a button that restarts the ChimeHub connection - #3430

The “Restart” button on the Advanced admin settings page will restart the ChimeHub connection without restarting the whole Chime process.



The screenshot shows the 'ChimeHub Settings' interface. At the top right, there is a link 'Learn About Connecting To ChimeHub'. The main content area displays the 'ChimeHub Connection Status' as 'Connected' in a green box. Below this, there are two input fields: 'ChimeHub Root Url' with the value 'https://chimehub.com/' and 'Engine ID' with the value 'ChimeHub2343'. At the bottom of the settings panel, there are three buttons: 'Restart' (with a refresh icon), 'Request Activation via Email', and 'Save' (in a blue box).

Added in two columns to the database:

- dbo.Queues.RoutingOptions – bitfield to hold additional routing flags.
- dbo.Sessions.SessionEndTime – UTC Timestamp of when the chat ended

FAQ

Say I update the agents active chat count from 2 to 1 on the 'Agents' tab on the queue dashboard. Will the chat count also be adjusted on the Dashboard screen to match?

Yes. These are now drawing off of the same data representation, so the active chat count should show the same number on the Agents tab and on the Agent List on the main dashboard tab.

On the Monitor screen, will the hung chat still show as Connected, and potentially still showing 2 connected chats versus one?

No, the chat that got hung up would not show as connected – previously what would occur in these situations is that the seeker would drop, but because that was occurring while the agent was trying to connect, it would get bounced back to Waiting, and would be stuck trying to route unsuccessfully until it Timed Out. Now, when this situation occurs, the chat will be closed out as Dropped.

Could this be used by a Manager to incorrectly set the active chat count from 2 chats to 1 chat where no chats have actually disconnected, and thus allow the analyst an additional third chat when they are only supposed to receive 2?

This is a possibility – however, we have this enabled in order to simulate various situations in our internal QA environment.

After the initial manual update to 1 chat, is the chat count automatically adjusted to account for new chats coming in and disconnecting, where the analyst could be at 2, 1 or 0 chats.

The chat counter will act normally after it is reset – so that if it was at 2 chats, then reset to 1 chat, and another chat is routed to the agent, it will increment as expected to 2 chats, or if the other “real” chat closes, it will decrement to 0 chats.

In the log file, how will the disconnected chat reflect?

There will be a message in the log of the form “Queue XYZ Session 123: Seeker (sip:foo@example.com) dropped while connecting to expert”