R3.11.x

New highlights

o AMI setting page (see explainer)

o Search and filter values remained (see explainer)

Improvements and support

o TAG in search list will show ALL conversations. To prevent extra filter action

o AMI Audit exclude and include events shown. For more clarity in this action audit log.

o Canned Response table view remained when inserted into AMI signature template

Explainer about AMI setting page

For allowance to define as AMI organization your own configuration preferences.

A total overview of the AMI settings will be shared during knowledge / update session

Explainer about Search and filter values remained

When new conversations did receive the queue, the AMI client state, was interrupted and current queue list was reset to most recent conversation. This is no longer experienced.