R3.12.x

New highlights
- AMI persistent connection. This services improves connection (delay) and usage between AWS components

Improvements and support
o Eventbridge integration optimization for time stamp and discard of any non email events
o Security increasement for XSS – cross-site scripting + HTTP Security header policies
o API call reduction for activities like disconnect and wrap-up (from 2 API calls reduced to 1)
o Show queues/conversation counter /tags improvement (in combination with connected conversations on AMI list)
o Frontend UI changed (editor/show conversation/ sidebars)

o Conversation resync button remained. Only needed in times of missed closed event
o Events collected and queried based on received message to avoid unexpected sequence of events
o Forced logout on AMI after Genesys log-out (v2.users.{id}.tokens event added)
o After Call Work (ACW) check for conversations handled by AMI users
o AMI setting page adjustments