Web Agent Known Limitations and Outstanding Bugs

Known Limitations

4-way Conference Calling	Cannot initiate a 4-way Conference call. If needed, the agent can sign into the .Net client and perform a 4-way conference call. This is a future feature enhancement for the Web Agent.
Outbound Campaign Calls (Dialer)	Current limitations on answering Campaign calls in the Web Agent for full feature functionality.
DTMF	Agent cannot perform a DTMF action through the Web Agent. They can perform DTMF on their UC One, Teams or Handset. This is future feature enhancement for the Web Agent.
WAV File	Agents cannot play a WAV file to an active caller.
Internal Softphone	The application does not support the Internal Phone (integrated softphone) – all calls must be delivered to a separate endpoint (e.g. handset, mobile phone, UC-One, Teams etc.).
Answer on UC One	Can only answer on a primary device. Shared Call Appearance phones, UC One and Teams need to be answered directly on the device.
Auto Screen Pop	The agent must click on the links found in the active interaction window to launch a URL.
Clipboard Integration	Agents must manually enter in or copy and paste a number to place an outgoing call.

Outstanding Bugs

Agent Statistics	Some BP and Agent KPI statistics are not updating in real time	Resolved with ECS 5.3.3 release and Web Agent Version Release
Default Outgoing Telephony BP	Changing the Default Outgoing Telephony BP does not properly save in settings.	Upcoming patch release - TBD
SMS/Email Media Type	Will not be fully developed until after the ECS 5.3.3 Release	