



Cognitive Agent

Amelia 6.15.5 Release Notes

(Document version 1.5)

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Document History

Author	Version	Date	Comments	Final Approval?
Amelia Research & Development	1.0	March 31, 2025	Added bug fixes and new functionality for 6.15.0 and 6.15.1 release.	Yes
Amelia Research & Development	1.1	April 1, 2025	Added AM5-13471 ticket to Highlights and Core Escalation section.	Yes
Amelia Research & Development	1.2	April 22, 2025	Added breaking change for 6.15.1 release for new setting for domain switching.	Yes
Amelia Research & Development	1.3	May 7, 2025	Added bug fixes and new functionality for 6.15.2 release.	Yes
Amelia Research & Development	1.4	June 20, 2025	Added bug fixes and new functionality for 6.15.4 release. Added 6.15.2 breaking changes.	Yes
Amelia Research & Development	1.5	September 16, 2025	Added bug fixes and new functionality for 6.15.5 release.	Yes

1. Highlights by Release

This section briefly lists significant changes to Amelia. A detailed list of all new features and bug fixes are listed in the next section of this document.

1.1 BREAKING CHANGES

1.1.1 6.15.0

REMOVE THE COREF MODEL FROM AMELIA

We've removed the Coref model from Amelia. This impacts Docker services and the core Amelia application. This change updated the Annotation Service parser. We've removed the Coref model to improve memory performance.

In some cases, the intent and other classifiers might have used the Coref model as a preprocessor. We've addressed this use case. This update should be backwards compatible. Previously deployed models and importing older models should work fine.

If an error does occur when importing a model, or after deployment, retrain your model. Then save and deploy the retrained model. You can retrain any model with the NLU Comprehension workspace. It's part of the Digital Employee module. (AM5-12101)

RESTRICT MALICIOUS FILE UPLOAD IN AMELIA ANSWERS

Documents with embedded links uploaded into Amelia Answers can trigger an error. Whitelisting these links addresses a security risk. To whitelist document links, set to true the Enable Validation of Parsed Embedded Links setting. It's in the Advanced tab in the Domains workspace in the Administration module. Then add link patterns to the Allowlist URL setting in Settings workspace in the Amelia Answers module.

Uploads are successful if any embedded file links are in the whitelist. Links not found in the whitelist will cause the upload to fail. In those cases, you will then need to update the whitelist then upload. Or remove the embedded link from your document before uploading again. Link validation is only for embedded content like hyperlinks.

The Semnet Configuration API end point also has a new key, semnetUserWhitelistURLs. This key has an array value with semnetWhitelistUrlId and url as keys. (AM5-12745)

DON'T ALLOW GLOBAL RESPONSE POOLS TO BE EDITED AND ADD AUTH CHECKS TO RESPONSE POOL APIS FOR DOMAIN

Users must have the RESPONSE_POOL_EDIT authority for the response pool domain. Previously, users with this authority for any domain could edit response pools. This change also applies to moving a response pool between domains. The user must have this authority for the original and target domains. Users might get a Not Authorized error if they're not assigned the authority for a domain. Assign any missing authorities using the Users workspace in the Administration module. (AM5-13171)

ADD BUTTON TO CONVERSATION EXPORT REPORT PAGE TO QUERY CONVERSATION COUNT AND REMOVE AUTO QUERY FROM PAGE

When exporting a Conversation Analytics report, a new Estimate button appears. Clicking this button counts records that match your criteria in the New Conversation Export workspace. You can make minor changes and quickly estimate the resulting count. The Estimate button replaces the count number on the Create button. It's located in the top panel. Reports are available with the Conversation Analytics workspaces in the Analytics module. (AM5-13443)

AMELIA ANSWERS: ADD DOMAIN SETTING TO UNIFY VECTOR LENGTHS ACROSS EMBEDDINGS PROVIDERS

A new domain setting enforces a standard vector size when using Amelia Answers. It is on by default to help ensure vector length mismatches do not occur. The setting enforces a vector size of 768 across all non-custom embeddings providers.

After an upgrade to this release, either turn off the domain setting “Unify Vector Lengths across Embeddings Providers” or use the “Clear Embeddings” button in Amelia Answers settings. Then reingest all your sources. If you turn this setting off, we recommend turning the setting on for reingestion of sources. It's in the Advanced tab of the Domains workspace in the Administration module.

Failure to either disable the setting or reingest all sources after clearing embeddings will lead to persistent “Vector Size Mismatch” errors in the Predict UI and within conversations. It will happen whenever an Amelia Answers response is required. (AM5-13597)

CREATE NEW AUTHORITY_ADMIN_ESCALATION_TEAM_DELETE AUTHORITY

Deleting escalation teams now requires assigning the AUTHORITY_ADMIN_ESCALATION_TEAM_DELETE authority to users. This allows users with the AUTHORITY_ADMIN_ESCALATION_TEAM_EDIT authority to continue editing teams. With this release, the new authority is part of the Agent Supervisor role. Users already assigned the Agent Supervisor role will inherit this new authority. Otherwise, you can assign the new authority to users as needed. (AM5-13621)

ALLOW INTENT LEARNING TO BE ENABLED/DISABLED AT THE DOMAIN LEVEL

Two new settings disable Intent Learning and Escalation Learning features. You can enable or disable one or both on a per domain basis. Both intent and escalation learning use significant system resources. Enable them only if necessary. The new settings are Enable Intent Learning and Enable Escalation Learning. Both are in the Advanced tab of the Domains workspace in the Administration module. Both are set to false by default. (AM5-13800)

1.1.2 6.15.1

INTENT TRIGGERING IS FAILING TO SWITCH DOMAIN

Domain switching now requires activating the *Switch Out From Domain During Conversation* setting. Configure this setting in the Configuration tab of a Domains workspace. It's in the Domain Switching panel in the Configuration tab. Domains workspaces are in the Administration module.

This change alters previous domain switching behavior. It may impact cases where domain switching is implied. In these cases, change the *Switch Out From Domain During Conversation* setting to Yes. (AM5-14186)

1.1.3 6.15.2

ADD ORCHESTRATOR ENABLED ADVANCED DOMAIN SETTING WITH THE DEFAULT VALUE SET TO DISABLED

Many Amelia instances do not use the Orchestrator messaging feature. In these cases, Orchestrator adds unnecessary processing and network requests. This can impact performance. To help optimize performance, we have added a domain level Advanced setting. It's called Orchestrator Enabled. The default value is set to false which disables this feature.

For instances that use Orchestrator, this new setting can be set to true to enable this feature. The new setting is in the Administration module in the Domains workspaces. Click the Advanced tab in a domain workspace to search and set this new setting. (AM5-14388)

VALIDATION ERROR WHEN TESTING AN AZURE OPENAI MODEL

Using the older text-embedding-ada-002 model is incompatible with the Unify Vector Embedding Lengths domain setting. This setting is located in the Advanced tab in the Domains workspace of the Administration module. This advanced setting prevents Vector Length Mismatch issues. However, it is incompatible with older embeddings models like ada-002. You will need to use text-embedding-3-small or text-embedding-3-large for this setting to work.

Disabling the Unify Vector Embedding Lengths will allow you to use the text-embedding-ada-002 model. To disable this setting, set the value to false. The default setting is true. (AM5-14841)

1.1.4 6.15.3

CONVERGE RESPONSE POOL AND SEMNET TAGGING AND ADD DOMAIN SEGREGATION FOR KNOWLEDGE SEGMENTATION TAGS

The 6.15.4 release deprecates responsePoolService profiles. Instead, use the more flexible and generic segmentationService to set profiles and tags. Using the segmentation service instead will help avoid future profile conflicts.

The responsePoolService profile feature will no longer work within the next six months. We encourage you to update any use of response pool tags before upgrading to this release. This will ensure compatibility and prevent segmentation-related issues.

Using both profiles will cause segmentation profiles to override response pool profiles.

Before this change with the 6.15.4 release, using this code in a Script task or block:

```
responsePoolService.activateProfile("tag1", "tag2")
    .anyMatch();
segmentationService.activateProfiles().addProfile("tag3", "tag4").anyMatch().build()
```

The activated tags from Response Pool are tag1, tag2. The activated tags from Knowledge Segmentation are tag3 and tag4.

After this change with the 6.15.3 release, using this code in a Script task or block:

```
responsePoolService.activateProfile("tag1", "tag2")
    .anyMatch();
segmentationService.activateProfiles().addProfile("tag3", "tag4").anyMatch().build()
```

The activated tags from Response Pool are tag3 and tag4. The activated tags from Knowledge Segmentation are tag3 and tag4. (AM5-14585)

ALLOW JOURNEY ANALYTICS AND NPS ANALYTICS TO BE DISABLED

We've added two settings in the Advanced tab of the Domains workspace. It's located in the Administration module. The *Enable NPS Analytics for the domain* setting enables or disables the collection and display of NPS analytics. The *Enable Journey Analytics for the domain* setting enables or disables the collection and display of Journey Analytics. Both settings are set to disabled (false) by default. To activate one or both features, change their setting value to true. (AM5-13144)

THE MAINTAIN DETECTED LANGUAGE SETTING OVERRIDES EXISTING LOCALE SETTING

The update affects the setUserSessionLanguage method of the translation service. If the *Maintain Detected Language* setting is set to true, and you call the service in a Script task or block:

```
translationService.setUserSessionLanguage(Locale newLocale)
```

1. The newLocale will always override the existing locale value, and

2. The Maintain Detected Language setting ensures consistent use of the newLocale value.

This behavior was not always guaranteed in earlier versions. The *Maintain Detected Language* setting is in the Translation tab of the Domains workspace. It's located in the Administration module. (AM5-13910)

CREATE A SEPARATE DATABASE AND SERVICE FOR METRIC SUMMARIZATION

We've created a dedicated database and service called amelia-metrics-batch-service. This new feature stores all your metrics data. The data is separate from conversations and other activities within the Amelia application. This helps to ensure the Amelia software continues to perform efficiently. Our Service Technology team will do the upgrade to take care of database and data related to metrics. (AM5-12365)

REMOVE FROM REST GATEWAY METHODS DEPRECATED SINCE AMELIA V4

These REST URLs have been deprecated since Amelia 4.x. They're being removed in this release.

- GET /AmeliaRest/api/vi/admin/integrations/clusters
- POST /AmeliaRest/api/vi/admin/integrations/clusters
- GET /AmeliaRest/api/vi/admin/integrations/clusters/{id}
- POST /AmeliaRest/api/vi/admin/integrations/clusters/{id}
- GET /AmeliaRest/api/vi/admin/integrations/hosts/
- POST /AmeliaRest/api/vi/admin/integrations/hosts/
- GET /AmeliaRest/api/vi/admin/integrations/hosts/{id}
- POST /AmeliaRest/api/vi/admin/integrations/hosts/{id}
- GET /AmeliaRest/api/vi/admin/integrations/requests/
- GET /AmeliaRest/api/vi/admin/integrations/requests/{id}
- GET /AmeliaRest/api/vi/admin/integrations/status/

If these URLs are still used in scripts, calling these URLs will generate a 404 message instead of a 202 message. (AM5-13812)

1.1.5 6.15.4

CUSTOM METRICS CAN EXCEED METRICS FIELD SIZE

Amelia will throw an Exception if a metric greater than 64KB in size is upserted during the conversation. The exception will escalate a conversation. This is a breaking change for instances that currently insert such metrics. Amelia will not escalate if the conversation is in preClose or preCloseSurvey. In those cases, the conversation can end but the metric will be silently discarded and not summarized. (AM5-14673)

AMELIA FAILS TO RESPOND IN TIME DUE TO MEMORY LEAK

In the current release, we have addressed a memory leak issue caused by large variables added to the response pool context. The response pool context now includes only variables referenced by any of the response pool entries.

Additionally, the use of `wsResponse` as a response pool variable is no longer allowed. The `wsResponse` variable often is very large. This will break any existing flows that use response pools that have entries that use the `wsResponse` variable. If clients have such entries, they will need to be modified, along with any flows that use them. Any conversation that leads into a flow that uses the `wsResponse` variable will error out and cause an escalation. And the error message in the Engine Service logs will say “The `wsResponse` variable is not allowed in response pools. Failed to extract variables for response pool...”. (AM5-14209)

ELMO EMBEDDINGS ARE CAUSING CONTENTION IN REDIS

The bug impacts all modules dependent on the ELMo encoder for embeddings, especially intent classifiers. The solution is to reduce the size of the embeddings while retaining as much semantic information as possible. We're using a float32 to float16 conversion to reduce memory usage. A configurable application property is added to enable this compression:

```
amelia.elmo-embedding.enable-compression:true
```

There is a small chance that intent classification predictions using the ELMo encoder may differ slightly due to compression. If such discrepancies are observed, compression can be disabled using above property to restore the original prediction behavior. (AM5-15062)

1.1.6 6.15.5

WEB ACTIONS CAN SAVE AND SEND BOTH PARAMETERS AND RAW BODIES IF USER HAS ENTERED BOTH

Web Actions let you configure Body types. For example, form-data that takes parameters. There's also a raw Body type that uses input like JSON. If you configure a form-data Body type then change to the raw Body type, Amelia will save both settings. In that event, the parameter definitions override the raw Body configuration. We have changed this behavior. Amelia saves only the Body type appropriate to your content type. And passes the data when you test. Amelia no longer builds a body from parameters for non-parameter-based content types. (AM5-15582)

1.2 HIGHLIGHTS

1.2.1 6.15.0

SHOW QUEUE SUMMARY AVAILABLE TO AGENTS

We've added a row of escalation Queue Summary data table to the Contact Center Home tab workspace. There are two buttons at the top left next to the Domains dropdown list. By default, the single bar button displays only current active conversations. Click the double bar button to display a Queue Summary table and Conversations table. For each escalation queue, the Queues Summary table includes Name, Current active conversations, Queued escalated conversations, Ready Agents, Busy Agents, Away Agents, and Offline Agents. (AM5-7842)

USE PROXY AND AUTHENTICATION WHEN CONNECTING A WEBSITE SOURCE FOR AMELIA ANSWERS

When adding a website source, you can specify proxy and request header information. Click the Add New button in the Sources panel then select Connect a Website from a dropdown list. The Creating New QA tab workspace now includes a Connection panel. You can configure Authorization, Certificate, and Proxy information. And add one or more request headers. The Sources panel and workspace are part of the Amelia Answers module. (AM5-13246)

ADD CONFIGURATION OPTIONS TO PREVENT RE-QUEUEING ESCALATION IF ERROR OCCURS DURING AGENT PICKUP

We've added options to manage escalations, error handling, and agent rejections and timeouts. And how Amelia handles post SLA situations. If an error occurs between agent acceptance and pickup, you can configure two options. Amelia can close the conversation or transfer the conversation back to the escalation queue. You also can transfer conversations back to Amelia for agent rejections and timeouts. And have Amelia handle post SLA handling of escalations. Agent rejections, timeouts, and post SLA handling used to only close a conversation. To configure these new settings, use the Escalation Queues workspace in the Contact Center module. (AM5-13471)

ENABLE NEW AGENT AND MIND INTERFACES BY DEFAULT

A new domain setting configures Amelia to display modern user interfaces by default. This provides up to date efficient technical code and tools. These interfaces have been available for some time as an option. The new setting name is Use New Version of Amelia and Agent UIs. It's in the Advanced tab of the Virtual Hosts workspaces in the Security workspaces. The Security workspaces are part of the Administration module. (AM5-13741)

1.2.2 6.15.1

There are no highlights for this release. Please refer to Section 2 for all tickets for this release.

1.2.3 6.15.2

There are no highlights for this release. Please refer to Section 2 for all tickets for this release.

1.2.4 6.15.3

There are no highlights for this release. Please refer to Section 2 for all tickets for this release.

1.2.5 6.15.4

There are no highlights for this release. Please refer to Section 2 for all tickets for this release.

1.2.6 6.15.5

There are no highlights for this release. Please refer to Section 2 for all tickets for this release.

2. List of All Changes

This section provides a detailed list of all new features, improvements, and bug fixes.

2.1 RELEASE 6.15.0

2.1.1 Agent View

BUG

- Agent jumps to another conversation automatically when he expands the image from the chat window (AM5-13516)

TASK

- Agent Activity Reports (AM5-8892)

2.1.2 Amelia Analytics

BUG

- Analytics Conversations list filter issue (AM5-13655)

2.1.3 Amelia Answers

BUG

- Export page taking forever to load big documents (AM5-13429)
- Document Search Does Not Always Return Results (AM5-13473)
- Azure embeddings fail silently, leading to 'missing segments' error (AM5-13554)
- Issue when adding tags (AM5-13586)
- Sources not loading (AM5-13629)
- Unable to add tags with different cases for same document (AM5-13868)

TASK

- Add option to include metadata in segments included in LLM prompt for AA (AM5-13126)
- When using URL for Amelia Answers it should be able to use proxy and authentication (AM5-13246)
- Investigate supporting Excel / CSV files (AM5-13122)
- Document Parsing tasks often hit 429s (AM5-13454)

- Java SDK and Rest-API changes for Amelia Answers import and export APIs (AM5-13589)
- Add domain setting to unify vector lengths across embeddings providers (AM5-13597)
- Revise Amelia Answers Retrieval endpoint (AM5-13683)
- Amelia Answers Fix 'token' v. 'character' distinction in AA settings (AM5-13761)

2.1.4 Core Admin UI

BUG

- Incorrect functions parsing (AM5-13152)
- Escalation Gateways: The Save and Delete buttons overlap, and clicking Save also triggers the Delete option (AM5-13462)
- Property Sets: When we manually add property names, they go to a different row. (AM5-13465)
- Learning: Failed to load the conversation (AM5-13466)
- Supervisor: Agent summary is not fully visible (AM5-13514)
- Digital Employees: Problems with overlap in the conversation flows folder during the search (AM5-13522)
- Web Action API Key values are not hidden in the UI (AM5-13563)
- Integration Templates: When attempting to add a new template in Integration Templates, the domain is automatically changing to Global, and when manually modifying it causes the "Add New" window to close (AM5-13628)
- The description provided while saving the template is not appropriate (AM5-13670)
- User profile not opening (AM5-13702)
- DEB: Two close icons on the search bar (AM5-13706)
- Unable to scroll on Web Action results longer than the screen height (AM5-13708)
- DEB: Unable to Deploy the BPN or DEB (AM5-13734)
- Conversation flows: The flow option in the subflow settings is still loading (AM5-13754)
- DEB: Apply Cross Domain restrictions for Card options in DEB (AM5-13764)

TASK

- Show queue summary available to agents (AM5-7842)
- Added ability to control user activity timeouts from domain settings (AM5-13552)
- Update Core to have Camel 4.10.2 as the camel engine instead of 4.10.0 (AM5-13725)
- Amelia answers export page taking forever to load big documents - UI (AM5-13744)

2.1.5 Core BPN

BUG

- Unable to mark the intent (IREFPRegimeTraining) as inactive (AM5-12857)
- NPE while deserializing BPN graph (AM5-12215)
- BPN responder escalates with error message "This stopwatch is already stopped" (AM5-13731)
- Web Action : secure headers and params not sent to test after save (AM5-13853)

2.1.6 Core Escalation

TASK

- Add configuration options to prevent re-queuing escalation if error occurs during agent pickup (AM5-13471)
- Add stomp subscription timeout and multiple max for websocket in Amelia Escalation (AM5-13601)

2.1.7 Core Framework

BUG

- Production agent analytics not working (AM5-12535)
- UI is allowing to create Script Library, Conversation Flow and BPN in root folder, but errors out (AM5-13515)

TASK

- Investigate agent-summary API (AM5-12889)
- Create new AUTHORITY_ADMIN_ESCALATION_TEAM_DELETE authority (AM5-13621)
- Users without AUTHORITY_ADMIN_ESCALATION_TEAM_DELETE authority should not be able to delete teams (AM5-13622)
- Enable new Agent and Mind experience by default (AM5-13741)
- Improve logging, create foundation for status page (AM5-13790)

2.1.8 Core NLU

TASK

- Amelia Predict API slow response (AM5-13338)
- Allow intent learning to be enabled/disabled at the domain level (AM5-13800)

2.1.9 Core Orchestrator

TASK

- Orchestrator send variables to AIOps automata endpoint in request body (AM5-12660)

2.1.10 Core Other

BUG

- Tabular data refresh issue (AM5-12728)

TASK

- Remove Coref from Amelia (AM5-12101)

2.2 RELEASE 6.15.1

2.2.1 Core Orchestrator

BUG

- Revert update to elastic and spring-data-elastic (AM5-13953)

2.3 RELEASE 6.15.2

2.3.1 Amelia Analytics

BUG

- Incorrect timestamp shown on Amelia platform (AM5-13795)

2.3.2 Agent View

BUG

- Agents receiving browser popup and sound notifications on escalated VOICE conversations (AM5-14354)
- Call Transfer in new Agent UI (AM5-14359)

TASK

- Modify ... typing trigger to include any agent text in chat box and when selecting an FAQ or other pre-written response (AM5-14317)

2.3.3 Amelia Analytics

BUG

- Export Recordings Does not Match Conversation Export Quantity (AM5-14134)

2.3.4 Amelia Answers

BUG

- Unable to ingest sitemap (AM5-13906)
- Unable to change the document name (AM5-14188)
- Tags disappear shortly after being added to the properties (AM5-14270)

2.3.5 Conductor CLI

BUG

- Conductor failing on DEB flows utilizing Call LLM task (AM5-14002)
- Semnet document Tags gone after Import (AM5-14053)

TASK

- Add command for pruning of revisions for classifier model (AM5-13394)
- Improve DEB flow deployment in Conductor (AM5-13871)

2.3.6 Contact Center

BUG

- Filtering is not functional on Contact Center (AM5-14096)

2.3.7 Core Admin UI

BUG

- Buttons do not work in preview mode (AM5-14097)
- Auto-adjusting the conversation is not happening in Agent view (AM5-14292)

TASK

- Incorrect timestamp on conversation created/message timestamp (AM5-13911)
- Cron expression in scheduling Amelia integration executions (AM5-14005)
- Add DEB support for voice.default_transfer_sip_override and voice.default_redirect_sip_override (AM5-14060)
- Users cannot join/observe conversations in domains from other virtual hosts (AM5-14207)

2.3.8 Core BPN

BUG

- Conversation still escalates when Direct Escalation property in an Ask task is set to false (AM5-13387)

2.3.9 Core Escalation

BUG

- Accepted escalations are not picked up in time (AM5-13295)

- Direct escalation still occurs after turning it off (AM5-13665)
- Calls not dispatched to agents / Agents not receiving any notifications for the calls after V6 upgrade (AM5-14346)

2.3.10 Core Framework

BUG

- Cache IntegrationEngine lookup in ApiKeysInterceptor (AM5-14074)
- Make pendingRequests configurable in integration gateway service (AM5-14081)
- BPN/Consume Web Service auths: Secret fields can be overwritten on save (AM5-14167)

TASK

- Create Amelia API endpoint to retrieve Web Actions (AM5-14136)

2.3.11 Core LLM

BUG

- LLM Intent Extraction does not receive intent descriptions (AM5-14057)

2.3.12 Core Metrics

BUG

- When the transcript is exported using Use User Language, the transcript is still in English for some exported conversations (AM5-13699)

NEW FEATURE

- Create a separate database and service for metrics summarization (AM5-12365)
- Allow Journey Analytics and NPS Analytics to be disabled (AM5-13144)
- Set BPN_NODE Metric Calculations Off by Default (AM5-14283)

2.3.13 Core NLU

BUG

- Models are not loaded properly due to changes in the CorefProcessor (AM5-14159)

2.3.14 Core Orchestrator

BUG

- Amelia Orchestrator fails when hitting Hypera REST endpoint (AM5-14039)
- Orchestrator does not correctly create integration IDs (AM5-14063)
- Orchestrator not forwarding header attributes to Integration adapters (AM5-14233)

2.3.15 Core Other

BUG

- Metrics calculation procedure can generate Out of Memory errors (AM5-13967)

2.3.16 Core Response Pools

BUG

- Escalation triggered when using non-persisted tags in response pool entry (AM5-14312)

2.3.17 Core UI

BUG

- The Maintain Detected Language setting overrides existing locale setting (AM5-13910)
- Vertical headers are not properly rendered (AM5-14098)

2.3.18 DEB

BUG

- Cursor loses focus while writing in DEB blocks (AM5-14203)

2.3.19 Embedding Service

TASK

- Fix Starting Error in Amelia-Embedding-Service (AM5-13985)

2.3.20 Gateway Link Mobility

TASK

- Consider Delivery Report with resultCode=112007 (Read) as Delivered (AM5-13644)

2.3.21 Gateway MS Teams

TASK

- Amelia platform name is displayed in MS Teams when the conversation is transferred to an agent (AM5-13016)

2.3.22 Integration Service

TASK

- Caffeine Key Value Store (AM5-14114)

2.3.23 Translation

BUG

- Gateway translation API does not detect, so can try to translate a phrase already in the target language (AM5-13894)

2.4 RELEASE 6.15.3

2.4.1 Agent View

BUG

- Agent jumps to another conversation automatically when they expand the image from the chat window (AM5-13516)

2.4.2 Amelia Answers

BUG

- Amelia Answers Document Search Does Not Always Return Results (AM5-13473)
- Make Amelia Answers tags case-sensitive (AM5-13586)
- Amelia Answers Sources not loading (AM5-13629)
- Entire Pages/Paragraphs Missing From Segments (AM5-13779)
- Unable to add tags with different cases for same document (AM5-13868)

NEW FEATURE

- Add option to include metadata in segments included in LLM prompt (AM5-13126)
- When using URL for Amelia Answers it should be able to use proxy and authentication (AM5-13246)

- Add Document Parsing Batch Size setting and Seconds Between Document Parsing Calls setting in the Advanced tab in the Domains workspace to control batching time and delay LLM calls (AM5-13454)
- Updated Max Prompt Size, Max Segment Size, and Max Segment Overlap labels to display Character labels instead of Token labels (AM5-13761)
- Converge response pool and Semnet tagging and add domain segregation for knowledge segmentation tags (AM5-14585)

2.4.3 Core Admin UI

BUG

- The Escalation Gateways Save and Delete buttons overlap, and clicking Save also triggers the Delete option (AM5-13462)
- When we manually add property names to property sets, they go to a different row (AM5-13465)
- Failed to load the conversation during Learning process (AM5-13466)
- Agent summary panel is not fully visible in Supervisor workspace (AM5-13514)
- Problems with overlap in the DEB conversation flows folder during the search (AM5-13522)
- Web Action API Key values are not hidden in the UI (AM5-13563)
- When adding a new integration template, the domain changes to Global and manually modifying it causes Add New window to close (AM5-13628)
- The description provided while saving a template is not appropriate for the Amelia instance (AM5-13670)
- User profile doesn't display in the Users workspaces in the Administration module (AM5-13702)
- Two Close X icons display on the DEB search bar (AM5-13706)
- The Web Action JSON Response results do not scroll longer than the screen height (AM5-13708)
- The DEB Subflow block settings displays the Flow button option as loading (AM5-13754)
- Apply Cross Domain restrictions for Card options in DEB (AM5-13764)

2.4.4 Core Admin UI

NEW FEATURE

- Show Queue Summary available to agents in the Supervisor workspace in the Contact Center module (AM5-7842)
- Add Require User Activity to Keep A Conversation Alive setting in Advanced tab of Domain workspace (AM5-13552)
- Add paginated API calls to reduce load times for Amelia Answers export page (AM5-13744)

2.4.5 Core BPN

BUG

- Secure Web Action headers and parameters not saved after saving the first time (AM5-13853)

2.4.6 Core Escalation

NEW FEATURE

- Add STOMP_SUBSCRIPTION_TIMEOUT and WEBSOCKET_MULTIPLE_MAX configuration settings for websocket in amelia-escalation-service file (AM5-13601)

2.4.7 Core Framework

BUG

- Creating a Script Library, Conversation Flow, and BPNs in root folders generates error messages (AM5-13515)

NEW FEATURE

- Users without AUTHORITY_ADMIN_ESCALATION_TEAM_DELETE authority cannot delete teams (AM5-13622)
- Improve logging and create foundation for status page to display currently connected hosts (AM5-13790)

2.4.8 Core NLU

NEW FEATURE

- Add Enable Intent Learning setting to the Advanced tab in Domain workspace to enable or disable intent learning (AM5-13800)

2.4.9 Core Orchestrator

NEW FEATURE

- Add ability for Orchestrator to send variables to Autonomics automata endpoint in request body (AM5-12660)
- Add Orchestrator Enabled advanced domain setting with the default value set to disabled (AM5-14388)

2.4.10 Core Others

NEW FEATURE

- Expand multibyte character payload size for REST tabular data downloads to handle Japanese characters (AM5-13740)

2.4.11 Core UI

BUG

- Close All Tabs modal should have warning color and add color to Unsaved Changes modal (AM5-13406)

NEW FEATURE

- Add Estimate button to display conversation count in New Conversations Export Report workspace in Analytics module (AM5-13443)
- Remove avatar and header background settings from Domain settings in the Administration module (AM5-13481)

2.4.12 Custom UI

BUG

- The Amelia Answers scrollbar displays in the middle of the page (AM5-13612)

2.4.13 DEB (Digital Employee Builder)

BUG

- Selecting integration flow from a parent domain displays incorrect flow when Saved or Deployed (AM5-13770)

2.4.14 Gateway Rest

NEW FEATURE

- Remove from REST gateway methods deprecated since Amelia V4 (AM5-13812)

2.4.15 Integration Service

BUG

- In rare cases Camel shuts down httpclient and it needs to be re-created (AM5-13926)

NEW FEATURE

- Replace deprecated Camel 4.9.x series and update Camel4 to latest 4.10.x series LTS (AM5-13580)
- Update Amelia Integration Service to latest Spring Boot 3.4.3 to fix Netty and Json-Smart CVEs (AM5-13581)
- Prevent removal of CDATA open tag when using Create Camel-4.9.0 Copy feature in Integrations workspace (AM5-13611)
- Adjust default logging level of Amelia-integration-c4-service to INFO (AM5-13659)
- Update Integration Service to latest Camel 4.10.2 version (AM5-13724)

2.4.16 Java SDK

NEW FEATURE

- Add sourceClass to Amelia messages to manage message buffering and flushing messages (AM5-13796)

2.4.17 LangChain Service

NEW FEATURE

- Update to Python 3.11 to address a langchain RPM dependency (AM5-13814)

2.5 RELEASE 6.15.4

2.5.1 Agent View

BUG

- Sporadic Option for Supervisor/Agent to Transfer Chat to Agent (AM5-14443))

TASK

- HTML and Markdown formatting for conversation summaries (AM5-14769)

2.5.2 Amelia Answers

BUG

- Numerous repeated No matching QaPairs found messages in Console Log (AM5-13607)
- Paragraphs Are Missing From AA Metadata (AM5-14326)
- Amelia answers FAQ response is null (AM5-14568)
- Backport advanced visual parsing to 6.15 (AM5-14874)

- Amelia Answers Sources cannot be exported (AM5-15134)

2.5.3 Conductor CLI

BUG

- integration asset import error for jks format in conductor (AM5-14986)
- Conductor BPN import are having incorrect folder structure (AM5-14995)

2.5.4 Contact Center

BUG

- Supervisor Page Conversation Counts can be inaccurate during periods of large volume (AM5-12840)

2.5.5 Core Admin UI

BUG

- Contact center: The state of Set to offline does not automatically change based on the users status (AM5-14605)
- Unable to change the response pool name (AM5-14793)
- View option is not working in conversations in variables (AM5-14926)
- Gateway Screen Not updating: setup error (AM5-14953)
- Empty status shows on Users profile (AM5-14979)
- Unable to Edit Times on Integration Cron (AM5-15013)
- At least some advanced cron expressions are wiped out in the UI (AM5-15038)
- Translation Languages cannot be filtered using text in domain settings (AM5-15045)

TASK

- Improve Amelia Answers Tests UI (AM5-14569)

2.5.6 Core BPN

BUG

- Intent history map showing inconsistency for same utterance (AM5-14611)
- Response Time Limit not working on first ask (AM5-15056)

2.5.7 Core Framework

BUG

- Transcript of the export on multiple languages (AM5-14370)
- Deploying new revision of scheduled integration flow results in duplicate triggers (AM5-15039)

TASK

- Add audit log for conversation close API calls (AM5-12235)
- Custom Metrics can Exceed Metrics Field Size (AM5-14673)

2.5.8 Core NLU

BUG

- Refactor MapDbCacheEmbeddingUtils from Utility Class to Service Component (AM5-14837)
- ELMo embeddings are causing contention in Redis (AM5-15062)
- SentenceTypeClassifierFrTest build fails for French language pack (AM5-15181)

2.5.9 Core Orchestrator UI

BUG

- Orchestrator Requests Finish Date pulling Dec 31, 1969 (AM5-14835)

2.5.10 Core Other

TASK

- Amelia fails to respond in time due to memory leak (AM5-14209)
- Solve failing LLM system tests and expose embeddings and similarity matching in APIs (AM5-14348)

2.5.11 Core Tabular Data

BUG

- Data Loss Occurs When Using Parameters with tabularDataService.query() (AM5-15122)

2.5.12 Core UI

TASK

- UI configuration to Suppress System Messages from ServiceNow for the ServiceNow Agent Chat Gateway (AM5-14930)
- Add Carousel support for Adaptive Cards (AM5-15015)

2.5.13 DEB

BUG

- Amelia dropdowns/buttons (e.g., NEXT) render small (text-width). Match Microsoft full-width styling for better UX (AM5-15101)

2.5.14 Enterprise Voice Gateway

BUG

- Enterprise Voice Gateway does not speak message immediately previous to an Escalation (AM5-14942)
- ListenDuringPrompt is not configurable in EVG (AM5-15035)
- There is a 5 second delay in responding in EVG (AM5-15052)

2.5.15 Gateway ServiceNow

BUG

- When using the Agent Chat Only flag in the ServiceNow Agent Chat gateway, the Amelia conversation does not get closed if the agent simply closes the ServiceNow chat. (AM5-14941)

2.5.16 Gateway ServiceNowAgentChat

TASK

- Add Configuration to Suppress System Messages From Service Now (AM5-14620)

2.5.17 Integration Service

TASK

- Update Amelia Integration C4 Service with spring boot 3.5.1 to fix multiple CVEs (AM5-14959)
- Amelia Integration C4 Service its missing the application.properties_sample and the README files (AM5-15012)

2.6 RELEASE 6.15.5

2.6.1 Agent View

BUG

- Chat shows in Pending state even after it is picked up (AM5-15132)
- Settings are not applied for test agents (AM5-15231)
- Fixed non-interactable links in Amelia Answers agent widget (AM5-15558)

TASK

- Add Idle Timer to Conversation (AM5-14221)
- Allow human agents to fill out dynamic forms (AM5-15139)
- Implement explicit button to prevent accidental sending of generated answers to users (AM5-15603)

2.6.2 Amelia Analytics

TASK

- Support additional fields for OAuth JWT (JSON Web Token) authorization (AM5-14201)

2.6.3 Amelia Answers

BUG

- Rephrase is done twice when rephrase before retrieval is enabled (AM5-13825)
- Enable rephrase before retrieval applies differently for engine and predict (AM5-14819)
- Add separate INDEXING state for Amelia Answers sources in addition to existing INDEX_QUEUED state (AM5-14896)
- FAQ Tester statistics do not accurately reflect answer precision, recall, F1 (AM5-15109)
- Backport Amelia Answers setting to expose hybrid search alpha (AM5-15220)
- Expand Langchain Service gRPC timeouts (AM5-15236)
- Answer Relevance Scores Missing in Amelia Answers Test Result Export (AM5-15267)
- Issue with adding new QA Pair Sources (AM5-15359)
- Facing error in Amelia Answer while adding sources (AM5-15437)
- Unable to ingest sitemap doc due to cookie name-value pair error (AM5-15556)

TASK

- Create Amelia Answers system test coverage for parsing of all document types (AM5-13806)
- Implement Amelia Answers Reranking after retrieval. (AM5-14102)
- Large Portable Document Files (PDFs) cannot be uploaded to Amelia Answers (AM5-14519)
- Support large files in Amelia Answers (AM5-15082)
- Allow copying of embeddings between instances (AM5-15083)
- Improve Parsing logic to support large files (AM5-15239)
- Added option to force delete scripts, response pools, and tasks with warnings (AM5-15392)
- Expose sub-latencies via log / console for internal usage (AM5-15468)
- Optimize parsing in Amelia Answers pipeline (AM5-15490)
- Allow for tag ingestion in Amelia Answers FAQ integration templates (AM5-15513)
- Option to restrict segments to the One Best Source instead of considering multiple sources for inference (AM5-15570)

2.6.4 Amelia Utils

BUG

- Text qualifier is not applied to manually edited lines in tabular data (AM5-15106)

2.6.5 Autocorrection Service

BUG

- Fix CVE-2025-5197 (AM5-15681)

2.6.6 Common Distributed Tracing

TASK

- Add tracing on amelia-integration-service (AM5-14853)

2.6.7 Conductor CLI

BUG

- Duplicate response pools created during import when using Conductor on existing response pool entries (AM5-15115)
- DEB latest revision deployment issue for deployed DEB when using Conductor (AM5-15637)

TASK

- Allow items to be excluded while exporting or importing (AM5-15137)
- Allow Conductor to import/export custom instructions (AM5-15384)
- Set optimal size per page for Search Semnet list API in Conductor to avoid timeout (AM5-15553)

2.6.8 Core Admin UI

BUG

- Add English to list of languages that can be forced for translation. (AM5-15148)
- An error message saying 'Something went wrong' appears when attempting to save the new gateway integration (AM5-15160)
- Web actions from parent domains are not visible within child domains (AM5-15321)
- Requests constructed with double slash // fail security policy (AM5-15360)
- Fixed Queue Summary and Conversations count discrepancy by implementing synchronized auto-refresh (AM5-15361)
- Unable to select training datasets in model training page when domain contains too many training datasets (AM5-15504)

TASK

- Enhanced OAuth 2.0 JWT (JSON Web Token) authorization with additional configuration options (AM5-15284)
- Web Actions from parent domains should be visible within child domains in BPN Editor (AM5-15363)
- Hide agentic widgets button when no widgets are available (AM5-15406)

- Adding Hebrew language in Locale setting of Ask task (AM5-15441)
- Conversations page should display only conversations from the past 24 hours (AM5-15446)
- Spanish (USA) language option is missing (AM5-15496)

2.6.9 Core BPN

BUG

- Changing the name of a card breaks the conversation flow that references it (AM5-15219)
- Sync disfluency message and expected Amelia message (AM5-15278)
- Web Actions do not support Delete requests with Body content (AM5-15494)
- Web Actions can save and send both parameters and raw bodies if user has entered both (AM5-15582)

2.6.10 Core Escalation

BUG

- The keyword London triggers Direct Escalation subsystem (AM5-15204)

2.6.11 Core FAQs

BUG

- getSemnetConfiguration causing a SQLException when doing QaPairs inference in child domain (AM5-15362)

2.6.12 Core Framework

BUG

- Ensure proper cleanup of conversations (AM5-14810)
- The utterance randomUser is wrongly classified as an Escalation Problem Type (AM5-15432)

TASK

- Allow unsolicited file uploads to virtual and human agent to be disabled individually (AM5-15270)
- Resolution Codes slow to load or update on Agent page (AM5-15422)
- Escalation Teams with large member counts take too long to save (AM5-15431)
- Allow Bert tagger use to be configurable (AM5-15529)

2.6.13 Core LLM

BUG

- Cannot open an on-going conversation in Mind view (AM5-15245)

2.6.14 Core Metrics

BUG

- Utterances do not show up in the Entity tab of the debug log (AM5-15175)

TASK

- Extremely high System.gc() activity in amelia-metrics-batch-service (AM5-15668)

2.6.15 Core NLU

BUG

- Answer Type "uh yes please" is not recognized as yes (AM5-13449)
- Incorrect prediction of PAUSE by Dialog Act model (AM5-15131)
- The word "Planner" incorrectly triggers Escalate model (AM5-15215)
- Fixed column sorting in Intent Tester prediction score table (AM5-15382)

TASK

- "I want to proceed with you" and "I want to continue with you" triggers Cancel Dialog Act (AM5-15265)
- Changed intent tester to default to Intent type for improved usability (AM5-15277)

2.6.16 Core Orchestrator

TASK

- Improve logging for OrchestratorClientApi (AM5-15676)

2.6.17 Core Other

BUG

- Enable CompositeEntityTrainableSystemTest (AM5-11387)
- Only specific scores are given for context precision and context recall (AM5-15142)
- "StatusRuntimeException: NOT_FOUND: Agent feedback not found for conversation id" error in User-web service logs (AM5-15444)
- Duplicate entry error in UserAvailabilityEventRegistry (AM5-15445)
- Slow memory leak caused by TensorFlow annotators (AM5-15514)

TASK

- Only specific scores are given for context precision and context recall [ui] (AM5-15466)
- Reduce the size of Amelia RPM by only using the one required (AM5-15526)
- Fix OOM (Out of Memory) on Amelia Admin Web by streaming file uploads (AM5-15647)

2.6.18 Core Response Pools

BUG

- Amelia Picks Untagged Responses even when pool tags are enabled (AM5-15491)

2.6.19 Core UI

BUG

- Text in Carousel in Adaptive card in Side Bar is not getting wrapped (AM5-15257)
- ScreenReader-only content visible in the Amelia UI (AM5-15302)

TASK

- Allow custom cards to be interactive within conversations (AM5-15071)

2.6.20 Custom UI

BUG

- Fixed text input issues with double cursor, text overflow, and input bar expansion (AM5-15334)

TASK

- Ability to allow unsolicited upload only when conversation is escalated (AM5-15173)

2.6.21 DEB

BUG

- Ctrl-/ does not comment out code in either the Script Library or Script task (AM5-15183)
- Response Pool Deletion Defect (AM5-15235)
- Greeting flow not getting triggered intermittently (AM5-15276)
- Web Action response body content type is not correctly auto-detected (AM5-15419)
- Fixed missing validation message display when file upload fails in Present Task (AM5-15459)

2.6.22 Embedding Service

BUG

- Fix the service to not reach file descriptor limits (AM5-15633)
- Fix CVE-2025-5197 (AM5-15680)

2.6.23 Gateway Enterprise Voice

TASK

- Enhancing barge-in with Enterprise Voice Gateway (AM5-15159)

2.6.24 Integration Service

BUG

- New integration doesn't create HyperA endpoint (AM5-15163)
- Fix CVE-2025-55163, CVE-2025-8916, CVE-2025-41242 (AM5-15452)

TASK

- Fix CVE-2025-48795, CVE-2025-48924 (AM5-15395)
- Fix CVE-2025-24813, CVE-2025-31651, CVE-2025-48988, CVE-2024-50379 , CVE-2024-56337, CVE-2025-31650, CVE-2025-49125, CVE-2025-46701, CVE-2025-23184, CVE-2025-48795, CVE-2025-24970, CVE-2025-25193 (AM5-15315)

2.6.25 LangChain Service

BUG

- Fix CVE-2025-6984 and CVE-2025-5197 (AM5-15679)

2.6.26 Models Amelia

BUG

- E Resolved training errors in legacy models referencing Coref Model (AM5-15258)
- Correct episodic model handling errors caused by mismatched test and validation data (AM5-15683)

3. Component Versions

This section provides a detailed list of the version numbers for each component included in this release.

Table 1. Component Software Versions

Type	Amelia Release								
	6.15.0	6.15.1	6.15.2	6.15.3	6.15.4	6.15.5			
Custom User Interface	6.0.34		6.0.35	6.0.37					
HAproxy	2.8.3								
Percona	8.0.29-21.1								
Java JDK	11.0.26		11.0.27						
Redis/Redis Sentinel	7.0.13								
AV Gateway	1.2.10								
Syntaxnet	1.0.11								
Duckling	6.15.0								
Amelia Bert				1.1.0		1.1.1			
amelia-assignment-en_us	5.7.0								
amelia-autocorrection-service	6.15.0					6.15.5			
amelia-embedding-service	6.15.0		6.15.2	6.15.3		6.15.5			
amelia-eq-en_us				6.15.3					
amelia-expression-en_us				6.15.3					
amelia-models-en_us	6.12.0		6.15.2	6.15.3		6.15.5			
amelia-robertaqa-en_us	5.7.0								
amelia-LangChain-service	6.15.2		6.15.2	6.15.3	6.15.4	6.15.5			
amelia-semparse-en_us				6.15.3					
amelia-weaviate-service	1.24.6								

Table 2. Gateway Versions

Type	Amelia Release										
	6.15.0	6.15.1	6.15.2	6.15.3	6.15.4	6.15.5					
Amazon Lex	6.15.0		6.15.2	6.15.3	6.15.4	6.15.5					
Amazon Connect Escalation	6.15.0		6.15.2	6.15.3	6.15.4	6.15.5					
Cisco ECE *	6.15.0		6.15.2	6.15.3	6.15.4	6.15.5					
Email	6.15.0		6.15.2	6.15.3	6.15.4	6.15.5					
Facebook Messenger	6.15.0		6.15.2	6.15.3	6.15.4	6.15.5					
Five9	6.15.0		6.15.2	6.15.3	6.15.4	6.15.5					

Type	Amelia Release										
	6.15.0	6.15.1	6.15.2	6.15.3	6.15.4	6.15.5					
Firebase Cloud	6.15.0		6.15.2	6.15.3	6.15.4	6.15.5					
Genesys Cloud Chat	6.15.0		6.15.2	6.15.3	6.15.4	6.15.5					
Genesys PureCloud	6.15.0		6.15.2	6.15.3	6.15.4	6.15.5					
Genesys PureConnect	6.15.0		6.15.2	6.15.3	6.15.4	6.15.5					
Genesys PureEngage	6.15.0		6.15.2	6.15.3	6.15.4	6.15.5					
Genesys Web Messaging	6.15.0		6.15.2	6.15.3	6.15.4	6.15.5					
Gateway Service	6.15.0		6.15.2	6.15.3	6.15.4	6.15.5					
Google Chat	6.15.0		6.15.2	6.15.3	6.15.4	6.15.5					
InContact Escalation	6.15.0		6.15.2	6.15.3	6.15.4	6.15.5					
LinkMobility	6.15.0		6.15.2	6.15.3	6.15.4	6.15.5					
LiveEngage Messaging	6.15.0		6.15.2	6.15.3	6.15.4	6.15.5					
Meta Workplace	6.15.0		6.15.2	6.15.3	6.15.4	6.15.5					
Microsoft Teams	6.15.0		6.15.2	6.15.3	6.15.4	6.15.5					
Oracle Digital Assistant	6.15.0		6.15.2	6.15.3	6.15.4	6.15.5					
Oracle Service Cloud (REST)	6.15.0		6.15.2	6.15.3	6.15.4	6.15.5					
PEGA Chat	6.15.0		6.15.2	6.15.3	6.15.4	6.15.5					
REST	6.15.0		6.15.2	6.15.3	6.15.4	6.15.5					
Salesforce Escalation	6.15.0		6.15.2	6.15.3	6.15.4	6.15.5					
ServiceNow Chat Classic	6.15.0		6.15.2	6.15.3	6.15.4	6.15.5					
ServiceNow Agent Chat	6.15.0		6.15.2	6.15.3	6.15.4	6.15.5					
ServiceNow Escalation	6.15.0		6.15.2	6.15.3	6.15.4	6.15.5					
ServiceNow Virtual Agent	6.15.0		6.15.2	6.15.3	6.15.4	6.15.5					
Slack REST (V2)	6.15.0		6.15.2	6.15.3	6.15.4	6.15.5					
Solidus	6.15.0		6.15.2	6.15.3	6.15.4	6.15.5					
Sprinklr	6.15.0		6.15.2	6.15.3	6.15.4	6.15.5					
Symphony	6.15.0		6.15.2	6.15.3	6.15.4	6.15.5					
Twilio	6.15.0		6.15.2	6.15.3	6.15.4	6.15.5					
Twitter	6.15.0		6.15.2	6.15.3	6.15.4	6.15.5					
Webex	6.15.0		6.15.2	6.15.3	6.15.4	6.15.5					
Webex Teams	6.15.0		6.15.2	6.15.3	6.15.4	6.15.5					
Zendesk Sunshine	6.15.0		6.15.2	6.15.3	6.15.4	6.15.5					
Zendesk Sunshine Escalation	6.15.0		6.15.2	6.15.3	6.15.4	6.15.5					

* ECE: Cisco Enterprise Chat and Email

Table 3. Amelia Integration Framework (AIF) Versions

Type	Amelia Release								
	6.15.0	6.15.1	6.15.2	6.15.3	6.15.4	6.15.5			
Integration-Camel 2 Service	6.15.0		6.15.2						
Integration Camel 4 Service	6.15.0		6.15.2	6.15.3	6.15.4	6.15.5			

4. Amelia 6.15.x System Architecture

This diagram reflects the current architecture of the Amelia software system.

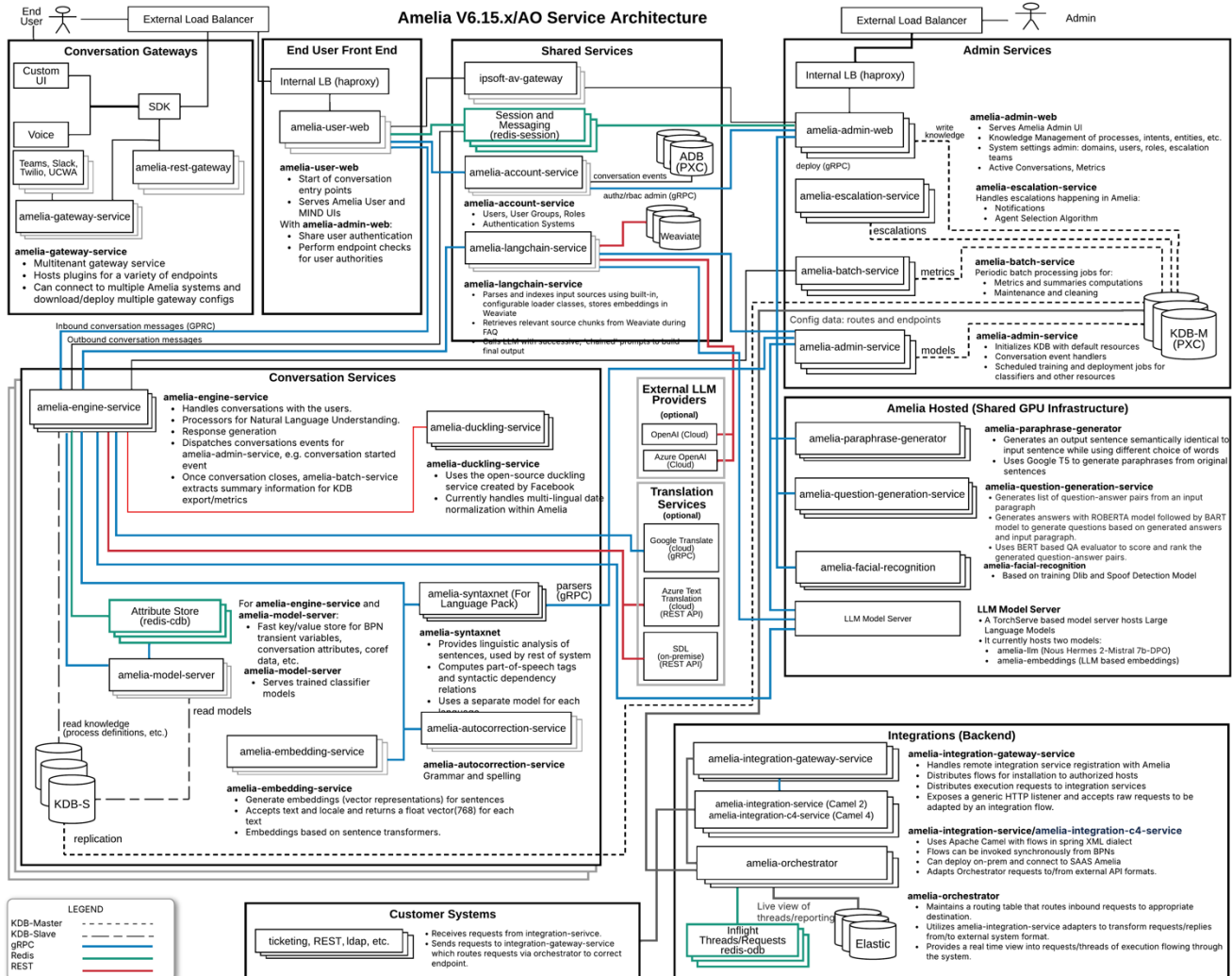


Figure 1. Amelia 6.15.0 to 6.15.2 System Architecture

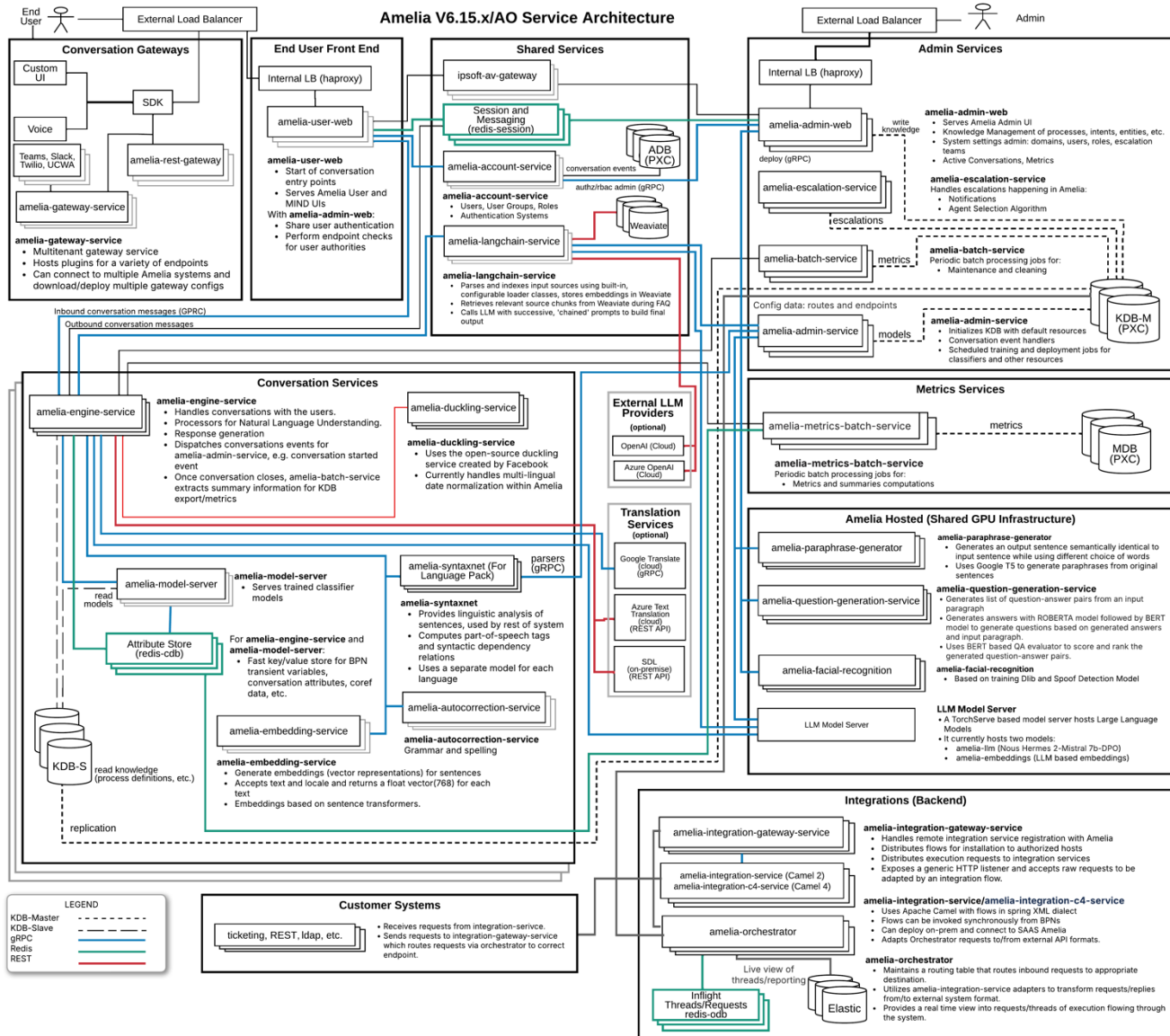


Figure 2. Amelia 6.15.3+ System Architecture with Metrics Database and Service

5. Glossary

This table describes common terms used in these release notes.

Table 4. Glossary of Terms

Term	Definition
ABA	Amelie Builds Amelia is a feature that dynamically builds digital employees.
AIML	Artificial Intelligence Markup Language (AIML) is an XML dialect used by natural language software agents. Elements marked up with AIML tell agents what to say in different situations and, in some cases, how to say their response.
API	Application Programming Interface is a set of subroutines, data structures, communication protocols, and other tools used to build software. An API provides the building blocks used by programmers to build software applications.
AVS	Amelia Voice Service is a technology to deliver Amelia functionality through voice interfaces.
Business Process Network (BPN)	Defines process-based interactions between Amelia and a user, for example, unlocking an account or resetting a password.
Classifier Model	A data set Amelia creates with intents, entities, utterances, and other data to understand conversation used to describe a topic. Algorithms process the input data to evaluate the importance and weight of words and phrases in the data set.
CMS	Content Management System is one or more software programs used to create, manage, and publish digital content.
CORS	Cross-origin resource sharing (CORS) allows a web page to access restricted resources from a server on a different domain than the domain that served the web page.
CPU	A central processing unit (CPU) is the most important processor in a computer. Its electronic circuitry executes arithmetic, logic, controlling, and input/output operations.
CQA	Clarifying Question Answer (CQA) is the ability for Amelia to determine potential confusion within utterances and ask questions to clarify the user intent in the utterance.
CSS	Cascading Style Sheets (CSS) is a style sheet language used to specify the presentation of documents written in a markup language such as HTML or XML.
CSV	Comma Separated Values is a text file where row data is separated (delimited) with commas.
DEB	Digital Employees Builder is a feature that allows users to create flows that map Amelia's responses within conversations.
DNN	A Deep Neural Network (DNN) is an artificial neural network that mimics the complex neural networks in animal and human brains. DNNs have multiple layers between input and output with each layer evaluating utterances for words and the relationships between words.
ELMo	Embeddings from Language Model (ELMo) is a Natural Language Processing (NLP) model used to evaluate utterances to determine the meaning of a single word based on words around it. For example, the word bank has different meanings in the utterances, "The bank down the street was robbed" and "We had a picnic on the bank of the river." The words robbed and river indicate the word bank has a different meaning in each sentence.

Term	Definition
Entity	Data collected to complete an intent goal, for example, a date of birth for a loan application.
EQA	Elaborate Question Answering (EQA) involves asking dynamic follow-up questions for more information when an utterance doesn't converge on an intent.
EVG	The Enterprise Voice Gateway that routes and manages voice conversations with Amelia.
FAQ	A list of frequently asked questions related to a specific topic.
FQT	Fully Qualified Task, a task that has been evaluated as acceptable to be processed to resolution.
gRPC	An open-source, high-performance Remote Procedure Call (RPC) framework developed by Google. It allows a client application to directly call methods on a server application running on a different machine as if it were a local object. This simplifies the creation of distributed applications and services.
HMR	Hot Module Replacement is a feature of webpack software module bundler to allow modules to be exchanged, added, or removed while a software application runs.
IdP	An identity provider (IdP) is a system entity that issues authentication assertions with one or more single sign-on (SSO) profiles using SAML (Security Assertion Markup Language).
Intent	The user's goal, for example, to qualify for an auto loan. The goal requires a process to complete.
JEXL	Java Expression Language is library to provide dynamic scripting features in applications and frameworks written in the Java programming language.
JSON	JavaScript Object Notation is a text data storage standard that uses name (key):value pairs to organize data in an ordered list easily processed by many programming languages.
JWT	JSON Web Token is an open standard that defines a compact and self-contained way to securely transmit information between parties as a JSON object.
LDAP	The Lightweight Directory Access Protocol (LDAP) is an open cross platform protocol used for directory services authentication. LDAP is a language application used to communicate with directory services to authenticate users.
LLM	A Large Language Model is a form of artificial intelligence trained on vast amounts of content to understand a broad range of topics and return answers. A language model is a machine learning model trained to predict the order of words in a sentence to extract meaning.
LP	Language Pack, software that when installed provide Amelia with the ability to speak a specific language.
MIME	MIME (Multi-Purpose Internet Mail Extensions) is an extension of the original Internet e-mail protocol to let people exchange different kinds of data files on the Internet, for example, audio, video, images, application programs, and other kinds, as well as the ASCII text handled in the original protocol.
Negative Utterances	An unlabeled training utterance, negatives help Amelia learn the difference between tasks and knowledge she is trained on and things she is not. They help Amelia understand words that are similar but have different unrelated meanings than utterances used to trigger the intent goal and Amelia's processes.
NER	Named Entity Recognition is part of extracting information to locate named entity mentions in unstructured text then classify the entities into categories, for example, person names, organizations, and date/time expressions.

Term	Definition
NLP	Natural Language Processing (NLP) mixes computer science, information engineering, and artificial intelligence to program computers to analyze and understand natural human language, the unconstructed casual way people talk.
NPE	NullPointerException is a Java RuntimeException. In Java, a special null value can be assigned to an object reference. A NullPointerException is thrown when an application attempts to use an object reference that has the null value.
PSA	The Personal Speech Act (PSA) is a classifier used to identify insults and compliments.
SAML	Security Assertion Markup Language (SAML) is an open standard used to exchange authentication and authorization data between an identity provider and a service provider. SAML is an XML-based markup language.
SDL	Software and Documentation Localization is an on-premises language translation service that provides secure automatic translation.
SpEL	Spring Express Language is a programming language that supports querying and manipulating an object graph at runtime.
SSL	Secure Sockets Layer is a security technology to establish an encrypted link between a web server and web browsers.
SSO	Single sign-on (SSO) is an authentication scheme to allow users to log in with a single ID and password to any of several related yet independent software applications. SSO passes an authentication token seamlessly to applications configured to receive and process tokens.
TLS	Transport Layer Security (TLS), and its now-deprecated predecessor, Secure Sockets Layer (SSL), are cryptographic protocols designed to provide communications security over a computer network. Websites use TLS to secure all communications between their servers and web browsers.
TSV	Tab Separated Values is a text file where row data is separated (delimited) with tabs.
URL	A uniform resource locator (URL) points to a resource location on a computer network, for example, a web page on a web server.
Utterance	Words that represent a natural language sentence, for example, "I want to reset my password." A variety of possible utterances a person might say in a conversation are used to train Amelia.
XML	Extensible Markup Language is a markup language and file format used to store, transmit, and reconstruct data. Its structure is both human readable and machine readable.
XSS	Cross-site Scripting (XSS) attacks inject malicious scripts into the web pages of otherwise benign trusted websites. This allows attackers to bypass access controls and other security measures. While XSS initially described using one or more websites to breach another website, XSS also includes other forms of data injection attacks.