

Omilia Private Cloud 3.0.0

Release Notes

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NLU 1.12.0

Features

- **Enhanced Address Support:** Expanded address formatting and recognition for German (de-DE) and Ukrainian (uk-UA) locales.
- **Australian English ASR:** Enabled Speech Recognition (ASR) adaptation support specifically for the en-AU locale to improve accuracy for Australian accents.
- **Flexible Entity Matching:** You can now mark specific entities within a matching pattern as optional, allowing for more natural and varied user inputs.
- **Global NLU Endpoints:** Introduced global endpoints for Natural Language Understanding (NLU) to simplify cross-region integrations.
- **Advanced Intent Management:** New functionality to automatically drop or disable specific intents using the `disableIntentDefault` tag or specific entity triggers in annotation responses.
- **Keyboard Navigation:** Improved accessibility across the UI with enhanced keyboard shortcuts and navigation support.
- **Model Metadata:** The Model GET endpoint now includes the `group_asr_enabled` field for better visibility into speech settings.

Improvements

- Enhanced the "Duplicate Name" error message (409) to explicitly include the name of the conflicting application.
- Simplified the application creation process by removing legacy server version selection.
- Added protections to prevent the accidental deletion of essential resource packs.
- Enabled the ability to link non-custom models to Next-Gen applications.
- Improved version comparison logic to fully support snapshot and suffixed versioning formats.
- Deprecated the outdated minilm-last-layer encoder to streamline performance.

- Added a new endpoint to easily view all available ASR adaptation locales.
- Optimized backend communication between the Fusion API and Storage services.

Fixes

- Health checks were incorrectly triggering for stopped applications.
- Improved the notification system for expiring applications to ensure timely alerts.
- Fixed an issue where "Not Found" errors were incorrectly displayed when discarding a checkout.
- Corrected the validation logic to prevent importing models that don't match the existing domain or language.
- Optimized the Next-Gen annotation process, significantly reducing processing time.
- Fixed variable formatting in UI pipelines to ensure consistent interface rendering.

Security & Vulnerability Updates

- Language Runtime: Upgraded internal environment to Go 1.25 for improved performance and security.
- Machine Learning Server: Integrated with ML Server v3.3.2 for the latest stability patches.
- Access Control: Cleaned up legacy and experimental roles within Keycloak to tighten system security.
- Vulnerability Management: Applied several patches to address known security vulnerabilities and strengthen the platform.

OCP xPacks 1.14.1 (already delivered with previous packages)

New OCP xPacks:

- sr-RS Universal deepNLU® xPack v3.2.0

Updated OCP xPacks:

el-GR Banking deepNLU® xPack v3.5.0

- New public entities: **StartDate** and **EndDate**.

- Added new context to enhance the context-sensitive understanding of dates.
- Numeric entity is now multi-valued and can capture multiple values.
- Tuning for recognition of the following entities: **ACCEPT**, **Alphanumeric**, **CONVENTIONAL**, **DIALOGACT**, **DayOfMonth**, **Hesitation**, **InfoRequest**, **Numeric**, **TimeRelativeToNow**, and **Year**.
- Optimized code for consistent NLU interpretation for identical utterances, regardless of the presence or absence of a comma.
- Fixed bugs in recognition of **ACCEPT**, **Alphanumeric**, **DIALOGACT** and **Numeric**.

el-GR Telco deepNLU® xPack v3.4.0

- New public entities: **StartDate** and **EndDate**.
- Added new context to enhance the context-sensitive understanding of dates.
- Numeric entity is now multi-valued and can capture multiple values.
- Tuning for recognition of the following entities: **ACCEPT**, **Alphanumeric**, **CONVENTIONAL**, **DIALOGACT**, **DayOfMonth**, **Hesitation**, **InfoRequest**, **Numeric**, **TimeRelativeToNow**, and **Year**.
- Optimized code for consistent NLU interpretation for identical utterances, regardless of the presence or absence of a comma.
- Fixed bugs in recognition of **ACCEPT**, **Alphanumeric**, **DIALOGACT** and **Numeric**.

el-GR Universal deepNLU® xPack v3.10.2

- Tuning for recognition of the following entity: **DIALOGACT**.

en-AU Universal deepNLU® xPack v3.4.0

- Tuning and bug fixing for recognition of the following entities: **Alphanumeric**, **Amount**, **DIALOGACT**, **MonetaryAmount**, **MonetaryCurrency**, **REJECT**, and **SentimentDescriptor**.
- The **SentimentDescriptor** entity now populates its **value** directly from the sentiment **polarity** ('negative' or 'positive'). Previously, the **value** remained 'null' while **polarity** was tracked separately; it now explicitly outputs the detected sentiment.

en-GB Universal deepNLU® xPack 3.12.0

- Tuning and bug fixing for recognition of the following entities: **Alphanumeric**, **Amount**, **DIALOGACT**, **MonetaryAmount**, **MonetaryCurrency**, **REJECT**, and **SentimentDescriptor**.
- The **SentimentDescriptor** entity now populates its **value** directly from the sentiment **polarity** ('negative' or 'positive'). Previously, the **value** remained 'null' while **polarity** was tracked separately; it now explicitly outputs the detected sentiment.

en-GB Universal+ deepNLU® xPack 3.12.0

- Tuning and bug fixing for recognition of the following entities: **Alphanumeric**, **Amount**, **DIALOGACT**, **MonetaryAmount**, **MonetaryCurrency**, **REJECT**, and **SentimentDescriptor**.
- The **SentimentDescriptor** entity now populates its **value** directly from the sentiment **polarity** ('negative' or 'positive'). Previously, the **value** remained 'null' while **polarity** was tracked separately; it now explicitly outputs the detected sentiment.

en-US Banking deepNLU® xPack v4.4.2

- Tuning and bug fixing for recognition of the following entities: **AGENT_REQUEST**, **Alpha**, **Alphanumeric**, **Amount**, **CONVENTIONAL**, **CardNumber**, **DayOfMonth**, **DayPeriod**, **DIALOGACT**, **Hour**, **Modifier**, **MonetaryAmount**, **MonetaryCurrency**, **Month**, **REJECT**, **SentimentDescriptor**, **Text**, and **Year**.
- Enhanced Phonetic Alphabet recognition.
- Improved NLU interpretation to ensure identical user inputs are understood consistently, resolving a potential issue where a comma could lead to different results.
- Cleaned up dictionaries by removing duplicate tokens.
- The **SentimentDescriptor** entity now populates its **value** directly from the sentiment **polarity** ('negative' or 'positive'). Previously, the **value** remained 'null' while **polarity** was tracked separately; it now explicitly outputs the detected sentiment.
- Tuning in the recognition of the following intents: **Card-Payment_Declined**, **Card-Payment_Issues**.

en-US Universal deepNLU® xPack v3.13.0

- Tuning and bug fixing for recognition of the following entities: **Alphanumeric**, **Amount**, **DayOfMonth**, **DIALOGACT**, **MonetaryAmount**, **MonetaryCurrency**, **REJECT**, and **SentimentDescriptor**.
- The **SentimentDescriptor** entity now populates its **value** directly from the sentiment **polarity** ('negative' or 'positive'). Previously, the **value** remained 'null' while **polarity** was tracked separately; it now explicitly outputs the detected sentiment.

en-US Universal+ deepNLU® xPack v3.13.0

- Tuning and bug fixing for recognition of the following entities: **Alphanumeric**, **Amount**, **DayOfMonth**, **DIALOGACT**, **MonetaryAmount**, **MonetaryCurrency**, **REJECT**, and **SentimentDescriptor**.
- The **SentimentDescriptor** entity now populates its **value** directly from the sentiment **polarity** ('negative' or 'positive'). Previously, the **value** remained 'null' while **polarity** was tracked separately; it now explicitly outputs the detected sentiment.

pt-BR Banking deepNLU® xPack v4.3.0-no_intents

- Improved recognition accuracy for the following entities: **ACCEPT**, **DIALOGACT**.

pt-BR Universal deepNLU® xPack v3.3.0

- Improved recognition accuracy for the following entities: **ACCEPT**, **DIALOGACT**.

pt-PT Banking deepNLU® xPack v4.3.0-no_intents

- Improved recognition accuracy for the following entities: **ACCEPT**, **DIALOGACT**.

pt-PT Universal deepNLU® xPack v3.10.0

- Improved recognition accuracy for the following entities: **ACCEPT**, **DIALOGACT**.

ru-UA Banking deepNLU® xPack v4.2.0-no_intents

- New public entities: **BuildingPart**, **UASettlement**, **UAVillage**, **UALocationIndicator**, and **UAStrreet**.

- Tuning for recognition of the following entities: **DIALOGACT**, **StreetType**, **REJECT**, **Hour**, **UACity**
- New Ukrainian address recognition logic with dedicated blocks for **Apartment**, **ApartmentNumber**, **BuildingPart**, **BuildingUnit**, **BuildingUnitNumber**, **Building**, **BuildingNumber**, **Floor**, **FloorNumber**, and **UAZipCode**.
- New context-aware tag blocks for isolated entity elicitation: **UAApartmentNumber**, **UAPOBoxNumber**, **UABuildingNumber**, and **UABuildingUnitNumber**.
- New **UALocationIndicator** entity combining **UAREgion** + **UACity/UAVillage/UASettlement** for structured ASR disambiguation.
- Restructured location dictionaries with bilingual (Ukrainian + Russian) resource files.
- Improved NLU interpretation to ensure identical user inputs are understood consistently, resolving a potential issue where a comma could lead to different results.
- A new NLU context tag, **anythingElse**, has been added.

ru-UA Universal deepNLU® xPack v3.6.0

- New public entities: **BuildingPart**, **UASettlement**, **UAVillage**, **UALocationIndicator**, and **UAStrreet**.
- Tuning for recognition of the following entities: **DIALOGACT**, **StreetType**, **REJECT**, **Hour**, **UACity**
- New Ukrainian address recognition logic with dedicated blocks for **Apartment**, **ApartmentNumber**, **BuildingPart**, **BuildingUnit**, **BuildingUnitNumber**, **Building**, **BuildingNumber**, **Floor**, **FloorNumber**, and **UAZipCode**.
- New context-aware tag blocks for isolated entity elicitation: **UAApartmentNumber**, **UAPOBoxNumber**, **UABuildingNumber**, and **UABuildingUnitNumber**.

- New **UALocationIndicator** entity combining **UAREgion** + **UACity/UAVillage/UASettlement** for structured ASR disambiguation.
- Restructured location dictionaries with bilingual (Ukrainian + Russian) resource files.
- Improved NLU interpretation to ensure identical user inputs are understood consistently, resolving a potential issue where a comma could lead to different results.
- A new NLU context tag, anythingElse, has been added.
- en-US Universal 2.0 deepNLU® xPack v2.5.0
- en-US Universal 2.0+ deepNLU® xPack v2.5.0

miniApps 2.40.0

- Automatically mask sensitive userFunction data in logs to keep your miniApps more secure by default
- Simplified miniApps' sensitive field handling by relying only on sensitivity type so masking stays consistent and correct
- Introduce miniApps in Serbian (sr-SR locale)
- Link NLU apps to a miniApps regardless of their domain
- Custom Validation facelift
- Simplified WebService miniApp timeouts with clearer “Prompts”/“Critical prompt” labels and safe default limits for more reliable dialogs
- Various minor internal improvements and fixes

Diamant 10.40.0

- Standalone Agent Tasks support along with input/output field handling.

Orchestrator 1.32.0

- Orchestrator 1.32.0 enhances Agentic agents and MCP integrations, improves canvas UX, and strengthens reliability.
- Task agents and MCP tools are easier to configure, safer to use, and better validated.

- Canvas and chat usability are improved, including faster actions and direct navigation from chat to dialog logs.
- Routing, conditions, queues, and TTS behavior are more robust, reducing misconfigurations and noisy errors.
- Infrastructure is upgraded to Python 3.12/Debian Trixie with refreshed dependencies for security and stability.

DeepASR 8.4.2

Features:

- Additional models with linked URLs to be supported as per multilingual one.

Improvements:

- Correct return response for Native cleanup request.
- Verify ASR Generic speech-end detection with VAD.

Fixes:

- Ensure that deepASR logs are valid ECS schema JSONs.
- Fixed stuck engines on deepASR.
- DeepASR tries to parse the audio name as dialogID.
- Investigate agent assist stuck engines.
- Security and Maintenance Updates

Console 1.20.0

Added:

- OCP Emails
- Keyboard navigation
- Environments Manager admin MFE

Fixed:

- Not receiving notification when promotion is completed bug
- Improved char counter on email creation
- Security and Maintenance Updates

Removed:

- "Add drt_editor Role to User" and "Remove role from user" interfaces due to redundancy

IAM 3.10.0

Added:

- IAM keyboard navigation support
- Trial attribute on users is interactive
- Audit logs admin view
- Improved logging information clarity
- Ability to Create, Edit Organisation's policy
- Automated email warns of PAT expiration

Changed:

- Improved "account is disabled" message
- Inactivity userlock email set to 14, 7, 2 days before deactivation
- omAccounts version updated
- PATs have mandatory expiration under 365 days

Agent Assist 1.1.0

Features:

- **Voice Biometrics Management (Agent Desktop):** Agents can now manage the full lifecycle of voice security, including Enrollment, Verification, and Opt-out directly within the **UI**. Once a caller is enrolled, agents can verify their identity via voice and view real-time results in the **widget**.
- **Fraud and Spoofing Protection (Agent Desktop):** Blocklisting automatically identifies if a caller's voice matches a known fraudster in the database. Liveness Detection detects and flags "Replay Attacks" to ensure the voice is live and authentic.
- **Profile Configuration (OCP Console):** The **Agent Assist Console** now supports [Voice Biometrics Profiles](#). Administrators can define specific

thresholds, Biokeys, and unique configurations for each Agent Assist application.

Improvements:

- **Enhanced Service Integration (Agent Middleware):** Agent Middleware now hosts and leverages Voice Biometrics (including Blocklisting) and Liveness Detection endpoints. This ensures seamless data flow from these services directly into the Agent Assist UI.

AGI Connector 4.20.2

- **Recording Reliability**
Fixed an issue where call recordings could become corrupted when picked up before finalization, ensuring complete and valid audio files
- **Security and Maintenance Updates**

Chat Connector 8.16.1

- In Salesforce Chat Integration, fixed the issue where, upon web socket reconnection, if another replica handled the dialog, the user could not send messages and the dialog stopped with an error.

Pathfinder 1.8.7

- **Security and Maintenance Updates**