



A MITEL  
PRODUCT  
GUIDE

# Mitel Voice Assist Release Notes

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# What's New

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Following are the feature updates and enhancements in the Mitel Voice Assist Release 1.0.0.

Release Date	What's new in this release
07 July 2023	New Google Places integration with Mitel Voice Assist available. For more information about configuring Google Places, see <a href="#">Configuring Google Places</a> .
02 May 2023	This is the first release of Mitel Voice Assist. For more details about the features offered in Voice Assist, please refer to <a href="#">About Mitel Voice Assist</a> section in this document.

# About Mitel Voice Assist

## 2

Mitel Voice Assist is a modern Intelligent Auto-attendant solution. Voice Assist can efficiently augment any voice platform connected to CloudLink. It is available with PBXs like MiVoice Business, MX-ONE, MiVoice 5000 and MiVoice Office 400. It offers features such as Text to Speech(TTS) and Automatic Speech Recognition(ASR), Directory name lookup and Presence. It is easy to build, deploy, manage and it provides both Basic and Advanced workflows. You can also build your own custom workflows based on customer requirements.

# Known Issues

## 3

The following table summarizes the limitations and known issues for Mitel Voice Assist in some typical scenarios.

Behavior ID	Description	Platform
	If you have an existing Schedule condition and you select Use Google Places, it will override the current schedule. To get the saved schedule, click Cancel and re-open the schedule.	All Platform
	Dial By Name Activity limitation: The Local phone is not currently supported. The Dial by Name Directory will only return Cloudlink enabled PBX Verified users with a CloudLink account.	MX-One and MiVoice 5000
UIP-445	Transfer to Extension from Dial Menu "if you know your party's extension dial it now": We have added a function to the Dial Menu Advanced options Menu that allows users to transfer to an extension by dialing the extension number from the main greeting. A detailed procedure can be found in LMS here: <a href="https://share.vidyard.com/watch/27RLThaZL4QJbeBY8LMeQH">https://share.vidyard.com/watch/27RLThaZL4QJbeBY8LMeQH</a>	All Platforms
VA-246	The Voice Assist workflow in Firefox is not properly centered in the canvas, making it difficult to locate as it requires scrolling up to view. We recommend using Chrome when provisioning the Voice Assist workflows.	All Platforms
VA-245	If you are logged into the customer's account console as a partner admin user, when modifying Voice Assist workflows, it will show last modified as 'unknown'.	All Platforms
CL-8936	The CloudLink Gateway certificate functionality in the CloudLink Gateway programming does not work. There is currently no workaround for this. This will be fixed in a future release.	MiVoice Business
MXO-10591	Call drops after InAttend answers a call which has been transferred by CloudLink Voice Assistant application	MX-ONE

# Speech Recognition

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Mitel is excited to announce that Speech Recognition is now available in Beta.

### Note:

- A beta release refers to an early version of functionality made available to Mitel partners and customers before any general availability (GA) release of that functionality. The goal of a beta release is gathering feedback, identifying limitations, and evaluating the overall performance of the functionality being provided under beta. During beta, users should be aware that all capabilities may not exist and may exhibit inconsistent behavior. While the specified functionality is in beta, product support is on a reasonable effort basis only, and issues raised are not considered critical or high priority.
- Voice Assist uses Automatic Speech Recognition (ASR) technology provided by Amazon Web Services (AWS). The ASR feature is in beta and users may experience errors in the system's ability to understand all languages perfectly. ASR engines typically have difficulty with certain languages, accents, dialects, and background noise. The duration of the beta period extends to the end of Q3 2023 (that is, the end of September 2023). Following this beta period, Mitel will carefully analyze the feedback received along with the performance of the AWS ASR technology and determine the terms under which ASR may or may not be released generally.

Following are the list of limitations with Speech Recognition.

Defect ID	Defect Description
VA-278	Unable to match a name that is composed of two words. For example, "Killingsworth" or "Goodman"
VA-263	Common English terms such as "sales" or "hotline" do not function correctly with the German speech recognition module selected.
VA-198	Dial by Name: Certain French names are not accurately rendered when pronounced into a Voice Assist Workflow (e.g. Luc = Luke, Renaud = Renault).
VA-87	Voice Assist ASR does not have the capability to recognize spoken Alpha Numeric phrases, such as account numbers that contain both Letters and Numbers.

