

About this release

Pega Customer Service 7.31 adds features that use Pega Artificial Intelligence (AI) to streamline service interactions, that allows end-customers to self-serve in more situations and also helps Customer Service Representatives (CSRs) with additional guidance on the work to be done and responses to be delivered. The digital channel offerings and CSR facing tools are enhanced and extended to leverage more data sources and deliver improved online experiences.

This release also delivers a number of operational efficiency capabilities, such as Workforce Intelligence and operator presence. These capabilities provide users with managerial roles a better visibility on the historical and real-time data of the contact center performance. Anonymous customer support, search improvements, and customer journey (Timeline) features provide CSRs with the information they need to serve customer requests.

In this release, for technical users, you now have application guides that reduce the time to implement the Customer Service solution by delivering concise task based guidance. Real-time agile helps the Pega customers to spot, capture, and manage opportunities for change.

In Pega Customer Service 7.31, Pega Knowledge is more closely integrated, making knowledge available in more interactions and allowing customer service representatives to find, share, and suggest content to customers.

For more information and a list of additional documentation available for this release, see the [Pega Customer Service product page](#).

Enhancements

Intelligent Virtual Assistant for Web Chatbot

The Intelligent Virtual Assistant has been extended to support Web Chatbot as a channel that you can provide on any of your web pages. The chatbot provides the same interaction functionality as the [Intelligent Virtual Assistant for Facebook](#).

You can configure the user interface, chatbot flow, chat queue escalation, as well as preview the Web Chatbot experience prior to going live.

For more information, see the [Web Chatbot](#) article.

Knowledge support in Web Chatbot and Facebook Messenger

With cases starting in either Web Chatbot or Facebook Messenger, you are now notified with articles linked to the case flow and using reserved words you can access a list of articles and read them on a separate browser tab or window.

For more information, see the [Web Chatbot](#) article.

Artificial Intelligence (AI) Augmented Agent

The Artificial Intelligence (AI) Augmented Agent capability brings content that is applicable to a chat interaction directly to the CSR, without the need to search for the information. This reduces the time spent on searching knowledge bases, common phrases, or identifying the appropriate page to push to the end-customer. The AI learns from your chat interactions to identify appropriate responses and provides suggestions to the CSRs for the repetitive customer questions. This allows the CSRs to spend more time on the difficult part of the chat interaction.

The Artificial Intelligence (AI) Augmented Agent feature comes with a number of configuration options in Pega Express that determine when the AI makes suggestions. A minimum confidence threshold determines when an appropriate suggestion is made. A second threshold suggests the AI to automatically respond to the customer. You can also switch on or off different content sources through Pega Express.

For more information on configuring Artificial Intelligence (AI) Augmented Agent capability, see Pega Customer Service Implementation guide on [Pega Customer Service product page](#).

Intelligent Virtual Assistant for Email

Using the Pega's Natural Language Processor (NLP) capability, Pega Customer Service can now read an incoming email from customers and classify that email by its content and sentiment for routing to customer service representatives. When the representative opens an email interaction, Pega Customer Service suggests actions based on the details of the email and fill that data into an open case. In this capability, you now have support for threaded email conversations and private notes.

For more information, see Configuring Email, in the *Pega Customer Service Implementation Guide* [Pega Customer Service product page](#).

Self-Service Advisor

Self-Service Advisor has been enhanced with a new customer-facing UI and a broader set of functionality. The following list describes the enhancements made in this release:

Improved user experience

The user experience delivered through the Self-Service Advisor has been enhanced with features that reduce the amount of screen space required to display content, enhanced content navigation flow, a new JavaScript API to invoke self-service features in more situations, chat interaction retention, and providing end-user with additional information about content on mouse over. You can now minimize and retain the state of the Self-Service Advisor. For example, if you minimize the Advisor with a chat interaction and then re-open, the chat session is restored. This replaces the close icon in the previous version which dismissed the Self-Service Advisor and discarded the current state. The close icon has been removed.

Enhanced configuration experience

The configuration experience in Self-Service Advisor has been enhanced to provide a real-time preview, replacing the static preview in earlier versions. This enables the Pega administrator to preview, test each configuration in real-time, and manage the Self-Service Advisor configurations.

Customer Decision Hub configuration is streamlined and the number of options for checking against customer decision hub suggestion is increased. You can now check suggestions on page load, when the advisor is opened, or after a case is completed. Customer Decision Hub can now offer service cases or marketing offers to your customer.

The download advisor capability is now updated with new cascading style sheet and refined identity management features. Cookie examples replace the hard-coded identities and login credentials shipped in the main JavaScript Advisor helper file provided in the previous release.

A history tab and audit log capability have also been added to enable customers to view the changes for every version of the Self-Service Advisor.

For more information, see [Self Service Advisor](#) article.

Pega Social Engagement enhancements

Unified omni-channel experience

Social interactions are now performed through the Customer Service Interaction Portal. Customer service representatives now get a unified omni-channel experience. The Interaction header is at the top of the browser, interaction drivers on the left, the composite in the middle, and the conversation thread with response area on the right.

Customer service representatives can pull in new cases to process them and view case status such as resolved or dismissed from an overlay in the Interaction portal header. The response area, like chat and email, is anchored to the bottom right of the screen.

Social landing page enhancement

Administrators can now configure social connectors and queues from the Pega Social landing page in Designer Studio instead of using a separate administrator portal. From the Social landing page, administrators can authorize customer service representatives to respond to different channels. They can also set various settings for the social channels. For example, they can configure a setting to show the social interactions separately for Facebook and Twitter.

For more information on Pega Social Engagement, see the *Pega Customer Service Implementation Guide* on the [Pega Customer Service product page](#).

Manage work queues and work lists

As a manager, you can now bulk process work lists and work queues from the Manager Tools on the Home Tab within the Customer Service Interaction Portal. You can select all social cases assigned to a customer service representative and perform various actions on them such as wrapping up, reassigning, and escalating them.

For more information on managing work queues and work lists, see [Manage work queues and work lists](#).

Text channel feature extensions

Omni-channel Express History

The Express History feature is now available for the chat and email channels. During an interaction, you can launch Express History using the Customer Inquiry toggle button and then

select one or more express history properties in the customer composite. This enters text for each selection into a response window for the chat or email interaction and updates the interaction history.

Share articles in Pega Chat and Social

In the Pega Customer Service Interaction portal, customer service representatives can now share Pega Knowledge articles to customers through Pega Chat, email, and social interactions like Twitter® and Facebook®. Customer service representatives can share the article URL or share the article text directly in the text channel. Also, customer service representatives can edit the article text prior to sending to the customer. Social article sharing is limited to sharing the URL link only due to character limitations with certain social providers.

Pega Workforce Intelligence integration with Pega Customer Service

Pega Customer Service is now integrated with the Pega Workforce Intelligence application to provide visibility into customer service representatives' work data and productivity through the Workforce intelligence dashboard.

For more information on configuring Workforce Intelligence for Pega Customer Service, see the *Pega Customer Service Implementation Guide* on [Pega Customer Service product page](#).

Operator presence

Operator presence indicates whether the customer service representative is logged into the application and is available to serve customers. Leveraging the presence framework introduced in Pega Platform 7.2.2, operator presence in Pega Customer Service is now tracked across the phone and chat channels in a single, normalized data grid. The presence status of operators in these channels, as well as their connection to the Customer Service application, can be viewed in real time through the **CSR Presence for Managers** dashboard widget.

For more information on operator presence, see [Tracking the online presence of operators](#).

Anonymous customer interactions

Customer service representatives often interact with customers who are not immediately identified as existing customers in the database. The customers might call, chat or post on Facebook to seek information about a new product. In this release, a customer service representative does not need to pull up a contact or account information to reply to general

inquiries from these users to assist customers who do not have contact records in your application.

When a customer service representative is presented with a new phone call or chat, the application shows whether the customer is identified and verified, or anonymous and not verified.

For more information, see *Configuring anonymous customer interactions* in the *Pega Customer Service Implementation Guide* on the [Pega Customer Service product page](#).

Pega as your system of record

You can now configure your application to use Pega Customer Service as your system of record to manage data, instead of integrating with an external database. The system of record data model contains contact, address, organization, and their relationships as external data tables. This reduces the number of integration points and improves the application performance. Any external applications can directly access the data pages if necessary through the Pega API. For more information, see [Transforming data tables using data pages](#).

UI-Kit 10 support

Pega Customer Service is enhanced with a new UI-Kit that improves the styling and UI formatting of auto-generated sections. For more information see improvements and enhancements in UI-Kit 10.

Customer journey

With the Customer journey widget, you can now see the full timeline of interactions with customers within the Pega Customer Service, Pega Sales Automation, and Pega Marketing products. CSRs can filter the widget for different time ranges and events, such as Customer Service, Sales, or Marketing events. Customer service representatives can click an event to see detailed event information and open the associated record.

For more information, see [Timeline view customer events](#).

Customer Service portal enhancements

The Customer Service Interaction, Back Office, and Account Manager portals have been enhanced with an improved user experience and functionality.

Show Less or Show More view

On the Interaction Portal, customer data is displayed in two views: Show Less and Show More. By default, the Show More view is displayed, and you can click **Show Less** to collapse the expanded view. For more information, see [Configuring fields for the Show Less view](#).

Relocation of search positioning

The search field has been moved into the header. You can use the search field from anywhere in the application without going back to the Home tab.

Mark as favorites and bulk unfollow service cases

The customer service representative can now mark customers or their accounts as favorites. This means that they can follow up on them and their associated service cases from the dashboard. After completing the marked service cases, the agents can unfollow these cases in bulk if needed.

Initiate an outbound call from search

A customer care agent can contact various customers by using the case ID, account number, organization, and information pertaining to the individual. The agent can access the customer's household member details in order to make a call to the primary contact.

Channel grouping in the Interaction portal header

Out of the box channels are now grouped, except email. You can now view social cases, login to the chat server, and dial in to initiate a call interaction from the new Interaction portal header.

Reopen resolved cases in the Back Office portal

The back office operations team of customer care can now re-open a resolved case in the Back Office portal. Agents can go to the required stage and switch between the stages of a particular service case of a given customer. Agents can go back to the previous stages and complete the additional information if required.

Pega Express Enhancements

Pega Express mode for managers

Customer Service managers can now use Express mode to manage common configurations like common phrases, page push, chat masking, user management, and interaction channel options. New security roles have been introduced to ensure that managers have access only to the configurations they manage and not those controlled by system administrators.

CASysAdmin, CSAdmin, and CSAuthor roles have access to the Common phrases configuration page only if the CS:ExpressMgrTools and CS:ExpressUser access roles are added to their access group.

Manager tools configuration settings

In Pega Customer Service 7.31, the following manager tools configuration settings in the Interaction Portal is now moved under the **Tools** menu of the Pega Express portal:

- Common phrases
- Transcript data masking
- Page push
- Queue configuration

These options are available to users with managerial access role. For more information on specific manager tools configuration, see the *Pega Customer Service 7.31 Implementation Guide* on [Pega Customer Service product page](#).

Data Source rule settings

Pega Customer Service uses data source rules to configure the data types such as Account, Contact, and Organization, for use within dialogs and common phrases. You can personalize and edit the dialogs and common phrases for the data source rules and their related fields during a customer interaction by using a single form instead of searching for individual rules in Designer Studio.

Social task menu categories

Social is now moved within Pega Express as a new channel entry to manage task menu categories. You can access the add task menu category from the Settings menu. This option is available to users with managerial access role.

For more information, see *Configuring Add Task Menu categories for each channel*, in the *Pega Customer Service Implementation guide* on the [Pega Customer Service product page](#).

Application guides

Pega Customer Service 7.31 provides a number of application guides to help expedite the configuration on a new implementation. Application guides provide contextual information about a required or optional configuration including links that take the user directly to where the related configuration changes are made, such as Pega Express, landing pages, wizards, or other rules. Guides document a configuration or implementation step, provide actionable links, and can be used to create tasks in the Agile Studio.

Customers can add their own application guides as they build out their implementation. Pega Platform 7.3.1 provides an application guide that explains how to create other application guides. For more information, see [Interactive tasks in application guide](#).

Agile Workbench

Project stakeholders can use the Agile Workbench tool to capture real-time feedback about your Customer Service implementation directly in the application. You can provide feedback by creating a work item that is either a user story, a bug, or a feedback item. Your feedback can contain videos, annotated screen captures, file attachments, or URLs. Providing such feedback directly in the application helps to improve the efficiency of a resulting application development.

Project stakeholders also can view, update, and triage work items. You can sort work items by type, feature, status, and date. For more information on how to use this capability, see [Agile Workbench](#).

Pega Call enhancements

Pega Call panel in the Interaction Portal

In the Interaction Portal, the Pega Call toolbar is now available under a new and enhanced auto-generated panel with an improved user experience. To view this panel, on the interaction portal header, click the Pega Call icon. Apart from user interface enhancements on feature placement, there is no change in how you use the Pega Call toolbar product features.

Event delivery using notification channels

Pega Call now uses the notification channel capabilities of the Pega 7 Platform to deliver events to the desktop. For more information, see the CTI-specific Pega Call Operations and Configuration guide.

Integration through the OpenCTI Desktop framework

Pega Call now supports client-side integration through the OpenCTI Desktop framework. For more information on how to integrate CTI with Pega Call by using the OpenCTI Desktop framework, see the OpenCTI Client-side Developer's guide.

Cisco Finesse integration using OpenCTI Desktop

Pega Call extends support for integration with Cisco Finesse by using the OpenCTI Desktop framework. For more information, see the Cisco Finesse Operation and Configuration guide.

Pega Chat enhancements

Interaction portal enhancements

Customer service representatives can accept or decline an incoming chat request and can also reply to a customer using a shortcut key. This increases the efficiency of the customer service representatives by allowing them to reply to more chats in less time, which results in a positive impact on average chat handling time.

Chat transfer enhancement

In addition to existing chat transfer functionality to a chat queue, a customer service representative can now transfer a chat to another available customer service representative directly who is a subject matter expert on the area requested by the customer. This feature takes advantage of the operator presence feature (you can only transfer a chat to a logged in and available chat customer service representative).

Pega Chat supports PostgreSQL

Pega Chat now supports the PostgreSQL database. PostgreSQL support also provides Pega customers with the capability to encrypt their data. The supported and tested version is PostgreSQL 9.5.

Pega Co-Browse enhancements

Co-browsing functionality enhancements

Pega Co-Browse has been enhanced to co-browse third-party websites embedded using iFrames and also supports sub-domains. You have to embed the JavaScript snippet in the third-party websites and in the sub-domain web pages where you want to co-browse.

For more information on co-browsing third-party websites and sub-domains, see *Configuring third-party co-browse* and *Configuring sub-domain co-browse* in the *Pega Co-Browse Implementation Guide* on the [Pega Customer Service product page](#).

New database support

Pega Co-Browse now only supports the PostgreSQL database. PostgreSQL support also provides the customers with the capability to encrypt their data. The supported and tested version is PostgreSQL 9.5.

Co-browsing in Safari private mode

Pega Co-Browse now supports co-browsing in the Safari browser in the Private mode for Safari version 11.

Pega Knowledge enhancements

External search optimization

Pega now supports static canonical references to articles and discussions for greater searchability by external search engines. Knowledge system administrators can enable search optimization for the help and community sites that a business wants visible to public search engines like Google, Bing, and Yahoo.

A site map is generated in XML format when enabled for each site. The resulting XML is not meant to be manually edited, and it is up to the customer to submit the sitemap XML to their preferred search vendors. When enabled, sitemaps are configured to be automatically updated on a nightly basis, setting each article with a priority level of .5.

Mark article content as internal

Authors can now mark a sentence, paragraph, or entire article as internal, meaning that the marked text is hidden to external users. This feature eliminates the need to create separate versions of the same article in order to manage proprietary or other confidential information that should not be visible to all viewers.

- A simple grey background provides authors with a visual indicator that content is marked as internal.
- Customer Service representatives can see the full article, but external users, such as Pega Knowledge help sites, cannot see the content marked as internal.

Send me emails on new replies

Community members can now optionally receive email notifications when a post receives a new reply or comment. The notification option is post-specific and the member can easily opt-out of receiving email notifications.

Profanity filtering

Pega Knowledge uses text analytics to scan community posts for profanity or other terms deemed inappropriate. When a member submits a post on a community site, Pega's text analytics engine scans a library of preconfigured explicit words for matches. A configurable message warns

the user about any detected profanity, allowing the user to cancel and edit their post. The profanity filtering can be enabled or disabled by the system administrator and moderator.

Posts that are submitted with detected profanity will mask the detected words with asterisks to protect the community from the profane language.

Reference other articles within an article

Authors can now insert references to other Pega Knowledge articles within the body of an article, and they can add a reference to another Pega Knowledge article to the **Related links and attachments** area of the current article.

Customer service representatives or Pega Knowledge help site users can open the related articles in a separate browser window to view the articles that are added as references.

More like this

Members can now see a **More like this** section in community posts. The More like this section displays the community post links and articles based on the tags associated with the existing community post.

The **More like this** section displays a maximum of four related articles or posts (two for related articles and two for related posts). Posts are filtered by the number of replies count to show the most read, relevant posts. Articles are sorted by like percentage.

Duplicate article check

To help prevent duplicate articles, the application automatically searches for exact or similar article titles when an author enters a title for a new or editing an existing article. If any matches are identified, the application presents the articles to the author, allowing them to make a decision to continue with the new or edited article they had started, or to resolve their article as a duplicate found in the duplicate check process.

If the application does not find a duplicate, the author follows the standard authoring process.

Create draft articles from Pega Customer Service

Pega Customer Service users can now submit draft articles from the Pega Customer Service Interaction portal. These articles are routed to the Knowledge Management – Content Candidates workbasket allowing Pega Knowledge authors to accept or reject the suggested article.

If approved, the article is moved through the stand authoring an approval process. Customer service representatives receive an email notification whether their article submission was accepted or rejected, including any comments by the knowledge author.

Support for multiple community sites

Pega Knowledge now supports the creation of multiple community sites to meet the needs of multiple lines of business, which might require separate sites. Community sites can be mapped to corresponding help sites.

Mapping community site with a help site

In the Configurations navigation option, a new **Link sites** option has been added, where a Pega Knowledge administrator can map a help site with a related community site. This ensures that help sites and their related community sites, if configured, share the same search results (including searching from tags), and navigation between sites.

Members can update skills in their profile

Members can now add or edit their skills in their profile. The Profile option is available from the user name menu.

Moderation page improvements

On the Moderation page, the **Reported posts** and **Members** tabs have been enhanced to provide additional community information so that moderators can quickly see the community associated with a reported post or member.

Print articles from the Pega Knowledge portal

Authors can now use a new print option to print the articles in the same format that a user can read the article from the Pega Customer Service Interaction portal or a help site.

Additional enhancements

Microsoft Outlook and Google Map capabilities added to Pega Customer Relationship Management applications

You can now leverage calendars, scheduling, and Google map capabilities within the Pega Customer Service service cases. The Microsoft Outlook and Google map integration rulesets are moved from Pega Sales Automation ruleset stack to Pega Customer Relationship Management application ruleset stack.

Pega Knowledge capabilities in Pega Customer Relationship Management applications

You can now extend Pega Knowledge capabilities in Pega Customer Relationship Management applications. The Pega Knowledge rules are moved from Pega Customer Service ruleset stack to the common layer of the Pega Customer Relationship Management application ruleset stack.

Issues addressed in this release

The following is a list of issues that have been resolved in this release that are of most interest and likely to have the most impact on the Pega user and developer community.

The following ID references are used.

- Reference numbers beginning with “BUG-” refer to entries logged in the Pega issue-tracking system.
- Reference numbers beginning with “SR-” refer to corresponding Support Requests logged in My Support Portal.

ID	Title & Description
BUG-264083	Error displays when adding a Category/Report in the Report browser.
BUG-287038	Mobile co-browse recording play buttons do not appear on the interaction history within the Composite View.
BUG-288040	Offer history is empty in the Recent marketing engagements widget under Organization tab.
BUG-287579	Matching conflicts occur when a customer configure Self-Service Advisor with same name.
BUG-328494	HFIX: Complete transfer button not appearing for Warm Transfer.
BUG-317742	Interaction is getting closed for warm Transfer (Only Voice).
BUG-294073	HFIX: Recording Device filter failure.

ID	Title & Description
BUG-296709	HFIX: Duplicate "Initiated" events being sent to desktop.
BUG-309526	HFIX: Call transfer is not working for verticals.
BUG-309551	HFIX: Warm Xfer with interaction not working.
BUG-309868	HFIX: PhoneBook entry converting phone numbers with more than the limit.
BUG-311937	HFIX: Call transfer is not working for verticals.
BUG-312075	Interaction closes when customer hangs up call.
BUG-312864	HFIX: PegaCTI log appears in 2 different location.
BUG-327367	HFIX: Complete transfer button not appearing for Warm Transfer.
BUG-294032	In Warm transfer V+D interaction close on hang-up.
BUG-288857	SR-B12908_Unable to load data page D_pyChannelServices_Intera.
BUG-292320	HFIX: SetAgentNotReady activity does not send the reasonCode.
BUG-329075	HFIX: Interaction Gets Closed when Warm Transfer without Interaction.
BUG-330570	HFIX: User log out of ACD - softphone icon does not reflect state.

You can look up Pega Platform bug fixes in the [Pega Platform Releases Notes](#). If you know a BUG#, that number becomes the Issue#.

Existing known Issues

This table describes the known issues that may occur in this release.

ID	Title & Description	Suggested Resolution
NA	In scrollable DIV tags, highlighting the UI elements is not supported.	Use non-scrollable div tags.
NA	You can co-browse only HTML pages not document types, for example, PDF.	Pega Co-Browse is designed for browsing web pages and not documents.
NA	Co-Browse does not work for the Safari browser 10 or earlier versions in the Private mode.	Use Safari browser 11.
BUG-287032	Co-Browse is not localized for the customer service representative experience in Japanese.	NA
BUG-336357	In Pega Chat, system messages are provided only in English and cannot be updated.	On-premise customers can update JavaScript to modify certain system messages.
BUG-287571	You cannot transfer a chat interaction to a chat queue, when a supervisor is monitoring the chat interaction between a customer service representative and the customer.	NA

ID	Title & Description	Suggested Resolution
BUG-333677	During an anonymous customer interaction, while cancelling the wrap-up, the General Assistance tab is displayed rather than the Search screen.	If users require the new phone call search screen, they should wrap-up the current interaction and start a new phone call interaction.
BUG-336886	While working on multiple email interactions simultaneously, it is possible for a CSR to confirm a case in one Interaction Portal tab and empty an active email reply window in another.	Work on a single email interaction at a time. To work on multiple active email interactions, compose a reply to one email at a time, particularly when completing cases. This will be fixed in an upcoming hotfix.
SR-B90074	Unable to add attachment in an email thread.	Incoming email with attachments will work, but CSRs will not be able to attach a file to a response email or to a pulse note on an email interaction. This will be fixed in an upcoming hotfix.
BUG-337331	In CiscolCM, customer and agent are not identified as expected while on a conference call.	There is no work around. This issue will be fixed in the upcoming hotfix.
BUG-333695	In CiscoUCCE, party names are missing while on a conference call.	There is no work around. This issue will be fixed in the upcoming hotfix.
BUG-336243	In AACCC, incorrect call control options are displayed while on a conference call.	There is no work around. This issue will be fixed in the upcoming hotfix.
BUG-337411	The Timeline control does not load when the operator profile record does not have a time zone associated.	Add the appropriate time zone to the impacted operator records.

To submit new issues or find out more about known issues, or to request a hotfix, go to the [Pega Product Support Community](#). Look up or subscribe to your Support Requests (SRs) in [My Support Portal](#). Be sure to refer to the issue ID (SR, BUG, or FDBK) in all communications.

Updating from prior versions

The following issues are specific to customers updating from a previous release.

Using Pega as system of record

This information is applicable only if the customers want to use Pega's system of record layer.

In Pega Customer service 7.31, Contact, Address and Organization data objects point to the system of record (SOR) layer (logical and physical layers). Existing customers can continue using their existing system of record in their implementations. To use Pega's system of record layer, you must change few configuration settings.

Customer Journey widget replaces Customer movie widget

In Pega Customer Service 7.31, the Customer journey widget replaces the Customer movie widget. If you want to continue using the Customer Movie widget in the CSTimelineSettings data transform rule, change the value of the new EnableTimelineControl setting from “true” to “false” to disable the Customer journey widget and enable the Customer movie widget.

Express Admin

In Pega Customer Service 7.31, the access to Manager tools configuration page is limited for certain users. CASysAdmin, CSAdmin, and CSAuthor can see and access the Common phrases configuration page only if the CS:ExpressMgrTools and CS:ExpressUser access roles are added to their access group.

Enabling Operator accounts

For security purposes, Pega-provided operators are disabled when you upgrade to Pega Customer Service 7.3.1. To continue to use any of these operators in your implementation, log in as an administrator and enable them. For details, see the Pega Customer Service 7.3.1 Upgrade Guide.

Customized operators in your implementation are not affected. You can use them immediately after the upgrade.

Deprecated, de-supported, or deleted features

While the release adds a lot of new features, there are also features that are being deprecated, de-supported or removed in their entirety.

- **Deprecated:** The feature or capability is no longer being actively developed and will not receive addition feature functionality in future releases. We continue to support it for this release (so we will address customer submitted defects etc.), but it will at a future date be de-supported entirely. The ruleset is part of the release distribution.
- **De-supported:** In addition to being deprecated, we will not address any customer submitted bugs for the feature or capability. The ruleset for the feature is part of the release distribution.
- **Deleted:** The feature or capability is no longer part of the release.

Campaign Management has been de-supported

The use of Campaign Management has been de-supported in Pega Customer Service 7.31 and the feature is removed from the Manager tools link in the Interaction Portal.

Quality Review capabilities

The Quality Review capabilities in the Manager Tools tab of the Interaction Portal are deprecated but continue to be available.

Static content and publish settings

Settings such as static content and publish settings are now handled from Co-Browse server. Customers need not configure these settings and they are now deprecated.

For more information on Pega Co-Browse configuration, see the *Pega Co-Browse Install Guide* on the [Pega Customer Service product page](#).

Custom titles and messages settings

You can no longer set custom titles and messages through fireflyAPI. These settings are configured in the Pega Co-Browse application.

For more information, see *Branding the customer window* in the *Pega Co-Browse Implementation Guide* on the [Pega Customer Service product page](#).

MongoDB database

MongoDB database support is deleted. Existing Pega Co-Browse and Pega Chat on-premise customers, who want to upgrade to Pega Co-Browse 7.31 or Pega Chat, can use data migrations scripts that are available with Pegasystems to migrate your data to PostgreSQL.

For more information, look up or subscribe to your support requests in [My Support Portal](#).

Document Co-Browse

Document Co-Browse has been deleted from the Pega Co-Browse application.

Openfire server

The open source chat server - Openfire is deleted. You can use Pega Chat server to leverage latest chat features.

Pega Social Engagement Portal

Pega Social Engagement is deprecated. The social functionality is now available from the Pega Customer Service 7.31 application and through the Customer Service Interaction Portal.

Further, the three operators - CSSocialAdmin, CSSocialManager, and CSSocialCSR that are specific to the Pega Social Engagement have been deleted. To access social functionality, add your operators to the CSSocialAdmin, CSSocialManager, and CSSocialCSR access groups.

For more information on access groups, see *Configuring access groups* in the *Pega Customer Service Implementation Guide* on the [Pega Customer Service product page](#).

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