

AMELIA

Cognitive Agent

Amelia 6.5.2 Release Notes (Document version 1.2)



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AMELIA PROPRIETARY

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Document History

Author	Version	Date	Comments	Final Approval?
Amelia Research & Development	1.0	June 4, 2024	Added bug fixes and new functionality for 6.5.0 release	Yes
Amelia Research & Development	1.1	June 6, 2024	Added bug fixes and new functionality for 6.5.1 release	Yes
Amelia Research & Development	1.2	August 2, 2024	Added bug fixes and new functionality for 6.5.2 release	Yes

1. Highlights by Release

This document briefly lists significant changes to Amelia because of 6.5.x version releases. A detailed list of all new features and bug fixes are listed in the next section of this document.

1.1 BREAKING CHANGES

LANGUAGE PACKS & EDGE EXPRESSIONS

For all language packs, BPN and Builder edge expressions that rely on untranslated responses must explicitly use methods like `response:ldk(false)`, `response:contains(false,text)`, `response:equal(false,text)`, and `response:startsWith(false,text)`. Passing `false` as a value will use the untranslated response. By default, the translated response is used in Amelia 6.4.0+ instances. This addresses a bug where an IDK edge from an Amelia Asks task did not trigger and instead used a `bpn:otherwise()` path. (AM5-9550)

FINISHED TIME IS NOT THE SAME AS ENDED TIME IN CONVERSATION METRICS

Our conversation report format has changed. A new column labeled “Ended” is added before the “Finished” column. The Ended column contains the time when a conversation actually ended for the user. The Finished column contains the time when a conversation was closed by Amelia after pre-close. (AM5-7376)

1.2 RELEASE 6.5.0

AMELIA ANSWERS

Content Promotion

Amelia Answers now includes secure packaging, encryption, and authentication mechanisms. This safeguards the promotion of contents between Amelia instances. This will help reduce issues reported when promoting and migrating content. The feature is available with the Add, Export, and Import buttons in the Sources panel. (AM5-9821)

Basic Segment Editing

Amelia Answers now includes a tool to edit, correct, or refine improperly ingested segments. This tool provides a QA capability when testing segments. However, edits can be overwritten in future ingestions. The original source does not have to be altered and re-ingested. This new tool is ideal for minor corrections, not as a primary way to alter and maintain content. To edit a segment, click on a source listed in the Sources panel and then click on a segment in the source tab workspace. (AM5-10229)

Add support for request headers for Amelia Answers sources

Amelia Answers can get information from the public internet to create knowledge sources. Now, you can use custom headers with your URL and Sitemap knowledge sources. This lets you input credentials and other

headers needed to access information from private internet sources. You can use this feature while uploading documents or URLs in Amelia Answers. We've also added a new `requestHeaders` parameter to the `/sitemapurl` and `/upload/file` APIs. (AM5-10186)

Add ability to enable/disable sources and segments

A knowledge source may not be ready for use in generating live answers. You can now set knowledge source and document status to Active or Inactive. The status applies to any element in a source or document. QA Pairs currently have statuses due to auto-learning. Their statuses will continue, and we'll address these in a future initiative. (AM5-10550)

CONTACT CENTER

Add Current Longest Wait Time per Queue in Supervisor Dashboard

The Supervisor Dashboard now includes the Current Longest Wait Time metric. This metric tracks the longest pending conversation in each queue. To access the dashboard, click the Contact Center dropdown list at the top left. Then click the Supervisor button at the top left edge. (AM5-10543)

Multi-Select Queues & Domains in Supervisor Dashboard

The Domain and Queues dropdowns in the Supervisor Dashboard are now multi-select. You can configure the dashboard to display data for one or more domains and queues. To access the dashboard, click the Contact Center dropdown list at the top left. Then click the Supervisor button at the top left edge. (AM5-10544)

Split Current Conversations Metric into Current/Pending/Active Conversations in Supervisor Dashboard

The Current Conversations metric in the Supervisor Dashboard is now split into Pending Conversations and Active Conversations columns. This helps clarify the details about current active conversations. To access the dashboard, click the Contact Center dropdown list at the top left. Then click the Supervisor button at the top left edge. (AM5-10545)

CORE ADMIN

Add Audit log to viewing/downloading conversation recordings

The Audit Logs workspace in the Administration Security area now displays details about who viewed and downloaded conversations and recordings. The records use the `CONVERSATION_SUMMARY` prefix. Conversation cleanup, export request, and export deleted actions are logged. (AM5-10256)

Embedding tab for UI Bundle with chat overlay configuration

Deploying the Amelia chat overlay on customer websites has become much simpler. A small script can be installed on a website. A web-based tool in Amelia allows configuration of key features. Settings that can be configured include button size, background colors, icons, button position, IFrame size, border radius, transitions, header height, close button, and customizing the header height, icon, and label. (AM5-10666)

DIGITAL EMPLOYEES BUILDER

Export DEB flows as an image

DEB flows can be exported as an SVG (Scalable Vector Graphics) image. To access, click the Export button in the Builder workspace. This enables easy sharing without the bother of providing access to the actual flow. The SVG format allows you greatest flexibility displaying a flow in various sizes and image formats. (AM5-7508)

Add Save Hotkey in DEB Canvas

The Builder workspace now includes a hot key (Ctrl+s or Cmd+s) to save user edits on demand. (AM5-10549)

Use GraalVM instead of Nashorn to execute Script tasks and libraries

The GraalVM JDK (Java Development Kit) replaces the Nashorn JavaScript engine. This helps future-proof the Amelia platform and enable upgrades of other system software. (AM5-1410)

2. List of All Changes

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

2.1 RELEASE 6.5.0

2.1.1 New Features

AMELIA ANSWERS

- Amelia Answers content promotion (AM5-9821)
- Add ability to view conversation id from user feedback (AM5-10123)
- Add support for request headers for Amelia Answers sources (AM5-10186)
- Basic Segment Editing (AM5-10229)
- Debug panel should show embeddings, langchain and weaviate errors (AM5-10293)
- User should be able to reindex failed source revision (AM5-10295)
- Add ability to enable/disable sources and segments (AM5-10550)
- Enhance Semnet FAQ Tester with OpenAI Embedding Capability (AM5-10667)

CONTACT CENTER

- Show recorded conversation time when recording is available (AM5-9666)
- Add Current Longest Wait Time per Queue in Supervisor Dashboard (AM5-10543)
- Multi-Select Queues & Domains in Supervisor Dashboard (AM5-10544)
- Split Current Conversations Metric into Current/Pending/Active Conversations in Supervisor Dashboard (AM5-10545)
- Allow navigating to escalation team from escalation queue (AM5-10584)

CORE ADMIN UI

- Add Audit log to viewing/downloading conversation recordings (AM5-10256)
- Embedding tab for UI Bundle with chat overlay configuration (AM5-10666)
- Add support for editing large tabular data files (AM5-10900)

CORE AGENT VIEW

- Do not show escalation progress messages to agents or observers (AM5-6590)
- Add branching to Resolution Code Dropdown (AM5-10546)

CORE BPN

- BPN edge expression validation should catch invalid method calls (AM5-10555)

CORE FRAMEWORK

- Add Maximum Inbound Message Limit domain setting to limit number of inbound messages in a conversation (AM5-10315)
- Support remote push notifications via Firebase Gateway (AM5-10625)
- Replace default Amelia logo background image (AM5-10904)

CORE SEMNET

- Keep deployed source revision while cleaning old revisions in Amelia Answers (AM5-10611)

CUSTOM UI

- Remove fake support for drag & drop in Web Actions browser (AM5-10895)

DIGITAL EMPLOYEES BUILDER (DEB)

- Add save Hotkey in DEB Canvas (AM5-10549)

DIGITAL EMPLOYEES

- Add visual indicator of which entities have LLM enabled in Entities panel (AM5-10401)

GATEWAY CORE

- Add Zendesk Sunshine Escalation Gateway (AM5-10772)

GATEWAY REST

- Amelia Rest API to delete flow and asset (AM5-10623)

VOICE NG SERVICE

- Use of multiple AVS for Agent Console WebRTC for high availability (AM5-10622)

2.1.2 Bugs

AMELIA ANALYTICS

- Finished time is not the same as Ended time in conversation metrics (AM5-7376)

AMELIA ANSWERS

- Utterance Builder is not working working accordingly (AM5-9797)
- Failed document index retry causes indexing to start from scratch. (AM5-9857)
- QA Pair responses are overmatching and not allowing document FAQ responses (AM5-10364)
- Segments ingested via integrations with Langchain on do not have document URLs (AM5-10432)
- Conversation ID is Missing in Amelia Answers Responses (AM5-10522)
- Amelia Answers is not working with internal model when langchain is enabled (AM5-10723)
- Exact and All in semnet document knowledge segmentation is not working as expected (AM5-10744)
- Failure to parse LLM response if multiple sources are returned from LLM model (AM5-10761)
- Index delete fails if a document is in failed state. (AM5-10825)
- QA pairs export file is not regenerating on QA pairs update/delete (AM5-10905)

- Document fails to index when locale detection throws error (AM5-10911)
- Amelia answers knowledge segmentation not working with domain hierarchy (AM5-10950)
- Sources not getting returned by QaPairsFaq Responder (AM5-10962)

CONDUCTOR CLI

- Issue with FAQ File Imports Using Conductor (AM5-9903)

CONTACT CENTER

- All agents were removed from the escalation team when modifier does not have access to all of them (AM5-10639)
- The pagination jumps to the first page every time we click on the agent name (AM5-10645)
- Agents in escalation team are not removed from Existing tab after save (AM5-10731)
- Empty page when page is selected past page counter and filtered to a lower reference (AM5-10810)

CORE ADMIN UI

- Predict input box submits too quickly on Japanese text input (AM5-9898)
- Older versions of spanless entities stay within domain upon deletion (AM5-10158)
- Cannot make the CSP Header field blank after we have set it (AM5-10470)
- Option to remove from multiselect missing (AM5-10583)
- Clicking auto auto intent models causing revision to be updated. (AM5-10616)
- Redundant space between the left panel and tab panel (AM5-10646)
- Audio Recordings Date always shows as DD/MM/YYYY instead of localized format (AM5-10740)
- Unable to view previous UI Bundle revisions in the new Admin UI (AM5-10768)
- Getting a time-out error when we upload the above 10 MB tabular data file (AM5-10856)
- Predict All not working when only using Internal LLM Provider (AM5-10879)

CORE AGENT VIEW

- Only the responses made on the Agent page are deleted when using the Delete All option (AM5-10112)
- Words split at end of line in Agent Text Box (AM5-10237)
- Transcript is not dismissed from ui post call transfer during voice agent escalation (AM5-10681)
- Upload Agent Responses Does Not Work Upon Reupload (AM5-10760)
- Pasting HTML content always results in HTML even when user selected paste as Text (AM5-10818)

CORE AUTHENTICATION SYSTEM

- Custom UI login does not work properly with IDP initiated SAML (AM5-9740)

CORE BPN

- Entities not getting populated in the Mind view (AM5-9643)
- Response pool round-robin selection policy does not work as expected (AM5-9725)
- Bad Request is shown instead of actual error when created flow name contains dots (AM5-10320)
- Backjump Farthest Affected Task setting is not backjumping to the correct Ask task (AM5-10373)
- Wrong question from Amelia when a subsystem responds on an ask task three or more times (AM5-10462)

- Single conditional edge leads to infinite loop (AM5-10573)
- Auto translation cause trouble using "run the workflow" for names that unexpectedly get translated (AM5-10650)
- Amelia BPN UI requires "queues" access and throws "unnecessary" warnings in Amelia 6.3.1 (AM5-10654)
- When Call Intent task is the final task before Exit Flow task, the context should be Completed not Suspended (AM5-10718)
- Spanish IDK edge flow from Amelia Asks task does not trigger and instead takes bpn:otherwise() path (AM5-9550)

CORE FAQs

- Langchain prompts uploaded through content manager are no longer working (AM5-10607)
- Semnet document refresh event trigger should be cancelled on deletion of document (AM5-10641)

CORE FRAMEWORK

- Summary tag is removed by XSS in HTML response (AM5-9715)
- OpenAI Embedding is called even if OpenAI provider is disabled but with Embedding task config enabled (AM5-10632)
- Use OpenAI to parse transcript and generate intents in Amelia Builds Amelia (ABA) (AM5-10642)

CORE NLU

- The word RESEND triggers the Pause responder (AM5-8680)
- Time entity is not predicting for utterances having "by xx am" phrase (AM5-10002)
- Some utterances in French do not trigger dates properly (AM5-10280)
- The dialog act Pause is incorrectly detected in the sentence "75 deg fahrenheit" (AM5-10813)

CORE ORCHESTRATOR

- Conversations are not closed in Amelia when tickets are resolved in AIOps (AM5-10732)

CORE OTHER

- Opening link from script task leads to link opening in Contact Center (AM5-10395)
- Agent Full Name gets displayed when conversation is closed when only first name is configured to be displayed (AM5-10403)

CORE SEMNET

- Langchain document response is not working in admin web and BPN script (AM5-10725)

CORE UI

- Voice input always takes input in the English despite user locale setting (AM5-10864)

CORE VOICE

- SSML tags were stripped along with HTML tags when passed to Amelia Voice (AM5-10653)
- SSML tag is not working in all Ask tasks (AM5-10775)

DIGITAL EMPLOYEES

- Bulk change of intent configuration for multi-intent does not take effect (AM5-10129)
- Deploy and Undeploy status for integrations are not auto updating in left panel (AM5-10305)
- Template Logo is not updating (AM5-10306)
- No suitable validation error when the incorrect entity JSON file is uploaded (AM5-10318)
- It is possible to save the entities with an empty Amelia Ask query (AM5-10319)
- Amelia Builds Amelia (ABA) throws com.fasterxml.jackson.core.JsonParseException error (AM5-10380)
- No scroll for Properties page in Entities (AM5-10452)
- Duplicate grammars are shown in intents (AM5-10516)
- Amelia Builds Amelia (ABA) failing when not OpenAI configured without details give a false impression to users (AM5-10682)
- Pagination in intent tester disappears upon deletion of last test on the last page (AM5-10702)
- Bot Network Overview is still appearing as widget in the Digital Employees home page (AM5-10715)
- UI Flickering If Changing Tabs Before Intents Finish Loading (AM5-10769)
- Dataset selection vanish on tab changes (AM5-10773)
- It is not possible to select Alternative Intent for Intent (AM5-10805)
- It's not allowed to upload more than 10MB Tabular Data file (AM5-10823)

DIGITAL EMPLOYEES BUILDER (DEB)

- UiPath task with Use queue runs into infinite loop when no callback and having invalid outbound edge condition (AM5-10459)
- Variable Propagation setting in Subflow Block is duplicated (AM5-10570)
- Gateway block property flyout not on left side (AM5-10571)
- Split Block Adds Extra Flow Lines (AM5-10579)
- Scroll is not working for Gateway panel in Conversation flow (AM5-10644)
- Valid/Invalid/IDK accordion changes width upon expansion (AM5-10657)
- Empty escalation variable stays visible after removal (AM5-10712)
- Modification of auto-created intent name makes generated variations of the user utterance disappear (AM5-10850)

GATEWAY REST

- Predict API in Rest Gateway errors on utterances with specific text patterns (AM5-10050)

GATEWAY SALESFORCE

- Fix Indentation Issue for Case Attachments for Salesforce Escalation Gateway Configuration (AM5-10501)
- Redundant HTML tags in the Amelia transcript in Salesforce (AM5-10574)

GATEWAY VOICE

- Typo in Prefetch Grammars Setting Name in Amelia Voice Gateway Speech Settings (AM5-10386)

LANGUAGE PACKS

- Elmo node not found in graph Error when training DNN model using Dutch language pack (AM5-10670)

2.2 RELEASE 6.5.1

2.2.1 New Features

CORE ADMIN UI

- LinkMobility Gateway Service should queue messages until Delivery Report (AM5-10972, AM5-10989)

2.2.2 Improvements

CORE UI

- Remove version disclosure for Lodash, MomentJS and React for security reasons (AM5-11023)

2.2.3 Bugs

AMELIA ANSWERS

- Amelia Answers indexes are invalidated even when embeddings are not updated (AM5-10593)
- Number format error while querying semantic service (AM5-10898)
- Responses are coming with prefix ``html in amelia answers with GPT-4o (AM5-10961)

CONDUCTOR CLI

- Conductor fails to import web action (AM5-11143)

CORE BPN

- Error in Consume User Utterance Task with DontKnow Responder Disabled in Domain (AM5-9191)
- faqService.predict throwing error (AM5-10969)
- Changes to outgoing adapters in run the automation objects are not reflected (AM5-11135)

CORE SYSTEM ENTITY

- Date datum type entity is updating incorrectly (AM5-9932)

CORE UI

- Different Behavior of Form Select in Face Call vs Custom UI (AM5-11004)

DIGITAL EMPLOYEES

- Status code 400 while opening/deleting Web Action (AM5-11064)

TRANSLATION

- Auto-translation service is throwing an error when trying to translate say/ask lemmas (AM5-11074)
- Translation not working for dates (AM5-11111)

2.3 RELEASE 6.5.2

2.3.1 New Features

No new features were added with this release.

2.3.2 Improvements

JAVA SDK

- Add Supported Classifier Model Type API to Java SDK (AM5-10785)

2.3.3 Bugs

AMELIA ANSWERS

- Amelia Answers returns UNKNOWN response (AM5-11241)
- Improving retrieval accuracy for Integrations (AM5-11252)
- Generative AI Response Providing Wrong Source Link (AM5-11384)
- QA Pairs Cause Some Amelia Answers Responses to Return idk (AM5-11391)
- Hyperlinks provided by Amelia Answers are not always valid (AM5-11408)
- Reset Embeddings deletes indexes from all domains (AM5-11446)
- Amelia Answers responses sometimes end with ### using GPT-4o (AM5-11594)
- Langchain source parsing can break if GPT-4o-mini outputs formatting after SOURCES (AM5-11697)

CONTACT CENTER

- Escalation Queue properties doesn't have an option to scroll (AM5-11616)

CORE ADMIN UI

- Idle session timeout doesn't work as expected on DEB Editor page (AM5-11351)

CORE AGENT VIEW

- Escalation notifications are lost on network reconnects (AM5-10795)

CORE AUTHENTICATION SYSTEM

- SamlProcessingFilter does not use System user for auth calls (AM5-11390)

CORE BPN

- Unable to deploy when using dynamic variable in Call Intent block (AM5-11311)
- MissingMethodException is thrown whenever you build a custom class in a script task or script library (AM5-11447)

CORE FRAMEWORK

- Conversation close during inactivity timeout taking much longer than configured (AM5-11294)
- Potential null pointer exception in Conversation Summary (AM5-11554)

CORE NLU

- Disfluency not triggering when some API is taking too long to respond (AM5-11422)
- When there is a domain switch from an incomplete context, but no intent is hit in the target domain, Amelia will pull a "context-less" subsystem response which often won't make sense (eg DONTKNOW) in the target domain, then return to the origin domain (AM5-5925)

CORE ORCHESTRATOR

- Orchestrator service time zone is not UTC (AM5-11430)
- Orchestrator unable to acquire JDBC Connections under load (AM5-11476)

CORE OTHER

- Humanization Social Talk Grammars fall back to English which can cause poor results (AM5-11565)

DIGITAL EMPLOYEES

- Updating Web Action URL changes URLs of other Web Actions (AM5-11437)
- Cognitive Provider editor doesn't have option to scroll (AM5-11649)

GATEWAY REST

- Rest Gateway is missing documentation (AM5-11580)

TRANSLATION

- Translation of single quotes can cause JSON parsing to fail (AM5-11361)

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								
	6.5.0	6.5.1	6.5.2						
Custom User Interface	6.0.16								
HAProxy	2.8.3								
Percona	8.0.29-21.1								
Java JDK	11.0.22.7.1								
Redis/Redis Sentinel	7.0.13								
AV Gateway	1.2.8								
Syntaxnet	1.0.10								
Duckling	6.5.0		6.5.2						
amelia-coref-service	6.5.0								
amelia-assignment-en_us	5.7.0								
amelia-robertaqa-en_us	5.7.0								
amelia-facial-recognition	6.5.0								
amelia-embedding-service	6.5.0								
amelia-LangChain-service	6.5.0		6.5.2						
amelia-weaviate-service	1.24.6								

Table 2. Gateway Versions

Type	Amelia Release								
	6.5.0	6.5.1	6.5.2						
Alexa	6.5.0		6.5.2						
Amazon Lex	6.5.0		6.5.2						
Amazon Connect Escalation	6.5.0		6.5.2						
Cisco ECE *	6.5.0		6.5.2						
Digital First Omnichannel	6.5.0		6.5.2						
Email	6.5.0		6.5.2						
Facebook Messenger	6.5.0		6.5.2						
Firebase Cloud	6.5.0		6.5.2						
Genesys Cloud Chat	6.5.0		6.5.2						
Genesys PureCloud	6.5.0		6.5.2						

Type	Amelia Release										
	6.5.0	6.5.1	6.5.2								
Genesys PureConnect	6.5.0		6.5.2								
Genesys PureEngage	6.5.0		6.5.2								
Gateway Service	6.5.0		6.5.2								
Google Chat	6.5.0		6.5.2								
InContact Escalation	6.5.0		6.5.2								
LinkMobility	6.5.0	6.5.1	6.5.2								
LiveEngage Messaging	6.5.0		6.5.2								
Meta Workplace	6.5.0		6.5.2								
Microsoft Teams	6.5.0		6.5.2								
Oracle Digital Assistant	6.5.0		6.5.2								
Oracle Service Cloud (REST)	6.5.0		6.5.2								
PEGA Chat	6.5.0		6.5.2								
REST	6.5.0		6.5.2								
Salesforce Chat	6.5.0		6.5.2								
Salesforce Escalation	6.5.0		6.5.2								
ServiceNow Chat Classic	6.5.0		6.5.2								
ServiceNow Agent Chat	6.5.0		6.5.2								
ServiceNow Escalation	6.5.0		6.5.2								
ServiceNow Virtual Agent	6.5.0		6.5.2								
Slack REST (V2)	6.5.0		6.5.2								
Solidus	6.5.0		6.5.2								
Sprinklr	6.5.0		6.5.2								
Symphony	6.5.0		6.5.2								
Twilio	6.5.0		6.5.2								
Twitter	6.5.0		6.5.2								
Webex	6.5.0		6.5.2								
Webex Teams	6.5.0		6.5.2								
Zendesk Sunshine	6.5.0		6.5.2								
Zendesk Sunshine Escalation	6.5.0		6.5.2								

* ECE: Cisco Enterprise Chat and Email

Table 3. Amelia Integration Framework (AIF) Versions

Type	Amelia Release										
	6.5.0	6.5.1	6.5.2								
Integration-Service	6.5.0		6.5.2								

4. Amelia 6.5.x System Architecture

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

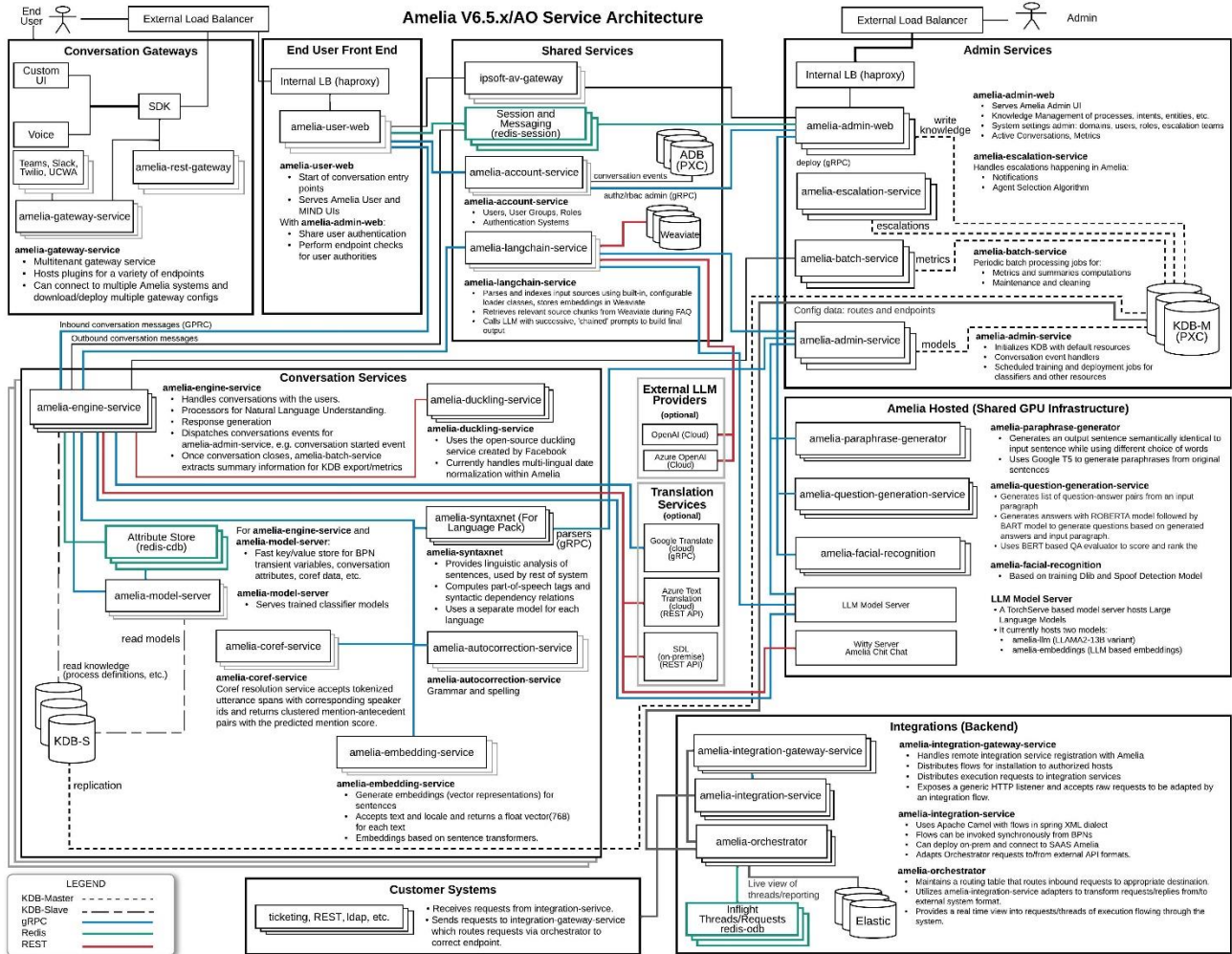


Figure 1. Amelia 6.5.x System Architecture

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.
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.
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.
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.
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.

Term	Definition
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.
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-premise language translation service that provides secure automatic translation.

Term	Definition
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.
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. It's structure is both human readable and machine readable.