

ReDat eXperience
Release notes
Contact centres
v 2.36.2

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Producer: RETIA, a.s.

Pražská 341
Zelené Předměstí
530 02 Pardubice
Czech Republic



with certified system of quality control by ISO 9001 and member of AOBP



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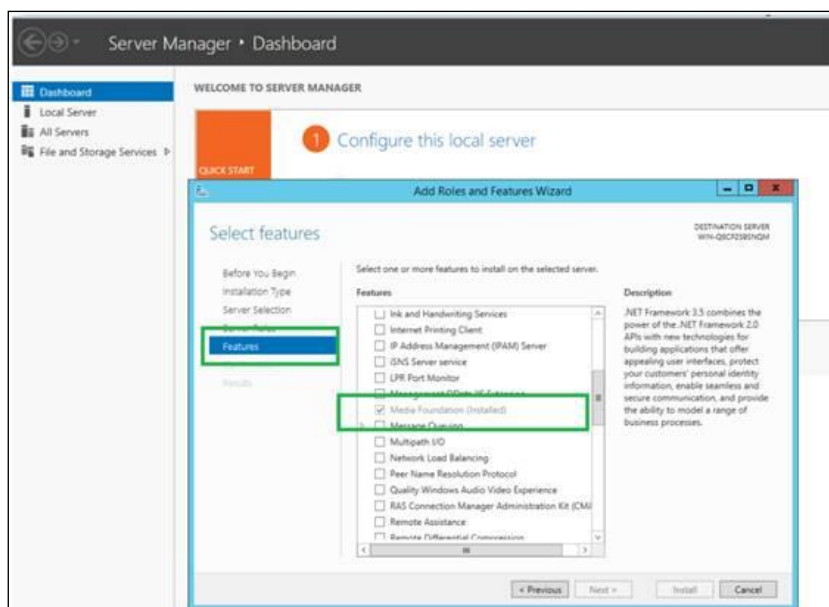
Version 2.36.2

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1. Technical specifications

1.1 Software

Windows Server 2012 R2 requires the installation of **Media Foundation**, necessary for record playback in ReDat eXperience environment.

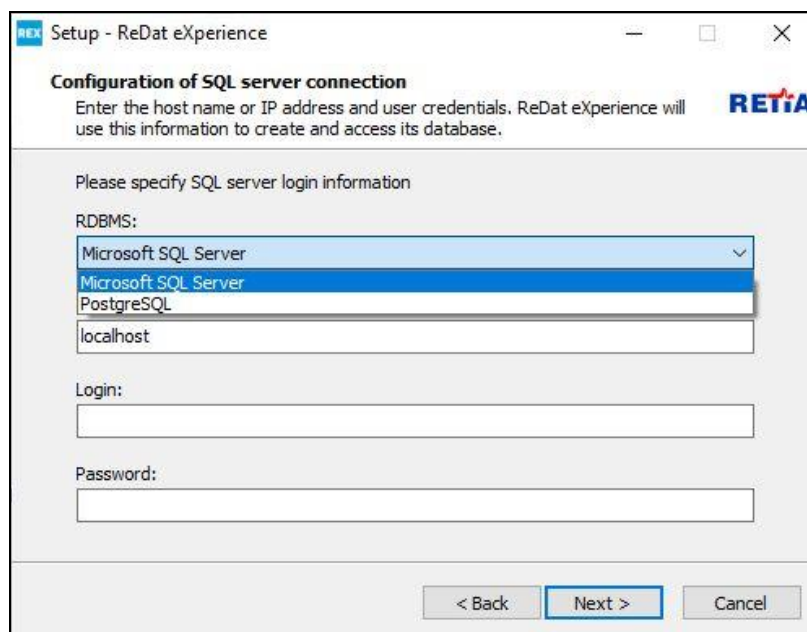


1.2 Browsers

- This eXperience version has been released for the following browser versions:
 - Google Chrome 89.0
 - Mozilla Firefox ESR 78.9.0
 - Microsoft Edge 89.0

2. Installation

In the **ReDat eXperience** installer, there is a parameter for database selection in the **Setup - ReDat eXperience** wizard. You can select from two supported databases.



3. Catalog: Download manager

If you download records offline via the **Download manager**, the file has a name according to the name entered in the offline export wizard. In previous versions, the file was exported as a download.zip or download.csv, so it did not reflect the user-specified export name.

4. ReDat Inspector – a new application

4.1 Data export/import support for offline data playback

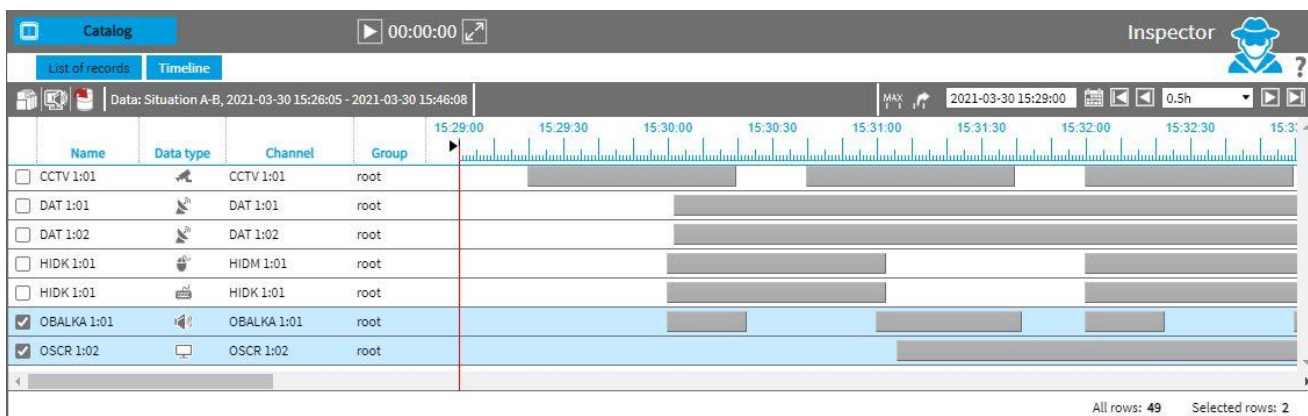
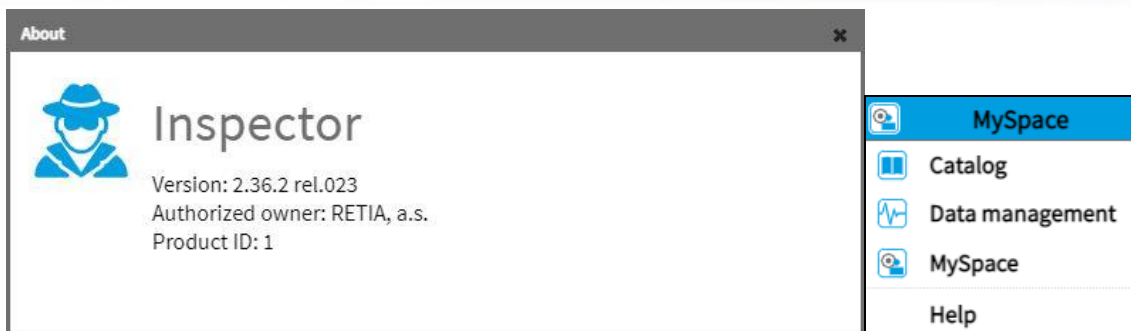
Inspector is a new web-based application for local work with imported records and is accessible via an Internet browser. On the user's PC there is installed the inspector application that uses the Apache service and redat-exp-play, (but it run without a database).

The **Inspector** application provides these applications for work:

- **Catalog** for work with records,
- **Data management** for management of data packages (import, delete data) and the display of selected data in the **Catalog**.
- The **MySpace** application manages personal settings and personal preference.

Currently, the application is ready for the ATC-ATM sector. We are planning a development for other segments (reporting campaigns, passing campaign records to evaluate the quality of work, etc.).

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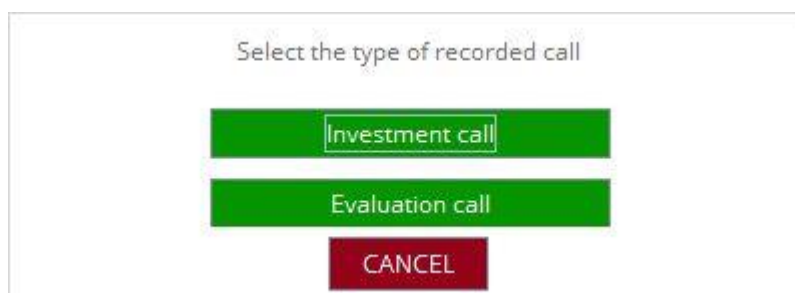


5. Indicator

5.1 Switching call recording with „call type“ selection

In the ReDat Indicator software application, the switching of call recording was modified. The user can choose the call type of recorded call.

The default condition is that the person using the Indicator client must have a minimum of 2 agents (maximum of 4). The use of additional agents for CTI purposes is not excluded.



The application is available with the Indicator license. The description of the function and configuration for ReDat eXperience and the Indicator client is described in the manual **RD 044 044 ReDat Indicator**.

6. QualityChart: Results - Selections

For the qualitychart license.

6.1 Insert into selection

The new column **Insert into selection** column has been added to the Results of automatic selections. It displays the time and date when the record was inserted into the automatic selection.

6.2 Delete an agent from automatic selections

If someone deletes an agent from the **Users** agenda, this person will also be deleted from the automatic selections. This person will be deleted after the period that is set in the automatic selections. The necessary condition is the appropriate permission in **Users – Persons** settings.

Next, the **Audit** agenda will display the information about the agent deleting. The event "**Edit automatic selection**" is logged and then for each deleted agent the sub event "**Automatic deletion of deleted agent**" is logged, the name and ID are specified.

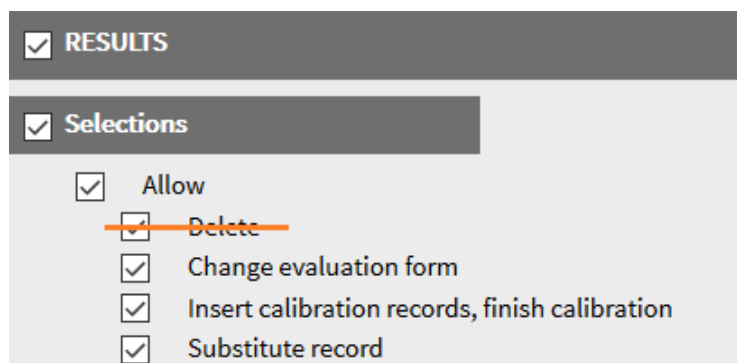
6.3 Delete a record from selection

Agenda **Users**, tab **Roles** – Create/ edit roles, item **Results – Selections**

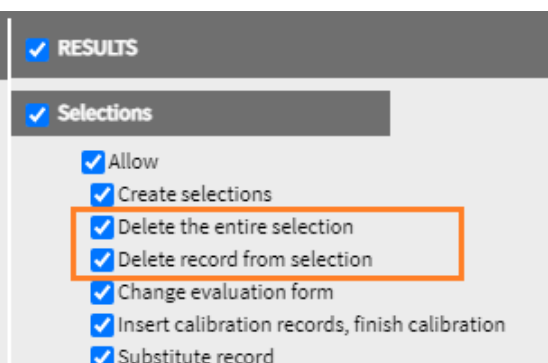
The option to delete a record from the selection has been changed in the settings in the Roles. The new separate features allow users to delete calls from a selection or delete entire selections separately.

- The former option *Delete* has been extended by two more options: **Delete the entire selection** and **Delete record from selection**.
- **Delete the entire selection** - if checked, the user will be able to delete visible selections.
- **Delete record from selection** – if checked, the user will be able to delete individual records from selections.

Older versions:



New version:



7. Known incompatibilities

- Audio live monitoring in **Chrome and Firefox** web browser:
 - Start listening is delayed for about 3 seconds.
 - Online delay of about 3 seconds.
- Older versions of Firefox, from version 68 ESR (resp. 66 standard edition), had non-functional audio control of the channels in the player. From the version 78.8.0 ESR, this problem no longer occurs.
- The frequency of the video updates during playback of screen records can depend on a number of synchronously replayed channels.



RETIA, a.s., pursuant to the provision of Waste Act no. 185/2001 Coll., is involved in the **ASEKOL, a.s.** (www.asekol.cz) collective system, which runs back collection and disposal of hazardous waste, that is used and discarded **ReDat devices**.

The used products are classified as electronic waste and in no case may they be mixed with municipal waste as they are harmful to the environment.



RETIA, a.s., pursuant to the Packaging Act, is involved in the EKO-KOM Joint Performance System, running back collection and reuse of packaging waste, under Client no. EK-F06022669.