ReDat eXperience
Release notes
Contact centres
v 2.36.3

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Producer: RETIA, a.s.

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Zelené Předměstí

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Czech Republic

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

AOBP
Asociace obranného a bezpečnostního průmyslu České republiky
Defence and security Industry Association of Czech Republic

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Content

Version 2.36.3

Released July 1 2021

1. Technical specifications

1.1 Browsers

This eXperience version has been released for the following browser versions:

- Google Chrome 91.0.*
- Mozilla Firefox ESR 78.11.0
- Microsoft Edge 91.0.*

Minimum supported browser versions:

- Google Chrome 85.0
- Mozilla Firefox ESR 78.0.0
- Microsoft Edge 85.0

2. Player

2.1 ReDat Recorder – Reproduction of unfinished records

In version 2.36.3, the **redat-exp-play** service has been modified to support the reproduction of unfinished records in **ReDat Recorder**. The WAV header includes some information about the known parameters. This information is received at the beginning of the recording (compression, number of channels).

3. Communication with ReDat eXperience

A port other than 443 can be set for communication with ReDat eXperience.

The setting is possible for both Windows and Linux.

4. Non-speech interactions in ReDat

The processing of non-speech interactions, which include **e-mail** and **chat**, has been modified. New features allow extending features of the basic system. The e-mail and chat items have almost the same options in the Catalog module as telephone call recording - evaluation, Topic Detection analysis, etc. They can be further processed and filtered according to the type of the interaction. The **import** of these records is very individual and **directly depends on the structure of the data** provided by the customer.

5. Catalog: Export of records and error indication

During the export of records some adjustments have been made to indicate error states.

The indication informs about unfinished recording, not supported data type for export, records that cannot be exported for technical reasons (e.g. a damaged file, unavailable recording unit,…)

6. 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.