ReDat®
...product by RETIA, a.s.

**Speech recording, analysis and quality management**

# ReDat® eXperience v 2.34.2 Release notes

RETIA, a.s.
Pražská 341, Zelené Předměstí
530 02 Pardubice / Czech Republic

Phone: +420 466 852 531 / Fax: +420 466 852 533
E-mail: sales@retia.cz / **www.redat.cz**

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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

The manual employs the following fonts for distinction of meaning of the text:

**Bold**

- names of programs, files, services, modules, functions, parameters, icons, database tables, formats, numbers and names of chapters in the text, paths, IP addresses.

***Bold, italics***

- names of selection items (options of combo boxes, degrees of authorization), user names, role names.

LINK, REFERENCE

- in an electronic form it is functional link to the chapter.

**`Courier, bold`**

- source code, text from log files, text from config files.

Example, demonstration.

Note, hint.

Warning, alert.

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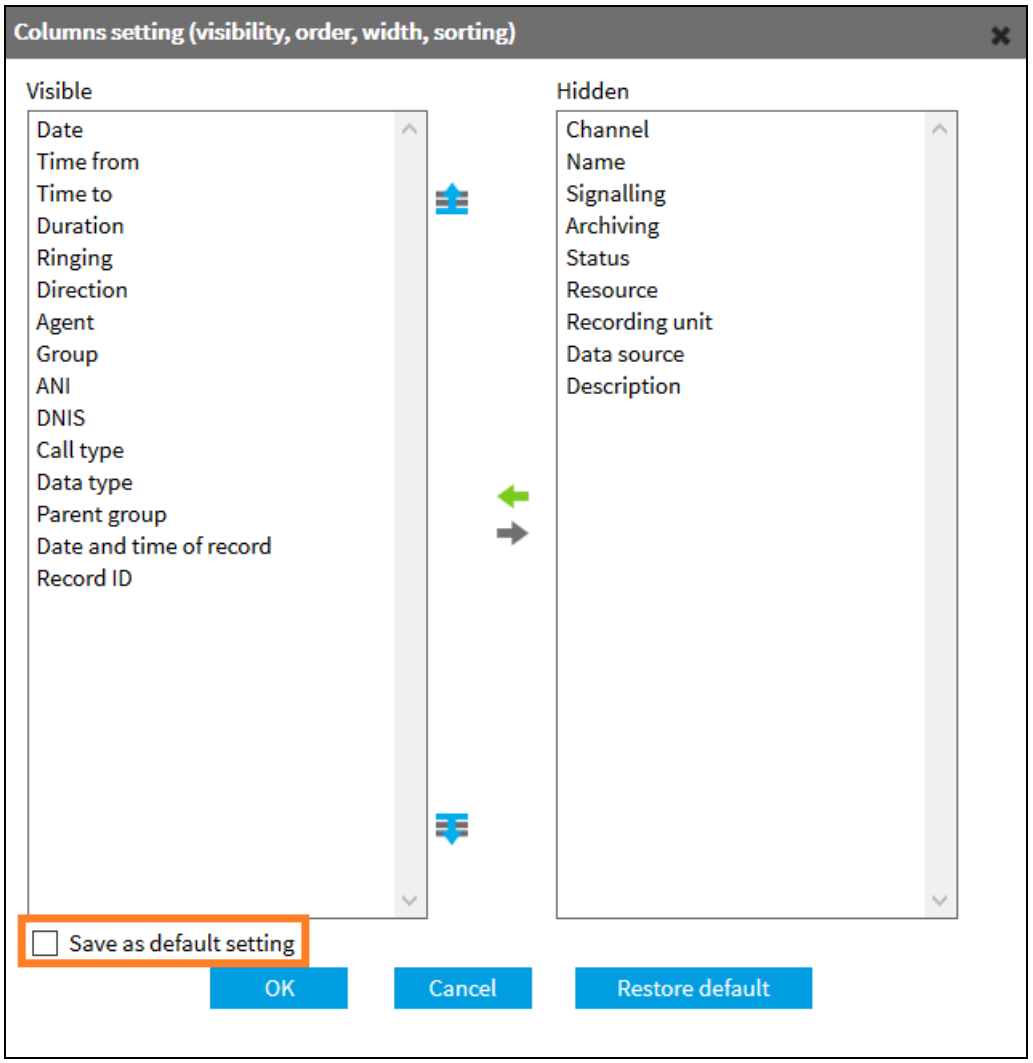
# 1. GUI general

- The checkbox "Save as default setting" is populated in all grides - **Catalog**, **Monitoring**, **Results**, **Audit**, **Users** in the dialog called through the column popup menu with the "Bulk columns settings".




  - The dialog box when selecting "Restore default" also shows the attributes on which actions will affect.

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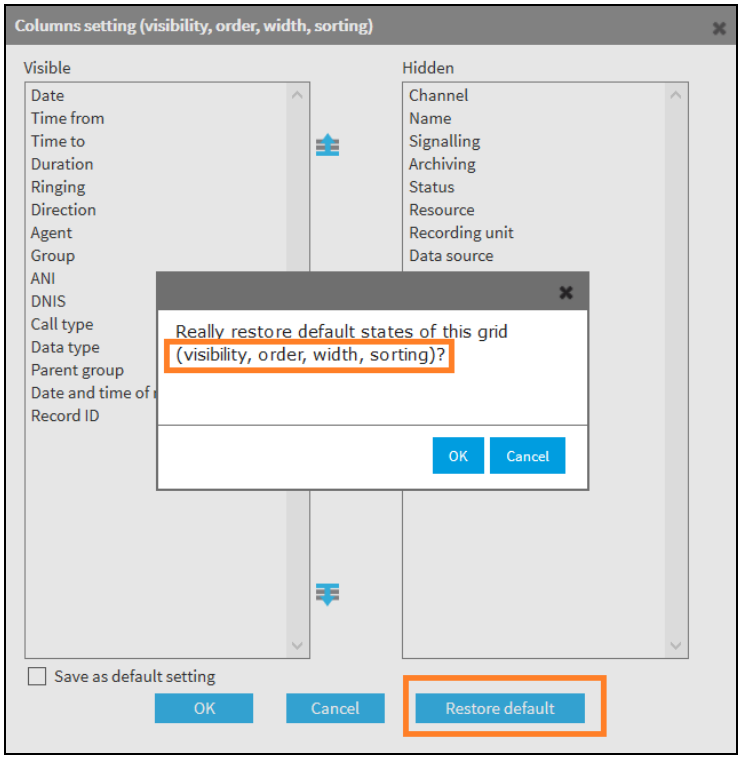
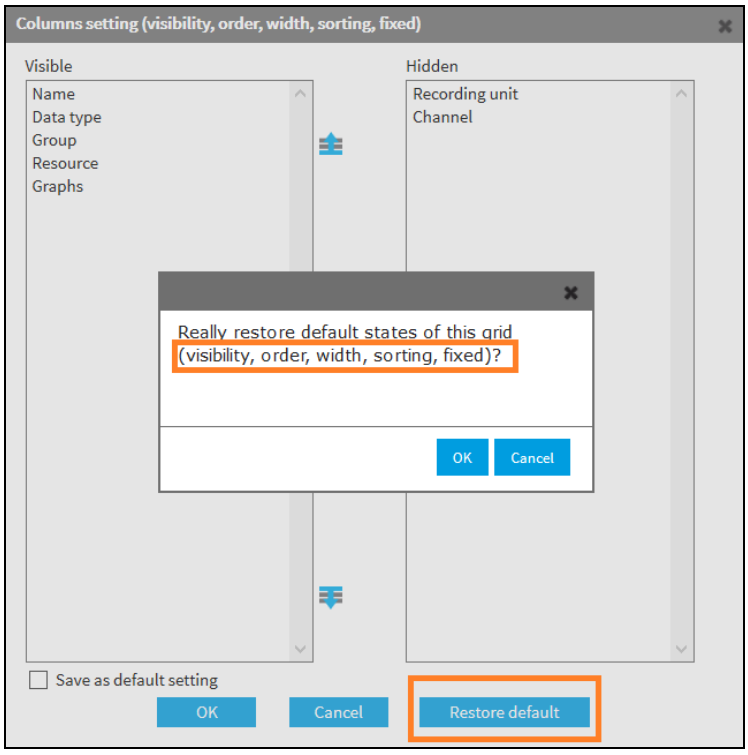
- For **Catalog/*List of records*** are: visibility, order, width, sorting.
- For **Catalog/*Timeline*** are: visibility, order, width, sorting, fixed.




- **System/*Data*/*Data Columns*** the "Catalog Default Settings" icon is deleted.

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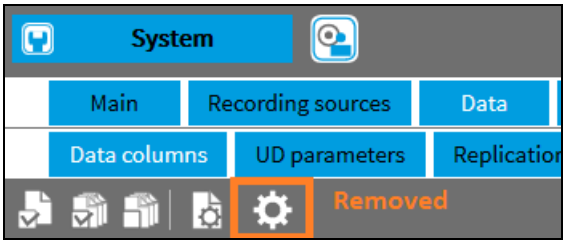
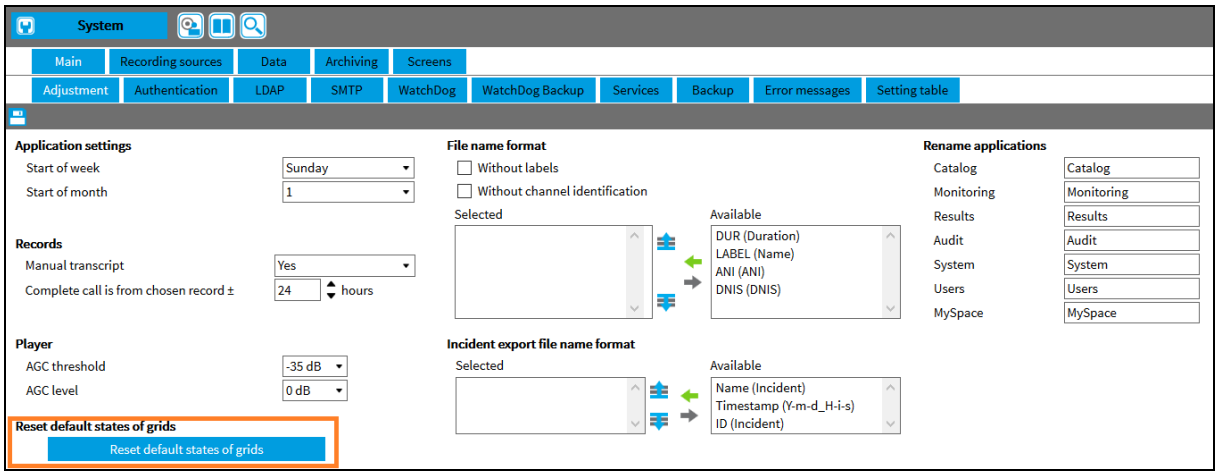


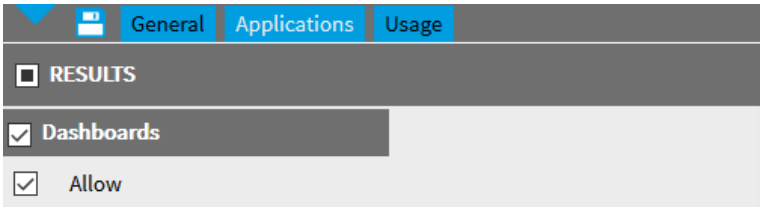

- **System/*Main*/*Adjustment*** is added the "Reset default states of grids" button, which deletes default statuses throughout the application. This is similar to the "Restore Default states of grids" button in **MySpace** (this only deletes individual setting).




# 2. SmartView – dashboards

## 2.1 Permission to view SmartView

- **Users – *Roles***
- You must select **Allow** in the **Results** - **Dashboards** section of the **Applications** tab (when editing or creating a role).




## 2.2 Partitioning in SmartView

- Firmly defined which graphs can be put on half the tabs and that are all width.

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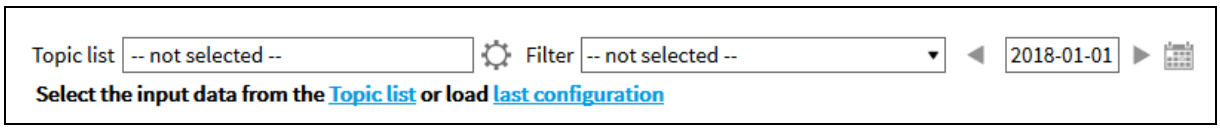
- Allows pulling across the tabs (changing charts between them).
- Automatic chart saving (no longer need to confirm changes).
- Allow to move from tree to desktop (tab).

## 2.3 Graphics controls

- The top of the chart contains options for choosing from topic list, filters, and time range selection.




Once the user has customized the dashboard settings for their purpose (setting topical groups, filter, or time range), this status is also remembered when switching to another application, such as the Catalog. When logging out of the system, only the time range that is always up to date is reset after logging back into the system.

For inforating, all settings are canceled, but can be restored by selecting the last configuration.

- Upper right part contains control buttons (depending on the dashboard type).

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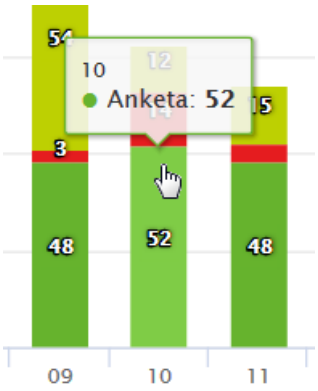
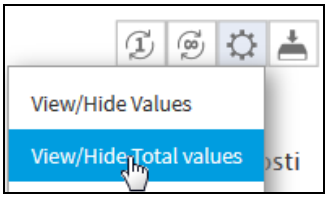
- **Refresh chart** - click this button to make one time refresh of the chart.
- **Refresh the chart once a minute** - click this button to activate automatical refresh once every 60 seconds. To turn this feature off just click the button again.
- **Settings** - menu containing other options and features will appear once this button is clicked.
  - **View/Hide values** – press this button in order to show/hide values in chart.

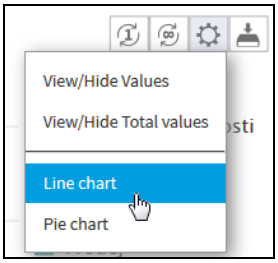
  - It is also possible to display values by hovering mouse over various areas of the chart.




  - **View/Hide Total values** - press this button in order to show/hide total values in chart.




  - **Chart Types** - for some types of dashboards, it is possible to change graph types (line, pie, column, ...).

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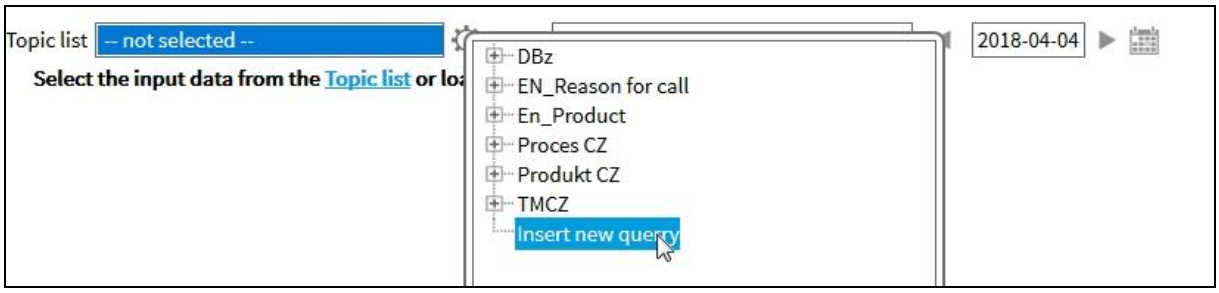
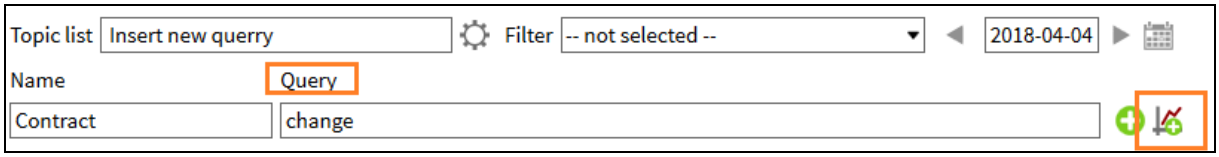
- **Export** - click this button to display all export options.
  - **Print chart**.
  - **Download PNG/JPEG -** export as an image (PNG/JPEG).
  - **Download PDF** - export as PDF file.
  - **Download SVG** - export as scallable vector graphic SVG.
  - **Download CSV/XLS** – export as a table.

## 2.4 One-time analysis

- Using the "**Insert new query**" option, one-time analysis can be performed over the required topic.

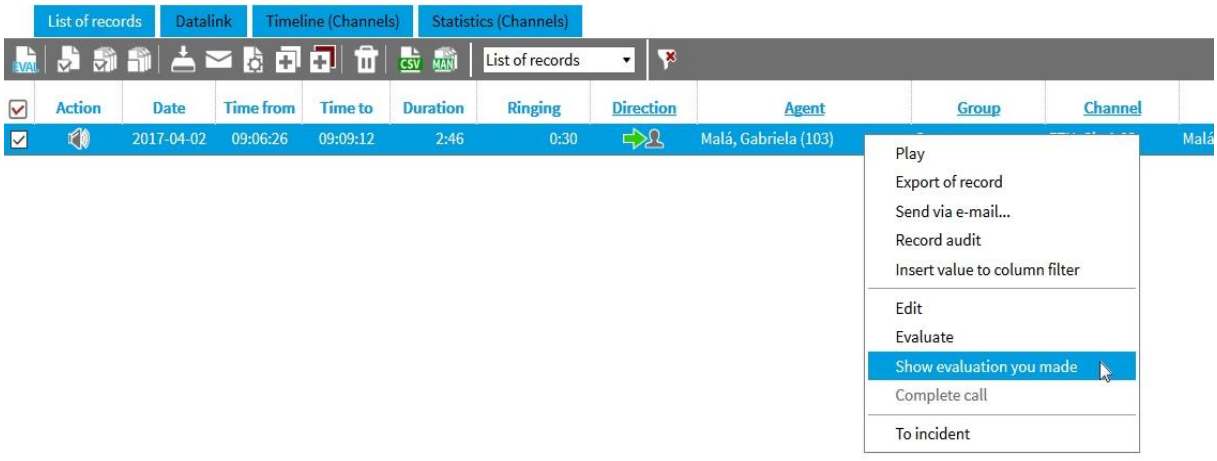



# 3. Evaluation

## 3.1 Show evaluation you made

- The call evaluation can be accessed via the popup menu activated directly above the selected record in the **Catalog/*List of records*** application by selecting ***'Show evaluation you made***'.

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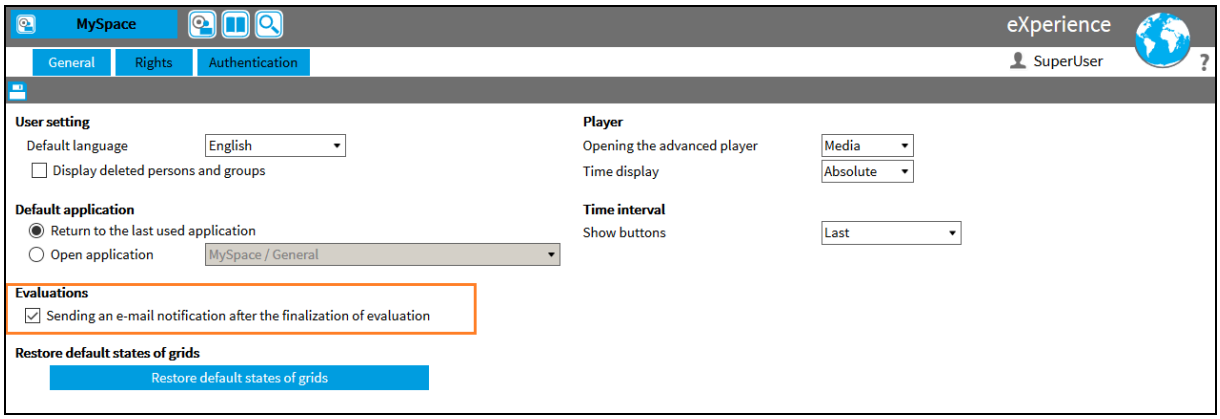
Once selected, the user is redirected to **Results/*Evaluations*** and all existing ratings over the given call are filtered out.

## 3.2 E-mail notification after finalization the evaluation

After finalization of the evaluation comes evaluators and the evaluated agent e-mail notification (containing the information about the evaluation - pdf file + MP3).

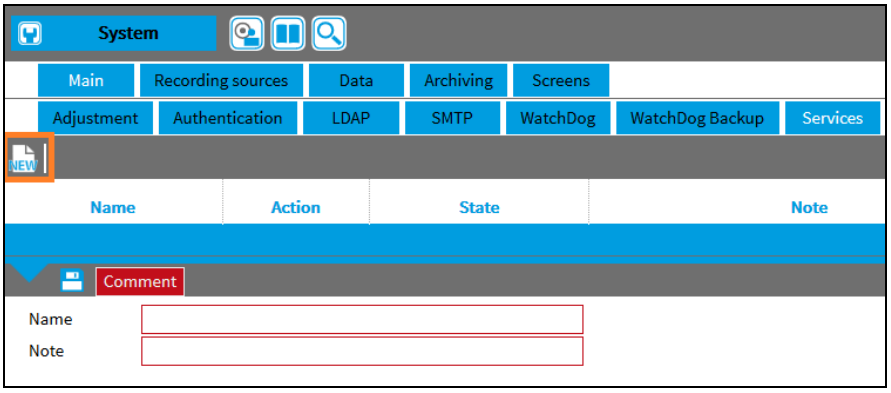
The evaluator can set whether or not to send such the e-mail notifications in **MySpace** (when sending the report, he sees the changed "Save and finalize" icon when he or she sends it, so at first glance he will know that the notification will leave).




E-mail notification also applies to the finalization of the re-evaluation and correction.

# 4. System

- **System/*Main*/*Services*** – superuser can add other services using the **New** icon.




  - Removal can be done through the context menu and is only applicable to the added service.
  - For some services, the recovery method is set by restart.

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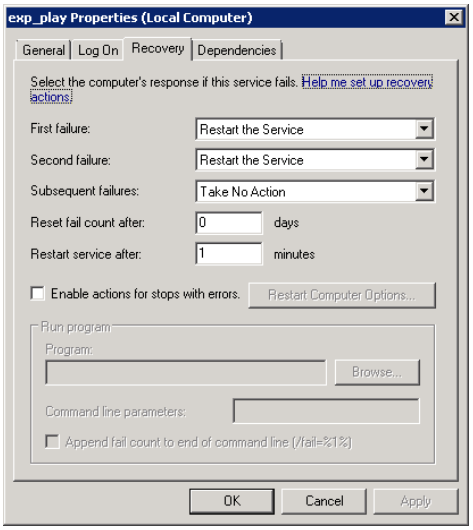
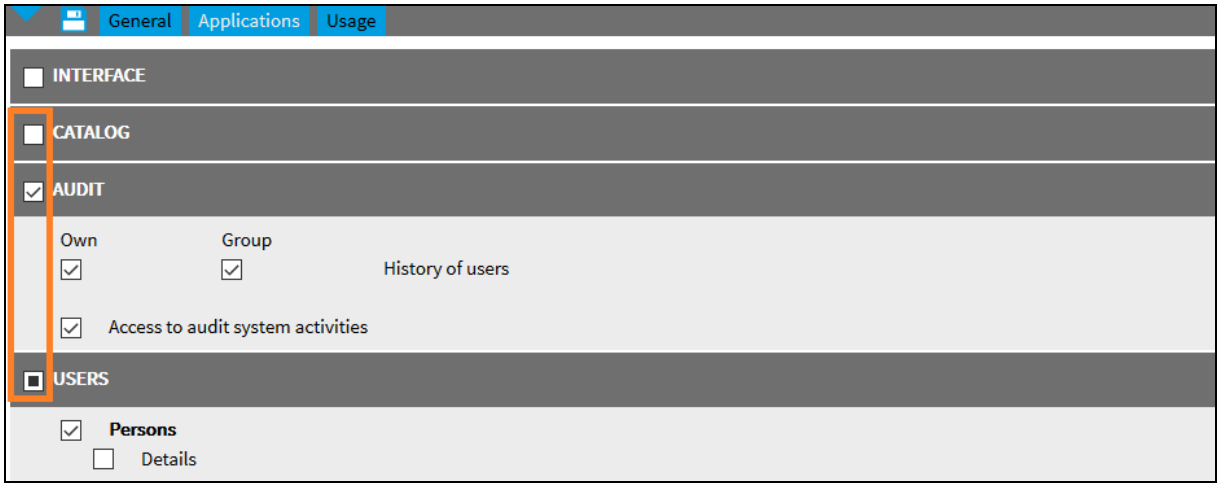



# 5. Users

- **Users/*Roles*/*Applications*** - possibility of bulk marking/unmarking of the checkbox.
  - Blank checkbox - nothing is checked in the entire section.
  - Checkbox checkbox - set all checkboxes in the section (see example AUDIT).
  - Intermediate checkbox - only something is allowed in the section (see example USERS).




  - For **System** application - permission to the 2nd level tab (in some cases several tabs under one checkbox).
  - Superuser cannot set his account as inactive. The checkbox cannot be change.

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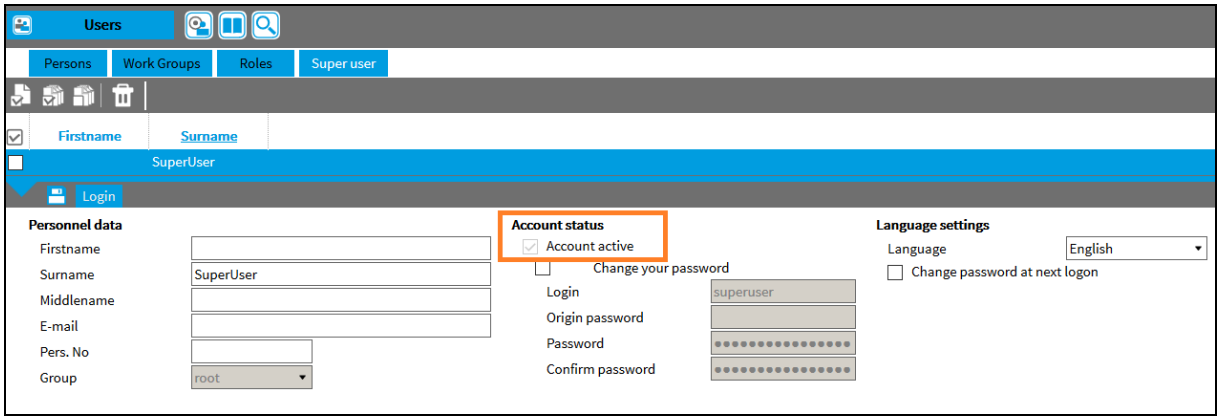


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