

# ReDat eXperience v 2.35.1

## Release notes

## Contact centres

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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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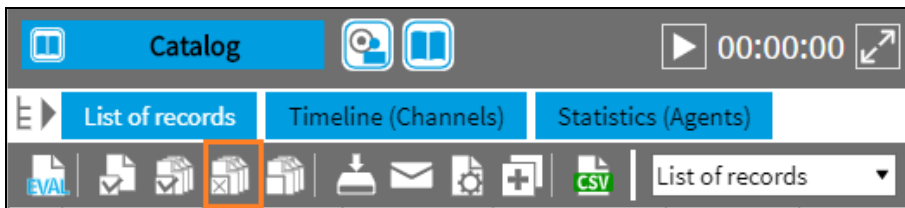
# 1. Known incompatibilities

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- Audio live monitoring in Chrome and Firefox web browser
  - start listening is delayed for about 7 seconds.
  - online delay of about 7 seconds.
- Frequency of video updates during playback of screen records can depend on number of synchronously replayed channels.
- **Internet Explorer 11** browser incompatibilities:
  - Inoperative volume control of individual directions.
  - Control playback of individual channel directions to the left / right speaker.
  - Playing CCTV recordings is not possible with the combination of Windows 7.
  - A problem with removing stops on the player.
  - Does not support live monitoring.
  - Playback of SCREEN records is not possible in a new window.
  - Slow retrieving and filtering lists - When entering the initial letters of a search string, the larger list is updated very slowly (eg using the Agent, Group, Source) parameters.
  - HID Records: bad Interpretation of time.
  - Spoken time: a possible time synchronization error in some versions of Windows.
  - IE11 - synchronous playback does not work.

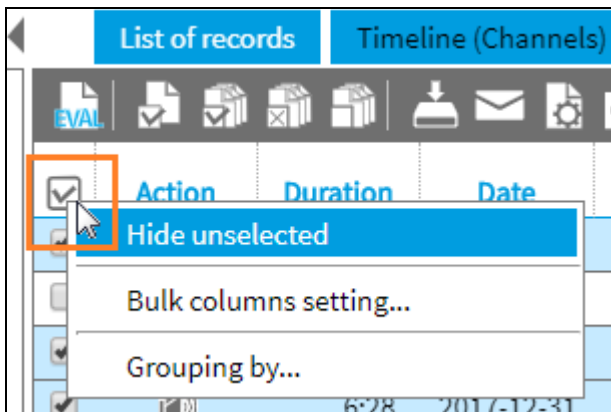
## 2. Catalog


➤ Changing debugging



The new Unselect all on pages icon allows you to deselect everything on the page with respect to the selected time range and the applied filter. The icon is only present in the **Catalog/List of records** application.

A new option **Hide unselected** to view all selected records (or hide unselected) across time ranges or filters. The option will be displayed when the popup menu is highlighted above the "Hide unselected on pages" checkbox.



 " *Hide unselected on pages*" - the option hides unselected records only on that page - that is, with regard to time or filters.

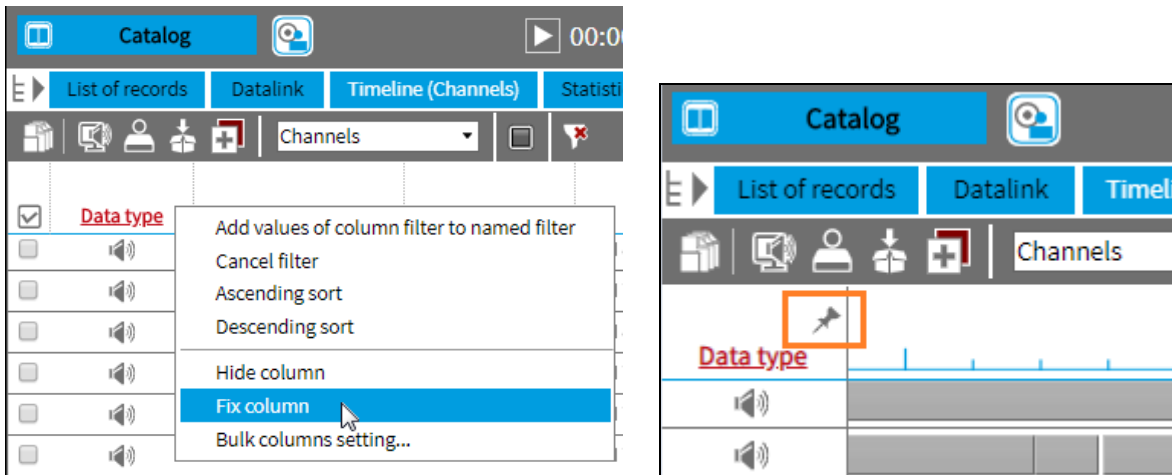
The information bar at the bottom of **ReDat eXperience** displays the number of records that are actually marked regardless of the time range and filters.



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#### ➤ Pin icon on fixed column

Pin icons have been added for better visibility of all is fixed columns (in a **Catalog/Timeline**).



#### ➤ Export to CSV

When exporting to CSV, the number of exported items will be written to the *Details* field in the **Audit** application.

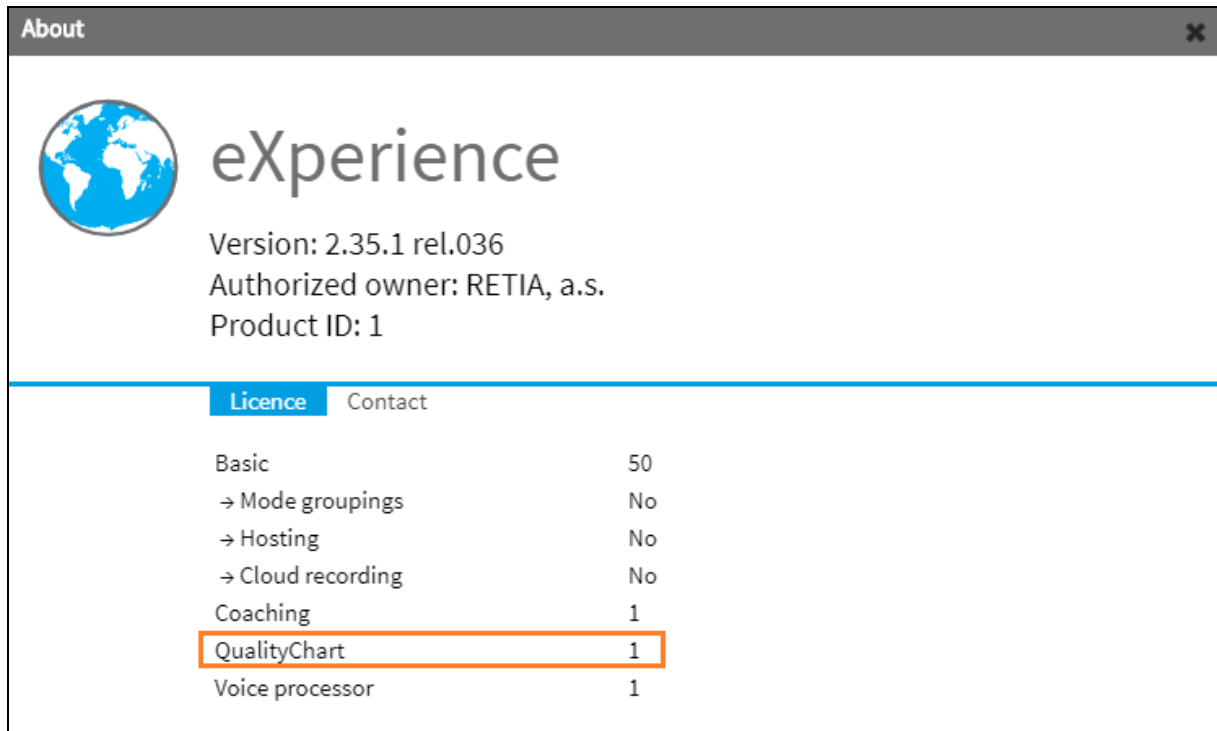
Event	Module	Details
Export of selected records into CSV	Catalog	reclist; Total 23 items

### 3. QualityChart

#### ➤ Change the license name

The original evaluation.php license was changed to quality\_chart.php.

The QualityChart name is now visible in About.



#### ➤ Send an agent call via e-mail

When sending evaluation (pdf) by e-mail or its export, in the case of an agent call, a merged audio file created from all the segments of the call is newly sent. The output format is always MP3.

- When you export, a dialog will appear to download, including the audio file.
- When sent by e-mail, the "Include record" dialog will not open and the audio file will be automatically (not) attached depending on whether the user has permission to send this particular record by e-mail.

#### ➤ Enrollment in Audit


Details of historical events written to the Audit app have been modified in the evaluation.

#### ➤ Export PDF including records



Level	Event	Module	Details
	Record download	Evaluation	Within the evaluation operation
	Evaluation export	Evaluation	PDF, Include record

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## ➤ Export PDF without records

Level	Event	Module	Details
	Evaluation export	Evaluation	PDF, Within the export evaluation





## ➤ Export PDF including record (agent)

Level	Event	Module	Details
	Agent call Download	Evaluation	Within the evaluation operation
	Evaluation export	Evaluation	PDF, Include record




## ➤ Send evaluations by e-mail

Level	Event	Module	Details
	Record sent by e-mail	Catalog	Within the evaluation operation User data=CZ11
	Evaluation sent by e-mail	Catalog	mpankova@retia.cz, Include record

## ➤ Save, finalize and send e-mail

Level	Event	Module	Details
	Record sent by e-mail	Catalog	Within the evaluation operation ANI=525428672 Archiving=2 ..
	Evaluation sent by e-mail	Catalog	mpankova@retia.cz mpokorna@retia.cz, Include record
	Evaluation record	Result - evaluation	
	Record playback	Catalog	ANI=525428672 Archiving=2 Call ID= Called party= Calling pa...

## ➤ Save, finalize and send e-mail (agent)

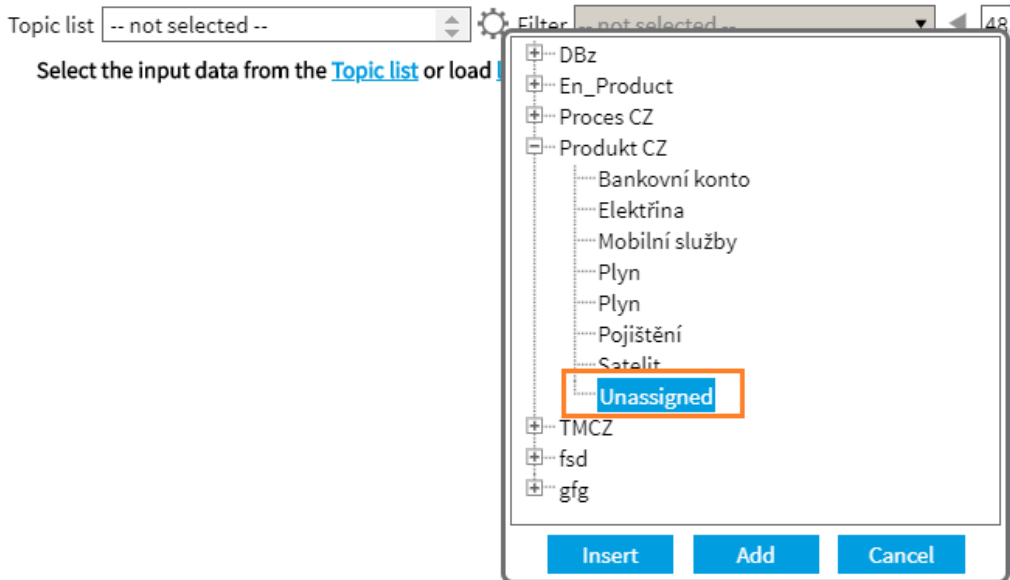
Level	Event	Module	Details
	Agent call sent by e-mail	Catalog	Within the evaluation operation
	Evaluation sent by e-mail	Catalog	mpokorna@retia.cz jkolar@retia.cz, Include record
	Evaluation record	Result - evaluation	



## 4. SmartView - Dashboards

### ➤ InfoRating - Unassigned option

The Topic list has added the *Unassigned* option. The option displays records that are not subject to the topic group settings. Therefore, the records of another topical group or records cannot be classified as total.



## 5. System

### ➤ SSO login

After you enter the parameter **app\_login\_sso** = 1 (from the setting table), a dialog box opens for logging in with another login or sso.

- A user logged in via SSO is never logged out automatically by the system.
- The SSO sign-in dialog will only appear if you manually log off.

### ➤ Channel Type – Comparison

The parameter uses only the replication service for the comparison of records.

The screenshot shows the 'Parameters of eXperience' dialog box with the following settings:

Description	<input type="checkbox"/>	Active	Yes
Assign	<input type="checkbox"/>	Group	root
Group	<input type="checkbox"/>	Type of channel	Normal
Type of channel	<input type="checkbox"/>	Coupled channel	
Coupled channel	<input type="checkbox"/>	Compression	-- not selected --
Compression	<input type="checkbox"/>	Type of channel - comparison	Normal



The **Type of channel - comparison** option appears only if the `dontSaveRedundant` = 1 parameter is set in the setting table.

### ➤ Lock complete calls without screens

In the **Expiration - Records**, the option *Lock complete calls without screens* has been added. The option will only appear when the Screeny license is available. When tagging only the audio recording is locked, screens will be deleted.

The screenshot shows the 'General' dialog box with the following settings:

Name	default delete
Active	<input checked="" type="checkbox"/>
Type	<input type="radio"/> Lock <input type="radio"/> Lock complete calls <input checked="" type="radio"/> Lock complete calls without screens <input type="radio"/> Guarantee [ ] days <input checked="" type="radio"/> Remove after 3 days <input type="radio"/> Delete archived files after [ ] days
Filter	none



Lock records (via expiry conditions or manually) can only be provided by the recording archive flag set **Archive** or **Archived**.

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## ➤ System/Data/Data columns

Columns have been merged, in the Data columns agenda, with bulk editing options.

Use in Catalog	Use in Evaluation	Anonymization	Include to export/report	Use in Audit - Details	Editable	Filter type	Column filter type	UD parameter
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

## ➤ System/Main/Authentication

The new option **Validity is limited to**

- the main system password limit for all users (excluding superusers)
- The maximum number of days is 360.
- If not checked, the validity of the password is unlimited.

**System**

Main | Recording sources | Data | CTI | Archiving | Quality management

Adjustment | **Authentication** | LDAP | SMTP | WatchDog | WatchDog Backup | Services | Backup | Error messages

**General**

Auto logout after: 1800 seconds

**Password**

Validity is limited to: 360 days

Minimum password length: 6

Minimum count numbers: 1

Minimum count special symbols: 0

Minimum count letters (capital/small): 1

Password is not identical with login

Logged in only from

IP address: [ ] +

Net mask: [ ] -

Disabled passwords: [ ] -



When you sign in with an invalid password in the GUI, a password change dialog appears. When you click OK, the message "Password changed successfully, you can continue" appears, the user is properly logged in and does not need to log in again.

via chapter 6. Users

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### ➤ System/CTI/CTI Servers

For the Alcatel-Lucent type, a backup CTI server and port configuration has been added.

General		Others	Records	Setting for internal call identification	Screens
<input checked="" type="checkbox"/>	Active	<input type="checkbox"/> Monitoring	<input type="checkbox"/> Not answered calls	<input type="checkbox"/> Information from CTI	<input type="checkbox"/> Screen support
Type	Alcatel-Lucent	Beep tonality	<input type="checkbox"/> Edit ringing	<input type="checkbox"/> Absent of trunk in CTI events	<input type="checkbox"/> Wrap-up support
Name	ALC TSAPI	Beep silence		<input type="checkbox"/> ANI/DNIS compare - number length	
CTI server 1	192.168.2.1111	Beep presence			
Port 1	3959	<input type="checkbox"/> Private data			
CTI server 2					
Port 2					
Master ID					

A new "Backup ID" parameter has been introduced for CTI Genesys.

### ➤ System/Recording sources/Recording units

Type "ReDat Phone Recorder" is canceled in the Type/Partition dialog. Change to terminate Phone Recorder support.

Typ/Oblast	
Typ/Oblast	ReDat Phone Recorder ReDat3 - primární ReDat3 - sekundární Externí jednotka <b>ReDat Phone Recorder</b> ReDat VoIP Recorder ReDat Screen Recorder ReDat RVRG Recorder

## 6. Users

### ➤ Users/Person/Login

The "Account locked by system" item is canceled. The Password validation agenda has been changed.

Password validity:

- original sense of function - account lock - has been canceled
- new functionality is password expiration - the user is prompted to change the password

Original state

General Login Agent Details

**Account status**

Account locked by system

Account active

Login: agent1bn

Password: .....

Confirm password: .....

Domain:

LDAP authentication

SSO login only

**Password validity**

Unlimited validity password

Validity is limited to [ ] days

Password validity expires [ ]

Change password at next logon

New state

General Login Agent Details

**Account status**

Account active

Login: agent1bn

Password: .....

Confirm password: .....

Domain:

LDAP authentication

SSO login only

**Password validity**

Validity by system settings

Unlimited validity password

Validity is limited to [ ] days

Change password at next logon

Validity by system settings option matches the Validity limited to in the **System/Main/Authentication** option.

## 7. Others

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- **history\_view\_localized**

Created a DB view with an overview of historical events designed for customer integration.

- **uspGetInputsStat**

The DB procedure is designed for customer integration. The function returns the channel statistic for the specified time period with respect to the selected conditions.



**RETIA, a. s.**, pursuant to the provision of Waste Act no. 185/2001 Coll., is involved in the **RETELA** ([www.retela.cz](http://www.retela.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.