ReDat eXperience v 2.35.2
Release notes
Contact centres

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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.
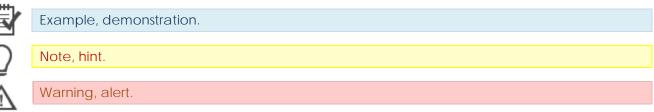
Bold, italics

- 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.

Content

1. Known incombatibilities

- Audio live monitoring in Chrome and Firefox web browser

    o start listening is delayed for about 7 seconds.

    o 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:

    o Inoperative volume control of individual directions.

    o Control playback of individual channel directions to the left / right speaker, including the "Mix Records to Mono" feature.

    o Playing CCTV recordings is not possible with the combination of Windows 7.

    o A problem with removing stops on the player.

    o Does not support live monitoring.

    o Playback of SCREEN records is not possible in a new window.

    o 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.

    o HID Records: bad Interpretation of time.

    o Spoken time: a possible time synchronization error in some versions of Windows.

    o IE11 - synchronous playback does not work.

2. System

> ## System/Archiving/Archives

The archive name must always be entered without spaces.

> ## Edit Watchdog Triggers

Watchdog batch configuration changed. A new app WdgRouter.php file is called, which is called from WDG. It will pass the script alias to the script and it will then execute it.

Therefore, if nothing is filled in the Command and Search column, it is not an error, but an adjustment.

Original state:

New state:

3. Users

➢ **Users/Roles/Applications** - modification of Monitoring block

Monitoring shares some permissions with Catalog and System, these permissions are listed at the bottom of the block.

4. MySpace

➢ **Settings to select a bookmark after double-clicking in the record list**

Record – open tab - the option affects what bookmark will be displayed after clicking on the detail of the record in the Catalog.

5. Player

➢ **Synchronization rules for monitoring agents with screen (only for monitoring)**

✓ If the screen data is not coming, the screen is ignored and the monitoring audio is started.

✓ If the data comes from the screen in advance of the audio, it waits for audio (the screen does not start playing separately).

✓ If audio and screen data is available, the viewer time is taken into account - so the screen will only start playing when the audio starts playing.

6. SmartView - Dashboards

➢ **Time Interval**

Add Day/Day and Day/Hour for non-topics charts.

➢ **Configuring Input Topics**

In the **Rules/*Dashboard configuration*** application, when creating a TD chart (TD - overview, TD - quantity, TD – InfoRating, TD – Sorting to topics), in the **Topic detection method** section, the **Configuration Input Topics** option has been added. This option allows you to pre-set the displayed Topic in the graph. The predefined Topic can be changed in **SmartView**, but the Topic selected in this configuration will be displayed again after logging out and logging in of the application.

> ➢ **Change the section name of General selections to Extension settings**

The name of the section was changed for TD charts.

> ➢ **Configuring Input Filter**

In the **Rules/***Dashboards configuration* application, in the **Extension settings** section, the **Configuring Input Filter** option has been added. Use the option here to predefine the filter for the dashboard.

> ➢ **Percentage view of TD graph**

For TD charts, overview, quantity, Sorting to Topics, the **Percentage view** option has been added to the **Rules/***Dashboard configuration* section in the **Extension Settings** section. The result will be only a bar graph with a % expression, where 100% is always the number of documents in a given time interval.

RETIA, a. s., pursuant to the provision of Waste Act no. 185/2001 Coll., is involved in the **RETELA** (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.

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