

# ReDat eXperience v 2.35.2

## 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, including the "Mix Records to Mono" feature.
  - 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. 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:

System									
Main		Recording sources	Data	Archiving	Imports	Quality management			
Adjustment	Authentication	LDAP	SMTP	WatchDog	WatchDog Backup	Services	Backup	Error messages	Setting t
Active	Name	Path	Command	Look for					
<input checked="" type="checkbox"/>	✓	..\.\dbclean\dbclean.bat		java.exe					
<input type="checkbox"/>	✗	..\.\www\experience\app\backup\backup_complete.bat		php.exe					
<input type="checkbox"/>	✗	..\.\www\experience\app\backup\backup_differential.bat		php.exe					
<input type="checkbox"/>	✗	..\.\www\experience\bat\ldap_load_users.bat	php ldap_load_users.php	php.exe					
<input type="checkbox"/>	✗	..\.\www\experience\bat\delete_temporary.bat	php delete_temporary.php	php.exe					
<input type="checkbox"/>	✓	..\.\www\experience\bat\log_checker.bat	php log_checker.php	php.exe					
<input type="checkbox"/>	✓	..\.\www\experience\bat\db_inspector.bat	php db_inspector.php	php.exe					
<input type="checkbox"/>	✓	..\.\www\experience\bat\browser_messages.bat	php.exe -q bm_node.php	php.exe					
<input type="checkbox"/>	✓	..\.\www\experience\bat\rec_export_jobs.bat	php.exe rec_export_jobs.php	php.exe					

New state:

System									
Main		Recording sources	Data	CTI	Archiving	Quality management			
Adjustment	Authentication	LDAP	SMTP	WatchDog	WatchDog Backup	Services	Backup	Error messages	Setting table
Active	Name	Path	Command	Look for					
<input checked="" type="checkbox"/>	✓	..\.\dbclean\dbclean.bat		java.exe					
<input type="checkbox"/>	✗	php-cgi ../\www\experience\app\WdgRouter.php route=backup_complete							
<input type="checkbox"/>	✗	php-cgi ../\www\experience\app\WdgRouter.php route=backup_differential							
<input type="checkbox"/>	✗	php-cgi ../\www\experience\app\WdgRouter.php route=ldap_load_users							
<input type="checkbox"/>	✗	php-cgi ../\www\experience\app\WdgRouter.php route=delete_temporary							
<input type="checkbox"/>	✓	php-cgi ../\www\experience\app\WdgRouter.php route=log_checker							
<input type="checkbox"/>	✓	php-cgi ../\www\experience\app\WdgRouter.php route=db_inspector							
<input type="checkbox"/>	✓	php-cgi ../\www\experience\app\WdgRouter.php route=browser_messages							
<input type="checkbox"/>	✓	php-cgi ../\www\experience\app\WdgRouter.php route=rec_export_jobs							

### 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.

The screenshot shows a 'MONITORING' section with a header bar containing a checkmark and a dropdown arrow. Below the header, there are three checked items: 'View', 'Monitoring', and 'Set as permanent'. At the bottom of the block, there are four lines of text explaining shared permissions: 'Right for access to last records is shared with setting of Catalog – section List of records', 'Right for access to saved filters is shared with setting of Catalog – section Filtration/Filters', 'Right for access to resources is shared with setting of Catalog – section Filtration/Treewiew', and 'Right for access to recording units statuses is shared with setting of System – section Recording sources/Recording units – permission min. for Preview'.

### 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.

The screenshot shows the 'MySpace' user settings interface. It has a top navigation bar with 'General', 'Rights', and 'Authentication' tabs. The 'General' tab is active. The settings are organized into several sections: 'User setting' (Default language: English, Display deleted persons and groups: unchecked), 'Default application' (Return to the last used application: selected, Open application: MySpace / General), 'Evaluations' (Sending an e-mail notification after the finalization of evaluation: unchecked), and 'Restore default states of grids' (Restore default states of grids: button). On the right side, there are 'Player' settings (Opening the advanced player: Media, Time display: Absolute, Show tooltips in advanced player: Yes) and 'Time interval' settings (Show buttons: Last, Current). A red box highlights the 'Record - open tab' dropdown menu, which is currently set to 'Details' and has a list of options: 'Details', 'Transcript STT/Message', and 'RVP data'.

## 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.

The screenshot shows the configuration interface for a dashboard in SmartView. The 'General' tab is selected, and the 'Template: Records - quantity' is highlighted. The 'Time interval' section is expanded, showing the 'Range' set to 'Day' and 'Split by' checked with 'Day' selected. The 'Extension settings' section is visible at the bottom.

### ➤ 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.

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**General**

Name  Template: Topic detection - overview

Active

Organizational group

Group of the created dashboard

Access to created dashboard

Description

**Time interval**

**Topic detection method**

Topic

Top topic

Configuring Input Topics

➤ **Change the section name of General selections to Extension settings**

The name of the section was changed for TD charts.

**General selections**

**Extension settings**

➤ **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.

**Extension settings**

Configuring Input Filter

General selections

Normal view

Percentage view

➤ **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.

**Extension settings**

Configuring Input Filter

General selections

Normal view

Percentage view





**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.