

ReDat eXperience v 2.35.3 Release notes ATC-ATM

RETIA, a.s. Pražská 341 | 530 02 Pardubice | Czech Republic www.redat.eu | www.retia.eu

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



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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

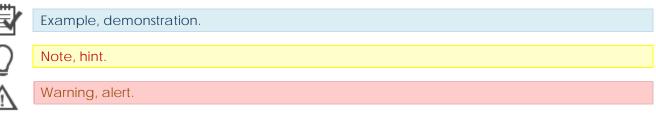
 names of selection items (options of combo boxes, degrees of authorization), user names, role names.

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.



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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.
 - 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.
 - 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 Horizontal scroll bar not working.
 - 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 Synchronous playback does not work.
 - Inoperative control of fixed column in timeline view filters cannot be controlled, icon for marking fixed column (pin) is barely visible.

2. New feature

2.1 GUI

Change icon

ReDat eXperience icon changed. Originally a globe, now a plane. A question mark for quick help was also highlighted.

Nowdays

Previously



Icon – Copy

In all agendas where the Copy icon is, this icon has been moved to the right of the

New icon.

Previously



Nowadays



> Adding the title to the bottom frame

All agendas where the bottom frame can be opened have been updated with information on what agenda the window concerns.

Incidents Au	tomatic classification (Summary)	▶ 00:00:00 🛃						SuperUser
8 S 🖬 🖗	86							
Action	A Name	Group	Access	Attachments	Last change by	Last change at		
Incident	- 25.5.2019	Dohled	Manager, locked	0	SuperUser,	2019-07-01 12:38:04		
<u> </u>					_			
R Page 1	of 1 🚺 🚺 Rows per page:	20 50 100 200 400			_		All row	s: 1 Selected rows:
5 S 🕹 🗠	මේ 🖬 🖬 🖬 🗟 ර 🛙	List of records 🔹	ncident: Incident - 25.5.20	119				
Action D	ate Time from Time to	Duration Ringing	Direction	Agent	Group	Channel	Name Al	NI DNIS
40 2019	-05-23 07:48:19 07:49:10	0:51	1 Sparlin	nek, Marcel (808)	Prodej - zahraničí AP	C1 1.01	9285	556195229

2.2 Catalog

> Tree - displaying the source element

The term Resources as the top node is not displayed, and the highest root group is displayed.

Previously

Catalog	e	🔲 C	atalog	<u> </u>	
Resources Filters		Resources	Filters		
E Resources iter root		root			

> Tree - remember unpacked tree

If the tree is expanded according to the user's needs, this state is remembered. After logging out / logging back into the system, the tree is displayed according to the last setting.

Tree - do not display empty groups

Tree in the left panel are not displayed groups that don't have:

- any channel assigned
- a subgroup containing channels
- groups that do not display the channel are displayed, but the channel is inactive.

The same setting applies to the Timeline or the Monitoring application.

This feature is linked to the **hide_empty_group** parameter when the rules are as follows:

hide_empty_group = 0 or missing everything is displayed

hide_empty_group = 1 groups are not displayed

Tree - alphabetical order

Tree items are sorted alphabetically. Sorting is separate for agents, extensions, channels (don't mix).

> Timeline

In the case of redundancy, the coloring is more clear (the blue line of the line does not shine).



RVP data tab



You can choose not to display the RVP data tab in the record detail. Use the parameter *hide_rvp_data*

- = 0 (default) the tab is displayed when license_rvp.php
- = 1 tab not showing

2.3 Filters

> Context menu above named and column filters (new Apply as column filter option).

Resour	ces	Filters			•						
New											
 Click to show the filter conditions 											
Favourite											
🔅 🍄 🛱	Birection - incoming										
🔅 🏱 F	🖏 💎 F 🙀 Apply										
🛱 🏷 F	\\$	Apply as o	olumn filter 🔥	5	<u>+</u>						
Others	Others Remove from favourites										
뵭 Filtr		Edit			<u> </u>						
		Delete									

> Saved filter - warning against losing the application as a column filter

If we change the created filter, which can be applied as a column filter manually, by breaking the rules for creating such a filter, a warning will be displayed about losing the possibility of using the filter as a column filter.

Filter		×				
Name	Direction - incoming	Save as				
🖌 Fa	avourite					
Access	Manager 🔹					
Group	en Care 🔹					
Application	Automatic selections 🔹					
🛕 not want	e filter loses the property apply as c to lose this property, choose Cance by checking the Save As option.					
	OK Ca	incel				

> Multiple choice condition (Direction, Data Type, ...)

The condition is framed red before selection - this border is now retained after selection, but in black.

	Resources Filters		
NEV	Ì		
	Direction - incoming	₿.	
	Call type 🔻	 Single Transfer Consultation Conferenced Conference remains 	
AND	Direction 💌	 Incoming Outgoing Compound Internal 	
	Select condition	•	

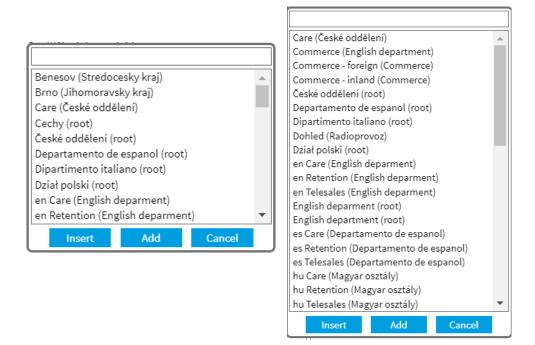
The size of the dialog box

The value selection dialog (in case of a selection element $^{\bigcirc}$) is now magnified to approximately twice (in height).

Original state max. 10 lines, newly 20 lines.

Previously

Nowdays



> Add values of column filter values to named filter

The choice was also included in the Monitoring agenda.

Blanks/Non-blanks filter to list item

If an attempt is made to transfer a filter of type Blanks/Non-blanks to a list item (group, agent, etc.) that does not support this filtering, the user is informed and the action is not performed.

Error: Operation was not performed	ĸ
Item does not support filtering Blanks/Non-blanks	;
ок	

2.4 Monitoring

Column Action - Last records

Agenda Last records in the has been adapted to the **Catalog**. That is, all columns and their filters are taken from the *Catalog*.

Previously: Monitoring

Catalog

sible	Hidden		Visible		
Date	nidden			Hidden	
ime from			Date	A	*
-			Duration Time from		
Time to Duration			Direction	1	
Ringing			Direction Time to		
Direction					
Agent			Channel		
Group			ANI		
Channel			Ringing		
Jame			DNIS		
ANI .			Data type		
DNIS			Agent		
	←		Group	-	
Call type	→		Archiving	→	
Signalling	-		Status	-	
Data type			Name		
Description			Evaluated		
Data source			Call type		
Recording unit			Date and time of record		
Archiving			Record ID		
Status			Description		
valuated			Signalling		
Date and time of record			Data source		
The second s			Recording unit		
			Resource		
-		-	Parent group	·	
Save as default setting			Save as default s	setting	
OK Ca	ncel Restore default		ОК	Cancel Restor	re default

Catalog

Columns setting (visibility, order, width, sorting)	
Columns setting (visibility, order, width, sorting)	Columns setting (visibility, order, width, sorting)
Agent Group Channel Name Record ID Record ID Recording unit ANI DNIS Call type Evaluated Signalling Data type	Agent Group Channel Name ANI DNIS Call type Signalling Data type Description Data source Recording unit
Description Data source Archiving Status Resource Parent group Date and time of record Save as default setting OK Cancel Restore default	Archiving Status Record ID Resource Evaluated Parent group Date and time of record Save as default setting OK Cancel Restore default

Monitoring of mono record in Chrome

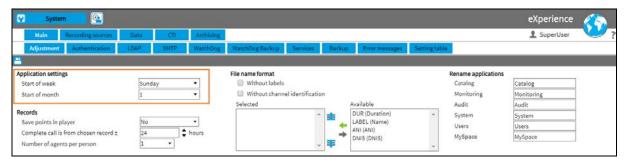
Converting a record to a stereo with identical content in both L and R channels, even when monitoring.

2.5 System

> Application settings - Week/Month Start

The Start of Week/Month option has been removed. Settings are still possible through the Setting table.

Previously



Nowdays

🖳 System 💽			5						eXperience	
Main Recording sources D	ata CTI	Archiving							👤 SuperUser	?
Adjustment Authentication LD	AP SMTP	WatchDog	WatchDog Backup	Services	Backup	Error messages	Setti	ng table		
-										
Records		File	name format					Rename applications		
Save points in player	No	• 6	Without labels					Catalog	Catalog	
Complete call is from chosen record ±	24	hours	Without channel iden	tification				Monitoring	Monitoring	
Number of agents per person	2 •	Se	elected		Availabl	e		Audit	Audit	
		E		^ ±	DUR (D	uration)		System	System	
Player				_		(Name)		Users	Users	
AGC threshold	-35 dB 💌			1.0	ANI (AN			MySpace	MySpace	
AGC level	0 dB 🔹				DNIS (D	N(S)		myopace	MySpace	
					L		-			
Reset default states of grids Reset default states of g	rids									

2.6 Users

> Creating a new person - editing the agenda

It was replaced icon to cancel the entire line when creating a new person. The one-way icon has been replaced with a trash can icon.

Previously

Overview of the user accesses		
Role in group	Active	Group
Operator	▼ 🖉	Care 🗦 🗘 🖨 🖨
not selected	•	

Nowdays

Overview of the user accesses		
Role in group	Active	Group
Operator	•	Care 💠 🗘 🖨 🛅
not selected	•	

Creating a new person - possibility to change the selection element in the Organizational group

Using the **usr_org_grp_from_tree = 1** parameter, you can change the selection element for the Organization Group option. By default, combobox is set. Only 1 group can be selected.

Organizational group	Care	¢ Q
Organizational group	Care	•

New person as

In the context menu above the person in the left panel, the *New person as* option was added.

i⊟ ⊘Admin	
i 1 admin, (1000	New person
	New person as
	Edit person
	Delete person
	Cancel assign

This option opens a form where the following information is pre-filled for the person:

General tab:

- Organizational group
- Role in group
- Group

Login tab:

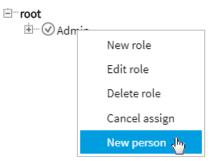
- Account status Account active
- LDAP authentication
- SSO login only
- Password validity
- Logged in only from
- Language settings

Details tab:

- Locality
- Department

> New person

The **New person** option has been added in the context menu above the role in the left panel. This option opens a form where *Role in group* and *Group* by tree are filled in. The organizational group is according to the creator of the new person.



The *New Person* option is active only if it is created over the same or lower role than the user creating the New Person have.

Users/Roles/Application

New checkboxes added in USERS section. Editing gives the administrator the ability to manage people, but not the ability to change groups and roles.

USERS		•
Work Groups		
Roles		
Persons		
🕑 Details		

2.7 MySpace

Record - action by double click

MySpace has modified the *Record* - *open tab* to *Record* - *Action by double-click*. With the option, the user can set what action will be taken after double-clicking on the record line.

The *Play* option has recently been added. In this action, double-click on the record causes it to play, not to open the record detail. Valid only for list of records (not timeline view).

S MySpace			eXperience 🔨 🚛
General Rights Authentication			L SuperUser ?
User setting	Player		
Default language English 🔻	Opening the advanced player	Media 🝷	
Display deleted persons and groups	Time display	Absolute 👻	
	Show tooltips in advanced player	Yes 💌	
Default application	Time interval		
Return to the last used application	Show buttons	Last, Current 🔹	
Open application MySpace / General •			
Restore default states of grids	Record - action by double click	Play	
Restore default states of grids		Play 🔓	
		Details	
		Incidents Transcript	
		Transcript Transcript STT/Message 👻	

2.8 Player

Extending MSE support for single play

We support MSE for single playback records.

> Marking the range in the envelope of the record (single)

Use the CTRL + mouse wheel to select a selection in the record envelope. By calling the context menu above the selection, you can then make choices: Play selection, Load only selection, Clear selection, Export audio. Only valid for audio.

PLAYER V		
	VOL: 50%	2019-05-23 07:26:52 2019-05-23 07:28:16 07:27:15
CONTROLS CHANNELS VISUAL MEDIA	7:10 27:20 27:30	27:40 27:50 28:00 28:10 28:20 28:30 2i
Podstatova Iva 50% L Sádlo, Luboš (803) 50% L	Play selection	
× * #223	Load only selection	
	Clear selection	
	Export audio	

> Added icon for changing the channel panel width in the player

A new point on the player where you can extend the playback source panel.

CONTROLS CHANNELS VISUAL MEDIA Status <	PLAYER 🔻		× ×
CONTROLS CHANNELS VISUAL MEDIA Resize the per-channel controls area.			2019-05-23 07:15:00 2019-05-23 07:15:17 07:15:00
Hůlová, Lénka (811) <u>50%</u> LR	Petrovicky Lubos 50%	Resize the per-channel controls area.	15:50 16:00 16:10 16:20 16:30 16:40

HIDM – Show all events

When you right-click a message from the HIDM record, a context menu with **Show all events** appears. It is possible to switch between the full display of all messages and the display of only clicks (that is, the display of clicks from the L / R buttons, the wheel and the suppression of motion and scroll messages).

HIDM 1:01	HIDM 1:01
2019-05-31 12:23:36.738 1% 180°	
2019-05-31 12:23:36.746 2% 180°	HIDM 1:01
2019-05-31 12:23:36.754 3% 206°	2019-05-31 12:23:47.283 0% 90° R
2019-05-31 12:23:36.762 0% 90° L	2019-05-31 12:23:49.098 0% 90° L
2019-05-31 12:23:36.770 0% 180° L	2019-05-31 12:23:49.210 0% 270° L
2019-05-31 Show all events	2019-05-31 12:23:49.218 1% 270° L
2019-05-31	2019-05-31 12:23:50.058 0% 90° L
2019-05-31 12:23:36.890 0% 90°	2019-05-31 12:23:50.170 1% 270° L
2019-05-31 12:23:36.994 4% 206°	2019-05-24 40 02 50 054 01 000 L
2019-05-31 12:23:37.002 1% 225°	2019-0 Show all events
2019-05-31 12:23:37.010 2% 198°	2019-05-31 12:23:51.266 0% 90° L R
2019-05-31 12:23:37.018 2% 198°	2019-05-31 12:23:51.314 0% 90° L
2019-05-31 12:23:37.026 0% 180°	2019-05-31 12:23:51.418 0% 90° R

2.9 ReDat Indicator

> Addition of a regime for direct communication with recording unit.

ReDat Indicator can now be installed in two modes:

- 1) Connecting to eXperience
- 2) Connection to recording unit

Regimes cannot be changed. It is always necessary to install the required mode separately.

Introducing regime for communication with recording unit allows users to see uninterrupted statuses, even when upgrading **ReDat eXperience**.

3. Fixes and optimization

> Calendar - details

Detailed calendar view has been modified. When selecting a new date, the detailed calendar is still displayed.



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.



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.