

# ReDat eXperience v 2.35.3

## 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.
  - 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.
  - Inoperative control of fixed column in timeline view - filters cannot be controlled, icon for marking fixed column (pin) is barely visible.



## 2. GUI

### ➤ Change icon

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



### ➤ Icon - Copy

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

Previously

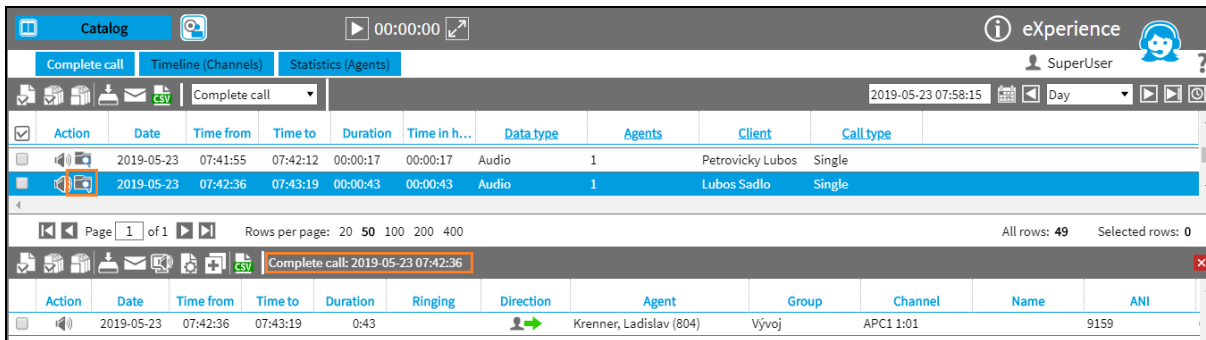


Nowadays



### ➤ 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.

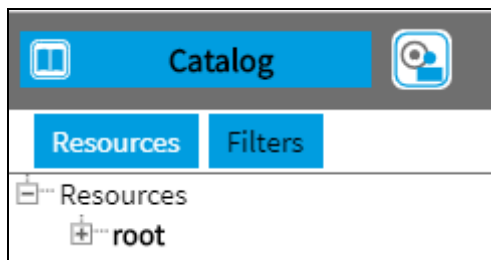


## 3. Catalog

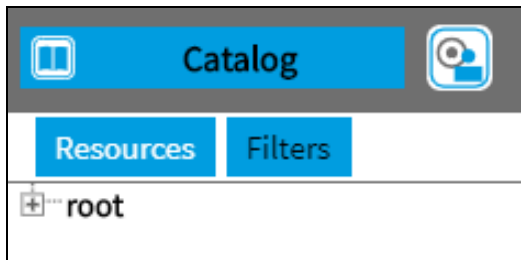
### ➤ Tree - displaying the source element

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

*Previously*



*Nowdays*



### ➤ 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**



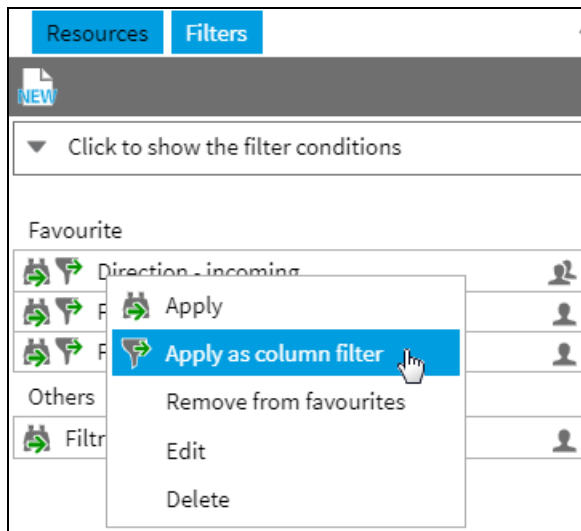
You can choose not to display the **RVP data** tab in the record detail. Use the parameter ***hide\_rvp\_data***

= **0 (default)** - the tab is displayed when *license\_rvp.php*

= **1** - tab not showing

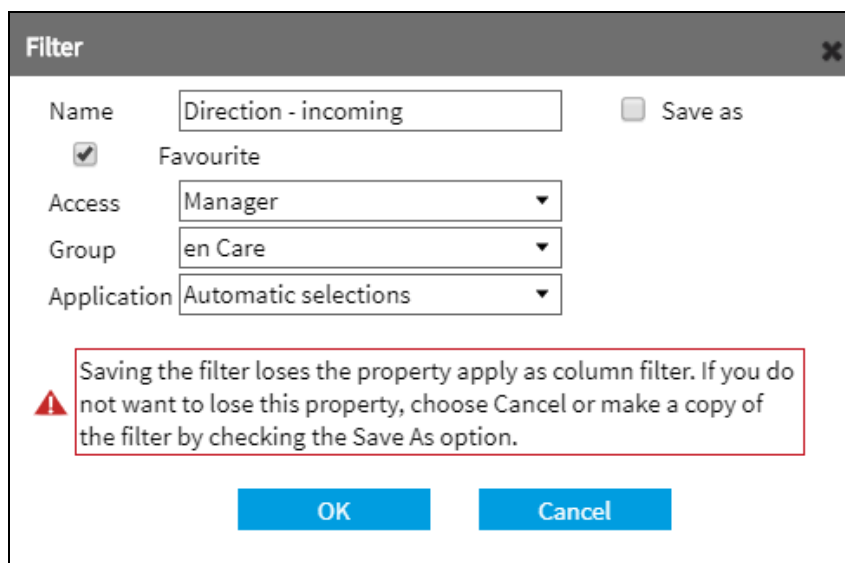
## 4. Filters

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



- 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.

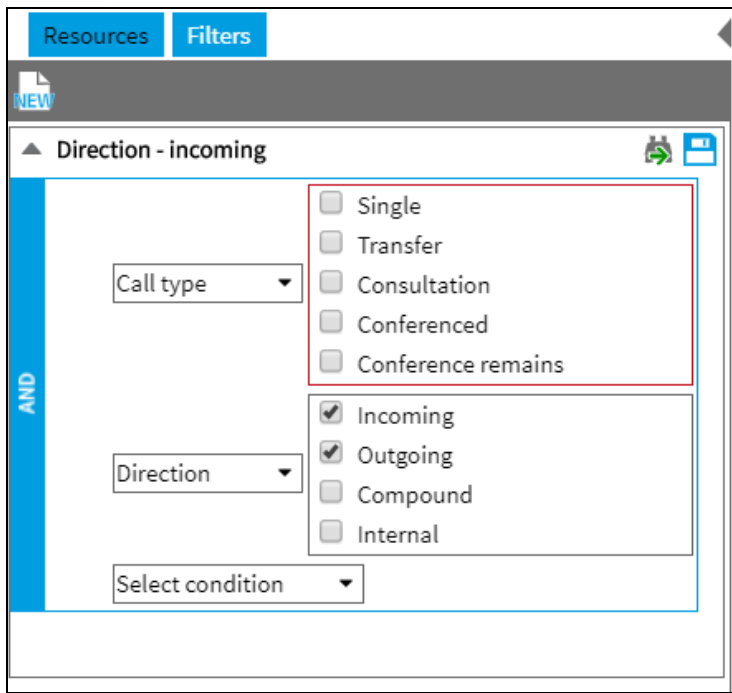


- Multiple choice condition (Direction, Data Type, ...)


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



ReDat eXperience 2.35.2 Release notes

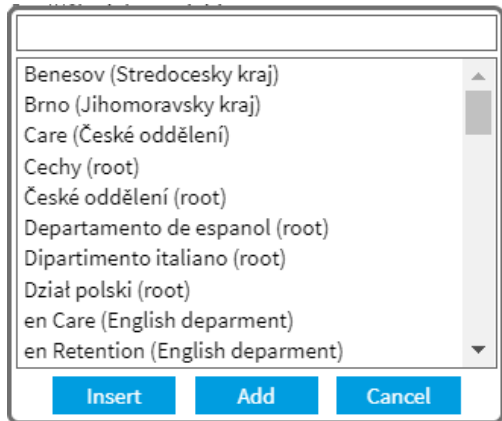


➤ The size of the dialog box

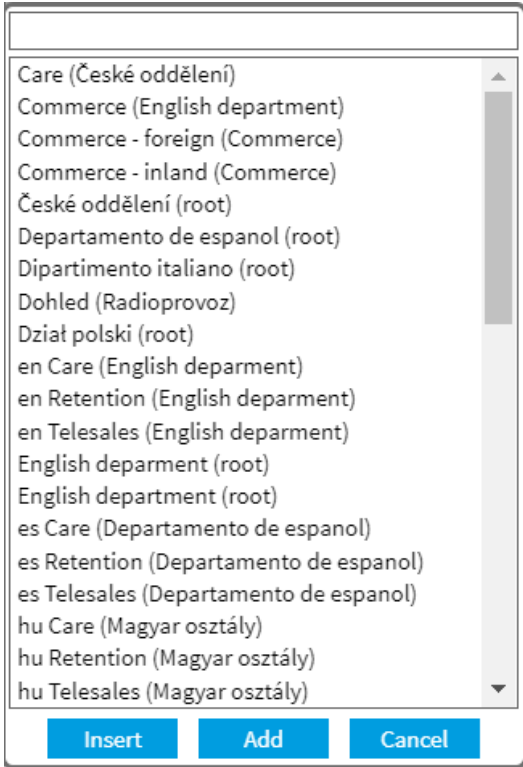
The value selection dialog (in case of a selection element  ) is now magnified to approximately twice (in height).

Original state max. 10 lines, newly 20 lines.

Previously



Nowdays



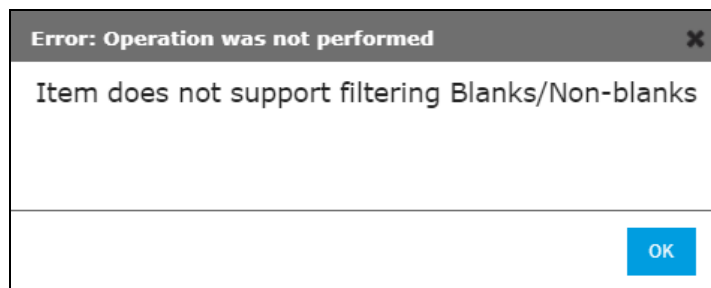
## ReDat eXperience 2.35.2 Release notes

➤ **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.



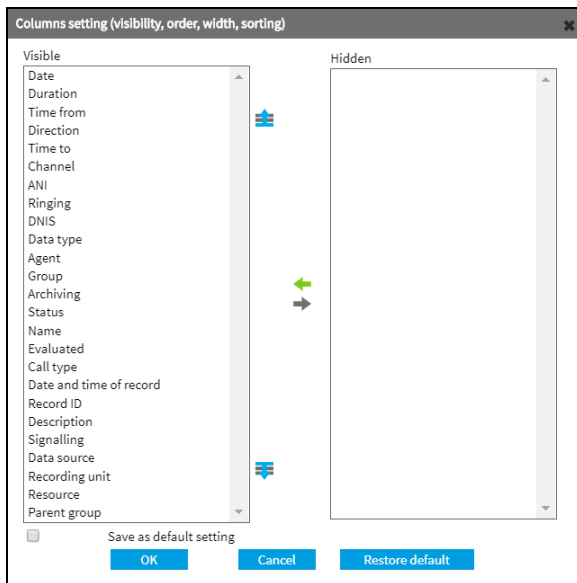
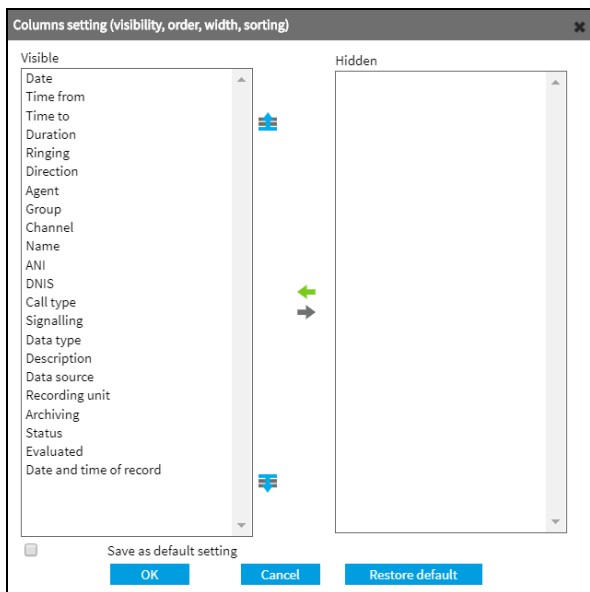
## 5. Monitoring

### ➤ Column Action - Last records

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

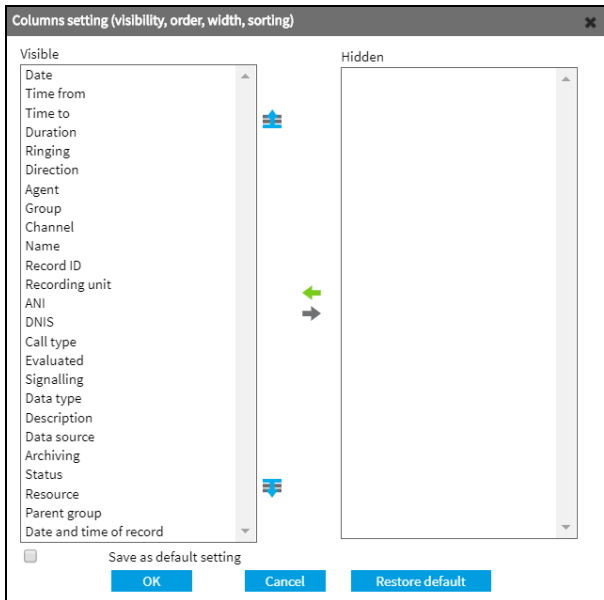
Previously: *Monitoring*

*Catalog*



Nowdays: *Monitoring*

*Catalog*



### ➤ Monitoring of mono record in Chrome

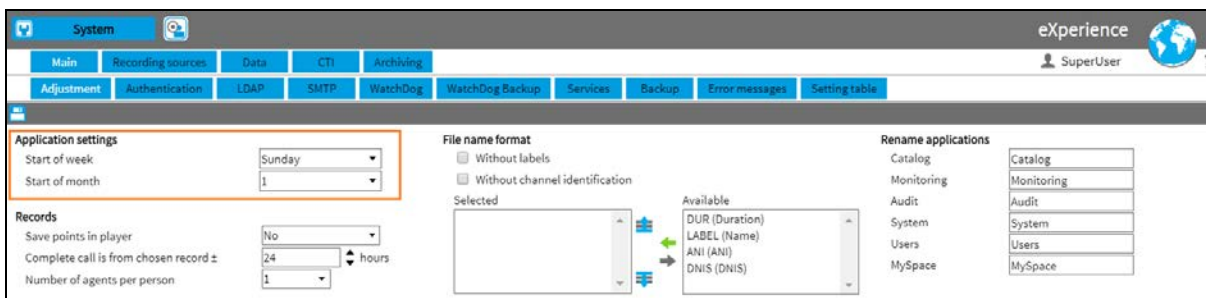
Converting a record to a stereo with identical content in both L and R channels, even when monitoring.

## 6. System

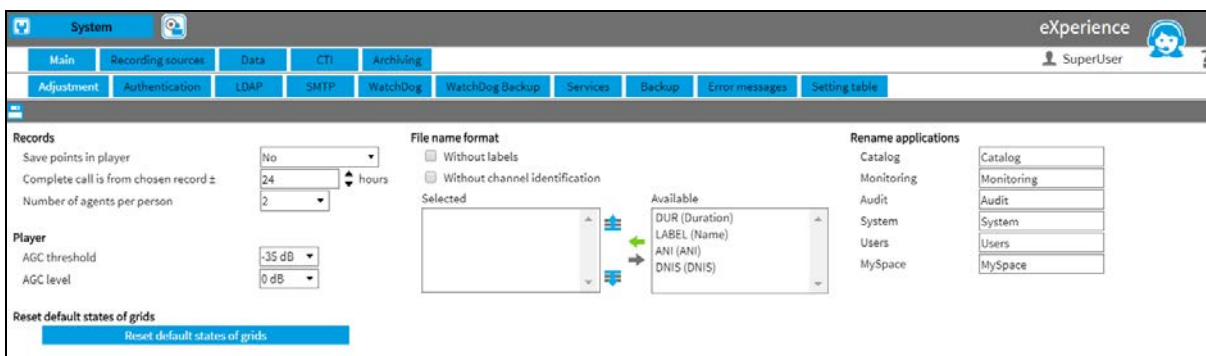
### ➤ Application settings - Week/Month Start

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

Previously



Nowdays



## 7. Users

### ➤ Users/Agent

The Agent tab - checkbox is always active, renamed Active.

Previously

Nowdays

### ➤ 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

Nowdays

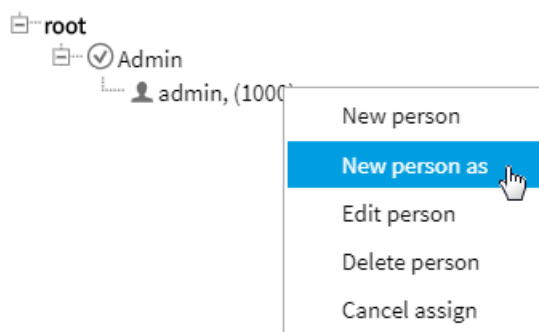
### ➤ Creating a new person - possibility to change the selection element in the Organizational group

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.

## ReDat eXperience 2.35.2 Release notes

➤ **New person as**

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



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:**

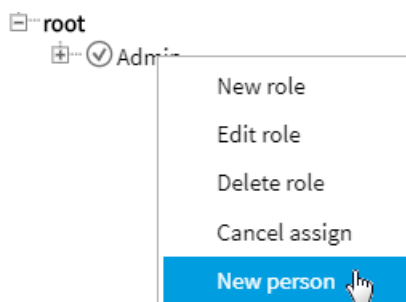
- Account status - Account active
- LDAP authentication
- SSO login only
- Password validity
- Logged in only from
- Language settings

**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.

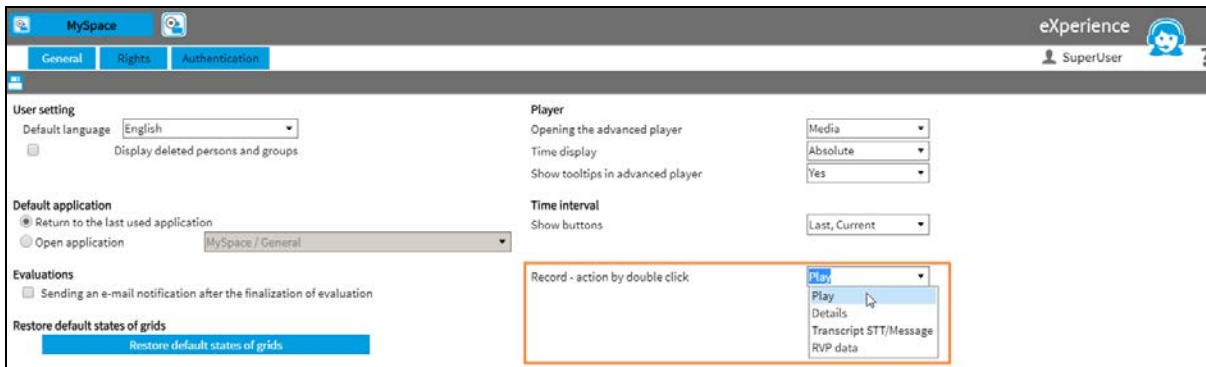


## 8. MySpace

### ➤ 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).





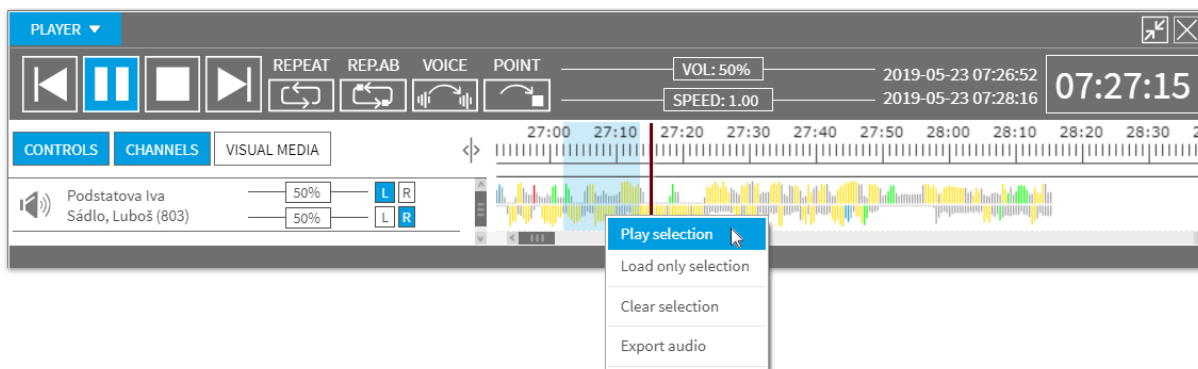
## 9. Player

### ➤ Extending MSE support for single play

We support MSE for single playback records.

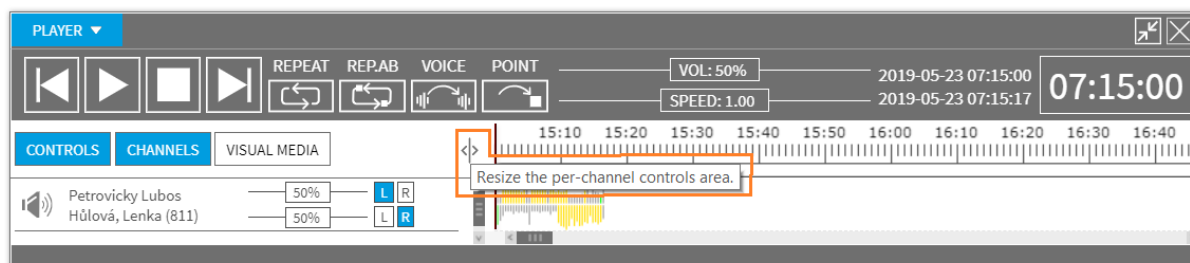
### ➤ Marking the range in the envelope of the record (single)

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.



### ➤ Added icon for changing the channel panel width in the player

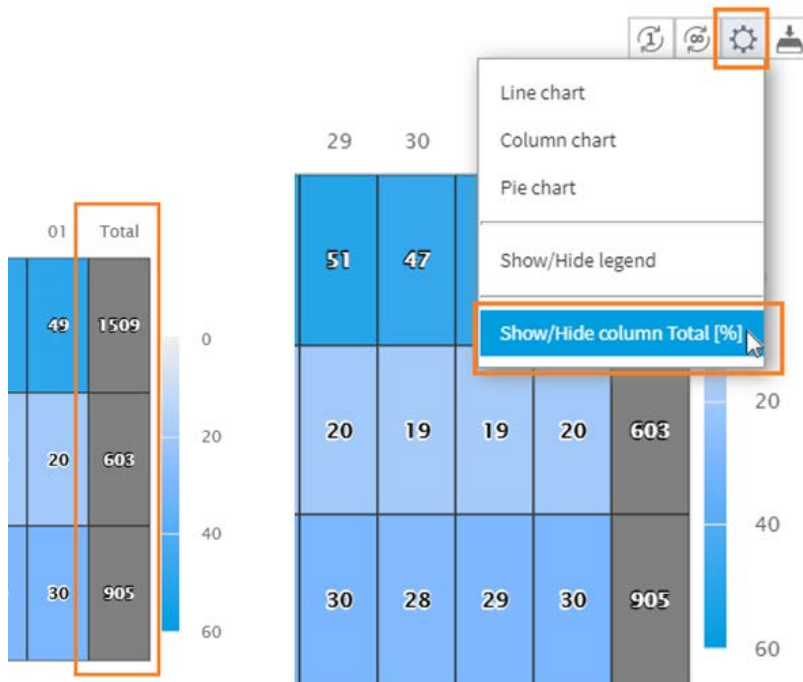
A new point on the player where you can extend the playback source panel.



# 10. SmartView – Dashboards

## ➤ Chart table - new column Total %

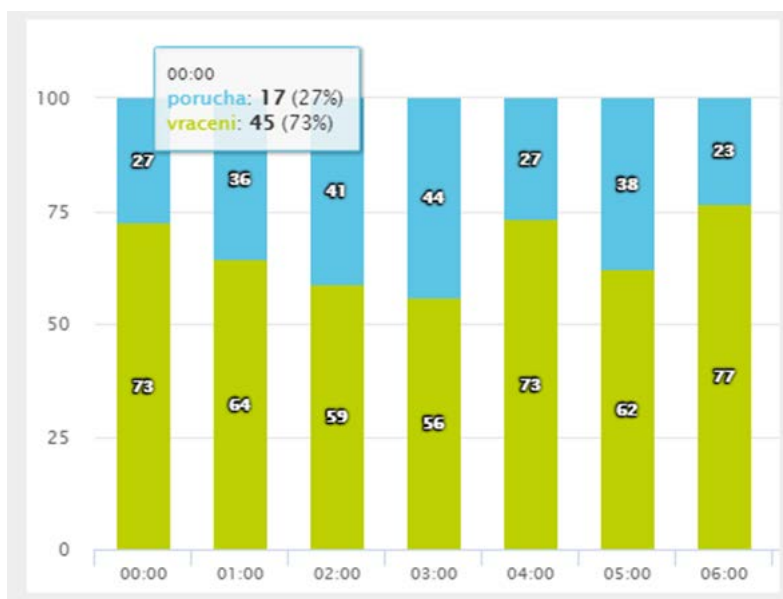
In the table chart setting, the option to display a new column, which gives the total values in %, was added. Concerns TD templates - overview, TD - quantity.



## ➤ Adjust the percentage display of columns

In the case of a dashboard that has a percentage option selected in the settings, the values in % are newly specified (counts were initially displayed).

If the percentage is reached, the bubble shows both the number and percentage.



## 11. QualityChart

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### ➤ Selections - rules for substitute a record in a selection

Sequence of steps to substitute a record. If the recording does not meet the conditions in one step, the next step always follows.

- **Step One** → The system will substitute the record with another call that matches both the filter and time range (according to the filling days).
- **Step Two** → The system will substitute the record with another call that matches the filter, but may no longer match the time range (selected from the entire time range of the selection).
- **Step Three** → The system substitutes the record with any given agent record, regardless of the set selection rule.

You can omit this step by inserting the *selections\_rec\_subst\_only\_rules* parameter in the settings table in the **System/Main/Setting table**.

If there is no record for the last step (second or third step), the user will see the message: The record cannot be substitute.

## 12. ReDat Indicator

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- **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**.



**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.