

ReDat eXperience v 2.35.5

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 a 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

- Audio live monitoring in **Chrome and Firefox** web browser:
 - Start listening is delayed for about 3 seconds.
 - Online delay of about 3 seconds.
- Frequency of the video updates during playback of screen records can depend on a number of synchronously replayed channels.
- Incompatibilities with **Internet Explorer 11**:
 - Audio playback does not start or hangs at startup.
 - 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 working.
 - Stops on the player: a problem with removing stops on the player, a possible problem with skipping among stops using the Point function.
 - Manual transcript does not work.
 - Does not support listening (monitoring).
 - Playback of SCREEN records is not possible in a new window.
 - Horizontal slider does not work.
 - Slow retrieving and filtering lists - When entering the initial letters of a search string, the larger list is updated very slowly (e.g. using the Agent, Group, Source) parameters.
 - HID Records: bad Interpretation of time.
 - Spoken time: a possible time synchronization error in some versions of OS Windows.
 - Synchronous playback does not work.
 - Playback speed 0,25 is not supported.
 - Inoperative control of the fixed column in the timeline view - filters cannot be controlled; the icon for marking the fixed column (pin) is barely visible.
 - An image of data processing - the throbber - If you switch between agendas, the throbber has only a static form (does not rotate when processing).

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- Browser incompatibility for exporting graphs in the agenda SmartView:

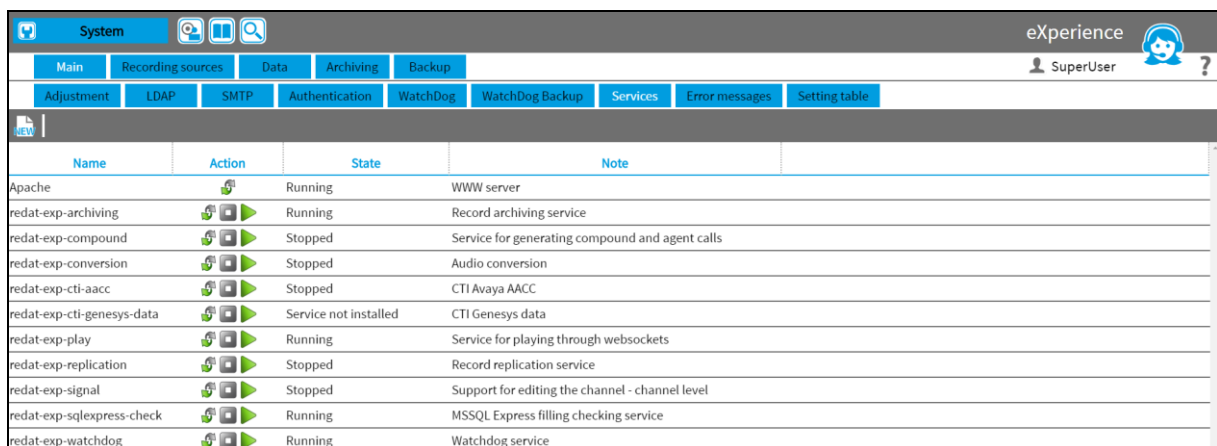
	Chrome (latest)	Firefox (latest)	Microsoft Edge	Internet Explorer 11	Internet Explorer 10
SVG	OK	OK	OK	OK	OK
PNG/JPEG	OK	OK	OK	OK	OK
PDF	OK	OK	Fallback to export server	Fallback to export server	Fallback to export server
SVG w/images (same server)	OK	OK	OK	OK	OK
PNG/JPEG w/images (same server)	OK	OK	Fallback to export server	Fallback to export server	Fallback to export server
SVG w/images (CORS enabled server)	OK	OK	OK	Fallback to export server	Fallback to export server
PNG/JPEG w/images (CORS enabled server)	OK	OK	Fallback to export server	Fallback to export server	Fallback to export server
































2. Renaming services in eXperience

2.1 Main - Services

We have renamed the names of the **eXperience** Services.

The **Service** tab is used to remote restart , stop  and start  of services running on the machine where the eXperience system is installed.



Name	Action	State	Note
Apache		Running	WWW server
redat-exp-archiving	  	Running	Record archiving service
redat-exp-compound	  	Stopped	Service for generating compound and agent calls
redat-exp-conversion	  	Stopped	Audio conversion
redat-exp-cti-aacc	  	Stopped	CTI Avaya AACC
redat-exp-cti-genesys-data	  	Service not installed	CTI Genesys data
redat-exp-play	  	Running	Service for playing through websockets
redat-exp-replication	  	Stopped	Record replication service
redat-exp-signal	  	Stopped	Support for editing the channel - channel level
redat-exp-sqlexpress-check	  	Running	MSSQL Express filling checking service
redat-exp-watchdog	  	Running	Watchdog service

3. Catalog

3.1 Download manager

The **Catalog** application has introduced a feature for time-long export of data that sets limits for downloading records online and offline, as well as limits for downloading CSV.

- **Limits:**

Export of record:

- limit for online downloading is adjustable in Settings – default=10 / max=50
- limit for offline downloading is adjustable in Settings - default=50 / max=50
- If you want to export selected records below the first limit, the export dialog will be displayed directly:

- To export data between the limits, online or offline downloading is available:
 - select your choice with a checkbox

- To export data over the second limit is possible only offline. The checkbox is inactive. The export is being prepared to the agenda **Results/Export**.

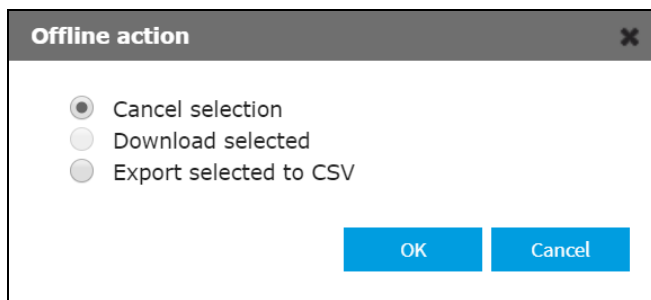
Agenda **Results/Export:**

✓	Action	Name	State	Type	Group	Created by	Created at
<input type="checkbox"/>		export_2020-02-20 10:56:51	Exported	FILE	root	SuperUser,	2020-02-20 09:56:45
<input type="checkbox"/>		export_2020-02-27 10:17:28	Waiting	FILE	root	SuperUser,	2020-02-27 09:21:43

- records over the limit **1.050** will not be exported

Export to CSV

- limit: **1.000/10.000/1.500.000**
- The limit for tagging records is 1,000. If you select such and higher number, the following dialog box will be displayed. Then select your choice with a checkbox.

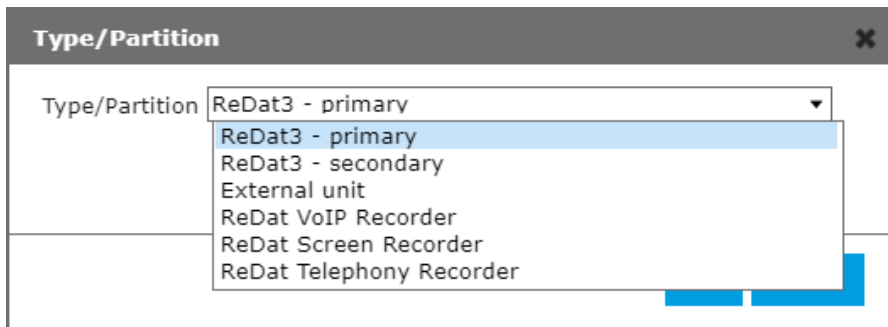


4. System

4.1 Recording units

The tab **Recording units** is used to configure the recording units. Clicking the icon **New** will open a dialogue with the selection of a type of the new recording unit.

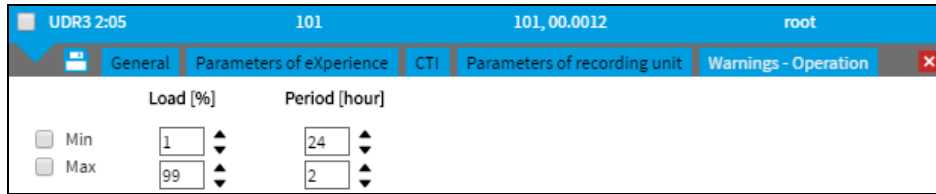
One type of the recording unit has been renamed. A new name is ReDat Telephony Recorder (formerly ReDat RVRG Recorder).



4.2 Load inputs wizard

The limit in the agenda **Channel settings** has been modified. Using this agenda, you can import channels from recording units into ReDat eXperience.

Tab **Warnings – Operation**:



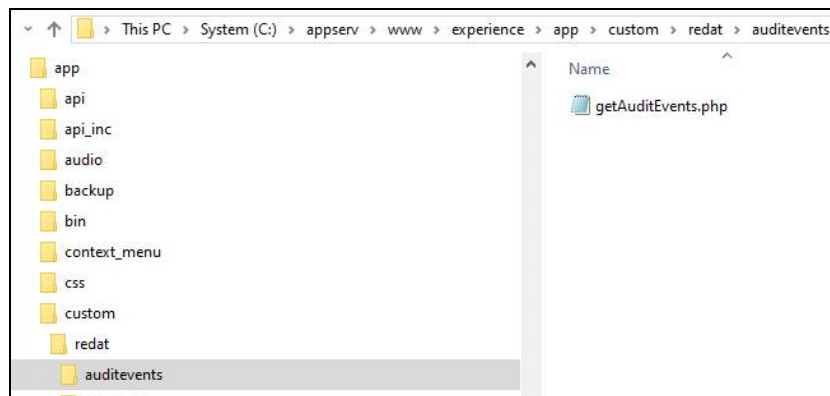
The limit in the Period [hour] was adjusted to 1.

5. Audit

5.1 List of Audit events and error codes

In the **Audit** agenda, all events and error codes can be exported to the .csv file. To get this listing, follow these steps:

- 1) First, it is necessary to import this feature into the ReDat eXperience environment. Copy the file **redat.exe**, which is the part of the installation media.
- 2) Place the copied **redat.exe** file into the server directory **appserv**. Next, unzip the zip file and run the file. The directory is ready and the feature **getAuditEvents** is ready to generate .csv files.

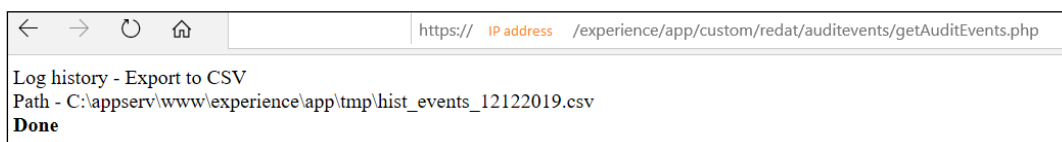


- 3) Into the url directory enter the following command and confirm

<https://191.123.1.123/experience/app/custom/redat/auditevents/getAuditEvents.php>

After entering the url address with the correct numeric name of the IP address, the .csv list of all events and error codes will be exported.

- 4) The .csv file will be saved on the path with the name of the current day. An example:



6. ReDat VoiceProcessor – Diagnostics

If there is any error state in the VoiceProcessor application, the **Audit** agenda is then submitted. The Audit agenda provides a central overview of the system.

6.1 Error states in the Audit agenda

In the **Audit** agenda, all new events are recorded under the event ID number and the level of importance is assigned.

The **VoiceProcessor** error states are as follows:

- **Client disconnected** – the client was disconnected (a failure has occurred).
- **A previous client disconnected** - An unexpected change occurred, the original state was not restored after restart. The client did not log on again.
- **Transcript failed** - the license of the transcript does not match the volume of calls that are selected for transcription.
- **Database unavailable** – an error of the communication between the VoiceProcessor and the database.
- **Termination of error state** - the VoiceProcessor application has been put back into the operation.

7. ReDat Advanced Data Management

7.1 Extension of search parameters

7.1.1 Filtering by subgroups

If you search records and create a new task, you can simply filter by subgroups in the root. Then you will find all records, from the selected subgroup.



Example 1

```
Search1 = r_subwg_ids
Search1val1 = 5
```

7.1.2 Relational characters

If you create a new task, you can use relational characters – e.g.: ?, *, |, [], etc.

7.1.3 Logical OR

In the search you can use the logical OR function. This can only be achieved by using the "pipe" (vertical line) | in the text box.

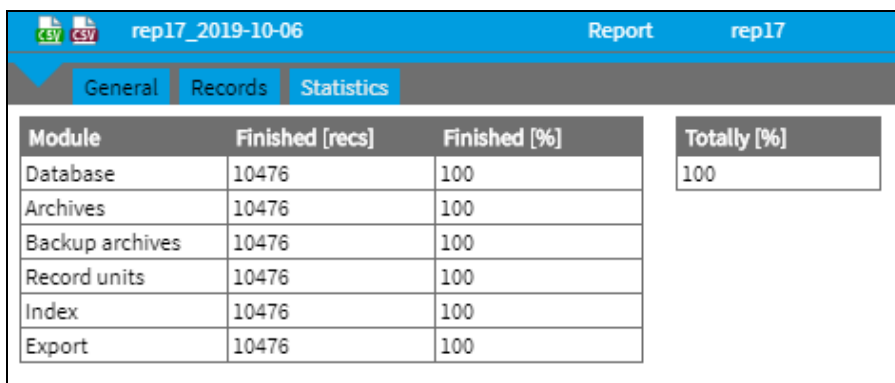
7.2 GUI Display

The **ADM GUI** in ReDat eXperience is displayed automatically. In the **Rules** and **Results** application, the tab **Advanced data management** is displayed depending on the license.

The **Advanced data management** tab appears in the **Rules** and **Results** app.

7.3 Statistics of tasks

In the ReDat ADM module, there is a new tab **Statistics**. It is indicating the current state of the task. By the double-clicking on a task you can display some detailed information about the task and the tab Statistics will open. Open it and you will see a table with the statistics, completion of each module and of the total system.



The screenshot shows the 'Statistics' tab in the ReDat ADM module. The window title is 'rep17_2019-10-06' and it includes a 'Report' button and the identifier 'rep17'. The 'Statistics' tab is active, showing a table with columns for 'Module', 'Finished [recs]', and 'Finished [%]'. A separate box on the right shows 'Totally [%]' with a value of 100.

Module	Finished [recs]	Finished [%]
Database	10476	100
Archives	10476	100
Backup archives	10476	100
Record units	10476	100
Index	10476	100
Export	10476	100

Totally [%]
100



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, and 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 a back collection and reuse of packaging waste, under Client no. EK-F06022669.