ReDat eXperience 2.35.6
Release notes
Contact centres

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Content

1. Web browsers

1.1 Internet Explorer 11 not supported

Internet Explorer 11 will no longer be a supported browser. It is replaced by Microsoft Edge.

In the last year, its creator, Microsoft, has phased out development work on the new features and capabilities of the Internet Explorer 11 web browser. In connection with this fact and in order to maintain the functionality of the ReDat recording system, the support of the above-mentioned browser in ReDat systems will be definitively terminated on 1 July 2020.

Termination of support applies to all versions of the ReDat eXperience application platform, and from version 2.35.6 (and above) the system will detect this browser as unsupported. **Errors from the environment of this browser will not be taken into account after July 1, 2020.**

If you use Internet Explorer 11, switch to one of the supported web browsers, such as **Google Chrome, Mozilla Firefox**, and the new **Microsoft Edge** web browser, as soon as possible for full system functionality and security.

2. License

2.1 Warning of incorrect license

Inserting license files

If you insert the wrong version license to the directory

`C:\appserv\www\experience\license,` the license is missing (invalid file contents) or the temporary license expires, a warning will appear:

ReDat eXperience detected a missing or invalid license file(s). Installed version **2.35.6 rel.033.**

To resolve licensing issues, please contact:

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The application will not run unless its license files are in order.
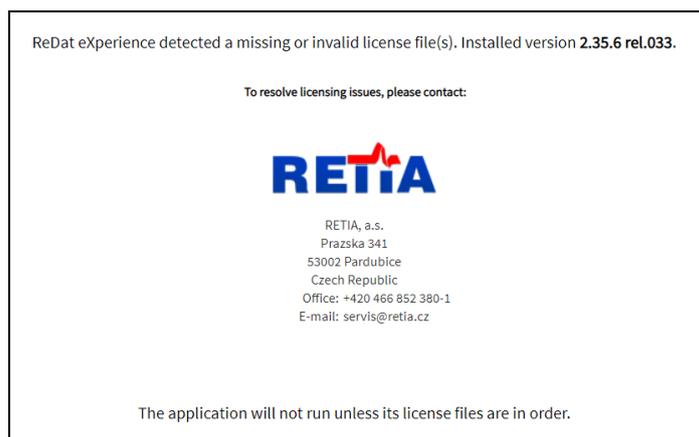
2.2 About – only for ReDat Recorder with OS Linux

New information in the list of license items in the About agenda

The option **About** will display detailed information about the **eXperience** system.
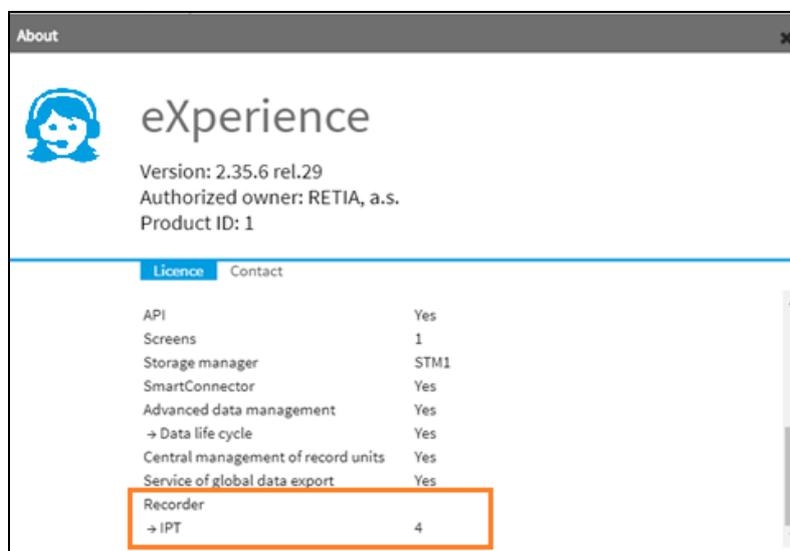
Tabs *Licence* and *Contact* contain the following:

- Version and release of the system **eXperience**.

- Authorized owner.

- Product ID.

- **License detail**

Only for ReDat Recorder with OS Linux - The list of license items includes a list of licenses of the local recording unit. (e.g. 4 licenses for the IPT channel - see the picture above)

- Contact information.

3. Catalog

3.1 Timeline

The **Duration** and **Records modes** have been removed from the Catalog agenda. Only the timeline is available. The buttons on the top panel have been removed:

Time axis 🔲, **Duration** 🔲, **Records** 🔲

Out of date view containing cancelled Records mode:
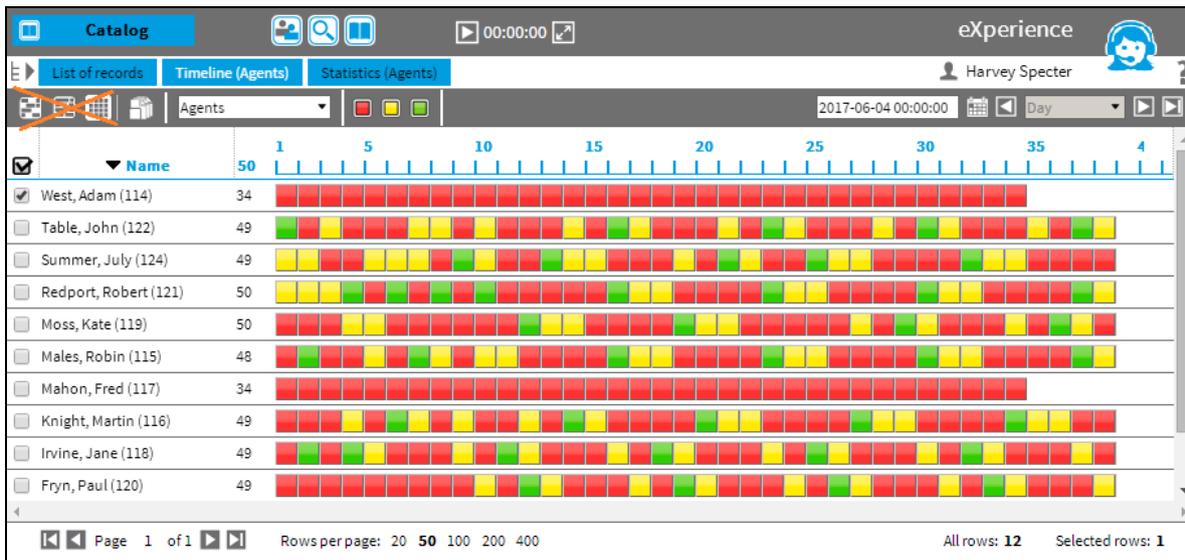
Current view from version 2.35.6:

From version 2.35.6, records in the **Timeline tab** are displayed in only one mode, the timeline mode.

3.2 Export to CSV

Default export to CSV settings

Exports to CSV have been modified to allow the same column order for all users. Newly, the order of columns can be set globally for all users (for example, for subsequent analysis of exported data).
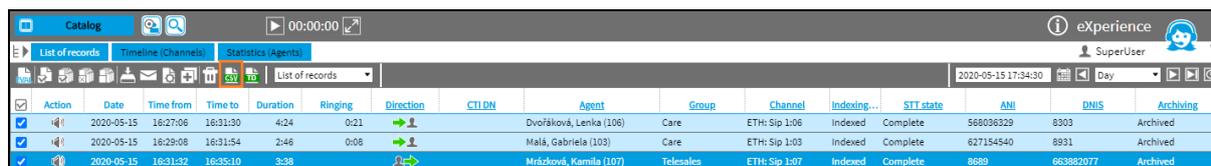
⚠️ Export is only possible from the Reclist.

The default setting is for all users. The settings can be changed in the System / Main / Setting table.

'export_csv_cols_list' – defines a list of columns
'export_csv_cols_mode'- defines the mode function

- „0" – not active
- „1" – If you export to CSV, it is be possible to select the option to use global / custom settings in the dialog window.
- „2" – Global settings is always used during export (no selection option in the dialog window).

- **Use as global setting for all users**

We will set Export to CSV with the Bulk column settings command above the List of records column in the Catalog agenda.
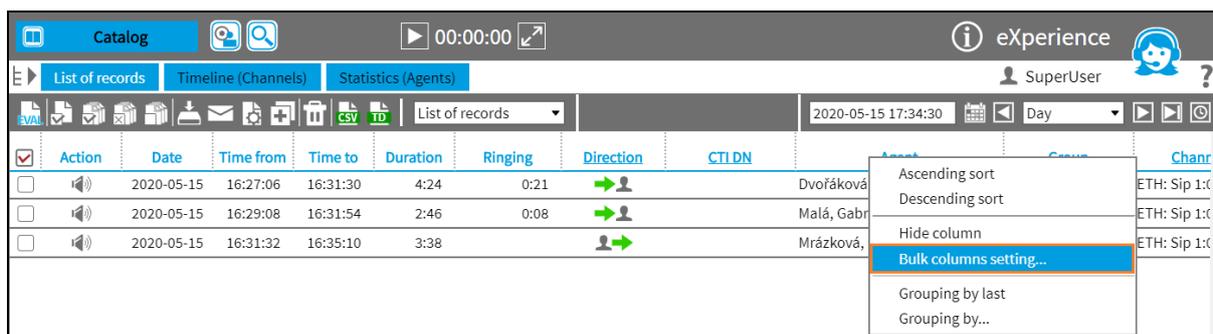
The superuser sets the application with the button **"Set as global settings for all users"** in the column settings. The settings can be saved as default for all users by checking the button item *"Save as default setting".* Confirm the selection with *OK*.
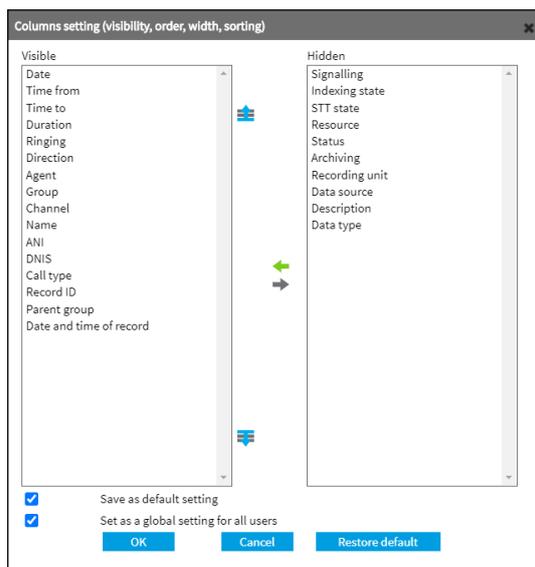
If you select "Export to CSV" option , it will be possible to choose from the options in the dialog:

▪ Use global setting - global settings for all users

▪ Use local setting - the agent's own settings when exporting records to CSV
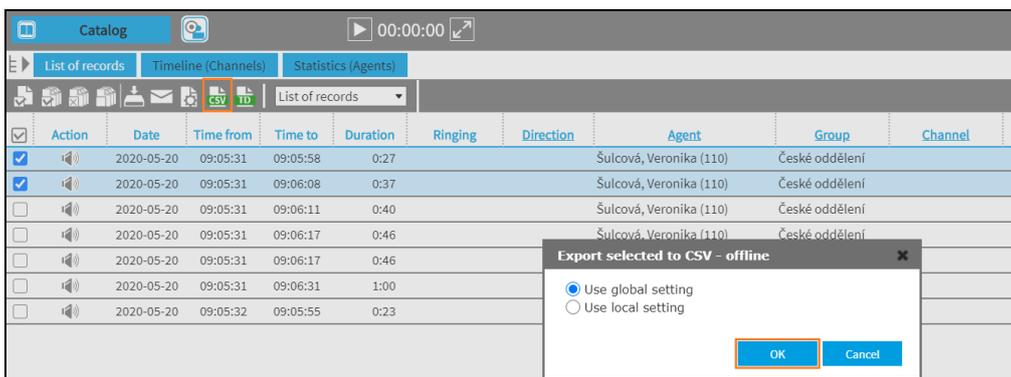
Result: If more users export according to the global settings, they will all have the same column order.

The information about changes is displayed in the Audit agenda.

4. Audit

4.1 Left panel functions in Audit

The left panel in the Audit application serves for a better overview and fast filtering of displayed data.
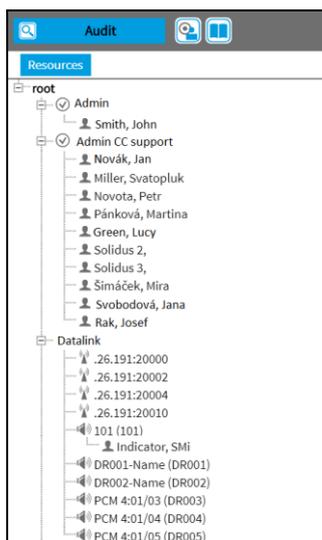
The tab *Resources* provides quick and comprehensive information about the range of sources whose records are displayed in the Audit List. The tree contains **groups**, **roles**⊘, **users** 👤, channels 🔊 and other types of recording sources, for example: CCTV 📹, SCREEN 🖥, DATALINK 📡, HID 🎙.

Double-click the object in the tree view to filter data accordingly.

Double-click the superrior item (**Resources**) in order to cancel applied filtering from the tree view. Dragging one or more objects will spawn tabs **Insert**, **Add**, where it is possible to drop objects in.

Insert – it will filter based on input. (It will replace current content of the filter by new objects.)

Add – it will add selected objects to the current content of the filter.

Filtering via another type of object is added and it does not cancel other filters (unlike filtering in the agenda Catalog).

To cancel the applied filter, click the **Cancel** icon in the top panel.
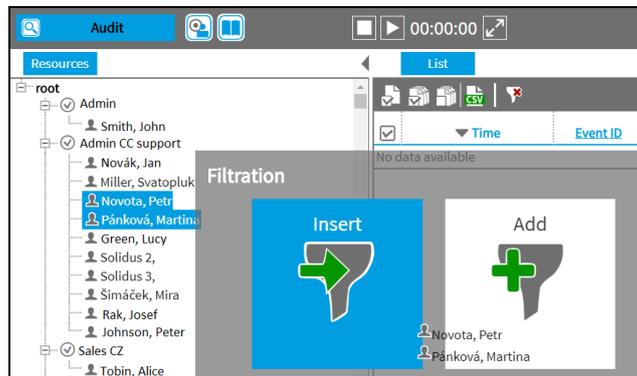
⚠ Channels are filtered by the column **Source**, not the column **Channel**.

4.2 Existence of channels

Replication checks the existence of the channel - output to Audit / SNMP

You cannot save the recording unit as active without loading channels. If replication cannot find a channel to the replicated record in ReDat eXperience, the record will be replicated. However, the **Error message** will appear **in the Audit agenda**.

The first occurrence from the given recording unit is being recorded:

- Module = Replication / Event = Unknown channel / Detail = Recording unit name, Recording unit IP address, Technical channel name

Other occurrences are not listed. However, they are "cumulated" for each recording unit separately. At the end of the checked interval (e.g. one hour) a cumulative message is displayed:

- Module = Replication / Event = Unknown channels - total / Detail = Recording unit name, Recording unit IP address, Number of unknown channels: N / Event ID (The same event ID as for the first occurrence.)

The new Reclist checker

The Reclist checks whether the parameter channel is included in the record. The check is done:

- Automatically after loading the channel.
- According to the time schedule set in the **Reclist checker** template in the Watchdog.

5. System

5.1 Time zone

Changes in the tab System – Recording units – Main:

Time zone has been deleted. Other parameters with details about recording units have been retained.

5.2 Service redat-exp-cleaner

A service for record storage control has been newly introduced. The new service **redat-exp-cleaner** replaces the original **dbclean.bat** batch file.

6. Users

6.1 The General tab

New parameter: Not to be imported

The *General* tab will appear.

✅ **Not to be imported** – if checked, it indicate that the Person was created manually. It can be pre-set also for persons who have been imported automatically, but you do not want to automatically overwrite them.

The settings are made in the *System/Main/Settings table*. Parameter is edit_users_origin – 0= do not show the flag (default), 1= show the flag. Automatic import will not be applied to such marked persons. These users cannot be edited or deleted.

7. ReDat API

7.1 Function reclist_get_details

- **ani** – parameter ANI – inserted by CTI; asterisk convention is applicable here, example ani=10* (all starting 10);

- **dnis** – parameter DNIS – inserted by CTI; asterisk convention is applicable here, example dnis=10* (all starting 10);

7.2 Removing record_playid, record_playcc functions

Because ReDat eXperience from version 2.35.6 does not support the Internet Expolorer web browser, the record_playid and record_playcc functions have been removed.

8. Topic Detection

8.1 Larger number of topic groups

- The number of topic groups has been increased by 20. A total is 40 topic groups.

- The calculation of the Top Topics is performed from all 40 topic groups.

- The number of topics in the group is maintained (40).

About: Topic Detection extension analyses the current operations of call centre or control room and returns results (as classification) in a real-time of each call with certain relevance to the user created topics. Topic is theme of the call and is defined by set of words.

8.2 Export of topic groups

Export of topic groups is used to export topics for selected records. It will be exported to csv together with results with the name and the relevance of the topics for the one selected topic group.

> For Export of topics, the user's permission for export to CSV is necessary.

The settings are made in the **Users** agenda in the **Roles** tab. It is necessary to define the rights for the Catalog function for the given role, to allow the user to Export to CSV.

In the **Catalog** agenda in the Dashboards tab, pressing the button displays a dialog box with a combo-box, where you can select from the Topics Group.

In the next step, select the Topic group. Confirm the OK button and the * .csv file will be exported. The file will include all topics from the selected group with the information about the relevance. It will include the information about a zero relevance too. The next steps are similar to export * .csv.

Offline export of the CSV file is also possible. First open the dialog box with the selection of the topic group. The item with the name of the export task will be displayed, exactly according to the limits identical to the CSV export.

The information about the export of selected records with results of topic group into CSV will be displayed in the agenda **Audit**.

9. ReDat SmartView

9.1 Extension on control functions

Dashboard templates include the information about date and time range – Week/Day.
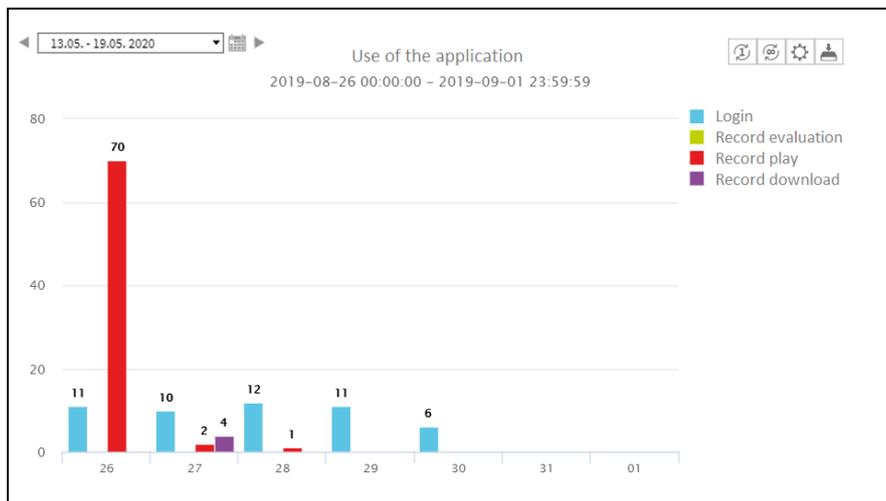
If you click the items Login, Record play, Record download, it will open the Audit preview with filtered events.

Clicking on the Record evaluation column opens the Results agenda – Evaluation.

The rows in the clicks correspond to the number listed in the dashboard.

10. Dashboards

10.1 New template – Agent card

The template displays an overview dashboard with basic information about the selected agent. The settings of the Agent Card parameters are performed in the **Rules / Dashboards configuration** agenda.

Selecting the **Agent card** template type opens a window for setting agent call parameters.
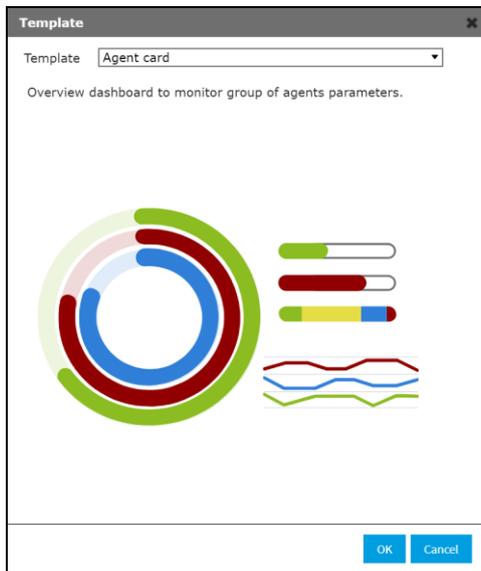
In the displayed window, the user sets the required parameters for the resulting dashboard.
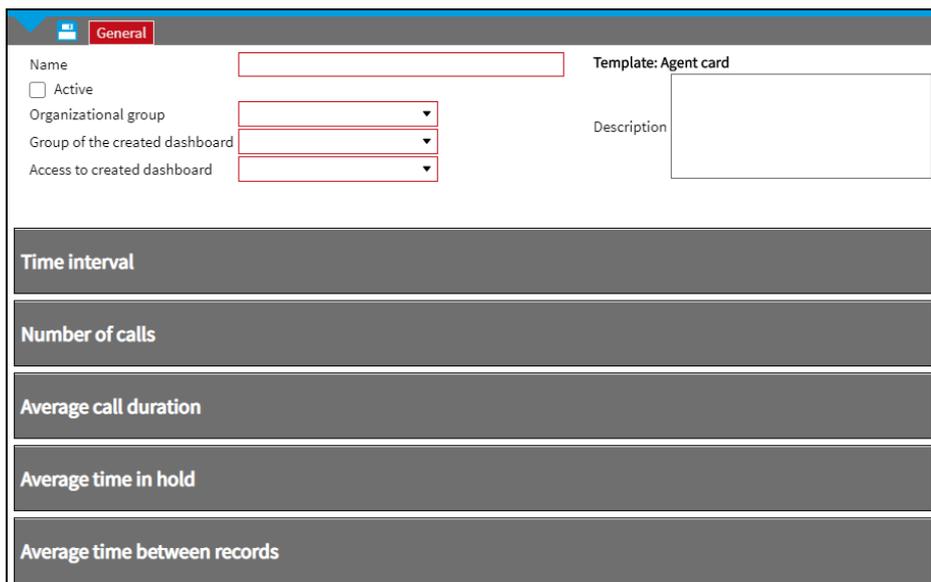
Input values:

The set value is calculated from the selected range.

- ▪ **Time interval** – the period for which the values are displayed (Day, Week, Month)

- **Number of calls** – specifies one turn of graph (default: 500 records)

- **Average call duration** – sets average record duration

  (Calculated from all segments => "Agent calls" and "Complete calls" are not taken into account here)

Settings:

a) **Set average record length to:** (default 5 minutes)

You can set the reference value to which the tolerances apply (see the specification below). It specifies the length of the call that the agent should reach.

b) **Use calculated value from last**: Hour/12 hours/24 hours.

The calculated value from the given range is used as a reference value. Only the current time range is taken into account.

c) **Maximum value**: Specifies the range of the graph and is set to 15 minutes by default.

d) **Tolerance**: An item that specifies the values at which the colour changes. The colour changes if the call is longer or shorter than the set average length.

Example: If the values are set according to the figure 00:04:01- 00:05:59, the colour of the graph is green. If the values are set to 00:03:01- 00:04:00 and 00:06:00 - 00:06:59, the graph will be orange. For values lower than 00:03:00 and longer than 00:07:00, the graph will be red.

If you use the percentage range, the settings are as follows: 00:05:00 ± 19%, the graph is green. 00:05:00 - 20 to 49% and 00:05:00 + 20 to 49%, the graph is orange. For the range 00:05:00 - 50% and more and 00:05:00 + 50% and more, the resulting graph is red.

———— 00:04:01- 00:05:59/ 00:05:00 ± 19%

———— 00:03:01- 00:04:00, 00:06:00 - 00:06:59/ 00:05:00 - 20 to 49% and 00:05:00 + 20 to 49%,

———— lower than 00:03:00, longer than 00:07:00/ 00:05:00 - 50% and more, 00:05:00 + 50% and more

⚠️ The limit No. 1 must not be bigger than the limit No. 2.

▪ **Average time in hold** – sets the average time in hold

Average time in hold ⌄

- ⦿ Set average time in hold to: `00:00:50`
- ○ Use calculated value from last `Hour ▾`
  (Only the current time range is considered)
- ☐ Maximum value: `00:03:00`
  (Specifies the range of the chart)

Tolerance
(The values at which there is a color change if the call is longer or shorter)
- ⦿ Time
  - Limit nbr. 1: `00:00:20`
  - Limit nbr. 2: `00:00:30`
- ○ %
  - Limit nbr. 1: `20` %
  - Limit nbr. 2: `50` %

The setting corresponds to the previous point, only the default values are different.

▪ **Average time between records** – sets the average time between calls

Average time between records ⌄

- ⦿ Set average time between calls to: `00:00:30`
- ○ Use calculated value from last `Hour ▾`
  (Only the current time range is considered)
- ☐ Maximum value: `00:02:00`
  (Specifies the range of the chart)

Tolerance
(The values at which there is a color change if the call is longer or shorter)
- ⦿ Time
  - Limit nbr. 1: `00:00:10`
  - Limit nbr. 2: `00:00:20`
- ○ %
  - Limit nbr. 1: `20` %
  - Limit nbr. 2: `50` %

- ☐ (If it is not checked, zero value is assumed) `00:00:00`
  Include in the break calculation for the duration:

The setting corresponds to the previous point, only the default values are different.

Checked ☑ - **Include in the break calculation for the duration** - It is used to specify the calculation. You can set the time when the agent is not calling. E.g. Lunch time. The time when the agent fills in the form, etc.

⚠ If it is not possible to calculate the value for comparison, a warning "NO DATA" is displayed. This situation occurs if the system has no data to compare. E.g. No calls to compare in the selected period.

10.2 Configuration and dashboard edit

There are two ways to assign a dashboard to the tab:

- Drag in the left panel grab the dashboard from the *Available dashboards* section and move it to the required area.

- Drag from the left panel to the space (tab) on the right.

- The new dashboard can be renamed.

- It is possible to work with the dashboard on the tab together with another type of dashboard and move it on the tab.

10.3 Overview dashboards

Dashboards can be used for these graphs, e.g. Number of calls, Topic detection, Evaluation, Change in the last 7 days, Forwarded calls. The appearance of dashboard depends on the license.

Dashboard general

The general dashboard is available if a SmartView license is present.

Displays the following parameters:

- Number of calls

- Average call duration

- Time in hold

- Time between calls

10.3.1 Dashboard description

- The time range is set to one day. You can select another date from the calendar. It does not apply to the data "Change in the last 7 days", which is unchanged.

- The arrows in the graphs indicate a decrease or increase compared to the previous day.

> **In the upper bar of the lower window, in addition to the icons, there are also a name and time data defining the displayed data.**

The icons are the same as for other dashboards, in addition, the date + the name of the topic will be displayed on the right bar. Dashboard folders

The dashboard area is composed of individual graphs. It allows the user to clearly display all required parameters.

Number of calls
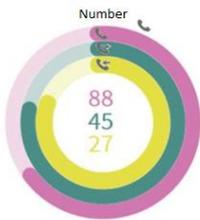
- Total number of calls
- Outgoing calls
- Incoming calls

Each part of the graph is represented by variables that must be set for each customer individually. They represent an estimated 100% (a plan).

For the use in a group or for the call centre, it is necessary to know the number of agents in the group / in the call centre. Then, there are more variables. By default, one agent is counted.

Note: The graph "turns" when the set value is exceeded => turns around again, when the new cycle is darker.

If you point on the graph with a mouse, the value for the given curve is displayed.

Average call duration
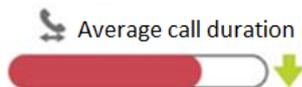
The graph shows the average call duration for a given day.

In the middle, the value is set by the variable 5 min.

The graph is green in the middle of the range (default is 2 min). It will turn to red at the edges of the range.

If you point on the graph with a mouse, you will see the current value and the pre-set middle value.

Average time in hold

The graph shows the Average hold time for the day.

After exceeding the given value (default: 40 s) it will turn red.

If you point on the graph with a mouse, you will see the current value and the preset middle value.

Average time between records
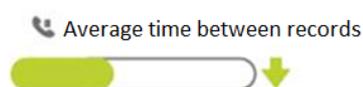
The graph shows the average time between records.

After exceeding the given value (default 3 min), it will turn red.

If you point on the graph with a mouse, you will see the current value and the pre-set middle value.

11. 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.

- In the new version of Firefox, the audio control on the channels in the player does not work compared to the older versions of the browser. (An error has been reported to Mozilla Corporation.)

- Frequency of the video updates during playback of screen records can depend on a number of synchronously replayed channels.

- Browser incompatibility for exporting graphs in the agenda SmartView:

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

12.   Fixed bugs of the last version

1.   Excessive CPU usage from ffmpeg process

2.   Spoken time – it does not play

3.   Monitoring – refresh status and data about the last record

4.   Synchronous export – number of screen and CCTV channels to the limit equal to 1 were evaluated separately (independently)

5.   Audit – A common user can see the super user actions in the Audit agenda

6.   API reclist_get_details – There was no support for the parameter Label with the parameter * (star).

7.   Bulk editing of persons – error when selecting parameters "Authentication via LDAP" and "Login only via SSO"

8.   Catalog – Statistics – missing data about the selected interval in the CSV export

9.   Catalog – List of records – missing information and text disorder of missed calls in the CSV export

10.   Catalog – synchronous export of 2 CCTV channels - only partial information appeared: "Export failed - More than one video channel selected"

11.   Results - Incidents - In the miniplayer, after opening the context menu, it was not possible to mark records as Relevant.

12.   VoiceProcessor - modification of the VoiceProcessor Client installer for machines with Phonexia 5th generation.

13.   SmartView - Inforating – modification of the Inforating chart configuration (topic, top topic, record, agent call)

14.   Topic Detection - if all topics were hidden in the Topic Detection Overview and Topic Detection Number graphs, an empty table was displayed. Correct state: The information that no data is available is displayed.

15.   Topic Detection - incorrect listing of some topics and results in the grid, duplication of the rtt_value. Correct state: Unassigned for all topics is zero.

16.   Export manager - export to CSV - switch from offline to online - empty .csv was downloaded

17.   Download manager - incomplete export of marked records vs. export of all records of marked pages, different export in the case of online and offline export.

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