# ReDat eXperience 2.36.0
# Release notes
# Contact centres

www.redat.eu

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# Content

# Version 2.36.0 - Released 10 Nov 2020

## 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.

- 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 (from version 68 ESR or 66 standard edition). An error has been reported to Mozilla Corporation.

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

## 2. Installation

PostgreSQL support is being prepared. In this version of the ReDat eXperience installer, a parameter for the database selection has been added to the installation wizard, but it is not yet active.
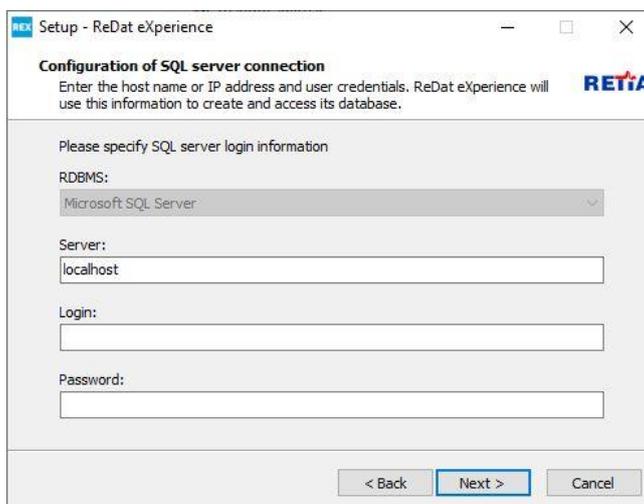


## 3. System: Main

The CTI_ID parameter has been added to the **System/Main/LDAP** agenda into the **Import** tab. After opening the CTI_ID parameter, a combo box with a selection of the set CTI servers is displayed.

# 4.   System: Watchdog

The **WatchDog** tab is used to set the start and control of running of various tasks of ReDat eXperience. The table shows all tasks and services that are monitored by WatchDog.

**For Linux**: If the Username and Password are set to run the task via **Watchdog**, the task will run under this specified user.
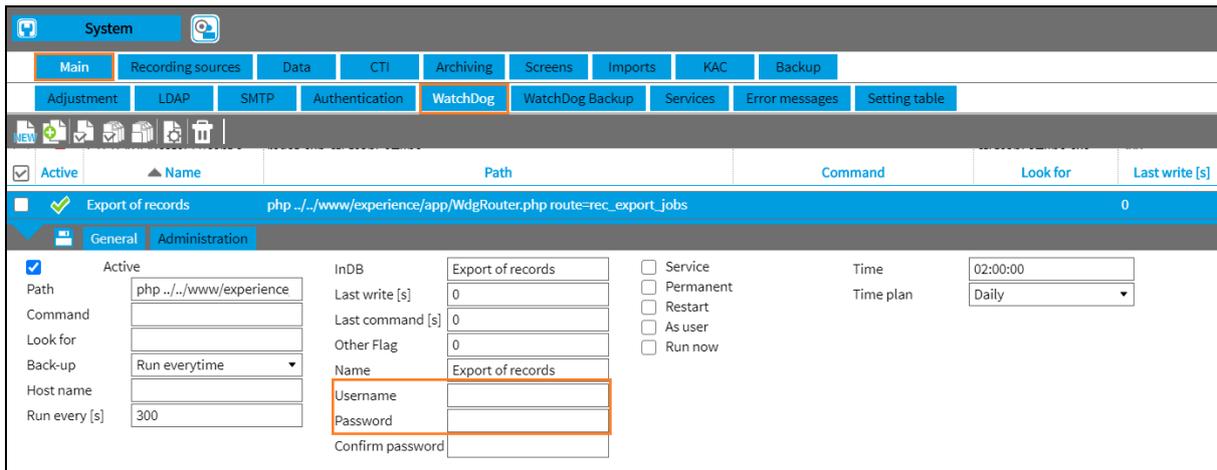


**Username** - set the user name

**Password** - set a password

**Confirm password** – verification of the correctness of the entered password

# 5. Audit

As part of more accurate documentation of configuration changes, a detailed display of changes for persons, groups and records has been introduced. In some next versions, we will expand the function to other objects.

## 5.1 Edit person

If a **person** is edited in the **Users** agenda, the changes are saved to the existing *Edit person* event in the agenda **Audit / List**. Details are displayed in the **Detail** form tab.



If there are modifications in the Agent and CTI (e.g. Active - yes, no), the changes are saved to the **Audit/List** table as an *Edit agent* event. The Module column contains the CTI config, the Advanced contains the details of the agent and the number of changes. The changes are saved in a new table and are available for viewing in the tab of the **Detail** form.



If you delete an agend in the User agenda, the ***Delete agent*** event appears in the CTI config module column. The tab *Detail* displays a complete list of the original agent settings.

If you delete a person, the **Delete person** event appears in the Users module column. The original settings is displayed in the *Detail* tab.

If more agents of one person are being edited, there is a separate event for each agent, but with the same event ID.



## 5.2 Edit work group

If there are **changes in work groups** in the Users agenda, the changes are saved together with the existing *Edit work group* event, in the agenda **Audit/List**. Details are displayed in the *Detail* tab.

## 5.3 Edit record properties

Only an authorized person can make changes in the Catalog agenda. The changes to the following parameters are allowed: Description, Priority, Campaign, Client, Archiving, Status, Custom columns. The changes are displayed in the Audit agenda, Edit record properties, Catalog module.

The changes that are displayed in the **Detail** tab are saved to the current Edit record properties event.



If records are edited via the API, the events in the Audit agenda are displayed as API name = **Record edit custom 2**, module - API column. The Advanced column lists the parameters from the URL. There is no detail for this event. The API can find and thus edit multiple records according to the search parameters



# 6. Column filter

## 6.1 Autocomplete in the column filter

Column filters (in Catalog, Audit) that normally use checkboxes, can also use autocomplete. **Autocomplete**, or **word completion**, is a feature in which the filter predicts the rest of a word in the list. The field for autocomplete is displayed only if there are 20 or more items in the list. When the checkbox is checked, you can delete the textbox. Then you can look for another item, etc.

EXAMPLE: You want to find some surnames in the column Agent:

You write "BR" into the field for autocomplete. Surnames Bradford, Bradley, Brady etc. will be offered for selection. We will check the checkbox Green. When the first item is checked, the OK button is displayed. Then you can delete "GR" and start typing "AS" (selection: Asheton, Ashley, Ashton..,) Check the checkbox Ashton.

Next, delete AS and start typing Ha (selection: Hale, Hales, Haley, etc.). Confirm the selection with the OK button, which is displayed after checking the first item.

The result is 3 checked items.

# 7. MySpace: Playback as MONO

In the **MySpace** agenda you can set continuous playback of records in **mono mode.**
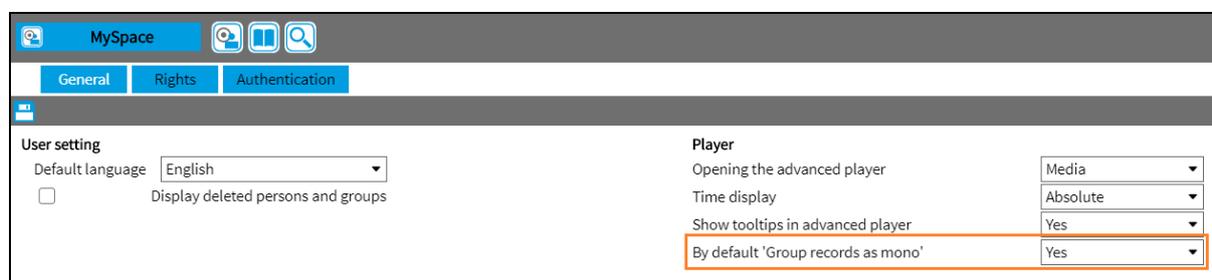


If you change the stereo playback settings in the advanced player, after refresh or changing the agenda and return, it will be set to the default option again.

Setting **By default "Group records as mono" – YES/NO**.

# 8. ReDat VoiceProcessor: SNMP for special archiving

In the new version 2.36.0 we present SNMP support for:

▪ **SNMP trap**

If some records cannot be archived, the SNMP trap will save these records.

▪ **information to the Audit agenda**

If the special archive cannot be archived, the information is written to the Audit agenda. Next, there will be information about how many records were archived by this special archiving.

# 9. QualityChart

This function is only available with the license QualityChart.

## 9.1 Results: Send evaluation via email

The function "Send via e-mail ..." has been added to the **Results / Evaluations** agenda, select from the context menu or select with the radio button – **Submit the evaluation form in PDF,**

**evaluation information and record** and **Submit rating information and a link to the listing**. If the user has the access rights to export, send via e-mail from the **Results** application this function is available.

**The permission setting** is in the agenda Users/Roles: Results/Evaluations/ Export, send by e-mail
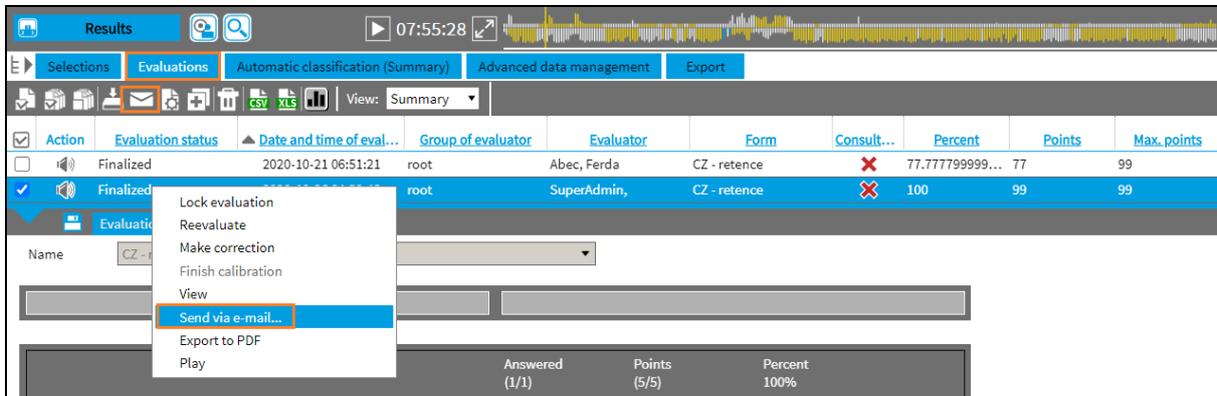


A dialog box appears with the option to select a recipient. The agent's e-mail address will be pre-filled if it is in the database. The address can also be entered manually. Then select the export.

A previous dialog box up to version 2.35.6
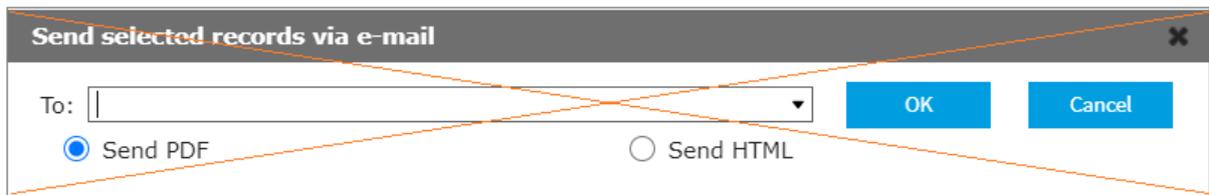


A new dialog box from version 2.36.0
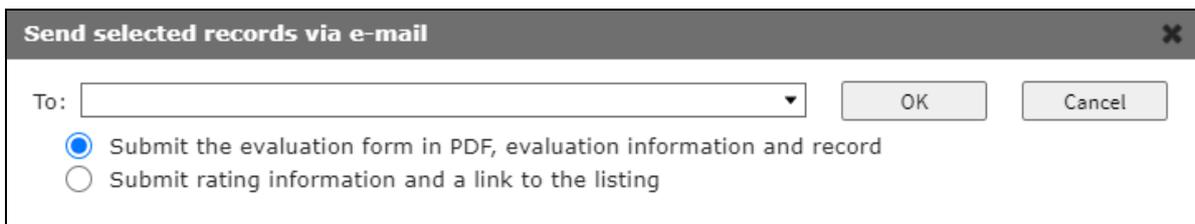


If the **Submit the Evaluation form in PDF** option is selected, the evaluation information and record will be sent as a PDF file.

If the **Submit rating information and link to the listing** is selected, the evaluation is sent in the content of the email. It is assumed that the user is logged in, has the access to a record, and uses a supported browser (Microsoft Edge, Google Chrome, and Firefox).

The link will include a table with columns *Agent, Evaluator, Date and time of evaluation, Date and time of record, ReDat RecordID, Total rating percentage, Points.*

In the **Audit** agenda there wil be information about the export.

## 9.2 Evaluations – Radio button/Combo box

When creating evaluation forms in the **Rules/Evaluations** agenda, there are new options in the context menu.

Click with the right mouse button in the area with questions and the following options will appear: New selection, New question (combobox), New question (radiobutton), New info question (combobox), New info question (radiobutton), New text question.



## 9.3 Evaluations – Changes in combo box

If you change **Date and time of evaluation / Date and time of record** in the combo box in the agenda **Results/Evaluation**, the last set value will remain until the next change (for a specific user) even after logging out of the system.



# 10. Transcript with alternatives

This function is only available with the license **Voice processor / Topic detection**

**The authorization** is set in the agenda Users/Roles: Catalog/Records/Edit

The Transcript STT tab in the Catalog agenda contains a call transcript in colour, where the Agent is blue and the Customer is green. Alternatively, there is some information why the transcript is not available. If an alternative to the word is available, this text is underlined.
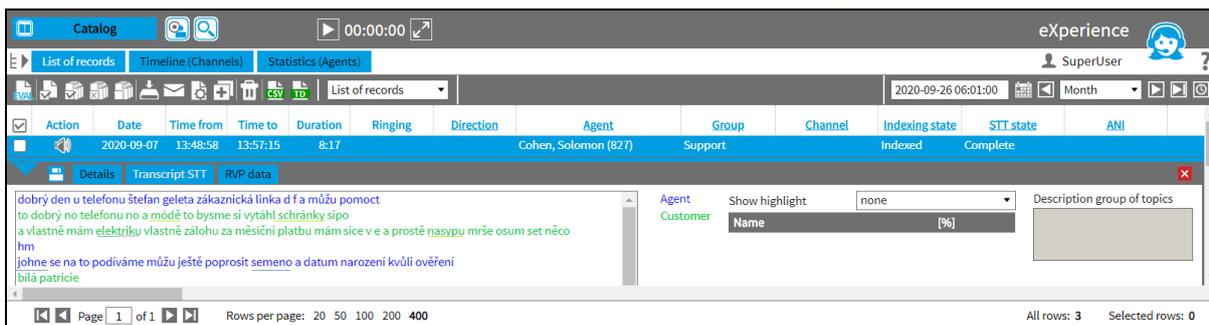
The settings for this feature are in the **MySpace** agenda. For transcript with alternatives, it must be set:

Show transcript with alternative: Yes - next to transcript, Yes - next to topic group.



# 11. SmartView – Adding the "Current" button

A "Current" time button has been added to all dashboards where a time range occurs.

The icon 🕐 sets the dashboard with the values that correspond to the current date (with respect to the range – date/week/month).
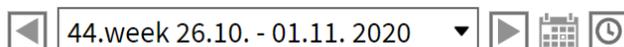


# 12. API: screen_pcs_update_selected

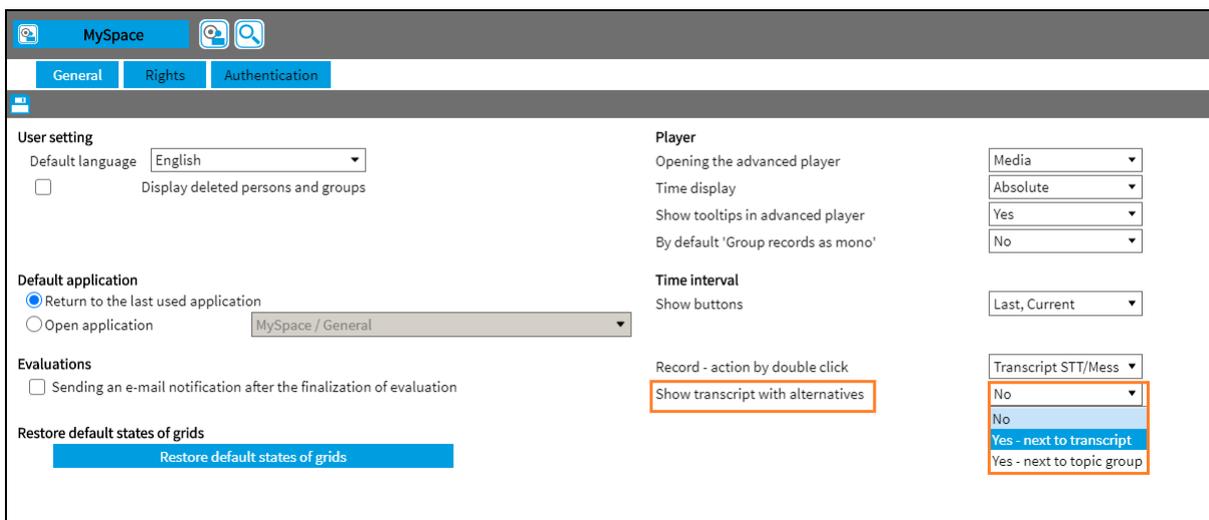The **screen_pcs_update_selected** function is used to update the configuration of recorded PCs - in the System/Screens/PC GUI agenda. If you use this API function, it is possible to automatically maintain the configuration status during the system operation. It monitors at which workplace (computer) the operator is logged in and what telephone number belongs to the computer.

The parameters of the function are:

- hostname - PC name

- extension - extension of user, agent

- CTI - internal CTI_ID

- Login and Password - system and user settings

The function evaluates the data from the database as follows:

1. The data in the screen PC database will be retained if both the Hostname and the parameters for Extension and CTI_IN match.

2. If the function finds the Hostname but the Extension does not match, it overwrites the extension according to the API and sets the CTI_ID according to the extensions. If the CTI_ID from the extensions and from the API do not match, the CTI_ID is set according to the extenstions and reports an error. It also looks for other occurrences of the extension in the table. After finding them, it leaves the rows, but sets the sp_aud_src_ext_number and sp_aud_src_ext_cti_group parameters to NULL.

3. If it does not find Hostname, it creates a new record. The Name = hostname, DNS = hostname, the extension is completed from the API. the CTI_ID is completed from extensions. In the case of a CTI_ID mismatch, it reports an error. The parameters for capturing the PC screen are set by default, similarly to the case of NEW. It is set to ACTIVE. The occurrences of the extensions are also searched for. The lines are left, but sp_aud_src_ext_number and sp_aud_src_ext_cti_group are set to NULL.

# 13. API: record_get_data_cc.php

The new **record_get_data_cc.php** API replaces the **"record_playcc.php**". The function and output parameters are the same as for "record_playcc.php". The output is analogous to the "record_get_data.php" API.

These API features are terminated because of Internet Explorer 11 end of support:

- record_playid.php – It is replaced by the **record_get_data.php** function

- record_playcc.php

# 14. OPTIN/OUT

_Customer function - Not commonly available:_

The evaluation of OPTIN / OUT with a 30-day delay has been adjusted.

Example: On 27 January, you can get data from 28 December. The next day, on 28 January, you can get data from the source file from 29 December, etc.

The resulting solution is an adjustment where the script ignores source files younger than 30 days and waits for them to arrive within a 30-day delay.

# 15. Fixed bugs of the last version

### 15.1 Hosting – Export audio

We have fixed a bug and removed the Export audio feature, which is not supported in Hosting. In the version 2.36.0 ReDat eXperience, license Hosting, the forgotten menu has been removed from the PLAYER menu as well as from the context menu above the selection in the timeline.



### 15.2 Smartview – Top topic group

We have fixed a bug of the last version. – In the last version, when you clicked on the graph and clicked on the record (in the Transcript STT tab), the selection of the topic group and the display of topics / top topics did not work.

### 15.3 Smartview – Topic Detection

We have fixed a bug of the last version. – In the last version, the click from the table view to the Topic Detection chart Week / Week report did not work.

**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.