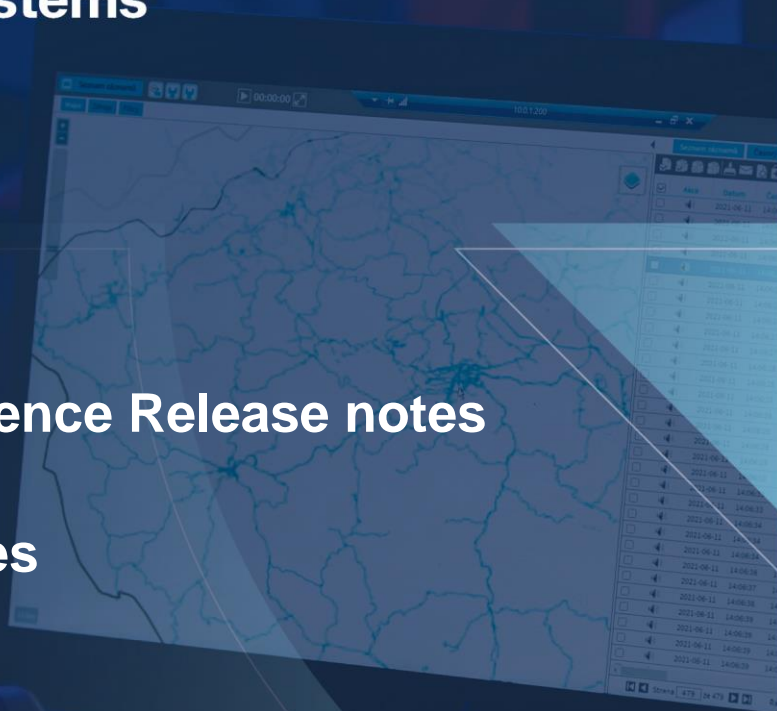


ReDAT

Recording Systems

ReDAT eXperience Release notes
v 2.36.6
Contact centres



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aerospace

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with certified system of quality control by ISO 9001 and member of AOBP



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Version 2.36.6

Released for OS Linux March 22 2022, OS Windows April 4 2022

1. Technical specifications

1.1 Software

1.1.1 PC with ReDAT eXperience

- Windows Server 2016, Windows Server 2019, Windows Server 2022.
- Only the Windows Server operating system, not older than 8 years from its first release, is supported.
- It is also possible to install eXperience on virtual servers. Virtualization platforms with the operation system according to the technical conditions are supported.
- Required components installed on Windows:
 - OpenJDK 1.8
 - Microsoft .NET Framework 3.5 a 4

1.1.2 Browsers

This eXperience version has been released for the following browser versions:

- Firefox 98.0.1
- Chrome 99.0.4844.51
- MS Edge 99.0.1150.39

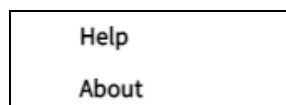
➤ more information in the documentation RD 044 001 Technical specifications – ReDAT eXperience.

2. New functions

2.1 About - Version

The **Version** tab is now displayed in the help and system information section.

The tab **Version** is displayed only to users with SuperUser authority. It contains information about the eXperience version (Windows OS, Linux OS) and its components.



Example:

- the content of the Version tab in the eXperience - OS Windows

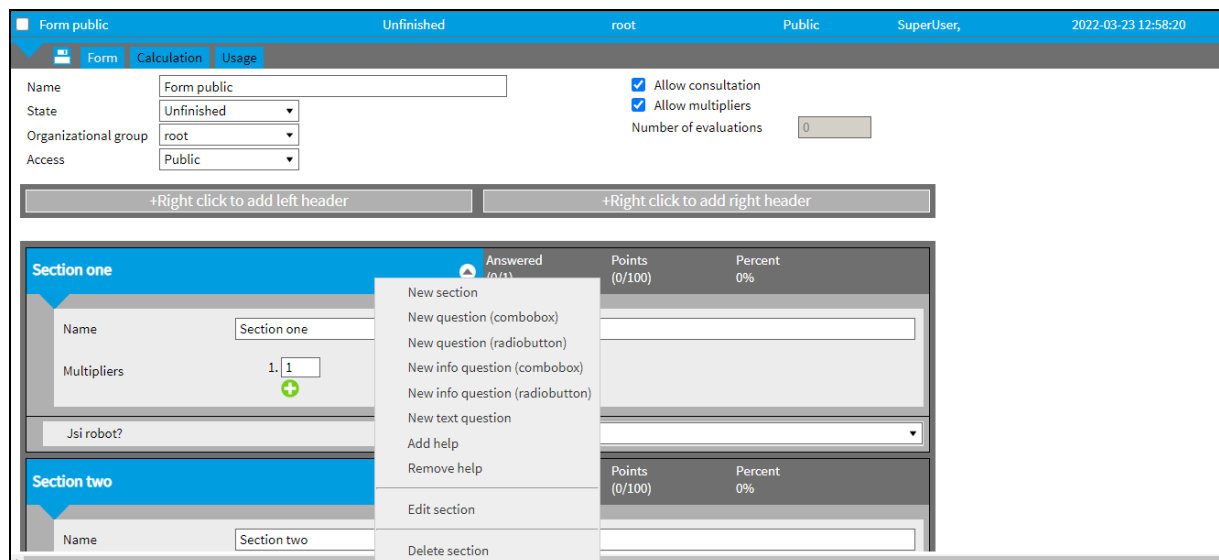
Licence	Contact	Version
redat-exp-install	2.36.6	rel.025
redat-exp-sql	1.5.16	
redat-exp-www	1.7.22	

- the content of the Version tab eXperience - OS Linux


Licence	Contact	Version
redat-exp-archiving		2.2.28
redat-exp-audio-join		1.1.4
redat-exp-cleaner		1.5.5
redat-exp-conversion		1.3.1
redat-exp-data		1.0.8
redat-exp-export		1.14.5

2.2 QualityChart - Add/Remove help

Module QualityChart - application Rules – Evaluations

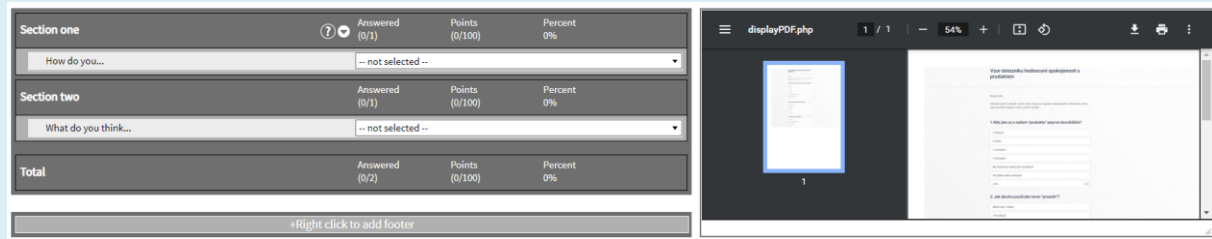


The **Evaluations** tab in the **Rules** application is used to edit and create the evaluation forms. If you create an evaluation form, you can add help/ remove help in the context menu. You can add help only into forms, which are in the status Unfinished.

You can insert text help or insert a help file (.txt, .pdf) into all questions and sections in the form (dark grey area). Help can be displayed by pressing the question mark  icon in the *Rules/Evaluations* agenda. You can see results in the evaluations in the Catalog agenda (only forms with help). Evaluated calls are available in the *Results/Evaluations* application. Help section is not displayed in *Export*.



Example:

Help with a pdf file (displayed in the right part of the window)

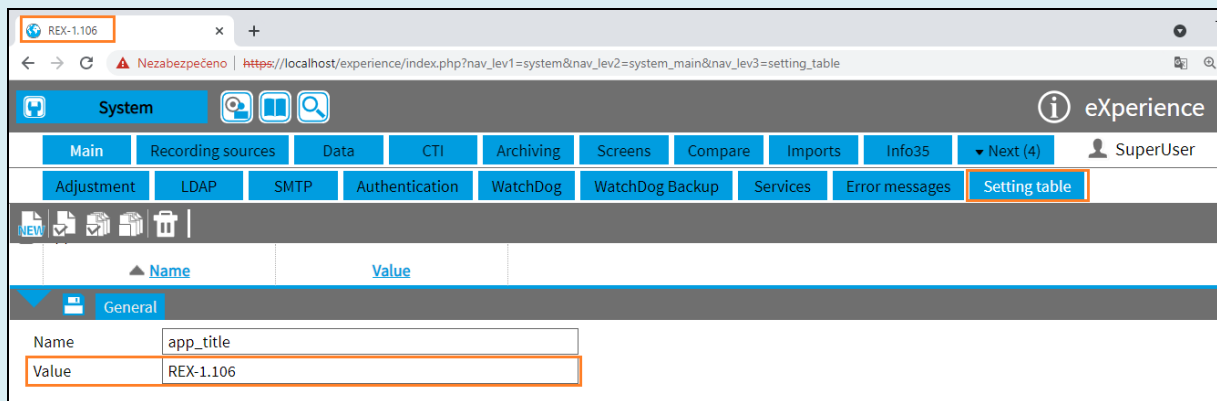


2.3 System - Change bookmark name in the browser

A special setting in the System/Setting table can change the text in the browser tab. The tab indicates a connection to a specific ReDAT eXperience server. In the case of multiple instances of ReDAT eXperience (e.g. main system, backup system, test system, simulator) the user can quickly orientate himself in the browser tabs.

1. Setting: Log in as *SuperUser*.
2. In the *System/Main/Settings table* agenda, click the icon  **New**.
3. Enter `app_title` in the *Name* field and a required text in the *Value* field.
4. Click the  **Save** button and then refresh the page (F5).

Example: In the Tab 1, the bookmark name in the browser is changed according to the set value.



2.4 Dynamic comparison

The solution for recording redundancy, where records are get from 2 recording units. However, they are replicated to eXperience only if records match once. This solution has been enlarged with a dynamic comparison. The current static comparison is based on fixed pairing of combined channels.

Dynamic comparison works with pairing of recording units, while the used channels on which the call is recorded can be optional for each recording unit. Dynamic comparison can be used only for records taken by CTI control. In version 2.36.6 it is currently implemented only for CTI TSAPI Alcatel-Lucent.

2.5 System - CTI_ID number specification

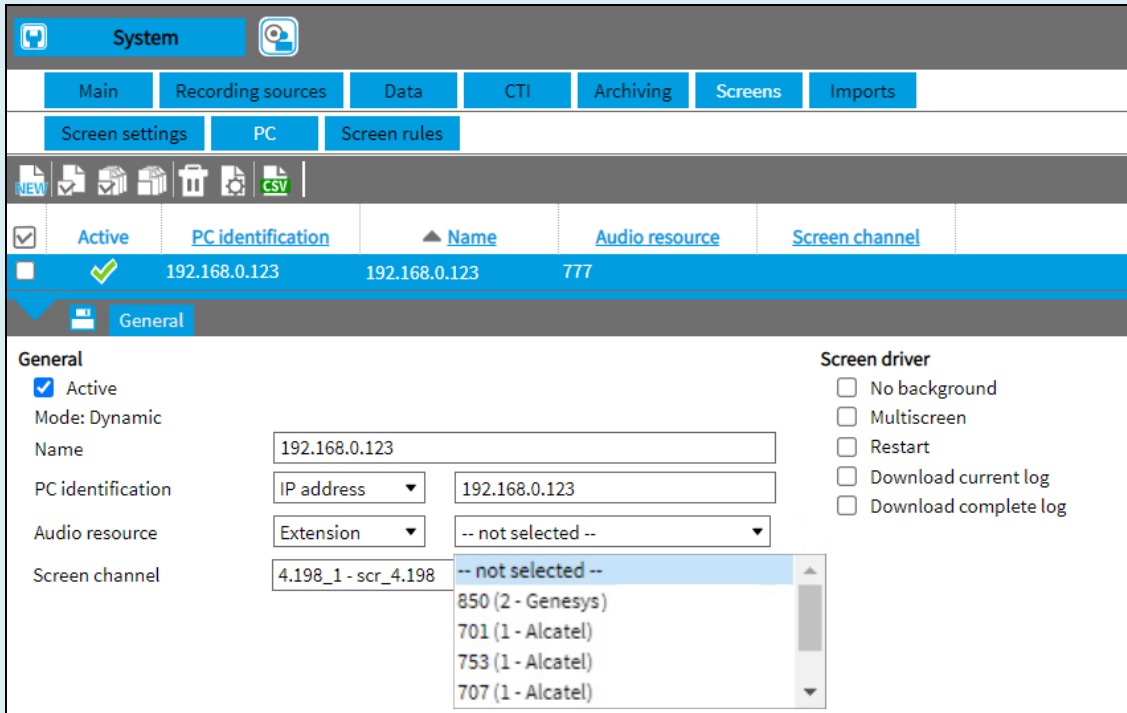
Application System – tab Screens - PC

We have made some adjustments in the tab, where you can configure your PC for screen recording.

If you select the parameter *Audio resource – Extension*, you can see the text consisting of *cti_id* and *cti_app_name*.

Example: Settings – *Audio resource - Extension*

850 (2 – Genesys), 701 (1 – Alcatel), 753 (1 – Alcatel),...



3. Function modification

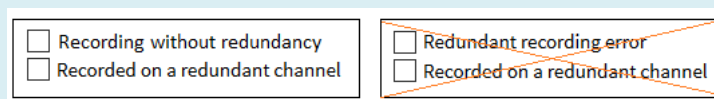
3.1 Replication with Comparison mode

The Replication mode with activated Comparison mode ensures that records are ideally replicated only once in eXperience, even though they were recorded at the same time on two recording units.

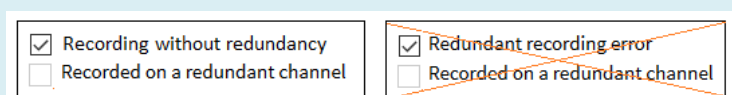
The message in the system from “*Redundant recording error*” to “*Recording without redundancy*”.

Example: in the System application

1) Recording is recorded on both recording units and it is 100% identical. Replication is performed only from the primary recording unit. In the details of the record:



2) Recording is recorded only on the primary recording unit. Replication is performed from the primary recording unit. In the details of the record:



3.2 Customization

Customization functionalities to specific customers.

4. 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.
- Older versions of Firefox, from version 68 ESR (resp. 66 standard edition), had non-functional audio control of the channels in the player. From the version 78.8.0 ESR, this problem no longer occurs.
- The frequency of the video updates during playback of screen records can depend on a number of synchronously replayed channels.



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.