VREDAT

Recording Systems

ReDAT eXperience Release notes v 2.36.7 Contact centres



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





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Version 2.36.7 Released for OS Windows July 18 2022

1. Technical specifications

1.1 Hardware

In the technical specifications, the minimum requirements for the HW PC where the eXperience system is installed have been modified and increased:

Processor min. **3,7 GHz, 4 cores**

RAM **16 GB** (plus 1 GB RAM for every million records in a DB)

1.2 Software

1.2.1 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

1.2.2 Browsers

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

- Google Chrome: 103.0.1*
- Mozilla Firefox ESR: 91.11.0
- Mozilla Firefox: 102.0
- Microsoft Edge: 103.0.1*

More information in the documentation RD 044 001 Technical specifications - ReDAT eXperience.



2. New functions and modifications

2.1 New ReDAT, RETIA logo

The new ReDAT and RETIA logo is incorporated into the eXperience installers and customer manuals.

2.2 Info mail

You can send information emails to a group of recipients from the eXperience application.

2.2.1 Primary use

Select the context menu from the tree above the group/subgroup in the **Catalog, Users** and **Monitoring** agenda.

Catalog		□► 00:	ارس 00:00				
Map Resources Filters	List of	of records Datalir	ik Timelir	ne (Channels)	Statistics (Chan	nels)	
Send info mail		tion Date	Time from		List of record		Agent
English department TDM extensions		2022-05-11	12:14:58	12:14:58	0:00	<u>currype</u>	DBerry
IP extensions Morec		2022-05-11	12:24:22	12:24:22	0:00 👤 🔶		
		2022-05-11	12:31:19	12:31:19	0:00 👤 🔶		
		0 2022-05-17	09:34:05	09:34:08	0:03 👤 🔶	Single	

A dialog box will open. Fill in all the items.

_	
Group	Agents and supervisors
Include	Also subgroups 🔹
	Only selected group
	Also subgroups
Roles	\$
	*
Subject	Info mail from eXperience system
	The eXperience system will be unavailable on June 31,
Text	2022 from 10:00 PM to 11:30 PM due to a version upgrade.
	OK Cancel
	OK Cancel

Select email recipients:

- select Group (without specifying a role) Only roles that are associated with the selected group (subgroup) in the left panel tree are shown in the list. You can change the selection with ⁽¹⁾),
- select
 - o Include Also subgroups selected group including subgroups or
 - o Include Only selected group selected group only

Information email is sent to:

 Persons with registered email and organizational group correspond to the selected subgroup (if the option for subgroups is selected)



General Lo	gin Agent Details			
Personnel data		Overview of the user accesses		
Firstname		Role in group	Active	Group
Surname		Users •		Evaluation 🗦 🔅 🖨 🛅
Middlename		not selected	-	
E-mail				
Pers. No				
Organizational group	Agents and supervisors			

select Group/Also subgroups and Roles

 Only roles that are associated with the selected group or subgroup are offered in the list.

Sending info mail		×
Group	Agents and supervisors	
Include	Also subgroups 🔹	
Roles	Users 🗘 🗘	
Subject	Info mail from eXperience system	
Text	The eXperience system will be unavailable on June 31, 2022 from 10:00 PM to 11:30 PM due to a version upgrade.	
	OK Cancel	

Information email is sent to:

 Persons registered in the selected role associated with the selected group or subgroup (if the option for subgroups is selected)

💾 General Log	gin Agent Details			
Personnel data		Overview of the user accesses		
Firstname	Carl	Role in group Activ	ive	Group
Surname	Smith	admin CC support 🔹 🗸	~	Audiotest 🔅 🗘 🖨 🛅

You have to enable this feature in Users/Roles - Interface section, select Allow sending info mail.

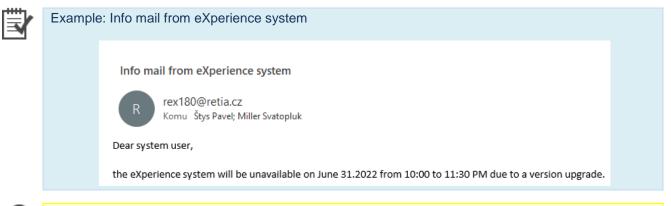
<u>Filter</u>

If no roles are set in the user permissions for the selected groups and subgroups, an error message *Operation was not performed* is displayed.

-



Fill in all items in the *Sending info mail* window and confirm with the OK button. Next, the info mail is sent to the selected group of persons.



Information e-mail is also sent to inactive users. Email is not sent to parent groups or deleted users. The information email cannot be sent to a specific user, only group selection is possible.

2.2.2 Info mail from System agenda

You can send info mail also from the application System/Main/SMTP tab.

An information e-mail is sent to anyone who has a registered e-mail in the list of emails or to nominated persons.

Information mail

- **Text** Fill in the message into the text field.
- Recipients Select all users or only selected persons.

Confirm with the Save and send information mail button.

🖳 System	<u>@</u>									í	eXperie	ence
Main Re	cording sources	Data CTI	Archiving	Screens	Imports	Info35	5 Quality mana	agement	▼ Next (3)		L Superl	User
Adjustment	LDAP SMTP	Authentication	WatchDog	WatchDog	Backup	Services	Error messages	Setting t	table			
2												
SMTP			Informat	ion mail								
SMTP server	192.168.1.94				eXperience sv	stem will b	e unavailable on 31	-07-2022				
Port	25											
			Text									
			- CAC									
				L								
Use TLS encrypt	ion automatically		Recipie	ents 🤇	All us	ers						
												1
				C								¢
					·							~
											*	
Sender	rex180@retia.c	z				Sa	we and send inform	ation mail				
Receiver	smiller@retia.c	z										
Authentication												
Username												
Password												
System messages la	nguage	English	•									

A necessary condition for using this function is to allow access to the SMTP agenda in the role - checked permission for the System – Main - Edit – Others (Adjustment, Authentication, LDAP, SMTP, Backup, Error messages, ...).



2	Use	rs	2			
ŧ₽	Persons	Work Gro	ups Roles Super-user			
 (2 🗟 🖗) () ()				
\checkmark		Name	Organizational group	Description	Filter	Last change by
- 1	SYSTEM					
	Preview	Edit	Archiving Info35 SmartConnector Indicator Storage manager			
	🗌 Lock Main	record	_			
	Preview	Edit	Others (Adjustment, Authentication	, LDAP, SMTP, Backup, Error	messages,)	
	 Image: Construction of the second seco		WatchDog, WatchDog Backup Services			

2.2.3 Audit agenda

The **Audit** agenda displays events associated with sending an information e-mail, i.e. successful e-mail and error events.

Q	Audit	<u>@</u>			0:00:00 🗾				
ŧ۲	List								
	n 🗈 🗟 🕈								
\checkmark	Time	Event ID	Level	Source	Roles	IP address	Event	Details	<u>Module</u>
	2022-06-03 13:35:10	1625946	0	SuperUser,	Super_rights	192.168.0.212	Sending an information e-mail	Text=The eXperience system will be unavailable	System
	2022-06-03 13:34:41	1625943	A	SuperUser,	Super_rights	192.168.0.212	Sending an information e-mail	No e-mail addresses found.	System
	2022-06-03 13:34:19	1625942	0	SuperUser,	Super_rights	192.168.0.212	Sending an information e-mail	Text=The eXperience system will be unavailable	System

2.3 QualityChart - Online evaluation

It is possible to evaluate the ongoing records from the **Monitoring** agenda. Select "*Evaluate*" from the context menu above the record.

The action redirects you to the given record in the **Catalog** and opens the evaluation form.

9	Action	Time to	Time from	Duration	Date	Ringing	Agent	Direction	Group	<u>Call ty</u>		
			14:11:51		2022-02-16	Hol	land, Patrick (307)	\$	en Telesales	Single		
	😬 😐	Evaluation										
Na	ime	Telesales_o	ut_CZ			,	•					
	gent ate and Tim	ie		land, Patrick 2-02-14 14:11			me of evaluation	Collins, Jane				
						Reason of e	valuation	Automatic se	lection	-		
	_	_	_	_	_	Answered	Points	Percent	_			
						(0/3)	(0/30)	0%				
	Greeting I	Hello				not selected						
	Spoke cor	rectly				not selected 🔻						
	Greeting	Goodbye				not selected 🔻						
						Answered (0/3)	Points (0/70)	Percent 0%				
	Used exa	ct script				not selected not selected						
	Correct ca	II procedure										
	Arranged	another conta	act			not selected	d			•		
						Answered (0/1)	Points (0/100)	Percent 0%				
	Sold the p	roduct				not selected	d			•		
To	otal					Answered (0/7)	Points (0/100)	Percent 0%				

This action may, in rare cases, temporarily affect the rating of agent calls because it is not yet clear for the ongoing call whether the recording is a segment of agent call.



2.4 API function record_downloadid

In the API function, the selection of the output file was modified - parameters output, encoding, and a setting for the default setting of outputs was newly introduced.

From version 2.36.7, it is possible to set default values for the output file in the **System/Main/Setting table** (accessible only to superuser):

api_record_output = mp3

It sets the output to mp3 by default (i.e. the output parameter does not need to be used in the URL)

ATTENTION: the parameter in the URL takes precedence over this setting

api_record_encoding = pcm_s16le

if the output is to a wav file, then by default the output is changed to the specified linear format (that is, the encoding parameter in the URL does not need to be used for encoding)

ATTENTION: the parameter in the URL takes precedence over this setting

2.5 Watchdog – Monitoring the replication service

The Replication service watchdog feature ensures that if the Replication service is not running, the Watchdog will start it. If it is not functional, Watchdog will restart it.

The template with the replication service settings is always included in the **System/Main/Watchdog** agenda grid after installation.

System	<u>e</u>									
Main	Recording sources D	ata CTI A	Archiving	Screens	Imports					
Adjustment	LDAP SMTP	Authentication N	/atchDog	WatchDog E	Backup	Services	Error messages	Certificate	Setting table	
🖶 🔮 🍰 🇊	n 12 1									
Active	A Name				Path				Command	Lo
🗖 🎸 Re	eplication red	at-exp-replication							replication	java
Genera	l Administration									
🗹 Active		InDB	Replicati	on		Service		Time		
Path	redat-exp-replication	Last write [s]	300			Permanen	t	Time plan	Daily	•
Command	replication	Last command [s]	36000			Restart				
Look for	java	Other Flag	0			As user Run now				
Back-up	Run everytime (-)	Name	Replicati	on		Runnow				
Host name		Username								
Run every [s]	0	Password								
		Confirm password								

2.6 System – Associated channel

When saving a channel configuration, a check is made for the existence of an associated channel. If the associated channel is found, the configuration change is automatically saved, while the **Channel** *type - comparison* parameter is saved "mirrored".

2.7 Creating a filter – Empty/non-empty

Default settings:

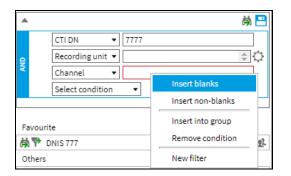
If you want to create filter Blanks / Non-blanks, you have to fill in these values (capital letters):

Type Blanks ##EMPTY## User data	•	##EMPTY##	ŧ	
Type Non-blanks ##NONEMPTY##		ata 🔻	##NONEMPTY##	



From version 2.36.7:

• Filters can also be inserted by selecting via the **context menu (Insert blanks / Insert non-blanks)**.



• The filter with checkboxes Blanks/ Non-blanks is also available in the columns Direction (for audio records), Call type (empty, not controlled by CTI), Custom.

	(Blanks)
	🗌 (Non-blanks)
	Incoming
Direction 💌	Outgoing
	Compound
	🗌 Internal
	🗌 Dialer

Filter with selection

The Blanks/ Non-blanks option is offered in the context menu, which replaces the previous settings. You can change the selection with the button \bigcirc or the *Add* button, and deletes the previous Blanks/Non-blanks selection.

Мар	Resources	Filter				4	List of record	ds	Timelin	e	Statistic
NEW						EVA	5 🗊 🗊	1) 	ģ	Ð Ð
					岗		Action	0	Date	Time	from
/	Agent	•			¢ 🗘		न्द्रीत 💋 के	202	2-06-13	10-2	5-57
:	Select conditi	on	•					1			
						773, Ager	ervisor [771, 77 nt [773]	[0]			
						Test1, [cz	_11111] _11, en_12, ru	12]			
Favourit	te					Test4, [cz	_111, en_112,	ru_1	13, es_114	4]	
						Test5, [cz	_111111, cz_1	1111	.1]		
Others											
Å♥ K	(anál										-
						In	sert a	Add	C	ancel	
					(_		
		NEW									
							ė,				
		[Agent 💌				<i>†</i>	<u>,</u>			
		[Select condition	•		nsert blar					
					l	nsert non	-blanks				
					N	legating o	condition				
	L				h	nsert into	group				
					R	lemove co	ondition				
					N	lew filter		<u>91</u>	4		
	L										



2.8 Replication

Replication rules have been modified. You can now set a condition for recording units.

2.9 System – Certificate

New tab in System agenda - System/Main/Certificate.

The **Certificate** tab is used to set the key and certificate and displays information about the time validity of the certificate.

C	Syste	em 🤶											
	Main	Recording so	urces	Data	CTI	Archiving	Screens	Imports	Info35	Quality mana	gement	Indicator	Мар
	Adjustment	LDAP	SMT	FP Autł	nentication	WatchDog	WatchDog B	Backup	Services	Error messages	Certificat	te Setting	g table
1													
	Certificate	validity	19-07	7-2022 10:47:	37 - 16-07-203	2 10:47:37							
		Insert ke	y and ce	rtificate									
		Insert r	new certi	ficate									
		Generate new	self-sign	ed certificate	:								

The buttons in a tab will open other *Certificate administration* windows:

Insert key and certificate

Certificate a	dministration - In	sert key and certificate	×
Select key a	nd certificate		
Certificate	Vybrat soubor	Soubor nevybrán]
Key	Vybrat soubor	Soubor nevybrán	
			-
		Next Cancel	
		Next Cancel	

Select the key and certificate files. The system will automatically check both files.

Su	n	oorted	kev	formats	are	kev	and for	certificates	crt
ou	М	Julica	NO y	Torritato	are	.noy,		ocrimotico	.011.

Insert new certificate

Certificate admini	stration - Insert new cert	tificate		×
Select new certific	ate			
Vybrat soubor	Soubor nevybrán			
	Next	Cancel		

Select the new certificate file. The system will check the uploaded file.



Generate new self-signed certificate

Certificate administ	ration - Generate new self-signed certificate	×
Parameters for new	self-signed certificate	
Validity [Days]	365	
SAN	IP.1:192.168.2.45	
	Next Cancel	

Fill in parameters for new self-signed certificate:

- Validity by default 365 days. The field must not be empty.
- SAN enter the IP address of the data network and/or DNS server (IP.1:, IP.2, ... DNS.1, DNS.2). The field must not be empty.

In the **Audit** agenda, an event – *Generating of the new self-signed certificate* (Module *Certificate*) is displayed.

2.10 Replication - Dynamic Comparison

Dynamic comparison works as pairing recording units. The recorded channels can be arbitrary on each recording unit.

2.10.1 The comparation_dynamic_mode parameter

Setting table

The parameter assigned recording unit (sdruzena_zj) is canceled.

From version 2.36.7, a new parameter *comparation_dynamic_mode* is introduced.

The parameter switches the comparison of redundant records to dynamic mode. Channels are not statically paired as assigned, however the unit is assigned.

0 = static mode (default) - according to associated channels

1 = dynamic mode – associated unit and extension + CalIID + segment are compared

2 = dynamic mode – associated unit and extension are compared (settings for MIFID)

The *dontSaveRedundant* parameter is still valid (replication of redundant channels) and it is the main parameter.

	Syste	m 💽)										
	Main	Recording sour	rces Da	ata	СТІ	Archiving	Screens	Import	s l	nfo35			
	Adjustment	LDAP	SMTP	Auth	hentication	WatchDog	WatchDog 8	Backup	Servio	es E	irror messages	Certificate	Setting table
NEW													
			Name				Value						
	comparation_	dynamic_mode											
	General General												
N	Name comparation_dynamic_mode												
Va	lue	1											



2.10.2 Set associated recording unit

From version 2.36.7, the setting of the associated unit is via the context menu above the recording unit. In previous versions, the setting was in the form of recording unit.

🗌 R.:	SK	📜 Re	2Dat3_SK Re	Dat3 - primary	-			10.	. 🗙 🤇	1 -			SuperAdmin,	
	Genera	І СТІ												×
Name	2	R_SK ReDat	3_SK		tive cure connectio	m				tion function		1	•	
Descr	iption			Type/Par IP addres			at3 - primar	у 🔻						
Login		root				10.	5.100.62							
Passv			•••••	Type	Norma		•							
Confi	rm password	••••	•••••	Associate	ed unit R C2 ([0.0.108.61]	•							
	Connection to	est -												
	Sy	stem												
	Main	Recor	ding sources	Data	CTI	An	chiving	Scree	ns	Imports	Info35	Quality	management	Indicator
⊧►	Recordin	gunits	Channels	CCTV	SmartCor	nector	Extens	ions	Failure	list R	ecording unit	t manageme	nt Noise Pro	be
NEW	÷	. 1	ð 🔮 🔒 🛛	<u>s</u> TXT										
\checkmark	State	Action S	itatus of configu	irati Ac	tive:	A Name	•	Last sy	nchroni	sation	Type/	Partition	Group	Desc
	×	田間	×	:	2.10	00 audio					ReDat Vol	P Recorder	root	
	•		×		2.10	00 SCR		2022-0	5-26 15	:23:22	ReDat Scr	een Recorde	r root	
	٠	≡ 🗐	× .		23.	123		2022-0	6-08 03	:00:21	ReDat Vol	P Recorder	Brno	
	×	#	 Image: A second s	:	× cci	V_2.248		2022-0	1-26 23	:02:03	CCTV		root	
	•	≡≣	× .		🗸 Loo	al		2022-0	6-18 03	:00:39	ReDat Vol	P Recorder	root	
	×		×		🗸 Noi	se					Noise Rec	order	root	
	0		Failure l	int .				2022-0	6-25 03	:00:10	ReDat3 - p	orimary	Audiotest	
	•	#	Backup			1		2022-0	6-13 08	:19:08	ReDat3 - p	rimary	root	
	×	軍論		selection		8		2022-0	1-26 23	:02:34	ReDat Scr	een Recorde	r Audiotest	
	•	田間	Delete b	ackups		cal		2022-0	6-18 03	:01:03	ReDat Scr	een Recorde	r Brno	
				ng record un										
				ng unit recov	very									
			Integrat		ulia a conite									
			Set asso	ciated recor	aing unit									

- 1) Select Set the associated unit.
- The wizard for dynamic comparation will open. Select the associated recording unit for dynamic comparation. Recording units of the same type and active recording units are offered.

Associated recordin	ng unit wizard for dynamic comparation	6
Recording unit: 23.1	123 (192.168.23.123, ID:60)	
Туре	Redundant 👻	
Associated unit	Local (192.168.2.180)	
 Set the associat Unset associate 		

- 3) It is not necessary to change the settings for the second unit the setting is made automatically.
- 4) Click **Next** to continue.
- 5) The setting information with associated unit detail is displayed. Confirm with the **Finish** button.



Associated recording unit wizard for dynamic comparation		×
Recording unit: 23.123 (192.168.23.123, ID:60) Associated unit: Local (192.168.2.180, ID:52)		
Setting successful.		
	Finish	

6) In the General tab, Recording sources/Recording units is displayed the associated unit.

•	Sj	/stem	e															
	Main	Rec	ording sources	Data		СТІ	Archiving	Screens	Imports									
⊧⊧	Recordi	ng units	Channels	annels CCTV SmartConnector			r Exten	Extensions Recording unit management										
NEW																		
	State	Action	Status of config	urati	Active	A Na	ime	Last synch	ronisation	Type/Partition	Grou	IR	Description		Location		Replication fu	
	×	用湯	×		×	2.100 aud	lio			ReDat VolP Record	er root						Database	
	•	用目	×		1	2.100 SCR		2022-05-2	6 15:23:22	ReDat Screen Reco	rder root						Database	202
	•	H۳	~		~	23.123		2022-06-0	8 03:00:21	ReDat VolP Record	er Brno						Database	202
	Conseries CTI Location Licence																	
Nar	Name		23.123	23.123			✓ Active				on function	Data	base	• Gro	up	Brno		•
							cure conne	-			Refresh replication from		-06-08 12:49:33	ins'	Installation	2022-0	04-12	(III)
Des	cription						Partition			-				Bac	kup			
							lress	192.168.23	.123									
Log			recorder				story	[n										
	sword						Type Redundant											
	Confirm password					Associated unit Local (192.168.2.180)												
	Software version		3.7.36															
	Product no.		764	764														
Hos	stname																	
	Connec	tion test	-															

2.10.2.1 Unset associated recording unit

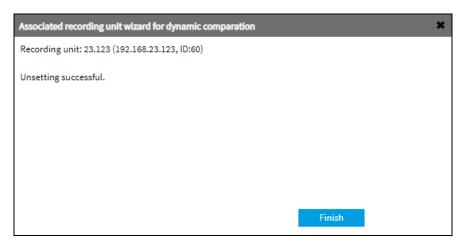
Unset the associated unit in the wizard via the context menu above the recording unit.

1) Select Set associated recording unit.

Associated recording unit wizard for dynamic comparation										
Recording unit: 23.123 (192.168.23.123, ID:60)										
Туре	Redundant 👻									
Associated unit	Local (192.168.2.180) 🔻									
 Set the associat Unset associate 										
	Next Cancel									

- 2) The wizard window opens. Select the recording unit and *Unset associated unit settings* command.
- 3) Click **Next** to continue.
- 4) The recording unit information and Unsetting successful are displayed. Confirm with the **Finish** button.





2.11 MIFID – Administrator access

The dialog and settings have changed - insert a certificate for archiving.



3. 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.



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Take-back, processing, utilization and disposal of discarded electrical equipment is ensured through the collective systems ASEKOL (electrical equipment) and ECOBAT (batteries/accumulators). Hand over used products to collection yards or to the last retailer. More information at www.retia.cz, www.asekol.cz, www.ecobat.cz. The take-back and use of packaging waste is ensured based on a take-back contract concluded with the company EKO-KOM, as. (Client number EK-F06022669).