

ReDAT

Recording Systems

ReDAT eXperience
Release notes v 2.38.1



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Version 2.38.1 – July 1, 2024

Released for OS Windows, OS Linux

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. 2.4 GHz, 4 cores (depending on the configuration of the eXperience)
- 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 (for Windows Server 2022, use Alcatel-Lucent TSAPI Premium Server version 7.5.0).
- 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.

1.2.2 User computer requirements

User computer requirements for connection to ReDAT eXperience and installation on the user computer

- **Windows OS:** Microsoft-supported operating systems. (Windows 7 and earlier versions are not supported.)
- Some limitations for Linux OS (Mac OS) versions
- For the **ReDAT Inspector** application that is installed on the user PC, the same conditions as for eXperience must be guaranteed, see chapter hardware.

1.2.3 Browsers

This eXperience version 2.38.1 has been released for the following browser versions:

- Google Chrome: 125.0.6422.61
- Microsoft Edge: 125.0.2535.51
- Firefox ESR: 115.10.0esr
- Firefox: 125.0.2

More information in the manual **RD 044 001 Technical specifications**.

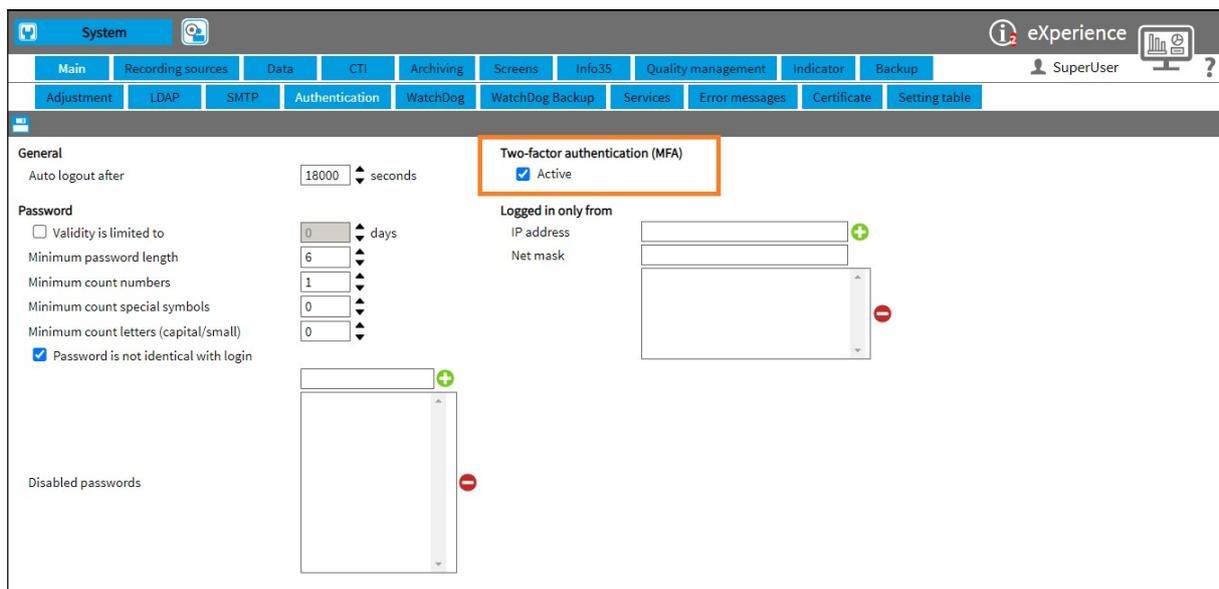
2. New functions and modifications

2.1 Multifactor authentication

In version 2.38.1, multi-factor authentication has been introduced when logging into ReDAT eXperience with a QR code using Google Authenticator / Microsoft Authenticator.

How to set the MFA authentication:

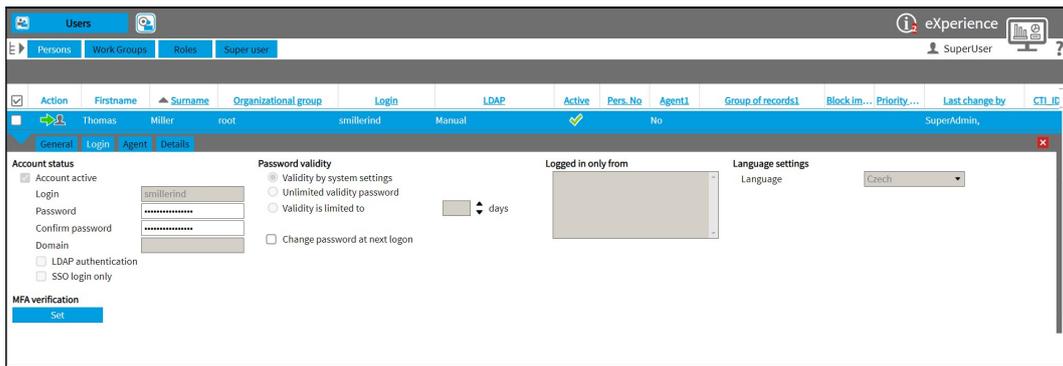
1. First, it is necessary to activate Multifactor authentication (MFA) in the **System/Main/Authentication** agenda. Check **Two-factor authentication (MFA)**, set it as **Active** and **Save** . This setting activates the features for individual MFA authentication settings for persons.



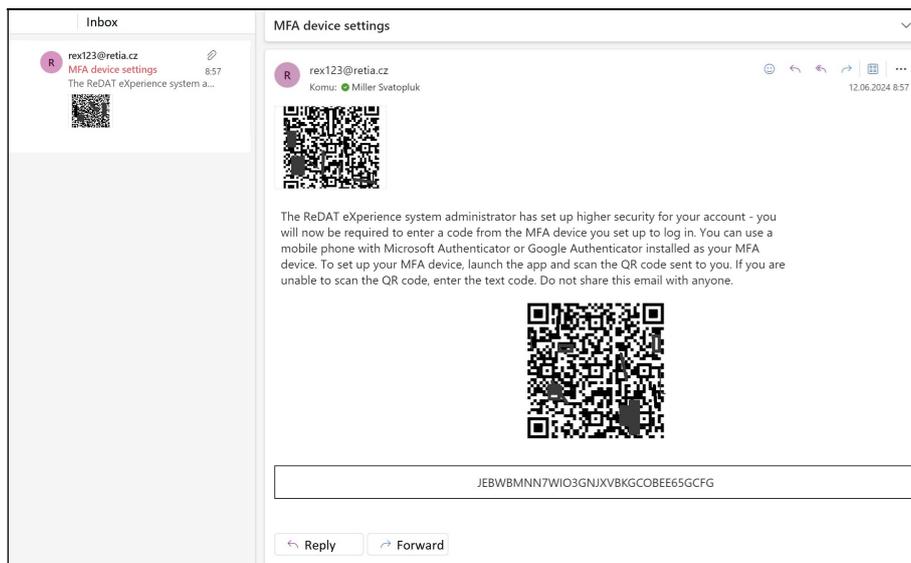
2. **Set MFA in the Role** - Only a supervisor who has MFA enabled in the role can make the settings. In eXperience, this role is set in the **Users/Role** agenda on the Applications tab, where MFA must be checked.



3. The next step is to **set MFA for the specific user** who will be logging in using MFA authentication. The settings for the user are in the **Users/Persons** agenda under the Login tab in the MFA Authentication section - the Set button sends a code to pair the MFA device (phone with the application), the person must have a completed email.



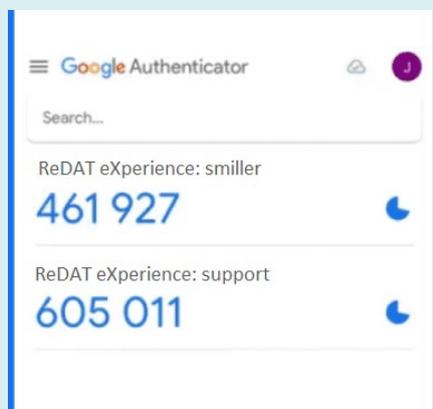
4. Next, you must **pair MFA device**. - Once MFA verification is set up, an email is sent to the user displaying a QR code to activate and pair the MFA device and ReDAT eXperience.



5. Install the Microsoft Authenticator or Google Authenticator application on your device (usually a phone) and launch the application. Scan the QR code. The setting in the authentication app is identified as *app_name* + *user login*, the app name defaults to "ReDAT eXperience".

You can create multiple settings on one phone. Here is an example of a 2-user setup with *smiller* and *support* logins, and the default name ReDAT eXperience:

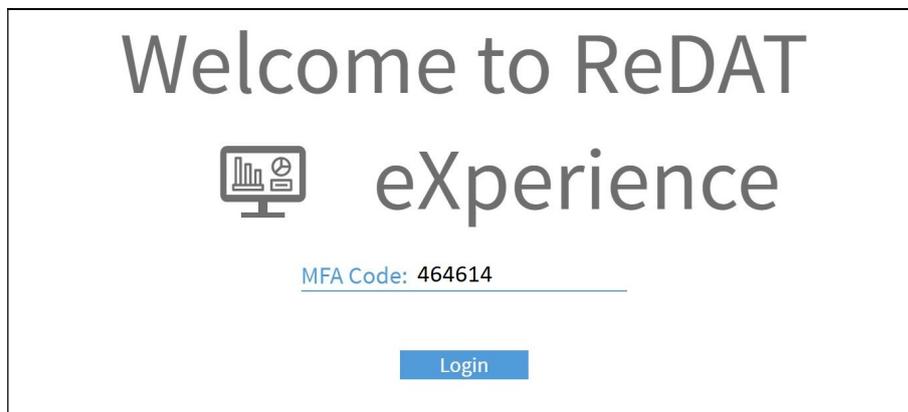
- ReDAT eXperience: smiller
- ReDAT eXperience: support.



On the other hand, if you use the same login in 2 eXperience systems, it is advisable to set a different application name for each of them using the **app_title** setting - e.g.:

- ReDAT eXperience traffic: smiller
- ReDAT eXperience test: smiller

6. **Enter the MFA Code for login** - After you have successfully entered your login and password, a window for entering the MFA code will appear. The user starts the Authenticator, which displays the currently valid MFA code, and enters it in the MFA Code field. The code will be valid for 30 seconds.



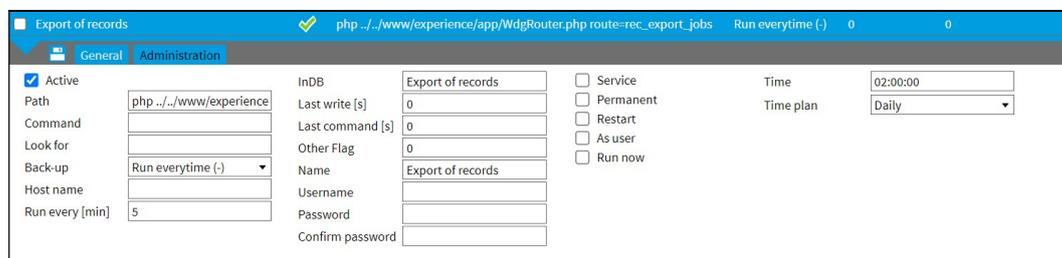
7. If the code is valid, the login to ReDAT eXperience is successful.

More details on multifactor authentication are in the manual **RD 044 007 Users** 2.38.1.

Multifactor authentication has also been introduced in the ReDAT Client. - For more information, see the documentation **RD 044 065 ReDat Client** v 2.38.1.

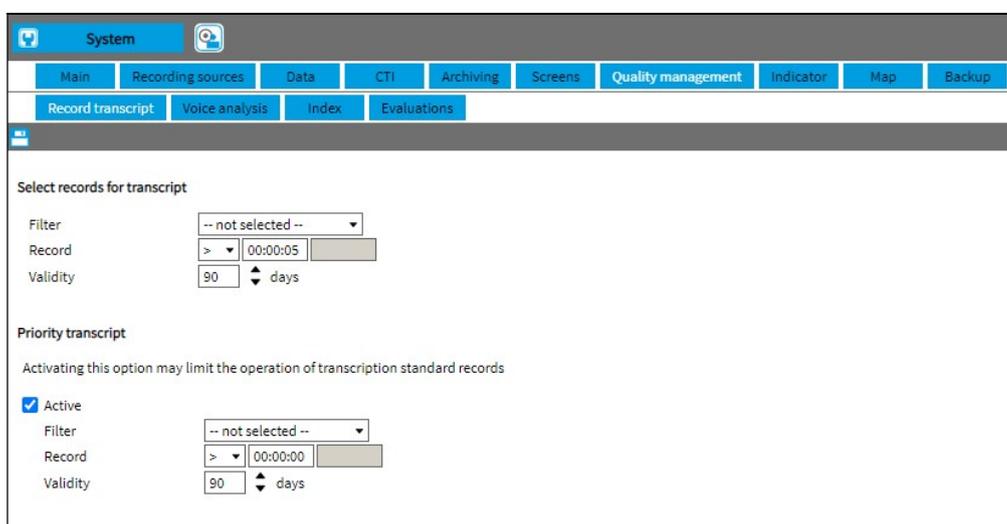
2.2 System – WatchDog – Run every [min]

The **Run every [min]** parameter has been changed, This parameter specifies the period during which the task is to be periodically restarted. From version 2.38.1 it is set in minutes. If the **Time** parameter is also set, the **Run every [min]** parameter has priority.



2.3 Quality management – Priority transcript

Application System – Quality management - Priority transcript



Priority transcript was introduced in ReDAT eXperience 2.38.1 with the Manual transcript licence. When the *Active* check box is selected, the Priority transcription feature is enabled.

This section defines calls that will be converted to text as a priority transcript. If necessary, the entire capacity of the transcribers is used to transcribe these records. **Activating this option may limit the operation of transcription standard records.**

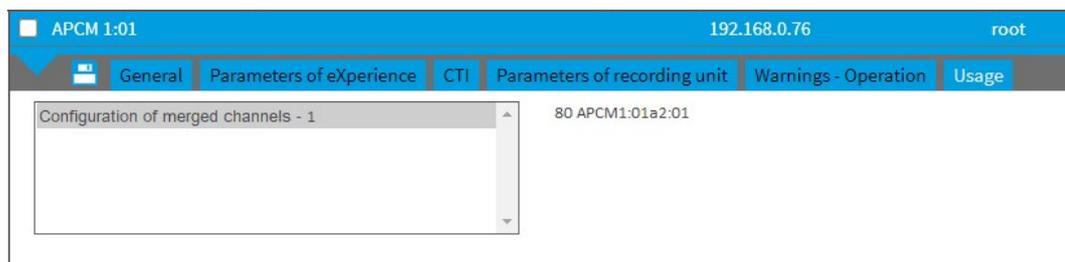
More details in the documentation **RD 044 020 VoiceProcessor v 2.38.1.**

2.4 Recording for 4-wire

2.4.1 System – Channels – Usage

In the **System** application, on the **Channels - Usage** tab, you can view an overview of which channels have been used in the merged channel configuration:

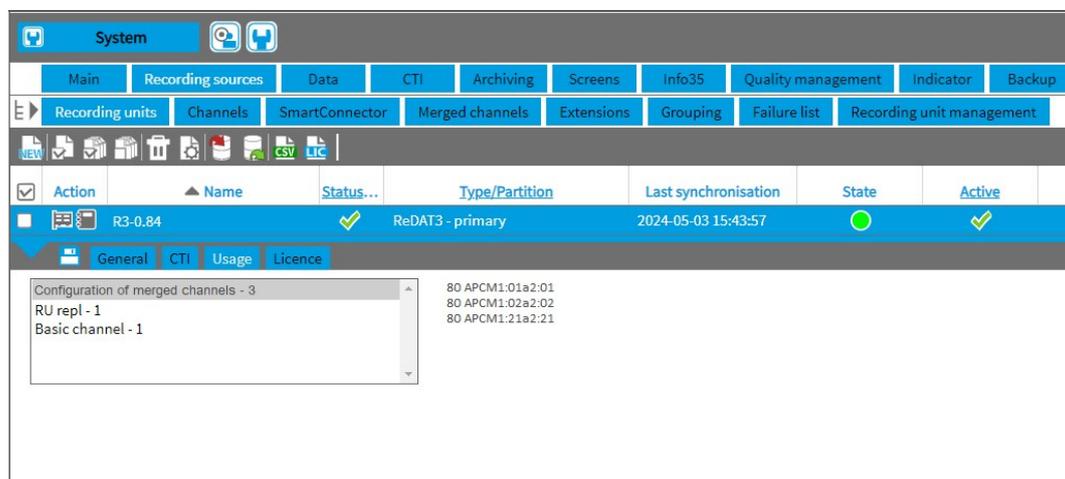
- The table shows the row Merged channel configuration - Number, which shows the number of merged channels in which the channel is used. A channel can only be used in one merged channel and deleted merged channels are not counted - the Number is always 1.
- When you click on a line, the information on the right is displayed: the name of the merged channel in which the channel is used.



2.4.2 System – Recording Unit – Usage

In the **System** application, on the **Recording Unit - Usage** tab, there is information about the use of the recording unit in the merged channel configuration:

- The table shows the row Merged channel configuration - Number (indicates the number of merged channels in which its channels are used, not counting deleted merged channels).
- When you click on the row, the information on the right is: the names of the individual merged channels in which the channels of this Recording unit are used.

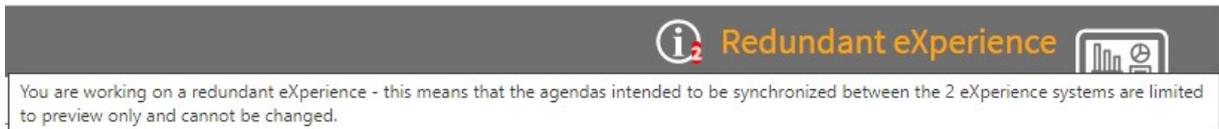


More information in the manual **RD 044 070 Recording for 4-wire.**

2.5 Indication of redundant eXperience

If ReDAT eXperience is set as redundant in the topology, "Redundant eXperience" appears in the application name.

When the mouse pointer is over the application name, a bubble will display the information "You are working on a redundant eXperience - this means that the agendas intended to be synchronized between the 2 eXperience systems are limited to preview only and cannot be changed".



More information is described in the manual **RD 044 080 ReDAT eXperience – Redundant recording**.

2.6 Service redat-exp-screen-nxa for OS Linux

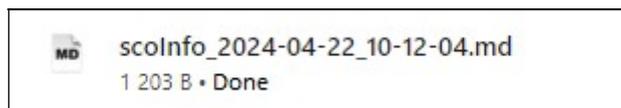
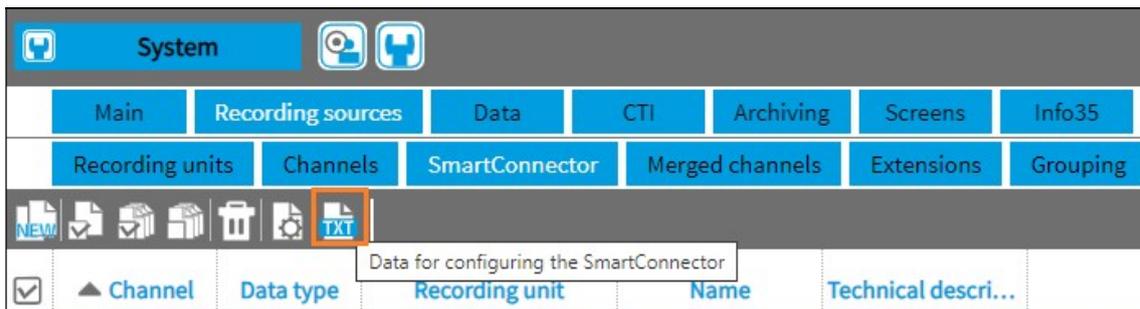
The redat-exp-screen-nxa service is also supported for ReDAT5.

2.7 SmartConnector

The logging into the Audit agenda has been modified so that successful actions (starts, processed records, etc.) are displayed as a summary once every set time (xy minutes). If an error occurs, the summary is generated earlier, the timer is reset and continues to run as standard.

2.7.1 InfoButton

The TXT icon has been added to the **System - Recording sources - SmartConnector** agenda. If you click on the icon, it will generate and offer to download an info file with the materials for the configuration file. The file is in Markdown *.md* format.



2.8 Agent calls

2.8.1 New service transcript connecting

The new **redat-exp-agncall-trans** service continuously checks for the creation of new transcripts for each segment of agent call transcripts. This service merges newly created transcripts into a single file (Agent Call Transcript). A Compound licence is required.

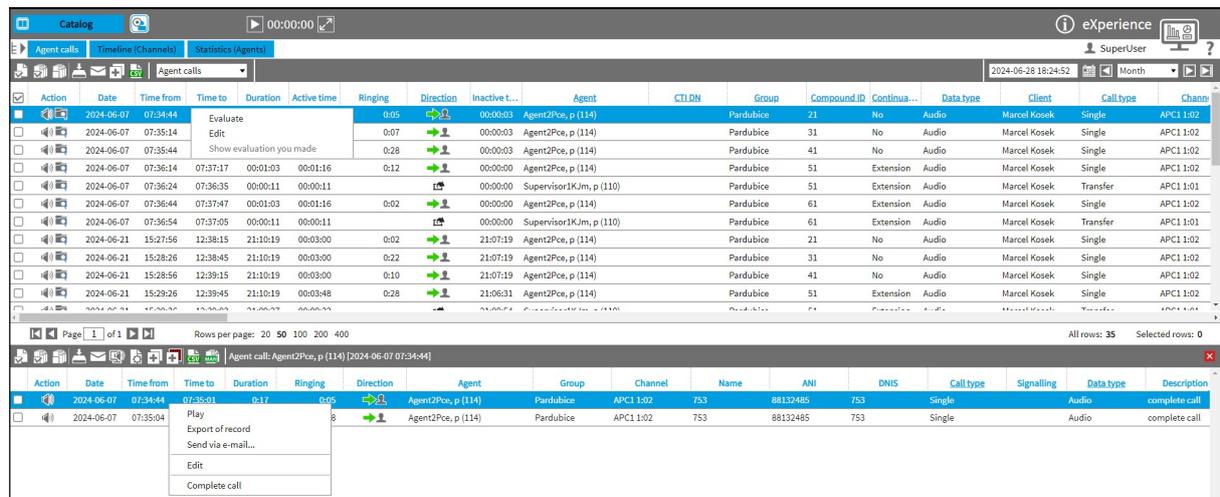
The service searches for the segments of the agent call for which a transcript exists and, if no further transcript of the segment arrives within a certain period, places the resulting file in an archive. If a new cn file is found (within a certain time range), it is added to the already created transcript in a new path. The service notifies a call within a configurable limit (24h).

This is a persistent service that can be stopped, restarted or disabled by default. A template for the service is provided in the **System/WatchDog - New** agenda. It sends error messages to SNMP when errors occur.

2.8.2 Agent call context menu

In the Agent calls table open the context menu:

- Evaluate
- Edit
- Show evaluation you made - You will be redirected to the Results - Evaluations tab, where the evaluations for a specific agent call are listed.



The screenshot shows the 'Agent calls' table in the ReDAT eXperience interface. The table has columns for Action, Date, Time from, Time to, Duration, Active time, Ringing, Direction, Inactive L..., Agent, CTLDN, Group, Compound ID, Continua..., Data type, Client, Call type, and Chann. A context menu is open over a row, showing options: Evaluate, Edit, Show evaluation you made, Play, Export of record, Send via e-mail..., Edit, and Complete call.

Action	Date	Time from	Time to	Duration	Active time	Ringing	Direction	Inactive L...	Agent	CTLDN	Group	Compound ID	Continua...	Data type	Client	Call type	Chann
☑	2024-06-07	07:34:44					0:05	→	00:00:03	Agent2Pce, p (114)	Pardubice	21	No	Audio	Marcel Kosek	Single	APC1 1:02
☐	2024-06-07	07:35:14					0:07	→	00:00:03	Agent2Pce, p (114)	Pardubice	31	No	Audio	Marcel Kosek	Single	APC1 1:02
☐	2024-06-07	07:35:44					0:28	→	00:00:03	Agent2Pce, p (114)	Pardubice	41	No	Audio	Marcel Kosek	Single	APC1 1:02
☐	2024-06-07	07:36:14	07:37:17	00:01:03	00:01:16		0:12	→	00:00:00	Agent2Pce, p (114)	Pardubice	51	Extension	Audio	Marcel Kosek	Single	APC1 1:02
☐	2024-06-07	07:36:24	07:36:35	00:00:11	00:00:11			→	00:00:00	SupervisorJKm, p (110)	Pardubice	51	Extension	Audio	Marcel Kosek	Transfer	APC1 1:01
☐	2024-06-07	07:36:44	07:37:47	00:01:03	00:01:16		0:02	→	00:00:00	Agent2Pce, p (114)	Pardubice	61	Extension	Audio	Marcel Kosek	Single	APC1 1:02
☐	2024-06-07	07:36:54	07:37:05	00:00:11	00:00:11			→	00:00:00	SupervisorJKm, p (110)	Pardubice	61	Extension	Audio	Marcel Kosek	Transfer	APC1 1:01
☐	2024-06-21	15:27:56	12:38:15	21:10:19	00:03:00		0:02	→	21:07:19	Agent2Pce, p (114)	Pardubice	21	No	Audio	Marcel Kosek	Single	APC1 1:02
☐	2024-06-21	15:28:26	12:38:45	21:10:19	00:03:00		0:22	→	21:07:19	Agent2Pce, p (114)	Pardubice	31	No	Audio	Marcel Kosek	Single	APC1 1:02
☐	2024-06-21	15:28:56	12:39:15	21:10:19	00:03:00		0:10	→	21:07:19	Agent2Pce, p (114)	Pardubice	41	No	Audio	Marcel Kosek	Single	APC1 1:02
☐	2024-06-21	15:29:26	12:39:45	21:10:19	00:03:48		0:28	→	21:06:31	Agent2Pce, p (114)	Pardubice	51	Extension	Audio	Marcel Kosek	Single	APC1 1:02

2.8.3 Context menu of segments in the Agent call agenda

In the context menu of segments in the **Agent calls** agenda, double-click on a line to display the menu:

- Play
- Export of record
- Send via e-mail...
- Edit
- Complete call – You will be redirected to the Complete call agenda where all segments of the entire call are displayed.

2.9 Topic Detection

A new TopicDetection component has been introduced in version 2.38.1, which allows the tracker to be used as a form of topic for record evaluation. This feature is limited by the TopicTracker licence.

2.9.1 TopicDetection with ML support

The Tracker is trained using machine learning based on user-selected records that contain the search topic and simultaneously records that do not contain this topic. In the first stage, a basic model is trained on each customer's records. A record represents one document, i.e. a transcript, and is executed over a group of approximately 10,000 documents (transcripts). Subsequently, individual trackers are trained according to this model. The advantage of the solution is that there is no need to write complicated queries, but during normal work, calls related to a given topic can be tagged and added to the selections and the tracker is subsequently trained based on them. The optimal number of records for relevant training is 100 documents where the topic occurs and a similar number where the topic does not occur.

2.9.2 New TopicDetection agenda

In the new UI it is possible to edit or create Topic Groups and subsequently Topics to define Topic detection calculations. This option is available with topic tracker license.

The new user environment also includes components for creating and recording models/trackers that can be used for Topic detection calculations. In Topic detection, only trackers in the Trained state can be used as a topic definition.

2.10 ReDAT Inspector player

ReDAT Inspector application displays **milliseconds** in the player when playing imported records.



At the same time, milliseconds are displayed when exporting and importing records.

Action	Date and time of record	Time to	Duration	Direction	Group	Channel	Name
	2023-10-04 07:00:29.000	07:01:01.000	00:00:32.000		root	APCM 4:06	
	2023-10-04 07:01:29.000	07:02:01.000	00:00:32.000		root	APCM 4:06	
	2023-10-04 07:02:30.000	07:03:02.000	00:00:32.000		root	APCM 4:06	
	2023-10-04 07:03:31.000	07:04:03.000	00:00:32.000		root	APCM 4:06	
	2023-10-04 07:04:31.000	07:05:03.000	00:00:32.000		root	APCM 4:06	
	2023-10-04 07:05:32.000	07:06:04.000	00:00:32.000		root	APCM 4:06	
	2023-10-04 07:06:32.000	07:07:04.000	00:00:32.000		root	APCM 4:06	

All rows: 134 Selected rows: 0

2.11 Microphone array - new type of CTI server

A new type of CTI USB Microphone Array has been introduced to manage the recording of FR-1100 USB microphones.

3. Known incompatibilities

- Audio live monitoring in **Google Chrome, Microsoft Edge, Firefox** web browsers:
 - 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 several synchronously replayed channels.

Newly discovered Firefox incompatibility and possible solution:

- Firefox cannot handle too many elements on a page.
 - If a page contains too many elements (especially many short records), horizontal scrolling may hide some parts of the page, such as
 - 1 – Toolbox with icons
 - 2 – Time and range settings
 - 3 – Page area
 - 4 – Number of rows and number of selected rows
 - 5 – Left panel (the error appears after changing the width of the left panel, when some parts of the page are already hidden)



- If this situation occurs:
 - It is possible to click on the location of the hidden items to restore their display. This is probably only a temporary fix - it will be restored the next time you scroll.
 - It is recommended that you select a shorter time or limit the number of rows displayed to 20, which will sufficiently reduce the number of items on the page.

3.1 Touchscreen devices

- You cannot use the right button to access the context menu.
- Non-functional dragging (grab with mouse button pressed on PC), for example, for the following functions:
 - from the tree,
 - scroll the advanced player window,
 - drag volume and playback speed in the Advanced Player (but can be controlled by clicking).
- Non-functional help via icon .
- Some forms display buttons with an overlay below the form window.



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, a.s. (Client number EK-F06022669).