

ReDat Recording

ReDat eXperience
Release notes v 2.39.0



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



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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).
- Before the official end of support by Microsoft, ReDat Recording may discontinue support for the Windows OS version. The reason may be that the components of the current version (with security requirements) used in the ReDat eXperience software can no longer be installed on the given Windows OS version.
- 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.
- 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 Web browsers

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

- Google Chrome: 135.0
- Microsoft Edge: 134.0
- Firefox ESR 128.9.0
- Mozilla Firefox: 137.0

The web browser versions listed are current at the time of publication of this documentation. For optimal performance and security, we recommend that you update your web browsers to the latest versions.

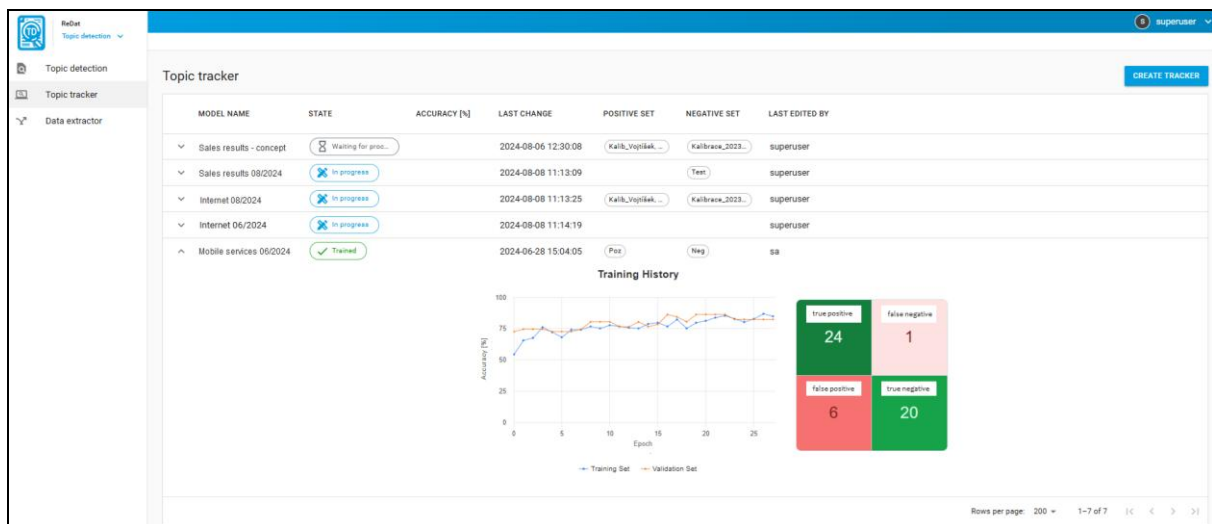
More information in the manual RD 044 001 Technical specifications.

2. New modifications

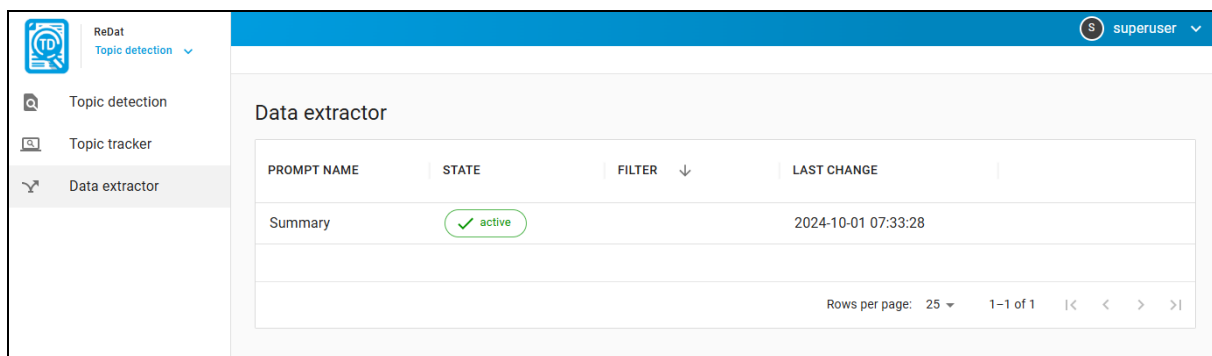
2.1 AI record processing

In version 2.39.0, we introduce more new features of TopicTracker. This is an extension of the Topic Detection module, which is mainly used by customers to analyze the current call center or dispatch center traffic.

The **TopicTracker** module will display the created trackers. A tracker is a topic defined by machine learning based on user-selected records that contain the searched topic and at the same time records that do not contain this topic.



The **Data extractor** module, using AI, processes large amounts of data faster and more accurately. The process of data analysis is automated and displays a pre-prepared prompt from selected records. To simplify work and data orientation, the system allows to identify several key themes in the calls thanks to the summary created. This function is not tied to TopicDetection but identifies a shortened call content summary for each single record completely independently.



PROMPT NAME	STATE	FILTER	LAST CHANGE
Summary	active		2024-10-01 07:33:28

AI makes advanced analytics tools more powerful, helping to explore and analyse large volumes of unstructured data to gain greater insight and understanding of a wide range of factors.

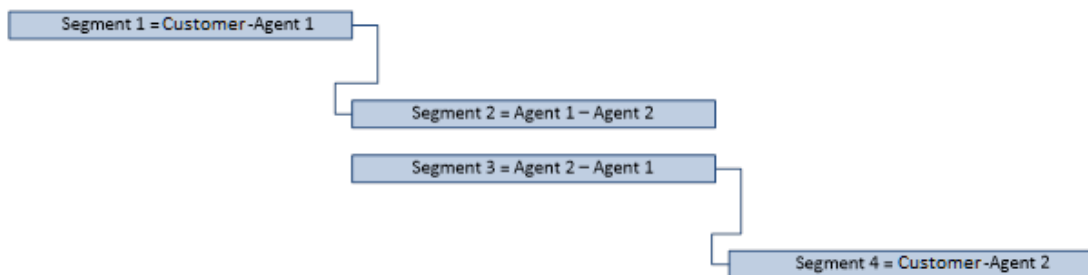
For more information see the documentation RD 044 073 Topic Tracker.

2.2 API functions

In the version 2.39.0 we have modified the API functions **record_get_data_cc** and **record_downloadcc**.

API function record_get_data_cc is used to playback complete or agent's call according to one of its segment's ID in database of records. Depending on the type of input audio format, playback is in MONO or STEREO format. The mono/stereo file format is kept during playback.

The **record_downloadcc.php** function allows downloading of complete/agent's call by entering search parameters. The result is a ZIP archive containing various segments, merged audio file and call metadata. If the original records are MONO, the output file will be in MONO format. If the original records are STEREO, the output file will be in STEREO format too.



The description of API functions is in the documentation RD 044 015 API – Functions for integration.

2.3 Catalog – Statistics (Extensions)

The **Statistics** tab provides brief information about agent traffic and utilization, agent calls, channels and, as of version 2.39.0, for **extensions**.

For extensions, the monitored values (similarly to channels) are **Number of records**, **Average duration**, **Total duration**, **Maximum duration**, **Bitrate [kB/s]** and **Usage [%]**. The extension usage with a value 0 is also displayed.

Catalog

00:00:00

eXperience

Monika Bednářová

List of records

Datalink

Timeline (Extensions)

Statistics (Extensions)

Souhrn

Number of records	Average duration	Total duration	Maximum duration	Bitrate [kB/s]
8399	00:04:12	588:42:40	00:07:13	16

CSV

Extensions

2025-02-08 16:41:14

Month

<input checked="" type="checkbox"/>	Recording unit	Extension	Data type	Group	Usage [%]	Number of records	Average duration
<input type="checkbox"/>	R_EN	4304	Audio	en Care	4	375	00:04:13
<input type="checkbox"/>	R_CZ	6104	Audio	Care	6	374	00:06:28
<input type="checkbox"/>	R_SK	5204	Audio	sk Care	5	374	00:05:31
<input type="checkbox"/>	R_EN	4305	Audio	en Care	4	373	00:04:42
<input type="checkbox"/>	R_SK	4205	Audio	sk Care	4	372	00:04:14
<input type="checkbox"/>	R_CZ	4105	Audio	Care	4	370	00:04:43
<input type="checkbox"/>	R_CZ	3107	Audio	Telesales	3	324	00:03:38
<input type="checkbox"/>	R_EN	3308	Audio	en Telesales	3	324	00:03:35
<input type="checkbox"/>	R_SK	3208	Audio	sk Telesales	3	324	00:03:12
<input type="checkbox"/>	R_EN	3311	Audio	en Care	3	293	00:04:25
<input type="checkbox"/>	R_CZ	4110	Audio	Care	4	292	00:05:00
<input type="checkbox"/>	R_SK	3211	Audio	sk Care	3	292	00:04:01
<input type="checkbox"/>	R_CZ	2101	Audio	Care	0.00	278	00:00:00

Page 1 of 6

Rows per page: 20 50 100 200 400

All rows: 260

Selected rows: 0

For more information see the documentation RD 044 009 Catalog.

2.4 New integration with CTI DIPRA

We have added the integration and recording of DIPRA@SWITCH technology to our portfolio of supported technologies. The CTI DIPRA component is part of the ReDat eXperience installation package and is used to control recording switching and user data editing.

CTI DIPRA is compatible with the following products

- ReDat Recorder v3.14 and higher
- ReDat eXperience v2.39.0 and higher

For more information see the documentation RD 044 074 DIPRA.

2.5 Cisco CUCM 15

To integrate Cisco Call Manager with eXperience 2.39.0, the supported versions change to 12.5, 14.0, **15.0** depending on the supported Cisco Systems products.


Note: When upgrading **CUCM** to a higher version, you must also set the corresponding JTAPI library version - otherwise the connection to the **JTAPI** interface will not work.

For more information see the documentation RD 044 029 CTI CISCO.

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.
- Firefox incompatibility and possible solution:
 - 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.redatrecording.com, 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).