ReDat eXperience
Release notes v 2.39.1

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Producer: ReDat Recording, a.s.
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      with a certified system of quality control by ISO 9001 and member of AOBP

Content

Version 2.39.1 – July 1, 2025
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: 137.0

- Microsoft Edge: 136.0

- Firefox ESR 128.11.0

- Mozilla Firefox: 139.0

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.

1.3 Limitations for Speech-to-text tools

The following technical requirements for STT tools have been added to the documentation RD 044 001 ReDat eXperience – Technical specifications:

Speech-to-text transcription tools (STTs) use their own methods of license validation.

In principle, there are three basic authentication methods, the fingerprint of the server hardware used to run the STT tool, the USB token, and the license server.

- **Hardware fingerprint** - the CPU, HDD, ETH, plus selected OS parameters are written into the license. OS updates will not affect the OS parameters used.

If there is any HW change or OS version upgrade, the license becomes invalid! For any manipulation with the servers, contact ReDat Recording, a.s. technical support.

- **USB token** - HW key containing the license, **permanent connection of the USB key to the STT tool is required.**

- **License sever** - PC with Linux OS that is permanently accessible from the server with STT tools and periodically validates licenses. The manufacturer requests that the server not be changed and that the network connectivity remain.

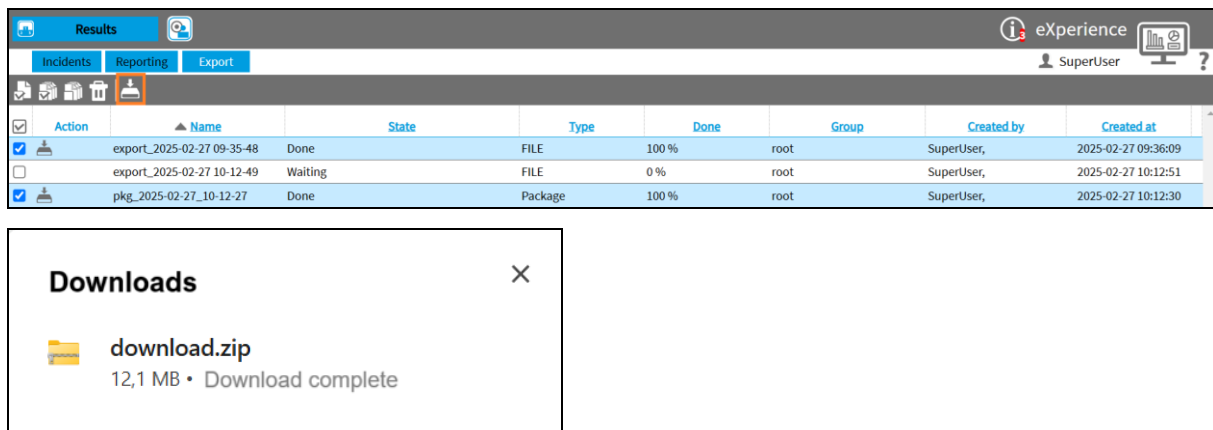For any manipulation with the servers, contact ReDat Recording, a.s. technical support.

2. New modifications

2.1 Results/Export - Bulk download of all processed offline exports

Select this icon **Download to PC** to bulk-download all processed offline exports together. The files must be in the 'Done' state. Clicking on the icon will download a separate zip file containing all the marked rows.

To download individual files, click on the icon in the **Action** column.

Note: The web browser must have automatic downloads enabled, at least for the page where the eXperience application is displayed.

2.2 Export relevant records

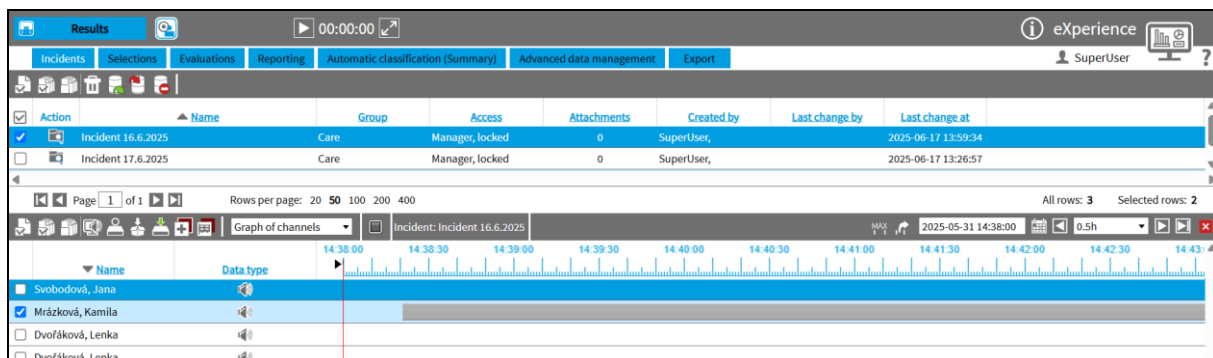**Results/Incidents** – new icon **Export relevant**

Open the detail of the selected incident with the **Show selected records** button.

A bottom panel with the incident detail will open. Select the desired records and use the toolbar icon to export the relevant records.

The exported ZIP file containing the recordings and metadata will include the relevant records from the selected channels.
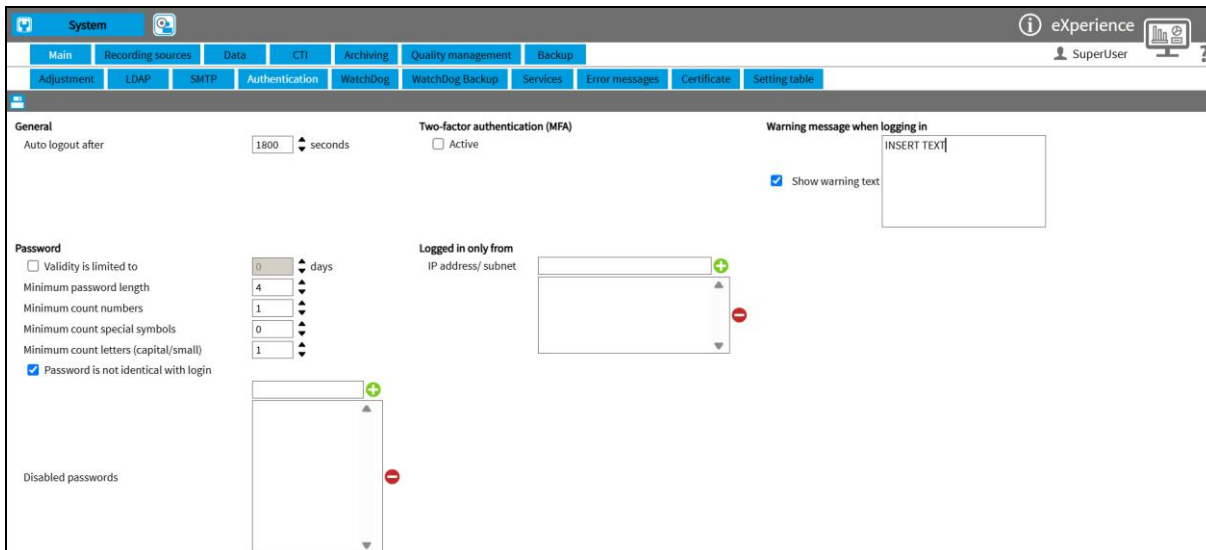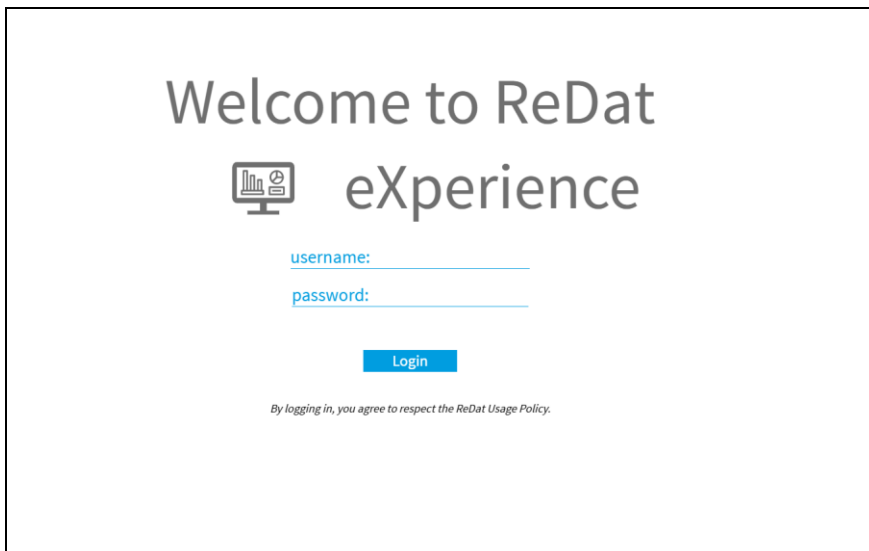
2.3 System – Warning message when logging in

A new field has been added to the **System – Authentication** agenda to allow you to insert a warning text when logging in. This text field is limited to 300 characters. When logging into eXperience, this text will be displayed on the login screen.

2.4 Catalog – Statistics (Extensions) for the completed day

A new feature for calculating channel load for the completed day.

The **Statistics** tab now provides a brief overview of agent activity and calls. Monitored values for each extension are namely: Number of records, Average duration, Total duration, Maximum duration, Bitrate [kB/s] and Usage [%].

	Catalog		▶ 00:00:00					① eXperience		

List of records	Timeline (Channels)	Statistics (Extensions)				SuperUser	?

Summary

Number of records	Average duration	Total duration	Maximum duration	Bitrate [kB/s]	
5406	00:04:47	431:56:27	00:07:13	16	

Extensions | 2025-05-31 23:29:23 | ◀ Month ▾ ▶ ▶|

☑ Name	Data type	▼ Number of records	Average duration	Total duration	Maximum duration	Bitrate [kB/s]	Usage [%]
☐ Rinieri, Valentina	Audio	758	00:02:46	34:57:08	00:02:46	16	5	4.00
☐ Šulcová, Veronika	Audio	665	00:06:28	71:40:20	00:06:28	16	10	6.00
☐ Bertini, Manuela	Audio	631	00:04:43	49:36:13	00:04:43	16	7	4.00
☐ Calloni, Sara	Audio	544	00:03:38	32:56:32	00:03:38	16	4	3.00
☐ Piccinini, Raffaella	Audio	519	00:05:00	43:22:18	00:05:10	16	6	1.00
☐ Mario Rossi	Audio	465	00:02:59	23:07:15	00:02:59	16	3	2.00
☐ Giovanna Ardi	Audio	407	00:04:35	31:05:25	00:04:35	16	4	3.00
☐ Lanza, Simone	Audio	390	00:05:54	38:21:00	00:05:54	16	5	4.00
☐ Vettori, Matteo	Audio	387	00:07:13	46:32:51	00:07:13	16	6	5.00
☐ Birarelli, Salvatore	Audio	345	00:04:24	25:18:00	00:04:24	16	3	6.00
☐ Juantorena, Emanuele	Audio	295	00:07:07	34:59:25	00:07:07	16	5	0.00

◀ Page 3 of 3 ▶ ▶| | Rows per page: 20 **50** 100 200 400 | All rows: **131** | Selected rows: **0**

2.5 SmartView - TopicDetection

A new overview chart with a modernized design has been implemented in the Topic Detection application, significantly improving user clarity and intuitive interaction with data. Display of the chart requires a valid license: Basic + SmartView, Topic Detection, or Topic Tracker.

The chart displays the frequency of the most common topics (top topics) in calls based on the selected time. This allows users to easily identify which areas of communication dominate within a specific timeframe.

The visualization also includes the total number of records that match the selected topics within the chosen time interval. The new chart design offers improved clarity, consistent color scheme, and better adaptability even when working with larger datasets.

Key benefits include faster orientation, easier value comparison, and an overall more user-friendly environment for analyzing current call center operations.

3. Known incompatibilities

- Audio live monitoring in Google Chrome, Microsoft Edge, Firefox web browsers:

    o Start listening is delayed for about 3 seconds.

    o 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:

    o 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)

    o 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:

    o from the tree,

    o scroll the advanced player window,

    o 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).