

GENESYS

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Recording Plug-in for GAX

8.5.070.93

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Recording Plug-in for GAX Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
03/29/17	General	Under Shipping Control		X		X

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What's New

This release contains the following new features and enhancements:

 The Recording Plug-in for GAX supports the SpeechMiner "Send notifications about evaluation sessions for agents" feature, with new permissions.

These permissions include: Show Evaluation Session Score and Evaluation Session.

 The Media Lifecycle Management interface now supports backup of recordings in unzipped format. Refer to this Recording Lifestyle Scheduler dialog box to see where the setting resides and to this list of RLS parameters for the parameter description.

Helpful Links

Releases Info

- List of 8.5.x Releases
- 8.5.x Known Issues

Product Documentation

Genesys Interaction Recording

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Resolved Issues

This release contains the following resolved issues:

Statistical Days is now shown in the Configuration menu in a text box, not as a drop-down box.

Previously, if the Recording Plugin for GAX was installed, the Statistical Days widget would be affected and became a drop-down box under the Configuration menu—an unintended behavior. Now, the text box display for Statistical Days matches its original format in GAX. (GIR-10139)

The Recording Plug-in for GAX installation package now includes the file recording_spd.xml. (GIR-9200)

Upgrade Notes

No special procedure is required to upgrade to release 8.5.070.93.