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Speech and Text Analytics

8.5.509.04

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Speech and Text Analytics Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
09/26/17	General					X

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What's New

This release contains the following new features and enhancements:

- **Genesys Logo:** The Genesys logo has been updated throughout the product based on new Genesys branding. **[+]**

The new logo now appears as follows:



The previous logo appeared as follows:



- **Access Control:** SpeechMiner now supports Configuration Server based Access Control for items within SpeechMiner for Genesys based user accounts. This functionality determines the agents and users that are visible to a logged in user based on their granted Read permissions. Additionally, access to items within SpeechMiner (For example, Forms, Evaluations, and so on.) is also limited based on read access to the creator of those items. Access Control is enabled in the following areas of the user interface:
 - All Agent Hierarchy filters, including those in Search, Evaluation Manager, Evaluation Sessions and Trending.
 - All Users filters, including those in Search, Evaluation Manager, Action Items, Saved Reports - Sharing, Saved Searches - Sharing, Interactions List - Sharing.
 - Forms, Evaluations and Evaluation Sessions.
 - Coaching and Alerts.
- **Improved Tooltips:** Tooltips in SpeechMiner in various locations now provide more detail; for cases where even more space is required, clicking on the element loads a modal window with all the information. Affected areas include: **Topics** and **Categories** in the **Interactions Grid**, **Current Filter** at the top of the **Interactions Grid**, and **Action Items** details.
- **Quality Management Improvements:**
 - **Evaluation Sessions Grid:** You can now filter the Evaluation Sessions grid according to the date on which the session was created as well as when the session was completed.**[+]**

In the following image of the Evaluation Sessions filter, you can see the new **Creation Date** and **Completion Date** parameters.

Helpful Links

Releases Info

- [List of 8.5.x Releases](#)
- [8.5.x Known Issues](#)

Product Documentation

SpeechMiner

Genesys Products

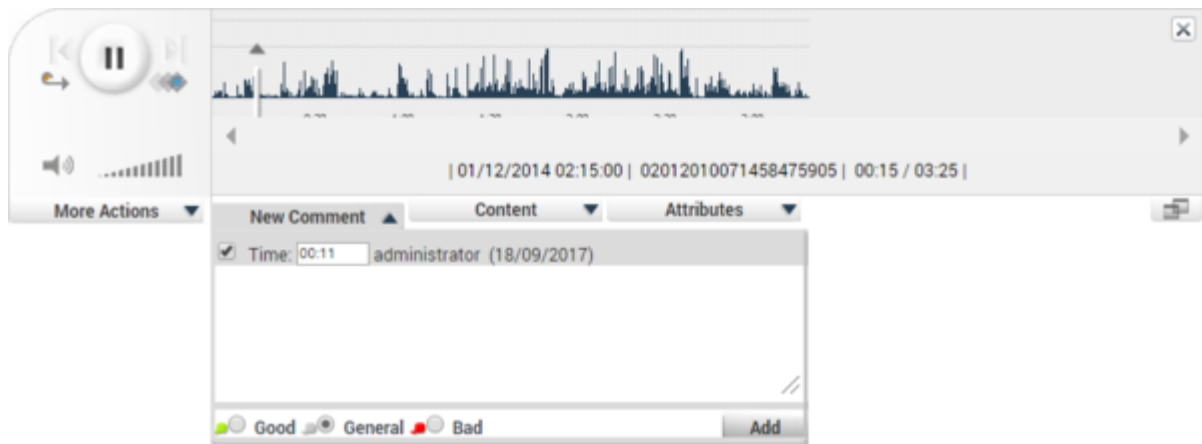
[List of Release Notes](#)

The screenshot displays a 'Sessions' filter panel. At the top, there are links for 'Archived' and 'Expired'. Below these is a 'Filters' section. Under 'Status', there are three checked checkboxes: 'Ready', 'In Progress', and 'Completed'. Under 'Types', there are five checked checkboxes: 'Calibration', 'Shared', 'Distributed Interaction', 'Distributed Agent', and 'Ad-Hoc'. Below the types are three date filter sections: 'Creation Date' with a dropdown set to 'All', 'Due Date' with a dropdown set to 'All', and 'Completion Date' with a dropdown set to 'All'. At the bottom are two more dropdowns: 'Agent' set to 'Agents' and 'Evaluator' set to 'Users'.

The following image represents the previous Evaluation Session filter (without the Creation Date and Completion Date options):

- **Evaluation Session Completion:** The workflow to close an Evaluation Session has been optimized to reduce the number of clicks required.
- **Language Enablement:** Recognition of Cantonese (zh-HK) and Cantonese UI support was enabled. Speech Analytics and Text Analytics now operate on voice interactions and text interactions in Cantonese.
- **Topic Analysis - Audits:** (In a Speech Analytics deployment - GIA) The header row in the **Topic Analysis - Audits** report is now fixed so users can always see the column titles. This functionality is only supported in the Chrome browser.
- **Trending Export:** (In a Speech Analytics deployment - GIA) You can now export all information shown in a **Trending** report. This capability is enabled only for users with the appropriate permissions.
- **Coaching Improvements:** (In a Speech Analytics deployment - GIA)
 - **Interaction Comments:** It is now possible to add comments from the Media Player that is available in the Coaching and Operations Search pages. **[+]**

The following image represents the updated **Coaching Media Player** with the **New Comment** option:



- **Session Subtype and Reason Code:** You can now add session subtypes (a secondary or subordinate session type that falls under the general classification of a specific session type) and a reason code (the cause, explanation or justification for completing a coaching session) to each Coaching Session.[+]

In the **Coaching > Session List** page, the **Session Types** button has been changed with the **Configure** button.



The **Session Types** window is now called **Configure**, since it now includes two tabs: **Session Types** and **Reason Codes**. The following 2 images represents the new **Configure** window:



Configure

Session Types Reason Codes

New Code Add

Active	Reason Code
<input checked="" type="checkbox"/>	<input type="text" value="1"/>
<input checked="" type="checkbox"/>	<input type="text" value="12"/>
<input checked="" type="checkbox"/>	<input type="text" value="1333"/>
<input checked="" type="checkbox"/>	<input type="text" value="14"/>
<input checked="" type="checkbox"/>	<input type="text" value="aaaaaaaaaaaaaaaa"/>
<input checked="" type="checkbox"/>	<input type="text" value="aaaaaaaaaaaaaaaa"/>

Cancel Save

The following image represents the previous Session Types window:

Session Types









New Type: Add

Type	Is Active
<input type="text" value="abcd"/>	<input checked="" type="checkbox"/>
<input type="text" value="add new"/>	<input checked="" type="checkbox"/>
<input type="text" value="Coaching session"/>	<input checked="" type="checkbox"/>
<input type="text" value="Content"/>	<input checked="" type="checkbox"/>
<input type="text" value="fdfffd"/>	<input checked="" type="checkbox"/>

Cancel Save

- **Updated Icons:** The Coaching Session summary page now includes a **Status** icon and a **Status** name that makes it easier to identify the status of a case at a glance.[+]

In the following image you can see that the **Status** column now includes a more easily discernible status, as the icons are more varied and the Status label is shown:

	 In Progress
	 Scheduled
	 Completed
	 On Hold

In the following image you can see that the previous **Status** column did not indicate the status label and the icons for each status were very similar:

Resolved Issues

This release contains the following resolved issues:

The **Evaluation Manager** load time is now stable and functioning as expected. Previously, the load time would increase the more you used it. (PRSM-19625)

Event bubbles now appear next to their relevant term throughout the transcript. Previously, when two or more events occurred for the same term, all the event bubbles only appeared in the transcript next to the first occurrence of the specific term. (PRSM-19606)

Blacklisted terms and phrases now appear in the **Trending** chart when the **Ignore Blacklist** option is selected. Previously, the terms and phrases did not appear when the **Ignore Blacklist** option was selected. (PRSM-19304)

The **Operational Search** page count location is adjusted on the screen when the length of the list changes. The page count no longer stays at the bottom of the page. (PRSM-18876)

The **Customer** and **Agent** icons now properly appear next to **Customer** and **Agent** in the transcript. Previously, the **Customer** and **Agent** icons in the transcript were reversed. The **Customer** icon appeared next to the word agent and vice versa. (PRSM-19434)

The **Styles.css** file is now available when you log into SpeechMiner as a new user. Previously, when logging into SpeechMiner as a new user, the system requested the **Styles.css** file, but the **Styles.css** file was missing. (PRSM-19297)

The **Error in REST API** controller message in the **WEB's Ulogger's Entry** in the **Event** log no longer contains a spelling mistake. Exists was changed to exist. (PRSM-19292)

When the **Player** is locked, the **Search** option now properly appears as disabled. Previously, the **Search** option appeared as **enabled** when the **Player** was locked. (PRSM-19263)

Special characters can now be included in a new user's password. (PRSM-19242)

The new Genesys logo no longer appears in the 8.5.506 POST PA and 8.5.508 POST PA installation package. The previous logo is now displayed. (PRSM-19216)

The **Partition** value in the **Trending Cluster Task** description is now the same as the **Partition** value in the **Search** filter. (PRSM-19206)

Exported **Evaluation Sessions** are now stored correctly in the **Web Export** folder. Previously, the sessions were stored in an incorrect folder, and a corresponding error was generated. (PRSM-18820)

You can no longer edit the content in the column cells in the **Saved Trending Filter** list. Previously, you could edit this content. (PRSM-19006)

When working with SpeechMiner reports you will no longer receive the warning: "failed to load report template". Previously, this message appeared when report templates were removed from SpeechMiner but not from the database.(PRSM-19007)

RWS now handles the **Elasticsearch** query as expected when **userName** starts with **<agent_hierarchy>**. (PRSM-18618)

The **Program Priority** and **Activation Editing** permission is now entirely visible and is no longer missing a period at the end of the sentence. (PRSM-19174)

The **Preview** images are no longer missing from the **Report** template page in the **WebUI**. (PRSM-19170)

The **Content Browser > Collapse** option now works as expected. Previously, this option did not collapse the selected list. (PRSM-19141)

Alerts are now triggered when they are created by a user who is not an agent. (PRSM-19127)

You can now sort and filter users in the **Action Items** and **Coaching User** filters. (PRSM-19067)

User Events are now logged when interactions are purged from the system. (PRSM-18241)

A **Screen Recording** (Video and Audio interaction) now begins to play after the **Media Player** loads the wave file. Previously, when you played a **Screen Recording**, the **Media Player** indicated that the wave was being loaded while the **Screen Recording** was already playing. When the wave graph was completely loaded, the **Screen Recording** started playing again from the beginning. (PRSM-18893)

When **Access Control** is enabled in the database, the **Evaluation Session** list is filtered according to the **Evaluator** filter selection. (PRSM-18821)

In a SpeechMiner Recording Only deployment, the Ulogger no longer generates errors about non-existent reports. (PRSM-18761)

When SpeechMiner is localized for a non-English market (for example, Chinese Simplified), the **Evaluated** and **Cannot delete** system tags are now translated. Previously, these tags were not translated. (PRSM-18787)

When a transcription event is selected within the transcription, the same event is now highlighted in the **Event** list on the right side of the screen. If the event is off screen, clicking the **Event** in the list will now navigate to the event. Previously, the event was not highlighted in the **Event** list. (PRSM-18802)

When you choose to view all the partitions in a filter, the filter now displays only the root partition. Previously, the filter was expanded and displayed all the partitions. (PRSM-18786)

In the **Trending** page, the **Related Words > Terms** filter is now updated with the term in the **Related Words > Search** field and/or with the term added to the **Advanced** filter. (PRSM-18743)

When attempting to delete a comment from the **Comment and Events** list in the transcript using the **X** delete icon, a **Delete** tool tip appears and disappears when you complete the delete process. In addition, if you are working with a 1920 X 1200 screen resolution and you attempt to delete the first comment in the list, the **Delete** tool tip no longer covers the **Comment** tab. (PRSM-18275)

When the process of removing a tag from the **Tools > Define Tags** page fails, the tag is removed from the **Tag** list. When the window is refreshed the specific tag no longer appears in the list. Previously, the specific tag appeared in the list after it was removed. (PRSM-18249)

The dash (-) icon is no longer missing from the **Terms & Topics** row in the **Trending** filter. (PRSM-17419)

After playing an interaction from the **Search Results** list, the subsequent interactions are played automatically. Previously, the interactions were not played one after the other after 3 to 5 interactions were played. (PRSM-18790)

You can now compare **Saved Searches** that another user saved and shared with you. Previously, the **Compare Saved Searches** option did not apply to saved searches that someone else saved. (PRSM-16024)

Capitalization of work group names is the same each time a name appear in the Search Results interaction list. (PRSM-18337)

When using Internet Explorer 10, you can no longer save a **Trending** filter without a name. Previously, you were able to save a **Trending** filter without a name. (PRSM-17474)

When using Internet Explorer 11, an error no longer occurs when the **Quality Management > Form**

Manager is opened. (PRSM-18260)

When using Internet Explorer 11, an error no longer occurs in the **Create New Comment** window when you attempt to create a new comment. (PRSM-18274)

When working with Internet Explorer 11, an error no longer occurs when you attempt to Save a new Preset View. (PRSM-18273)

The loading indicator now appears when you choose to play the interaction. (PRSM-18939)

When you click the 5 seconds **Rewind** option in the **Media Player** in a Recording Only deployment, the interaction is pushed back 5 seconds. Previously, this option caused the interaction to stop playing and the progress bar was moved to 0 seconds. (PRSM-18838)

When the second level **Tools** menu is opened, the second level menu now closes after the selected page is loaded and an attempt is made to select a different **Tools** menu. Previously, in this scenario, the second level **Tools** menu did not close. (PRSM-18815)

Deleted **Saved Searches** no longer appears in **Coaching** options. (PRSM-18813)

You can now delete an interaction only when RWS returns 200 successfully. Previously, you could delete an interaction when RWS returned a 500 or 503 error when Cassandra was marked as read-only or Cassandra was down. (PRSM-18713)

The **All Agents** filter option in the **Evaluation Session** page is now functioning as expected. (PRSM-18447)

You can now view complete Action Item details by clicking the **Action Items** details link. Previously, the scroll option in the **Action Item Details** view did not work and some of the details were hidden. (PRSM-18060)

The **Explore** filter tool tips include vertical scroll bars. Previously, the vertical scroll bars were missing. (PRSM-11671)

Upgrade Notes

To upgrade to release 8.5.509, refer to the [SpeechMiner 8.5.x Upgrade Guide](#).
