GENESYS™

Speech and Text Analytics

8.5.000.02

12/22/2025

8.5.000.02

Speech and Text Analytics Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
01/13/14	General					X

Contents

What's New

This release contains the following new features and enhancements:

- A new operation mode was added in this release. This Recording and Analytics Mode enables full integration of Genesys Interaction Recording solution with SpeechMiner. It functions as a user interface for recorded calls and also supports SpeechMiner?s audio analytics and management capabilities.

- Authentication with Genesys credentials (via the Genesys Configuration Server) is now supported.

- Support for the Chrome browser was added.

- SpeechMiner now supports the processing and display of chat interactions.

- It is now possible to sort Categories alphabetically in both the web Manage Categories interface and the SMART interface.

- It is now possible to configure a custom security text in the web **Login** page.

Helpful Links

Releases Info

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

Product Documentation

SpeechMiner

Genesys Products

List of Release Notes

Resolved Issues

This release contains the following resolved issues:

An is Enabled field was added to the ResourceType table. This field allows the professional-services administrator to choose which interactions to support in the system.

In the Callrecognizer table, a new parameter, MIN_FILTERED_SEQUENCE, was added. This parameter defines how long a number sequence must be for it to be filtered from the text of calls. This makes it possible to filter long sequences, such as phone numbers, without filtering shorter sequences, such as amounts of money.

Upgrade Notes

To upgrade to release 8.5.0, refer to the SpeechMiner 8.5.x Upgrade Guide.