GENESYS™

Speech and Text Analytics

Release Notes Closed

1/17/2025

Table of Contents

SpeechMiner 8.5.x Release Notes

This Release Note applies to all 8.5.x releases of SpeechMiner. Links in the Available Releases section enable you to access information regarding a specific release.

[+] Note about release order

Releases are listed by version number rather than in date order. For this reason, a recent release may be listed after earlier releases, if the version number is lower. Except when otherwise noted in the information for a specific release, each release includes all of the features and corrections that were introduced for the applicable operating system at earlier dates, regardless of the version numbering.

[+] Important Points to Remember

- When working with **Internet Explorer 11+**, the **Online Help** documentation may not appear as it should due to your **Internet Explorer > Compatibility View** settings. To view the Online Help properly, go to the **Tools** menu, select **Compatibility View Settings** and verify that **Display intranet sites in Compatibility View** is not checked.

- A **Text Interaction** with more than **100K** characters (with or without an attachment) is not supported.

- The following characters are not supported in Text interactions with xml formats (for example, chat and social): **& < >**.

- Phrases defined in SMART must be part of a single sentence. Phrases cannot be a combination of multiple sentences separated by a period. The period can only appear once at the end of the phrase.

Available Releases

Release 8.5.5:

Release	Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
8.5.512.46	01/03/25	General					X
8.5.512.43	06/28/24	General					X
8.5.512.42	03/26/24	General					X
8.5.512.37	10/13/23	General					X
8.5.512.28	03/31/22	General					X
8.5.512.13	02/22/21	Hot Fix					X
8.5.512.12	07/30/20	Hot Fix					X
8.5.512.11	05/07/20	Hot Fix					X
8.5.512.10	04/26/20	Hot Fix					X
8.5.512.07	10/17/19	General					X

Release	Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
8.5.512.06	03/06/19	Hot Fix					X
8.5.512.04	11/07/18	Hot Fix					X
8.5.512.03	10/30/18	Hot Fix					X
8.5.512.02	10/02/18	Hot Fix					X
8.5.512.01	09/07/18	Hot Fix					X
8.5.512.00	07/11/18	General					X
8.5.511.00	03/27/18	General					X
8.5.510.35	11/22/20	Hot Fix					X
8.5.510.30	01/13/20	Hot Fix					X
8.5.510.28	08/25/19	Hot Fix					X
8.5.510.27	07/21/19	Hot Fix					X
8.5.510.24	04/30/19	Hot Fix					X
8.5.510.23	02/22/19	Hot Fix					X
8.5.510.22	01/29/19	Hot Fix					X
8.5.510.21	12/31/18	Hot Fix					X
8.5.510.20	11/22/18	Hot Fix					X
8.5.510.13	09/06/18	Hot Fix					X
8.5.510.12	08/16/18	Hot Fix					X
8.5.510.11	08/14/18	Hot Fix					X
8.5.510.05	05/12/18	Hot Fix					X
8.5.510.04	05/06/18	Hot Fix					X
8.5.510.03	03/05/18	Hot Fix					X
8.5.510.02	01/15/18	Hot Fix					X
8.5.510.01	12/19/17	General					X
8.5.509.16	11/28/18	Hot Fix					X
8.5.509.13	07/27/18	Hot Fix					X
8.5.509.11	06/13/18	Hot Fix					X
8.5.509.10	05/14/18	Hot Fix					X
8.5.509.09	05/09/18	Hot Fix					X
8.5.509.08	04/08/18	Hot Fix					X
8.5.509.07	02/21/18	Hot Fix					X
8.5.509.06	02/11/18	Hot Fix					X
8.5.509.05	10/24/17	Hot Fix					X
8.5.509.04	09/26/17	General					X
8.5.508.10	11/10/17	Hot Fix					X
8.5.508.09	10/15/17	Hot Fix					X
8.5.508.08	10/10/17	Hot Fix					X

Release	Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
8.5.508.07	10/01/17	Hot Fix					X
8.5.508.04	08/07/17	Hot Fix					X
8.5.508.03	06/29/17	General					X
8.5.507.01	03/29/17	General					X
8.5.506.01	01/04/17	General					X
8.5.502.04	02/10/16	General					X
8.5.502.03	01/06/16	General					X
8.5.501.05	09/30/15	General					X
8.5.500.04	07/01/15	General					X

Release 8.5.4:

Release	Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
8.5.401.50	03/03/16	Hot Fix					X
8.5.401.39	10/08/15	Hot Fix					X
8.5.401.36	09/30/15	Hot Fix					X
8.5.401.35	09/06/15	Hot Fix					X
8.5.401.32	08/05/15	Hot Fix					X
8.5.401.24	07/11/15	Hot Fix					X
8.5.401.16	06/22/15	Hot Fix					X
8.5.401.01	05/26/15	Hot Fix					X
8.5.400.85	04/15/15	General					X

Release 8.5.3:

Release	Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
8.5.300.08	09/30/15	Hot Fix					X
8.5.300.07	07/16/15	Hot Fix					X
8.5.300.04	03/03/15	General					X
8.5.300.03	01/09/15	General					X

Release 8.5.2:

Release	Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
8.5.201.08	05/26/15	Hot Fix					X
8.5.201.07	01/26/15	General					X
8.5.201.06	10/22/14	General					X
8.5.200.09	08/26/14	General					X

Release 8.5.0:

Release	Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
8.5.007.01	06/15/17	Hot Fix					X
8.5.006.02	04/12/17	Hot Fix					X
8.5.006.00	02/07/17	Hot Fix					X
8.5.005.01	06/07/16	Hot Fix					X
8.5.004.00	01/27/16	Hot Fix					X
8.5.003.02	09/09/15	Hot Fix					X
8.5.003.01	07/07/15	Hot Fix					X
8.5.000.00	12/08/14	General					X
8.5.001.00	03/28/14	General					X
8.5.000.02	01/13/14	General					X

The operating systems available for use with each component release are listed in the table at a high level only. For more detailed information about the supported operating environments, including requirements, supported versions, and any conditions or limitations, see the SpeechMiner page in the *Genesys Supported Operating Environment Reference Guide*.

Discontinued Support

[+] Note about discontinued items

This section documents features that are no longer supported in this software. This cumulative list is in release-number order with the most recently discontinued features at the top of the list. For more information on discontinued support for operating environments and databases, see Discontinued Support in the *Genesys Supported Operating Environment Reference Guide*.

- A collapsed search filter no longer displays the number of branches in a tree.
- Internet Explorer 10.
- Similar Calls
- Global Search is not supported by the Web UI.
- Anonymous Permalink
- Topic Correlation
- Audio protection for comments
- Active Search
- GSM Playback
- Internet Explorer 8 and 9
- Gauge widget
- Functionality changes: Anonymous Permalink was removed from SpeechMiner

- The following permissions were discontinued:
    - Audio Protection: Comments
    - Audio Protection: Sensitive Topics
    - Manage My Preset View

Known Issues

You can find a cumulative list of the Known Issues and Recommendations for all 8.5.x releases of SpeechMiner, including the issues that are specific to Localized (International) releases, at the following links:

- Known Issues and Recommendations
- Internationalization Issues

Related Resources

For additional information about SpeechMiner, see the following documentation:

- The documentation related to this software is available from the SpeechMiner page.

- The *SpeechMiner Analytics Administration Guide* provides details about installing and configuring SpeechMiner.

- The SpeechMiner page in the *Genesys Supported Operating Environment Reference Guide* provides detailed information about the supported operating environments, including requirements, supported versions, and any conditions or limitations for SpeechMiner components.

Release Notes for other Genesys components are available here.

Known Issues and Recommendations

Speech and Text Analytics

The Known Issues and Recommendations section is a cumulative list for all 8.5.x releases of Speech and Text Analytics. This section provides the latest information on known issues and recommendations associated with this product. It includes information on when individual items were found and, if applicable, corrected. The Resolved Issues section for each release describes the corrections and may list additional issues that were corrected without first being documented as Known Issues.

See also Internationalization Issues.

Call Recognition fails in SpeechMiner when FIPS is enabled.

ID: **PRSM-29818**	Found In: **8.5.512.37**	Fixed In:

When Arabic language is selected in the browser language setting, SpeechMiner may not render the page in Arabic, instead it would render the page in English (en-US).

ID: **PRSM-29814**	Found In: **8.5.512.37**	Fixed In:

Interaction export with Encryption turned ON does not work when FIPS is enabled in the Web Server.

ID: **PRSM-29787**	Found In: **8.5.512.37**	Fixed In:

Screen Recording Export is currently unavailable in SpeechMiner Help.

ID: **PRSM-29629**	Found In: **8.5.512.37**	Fixed In:

SpeechMiner encounters the error, **CRIT Unhandled Exception occurred**, when a user tries to choose a column layout when creating a dashboard.

ID: **PRSM-29519**	Found In: **8.5.512.37**	Fixed In:

Genesys is not responsible for the data migration from old Elasticsearch to new Elasticsearch.

ID: **PRSM-28682**	Found In: **8.5.512.28**	Fixed In:

As part of the installation process, there might be database changes. If you are planning for a fresh installation of the database, it can only be restored from the **.bak** file packaged in the IP and not through the installer. If you want to migrate your existing database, use the **SMUpgrade** option. For more information, contact Genesys Customer Care.

> ## Important
>
> After manually installing the database, you should update the database version by running the following script:
> ```
> update dbo.versionTbl set version= '8.5.512.429' where resource in
> ('SM', 'SMART') go
> ```

If you use **SMUpgrade** or install the database through the installer, you'll get the following error when trying to log in to SMConfig:

"SMConfig failed to load - Invalid column name 'RcsUri'. Invalid column name 'HtccUrl'. Invalid column name 'ExternalRcsUri'.".

This error means that the database is using the build 429 and not 335. In such case, you should run the following script to downgrade the database to the 335 build.

```
ALTER TABLE configServer DROP COLUMN GwsUrl
GO
ALTER TABLE configServer DROP COLUMN ClientId
GO
ALTER TABLE configServer DROP COLUMN ClientSecret
GO
ALTER TABLE webServiceParams DROP COLUMN HubUrl
GO
ALTER TABLE configServer DROP COLUMN GwsUrlExternal


ALTER TABLE configServer ADD  RcsUri varchar(512) NULL
GO
ALTER TABLE configServer ADD  RcsKeepAliveInterval int NULL
GO
ALTER TABLE configServer ADD  ExternalRcsUri varchar(512) NULL
GO
ALTER TABLE configServer ADD  HtccUrl varchar(512) NULL
GO

SET ANSI_NULLS ON
SET QUOTED_IDENTIFIER ON
GO

-- create a new table to store transcript json
DROP TABLE [dbo].[ExportedDataTbl]
ALTER TABLE CallRecognizer DROP COLUMN TranscriptionExportSaveData;
GO


/****** Object:  StoredProcedure [dbo].[sp_deleteCallsAndGetTheirPath]    Script Date: 11/9/
2021 2:17:56 PM ******/

ALTER PROCEDURE [dbo].[sp_deleteCallsAndGetTheirPath](@CallIDs varchar(max),@DeletedCallsNum
int OUTPUT)
WITH EXECUTE AS SELF
```

```
AS
BEGIN
  SET NOCOUNT ON;
  DECLARE @getPaths as nvarchar (max)
  SET @getPaths = 'select folder + ''\'' + filename,siteId from callAudioTbl where owner = 0
and storeMode = 1 and callid in (' + @CallIDs + ')'
  EXEC sp_executesql @getPaths
  --This calculates into @DeletedCallsNum the number of calls that are deleted (regardless of
callAudioTbl)
  DECLARE @ParmDefinition nvarchar(500);
  DECLARE @SelectCounter nvarchar(max)
  SET @SelectCounter = N'select @sOUT = count(*) from callmetatbl where callid in (' +
@CallIDs + ')'
  SET @ParmDefinition = N'@sOUT int OUTPUT';
  EXEC sp_executesql @SelectCounter,@ParmDefinition,@sOUT=@DeletedCallsNum OUTPUT;
  DECLARE @getAdhocIDs as nvarchar (max)
  DECLARE @adhocIDs as nvarchar (max)
  SET @getAdhocIDs = N'SELECT @sOUT = STUFF((SELECT '','' + STR(EvaluationId) FROM
EvaluationSession where InteractionId in (' + @CallIDs + ') AND Type = 5 FOR XML PATH(''''))
,1,1,'''')'
  SET @ParmDefinition = N'@sOUT nvarchar (max) OUTPUT';
  EXEC sp_executesql @getAdhocIDs, @ParmDefinition, @sOUT=@adhocIDs OUTPUT;
  DECLARE @getFormFilledIDs as nvarchar (max)
  DECLARE @formFilledIDs as nvarchar (max)
  SET @getFormFilledIDs = N'SELECT @sOUT = STUFF((SELECT '','' + STR(FormFilledID) FROM
EvaluationSessionForms where EvaluationSessionId in (SELECT Id FROM EvaluationSession where
InteractionId in (' + @CallIDs + ')) FOR XML PATH('''')) ,1,1,'''')'
  EXEC sp_executesql @getFormFilledIDs, @ParmDefinition, @sOUT=@formFilledIDs OUTPUT;
  DECLARE @deleteCalls as nvarchar (max)
  SET @deleteCalls = ''
  ---------
  SET @deleteCalls = @deleteCalls + 'DELETE FROM actionItemEvaluationSessions where
evaluationSessionId in (SELECT EvaluationId FROM EvaluationSession where InteractionId in ('
+ @CallIDs + '))'
  SET @deleteCalls = @deleteCalls + 'DELETE FROM EvaluationSessionForms where
EvaluationSessionId in (SELECT Id FROM EvaluationSession where InteractionId in (' + @CallIDs
+ '))'
  SET @deleteCalls = @deleteCalls + 'DELETE FROM EvaluationSession where InteractionId in ('
+ @CallIDs + ')'
  SET @deleteCalls = @deleteCalls + 'DELETE FROM EvaluationInteraction where InteractionId in
(' + @CallIDs + ')'
  IF (@adhocIDs IS NOT NULL)
    BEGIN
      SET @deleteCalls = @deleteCalls + 'DELETE FROM EvaluationAgent where EvaluationId in ('
+ @adhocIDs + ')'
      SET @deleteCalls = @deleteCalls + 'DELETE FROM EvaluationEvaluator where EvaluationId
in (' + @adhocIDs + ')'
      SET @deleteCalls = @deleteCalls + 'DELETE FROM EvaluationForm where EvaluationId in ('
+ @adhocIDs + ')'
      SET @deleteCalls = @deleteCalls + 'DELETE FROM EvaluationSchedule where
EvaluationManagerId in (' + @adhocIDs + ')'
      SET @deleteCalls = @deleteCalls + 'DELETE FROM Evaluations where Id in (' + @adhocIDs +
')'
    END
  IF (@formFilledIDs IS NOT NULL)
    BEGIN
      SET @deleteCalls = @deleteCalls + 'DELETE FROM FormsQuestionsSelectedAnswers where
FormFilldId in (' + @formFilledIDs + ')'
      SET @deleteCalls = @deleteCalls + 'DELETE FROM FormFilledQuestions where formFilledid
in (' + @formFilledIDs + ')'
      SET @deleteCalls = @deleteCalls + 'DELETE FROM FormFilledGroups where formFilledid in
(' + @formFilledIDs + ')'
      SET @deleteCalls = @deleteCalls + 'DELETE FROM FormFilled where Id in (' +
```

```
@formFilledIDs + ')'
    END
  SET @deleteCalls = @deleteCalls + 'DELETE FROM callAudioTbl where callid in (' + @CallIDs +
')'
  SET @deleteCalls = @deleteCalls + 'DELETE FROM callForwardTasksTbl where callid in (' +
@CallIDs + ')'
  SET @deleteCalls = @deleteCalls + 'DELETE FROM coachingStaticCallListCalls where callid in
(' + @CallIDs + ')'
  SET @deleteCalls = @deleteCalls + 'DELETE FROM callMetaExTbl where callid in (' + @CallIDs
+ ')'
  SET @deleteCalls = @deleteCalls + 'DELETE FROM repCategoryMetaTbl where callid in (' +
@CallIDS + ')'
  SET @deleteCalls = @deleteCalls + 'DELETE FROM callcategoryTbl where callid in (' +
@CallIDs + ')'
  SET @deleteCalls = @deleteCalls + 'DELETE FROM callStatusTbl where callid in (' + @CallIDs
+ ')'
  SET @deleteCalls = @deleteCalls + 'DELETE FROM callNotesTbl where callid in (' + @CallIDs +
')'
  SET @deleteCalls = @deleteCalls + 'DELETE FROM callEventsTbl where callid in (' + @CallIDs
+ ')'
  SET @deleteCalls = @deleteCalls + 'DELETE FROM callEventsAuditTbl where callid in (' +
@CallIDs + ')'
  SET @deleteCalls = @deleteCalls + 'DELETE FROM callStatisticsTbl where callid in (' +
@CallIDs + ')'
  SET @deleteCalls = @deleteCalls + 'DELETE FROM callAgentTbl where callid in (' + @CallIDs +
')'
  SET @deleteCalls = @deleteCalls + 'DELETE FROM callPartitionTbl where callid in (' +
@CallIDs + ')'
  SET @deleteCalls = @deleteCalls + 'DELETE FROM callTasksTbl where callid in (' + @CallIDs +
')'
  SET @deleteCalls = @deleteCalls + 'DELETE FROM callSpeakersTbl where callid in (' +
@CallIDs + ')'
  SET @deleteCalls = @deleteCalls + 'DELETE FROM segmentMetaTbl where callId in (' + @CallIDs
+ ')'
  SET @deleteCalls = @deleteCalls + 'DELETE FROM callMetaTbl where callid in (' + @CallIDs +
')'
  SET @deleteCalls = @deleteCalls + 'DELETE FROM CallQTbl where callId in (' + @CallIDs + ')'
  SET @deleteCalls = @deleteCalls + 'DELETE FROM lvcsrindex where callId in (' + @CallIDs +
')'
  SET @deleteCalls = @deleteCalls + 'DELETE FROM callchannels where callId in (' + @CallIDs +
')'
  SET @deleteCalls = @deleteCalls + 'DELETE FROM callLogTbl where callId in (' + @CallIDs +
')'
  SET @deleteCalls = @deleteCalls + 'DELETE FROM ExplorationFragment where callId in (' +
@CallIDs + ')'
  SET @deleteCalls = @deleteCalls + 'DELETE FROM InteractionTags where InteractionId in (' +
@CallIDs + ')'
  SET @deleteCalls = @deleteCalls + 'DELETE FROM TranscriptionExportStatus where CallId in ('
+ @CallIDs + ')'
  ---------
  EXEC sp_executesql @deleteCalls
END
GO
DROP TABLE [MetricsTbl]
GO
ALTER TABLE siteStoreTbl Drop Column resourceType
GO
update configServer set RcsKeepAliveInterval = 10
GO
update dbo.versionTbl set version= '8.5.512.429' where resource in ('SM', 'SMART')
GO
```

| ID: **PRSM-28615** | Found In: **8.5.512.28** | Fixed In: **8.5.512.37** |

Release 8.5.5

Speech and Text Analytics Release Notes

You can find links to Release Notes for particular 8.5.5 releases of Speech and Text Analytics, if available, in the tree menu on the left or in the list of Available Releases.

8.5.512.46

Speech and Text Analytics Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Mac	Solaris	Windows
01/03/25	General						X

What's New

This release contains the following new features and enhancements:

- AngularJS is now upgraded to v1.9.7. (PRSM-30026)
- Performance of the Team Evaluation Comparison report has been improved. (PRSM-30080)
- The Indexer component has been upgraded to .NET core 8. (PRSM-30041)

Resolved Issues

This release contains the following resolved issues:

SpeechMiner now calculates scores correctly even when the sliding scale question is marked as N/A. Previously in this scenario, the score was incorrect. (PRSM-29916)

Search no longer fails when browser language is selected as Turkish. Previously in this scenario, an error was shown. (PRSM-29918)

A vulnerability that allowed unauthorized users to access the config files has been fixed. (PRSM-29975)

Helpful Links

Releases Info

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

Product Documentation

SpeechMiner

Genesys Products

List of Release Notes

Upgrade Notes

No special procedure is required to upgrade to release 8.5.512.46.

8.5.512.44

Speech and Text Analytics Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Mac	Solaris	Windows
01/03/25	General						X

What's New

This release contains the following new features and enhancements:

- AngularJS is now upgraded to v1.9.7. (PRSM-30026)
- Performance of the Team Evaluation Comparison report has been improved. (PRSM-30080)

Resolved Issues

This release contains the following resolved issues:

SpeechMiner now calculates scores correctly even when the sliding scale question is marked as N/A. Previously in this scenario, the score was incorrect. (PRSM-29916)

Search no longer fails when browser language is selected as Turkish. Previously in this scenario, an error was shown. (PRSM-29918)

A vulnerability that allowed unauthorized users to access the config files has been fixed. (PRSM-29975)

Helpful Links

Releases Info

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

Product Documentation

SpeechMiner

Genesys Products

List of Release Notes

Upgrade Notes

No special procedure is required to upgrade to release 8.5.512.44.

8.5.512.43

Speech and Text Analytics Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Mac	Solaris	Windows
06/28/24	General						X

What's New

This release includes only resolved issues.

Resolved Issues

This release contains the following resolved issues:

Interaction export now works properly when encryption is turned off. Previously in this scenario, the interaction export function did not work. (PRSM-29827)

Search based on *Comments* filter now returns appropriate results. (PRSM-24673)

Helpful Links

Releases Info

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

Product Documentation

SpeechMiner

Genesys Products

List of Release Notes

Upgrade Notes

No special procedure is required to upgrade to release 8.5.512.43.

8.5.512.42

Speech and Text Analytics Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Mac	Solaris	Windows
03/26/24	General						X

What's New

This release includes only resolved issues.

Resolved Issues

This release contains the following resolved issues:

If a Load Balancer is used before SpeechMiner web servers, SpeechMiner now logs the source IP instead of the Load Balancer IP in audit tables.

> **Important**
> The **X-Forwarded-For** (XFF) HTTP header must be enabled at the Load Balancer.

(PRSM-29750)

An issue that prevented SpeechMiner from connecting to RWS via HTTPS is now fixed. (PRSM-29729)

The **Batch Actions** menu is now visible in **Interactions List Panel**, which displays the interactions grid corresponding to the selected Interaction List. (PRSM-29678)

Text strings in SpeechMiner are now displayed in the selected language. (PRSM-26336)

Helpful Links

Releases Info

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

Product Documentation

SpeechMiner

Genesys Products

List of Release Notes

Some pages like Saved searches and Reports now work properly when the Windows service, Federal Information Processing Standard (FIPS), is enabled. Previously, these pages had issues when FIPS was enabled. (PRSM-29041)

After setting a system with `externalApplicationBaseURL` in the **webserviceparams** table, business alerts are sent with a link that points to the correct external URL and not to the local web server. (PRSM-29581)

On Event Business alerts no longer trigger multiple emails per call that triggers the event. (PRSM-29580)

Usernames with uppercase letters now get selected properly in Saved Search's shared windows, based on user's selection. Previously in this scenario, usernames with uppercase letters did not get selected properly. (PRSM-27401)

Upgrade Notes

No special procedure is required to upgrade to release 8.5.512.42.

8.5.512.37

Speech and Text Analytics Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Mac	Solaris	Windows
10/13/23	General						X

What's New

This release contains the following new features and enhancements:

- The SpeechMiner Indexer component is upgraded to use .NET core 6.0. (PRSM-29150)

- The Indexer component now supports Elasticsearch version 7.17.6. (WFOAZURE-2698)

Helpful Links

Releases Info

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

Product Documentation

SpeechMiner

Genesys Products

List of Release Notes

> **Important**
>
> Installing .NET 6.0 and Elasticsearch 7.17.6 are mandatory requirements for Indexer. All the libraries mentioned in Installing .NET Core 6.0 Runtime & Hosting are required for successful installation of SpeechMiner (if the Indexer component is selected). If the Indexer component is selected and if .NET 6.0 is not installed, installation would fail.

- SpeechMiner now provides an option to download Screen Recordings from the SpeechMiner Web UI. (WFOAZURE-1820)

> **Important**

- This option is supported only for exporting a single Screen Recording interaction and it is not supported for batch export.

- To export screen recordings, Genesys Administrator Extension (GAX) plugin must be updated to 8.5.097.57.

- Users must have the privilege **Enable Video Contest Menu** to be able to export screen recordings.

- SpeechMiner now supports HTML formatted content for digital media interactions:

  - Transcript text recognized as a topic now displays in bold only if it's not formatted in HTML. If the transcript text for the topic is formatted in HTML, then the text displays in HTML format.

  - If the content of table formatted data for digital interactions has text recognized as a topic, the topic pointers display below the table.

  - Enabling digit filtering now replaces all numbers in the text with an asterisk (*). This may have an impact on the HTML format of the transcript.

    (WFOAZURE-1525)

- SpeechMiner now displays the web UI in a language that you selected in the browser. If you select an unsupported language in the browser, the web UI defaults to the language selected in the **SMConfig** application. (PRSM-28608)

- Digits can now be filtered based on complex logic. Additional conditions can be included in the filter, such as greater than, smaller than or equal to. The conditions must be separated by a semi-colon. For example, >5;<12;. If the condition is not allowed, the previous logic will take effect. (PRSM-29124)

> ### Important
> Enhanced digits filtering is only applicable for voice interactions.

- As part of a security feature update, SpeechMiner is upgraded to work only with HTTPS connections. To work with HTTP, refer to the configuration specified in Working with HTTP. (PRSM-29132)

- SpeechMiner now supports only Single Connection mode. In Single Connection mode, SpeechMiner communicates only with the RWS component. SpeechMiner no longer supports configuring RCS URL in the **Recording** panel of SMConfig tool. Starting from this release, the only option available in SMConfig (**Recording** panel) is Internal RWS URI, whereas the previous versions of SpeechMiner provided fields to enter RCS URI, RWS URI, External RCS URI, and External RWS URI. (GIR-31292)

> ### Important
> To use single connection in Interaction Recording Web Services, refer to Local Decrypt URI Prefix for Call Recording and Screen Recording. Note that Interaction Recording Web Services must be upgraded to 8.5.204.02 or a newer version.

Resolved Issues

This release contains the following resolved issues:

SpeechMiner now calculates the form score correctly, even if only the free form question is answered within a specific group. Previously, if there were two question groups within a form and only the free form question within a group was answered, the form score was not calculated correctly. (WFOAZURE-1101)

The metadata fields for the **Metadata Frequency** report now appear in alphabetical order. (PRSM-28895)

Free Form answer can now handle up to 4000 characters. Previously, Free Form supported only up to 2000 characters. (PRSM-28818)

An issue with the Installer (DB installation) is now resolved. (PRSM-28615)

Upgrade Notes

To upgrade to release 8.5.512, refer to the SpeechMiner 8.5.x Upgrade Guide.

8.5.512.28

Speech and Text Analytics Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Mac	Solaris	Windows
03/31/22	General						X

What's New

This release contains the following new enhancements:

- Support for Windows Server 2019 operating system and SQL Server 2019 database. See the SpeechMiner page in the *Genesys Supported Operating Environment Reference* for more information and a list of all supported operating systems. (PRSM-28615)

- SpeechMiner now supports the latest version of Elasticsearch 7.16.3. It no longer supports the older versions of Elasticsearch. (PRSM-28682)

Helpful Links

Releases Info

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

Product Documentation

SpeechMiner

Genesys Products

List of Release Notes

Important

To install SpeechMiner, you must upgrade to Elasticsearch 7.16.3.

- SpeechMiner now supports Microsoft Edge Chromium browser. See the SpeechMiner page in the *Genesys Supported Operating Environment Reference* for more information and a list of all supported browsers.

Resolved Issues

This release contains no resolved issues.

Upgrade Notes

No special procedure is required to upgrade to release 8.5.512.28.

8.5.512.13

Speech and Text Analytics Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
02/22/21	Hot Fix					X

What's New

This release contains the following new enhancements:

- Quality Management - The View all Evaluation Sessions permission was added to the system. Administrators with this permission can now view evaluation sessions associated with all users (read-only). (PRSM-27561)

Resolved Issues

This release contains the following resolved issues:

The Agent Evaluation Comparison report has been improved so that trend information is shown for each group available in the form. (PRSM-27635)

Failed logins no longer occur due to a failed connection to the Configuration Server. (PRSM-27628)

There is now a configurable retry mechanism when loading persons and roles from the Configuration Server. The retry mechanism is configured using the LoadRolesRetry field (default value 3) in the configServer table. (PRSM-27627)

There is now a timeout for Configuration Server operations. The Configuration Server operations timeout is configured using the ConfigSrvrTimeout field (default 30 seconds) in the configServer table. (PRSM-27626)

When working with Exploration an error no longer occurs when a bulk clustering task is imported. (PRSM-27620)

Helpful Links

Releases Info

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

Product Documentation

SpeechMiner

Genesys Products

List of Release Notes

SpeechMiner Auditing now includes the following events: Create, Delete, Save, Export, Complete, Archive, Cycle Interactions. (PRSM-27619)

The lower part of the Evaluation Summary report now displays one value for each session per user. Previously, the Evaluation Summary report displayed the session per user value twice. (PRSM-27618)

When an Evaluator completes an evaluation session and notifies the agent, the agent receives an Action Item. Without appropriate permissions, the agent can no longer see the evaluation session score. Previously, the agent was able to see the evaluation session score. (PRSM-27617)

When the database is unavailable due to network connectivity or other database server problems, the application throws a valid message (for example, SQL connectivity error) in the ULogger. Previously, the application threw an invalid message. (PRSM-27616)

Two ADDP fields (ClientTimeout and ServerTimeout) are no longer missing from the configServer table. (PRSM-27574)

The logic to export the QM Evaluation Session report to PDF has been modified to increase the size of text that can be included, and to move longer text to the end of the report. (PRSM-27532)

The stored procedure that creates partitions based on call time has been enhanced to cover dates further into the future. (PRSM-27270)

The monitor task that sends the event-based report now runs at regular intervals, as configured, and uses the UTC time zone for validation. (PRSM-27036)

A problem where SMART could not load the events panel after a user opened a topic has been addressed. The logic that fetches the audit status of topics and terms for interactions has been improved. (PRSM-26990)

The database maintenance job has been enhanced to further optimize database performance. (PRSM-26784)

When generating a report with multiple metadata filters, an unhandled exception is no longer thrown. (PRSM-26581)

Upgrade Notes

To upgrade to release 8.5.512, refer to the SpeechMiner 8.5.x Upgrade Guide.

8.5.512.12

Speech and Text Analytics Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
07/30/20	Hot Fix					X

What's New

This release contains the following new enhancements:

- **SMART** - SMART logs now include data about every SMART operation processed during the Apply action. With this new information users are now able to better understand the cause of Apply failures. (PRSM-26938)

- New logs were included to provide information about the time it takes the Indexer to query Elasticsearch results and about the time it takes Elasticsearch to query the results. (PRSM-26516)

- New logs were included to provide information about the API search sub-tasks that fetch interactions from the indexer component and load them in the Interactions page when a user performs an interaction search. (PRSM-26518)

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:

When you save a report that includes a metadata filter, the selected metadata filter is now saved with the report. Previously, the metadata filter was not saved with the report. (PRSM-26931)

Silence Detection is now operative. (PRSM-26930)

When working with Trending, conflicting results no longer appear in the Trending page. (PRSM-26685)

Searching for an event now works correctly. Previously, it failed due to SQL Server collation. (PRSM-26928)

A deactivated time based report no longer continues to send reports. Previously, the deactivated time based report sometimes continued to send reports. (PRSM-27053)

Upgrade Notes

To upgrade to release 8.5.512, refer to the SpeechMiner 8.5.x Upgrade Guide.

8.5.512.11

Speech and Text Analytics Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
05/07/20	Hot Fix					X

What's New

This release contains the following new features and enhancements:

- **Login**
  - User partition loading is now configurable for the Login function. By default, partitions are not loaded during login. (PRSM-26583)

- **Search**
  - Search performance results have improved due to recent enhancements to the Indexer. (PRSM-26516)

Resolved Issues

This release contains the following resolved issues:

When performing a Search, partition data is now cached and the Configuration Server is no longer queried multiple times. (PRSM-26267)

If you install the latest SpeechMiner version without installing the .Net Core 3.1.3 prerequisite the following message will now appear:
`Setup could not detect Microsoft .NET Core Windows Server Host version 3.0.0 and above. This is a prerequisite for installing the Web and indexer.`
Previously, an incorrect message appeared instead. (PRSM-26579)

Helpful Links

Releases Info

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

Product Documentation

SpeechMiner

Genesys Products

List of Release Notes

Upgrade Notes

To upgrade to release 8.5.512, refer to the SpeechMiner 8.5.x Upgrade Guide.

8.5.512.10

Speech and Text Analytics Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
04/26/20	Hot Fix					X

What's New

This release contains the following new features and enhancements:

- **Language**
  - Training material was added to the following languages to improve speech recognition:
    - Dutch (nl-NL) (PRSM-26446)
    - Argentina LATAM Spanish (es-AR) (PRSM-25922)
    - UK English (en-gb) (PRSM-25576, PRSM-25299)
    - Brazilian Portuguese (pt-BR) (PRSM-25520)
- **Compatibility**
  - Genesys Interactions Analytics is now compatible with .NET Core v3.1.x. For additional information, refer to Required Third-Party Software (PRSM-26333, PRSM-26235, PRSM-25641)

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:

The Content Browser now loads a relatively large list of interactions without generating an error. (PRSM-26398, PRSM-25808)

When you create/edit a **Category Distribution** report, the **Context** menu now appears as expected when you right-click a category in the **Category** list. Previously, the **Context** menu did not appear. (PRSM-26163, PRSM-26087)

When a form includes a question/group that was assigned a weight with two digits after the decimal point, the form can now be activated. (PRSM-26164, PRSM-25860)

All topics with a high confidence level are now highlighted in the interaction transcription. Previously, not all such topics were highlighted. (PRSM-25931)

Reports are now created correctly in a Portuguese Brazil (pt-BR) system when the **globalDateTimeFormat** is `hh:mm tt`. (PRSM-25912)

When you create an Evaluation Session, the filter options are now located correctly on the screen and the user can now scroll the drop down filter.. (PRSM-25859)

When data is processed through Fetcher, the metadata field names are no longer converted to lower case. (PRSM-26238)

The **ConfigServer** table is now updated with accurate information when a user logs into SMConfig and the **Authentication** field in the **SM Config Login** window is left empty. Previously, this empty field resulted in inaccurate information in the **ConfigServer** table. (PRSM-26223)

The French Canadian translation in the **Saved Reports** screen for the **Last Modified** and **Permalink** fields is now correct. (PRSM-26165)

The French Canadian Genesys Interaction Analytics system no longer contains language and grammatical errors. (PRSM-25822)

In Chrome sessions, the **Last Updated** field in the **Monitor System** tool is now displayed correctly. Previously, this field appeared larger than it should. (PRSM-25885, PRSM-26246, PRSM-26411)

When playing an interaction, the Media Player now displays event icons. Previously, event icons were not displayed for some of the interactions. (PRSM-25650, PRSM-26412)

Measures have been taken to improve the prevention of potential security threats to the web application. (PRSM-26218)

When creating/editing an Ad-Hoc Evaluation, you can now select **Required Forms**. Previously, the **Required Forms** were not available. (PRSM-26245, PRSM-26410)

When an Ad-Hoc evaluation is created, the server no longer receives the complete metadata set for each interaction. Previously, the server receives the complete metadata set for each interaction. (PRSM-26225)

Non-segmented interactions can now be exported from Speechminer UI. Previously, they could not be exported. (PRSM-26382)

When you create/edit an **Evaluation Summary Report**, the **Name** column now displays the full evaluator name. (PRSM-26181)

Business alert emails can now be sent without issues to recipients who are Genesys users. (PRSM-26341, PRSM-26254)

The **Interaction Time** column in the exported QM Session spreadsheet now contains the Local time. Previously, this column contained the UTC time. (PRSM-26355, PRSM-26237)

Upgrade Notes

To upgrade to release 8.5.512, refer to the SpeechMiner 8.5.x Upgrade Guide.

8.5.512.07

Speech and Text Analytics Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
10/17/19	General					X

What's New

This release contains the following new features and enhancements:

- **Language**
  - Hindi (hi-IN) Speech Analysis and Text Analysis is now supported for Interaction Analytics (Speech and Text Analytics). (PRSM-23002)
  - Spanish numbers in the Spanish US language have been added to the English US language and English US language numbers have been added to the Spanish US language. (PRSM-25608)
  - Training material is improved for UK English (PRSM-25495)
  - Training material is improved for US English (PRSM-25338)
  - Training material is improved for Mandarin Chinese (PRSM-25685)
- **Quality Management** - The Edit all Evaluations permission was added to the system. Administrators can now review evaluations associated with all users. (PRSM-25132)

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:

When an agent belongs to multiple business units (that is, the agent belongs to multiple parents in the hierarchy), the agent filter in the Evaluation Session page does now functions as expected. (PRSM-25805)

The Available Templates page in the SpeechMiner User Manual no longer includes broken links. (PRSM-25626)

Configuration of sensitive data privileges is now working as expected. (PRSM-25610)

When a text interaction contains a line similar to the following example, the Recognition task no longer fails. For example, $90 + $9.75 + $3 equals $102.75 times 2 = $205.50, not $210.25? (PRSM-24088)

Interaction segments with long external IDs are now exported as expected. (PRSM-25612)

When you edit one form associated with a completed evaluation that includes multiple forms, the answers associated with the forms you are not editing are no longer deleted. (PRSM-25582)

When an interaction contains Silence time in 2 or more different segments, the Silence time is now calculated separately. Previously, in this scenario the interaction may have been calculated as continuous when it shouldn't have been because the segments are different. (PRSM-25606)

In mixed mode (Genesys Interaction Recording + UConnector), a Quality Management > Evaluation Session for text interactions can now be successfully completed. Previously, such a session could not be completed. (PRSM-25455)

The Agent Comparison Report now includes correct data. (PRSM-25261)

When a Quality Management evaluation is exported as a PDF in a 8.5.512 environment, the Total Score is no longer missing. (PRSM-25296)

Category name recognition is no longer case sensitive. Previously, category name recognition was case sensitive. (PRSM-25632)

A backslash was added to an example URL address in the Installing SpeechMiner Components page in the Administration Guide. Previously, the backslash was missing in the example URL address. (PRSM-25559)

When working with a German UI and a user deletes an evaluation, the confirmation message is in German. Previously, the confirmation message was in Dutch instead of German. (PRSM-25414)

A note about how the sqlclr.sql file should be executed against the SpeechMiner Database was added to the SpeechMiner Components > Installing the SpeechMiner Database > Deploying the SQL CLR section of the SpeechMiner Administration Guide. Previously, this information was missing. (PRSM-25411)

In the Additional Configuration > Remove SpeechMiner Metadata Fields section in the Administration

Guide, quotes are no longer missing at the end of the SQL command. (PRSM-25400)

The Prerequisites section in the Upgrade SpeechMiner from any Version to 8.5.512 procedure in the Upgrade Guide, now includes a link to the new Genesys Licensing Team online request tool. Previously, this section included an in valid link to Genesys Licensing. (PRSM-25300)

In the Setting Up the SQL Server for SpeechMiner > Recommended SQL Server Configuration section of the Administration Guide, the DB Script is now correct. (PRSM-25330)

Information about how to configure UPlatform to work with TLS 1.2 was added to the SpeechMiner Administration Guide in the following section: Deploying SpeechMiner > Configuring SpeechMiner > Additional Configurations > HTTPS for SpeechMiner > Securing SpeechMiner Connections > Configure UPlatform to work with TLS 1.2. (PRSM-25260)

Upgrade Notes

To upgrade to release 8.5.512, refer to the SpeechMiner 8.5.x Upgrade Guide.

Important

When upgrading to 8.5.512.07 you must upgrade to Elasticsearch 5.6.16.

SpeechMiner 8.5.x Release Notes

Release 8.5.5

8.5.512.06

Speech and Text Analytics Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
03/06/19	Hot Fix					X

What's New

This release contains the following new features and enhancements:

- **Quality Management Reports** - You can now select Creation Date, Updated date, and Completion date for three Quality Management (QM) Reports (Agent Evaluation Comparison, Team Evaluation Comparison, Evaluator Evaluation Comparison).

- **Quality Management Evaluations** - You can now activate, but not deactivate, Quality Management Calibration and one time evaluations. As a result, multiple sessions are not created for different dates.

- **SpeechMiner Connections** - SpeechMiner now supports TLS 1.2. This requires that the server is configured to use TLS 1.2 and the client trusts the server certificate.

- **SQL Support** - SpeechMiner now supports MS SQL Server 2014 SP3.

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:

The roles an Administrator can grant to users is defined in the grantRoles field in the rolesTbl table (Note: more than 100 roles may hinder expected performance). When the list of roles an Administrator can control reaches the grantRoles field limit (256 characters), an error no longer occurs when a user attempts to add roles to this list. (PRSM-25170)

When upgrading a system with a large amount of events to 8.5.512.00 or later, the upgrade process no longer stops. (PRSM-25134)

Speech and Text Analytics

41

In a Coaching session, the Search option now functions as expected. (PRSM-25024)

When you modify and save a Saved Scheduled Report, the changes are now saved. Previously, when a Saved Scheduled Report was changed and saved, the changes were not saved. Instead, after 15 minutes the changes were ignored and the specific Saved Scheduled Report reverted to its previous configuration. (PRSM-24953)

SpeechMiner now supports TLS 1.2 when the server is configured to use TLS 1.2 and the client trusts the server certificate. For this reason, SSL errors no longer occur and the UPlatform can now connect to the SQL Server. (PRSM-24732)

When more than 1000 characters are entered as an answer to a Free Form Question in an evaluation, the exported PDF is now formatted correctly and sentences are no longer missing. (PRSM-24815, PRSM-24716)

When a SpeechMiner Dashboard is created the selected dashboard name is not limited to a specific number of characters. Previously, when the user attempted to rename a saved SpeechMiner Dashboard, the same Dashboard's name was limited to 29 characters. (PRSM-24647)

Interaction Receiver no longer fails to process recordings with a valid .wav file format, no audio data and duration = 0. (PRSM-24644, PRSM-25135)

When an Exploration search includes an interaction that has at least one empty channel (with no recognized words in it), the Clustering task no longer stops functioning and produces results for the Trending web page. Previously in such scenarios the Clustering task sometimes stopped functioning with the following languages: (PRSM-24611)

- Dutch - NL
- Russian - Russia
- German - Germany
- Korean - Korea
- Japanese - Japan
- Mandarin - China
- Arabic - World Wide
- Turkish - Turkey
- Cantonese - Hong Kong

When a user who is not a part of any Configuration Server access group makes numerous failed attempts to log in to SpeechMiner, other users in the system can log in normally. Previously in such scenarios, other users might be unable to log in. (PRSM-24489)

Measures have been taken to improve the potential security threats to the web application. (PRSM-24483, PRSM-25220)

When some interactions are played in the Media Player and a beep sound is heard after a sequence of numbers is played (that is, numbers that may indicate personal information), the Media Player will not move back to the beginning of the interaction after skipping the sequence of numbers. Previously, when some interactions were played in the Media Player, a beep sound was heard after a sequence of numbers was played and the Media Player may have moved back to the beginning of the interaction. (PRSM-24375)

When configuring the group weights in a Quality Management Evaluation Form with more than 15 questions, clicking **Redistribute** now evenly divides 100 among the groups. The group weights now add up to 100. (PRSM-24323)

When a user (with the correct permissions) opens an Evaluation created by another user, the Search filters in the Interaction tab no longer look like they have been reset. (PRSM-24039)

When you select N/A for a Quality Management form Scale question during an evaluation session, the total score is now calculated as expected. (PRSM-23541)

The translation of the word "Any" in the French Canadian SpeechMiner User Interface (UI) is now correct. Previously, the word "Any" was translated incorrectly in the French Canadian SpeechMiner UI. "Any" was translated to "Quelconque" when it should have been translated to "Tous" (that is, if what follows is masculine and in plural form). (PRSM-23675)

All strings in the French SpeechMiner UI were translated to French. Previously, numerous strings were not translated to French when the SpeechMiner UI was translated to French. (PRSM-23668, PRSM-24054)

When a QM Evaluation Session is exported, the text in the exported PDF is now formatted properly when the Free Form contains &, <, or >. (PRSM-23612)

When a topic strictness is changed, the strictness assigned to the topic's terms with a custom confidence is no longer changed as well. Previously, when topic strictness was changed, the strictness assigned to the topic terms with a custom confidence was also changed. (PRSM-23522)

When working with a SpeechMiner UI translated to Russian, the string for the **on week of month** option is now translated to Russian. (PRSM-22771)

Upgrade Notes

To upgrade to release 8.5.512, refer to the SpeechMiner 8.5.x Upgrade Guide.

8.5.512.04

Speech and Text Analytics Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
11/07/18	Hot Fix					X

What's New

This release includes only resolved issues.

Resolved Issues

This release contains the following resolved issues:

When you export a multisegment interaction, the exported file includes all of the segments. Previously, not all of the segments were exported. (PRSM-24086)

Measures have been taken to improve the prevention of potential security threats to the web application. (PRSM-23967)

Helpful Links

Releases Info

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

Product Documentation

SpeechMiner

Genesys Products

List of Release Notes

Upgrade Notes

To upgrade to release 8.5.512, refer to the SpeechMiner 8.5.x Upgrade Guide.

8.5.512.03

Speech and Text Analytics Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
10/30/18	Hot Fix					X

What's New

This release includes only resolved issues.

Resolved Issues

This release contains the following resolved issues:

Coaching Session type configurations are now saved as expected. (PRSM-24246)

Reports no longer fail when a French Canadian system is configured with an hh:mm tt time format and the Custom Date Range filter is set before the report is run. (PRSM-24098)

SMConfig now creates performance counters, which were previously unavailable. (PRSM-24094)

A mistake in the French Canadian SpeechMiner UI translation has now been corrected. The word **All** (for All Users), was translated to **Tous**. (PRSM-24068)

The Media Player in the French Canadian SpeechMiner UI now includes the correct translations for the mute/unmute. (PRSM-23793)

When search results return more than 100 interactions and you expand a multi-segment interaction, more then 100 interactions are displayed if the Search results contain more than 100 interactions. Previously, when search results were over 100 interactions and you expanded a multi-segmented interaction, only the first 100 interactions were displayed when there are more than 100. (PRSM-23547)

Helpful Links

Releases Info

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

Product Documentation

SpeechMiner

Genesys Products

List of Release Notes

Running the Coaching Summary report no longer causes an error. (PRSM-23540)

When the database contains usernames that include other usernames for an Ad-Hoc evaluation, only the selected username will be added to the Ad-Hoc evaluation. Previously, if the database contained usernames Tom, TomC and TomCruise and Tom was selected as an evaluator, Tom, TomC and TomCruise were added as evaluators. Now only Tom is added as an evaluator to the Ad-Hoc evaluation. (PRSM-23493)

The Agent External ID is no longer case sensitive. Previously, because the Agent External ID was case sensitive the Agent name would disappear from the Agent filter if the capitalization of the specific name was changed in GAX. (PRSM-22971)

Measures have been taken to improve the prevention of potential security threats to the web application. (PRSM-23968, PRSM-23967, PRSM-24200)

Upgrade Notes

To upgrade to release 8.5.512, refer to the SpeechMiner 8.5.x Upgrade Guide.

8.5.512.02

Speech and Text Analytics Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
10/02/18	Hot Fix					X

What's New

This release contains the following new feature and enhancement:

- **Screen Recording Context Menu Permission:** A new Enable Video Context Menu permission was added to the SpeechMiner UI to control access to the Video Context menu when performing a right-click on a screen recording in the player. By default, the Video Context menu is no longer accessible. If users need this functionality, enable the permission in their assigned role.

Resolved Issues

This release includes only new features and enhancements.

Upgrade Notes

To upgrade to release 8.5.512, refer to the SpeechMiner 8.5.x Upgrade Guide.

Helpful Links

Releases Info

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

Product Documentation

SpeechMiner

Genesys Products

List of Release Notes

8.5.512.01

Speech and Text Analytics Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
09/07/18	Hot Fix					X

What's New

This release includes only resolved issues.

Resolved Issues

This release contains the following resolved issues:

Trending report results are now available for new installations of 8.5.512. After upgrading to 8.5.512, Trending report results will be based on Trending terms available before and after the upgrade. Previously, Trending terms were only based on Trending terms available before the upgrade. (PRSM-23741)

Measures have been taken to improve the potential security threats to the web application (SpeechMiner UI). (PRSM-23728 and PRSM-23930)

The SpeechMiner Russian training material is now supported by UTF-8 variable width character encoding. (PRSM-23566)

Chrome no longer disconnects when you try to search for and/or listen to a long recording. The Wave graph is not visible for long recordings and the duration of long recordings is configurable. To set the wave graph visibility change the WaveGraphCallDurationLimit parameter in the webServiceParams table. **Note:** It is recommended to limit the visibility to recordings of the Media Player wave graph that are no longer than 30 minutes. If the value of the WaveGraphCallDurationLimit parameter is longer than 30 minutes, users may experience performance issues.(PRSM-23560)

An exception is no longer raised in the browser when an Evaluation Session search result contains a session associated with a user that no longer exists in the system. (PRSM-23475)

Helpful Links

Releases Info

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

Product Documentation

SpeechMiner

Genesys Products

List of Release Notes

Upgrade Notes

To upgrade to release 8.5.512, refer to the SpeechMiner 8.5.x Upgrade Guide.

8.5.512.00

SpeechMiner 8.5.x Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
07/11/18	General					X

8.5.512 Release

This release contains the following new features and enhancements:

- The SpeechMiner connection to the Configuration Server now uses **ADDP** (Advanced Device Discovery Protocol). For details see ADDP.

- **Interaction Search Improvements**:

  - **Search Results – Total Matches:** When a search is performed in the Interactions grid, the search results now show the total number of interactions within the system that match the specified filter criteria. **[+]**

    As shown in the following image, previously only the number of interactions returned was shown on the menu :
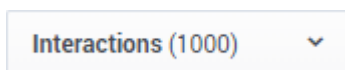
    Interactions (1000)

    Now the menu contains information about the number of interactions returned out of the number that match the search criteria in the server.

    Interactions (1,000 of 21,941)

  - **Pop-Out Media Player:** Users can now pop out multiple instances of the Media Player in separate Media Player windows to allow multiple interactions to be accessed at the same time. This also allows users with screen recordings to stretch out the Media Player to see more detail in the screen recording.

- **Quality Management Improvements**:

  - **Improved Scheduling and Distribution Options:** A number of changes have been made to the options available for Evaluation Session scheduling and distribution:

Helpful Links

Releases Info

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

Product Documentation

SpeechMiner

Genesys Products

List of Release Notes

- **Changes to Recurrence Parameters:** Recurrence options are now Days, Weeks and Months. The Hours and Minutes options have been removed to reduce the chances of creating too many unneeded evaluation sessions.

- **Distributed Agent Evaluation Improvement:** The Exactly option is now available for Distributed Agent Evaluation types. This allows a specific number of interactions to be selected for evaluation for a specific set of agents for a given time (for example, in a month).

- **Maximum Values for Exactly:** The system now has limits on the maximum value for Exactly. These are 1000 for Shared and Distributed Interaction Evaluation types and 30 for Distributed Agent. Note that these values are changeable in the database.

- **Multiple Evaluators Selection:** It is now possible to select multiple Evaluators for Distributed Interaction, Distributed Agent and Shared Evaluation types. When multiple Evaluators are selected, the resulting Sessions will be evenly distributed across Evaluators in a round robin fashion.

- **Evaluation Session Grid Search:** The Search Filter for Evaluation Sessions has been updated and now users can select the type of sessions (Active, Archived, Expired) and other filter criteria, prior to submitting a search. Previously, every change resulted in a new search that could cause delays in loading time.

- **Evaluation Session PDF Export Improvements:** When exporting an Evaluation Session as a PDF report, you can now see all text that was entered in a Free Form answer field. In addition, all comments associated with the underlying interaction are displayed in the PDF report.

- **Default Form to 100%:** To reduce clicks and save time when performing an evaluation, users can now select a toggle to default all answers in all forms within an Evaluation Session to 100% (or the maximum possible score). The default behavior when initially loading the form is configurable in the database. Also, a new permission to allow access to this toggle has been added. **[+]**

The following image shows the new Default scores to 100% option in the Evaluation Session page:
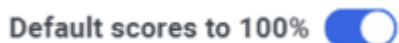
- **Trending Improvements:** (In a Genesys Interaction Analytics GIA deployment). A new View Trending Cluster Task Information permission was added to SpeechMiner Permissions.

  - **Clustering Information Visibility:** Users now have more flexibility about who can view and edit Clustering Tasks and their related information on the Trending page. Now, users with the View Clustering Task Information permission can view information without the need for elevated permissions to edit these tasks.

- **Language Enablement**

  - Recognition of Russian (ru-RU) and Russian UI (ru-RU) support has been enabled. Genesys Interaction Analytics (GIA) now operates on voice interactions and text interactions in Russian.

  - The Turkish Language pack (tr-TR) for interaction analytics has been improved with additional training material.

Resolved Issues

This release contains the following resolved issues:

The Log level in the Indexer is now set to the defined level. Previously, the Log level in the Indexer remained **info** even when it was changed. (PRSM-21895)

When editing an **Evaluation** with a **One Time** schedule the selected interactions now appear in the **Evaluation Summary**. (PRSM-23177)

After selecting the **Select All** checkbox in the **Batch Actions** menu in the Interaction grid, the number of the selected interactions in the Interactions grid is now the same as the number shown in the **Batch Actions** menu. (PRSM-23053)

Interaction search time is now faster for large systems. (PRSM-22990)

In **SMConfig > Sites & Machines > Properties > Language**, **French Canadian** is written **French - Canada**. Previously, French Canadian was written Canadian French. (PRSM-22796)

Improvements have been made to the the **Canadian French UI** translation. (PRSM-22793)

When **Agitation** is turned on and **Agitation events** are found, transcriptions now appear for the selected time frame. (PRSM-22660)

---

sp_createAgentsFromPartitions can now correctly handle a case where the partition matches an existing agent's name but not their **external ID**. (PRSM-22575)

The **Indexer Microservice Migration** tool does now contains logs. (PRSM-22569)

When there is a large number of users in the system (approximately above 10k), and each user is assigned to multiple Access Groups, logging into SpeechMiner no longer takes longer than expected and does not cause a timeout. (PRSM-22519)

Users with **Read/Write** permissions can now delete **Quality Management Evaluations** and **Sessions** when the evaluations are created by other users. (PRSM-22433)

Column selection is now saved in all Quality Management grids and in the **Saved Trending Filter** grid. (PRSM-22323)

Chrome no longer crashes when a long interaction is played back. But, the .wav graph is not displayed in the Media Player for long interactions. (PRSM-22317)

Special characters in a **Saved Trending Filter** description now appear correctly in the UI. (PRSM-22259)

Using the **Number of segments** filter in **SpeechMiner UI Reports** no longer causes incorrect search results. (PRSM-22257)

When interactions are exported from SpeechMiner UI without audio files, the event is now written in the usereventstbl in the SQL table. (PRSM-22256)

When you drill down from the **Trending** page to the related words chart, the word NULL no longer appears in the **Terms** summary and tool tip in the **Related Words** pop-up. (PRSM-22194)

The **Cluster Task** toggle option now appears in the **Cluster Task** column. Previously, the option did not appear in the column and

instead the term **false** appeared in the **Cluster Task** column. (PRSM-22121)

During the recognition process of some of the audio files the **Emotion detection** component now no longer throws an exception when computing the pitch. As a result, the audio files no longer fail the recognition process and appear in the Search Results list. (PRSM-22094)

When selecting the web language for the UI, **Cantonese** now appears in in **SMConfig > Sites & Machines > Properties** as Cantonese. Previously, Cantonese appeared as Cantonese - Hong Kong. (PRSM-22081)

In **SMConfig > Sites & Machines > Language Selection** the name **Netherlands** is now spelled correctly. (PRSM-22080)

The headings in the table in the **Agent Comparison by Segment** report are now fully visible. (PRSM-22078)

When working with **Internet Explorer** the user can now re-login after the session has expired. (PRSM-22068)

Report results are now accurate when more than one metadata value for the same metadata filter is configured. (PRSM-22065)

Numbers at the end of a recording (that is, at the end of a channel) are now redacted. (PRSM-22059)

When a comma is entered in a **Quality Management Free Form** field, it now appears as it should in the exported evaluation **.csv** file. (PRSM-21896)

When you create or edit an Evaluation and you clear the values in the **Segments** and **Duration** filters in the **Interaction** tab (without clicking the **Reset** button), the previous segment and duration values no longer appear after you click **Search**. (PRSM-21876)

When you click the **Percentage** column or bar to drill down in the **Predictive Elements** report, interactions are now listed according to the selected category and **Target Category**. (PRSM-21874)

When you select to **Drill Down** in the **Category Bubble Chart** report, the results associated with the **Bubble** category and the X Axis or Y Axis are now displayed. (PRSM-21873)

Copying the **Permalink** link from **Google Chrome** and pasting the link in **Internet Explorer 11** no longer results in a blank page. (PRSM-21847)

Explore > Search results do now accurately reflect the **Segment** and **Duration** filter configurations. (PRSM-21846)

An irrelevant message no longer appears after you select to create a new evaluation in the **Evaluation Manager** page. (PRSM-21812)

The system does now creates **Evaluation Sessions** for evaluations that were created with the following **Interaction Criteria**:

- Agent = Unknown
- A specific Interaction ID that belongs to an interaction whose agent is unknown. (PRSM-21790)

Saved reports are no longer missing from the database. (PRSM-21742)

After the **Search Filter** is run, the **Metadata** filter displays the display name. Previously, after the **Search Filter** was run, the **Metadata** filter displayed the field name instead of the display name. (PRSM-21658)

When searching for interactions all terms added to the **Terms & Topics** field are now highlighted in the transcript. Previously, when searching for interactions and two or more terms were added to **Terms & Topics** field, only the last term that was added was highlighted in the transcript. (PRSM-21651)

An error no longer appears when you click a bubble in a **Custom Exploration** chart. (PRSM-21276)

Upper and lowercase letters now appear correctly in **SMART Categorization** and interactions are now categorized correctly. (PRSM-21057)

With the introduction **Elasticsearch** (as of 8.5.511), **Remote Search** is no longer in use. (PRSM-20541)

When the following characters are entered in the **Search Filter > Comments** field and a search is run, the search is now performed and an error no longer occurs in the Ulogger: **@ \ ! \ ? \ . \ * \ # \ $**. (PRSM-19569)

When **Elasticsearch** or the **Indexer** is down, the **Platform** no longer prints the same error numerous times to the **Event Viewer**. (PRSM-21786)

Special characters (for example, Japanese letters), now appear clearly in reports. (PRSM-16505)

Measures have been taken to improve the prevention of potential security threats to the web application. (PRSM-21812, PRSM-23212, PRSM-22579, PRSM-22578, PRSM-22577, PRSM-22576, PRSM-23087, PRSM-23059, PRSM-22985, PRSM-22920, PRSM-22919)

Upgrade Notes

To upgrade to release 8.5.512, refer to the SpeechMiner 8.5.x Upgrade Guide. .

8.5.511.00

SpeechMiner 8.5.x Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
03/27/18	General					X

What's New

This release contains the following new features and enhancements:

- **Interaction Search Improvements:**

    - **Search for Interactions with Screen Recording** (In a Genesys Interaction Recording GIR deployment): It is now possible to search for interactions that include or exclude screen recordings. Interactions that have an associated screen recording are tagged with the **Screen Recording** tag. This feature can be used in conjunction with Quality Management (QM) to exclusively perform evaluations on interactions that have screen recordings.**[+]**

        The following **Tag** section **Explore > Search** page includes a Screen Recording tag. Previously, this tag did not appear in this list:

Helpful Links

Releases Info

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

Product Documentation

SpeechMiner

Genesys Products

List of Release Notes
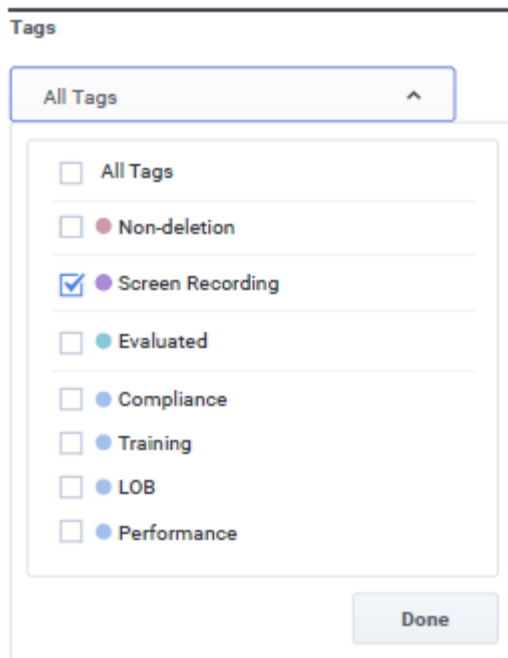
Note: This feature only works under the following conditions:

- Only for interactions that have been added to the system after **SpeechMiner** 8.5.511 was installed.

- The system must be configured with an external **Recording Web Services (RWS)** to enable screen recordings.

- The solution requires Recording Web Services (RWS) version 8.5.202.70 or later and Recording Muxer Script version 8.5.285.68 or later.

- Muxer must be configured to label recordings with screen recordings.

- **Filter by Minute Granularity**: You can now search for interactions within the **Interactions** and **Events** grids with minute granularity. Also, the filter within the **QM Evaluations Manger** and **Trending** can now be specified with minute granularity. **[+]**

As seen in the following image the Custom date filter now contains hour and minute values:

Previously, the Custom date filter did not contain hour and minute values.

- **Search Email Headers:** The search capability has been extended to include additional filters for email headers. You can now search for emails according to header fields including To, From, Cc and Bcc fields. After upgrading to 8.5.511 you must re-index text interactions in order to be able to use the new email filters for existing data.**[+]**

    The following **Email Search** section has been added to the **Explore > Search** page:
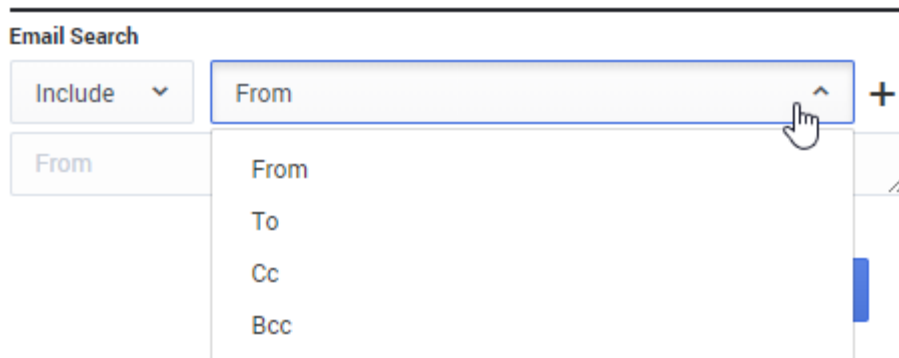
- **Support for Elasticsearch**: The solution no longer uses Lucene to store the index for search and retrieval purposes. The solution now uses **Elasticsearch**, which is a more scalable search engine, based on a distributed storage that streamlines the backup process and provides robust functionality around data integrity. As a result, all index data must be migrated from Lucene to Elasticsearch as part of the upgrade. For details, refer to Install, Configure and Run Elasticsearch

- **Quality Management Improvements**:

  - **Form Weighting:** It is now possible to provide up to two decimal places when assigning weights within forms, both at the group level and the question level. **[+]**

As seen in the following image, you can now enter a value with 2 decimal places:
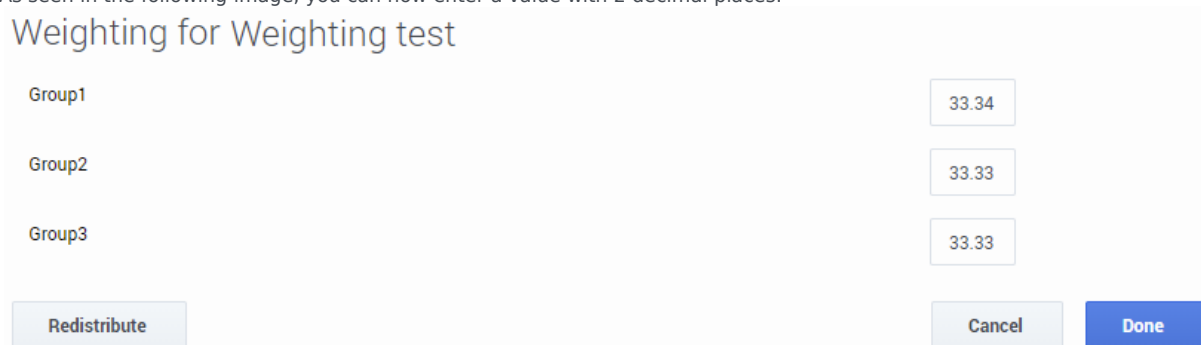
Previously, you could only enter a whole number.

- **Export Completed QM Sessions Improvement:** The exported data is now organized such that each question and related score are organized in separate columns for every group and form within the selected evaluations. Also, the export is limited to a maximum of 10 selected evaluations for the chosen date range. Previously, all evaluations where exported. **[+]**

As seen in the following image, you can now select up to 10 evaluations:

Previously, you could not select the evaluations for which you wanted to export evaluation data.

Export Completed QM Sessions

Exported Fields

Evaluation Session id
Evaluation Session
Agent Name
Evaluator
Interaction ID
External ID
Segment
Interaction Time
Duration
Program
Form:Group:Question:Answer
Metadata

*Downloading all completed QM sessions

Date Range

All

Export

- **Text Interaction Improvements**:

  - **Storage of Text Interactions** (In a Text Analytics GIA deployment): The solution now stores text interactions in the file system instead of the database. This includes encryption of the file on disk, if configured, as well as a unique value for retention policy period for these text interactions. Migrating new and existing text interactions from the database to the file system, frees up a large amount of database space.

  - **Text Attachments** (In a Genesys Interactions Analytics GIA deployment): The solution now stores and analyzes text attachments that are part of a text interaction. The system will analyze the content of the attachment in the same way it analyzes text interactions (for example, topic classification, searches and so on). The text attachment is displayed below the text interaction transcript with Attachment in the title. For example: **[+]**

    📎 **Attachment:** purchase-return-form_customer.txt

  - **Interaction Type:** You can now search for interactions according to the new **Text** interaction type.

  - **Raw Text Interactions Support** (In a Text Analytics GIA deployment): The solution can now analyze raw text interactions (that is, .txt files) in the same way it analyzes audio, email and chat interactions. You can also search for these interactions using the new **Texts** interaction type

- **In-Line Audit of Topic Events** (In a Genesys Interaction Analytics GIA deployment): Users can now audit topic events for Interaction Analytics in-line within the transcription viewer from the search page for all interactions types. This option is only available is the user has the correct privileges assigned. **[+]**

  As seen in the following image events now appear in an interaction transcript with the option of marking the event with an audit value:
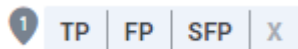

 Previously, the transcript events did not have the audit value options:.

- **Trending Improvements:** (In a Genesys Interaction Analytics GIA deployment)

  - **New Words More Prominent**: In **Trending** reports, when new terms are uncovered they are now shown more prominently in **Top Movers**.

  - **Layout Options**: User now have more flexibility in how the data is viewed on the **Trending** page. Users can now select one of three different layout options: **Combination**, **Chart** or **Table**. Combination shows the chart and table together, while Chart or Table show only one or the other. Also, the option to **Ignore Blacklist** is included as part of the layout options drop down. The selected option is persistent across sessions. **[+]**

    The new **Trending** page combination option includes a **Layout** menu.
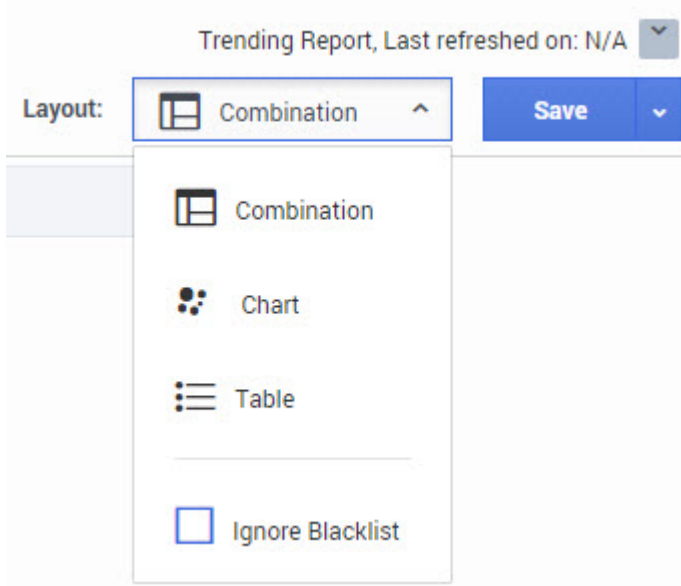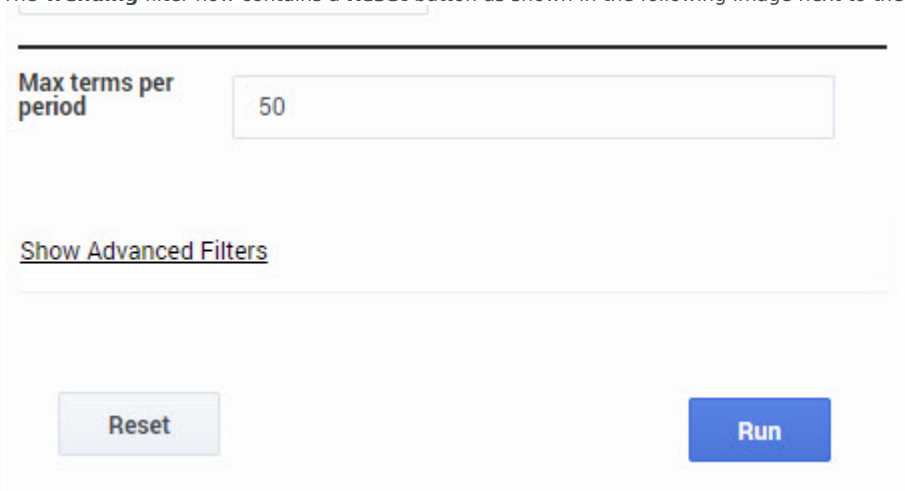

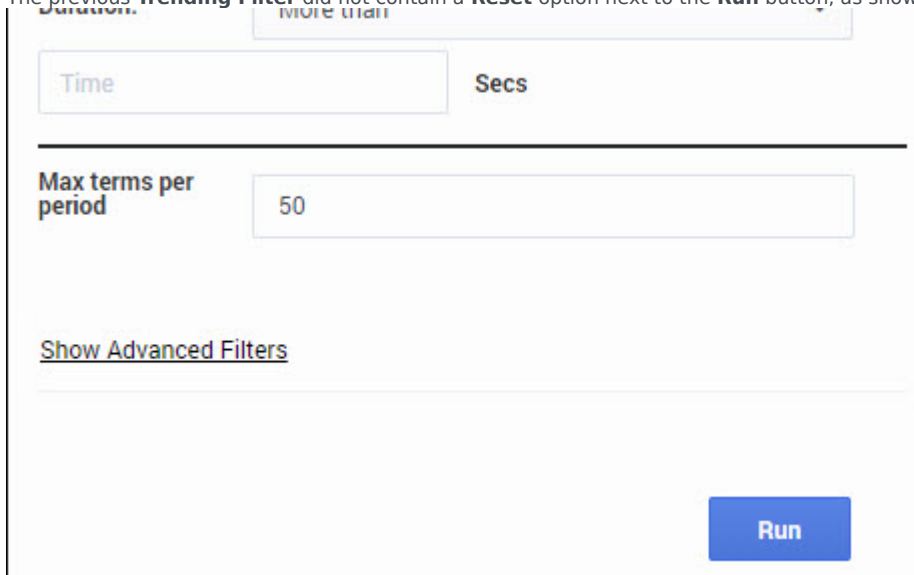   The previous **Trending** page options appeared as follows:
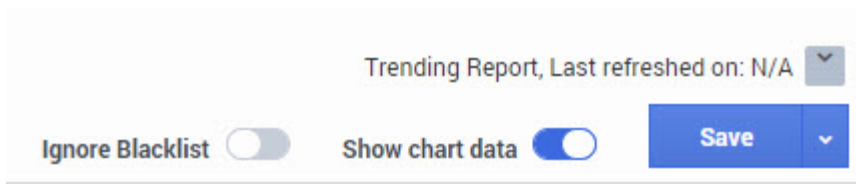
- **Reset Filters:** You can now reset the trending filters to the default state in **Trending**. **[+]**

The **Trending** filter now contains a **Reset** button as shown in the following image next to the **Run** button.
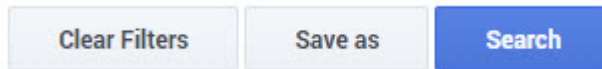

The previous **Trending Filter** did not contain a **Reset** option next to the **Run** button, as shown here:

The **Search Filter** page now contains a **Reset** button as shown in the following image next to the **Run** button.
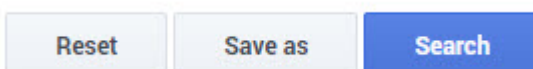
The previous **Search Filter** page contained a **Clear Filters** option as shown here:

- **Language Enablement:**

    - Recognition of Dutch (nl-NL) and Dutch (nl-NL) UI support has been enabled. Genesys Interactions Analytics (GIA) now operates on voice interactions and text interactions in Dutch.

    - The US Spanish Language pack (es-US) has been updated to include improvements for Colombia and Mexican Spanish dialects.

- **PureConnect**: Product materials have been updated to reflect the integration of **Genesys Engage Genesys Interaction Analytics** and **Genesys Engage Quality Management** with **PureConnect**.

Resolved Issues

This release contains the following resolved issues:

Measures have been taken to improve the prevention of potential security threats to the web application. (PRSM-21292), (PRSM-21278), (PRSM-21277), (PRSM-21270), (PRSM-21149), (PRSM-21134), (PRSM-20945), (PRSM-20885), (PRSM-20884), (PRSM-20883), (PRSM-20882), (PRSM-20881), (PRSM-20879), (PRSM-21332), (PRSM-21302), (PRSM-21301), (PRSM-21176) (PRSM-21321).

When you run a report with a **Metadata** value that includes a **+** sign, the report now returns data. Previously, no data was returned. (PRSM-20742)

SpeechMiner UI now closes all connections to **Recording Web Services (RWS)** and **Recording Crypto Server (RCS)**. Previously, these connections were not closed and SpeechMiner UI periodically became unresponsive after a prolonged period of work. (PRSM-20839)

A user can no longer play audio interactions from the cache when he/she is not authorized in **Recording Crypto Server (RCS)**. (PRSM-21222)

When working with SpeechMiner 8.5.510 and a record duration is set to null in the **WildcardGrammars** table, the system no longer crashes. (PRSM-20738)

When you search for a term using the **Trending > Search Results > Related Words** option, the specific term is now highlighted in the transcript if it is part of an audio interaction. (PRSM-18449)

When you select the **Related Words** option from a **Explore > Search > Transcript** page, the menu for the root term in the **Related Words** chart now contains the number of interactions in which the term was found. Previously, this information was not available. (PRSM-18380)

When searching for a specific event, **SpeechMiner UI** no longer accepts nonnumerical characters in the **Interaction ID** field. (PRSM-20462)

The current date is no longer missing from the **Start** and **End** dates in the **Scheduled Report** window. (PRSM-20443)

In **Google Chrome**, if you create an **Evaluation Session** with a **Form** name that contains 200 characters, the **Show Score** and **Save** options are now aligned properly on the screen. (PRSM-20424)

When editing a report, the **Check all** and **Uncheck all** filter options now select all the checkboxes and clear all the checkboxes, respectively. (PRSM-20532)

The **+More** and **-Less** options are now available when a long **Form** question description is entered without spaces between the characters. (PRSM-20522)

When working with an **Arab** language interface, the direction of the brackets in the **Export** window is now correct. (PRSM-20523)

Text interaction transcripts now open successfully if you search for a term that includes parentheses. Previously, the **Loading Transcription** message did not disappear and the transcription was not opened. (PRSM-20504)

When selecting the **Add in the Interaction List** page, the **Add List** button is not enabled until a session is selected. Previously, the **Add List** button was enabled even though a session was not selected. (PRSM-20521)

Media Player keyboard shortcuts are no longer documented in the **SpeechMiner UI** online help and user manual. Previously, the documentation contained incorrect information about Media Player keyboard shortcuts. (PRSM-20540)

When a date format is not *US format* (MM/dd/yyyy), and you use **Custom** dates in the date control, you can now type the dates. Previously, you could not type the dates and you had to pick the dates using the calendar provided. (PRSM-20552)

By default, you can create **Evaluation Sessions** every five minutes (minimum). Previously, when one minute was selected in the **Occur every #** option in the **New Evaluation** page, Evaluation Sessions were created every five minutes and not every one minute. (PRSM-20463)

The browser tab title now contains the correct name. Previously, the **Browser** tab title included the terms **SpeechMiner - Sessions** when you selected **Coaching > Sessions**. However, if you selected one of the sessions in the **Coaching Sessions** page, the tab title changed to **SpeechMiner** when it should have remained **SpeechMiner - Sessions**. In addition, the browser tab title included the terms **SpeechMiner - Search** when you selected **Explore > Search**. However, if you selected **Admin > Tools > Export Completed QM Sessions**, the tab title stayed **SpeechMiner - Search** when it should have been **SpeechMiner - Export Completed QM Sessions**. (PRSM-20319)

The **Blacklist** now adds new terms in alphabetical order. Previously, terms were was added to the top of the list and not in alphabetical order. (PRSM-17548)

When working with a **Trending Cluster Task**, the total number of **Agents** shown in the **Cluster** task details now matches the total number of **Agents** selected in the filter. (PRSM-19652)

It is not possible to log into **SMConfig** and **SMART** when the **Database Server Username** and **Password** contain a semicolon (;) and/or an equals (=) symbol. (PRSM-20149)

Agent hierarchy is now sorted at the second-level hierarchy and above. (PRSM-20711)

In the **Partitions** filter, the workgroup tree no longer duplicates workgroups that have sub-trees. (PRSM-21224)

After you select an interaction in the **Search Results** grid, the checkbox is no longer invisible. (PRSM-21205)

The **Date** and **Time** format configuration in the database is now used when the user manually inserts the date. Previously, the , instead of selecting the **Date** and **Time** format configuration in the database was only used when the date and time were selected using the date picker. (PRSM-21058)

If the date format in the **webServiceParams** table does not match the date format in your server, the **Related Words** feature is not affected. Previously, such a scenario caused an error to appear when viewing **Related Words**. (PRSM-21115)

The **Index Stop Word** list for the SpeechMiner Turkish language pack has been improved. As a result of this fix, when using the Turkish language pack, SpeechMiner search and phrase recognition has improved. (PRSM-21199)

If you select a large number of agents are selected in the **Agent** filter in the **QM Evaluation Sessions** page, the **Agent** filter no longer appears empty due to the selection size. (PRSM-20710)

The **Evaluation Summary Report** now includes the **Pager** option when the report consists of more

than 20 agents. Previously, the report did not show more than 20 rows, even if the report contained more agents. (PRSM-21769)

Audit values that have been cleared in the SpeechMiner UI are no longer counted as part of the term details in SMART. (PRSM-21177)

An **Ad-Hoc Evaluation Session** can now be created for interactions without agent information. (PRSM-21090)

When sending a report by email, the **Recipient** field now supports **Auto-complete**. (PRSM-20799)

Interactions in the **Indexing** queue that are indexed with **status=1** no longer remain in the queue for several hours. (PRSM-20557)

When trying to search for interactions that include a specific comment together with a specific type (for example, bad, good and neutral), the system no longer retrieves interactions that include the comment and type when they are not together. (PRSM-11947)

UPlatform continues to work after the machine name is chagned to **Fully Qualified Domain Name (FQDN)**. Previously, changing the machine name to **FQDN** cause the UPlatform not to work. (PRSM-19687)

When creating a search without configuring the **Agent** and **Date** filters, selecting to view the search results in the **Screen Recordings** grid no longer throws a property length exception to the browser console log even though the feature functioned as it should. (PRSM-21693)

The **Tools > Metadata Manager** page no longer appears blank intermittently. Previously, data appeared only after the page was refreshed. (PRSM-21657)

All pages visited by a user in SpeechMiner are now logged for auditing. (PRSM-16598)

Report errors are no longer generated if the SQL Server collation is different from the SpeechMiner database collation. (PRSM-21807)

The **Rewind** option now works when the silence duration is more than five seconds during an interaction playback. (PRSM-20581)

The calendar is now translated properly if you use the **SpeechMiner** application with the **Canadian French** language pack. (PRSM-21774)

The **SpeechMiner UI** with **Canadian French** localization is now completely translated. (PRSM-21089)

Comments added to an interaction within the first five seconds of playback are now displayed. (PRSM-21251)

SpeechMiner now correctly retrieves users from the Configuration Server. As a result, a loading error no longer occurs when you play back an interaction in SpeechMiner. (PRSM-20788)

The **Usage Tracking** report now correctly shows a call as played when the call was played from the **Explore > Interactions** grid in **Google Chrome** in a **Recording Only** license mode. (PRSM-20707)

The date of a **Scheduled** report is now visible in the **Schedule Report** calendar. (PRSM-20701)

The **Dashboard > My Messages** sorting option now works as expected. (PRSM-20594)

The comment tool tip now shows the entire comment when a comment contains the maximum number of allowed characters. (PRSM-20589)

When creating an evaluation, the forms listed under **Evaluation Summary > Forms** now remain aligned next to their respective **X** when you scroll up/down the list. (PRSM-20556)

When working with Canadian French or Dutch SpeechMiner recognition languages the **Ulogger** no longer throws an error message about missing files. (PRSM-20484)

When working with **Internet Explorer 11**, the following **Report** editing steps no longer cause the filter selection to disappear:

1. Select to edit a report.

2. In the report page open a filter and right-click.

3. If a menu appears (since not all filters have menus), select an option. The filter no longer closes when it shouldn't.

   (PRSM-20381)

The **Sorting** option is now correctly shown at the top of the column headings in the **Quality Management** grids. The option is no longer missing. (PRSM-19917)

If two users apply a tag to the same interaction at the same time, the first user to save the tag no longer loses his/her changes. (PRSM-19259)

An error no longer occurs during SpeechMiner Parsing. Previously, during SpeechMiner Parsing, the system assumed a specific Screen Recording structure and specific values and, this structure and these values were not present, an error occured. (PRSM-17498)

Upgrade Notes

To upgrade to release 8.5.511, refer to the SpeechMiner 8.5.x Upgrade Guide. .

8.5.510.35

Speech and Text Analytics Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
11/22/20	Hot Fix					X

What's New

This release includes only resolved issues.

Resolved Issues

This release contains the following resolved issues:

There is now a configurable retry mechanism when loading persons and roles from the configuration server. The retry mechanism is configured using the **LoadRolesRetry** field (default value 3) in the configServer table. (PRSM-27303)

There is now a timeout for configuration server operations. The configuration server operations timeout is configured using the **ConfigSrvrTimeout** field (default 30 seconds) in the configServer table. (PRSM-27263)

A deactivated time based report no longer continues to send reports. Previously, the deactivated time based report sometimes continued to send reports. (PRSM-27229)

When the database is unavailable due to network connectivity or other database server problems, the application throws a valid message (for example,SQL connectivity error) in the ULogger. Previously, the application threw an invalid message. (PRSM-27207)

Report results are now accurate when more than one metadata value for the same metadata filter is configured. (PRSM-27193)

When generating a report with multiple metadata filters, an unhandled exception is no longer thrown. (PRSM-26970)

Helpful Links

Releases Info

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

Product Documentation

SpeechMiner

Genesys Products

List of Release Notes

When you save a report that includes a metadata filter, the selected metadata filter is now saved with the report. Previously, the metadata filter was not saved with the report. (PRSM-26969)

SMConfig now includes a validation that ensures that the index and backup folders are not on the same computer. (PRSM-26967)

The maximum number of roles that can be granted to a user has been increased (PRSM-26966)

All topics with a high confidence level are now highlighted in the interaction transcription. Previously, not all such topics were highlighted (PRSM-26937)

When creating/editing an Ad-Hoc Evaluation, you can now select Required Forms. Previously, the Required Forms were not available. (PRSM-26936)

A new permission named Edit All Evaluations was added to the system. Administrators can now review evaluations associated with all users. (PRSM-26629)

SpeechMiner Auditing now includes the following events: Create, Delete, Save, Export, Complete, Archive, Cycle Interactions. (PRSM-26626)

The lower part of the Evaluation Summary report now displays one value for each session per user. Previously, the Evaluation Summary report displayed the session per user value twice. (PRSM-26408)

Non-segmented interactions can now be exported from SpeechMiner UI. Previously, they could not be exported. (PRSM-26377)

Failed logins no longer occur due to a failed connection to the Configuration Server. (PRSM-26327)

When working with Exploration an error no longer occurs when a bulk clustering task is imported. (PRSM-26179)

When an Evaluator completes an evaluation session and notifies the agent, the agent receives an Action Item. Without appropriate permissions, the agent can no longer see the evaluation session score. Previously, the agent was able to see the evaluation session score. (PRSM-26096)

Business alert emails are sent to the recipient when the recipient is a Genesys user. (PRSM-25952)

Upgrade Notes

To upgrade to release 8.5.510, refer to the SpeechMiner 8.5.x Upgrade Guide.

8.5.510.30

Speech and Text Analytics Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
01/13/20	Hot Fix					X

What's New

This release contains the following new features and enhancements:

- **Installation/Upgrade Prerequisite**
    - Before installing/upgrading SpeechMiner, you must install **.NET 4.7.2**. (PRSM-25972)

Resolved Issues

This release contains the following resolved issues:

When using the SpeechMiner UI to edit tags associated with an interaction that has screen recordings, the user will no longer receive an error. Previously, users received an error that stated that the tags were not updated, even though they were. (PRSM-25856)

When a user logs into **SMConfig**, the **ConfigServer** table is now updated with accurate information, when the **Authentication** field in the **SM Config Login** window is left empty. Previously, this empty field resulted in inaccurate information in the ConfigServer table. (PRSM-25740)

The **Interaction Time** column in the exported QM Session spreadsheet now contains the Local time. Previously, this column contained the UTC time and not the Local time. (PRSM-25328)

When running the **Agent Evaluation Comparison** or **Evaluator Evaluation Comparison** reports, the **Average Score** is no longer missing from the **Agent\Evaluator** table. (PRSM-25786)

When an Ad-Hoc evaluation is created, the server no longer receives the complete metadata set for

Helpful Links

Releases Info

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

Product Documentation

SpeechMiner

Genesys Products

List of Release Notes

each interaction. Previously, the server receives the complete metadata set for each interaction. (PRSM-25690)

Measures have been taken to improve the prevention of potential security threats to the web application. (PRSM-25972)

Upgrade Notes

To upgrade to release 8.5.510, refer to the SpeechMiner 8.5.x Upgrade Guide.

8.5.510.28

Speech and Text Analytics Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
08/25/19	Hot Fix					X

What's New

This release contains the following new features and enhancements:

- Language
  - Spanish numbers in the Spanish US language have been added to the English US language and English US language numbers have been added to the Spanish US language. (PRSM-25589)

Resolved Issues

This release contains the following resolved issue:

When you select N/A for a Quality Management form Scale question during an evaluation session, the total score is now calculated as expected. (PRSM-25627)

When a text interaction contains a line similar to the following example, the Recognition task no longer fails. For example, $90 + $9.75 + $3 equals $102.75 times 2 = $205.50, not $210.25? (PRSM-25602)

When an interaction's duration = 0 the Media Player now displays a "No Audio Available" message. Previously, there was no indication on the Media Player that an interaction with duration = 0 did not contain audio. (PRSM-25169)

When you playback an interaction, the wave graph now loads for a recording with a long duration. Previously, the wave graph did not load for a recording with a long duration and when this happened you could not click the wave graph to move to a different portion of the interaction. (PRSM-24296)

Helpful Links

Releases Info

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

Product Documentation

SpeechMiner

Genesys Products

List of Release Notes

When the Index Backup task fails, the system now automatically attempts to perform a backup. Previously, when the Index Backup task failed, the system did not automatically attempt to perform another backup and you were forced to manually restart the system to backup the index. (PRSM-25185)

The Available Templates page in the SpeechMiner User Manual no longer includes broken links. (PRSM-25652)

Upgrade Notes

To upgrade to release 8.5.510, refer to the SpeechMiner 8.5.x Upgrade Guide.

8.5.510.27

Speech and Text Analytics Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
07/21/19	Hot Fix					X

What's New

This release contains the following new features:

- **Training Material - Language Enablement** - Training material is now available in UK English. (PRSM-25585)

- **Quality Management - Reports** - It is now possible to select a **Creation Date** for three QM Reports (Agent Evaluation Comparison, Team Evaluation Comparison, Evaluator Evaluation Comparison). (PRSM-24491)

Resolved Issues

This release contains the following resolved issue:

Configuration of **Sensitive Data** privileges now works as expected. (PRSM-25452)

Category name recognition is no longer case-sensitive. Previously, category name recognition was case-sensitive. (PRSM-25434)

When an **SQL timeout exception** occurs, interactions that are being indexed at the same time are now re-entered into the Index queue. Previously, when an SQL timeout exception occurred, interactions that were being indexed at the same time were not re-entered into the index queue. (PRSM-24502)

Interaction Receiver no longer fails to process recordings with a valid .wav file format, no audio data, and duration = 0. (PRSM-25135)

Interaction segments with long external IDs are now exported as expected. (PRSM-25470)

Helpful Links

Releases Info

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

Product Documentation

SpeechMiner

Genesys Products

List of Release Notes

UPlatform continues to work after the machine name is changed to **FQDN**. Previously, changing the machine name to FQDN prevented the UPlatform from working. (PRSM-25295)

When you edit one form associated with a completed evaluation that includes multiple forms, the answers associated with the forms you are not editing are no longer deleted. (PRSM-25501)

When an interaction contains Silence time in 2 or more different segments, the Silence time is now calculated separately. Previously in this scenario, the interaction may have been calculated as continuous when it should not have been because the segments are different. (PRSM-19715)

Upgrade Notes

To upgrade to release 8.5.510, refer to the SpeechMiner 8.5.x Upgrade Guide.

8.5.510.24

Speech and Text Analytics Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
04/30/19	Hot Fix					X

What's New

This release includes only resolved issues.

Resolved Issues

This release contains the following resolved issue:

When data is processed through Fetcher, the metadata field names are no longer converted to lowercase. (PRSM-25191)

In mixed mode (Genesys Interaction Recording + UConnector), a Quality Management > Evaluation Session for text interactions can now be successfully completed. Previously, such a session could not be completed. (PRSM-25116)

Helpful Links

Releases Info

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

Product Documentation

SpeechMiner

Genesys Products

List of Release Notes

Upgrade Notes

To upgrade to release 8.5.510, refer to the SpeechMiner 8.5.x Upgrade Guide.

8.5.510.23

Speech and Text Analytics Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
02/22/19	Hot Fix					X

What's New

This release includes only resolved issues.

Resolved Issues

This release contains the following resolved issue:

When an agent belongs to multiple business units (that is, the agent belongs to multiple parents in the hierarchy), the agent filter in the Evaluation Session page now functions as expected. (PRSM-25205)

Helpful Links

Releases Info

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

Product Documentation

SpeechMiner

Genesys Products

List of Release Notes

Upgrade Notes

To upgrade to release 8.5.510, refer to the SpeechMiner 8.5.x Upgrade Guide.

8.5.510.22

Speech and Text Analytics Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
01/29/19	Hot Fix					X

What's New

This release includes only resolved issues.

Resolved Issues

This release contains the following resolved issues:

When playing an interaction, the playback is continuous until the end of the interaction. Previously, for some interactions the playback rewinded and looped back to the beginning of the interaction. (PRSM-24883)

Changes made to an existing saved scheduled report are now saved. Previously, changes made to an existing saved scheduled report were viewed as saved, but the changes were not saved. (PRSM-24727)

Helpful Links

Releases Info

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

Product Documentation

SpeechMiner

Genesys Products

List of Release Notes

Upgrade Notes

To upgrade to release 8.5.510, refer to the SpeechMiner 8.5.x Upgrade Guide.

8.5.510.21

Speech and Text Analytics Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
12/31/18	Hot Fix					X

What's New

This release contains the following new features:

- **Documentation:** A new Recording, Quality Management and SpeechAnaltyics user manual was created for cloud customers.

Resolved Issues

This release contains the following resolved issues:

When working with **Custom Strictness**, events with a confidence equal to the term's strictness are no longer marked with **found=0**. These events are now correctly marked with **found=1**. Also, once **Apply** is selected the process now updates existing events using the term and topic combination. The process no longer updates existing events according to **termID**. Also, even if the event has a confidence value of 1 it will appear in **callEventsTbl**. (PRSM-24505)

After 13 minutes of inactivity or continuous activity, the SpeechMiner session no longer times out. (PRSM-24429)

When a user who is not a part of any Configuration Server access group tries to log into SpeechMiner numerous times, he/she no longer causes login issues for all the users in the system. (PRSM-24507)

When an **SQL timeout exception** occurs, interactions that are being indexed at the same time are now re-entered into the index queue. Previously, when an SQL timeout exception occured, interactions that were being indexed at the same time were not re-entered into the index queue. (PRSM-24502)

Helpful Links

Releases Info

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

Product Documentation

SpeechMiner

Genesys Products

List of Release Notes

When logged into SpeechMiner, occurrences of not being able to view interactions until IIS is reset no longer occurs if the value of the **loadAccessGroupsAtLogin** parameter in the WebServiceParams database table is 1.
Note: The default loadAccessGroupsAtLogin parameter is 0 and should only be changed by an administrator after consulting with customer care. This parameter should only be set to 1 if you are not able to view interactions until IIS is reset. Also, if your users have a large amount of access groups it is not recommended to change the value to 1. (PRSM-24490)

Measures have been taken to improve protection against the potential security threats to the web application. (PRSM-24481)

Upgrade Notes

To upgrade to release 8.5.510, refer to the SpeechMiner 8.5.x Upgrade Guide.

8.5.510.20

Speech and Text Analytics Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
11/22/18	Hot Fix					X

What's New

This release includes only resolved issues.

Resolved Issues

This release contains the following resolved issues:

When you export a multisegment interaction, the exported file includes all of the segments. Previously, not all of the segments were exported. (PRSM-24326)

Coaching Session type configurations are now saved as expected. (PRSM-24177)

SMConfig now creates performance counters, which were previously unavailable. (PRSM-24007)

When the same question is added more than once in a single Quality Management Evaluation Form or Group, the Evaluation Summary report now lists the question that appears in the form / group more than once. Previously, the Evaluation Summary report did not list the question that appeared in the form / group more than once. (PRSM-24047)

When a user (with the correct permissions) opens an Evaluation created by another user, the Search filters in the Interaction tab no longer look like they have been reset. (PRSM-23982)

When you log into SMART, the SMART deployment is no longer enabled when the Webdav username and password are empty. (PRSM-23694)

Helpful Links

Releases Info

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

Product Documentation

SpeechMiner

Genesys Products

List of Release Notes

ULogger no longer contains exceptions when RTF tests are run on VTMS in version 8.5.510.157. (PRSM-23646)

When the database contains usernames that include other usernames for an Ad-Hoc evaluation, only the selected username will be added to the Ad-Hoc Evaluation. Previously, if the database contained usernames Tom, TomC and TomCruise and Tom was selected as an evaluator, Tom, TomC, and TomCruise were added as evaluators. Now only Tom is added as an evaluator to the Ad-Hoc evaluation. (PRSM-23635)

Measures have been taken to improve protection against the potential security threats to the web application. (PRSM-24128, 24127)

Upgrade Notes

To upgrade to release 8.5.510, refer to the SpeechMiner 8.5.x Upgrade Guide.

8.5.510.13

Speech and Text Analytics Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
09/06/18	Hot Fix					X

What's New

This release contains the following new feature:

- **Screen Recording Context Menu Permission:** A new Enable Video Context Menu permission was added to the SpeechMiner UI to control access to the Video Context menu when performing a right-click on a screen recording in the player. By default, the Video Context menu is no longer accessible. If users need this functionality, please enable the permission in their assigned role.

Resolved Issues

This release contains the following resolved issues:

When you try to add an interaction to a static interaction list during a Coaching session, SpeechMiner no longer times out and the list is updated as it should be. (PRSM-23720)

Measures have been taken to improve the potential security threats to the web application (SpeechMiner UI). (PRSM-23723 and PRSM-23926)

Upgrade Notes

To upgrade to release 8.5.510, refer to the SpeechMiner 8.5.x Upgrade Guide.

Helpful Links

Releases Info

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

Product Documentation

SpeechMiner

Genesys Products

List of Release Notes

8.5.510.12

Speech and Text Analytics Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
08/16/18	Hot Fix					X

What's New

This release includes only resolved issues.

Resolved Issues

This release contains the following resolved issue:

Measures have been taken to improve the potential security threats to the web application. (PRSM-23676, PRSM-23677, PRSM-23678, PRSM-23679, PRSM-23680, PRSM-23681, PRSM-23682, PRSM-23683, PRSM-23684, PRSM-23685)

Helpful Links

Releases Info

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

Product Documentation

SpeechMiner

Genesys Products

List of Release Notes

Upgrade Notes

To upgrade to release 8.5.510, refer to the SpeechMiner 8.5.x Upgrade Guide.

8.5.510.11

Speech and Text Analytics Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
08/14/18	Hot Fix					X

What's New

This release contains the following new features and enhancements:

- The SpeechMiner connection to the Configuration Server now uses Advanced Disconnect Detection Protocol (ADDP). For details see ADDP.

Resolved Issues

This release contains the following resolved issue:

Chrome no longer disconnects when you try to search for and/or listen to a long recording.
The Wave graph is not visible for long recordings and the duration of long recordings is configurable. To set the wave graph visibility change the WaveGraphCallDurationLimit parameter in the webServiceParams table. **Note:** It is recommended to limit the visibility to recordings of the Media Player wave graph that are no longer than 30 minutes. If the value of the WaveGraphCallDurationLimit parameter is longer than 30 minutes, users may experience performance issues. (PRSM-23482, PRSM-22317)

When a comma, quotes and/or a new line is entered in a Quality Management Free Form field, it now appears as it should in the exported evaluation .csv file. (PRSM-23523)

When the capitalization of a Username and/or External ID name are changed in GAX, the specific Agent name may now appears in the SpeechMiner Agent filter even when Access Control is enabled. Previously, capitalization changes sometimes removed Agent names from the filter when Access Control was enabled. (PRSM-23346)

Helpful Links

Releases Info

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

Product Documentation

SpeechMiner

Genesys Products

List of Release Notes

When working in SMART, changing the Strictness level for an entire Topic no longer changes the Strictness level for terms with a custom Confidence level. (PRSM-23184)

Numbers at the end of a recording (that is, at the end of a channel) are now redacted and transcribed for the interactions pushed via Fetcher and IR components. (PRSM-23525)

Exporting 150 completed Quality Management sessions no longer takes more than a minute. Previously, exporting 150 + completed QM sessions took more than a minute if the sessions included approximately 20 questions. (PRSM-23215)

A Saved Report no longer disappears from the Saved Reports list. (PRSM-23226)

The Media Player displays the No Interaction message for non-existing recordings or recordings that have not been processed. Previously, it displayed the Loading the interaction message instead. (PRSM-23217)

When the Trending report is created, user partitions are now considered. Consequently, the report results are now based on the interactions associated with the user's partitions. (PRSM-23218)

An exception is no longer thrown when logging into SpeechMiner. (PRSM-23378)

You can now delete a Quality Management evaluation from the Evaluation Manager. (PRSM-22798)

Measures have been taken to improve the potential security threats to the web application. (PRSM-23124, PRSM-23126, PRSM-23634)

Upgrade Notes

To upgrade to release 8.5.510, refer to the SpeechMiner 8.5.x Upgrade Guide.

8.5.510.05

Speech and Text Analytics Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
05/12/18	Hot Fix					X

What's New

This release includes only resolved issues.

Resolved Issues

This release contains the following resolved issue:

Agent names are no longer missing from the **Search Filter > Agents** list due to case sensitivity problems. (PRSM-22561)

Upgrade Notes

To upgrade to release 8.5.510, refer to the SpeechMiner 8.5.x Upgrade Guide.

Helpful Links

Releases Info

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

Product Documentation

SpeechMiner

Genesys Products

List of Release Notes

8.5.510.04

Speech and Text Analytics Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
05/06/18	Hot Fix					X

What's New

This release includes only resolved issues.

Resolved Issues

This release contains the following resolved issue:

When there is a large number of users in the system (approximately above 10k), and each user is assigned to multiple Access Groups, logging into SpeechMiner is now faster and does not cause a timeout. Previously, logging into SpeechMiner took longer than expected and sometimes caused a timeout after 1 minute.(PRSM-22085)

Helpful Links

Releases Info

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

Product Documentation

SpeechMiner

Genesys Products

List of Release Notes

Upgrade Notes

To upgrade to release 8.5.510, refer to the SpeechMiner 8.5.x Upgrade Guide.

8.5.510.03

Speech and Text Analytics Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
03/05/18	Hot Fix					X

What's New

This release includes only resolved issues.

Resolved Issues

This release contains the following resolved issues:

Measures have been taken to improve the prevention of potential security threats to the web application.(PRSM-21366, PRSM-21365, PRSM-21364, PRSM-21363, PRSM-21362, PRSM-21360, PRSM-21359, PRSM-21358, PRSM-21303, PRSM-21174, PRSM-21148, PRSM-21133, PRSM-20998, PRSM-20994, PRSM-20979, PRSM-20978, PRSM-20977, PRSM-20976)

The **Explore > Search** page now loads as expected. Previously, the page was not able to load due to an unexpected duplicate metadata key.(PRSM-21380, PRSM-21353)

Agent Hierarchy for **Access Control** is now working as expected. Previously, **Agent Hierarchy** did not work as expected when hierarchy is set to Team Name/Imaginary Name other than **Agent Name**. (PRSM-21370)

Helpful Links

Releases Info

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

Product Documentation

SpeechMiner

Genesys Products

List of Release Notes

Upgrade Notes

To upgrade to release 8.5.510, refer to the SpeechMiner 8.5.x Upgrade Guide.

8.5.510.02

Speech and Text Analytics Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
01/15/18	Hot Fix					X

What's New

This release includes only resolved issues.

Resolved Issues

This release contains the following resolved issues:

SpeechMiner Web no longer receives an error from the Configuration Server when trying to load the current user's details. (PRSM-20488)

When you run a report with a Metadata value that includes a **+** sign, the report now returns data. Previously no data was returned. (PRSM-20592)

SpeechMiner Web closes all connections to Recording Web Services (RWS) and Recording Crypto Server (RCS). Previously, these connections were not closed and, as a result, SpeechMiner Web periodically became unavailable after a prolonged period of work. (PRSM-18689)

When working with SpeechMiner 8.5.510 and a record duration is set to null in the **WildcardGrammars** table, the system no longer crashes. (PRSM-20735)

Helpful Links

Releases Info

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

Product Documentation

SpeechMiner

Genesys Products

List of Release Notes

Upgrade Notes

To upgrade to release 8.5.510, refer to the SpeechMiner 8.5.x Upgrade Guide.

8.5.510.01

Speech and Text Analytics Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
12/19/17	General					X

What's New

This release contains the following new features and enhancements:

- **Interaction Search, Export and Add Improvements:**

  - **Sort by Agent:** Within the Interactions grid it is now possible to sort by the **Agent** column. Interactions with multiple agents will appear after (descending order) or before (ascending order) the alphabetized list of interactions with one agent. Subsequently, interactions with multiple agents are sorted by the number of agents and then relevance. **[+]**

    The new **Agent** column heading now includes sorting options:
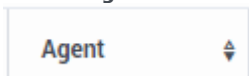
    The previous **Agent** column heading appeared as follows:

  - **Search by List of Interaction IDs:** It is now possible to search for a specific set of interactions based on a list of Interaction IDs. A list of up to 50 Interaction IDs is supported. This can be useful when working with a specific set of interactions. **[+]**

    The new **Interactions ID** field contains a new resize option in the bottom right corner of the field that enables you to view the Interaction ID:
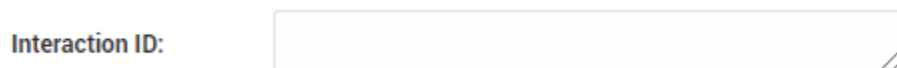
    The previous **Interactions ID** field did not contain this option:
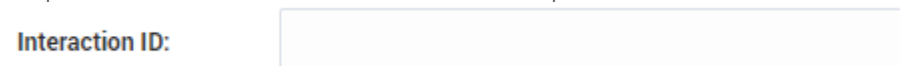
Helpful Links

Releases Info

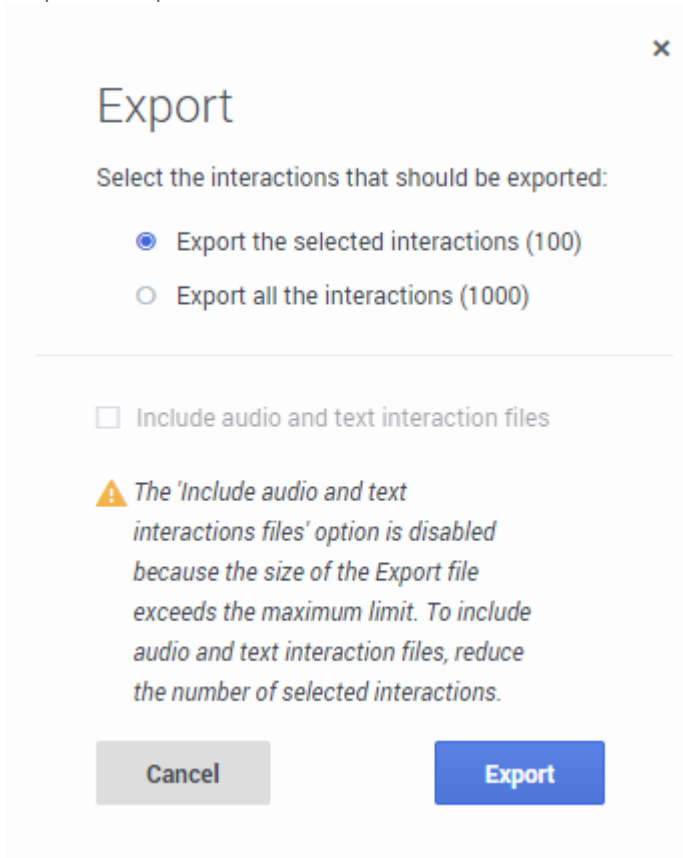- List of 8.5.x Releases
- 8.5.x Known Issues

Product Documentation

SpeechMiner

Genesys Products

List of Release Notes

- **Export All Interaction Meta Data:** You can now easily export all the metadata associated with interactions from an interaction search, up to the maximum number of listed interactions, without having to scroll through all interactions in the search results. **[+]**

The new **Export** window enables you to select the interactions that should be exported. The following window appears before the previous Export window:

The previous **Export** window did not contain this option:

- **Add All Interactions to a List:** You can now easily add all interactions from an interaction search to an Interaction List without having to scroll through all interactions in the search results. **[+]**

The new **Add To...** window enables you to select the interactions that should be added to the selected list:
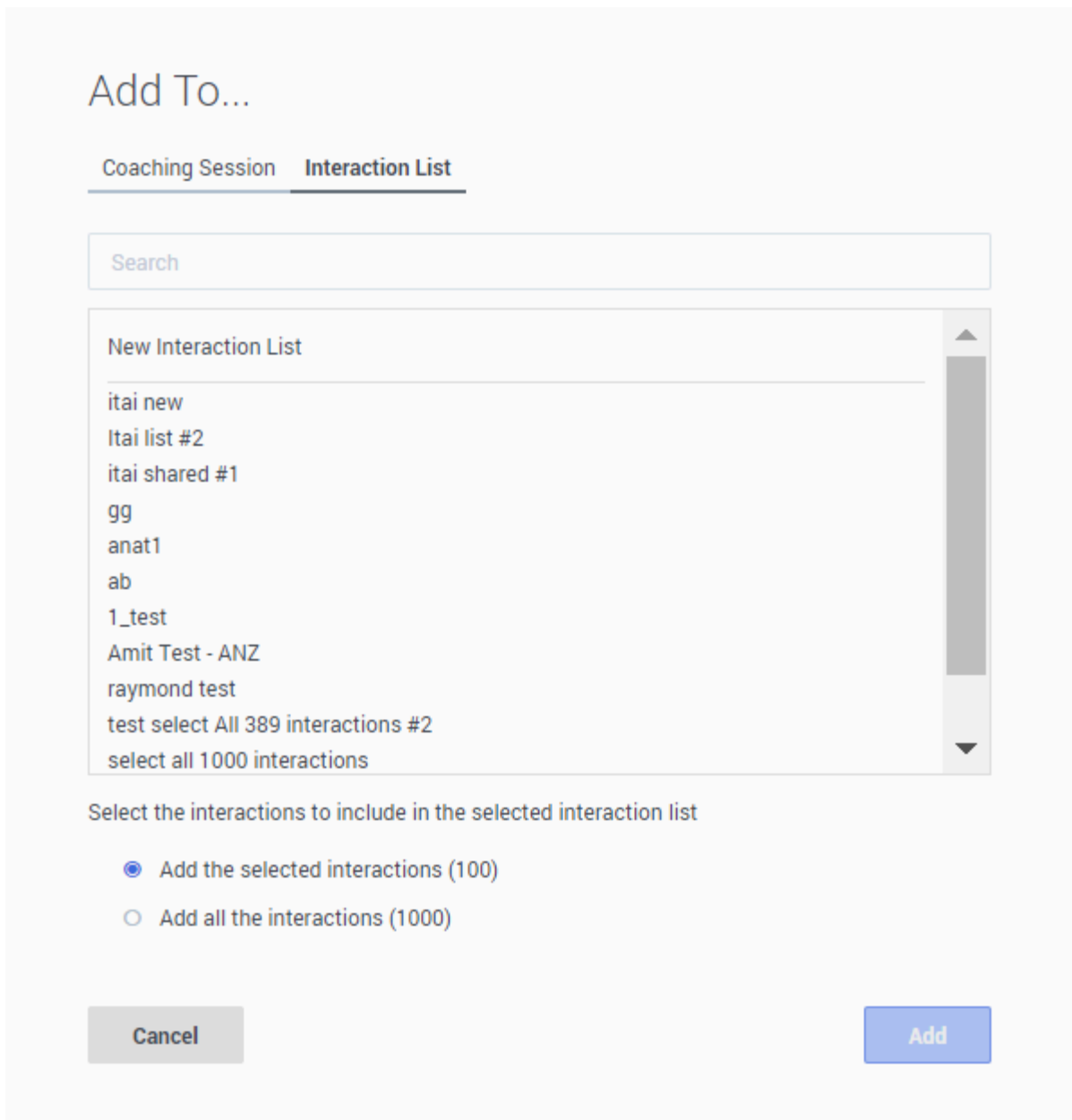
The previous **Add To...** window did not contain this option:
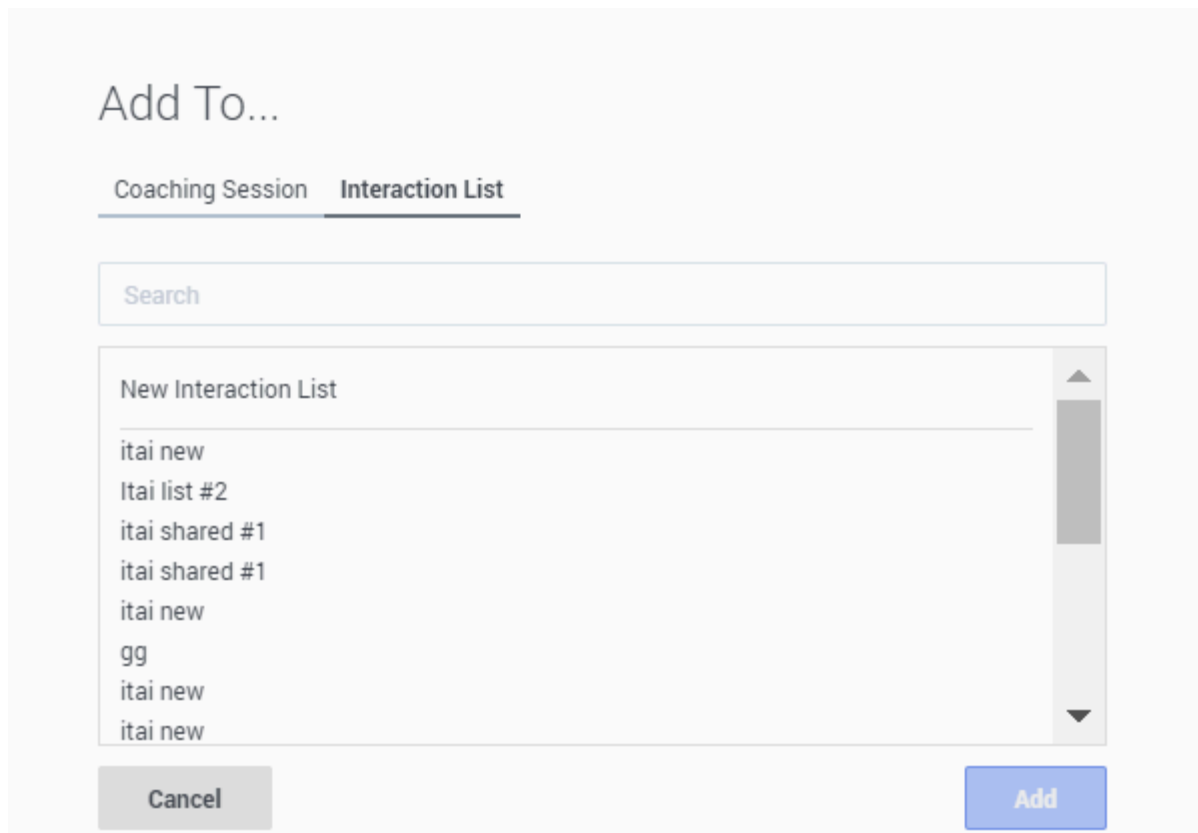
- **Quick Filter for Search Filters:** Quick filters have been added to certain **Search Filters**. These include **Speakers**, **Languages**, **Types** and **Metadata** filters.

- **Quality Management Improvements:**

  - **In-Line Rubric / Standards Definition: Forms** and **Questions** within Forms now have an expanded **Question Description** field that can be used to store the standard definition or rubric used by your Quality Managers to ensure consistency when performing evaluations of Agents. **[+]**

The new **Question Description** field contains a new resize option in the bottom right corner of the field:

The previous **Question Description** field did not contain this option:

- **Form and Evaluation Manager Improvement:** The **Forms Manager** grid and the **Evaluations Manager** grid now includes a **Description** column; if a description is long, the full content is shown in a tooltip. In addition, when you hover over the Form or Evaluation name, a tooltip with the description of the specific Form/Evaluation is shown. **[+]**

When you hoover over the Form / Evaluation name, the description appears in the tooltip as shown in the following image:
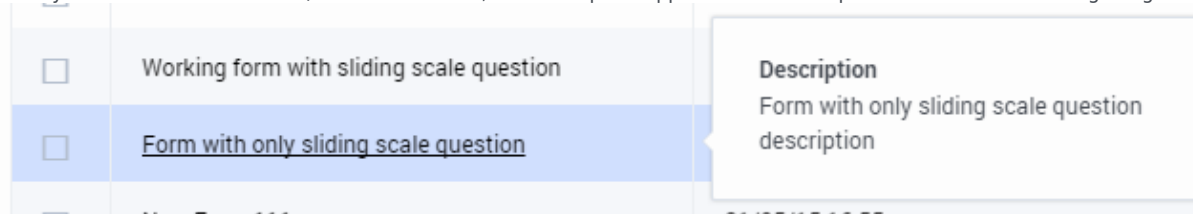
- **Trending Rank for Top Terms** (In a Speech Analytics deployment - GIA)**: The Top Terms** table in the **Trending** report results now includes a **Rank** column for each period. The **Rank** column displays the relative importance and prominence of the specific term/phrase in the selected Period. **[+]**

The new **Rank** columns are now included in the **Top # Terms** table. The **Period 1** and **Period 2** column headings have been replaced with **Count (P1)** and **Count (P2)**. The table also includes a **Select Columns** option that enables you to change the columns in the table:

The previous **Top # Terms** table did not contain the **Rank** columns and the **Select Columns** option:

- **Manual Text Categorization** (In a Speech Analytics deployment - GIA)**:** You can now manually assign a category to a **Text Interaction** from the **Attributes** page of the interaction.

- **SMART Improvements** (In a Speech Analytics deployment - GIA)**:**

  - **Option to Re-categorize Interactions:** SMART users can now decide to re-categorize all existing interactions in the system or not when updating Category definitions. **[+]**

    The new **Recategorize** option now appears next to the changes menu:

    The previous **Apply Changes** window did not contain this option:

  - **SMART Statistics Date:** You can now configure the default **Show Calls Since** date value in SMART to determine in advance the date range for the information that will be shown.

- **Reporting Improvements:**

  - **Agent Comparison by Segment report:** It is now possible to report on agent performance based on the Segments within an interaction instead of just at the interaction level only. Interactions can have multiple Segments, each involving a different Agent. Reporting by Segment provides more precise Agent Comparison information for multi-segment interactions.

  - **Agent Trend by Segment report:** It is now possible to report on agent performance trends based on the Segments within an interaction instead of just at the interaction level only. Reporting by Segment provides more precise Agent Trend information for multi-segment interactions.

  - **Team Comparison by Segment report:** It is now possible to report on team performance based on the Segments within an interaction instead of just at the interaction level only. Interactions can have multiple Segments, each involving a different Agent from different Teams. Reporting by Segment provides more precise Team Comparison information for multi-segment interactions because only Segments where that Team was involved are included in the comparison report.

  - **50/50 Dashboard Layout:** The Dashboards now support a 50/50 layout for widgets in addition to existing layouts.

- **Language Enablement':** Recognition of Canadian French (fr-CA) and Canadian French UI support has been enabled. Speech Analytics and Text Analytics now operate on voice interactions and text

interactions in Canadian French**.**

- **SpeechMiner Web UI: Windows 10 64-bit Support:** SpeechMiner Web UI is now supported for all existing supported browsers (for example, Chrome and Internet Explorer) on systems running Windows 10 64-bit.

- **Support for MS SQL Server 2014 SP3 database:** See the SpeechMiner page in the *Genesys Supported Operating Environment Reference* for more detailed information and a list of all supported databases.

Resolved Issues

This release contains the following resolved issues:

When an ampersand is used in a site name in SMConfig, the Web UI no longer generates an error when the **Monitor System** page is expanded. (PRSM-20303)

After an event is selected within the transcript, it is now possible to navigate again to the same event. (PRSM-20150)

When SpeechMiner contains cycling data for agents (for example, when agent A is a parent of Agent B and Agent B is a parent of Agent A), searching for specific agents from the **Search** page, **Evaluation Manager**, and an **Evaluation Session**, no longer causes SpeechMiner to timeout. (PRSM-20087)

When configuring metadata values in the **Advanced Trending** filter, the selected metadata values are now saved and appear when the specific **Trending** filter is opened from the **Saved Trending Filter** list. Previously, the metadata values were not saved in the specific **Trending** filter. (PRSM-20047)

An error no longer occurs when you use the **Tab** key to move from one field to the next when creating a new **Coaching** session that contains **Type**, **Subtype** and **Reason Code**. (PRSM-20141)

When a form is created with a name that contains 200 characters, the form name is now aligned properly under the **Forms** title in the **Evaluation Summary**. Previously, a name with 200 characters caused alignment issues. (PRSM-19986)

When you click **Next** to view the next interaction (after you scroll down to the end of the currently selected interaction transcript), the initial view of the next interaction transcript is the beginning of the transcript. Previously, the initial view of the next interaction transcript was at the end (bottom) of the transcript. (PRSM-19976)

Report caching now functions as expected when the current user is selected in the **Agents** filter in the filter panel on the left side of the screen. Previously, when the current user was selected in the **Agents** filter, Report caching did not function as it should. (PRSM-19913)

The following Warning message no longer appears in the **Monitor System** page, under the **Exploration** task: Num of report workers / Counter instance does not exist. (PRSM-19898)

When you drill down to a specific day in an **Agent Trend** report and in a **Category Trend** report, the data now represents the specific day. Previously, the data represented weeks and not the day. (PRSM-19889)

The password recovery procedure error message and the password recovery link are now set for optimal security. The password recovery link is now valid for 30 minutes. Previously, the link was valid for 4 hours. (PRSM-19887)

When exporting reports to PDF format, blank pages no longer appear in the report. (PRSM-19728)

Tooltips for some of the Interaction list columns no longer contain lists with the term **undefined** in the list. (PRSM-19728)

When you update the **System Alert** report schedule, the report is now saved. Previously, such an update would cause an error and the report was not saved. (PRSM-19697)

When you select to open and play an interaction from an **Evaluation Session** in a new window, the interaction now begins to play after the interaction is fully loaded. Previously, the interaction began to play in the background before the interaction was fully loaded. (PRSM-19689)

An error no longer occurs when a database partition name is written in one place with capital letters and the same name is written in a different place with small letters. (PRSM-19683)

When working with Internet Explorer, the **Custom** scheduling option no longer enables an unnecessary drill down (in Chrome) when you edit an **Action** item and export a completed **Quality Management** session. (PRSM-19678)

The row height for the **Usage Tracking** report is now large enough to properly show the date and time. Previously, the row height was too small and the date and time were not visible. (PRSM-19665)

The **Customer** and **Agent** icons in the **Chat** interaction transcript are now located next to the correct term. Previously, the **Customer** and **Agent** icons were reversed for **Chat** interactions. (PRSM-19661)

When you try to activate a **Trending Cluster Task** configured with a **Fixed** time period for non-English languages, the **Activate Trending Cluster Task** pop-up window no longer states that the specific **Trending Cluster Task** will be included in the **Trending Cluster Task** limit. (PRSM-19649)

In the **Trending Information Export** feature, when multiple **MetaData** filters are applied and run, and the results are exported, the **MetaData** filter predicates are now separated by '&' and not '|'. Previously, the **MetaData** filter predicates were separated by '|' instead of '&'. (PRSM-19645)

When you install a SMART build that includes the new Genesys logo in the same system as the older SMART version, perform the following steps after restart to ensure the logo is replaced with the correct logo: (PRSM-19603)

1. Clear the icons cache in Windows 10:

     a. Open Windows Explorer.

     b. From the **View** tab, select **Hidden items**.

     c. Then select **Show selected items**.

     d. Go to `C:\Users\User\AppData\Local\Microsoft\Windows\Explorer`, where `C:\` is the drive where you installed Windows 8 or 8.1 and User is the username of your account profile.

     e. Select all files that begin with `iconcache`.

     f. Right-click these files.

     g. Click **Delete**.To delete these files faster, press the **Shift + Delete** keys.

     h. Empty the **Recycle Bin**.

     i. **Restart** the machine.

     j. Install **SpeechMiner**.

When you try to access deleted sessions, the session no longer times out and the toolbar no longer appears twice. Also, when you log into SpeechMiner after the session timed out because it was left idle, the toolbar no longer appears twice. (PRSM-19582)

You can now deploy MRSLibrary in SMConfig when the SQL server has multiple instances and the Report server includes an underscore in its name. (PRSM-19571)

When the following characters are entered in the **Search Filter > Comments** field and a search is run, the search is now performed and an error no longer occurs in the ulogger: **@ \ ! \ ? \ . \ * \ # \ $** (PRSM-19569)

The list of **Topics and Agents** in the **Search Filter** is now in alphabetical order when one or more **Topic / Agent** includes a sub-topic/sub-agent. (PRSM-19568)

If you press the **ESC** button when selecting from a list while configuring a search in the **Search Filter**, the same list will now open when you try to open it again. (PRSM-19566)

The Trending feature now works for the Cantonese language. (PRSM-19548)

Differences in SpeechMiner performance between Internet Explorer 11 and Chrome have been improved. (PRSM-19510)

When **Locale System Language** is changed to Chinese in a system on which SpeechMiner is installed, the **Show/Hide** filter icon no longer appears distorted when editing a **Category Distribution** report. (PRSM-19371)

The **Alerts** field now accepts fractions for percentage values. (PRSM-19138)

When exporting an **Evaluation Session**, interaction metadata is now filtered. Previously, interaction metadata was not filtered and all of the metadata was exported. (PRSM-19092)

SpeechMiner reports now only include dates in a format that was configured in the system. (PRSM-18923)

The link to interactions within an **Alert** email now works as expected. (PRSM-18886)

When working with a resolution below 1280X1024, the options in the **Date Range** filter in the **Explore > Search > Search Filter** will no longer expand upwards and are no longer hidden behind the **Media Player**. (PRSM-18785)

The **Terms** filter in the **Related Words** filter summary now displays the **merged label** and **with** information when two labels are merged. (PRSM-18773)

The **Explore > Save Search** list now loads as expected. Previously, the list took longer took a long time to load.(PRSM-18669)

When working with **es-MX globalization** and the dates are configured hh:mm tt dd/MM/yy, the date selection is now saved for **Saved** reports. (PRSM-18470)

An error no longer appears when running multiple reports in the **Dashboard**. (PRSM-18429)

When you attempt to view a report in a **Dashboard** at the same time numerous users are trying to do the same, an error no longer occurs. (PRSM-18428)

You can now enter up to 1 billion characters in the SpeechMiner **Dashboard** widget. Previously, when 2500 characters were entered in the SpeechMiner **Dashboard** widget, the user was redirected to the

Login page. (PRSM-18329)

When **SMART** is deployed, the **Speaker** type filter in **Explore > Search** now contains the correct data. (PRSM-18242)

When an **Action** Item is created from a **Coaching Session**, the specific action item now appears in the **Action Item** list. (PRSM-18239)

A user is now mapped according to the agent the user selected. Previously, if you had more than one agent with the same name, and in the Administer User/User profile page you wanted to map a user to an agent with this name, the user was always mapped to the agent with the lowest ID (first in the list) from the list of agents with the same name. (PRSM-17106)

The amount of memory usage no longer grows exponentially when a user opens an evaluation from the **Evaluation Manager**, uploads interactions, scrolls to the bottom of an interaction transcription and returns to the **Evaluation Manager** page to select an additional evaluation. In such a scenario, interactions are now played back as expected and SpeechMiner does not slow down to the extent it used to. (PRSM-16722)

The **Agents** cache is now cleared automatically after a certain period of time. Users no long need to clear the cache in the **Manage Cache** page. (PRSM-17101)

Upgrade Notes

To upgrade to release 8.5.510, refer to the SpeechMiner 8.5.x Upgrade Guide.

8.5.509.16

Speech and Text Analytics Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
11/28/18	Hot Fix					X

What's New

This release includes only resolved issues.

Resolved Issues

This release contains the following resolved issues:

When working with **Custom Strictness**, events with a confidence equal to the term's strictness are no longer marked with **found=0**. Now these events are correctly marked with **found=1**. Once **Apply** is selected the process now updates existing events using the term and topic combination. The process no longer updates existing events according to **termID**. Also, even if the event has a confidence value of 1 it will appear in **callEventsTbl**. (PRSM-23748)

Helpful Links

Releases Info

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

Product Documentation

SpeechMiner

Genesys Products

List of Release Notes

Upgrade Notes

To upgrade to release 8.5.509, refer to the SpeechMiner 8.5.x Upgrade Guide.

8.5.509.13

Speech and Text Analytics Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
07/27/18	Hot Fix					X

What's New

This release includes only resolved issues.

Resolved Issues

This release contains the following resolved issues:

Agent names are no longer missing from the **Search Filter > Agents** list due to case sensitivity problems. (PRSM-23351)

When the capitalization of an Agent name is changed in GAX, the specific Agent name now appears in all the **SpeechMiner Agent** filters. Previously, capitalization changes sometimes removed Agent names from the filter. (PRSM-23350)

When a large number of agents are selected in the **Agent** filter in **QM Evaluation Sessions** page, the **Agent** filter no longer appears empty due to the selection size. (PRSM-23058)

Saved reports are no longer missing from the database. (PRSM-23054)

Measures have been taken to improve the prevention of potential **Security** threats to the web application. (PRSM-23127, PRSM-23125, PRSM-23123)

Helpful Links

Releases Info

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

Product Documentation

SpeechMiner

Genesys Products

List of Release Notes

Upgrade Notes

To upgrade to release 8.5.509, refer to the SpeechMiner 8.5.x Upgrade Guide.

8.5.509.11

Speech and Text Analytics Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
06/13/18	Hot Fix					X

What's New

This release contains the following new feature:

- The SpeechMiner connection to the Configuration Server now uses **ADDP** (Advanced Device Discovery Protocol). For details see ADDP.

Resolved Issues

This release contains the following resolved issue:

SpeechMiner Web closes all connections to RWS and RCS. Previously, these connections were not closed and as a result SpeechMiner Web periodically became unavailable after a prolonged period of work. (PRSM-22917)

You can now delete an Evaluation Session that you did not create when you have the permission that enables you to do so. Previously, you could not delete an Evaluation Session you did not create even with the permission that should have enabled you to do so. (PRSM-22274)

Helpful Links

Releases Info

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

Product Documentation

SpeechMiner

Genesys Products

List of Release Notes

Upgrade Notes

To upgrade to release 8.5.509, refer to the SpeechMiner 8.5.x Upgrade Guide.

8.5.509.10

Speech and Text Analytics Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
05/14/18	Hot Fix					X

What's New

This release includes only resolved issues.

Resolved Issues

This release contains the following resolved issue:

The Media Player displays the **No Interaction** message for non-existing recordings or recordings that have not been processed. Previously, it displayed the **Loading the interaction** message instead. (PRSM-22288)

Helpful Links

Releases Info

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

Product Documentation

SpeechMiner

Genesys Products

List of Release Notes

Upgrade Notes

To upgrade to release 8.5.509, refer to the SpeechMiner 8.5.x Upgrade Guide.

8.5.509.09

Speech and Text Analytics Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
05/09/18	Hot Fix					X

What's New

This release includes only resolved issues.

Resolved Issues

This release contains the following resolved issue:

When the Trending report is created, user partitions are now considered. As a result, the report results are now based on the interactions associated with the user's partitions. (PRSM-22318)

SpeechMiner Web no longer receives an error from the Configuration Server when trying to load the current users details. (PRSM-22536)

When there is a large amount of users in the system (approximately above 10k), and each user is assigned to multiple Access Groups, logging into SpeechMiner no longer takes longer than expected and does not cause a timeout. (PRSM-22552)

Helpful Links

Releases Info

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

Product Documentation

SpeechMiner

Genesys Products

List of Release Notes

Upgrade Notes

To upgrade to release 8.5.509, refer to the SpeechMiner 8.5.x Upgrade Guide.

8.5.509.08

Speech and Text Analytics Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
04/08/18	Hot Fix					X

What's New

This release includes only resolved issues.

Resolved Issues

This release contains the following resolved issue:

The **Agent Bubble** and **Agent Comparison** reports are now available for deployment with a **Recording Only** license. (PRSM-22089)

Helpful Links

Releases Info

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

Product Documentation

SpeechMiner

Genesys Products

List of Release Notes

Upgrade Notes

To upgrade to release 8.5.509, refer to the SpeechMiner 8.5.x Upgrade Guide.

8.5.509.07

Speech and Text Analytics Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
02/21/18	Hot Fix					X

What's New

This release includes only resolved issues.

Resolved Issues

This release contains the following resolved issues:

Agent Hierarchy for **Access Control** is now working as expected. Previously, it did not work as expected when the hierarchy was set to Team Name/imaginary name. (PRSM-20577, PRSM-21369)

Helpful Links

Releases Info

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

Product Documentation

SpeechMiner

Genesys Products

List of Release Notes

Upgrade Notes

To upgrade to release 8.5.509, refer to the SpeechMiner 8.5.x Upgrade Guide.

8.5.509.06

Speech and Text Analytics Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
02/11/18	Hot Fix					X

What's New

This release includes only resolved issues.

Resolved Issues

This release contains the following resolved issues:

Measures have been taken to improve the prevention of potential security threats to the web application.
(PRSM-21300, PRSM-21299, PRSM-21267, PRSM-21266, PRSM-21264, PRSM-21263, PRSM-21262, PRSM-21180, PRSM-21136, PRSM-21129, PRSM-20982, PRSM-20952, PRSM-20951, PRSM-20950, PRSM-20949, PRSM-20947, PRSM-21163 and PRSM-21091)

Helpful Links

Releases Info

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

Product Documentation

SpeechMiner

Genesys Products

List of Release Notes

Upgrade Notes

To upgrade to release 8.5.509, refer to the SpeechMiner 8.5.x Upgrade Guide.

8.5.509.05

Speech and Text Analytics Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
10/24/17	Hot Fix					X

What's New

This release includes only resolved issues.

Resolved Issues

This release contains the following resolved issues:

The **Failed to load report template** warning no longer appears in the ULogger. (PRSM-19907)

When the **Report Caching** task is enabled, reports are now cached as expected. Previously, the **Failed to load report templates** error appeared in the log and reports were not cached after the **Report Caching** task was enabled. (PRSM-19732)

The **System Alert Report** template can now be scheduled by authorized users. Previously, the **System Alert Report** template could not be scheduled since it was created by the **System** account. (PRSM-19733)

The **System Alert** report is now sent to the recipients, as expected. Previously, when the **System Alert** report was scheduled and an error was discovered by the monitoring process, the **System Alert** report was not sent to the recipients, as configured. (PRSM-19734)

Helpful Links

Releases Info

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

Product Documentation

SpeechMiner

Genesys Products

List of Release Notes

Upgrade Notes

To upgrade to release 8.5.509, refer to the SpeechMiner 8.5.x Upgrade Guide.

8.5.509.04

Speech and Text Analytics Release Notes

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

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:

   ष्ठ GENESYS™

   The previous logo appeared as follows:

   Genesys

- **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.

Helpful Links

Releases Info

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

Product Documentation

SpeechMiner

Genesys Products

List of Release Notes

- **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.
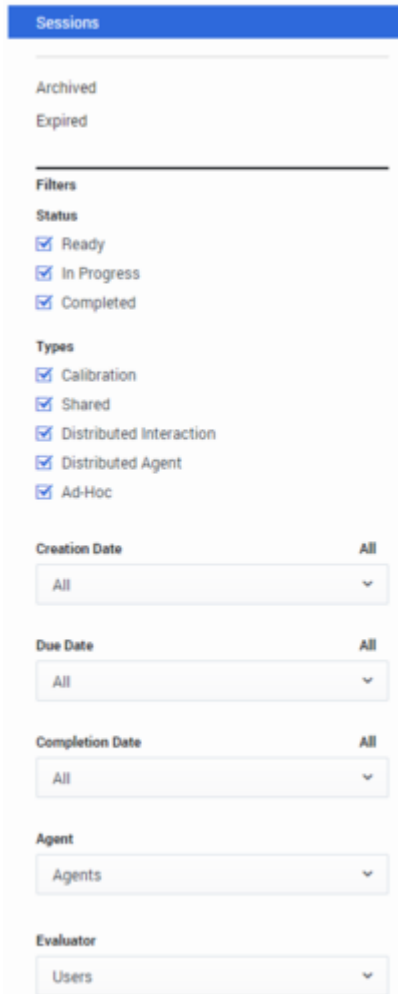
    The following image represents the previous Evaluation Session filter (without the Creation Date and Completion Date options):
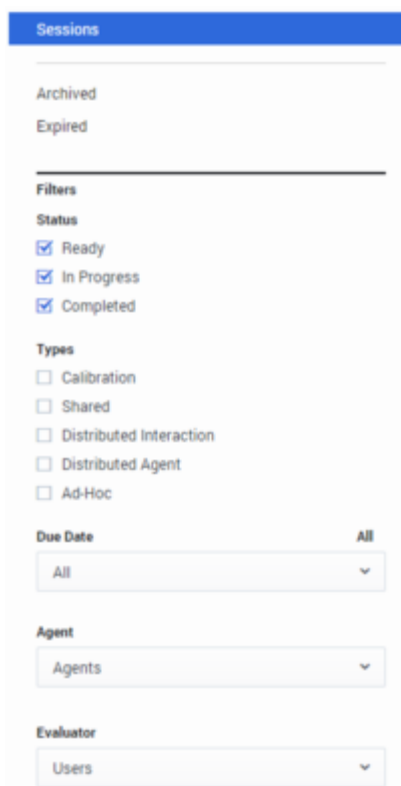
- **Evaluation Session Completion:** The workflow to close an Evaluation Session has been optimized to reduce the number of clicks required.

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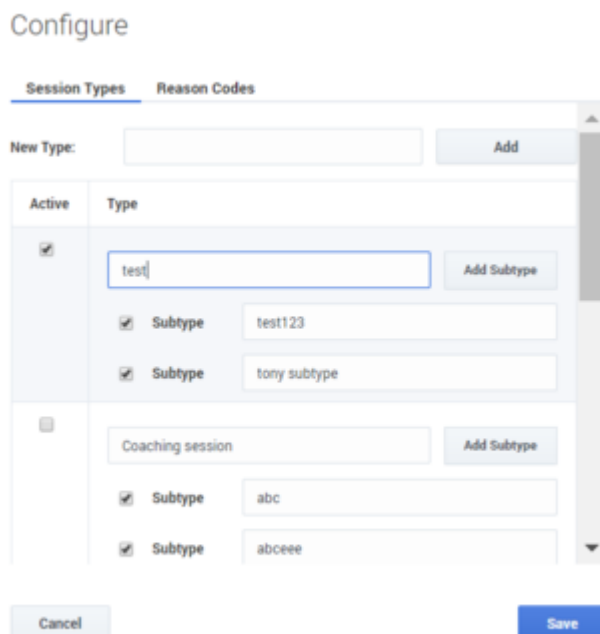
- **Session Subtype and Reason Code:** You can now add session subtypes (a secondary or subordinate session type that falls under the general classification of a specific session type) and a reason code (the cause, explanation or justification for completing a coaching session) to each Coaching Session.**[+]**

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:

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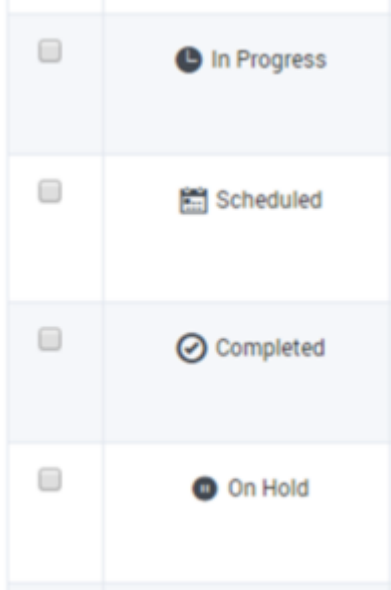
- **Updated Icons:** The Coaching Session summary page now includes a **Status** icon and a **Status** name that makes it easier to identify the status of a case at a glance.**[+]**

  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 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 an 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.

8.5.508.10

Speech and Text Analytics Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
11/10/17	Hot Fix					X

What's New

This release includes only resolved issues.

Resolved Issues

This release contains the following resolved issue:

SpeechMiner commands are now synchronized and the SpeechMiner Menu bar is no longer hidden. Previously, sometimes SpeechMiner commands were not synchronized and as a result the SpeechMiner Menu bar was hidden. (PRSM-20191)

Helpful Links

Releases Info

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

Product Documentation

SpeechMiner

Genesys Products

List of Release Notes

Upgrade Notes

To upgrade to release 8.5.508, refer to the SpeechMiner 8.5.x Upgrade Guide.

8.5.508.09

Speech and Text Analytics Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
10/15/17	Hot Fix					X

What's New

This release includes only resolved issues.

Resolved Issues

This release contains the following resolved issue:

Report Caching is working as expected. Previously, **Report Caching** failed if the current user was selected in the **Interactions** filter when creating a report. (PRSM-19863)

Helpful Links

Releases Info

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

Product Documentation

SpeechMiner

Genesys Products

List of Release Notes

Upgrade Notes

To upgrade to release 8.5.508, refer to the SpeechMiner 8.5.x Upgrade Guide.

8.5.508.08

Speech and Text Analytics Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
10/10/17	Hot Fix					X

What's New

This release includes only resolved issues.

Resolved Issues

This release contains the following resolved issue:

The **Trending** page loads as expected when the system contains over 10,000 partitions. Previously, when the **Trending** page was first loaded, data took longer than expected to load when the system contained over 10,000 partitions. (PRSM-19799)

Helpful Links

Releases Info

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

Product Documentation

SpeechMiner

Genesys Products

List of Release Notes

Upgrade Notes

To upgrade to release 8.5.508, refer to the SpeechMiner 8.5.x Upgrade Guide.

8.5.508.07

Speech and Text Analytics Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
10/01/17	Hot Fix					X

What's New

This release includes only resolved issues.

Resolved Issues

This release contains the following resolved issues:

When the **Report Caching** task is enabled, reports are now cached as expected. Previously, the **Failed to load report templates** error appeared in the log and reports were not cached after the **Report Caching** task was enabled. (PRSM-19731)

The **System Alert Report** template can now be scheduled by authorized users. Previously, the **System Alert Report** template could not be schedule since it was created by the **System** account. (PRSM-19698)

The **System Alert** report is now sent to the recipients as expected. Previously, when the **System Alert** report was schedule and an error was discovered by the monitoring process, the **System Alert** report was not sent to the recipients as configured. (PRSM-19700)

Helpful Links

Releases Info

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

Product Documentation

SpeechMiner

Genesys Products

List of Release Notes

Upgrade Notes

To upgrade to release 8.5.508, refer to the SpeechMiner 8.5.x Upgrade Guide.

8.5.508.04

Speech and Text Analytics Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
08/07/17	Hot Fix					X

What's New

This release contains the following new features and enhancements:

- **Trending Cluster Task:** You can now create Trending Cluster Tasks. This allows you to define cluster tasks with specific filter criteria, beyond the default cluster tasks, to ensure that the data and results shown on the Trending bubble chart fully reflect the data set you are interested in exploring with this tool. (With Speech Analytics license–GIA)

Helpful Links

Releases Info

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

Product Documentation

SpeechMiner

Genesys Products

List of Release Notes

> ## Important
>
> If you are upgrading to 8.5.508.04 or later (from any version that is 8.5.508.03 or earlier) your system's Trending Cluster data sets will be removed. You will have to wait a maximum of 24 hours for the system to collect new data sets before the **Trending** feature can produce results.

- **Topic Analysis - Audit Report:** The Header row of the Topic Analysis - Audits report is now static when the report is long and you must scroll down to view additional details. The static row is only supported when working in Chrome. (With Speech Analytics license–GIA)

Resolved Issues

This release contains the following resolved issues:

Delta and Threshold alerts with a change in percentage are now triggered and sent as expected. (PRSM-19126)

Report templates that were manually deleted from the database no longer appear in the database table. Previously, some report templates were not removed from the database table even when the templates were manually deleted. (PRSM-19007)

You can now search users containing non-ASCII characters in the agent hierarchy and obtain proper results. Previously, when multi-byte characters were used in the agent hierarchy, the search returned incorrect results. (PRSM-19023)

Upgrade Notes

To upgrade to release 8.5.508, refer to the SpeechMiner 8.5.x Upgrade Guide.

8.5.508.03

Speech and Text Analytics Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
06/29/17	General					X

What's New

This release contains the following new features and enhancements:

- **Search for Users:** (With Recording or QM licenses) When using the **Users** filter option in the **Search Filter** in Search or Evaluation Sessions, or when selecting **Evaluators** in Evaluation Manager, the names are listed alphabetically according to the user's full name, also the filter now filters based on username and full name.

- **Events and Comments for Text Interactions:** (With Speech Analytics license - GIA)

  - You can now add in-line comments to text interaction transcripts. Event markers are located throughout the text interaction based on where the event was detected in the text.

  - Event navigation is now available in text interaction transcripts from the events and comments list on the right side of the screen and from the transcript timeline. When clicking on an event marker the event will be highlighted in the transcript.

  - **Interaction Transcript Search:** When you view an interaction transcript, you can now search for specific terms within the transcript using the **Search** field above the transcript.

  - The text interaction timeline now contains both event and comment markers.

  - The new Search filter above the events and comments list now enables you to quickly filter the events and comments list for all interaction types. This filter can also be made persistent.

- **Trending:** (With Speech Analytics license - GIA)

  - The Related Words option from the Trending chart, now produces the Related Words chart based on the Trending page filter selections.

  - The Trending chart can now include verbs. Previously, the chart only included noun phrases.

Helpful Links

Releases Info

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

Product Documentation

SpeechMiner

Genesys Products

List of Release Notes

- **Audio Wave Graph:** When working with Chrome, the SpeechMiner Media Player, in a Recording and QM deployment (when Speech Analytics is not deployed), now contains an Audio Wave Graph that enables the user to see where there are silences in the audio. From the Audio Wave Graph (when dual-channel audio is available), the user can also distinguish between when one speaker is talking vs. the other. **Note:** the Audio Wave Graph is not available when working with Internet Explorer.

- **Screen Recording Grid:** (With Recording or QM licenses) The SpeechMiner Screen Recording grid now includes two new columns (Agent First Name and Agent Last Name).

- **Usage Tracking Report:** With Recording or QM licenses, the **Usage Tracking** report now logs separate entries for playing a voice interaction vs. selecting an interaction from the search results grid.

Resolved Issues

This release contains the following resolved issues:

When a **QM Evaluation Form** is added to an **Ad-Hoc** evaluation, the specific **Evaluation Form** can now be deleted if the associated Ad-Hoc Evaluation session was deleted. Previously, the form could not be deleted when the Ad-Hoc Evaluation session was deleted. (PRSM-18671)

When creating an **Ad-Hoc** evaluation, it is now not possible to select inactive forms. Only active forms appear in the list of available forms for **Ad-Hoc** evaluations. (PRSM-18663)

The total number of comments for text interactions will now be displayed properly in the interaction player progress bar. (PRSM-18277)

An upgraded system does not include marks that are no longer required. Previously, the **Important** mark was included in an upgraded system, even though the term marked as important should no longer be marked important. (PRSM-18352)

When you select a phrase in the **Trending > Related Words** screen and drill down to search for interactions associated with the selected phrase, the process now searches for the phrase and not for each word separately using the AND operator. (PRSM-18457)

The **Topic Analysis** report is now created for text interactions. (PRSM-18441)

The **Date Range** tool tip for search results generated from the **Interaction Transcript > Related Words** window now contains a time range. (PRSM-18435)

Terms in the **Trending** page are no longer ignored in the **Related Words** window, since Related Words now uses the correct search filters.(PRSM-18421)

All SpeechMiner UI text is now translated from English to all of the non-English supported languages (for example, Chinese Simplified). (PRSM-18425)

When the **Related Words** window is opened from the **Trending** page, the **Partitions** filter now works as expected for the / directory. (PRSM-18420)

When searching for interactions according to the **Interaction Reviewed by** filter, you can now search according to a user's name or ID. (PRSM-18357)

When search results are shown in the popup window, the **Evaluated** tag is now visible for interactions that were evaluated. Previously, the **Evaluated** tag was not visible in the search results popup window. (PRSM-18288)

In a Recording-only deployment, the **Interaction Evaluation** report is now available. (PRSM-18371)

A **Saved Search** and **Call List** can now be shared with all users. Previously,they could could not be shared with users defined in the Configuration Server. (PRSM-18358)

The loading wheel is now displayed when **SpeechMiner Dashboard Widget** is loading. Previously, there was no indication the widget was loading. (PRSM-18354)

When trying to share a **Saved Search**, the **Find a user** text in the Search field is now deleted when you begin to type a letter and/or word. (PRSM-18276)

You can now save a search with the name of a deleted **Saved Search**. (PRSM-18248)

When exporting multi-segment calls, the sub-folder created under **Speechminer\utopy\product\WEB\Export** is now purged after one hour. (PRSM-18228)

You can now search for a user according to his/her username and/or first/last name. In addition, the list is now ordered alphabetically. (PRSM-18107)

An exception no longer occurs when inserting a **Yes/No** question to a **Quality Management** form. (PRSM-17931)

When the **Media Player** is locked during an audio playback and remains locked, the **Search** option will function as expected when you open a Text interaction transcription. Previously, the Search option did not work in this scenario.(PRSM-18370)

Upgrade Notes

To upgrade to release 8.5.508, refer to the SpeechMiner 8.5.x Upgrade Guide.

8.5.507.03

Speech and Text Analytics Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
04/18/17	Hot Fix					X

What's New

This release includes only resolved issues.

Helpful Links

Releases Info

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

Product Documentation

SpeechMiner

Genesys Products

List of Release Notes

> **Important**
>
> This is not a full release. Installation of the full 8.5.507.01 package is a pre-requisite for installing the 8.5.507.03 hotfix.

Resolved Issues

This release contains the following resolved issues:

When working with a **Single tenant** Configuration Server, the **Interaction Reviewed By** field in the **Search** filter now includes **Configuration Server** users, when the users and roles were configured in the Resources tenant. (PRSM-18067)

SpeechMiner can now share **Saved Searches** with **Configuration Server** users that were not created in the **Environment** tenant. (PRSM-18271)

Web Patch Notes

To deploy the 8.5.507.03 web patch:

1. Verify that you received the patch from Customer Care.

2. Backup the web folder from the folder in which the software was installed. The default location is `C:\Program files (x86)\Genesys\Software\utopy\product\WEB`.

3. Copy all the files and folders from the **Web** folder in the extracted IP to the **SpeechMiner Web** folder in which the software will be installed.

4. Reset **IIS**.

To rollback to the previous version:

1. Remove the **SpeechMiner Web** folder from the location in which the software was installed. By default, the location is: `C:\Program files (x86)\Genesys\Software\utopy\product\WEB`.

2. Copy the **Web** folder you backed up.

3. Reset **IIS**.

8.5.507.01

Speech and Text Analytics Release Notes

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

What's New

This release contains the following new features and enhancements:

Helpful Links

Releases Info

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

Product Documentation

SpeechMiner

Genesys Products

List of Release Notes

> **Important**
>
> If a voice recording has an associated screen recording, you must confirm that the screen recording includes audio (for example, the audio is muxed) before using the Protect from Deletion feature. The readiness of the screen recording can be determined by trying to play the screen recording. The audio should be available approximately 5 minutes from when the screen recording is uploaded.

- **Auto Fail Report:** A drill down report that focuses on auto fail Quality Management questions and agents.

- **Auto Fail Permission:** A new Auto Fail permission has been added to enable the user to create, edit and/or view the Auto Fail report.

- **Distributed Evaluations Targeted to Specific Agents:** Provides supervisors with the ability to evaluate specific agents repeatedly over time. **[+]**

  - As shown in the following image, before 8.5.507.01, you could create three types of Evaluation Sessions (Distributed, Calibrated and Shared). Select **Quality > Evaluations Manager > New Evaluation > Agent**
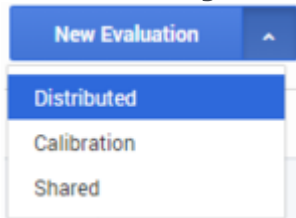
    As of 8.5.507.01, you can now also create a Distributed Interaction Evaluation and a Distributed Agent Evaluation.
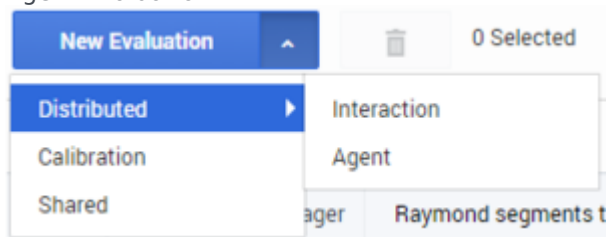
  - Before 8.5.507.01, the Evaluation Session filter included a Distributed type. Select **Quality > Evaluation Sessions**
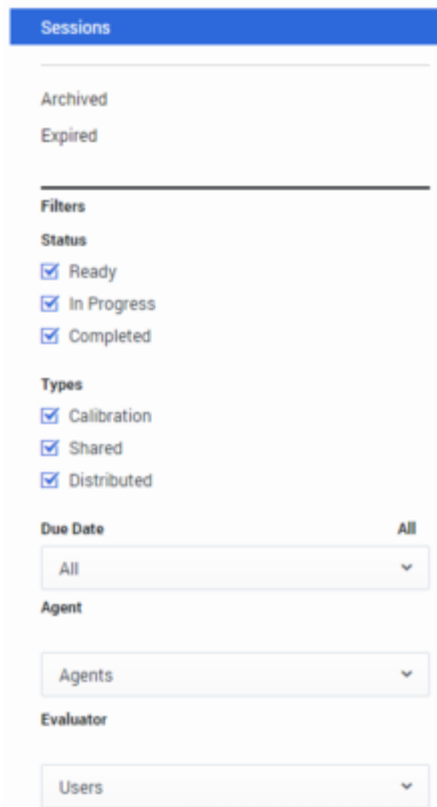
As of 8.5.507.01, the Evaluation Session filter includes the new Distributed Interaction Evaluation and a Distributed Agent Evaluation session types.
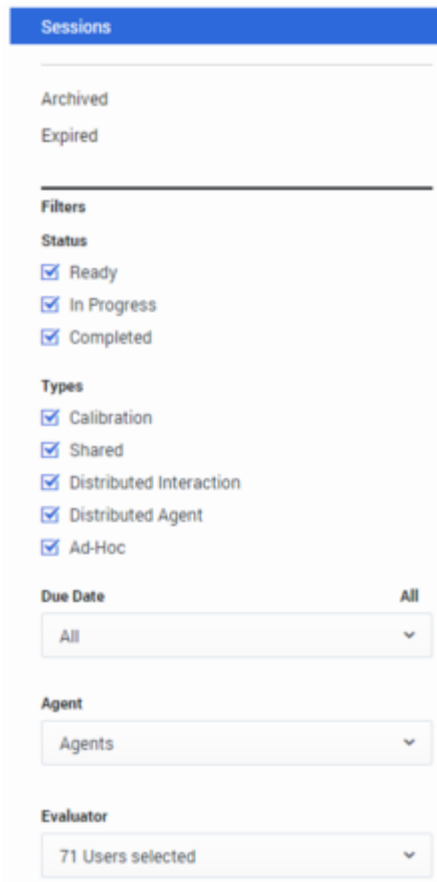
- In addition, as shown in the following image, as of 8.5.507.01, the new Distributed Agent Evaluation includes a new **Agent** tab. Select **Quality > Evaluations Manager > New Evaluation > Agent**
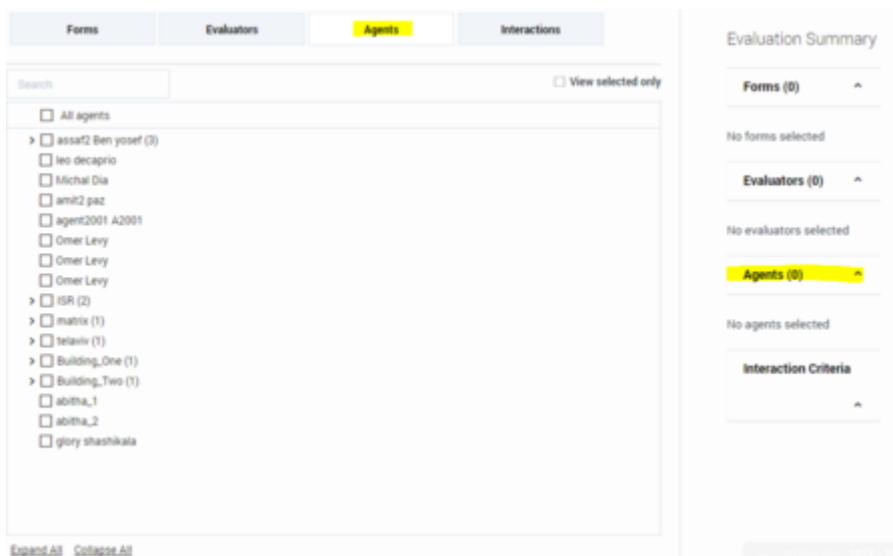
- **Quality Management - Agent Notification:** Enables agent collaboration to provide agent feedback against evaluations and related scores. **[+]**

  - Before 8.5.507.01, an agent could not be notified that a session he/she was associated with was completed. Select **Quality > Evaluation Sessions** select an evaluation and click **Save > Complete > Ok**
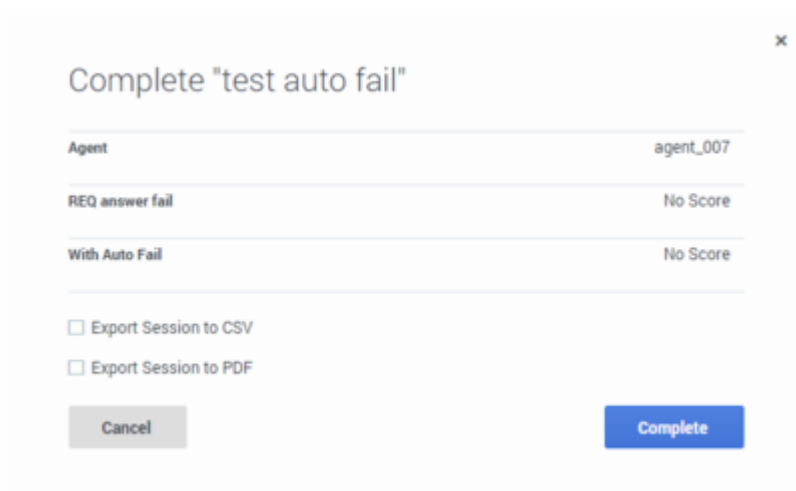
    As of 8.5.507.01, you can notify an agent that the session he/she was associated with was completed with the **Notify agent of results** option.
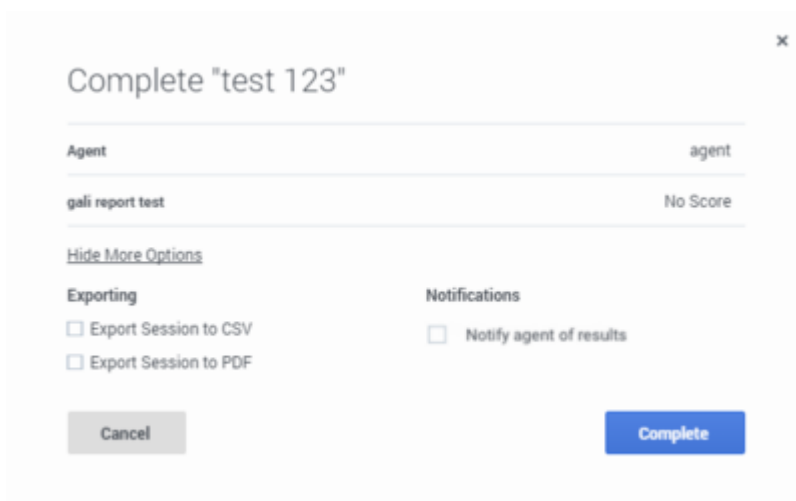
- **Show Evaluation Session Score Permission:** Enables a user to turn on/off the evaluation session Show Score option.

- **Replace Interaction:** Enables a user (based on existing search criteria) to select an alternative interaction due to the interaction's quality. **[+]**

    - Before 8.5.507.01, you could not replace the interaction associated with the Evaluation Session. Select **Quality > Evaluation Sessions** select an evaluation.
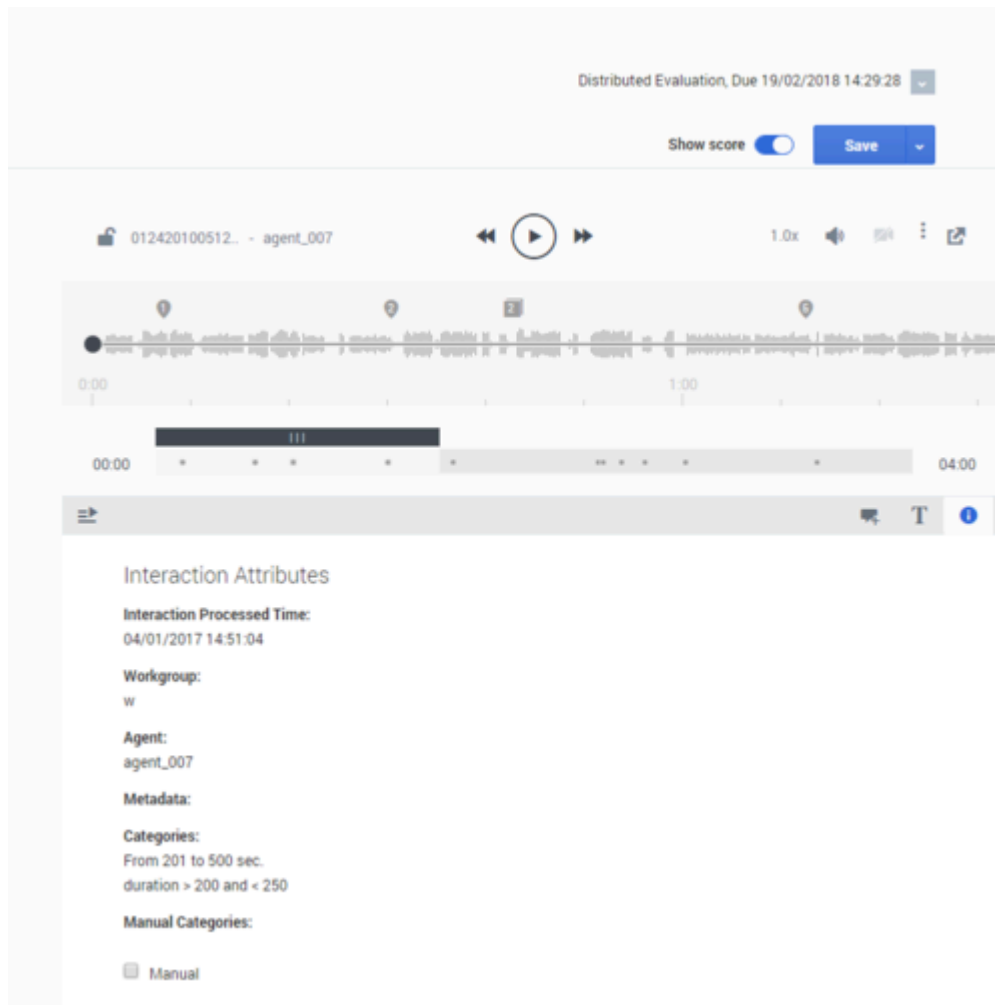
As of 8.5.507.01, you can replace the interaction associated with the Evaluation Session with the **Replace Interaction** option ⟳ .
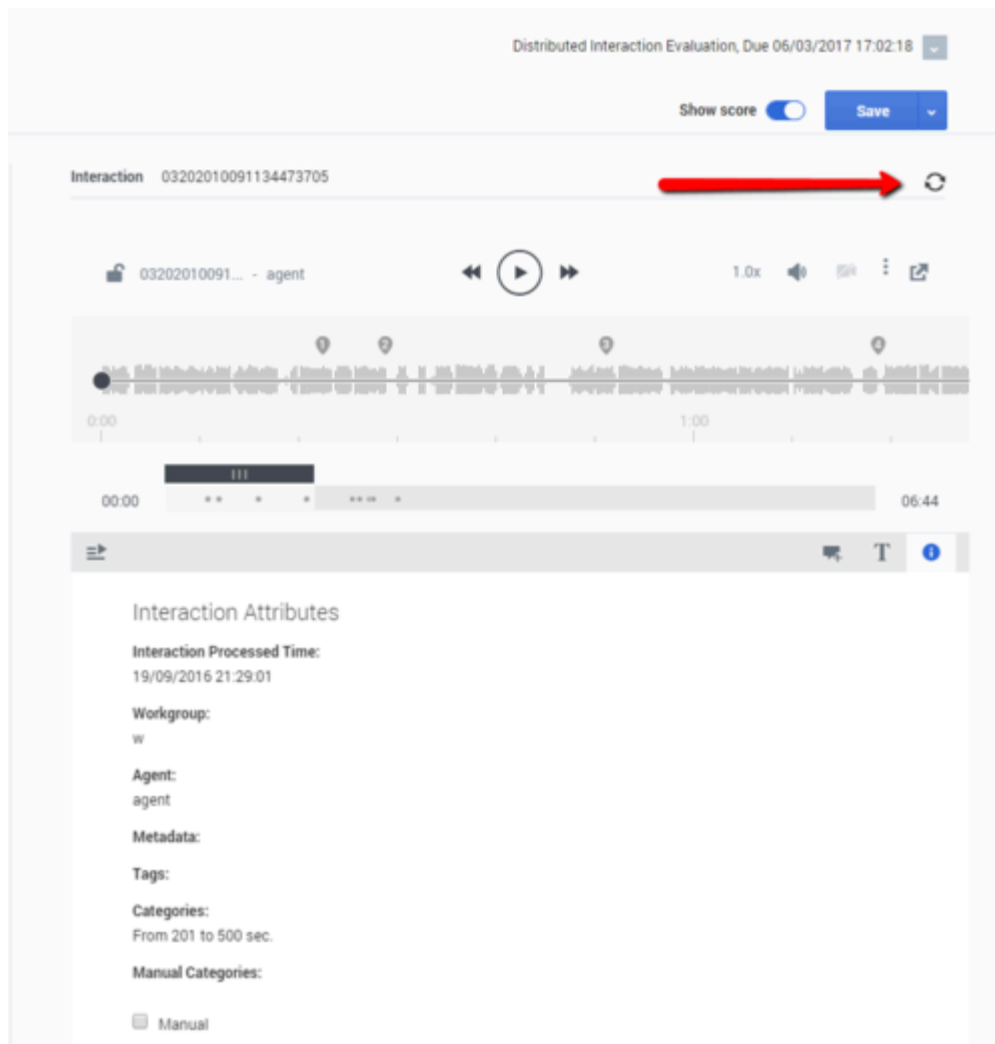
- **Replace an Evaluation Session Interaction Permission:** Enables the user to replace the evaluation session interaction.

- **Interaction Tags:** Now you can use user-defined tags for a variety of uses (for example, compliance or training). **[+]**

  - Before 8.5.507.01, you could not tag an interaction. The **More** menu in the top right corner of the player did not include the **Tag** option.
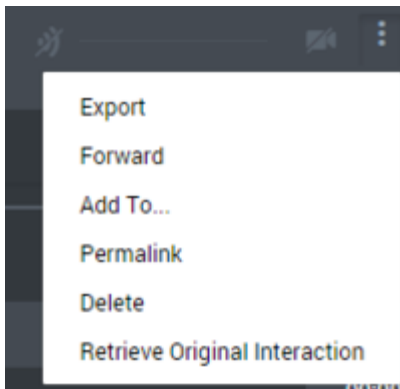
As of 8.5.507.01, you can tag an interaction as you play it in the Media Player. The **More** menu now includes the Tag option.
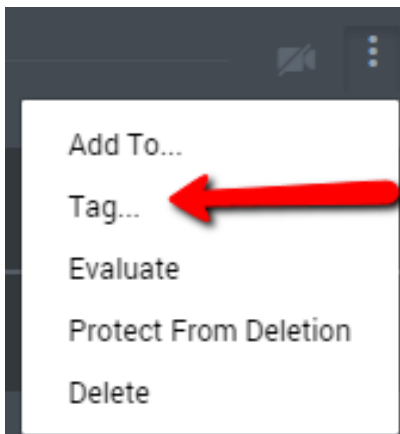
After you select to tag an interaction from the **More** menu, the **Tag Interaction** window is opened with the list of available tags.
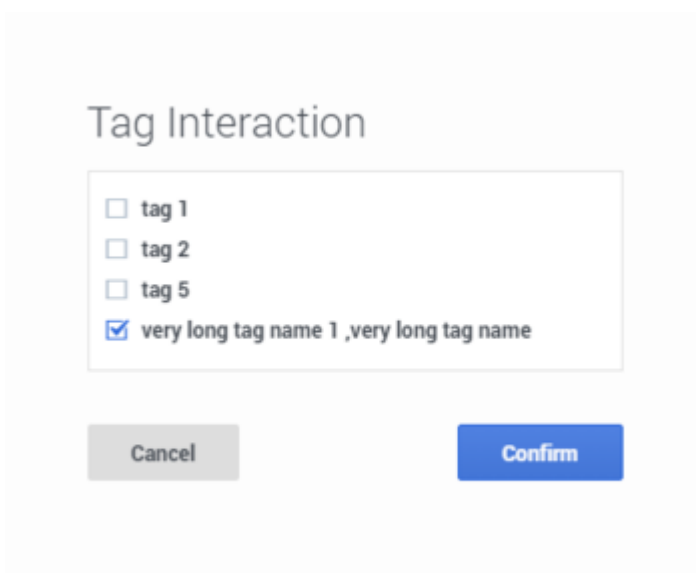
- **Define Tags:** Now you can create interaction tags for a variety of uses (for example, compliance or training). **[+]**

    - Before 8.5.507.01, you could not tag define a tag. The **Tools** menu in the top right corner of the player did not include the **Define Tags** option.
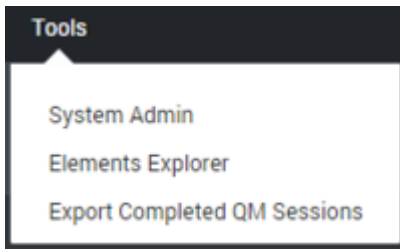
        As of 8.5.507.01, you can define a tag using the **Tools > Define Tags** option.
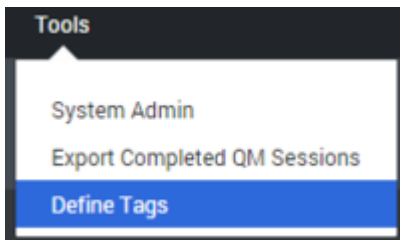
        After you select to define a new tag, the **Define New Tags** window is opened.
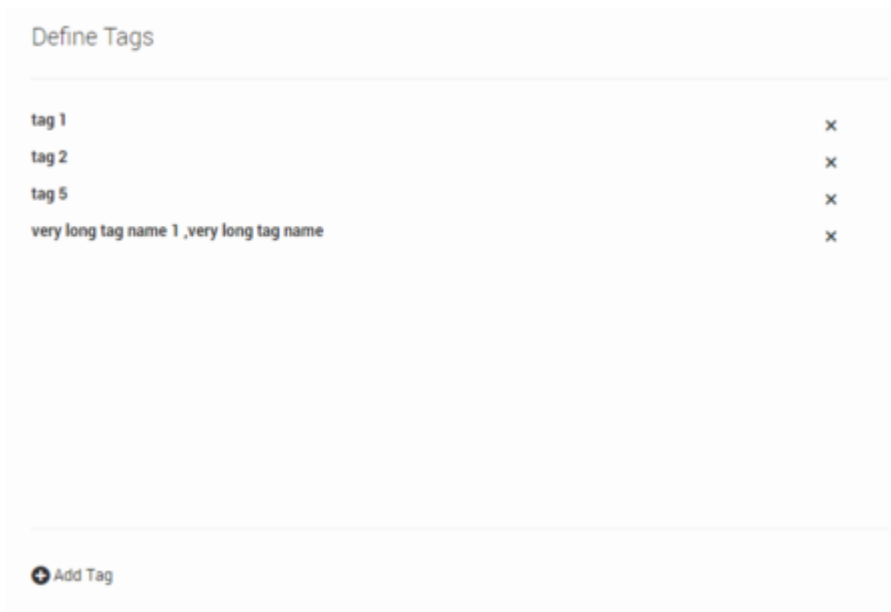
- **Define Tags Page Permission:** Enables a user to define and edit an interaction tag.

- **Tag Interactions Permission:** Enables a user to tag an interaction.

- **Protect from Deletion:** Now you can prevent an interaction from being deleted. **[+]**

    - Before 8.5.507.01, you could not protect an interaction from being deleted. The **More** menu in the top right corner of the player did not include the **Protect from Deletion** option.
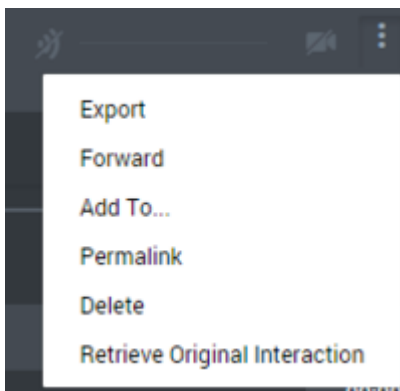
    As of 8.5.507.01, you can protect an interaction from being deleted. The **More** menu now includes the Protect from Deletion option.
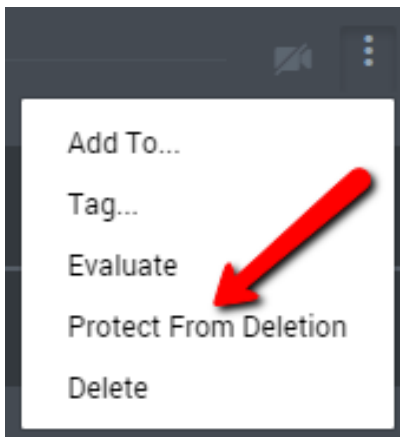
    After you select to protect an interaction from deletion, the **Protect from Deletion** window is opened.
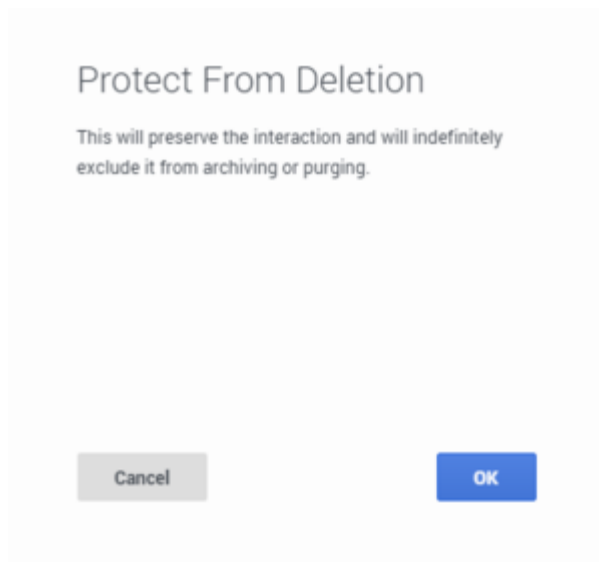
- **Protect Interactions from Deletion Permission:** A new permission has been added to enable you to protect interactions from deletion.

- **Tag Interactions as Evaluated:** Automatically adds an Evaluated tag when an evaluation session is completed.

- **Ad-Hoc Evaluation:** Now you can launch an evaluation from the player against a specific media asset. **[+]**

    - Before 8.5.507.01, you could not evaluate an interaction from the player. The **More** menu in the top right corner of the player did not include the **Evaluate** option.
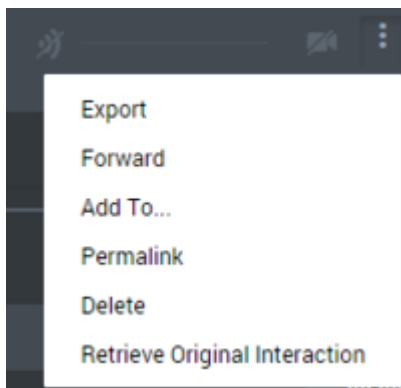
    As of 8.5.507.01, you can evaluate a single interaction. The **More** menu now includes the Evaluate option.
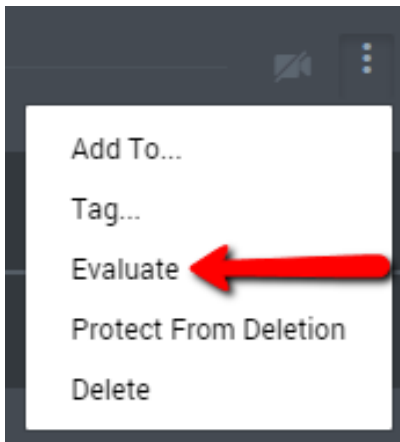
After you select to evaluate a specific interaction, the **Evaluate Interaction** window is opened.

- **Create Ad-Hoc Evaluation Permission:** This permission will enable the user to evaluate interactions from the Explore page.

- **Trending Bubble – Drag and Drop:** Now you can move a Trending bubble to a different location on the screen. This ability is useful in moving apart bubbles that are close together as the system has found that they are closely related. Once the Trending chart is re-run , the bubble returns to its original place.

- **Recognition Improvements:** Recognition enhancements have been made for improved accuracy and detection results.

Resolved Issues

This release contains the following resolved issues:

When there is no record of the segment in the `segmentMetaTbl` table, the system no longer crashes..(PRSM-16553)

When Sharing an interaction list with another user, a delay no longer occurs as soon as you type the first letter of the users name. (PRSM-17992)

Evaluation sessions can now be produced on the day the evaluation was created. Previously, evaluation sessions were not produced on the day the evaluation was created.(PRSM-21889)

Terms that are almost identical are no longer duplicated in the Comparison tab. Previously, when Period 1 contained a term similar to one that appeared in Period 2 (for example, if payment appeared in Period 1 and payments appeared in Period 2), the Comparison tab contained both terms, each with the same data. (PRSM-17485)

When you listen to a long call (longer than 20 minutes) without doing anything else in the UI, your session remain alive, and you will stay logged in the application. (PRSM-17833)

When you save a new search from a Coaching Session, the message that appears is now correct (message: Enter Search name). Previously, the message that appeared was (message: Please enter Interaction list name) incorrect. (PRSM-17630)
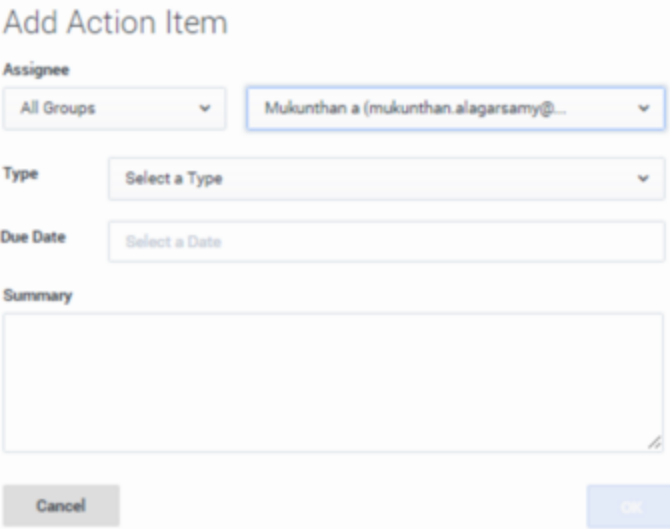
The name of the Action Item assignee no longer extends beyond the Action Item window. (PRSM-17620) **[+]**

As shown in the following image, before 8.5.507.01, the name of the assignee extended beyond the
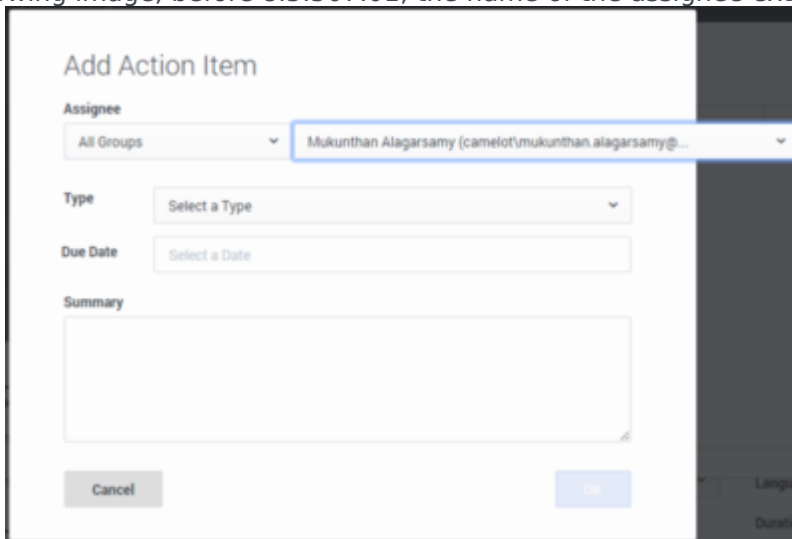
window boundaries.
As of 8.5.507.01, the name of the assignee no longer extends beyond the window boundaries.

The time that appears in an Action Item comment is the same as the time that appears in all other SpeechMiner comments. Previously, the time in the comments were not the same. (PRSM-17622)

In the QM Question Library, the **Save** option is now disabled when **Low** or **High** title value is removed from **Sliding scale** question and the following error message no longer appears: **Failed to save the Question Library**. (PRSM-17325)

The SpeechMiner Coaching report includes only data associated with the user for which the report is created. Previously, users could view data that they do not have permission to view. (PRSM-18038)

A message appears when an attempt is made to use the < and > characters in an Interaction List name. The message informs the user that these characters cannot be used in the Interaction List name. Previously, an error occurred when the characters were part of the name. (PRSM-17678)

When exporting a PDF of an Ad-Hoc evaluation, the Evaluation Type field is no longer empty. (PRSM-17891)

When an Interaction list is renamed using Japanese letters, all the letters appear as Japanese letters. Previously, the letters appeared as question marks (????). (PRSM-18108)

A console error no longer occurs when refreshing the Quality Management Evaluation Manager page. (PRSM-17726)

The number of lines displayed in the different Evaluation Manager tabs is now consistent when

moving from tab to tab and back to the original tab. (PRSM-17610)

SpeechMiner is now better able to detect a busy tone during an audio interaction. (PRSM-17908)

The designation arrows in a new Evaluation Form are now aligned. (PRSM-17384)

Tool tips are no longer missing for the following options in the following pages: (PRSM-17464)

- Interaction lists: Edit, Add, Delete
- Content Browser: Refresh
- Saved Reports: Delete, Schedule
- Edit Reports: PDF, Excel

The Coaching report is now created as expected in a SpeechMiner Spanish USA system. (PRSM-18102)

You now must provide a new name when renaming an interaction list. If you attempt to leave the name field empty when selecting to rename an interaction list, a warning message appears. (PRSM-17473)

It is no longer possible to add the same term to the Blacklist in different variations. When the same word is been inserted with different variations (for example, Problem, PROBLEM, problem, ProbLEM), an error message appears. Previously, it was possible to add the same word with different variations. (PRSM-17573)

When a shared Interaction List is included in the Interaction List grid, you can now clear all the check boxes at once. (PRSM-18124)

It is no longer possible to change the status of a form from active to inactive when the form is associated with more than one evaluation session. For this reason, such a form cannot be deleted. (PRSM-16948)

The SMART Replace All option is now functioning as expected. (PRSM-16750)

The reports caching task is no longer empty when a category is not selected before a report is run. When a category is not selected, the Categories filter will automatically select all of the categories and the report will now be taken from the cache. (PRSM-16637)

When a report is cached, the report parameters are now accurate and as a result the report is now taken from the cache. (PRSM-16642)

A URL field is now mandatory for social interactions. Previoulsy, the URL field was not mandatory and an error occurred when the URL was not included. (PRSM-16491)

When you add a phrase without enough informative terms to a SMART topic, that phrase is no longer added to the topic until it is fixed. (PRSM-11424)

The SMART Topic properties window is no longer distorted when resized. (PRSM-10448)

Upgrade Notes

To upgrade to release 8.5.507, refer to the SpeechMiner 8.5.x Upgrade Guide.

8.5.506.02

Speech and Text Analytics Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
08/01/17	Hot Fix					X

What's New

This release includes only resolved issues.

Resolved Issues

This release contains the following resolved issues:

Web Server now functions as expected when there are more than 5000 agents in a single access group. Previously, Web Server unexpectedly shut down in that scenario. (PRSM-19074)

Helpful Links

Releases Info

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

Product Documentation

SpeechMiner

Genesys Products

List of Release Notes

Upgrade Notes

To upgrade to release 8.5.506.02, refer to the SpeechMiner 8.5.x Upgrade Guide.

8.5.506.01

Speech and Text Analytics Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
01/04/17	General					X

What's New

This release contains the following new features and enhancements:

- **Installation/Upgrade Prerequisite:** Before installing/upgrading SpeechMiner, .NET 4.6.2 must be installed.

- **Export to PDF:** Enables users to export a completed evaluation session as a PDF file. **[+]**

  As shown in the following image, before 8.5.506.01, you could only export a QM Evaluation Session to an Excel document by opening the specific session and clicking **Save > Export**.
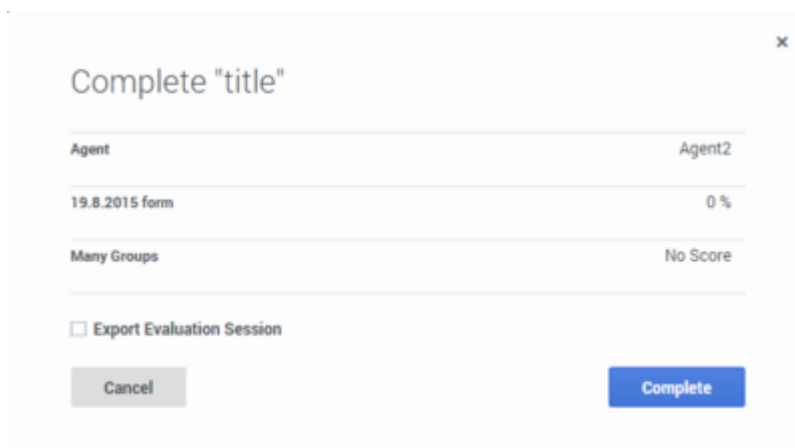
Helpful Links

Releases Info

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

Product Documentation

SpeechMiner

Genesys Products

List of Release Notes

As of 8.5.506.01, you can now export a QM Evaluation Session to either an Excel document or a PDF.
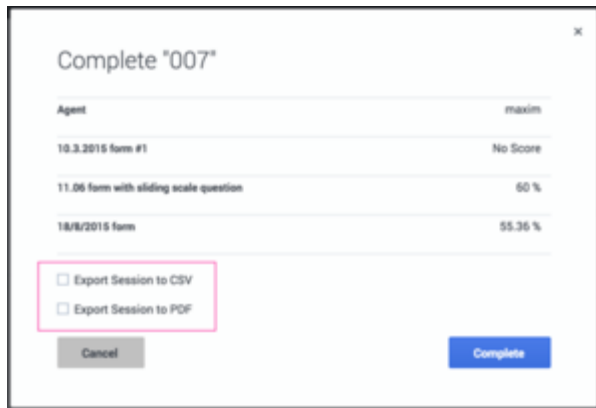
In addition, and as shown in the following image, before 8.5.506.01, you were given the option to export a QM Evaluation Session to an Excel document when you decided to click **Save > Complete**.
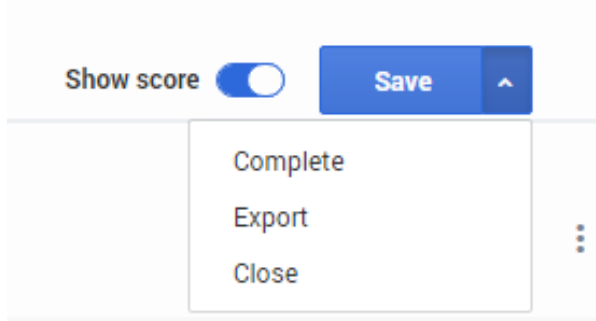
As of 8.5.506.01, you can now export a QM Evaluation Session to either an Excel document or a PDF when you complete the session.
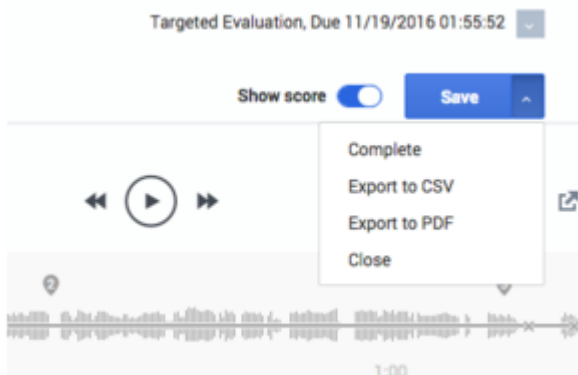
- **Export Completed QM Sessions:** Users can now export completed evaluation sessions according to a specific date range. **[+]**

    As shown in the following image, before 8.5.506.01, the **Export Completed QM Sessions** option was not available in the **Tools** menu.
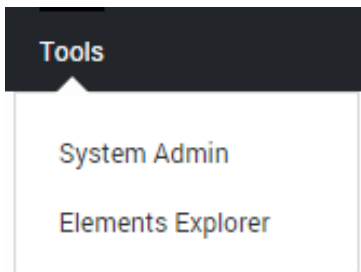
As of 8.5.506.01, you can now select the **Export Completed QM Sessions** option from the **Tools** menu.
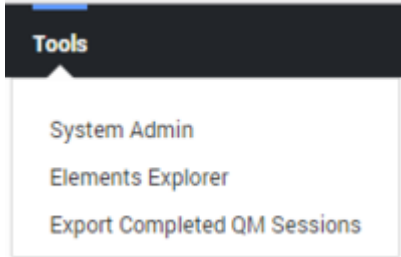
Now when you select **Export Completed QM Sessions**, you have the option of selecting a date range from which to export the sessions.
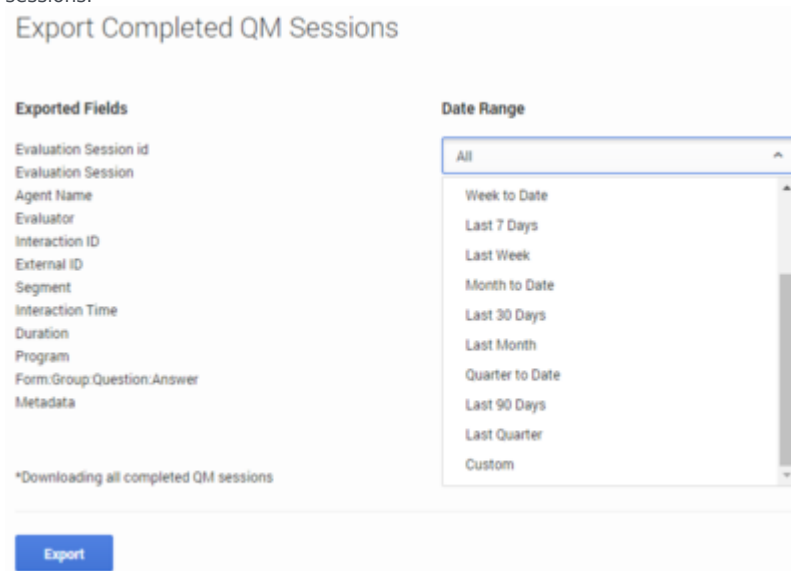
Important

When exporting both single and multiple evaluation sessions to a .csv file (from both the evaluation session itself and the Export Completed QM Sessions page), forms, groups, questions and answers will now appear in one column and each evaluation session will be represented by a separate row.

- **Recognition Improvements:** Recognition improvements have been made for Italian.

- **Alpha Numeric Operation IDs:** Operation IDs can now contain both letters and numbers.

Resolved Issues

This release contains the following resolved issues:

Terms/phrases in the Trending Top Terms panel no longer appear as links. (PRSM-11404)

When a Trending filter is saved with more than two metadata filters, all the metadata filters are loaded. Previously, only the last metadata filter in the list was loaded. (PRSM-17255)

The Trending filter now runs as expected when you click Run after more than one row in the same section of the Advanced filter is selected. (PRSM-17227)

In the Advanced filter panel in the Trending page, you can no longer add additional Programs. The + icon has been removed. (PRSM-17265)

The dates in the Trending page now appears in the Local format. Previously, the date appeared in USA format. (PRSM-17230)

The Fixed time period is now working as expected in a UK date format. (PRSM-17178)

There is now a 50-character limitation for the Name field, when saving a Trending filter. Previously, you could enter more than 50 characters, but the Trending filter was not saved. (PRSM-17256)

When a Trending filter is saved with more than 2 metadata filters, all the metadata filters are loaded. Previously, only the last metadata filter in the list was loaded. (PRSM-17254)

When attempting to remove one condition after selecting multiple conditions in a filter in the Trending page, the selected condition is removed. Previously, the wrong condition was removed from the filter and the selected condition remained in the list. (PRSM-17312)

When attempting to run a Trending report after selecting multiple conditions in one of the filters in the Trending page, the report runs and retrieves results, as expected. Previously, the report failed and did not retrieve results. (PRSM-17223)

When a specific agent is selected when creating a SpeechMiner report, the report is now created as expected. Previously, the report was created slower than expected. (PRSM-18247)

SpeechMiner now correctly returns search results. Previously, in very rare cases, SpeechMiner Search returned a blank screen. (PRSM-17185)

The processing time for the SpeechMiner Search filter results is improved. (PRSM-17480)

The processing time to create a Trending report is improved. Previously, creating a Trending report took longer than expected. (PRSM-17412)

The Trending filter **Compare date** option now contains the requested date. (PRSM-17380)

A Genesys user can no longer see the QM menu and pages when the license does not include QM. Previously, a Genesys user could see the QM menu and pages when the license dis not include QM. (PRSM-17494)

A timeout no longer occurs when a SpeechMiner report is processed for longer than 90 seconds. (PRSM-17195)

When you select to configure a custom date range for an evaluation (when working with Internet Explorer and Chrome), you only need to click the desired date once for it to be selected. (PRSM-15938)

When an Exploration preset is opened in the Exploration Manager page, its changes are now saved when you click **Save**. (PRSM-17219)

You cannot type more than 50 characters into the name field when saving a Trending filter. Previously, you were able to enter more than 50 characters, but the filter was not saved. (PRSM-17263)

When working with Trending, if the labels in Period-2 are a subset of the labels in Period-1, and the labels in Period-1 are not a subset of the labels in Period-2, SpeechMiner UI now responds as expected. (PRSM-17127)

After creating and selecting a Trending filter, the filter type no longer changes to Custom. Now the filter type remains as initially selected. (PRSM-17159)

The Trending filter Fixed time period in a UK date format now works as expected. (PRSM-17198)

An error no longer appears if the **Exclude audited events**, **TP**, **FP**, or **SFP** option is selected when searching for Events. (PRSM-17134)

When a saved search is run after it has already been run once, the results are now accurate and no longer reflect the results of the previous search. (PRSM-17137)

An interaction is now added to the Interaction list when the **Add To** option is selected in the Player. (PRSM-17184)

If the Region and Languages format is configured to work with a European number format in the SMConfig host, SMConfig no longer fails to load. (PRSM-17258)

In the Advanced filter panel in the Trending page, you can no longer add additional Programs. The **+** icon has been removed. (PRSM-17274)

An error no longer appears when the default Max Terms value is changed and **Run** is selected in the Trending filter. (PRSM-17192)

You can no longer click the Terms filtered by Blacklist option when it is greyed out. Previously, the option was active when it should not have been. (PRSM-17221)

You can now rename a cloned Trending filter. Previously, there was no indication the filter was cloned and the two Trending filters were saved with the same name. (PRSM-17222)

When you open any Trending page in a saved Trending filter, the date now appears in the correct format. Previously, the date was displayed in the wrong format in the Trending pages. (PRSM-17225)

When a new term is added to the Blacklist, the term is now in alphabetical order. Previously, the new term was added to the top of the list and not in alphabetical order. (PRSM-17268)

After adding more than one row to a section in the advanced Trending filter, the correct row is deleted when attempting to delete a row. Previously, the wrong row was deleted. (PRSM-17294)

SpeechMiner menus now close when a selection is made from the menu. Previously, in this scenario, the menu stayed open. (PRSM-17136)

When the description of a Trending filter is very long, the description no longer appears on top of existing text in the UI. (PRSM-17260)

In a Recording Only license environment, the Explore menu now includes options that are relevant

only to Recording Only. Previously, the Explore menu included options that should not have appeared in the menu for the Recording Only license. (PRSM-17267)

Interaction events are now visible in the Player when a comment is added to the interaction. (PRSM-17157)

When you select top terms filter and then change Relative to Fixed, Monitor and/or Compare, the Trending Filter list will change to Custom. Previously, the filter was changed to Custom as a result of any change to the selected filter. (PRSM-17160)

When working with a Trending page filter, you can now filter by a speaker's name. Previously, the filter was limited to speaker type and produced different results than the Search filter. (PRSM-17079)

The following error no longer appears when saving SMConfig > Sites and Machines changes: `Unable to copy grammar files from <path> to grammar folder <path>. Could not find a part of the path <path>`. (PRSM-17083)

A BCC column was added to the SpeechMiner Interactions results list. (PRSM-17122)

An error no longer occurs when you sort chat or email interactions in the SpeechMiner search results grid. (PRSM-17093)

The total call time no longer overlaps the time line in the Evaluation Manager player when the total time is more than 1 hour. (PRSM-17088)

When an interaction is deleted from the system, its corresponding exploration fragments are now deleted. Previously, the corresponding exploration fragments were not deleted. (PRSM-17060)

The SpeechMiner installation path no longer includes the /bin directory. Previously, the /bin was included at the end of the path. (PRSM-17072)

Several text recognition processes can now work at the same time. As a result, text interactions are recognized in parallel and text recognition no longer works at a rate slower than expected. (PRSM-16848)

In the Metadata Frequency report the number of interactions filter now supports a double digit (>=10). Previously, it only supported a single digit (0-9). (PRSM-17189)

Some implicit conversions in the database were removed, making performance better. (PRSM-16087)

The Trending chart no longer contains terms and phrases in English when the chart is part of a localized UI. Previously, some of the terms and phrases in the Trending chart appeared in English for a chart that was part of a localized UI. (PRSM-17044)

An error no longer occurs when attempting to export events from the Event grid when the `eventID` is greater than 2147483647. (PRSM-17962)

Dependent topics are now recognized after a topic trigger is detected. Previously, they were not recognized. (PRSM-17609)

When the Numbering format is European (for example, 12.345,00) in the SMConfig machine, SMConfig no longer fails to load. (PRSM-17291)

Terms/phrases in the Trending Top Terms panel no longer appear as links. (PRSM-17215)

Upgrade Notes

To upgrade to release 8.5.506.01, refer to the SpeechMiner 8.5.x Upgrade Guide.

8.5.505.08

Speech and Text Analytics Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
05/29/17	Hot Fix					X

What's New

This release includes only resolved issues.

Resolved Issues

This release contains the following resolved issues:

When a report is cached, the report parameters are now accurate and as a result the report is now taken from the cache. (PRSM-16642)

The reports caching task is no longer empty when a category is not selected before a report is run. When a category is not selected, the Categories filter will automatically select all of the categories and the report will now be taken from the cache. (PRSM-16637)

Upgrade Notes

To upgrade to release 8.5.505, refer to the SpeechMiner 8.5.x Upgrade Guide.

Helpful Links

Releases Info

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

Product Documentation

SpeechMiner

Genesys Products

List of Release Notes

8.5.505.07

Speech and Text Analytics Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
04/27/16	Hot Fix					X

What's New

This release contains the following new features and enhancements:

- **Related Words Filtering:** The **Show Related Words** option in the **Trending** page **Comparison** tab is now available in the **Period 1** and **Period 2** tabs. In each tab, the **Show Related Words** results are now based on the same filter.

- **Interaction Transcript Search:** When you view an interaction transcript, you can now search for specific terms within the transcript using the **Search** field above the transcript.

- **Static Trending Chart:** A dragged Trending Chart bubble now stays in its new location till the chart is changed.

- **Audio Segment Length:** A new setting was introduced to limit the length of audio segments on which to run speech recognition separately from the length of the call. The new setting is MAX_SEGMENT_LEN in the CMRSParams table.

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:

The processing time to create a Trending report is improved. Previously, creating a Trending report took longer than expected. (PRSM-17412)

The dates in the Trending page now appears in the Local format. Previously, the date appeared in USA format. (PRSM-17230)

The Fixed time period is now working as expected in a UK date format. (PRSM-17178)

The SpeechMiner Dashboard menu lists all the existing dashboards. Previously, this menu did not contain the full list of dashboard in some of the SpeechMiner screens. (PRSM-18333)

The processing time to create the Performance Profile report is improved. Previously, creating a Performance Profile report took longer than expected. (PRSM-18359)

SpeechMiner now correctly returns search results. Previously, in very rare cases, SpeechMiner Search returned a blank screen. (PRSM-17185)

The processing time for selecting the Related Words option in the Trending page is improved. Previously, the process took longer than expected. (PRSM-17496)

Terms that are almost identical are no longer duplicated in the Comparison tab. Previously, when Period 1 contained a term similar to one that appeared in Period 2 (for example, if payment appeared in Period 1 and payments appeared in Period 2), the Comparison tab contained both terms, each with the same data. (PRSM-17485)

The processing time for the SpeechMiner Search filter results is improved. (PRSM-17480)

The Trending filter **Compare date** option now contains the requested date. (PRSM-17380)

When attempting to remove one condition after selecting multiple conditions in a filter in the Trending page, the selected condition is removed. Previously, the wrong condition was removed from the filter and the selected condition remained in the list. (PRSM-17312)

In the Advanced filter panel in the Trending page, you can no longer add additional Programs. The + icon has been removed. (PRSM-17265)

There is now a 50-character limitation for the Name field, when saving a Trending filter. Previously, you could enter more than 50 characters, but the Trending filter was not saved. (PRSM-17256)

When a Trending filter is saved with more than 2 metadata filters, all the metadata filters are loaded. Previously, only the last metadata filter in the list was loaded. (PRSM-17254)

When attempting to run a Trending report after selecting multiple conditions in one of the filters in the Trending page, the report runs and retrieves results, as expected. Previously, the report failed and did not retrieve results. (PRSM-17223)

A timeout no longer occurs when a SpeechMiner report is processed for longer than 90 seconds. (PRSM-17195)

An error no longer occurs when attempting to export events from the Event grid when the eventID is greater than 2147483647. (PRSM-17962)

Dependent topics are now recognized after a topic trigger is detected. Previously, they were not recognized. (PRSM-17609)

When working with Trending, if the labels in Period-2 are a subset of the labels in Period-1, and the labels in Period-1 are not a subset of the labels in Period-2, SpeechMiner UI now responds as expected. (PRSM-17127)

When the Numbering format is European (for example, 12.345,00) in the SMConfig machine, SMConfig no longer fails to load. (PRSM-17291)

When an Exploration preset is opened in the Exploration Manager page, its changes are now saved when you click Save. (PRSM-17219)

Terms/phrases in the Trending Top Terms panel no longer appear as links. (PRSM-17215)

When a saved search is run after it has already been run once, the results are now accurate and no longer reflect the results of the previous search. (PRSM-17137)

An error no longer appears when the default Max Terms value is changed and **Run** is selected in the Trending filter. (PRSM-17192)

An interaction is now added to the Interaction list when the **Add To** option is selected in the Player. (PRSM-17184)

When you do not access the system for an extended period of time and the session has expired, you are now logged out of the system when you attempt to work in the **Explore/Trending** pages. Previously, when you did not access the system for an extended period of time, you were still able to continue working with the **Explore/Trending** pages even when the session already expired. (PRSM-17532)

The **Topic Audit** now includes and displays all the events that include the number wildcard. (PRSM-18197)

When Sharing an interaction list with another user, a delay no longer occurs as soon as you type the first letter of the users name. (PRSM-17992)

SMART categories now open within a reasonable time interval. Previously, opening a category in SMART took longer than expected. (PRSM-18347)

A Genesys user can no longer see the QM menu and pages when the license does not include QM. Previously, a Genesys user could see the QM menu and pages when the license dis not include QM. (PRSM-17494)

An error no longer appears if the **Exclude audited events**, **TP**, **FP**, or **SFP** option is selected when searching for Events. (PRSM-17134)

When you open any Trending page in a saved Trending filter, the date now appears in the correct format. Previously, the date was displayed in the wrong format in the Trending pages. (PRSM-17225)

After creating and selecting a Trending filter, the filter type no longer changes to Custom. Now the filter type remains as initially selected. (PRSM-17159)

When using a metadata filter in reports, the number of interactions in the result set is correct and there is no longer an inconsistency between the report and its drill down. Previously, the number of interactions in the result set was sometimes higher than the actual number of interactions that the report should have retrieved. (PRSM-18278)

Choosing a metadata field in a SMART category is now completed in a reasonable time period. Previously, when you selected some metadata fields, the process could take a very long time. (PRSM-18343)

Upgrade Notes

To upgrade to release 8.5.507, refer to the SpeechMiner 8.5.x Upgrade Guide.

8.5.505.02

Speech and Text Analytics Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
11/01/16	General					X

What's New

This release contains the following new features and enhancements:

- **Improved Trending capabilities:** Enables users to monitor and analyze terms and phrases within conversations in conjunction with a variety of search criteria to better surface and analyze unforeseen or unexpected trends to improve business outcomes and agent performance.

- **Configuration Data:**

  - User lists now include only users associated with the context in which they are shown (for example, a list of evaluators will only include users with QM permissions).

  - Changes to the Configuration Database have an immediate effect on the system (for example, when a user is given QM permissions, his/her name will appear in the evaluators list the next time you view the list).

  - Preset views are now supported for users with Genesys authentication.

- **Default Call List Order:** A new configuration option that enables you to determine the order of interactions in an interaction list. The new sort options are: Descending by Date Added, Ascending by Date Added, Descending Alphabetical and Ascending Alphabetical.

- **Database Optimization:** Database storage can now be significantly decreased by not storing events that were not found with a high enough confidence.

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:

When you open a text interaction after performing a search for terms in a SpeechMiner system that was configured without English recognition, the text interaction is opened as expected. Previously, the text interaction was not opened and an error is sent to the server. (PRSM-16526)

A user that does not have permission to view a specific evaluation session, can no longer view the same evaluation session from REST API. (PRSM-15930)

If the default login is set to Genesys (configured in the `webServiceParams` table), an error will no longer occur when you try to create a new user in the SpeechMiner UI. (PRSM-12492)

When a Coaching Session is created with an invalid time, the resulting error message is now visible. (PRSM-15671)

A new field DAYS_T0_UPDATE_EVENTS was added to SMARTConstants. If this field is null, all events are updated with strictness changes in SMART. If this field includes a value X, interaction events going back X days are updated. Note: Use 0 to not update any events. In some cases, events for interactions older than X days may also be updated, if the interactions have a higher ID than interactions that are in the last X days range. In addition, indexing as a result of event updates now runs at priority 3, instead of 1. (PRSM-17046)

When generating event lists from the SpeechMiner Search page or from reports, the resulting grid contains the correct number of events. Previously, the grid may have contained duplicated events. (PRSM-16710)

When exporting an audio interaction from the Interactions grid in the Coaching Sessions page, the specific interaction is now exported with its Interaction ID. Previously, the interaction was be exported with its External ID. (PRSM-16499)

SpeechMiner no longer freezes when you try to view a long transcription while playing an interaction using Internet Explorer. (PRSM-16048)

REST API services no longer send a data request when another request for the same data was already sent. (PRSM-16354)

SpeechMiner functions at an expected rate when working with Internet Explorer due. Previously, SpeechMiner functioned at a slower rate than expected when working with Internet Explorer due to the number of watchers. (PRSM-16364)

Saving a search functions as expected. Previously, saving a search took longer than expected.(PRSM-16424)

When the Interaction list is sorted or you select to view the new Interaction list page, the same search is no longer repeated in Lucene. (PRSM-16521)

All SpeechMiner roles now have the Edit Action Items permission. (PRSM-14637)

The Preset View option is now available to users defined in the Genesys Configuration Server. (PRSM-10766)

When working with Internet Explorer 10 and 11, the Media Player does now functions as quickly as expected when loading long interaction transcriptions (40+ minutes). (PRSM-14708)

Upgrade Notes

To upgrade to release 8.5.505, refer to the SpeechMiner 8.5.x Upgrade Guide.

8.5.504.02

Speech and Text Analytics Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
08/15/16	General					X

What's New

This release contains the following new features and enhancements:

- **Encrypt exported interactions:** Enables you to encrypt exported interactions, so that a password is required to access the interactions. As of 8.5.504.02, by default, exported interactions are encrypted.

- **Export an Interaction List / Saved Search from a Coaching Session:** Enables you to export interaction lists and saved searches directly from a Coaching session.

- **Retrieve Original Interaction:** Enables you to restore an interaction with its original audio or text file (including all attachments). This feature is only relevant in a SpeechMiner Analytics mode and is not supported by Interaction Receiver. It is only supported for the original location specified in the interaction metadata xml.

- **Export Coaching Session Permission:** A new permission has been added to enable or disable the option of exporting an interaction list and/or saved search from a Coaching Session.

- **Retrieve Original Interaction Permission:** A new permission has been added to enable or disable the option of retrieving original audio or text data for a specific interaction. This permission is only available in a SpeechMiner Analytics environment.

- **Language Support:** Support for the Catalan (ca-ES) language has been discontinued.

- **Search Page:** When the Search page is accessed, the Filter Panel will be opened and a search will not be run.

Helpful Links

Releases Info

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

Product Documentation

SpeechMiner

Genesys Products

List of Release Notes

> **Important**
>
> - When upgrading from a version preceding 8.5.502 to 8.5.502 or later, all interactions are re-indexed. During the re-index process, all SpeechMiner functionalities, except

searching by term function as expected.

- The **Active Search** option was removed from the SMConfig User Interface.

- When upgrading to 8.5.504.02 build 93, the columns that appear in the **Search Results** grid are reset to default.

Resolved Issues

This release contains the following resolved issues:

Interactions Grid: Performance improvements were made to the speed at which the Interactions grid is loaded.

The **Apply** option in the **Edit Comment** window is now only enabled for users with the required permission. Previously, it was enabled for all users with or without the required permissions. (PRSM-16061)

When a calibration evaluation is not created because not all evaluators have permissions to view the selected interaction, the status of the evaluation is now correctly marked as Inactive. Previously, the status of the evaluation was incorrectly marked as Active. (PRSM-16063)

When the database contains less than 1000 interactions, the number of interactions in the report now matches the number of interactions in the grid that appears when you drill-down. Previously, the number of interactions in the reports did not match the number of interactions in the grid. (PRSM-16022)

When you playback a screen recording an error no longer appears in the Browser Console log. Previously, an error appeared in the Browser Console log. (PRSM-16189)

When you select a non-audio (text, email, chat) interaction in the **Search Results** grid, the time line that appears is correct. Previously, the time line that appeared represented the time line for the previously selected audio interaction. (PRSM-15981)

In SMART a topic name can now be renamed directly in the Topic tree using non-Latin letters (for example, Korean, Japanese, Arabic and so on). Previously, a topic name could only be renamed with non-Latin letters in the Topic Properties window. (PRSM-11337)

An SQL error no longer occurrs when the EntryID column in the callEventsTbl table reaches a value of

2,147,483,647 or more. (PRSM-14721)

The Report period in the Trend report is now the same as the Current period in the Trending page. (PRSM-15335)

Text Recognition now supports the recognition of wildcards in the following languages: (PRSM-12424)
Korean
Japanese
Mandarin
Italian

When using the Hide Filter arrow in the Edit Report page in a Chrome environment, the report now covers the entire page. (PRSM-11685)

When there is a timeout when attempting to export a large amount of interactions or very large interactions a warning is now displayed. Previously, an error message was displayed instead of a warning message. (PRSM-11551)

When you try to filter the search results in the following SpeechMiner grids, when you are not viewing the first search results page, the filter will now redirect you back to the first search results page: (PRSM-16249)
Interactions Lists
Saves Searches
Users
Saved Reports

When the EntryID column in the callEventsTbl table reaches its maximum value an SQL error no longer occurs. (PRSM-16051)

Upgrade Notes

To upgrade to release 8.5.504, refer to the SpeechMiner 8.5.x Upgrade Guide.

8.5.503.04

Speech and Text Analytics Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
05/30/16	Hot Fix					X

What's New

This release includes only resolved issues.

Helpful Links

Releases Info

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

Product Documentation

SpeechMiner

Genesys Products

List of Release Notes

> **Important**
> When upgrading from a version preceding 8.5.502 to 8.5.502 or later, all interactions are re-indexed. During the re-index process, all SpeechMiner functionalities, except searching by term function as expected.

Resolved Issues

This release contains the following resolved issues:

QM Evaluation creates sessions with interactions randomly selected from the entire time period defined in the search criteria. Previously, QM Evaluation only created sessions with interactions selected from the end of the time period defined in the search criteria. (PRSM-16194)

Arabic text and numbers in an email Subject field are now displayed correctly. Previously, Arabic text and numbers did not appear as they should in the email Subject field. (PRSM-16203)

When selecting the Search Filters option from the Explore screen, the filters page loads as expected. Previously, the Search Filters page took longer than expected to load. (PRSM-16210)

Upgrade Notes

To upgrade to release 8.5.504, refer to the SpeechMiner 8.5.x Upgrade Guide.

8.5.503.03

Speech and Text Analytics Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
04/18/16	General					X

What's New

This release contains the following new features and enhancements:

- **Predictive Elements Report:** A report composed of two bar graphs that show the relationship between selected Categories and Target Categories.

- **Interaction Evaluation Summary Report:** A report that shows the evaluation score for the last evaluation session, associated with a specific evaluator and interaction.

- **Program Distribution Report:** A report that graphs the interaction volume for each Program.

- **Edit Call Comments Permission:** A new permission has been added to control which Users can edit an interaction comment; this permission is system-wide for a given User.

- **Customer Sensitive Data Permission:** A new permission has been added to enable the user to display customer-sensitive meta data (for example, attached data from CIM) in the SpeechMiner GUI. When this permission is enabled, the data is visible.

- **Agent Sensitive Data Permission:** A new Recording Only permission has been added to enable the user to display agent-sensitive meta data (for example, agent name) in the SpeechMiner GUI. When this permission is enabled, the data is visible.

- **Interaction Evaluation Summary Permission:** A new permission has been added to enable or disable the Interaction Evaluation Summary report.

- **Timestamps in Comments:** Interaction display improvements have been made to include a timestamp in comments. Users will now see the date and time at which the comment was made/last edited.

- **Segment Filter:** Users can now filter the Search Results grid according to a specific number of segments. In addition, the search results can be restricted further using the greater than and/or less than options.

- **Support for MS SQL Server 2014 SP2 database:** See the SpeechMiner page in the *Genesys Supported Operating Environment Reference* for more detailed information and a list of all supported databases.

Helpful Links

Releases Info

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

Product Documentation

SpeechMiner

Genesys Products

List of Release Notes

- **Recognition Improvements:** Recognition improvements have been made for the following existing languages: Arabic (ar-WW), Brazilian Portuguese (pt-BR), German (de-DE), Korean (kr-KO), Japanese (ja-JP).

- **Language Enablement:** Recognition of Indian English (en-IN) has been enabled. Speech Analytics and Text Analytics now operate on voice interactions and text interactions in Indian English.

Important

When upgrading from a version preceding 8.5.502 to 8.5.502 or later, all interactions are re-indexed. During the re-index process, all SpeechMiner functionalities, except searching by term function as expected.

Resolved Issues

This release contains the following resolved issues:

The word position calculation for events in text interactions was slightly changed. If you re-recognize these interactions, the event positions may change. (PRSM-15886)

In the **My Messages** widget, the **Type** column now contains the correct type of interaction (for example, chat, e-mail, and so on). Previously, the **Type** column contained **Call** for every entry in the widget. (PRSM-15416)

You can now add an Interaction list to a Coaching session from the Coaching Session page, even if the Interaction list was not shared with the creator. Previously, you could not add the list if the Coaching session was not shared with the creator. (PRSM-15347)

Using the Search Filter, you can now filter for content using one letter. Previously, the filter did not show results for one letter. (PRSM-15252)

When working in Operation Search, Batch Actions are now available. (PRSM-15804)

You can now open an email interaction when working in Operation Search. Previously, when attempting to open an email interaction in Operation Search an error occurred. (PRSM-15805)

The **View Selected Only** option in the Search Filter is now functioning as expected. Previously, this option did not limit the search results according to the user's selection. (PRSM-15243)

When working with Chrome (version 50), SpeechMiner reports now appear as they should. Previously, the reports appeared smaller than they should. (PRSM-16174)

The **+** signs in the **Terms & Topics** section of the Search Filter are now properly aligned. (PRSM-15228)

The Edit cursor now appears correctly when you try to select a sub-menu from the Navigation bar. Previously the Action cursor appeared instead in error. (PRSM-15223)

When searching for events using the custom date range, the search results now appear without discrepancies. Previously, such results deviated according to the difference between UTC time and your time zone when users either searched for events from the Explore page or drilled down to an events search from a report. (PRSM-14911)

When you access a report link sent via e-mail, the requested search parameters now display correctly even if you are not logged into SpeechMiner. Previously in this scenario, the general search page was opened instead of the requested search parameters. (PRSM-13638)

When you create a new **Dashboard** view the **My Messages** link is now responsive. Previously, the link was not responsive. (PRSM-12944)

The ID column in an **Evaluation Session - Interaction** grid is now populated with the correct information. Previously, the ID column was empty. (PRSM-12797)

The **Select Column** icon no longer overlaps with the last column heading, in some Quality Management grids. Previously, the two overlapped. (PRSM-12662)

When you run a search for the second time, the segment and duration filters are no longer ignored. Previously, running a search for the second time caused these parameters to be ignored. (PRSM-16007)

The transcription cursor no longer behaves sporadically when moving through an interaction transcript during playback. Previously, the cursor would highlight a different term from the term spoken. (PRSM-15624)

Turkish wild-cards [digits] and [boolean] are now recognized by the system. (PRSM-15307)

When you open a **Screen Recording** tab in Internet Explorer, the start and end times are synchronized with the local time. Previously, they were synchronized with the UTC time. (PRSM-15638)

In the **SMConfig > Services** tab, the **Select/Deselect All** option now remains chosen when you open a different **SMConfig** tab and then return to the **Services** tab. Previously, opening a different tab and returning to the **Services** tab changed your **Select/Deselect** all selections. (PRSM-9248)

An error no longer occurs when you click on the **Computers** branch in SpeechMiner under **Monitor System > Sites**. (PRSM-15574)

When SpeechMiner cannot connect to GIR components for Screen Recording playback, the error message that appears is now correct. Previously, the error message was stated incorrectly that GIR was disabled. (PRSM-16043)

When **Uplatform** runs recognizers, it no longer crashes when processing interactions associated with a program that includes language=9999. (PRSM-15350)

When changes are made to the **SMConfig > Audio** panel, the changes now affect the entire system. Previously, if the setting **Play recognition file** was cleared and **Convert on the fly** was selected instead, the system was not affected and recognition files were still played. (PRSM-7625)

The scheduled index optimizer is now running as expected. (PRSM-15552)

SpeechMiner is now able to read privileges correctly when there is more than one Annex section in a role containing SpeechMiner roles in the Configuration Data. Previously, SpeechMiner would fail to read the privileges. (PRSM-15861)

Calibration Evaluation is now no longer created when one of the evaluators lacks the permission to view the interaction marked for evaluation. (PRSM-15220)

If the setting **play recognition file** is cleared and **Convert on the fly** is selected instead (in the SMConfig > Audio panel), recognition files are not played. Previously, the system was not affected and recognition files were played. (PRSM-7625)

Upgrade Notes

To upgrade to release 8.5.503, refer to the SpeechMiner 8.5.x Upgrade Guide.

8.5.502.04

Speech and Text Analytics Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
02/10/16	General					X

What's New

This release includes only resolved issues.

Helpful Links

Releases Info

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

Product Documentation

SpeechMiner

Genesys Products

List of Release Notes

> **Important**
> This version was first released as a Hot Fix on 02/09/16.

Resolved Issues

This release contains the following resolved issues:

When working in an Analytics deployment, SpeechMiner can now correctly recognize silence time during English, Spanish and Turkish language interactions recorded in Stereo mode. (PRSM-15572)

As part of this correction, run the following SQL command after installing this release:

```
update nleparams set SEG_LEN=4000
update GenRecRecognizeCommandArgs set value='2000' where language=-1 and
cmd='nnetLatgenArgv' and arg='--max-active'
update GenRecRecognizeCommandArgs set value='5' where language=-1 and
cmd='nnetLatgenArgv' and arg='--lattice-beam'
INSERT INTO [dbo].[GenRecRecognizeCommandArgs] ([language], [cmd], [arg], [value])
VALUES (16, N'latticeToCtmConfArgv', N'--acoustic-scale', N'0.0909090909')
INSERT INTO [dbo].[GenRecRecognizeCommandArgs] ([language], [cmd], [arg], [value])
VALUES (16, N'nnetLatgenArgv', N'--acoustic-scale', N'0.0909090909')
UPDATE versionTbl SET version='8.5.502.95'
```

In order to use Arabic recognition in your system, please contact Genesys Customer Service.
(PRSM-15398)

Upgrade Notes

To upgrade to release 8.5.502, refer to the SpeechMiner 8.5.x Upgrade Guide.

Important

When upgrading from a version preceding 8.5.502 to 8.5.502 or later, all interactions are re-indexed. During the re-index process, all SpeechMiner functionalities, except searching by term function as expected.

8.5.502.03

Speech and Text Analytics Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
01/06/16	General					X

What's New

This release contains the following new features and enhancements:

- **Recognition Improvements:** Recognition improvements have been made to enhance voice analysis for improved accuracy and detection results for English and Spanish.

- **Shared Evaluations:** Creates evaluation sessions about an agent's performance during customer interactions without assigning the sessions to a specific evaluator(s). Instead, each evaluator associated with the session can select and assign himself/herself a specific session from the available pool of sessions.

- **Edit a Completed Evaluation Permission:** Users with this permission can now open, save, export and close a completed evaluation session.

- **Filter Panel:** Users can now quickly and easily create retrieve evaluation session information by narrowing down the evaluation session list.

- **Export Incomplete Evaluation Session:** Users can now export an evaluation session that was saved but not completed.

- **Archive Completed Evaluation Sessions:** Users can now archive completed evaluation sessions automatically at a specific period of time or manually.

- **Interactions Report:** A new report that provides a list of all the interactions in the system.

- **Localization for Turkish:** User Interface localization was added for Turkish.

- **Analytics for Turkish:** Speech Analytics and Text Analytics now operate on voice interactions and text interactions in Turkish.

Helpful Links

Releases Info

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

Product Documentation

SpeechMiner

Genesys Products

List of Release Notes

> ### Important
> When upgrading from a version preceding 8.5.502 to 8.5.502 or later, all interactions

are re-indexed. During the re-index process, all SpeechMiner functionalities, except searching by term function as expected.

Resolved Issues

This release contains the following resolved issues:

When you configured a term(s) with a specific strictness level to use the topic-defined strictness level an error occurred in the platform and the events were not updated. Currently, this scenario does not cause an error in the platform and the events are updated. (PRSM-15172)

When working with Internet Explorer 10 and 11, the Custom Date Range filter now contains the correct date when you type the date. Previously, the wrong date appeared when you typed the date. (PRSM-15038)

SpeechMiner and IIS do not stop functioning when more than 50 users try to access the SpeechMiner login page at the same time. Previously, when more than 50 users attempted to access the SpeechMiner login page, SpeechMiner and IIS stopped functioning.(PRSM-15090)

The My Queue and Recently Queued widget permissions were removed from the Administrator Roles. Previously, they remained even though the two widgets were removed from the Dashboard. (PRSM-12638)

In the Action Items window the icon now clearly indicates that you can the Details, Complete and Edit actions. Previously, it was not clear that you could click these options. (PRSM-12899)

The find option is now supported in the Program and Topic filters. (PRSM-11534)

When a user tries to delete an evaluation created by another user, a server error no longer appears. (PRSM-14755)

The installer no longer requests irrelevant .NET prerequisites. (PRSM-15011)

You can now edit reports from the dashboard. Previously, an error message appeared when an attempt was made to edit a report. (PRSM-14971)

Previously, if audio files are waiting for the Interaction Receiver when the audio encryption keys were changed, the audio files became unreadable. Now, such audio files are readable. (PRSM-14913)

Previously, terms in Australian English were not checked to verify that they do not have invalid characters. The system now checks such terms to verify that they do not include invalid characters. (PRSM-14801)

Previously, when a user tried to work with the Saved Search and Report tabs in Internet Explorer, IE stopped functioning. Now IE functions as it should when working with the Saved Search and Report tabs. (PRSM-14766)

Previously, when working with Internet Explorer and an active form is opened, the UI displayed that form as inactive. Now, the same form is displayed correctly as active. (PRSM-14764)

When creating a QM form, the Group Weight title is now localized. Previously, the Group Weight title was not localized. (PRSM-14726)

When you click a multiple event icon in the Media Player, the playback no longer jumps to the beginning of the interaction. (PRSM-14715)

Apply from the command line will now lock the objects it works on. In addition, if it finds items that are locked by a previous apply, it will stop and display a message asking whether or not to unlock the items.
It is possible to use the -l parameter to specify the answer (yes/no/cancel) so that the process does not pause for user intervention. Previously, the objects were not locked and the message would not appear. (PRSM-14650)

Previously, when a column grid was adjusted in any grid, the grid was sorted automatically. Now adjusting a column grid does not sort the grid columns. (PRSM-14951)

Previously, there was no vertical alignment in the QM grid. Now the QM grid is aligned correctly. (PRSM-15129)

A notification is no longer sent to SpeechMiner web server to update recognition languages in Recording mode. Previously, the notification was sent in Recording mode. (PRSM-14628)

Previously, when working with a Spanish UI, the position of the Previous and Next buttons in the Search page was wrong. The Previous and Next buttons in the Search page in a Spanish UI are now positioned properly. (PRSM-14476)

When working with Internet Explorer the drop down lists in the Operation Search page are now

displayed correctly. Previously, the drop down lists were not displayed correctly. (PRSM-14473)

The "Fetcher Total Audio Time" counter in the Monitor System page was removed. Previously, it incorrectly displayed 0. (PRSM-14188)

The Input Folder counter in the Monitor System page is now updated periodically. Previously, the Input Folder counter was not updated in the Monitor System page. (PRSM-14030)

When you create an Interaction list there is now no indication that the list is shared. Previously, the list was automatically shared. (PRSM-12488)

When working with SpeechMiner in Internet Explorer 11, the Media Player now function as it should in a Coaching session. (PRSM-14809)

When a user hovers over the Details associated with a specific action item, the Details remain open as long as the user hovers over them. Previously, the Details remained open even after navigating to a different page. (PRSM-14649)

When closing the new player after playing a text interaction, the player's Comment tabs are also closed and no longer remain on the screen. In the previous player, the Comment tabs remained on the screen. (PRSM-15420)

When a QM group name exceeds 72 characters the name no longer overlaps the number of questions label and is not cut at the form preview window border. (PRSM-14041)

Upgrade Notes

To upgrade to release 8.5.502, refer to the SpeechMiner 8.5.x Upgrade Guide.

8.5.501.05

Speech and Text Analytics Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
09/30/15	General					X

What's New

This release contains the following new features and enhancements:

- **Enhanced Segment Data and Metadata:** The Attributes page now contains data for interaction segments.

- **Localization for Arabic:** User Interface localization was added for Arabic.

- **QM Evaluation Score Visualization:** When a QM evaluation is completed and saved, the evaluation score appears.

- **Screen Column Customization:** Now you can change the column order in the Interactions, Events and QM grids per user.

- Significant SQL server performance improvements have been made, most notably in an SQL Cluster environment. (PRSM-14214) **Note:** The significant SQL server performance improvements are only relevant for hot fixes 8.5.003.01, 8.5.300.07, 8.5.401.24 and 8.5.501.05.

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:

> ### Important
>
> If you receive the following error during the upgrade procedure, follow **step #5** in the **Upgrade SpeechMiner from any version to 8.5.501** procedure in the **SpeechMiner Upgrade Guide**.
>
> ```
> Error You have duplicate external call IDs. Please refer to the release notes
> for more information.<br>
> ```

When working with Internet Explorer 10 and 11, the media player's Full Screen mode is now functional. (PRSM-13695)

In the Topic Audit Report (phrase level) all the percentage bars now reflect their specific percentage-size. Previously, all the percentage bars were the same length. In addition, all of the columns from the Calls column to the right are now aligned properly. (PRSM-12339)

The Evaluations Session summary screen now displays 0. Previously, it displayed "No Score". (PRSM-14202)

SpeechMiner no longer requires Execute rights to be granted to the default application object. Execution rights can now be configured using an application object that is not the default application object. (PRSM-14212)

Previously, when working in Explorer and FireFox a subscriber address could not be selected when creating or changing an alert and had to be entered manually. Now the address can be selected. (PRSM-11739)

Audio calls can now be converted from stereo to mono. Previously, if a call was in stereo, you were required to supply the left and right speaker types in the metadata XML file. (PRSM-9823)

When working with IE 10 and IE 11, the To field associated with a Report email is now populated when you click the address (that is, the recipients name) from the list of addresses that appears. Previously, it was not populated.(PRSM-11943)

The Search Grid column automatically adjusts to fit the window when columns are added to the grid. Previously, the Search Grid column did not adjust to fit the window in this scenario. (PRSM-10970)

When working with Internet Explorer there are no tool tips for the Quality Management parameters in the Forms Manager and Evaluation Manager pages. The tool tips are available when working with Chrome. (PRSM-13695)

The Event tool tip in the Media Player is now available for multiple events at the same time. (PRSM-13133)

When working with SpeechMiner in a language other than English, the Search field in a filter no longer covers the View Selected Only check box. (PRSM-14385)

Exporting a report with a European date format now returns expected results. (PRSM-14098)

Audio interactions originating from GIR are now categorized correctly. (PRSM-14479)

SpeechMiner functions properly when processing a large number of items in the filter hierarchy. (PRSM-14134)

It is now possible to change the column order in the Interactions, Events and QM grids per user. Previously, it was not possible to change the column order. (PRSM-12898)

The following tag was removed and no longer causes Internet Explorer 10, 11 and higher to work in compatibility mode of Internet Explorer 9: meta http-equiv="X-UA-Compatible" content="IE=9" (PRSM-14286)

When you play a new interaction recorded in mono audio in Internet Explorer, the duration shown is now the same as the actual duration of the interaction. (PRSM-12744)

The Player synchronization problems in Internet Explorer are now solved. (PRSM-11927)

Subfolder bookmarks and report descriptions are now included in the PDF on the CD. (PRSM-14321)

Users can now log into SpeechMiner using passwords with special character combinations (for example, "<",">","[","]"). (PRSM-14483)

The username and logout menu are now displayed in the top right corner of the SpeechMiner UI. (PRSM-14290)

The Batch Actions menu now appears when playing an interaction with a video. (PRSM-13954)

During the installation an Error opening file for writing message no longer appears. This error occurred because the installation could not override Nuance files. (PRSM-14070)

When upgrading a SpeechMiner Analytics-only deployment ()without the Genesys Configuration Data) from 8.5.500.04 (build 67) to 8.5.501.05 (build 97), you must add the "Delete Evaluation Session I created." permission to the QM Manager role. (PRSM-14773)

When working with Chrome, Trend reports are now always displayed for a wide and mini version. (PRSM-13934)

When working with SpeechMiner in a language other than English, the Search field in a filter now covers the View Selected Only check box. (PRSM-14385)

Upgrade Notes

To upgrade to release 8.5.501, refer to the SpeechMiner 8.5.x Upgrade Guide.

8.5.500.04

Speech and Text Analytics Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
07/01/15	General					X

What's New

This release contains the following new features and enhancements:

- **Quality Management - Question Library:** When creating a Quality Management form you can now select an existing group of questions and you can create a new group for future use.

- **SMUpgrade:** The new upgrade process executes faster and no longer requires two databases. This one-step upgrade procedure can be performed from any version to any version. on the customer's database (that is, a new database is not required). **Note:** The new upgrade procedure is not out of the box. If you are interested in this new upgrade procedure, contact Genesys Customer Care and allow for one week to receive the scripts required to perform the procedure. For additional details, refer to the SpeechMiner Upgrade Guide.

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:

When exporting an interaction the .csv file contains a local time for the interaction time. Previously, when exporting an interaction the .csv file contains the interaction time in utc instead of the local time. (PRSM-11871)

Dates in the **Report** pages appear in the date format defined in the database. Previously the dates appeared in different formats when the date format of the Web UI culture (language) was different from the date format configured in your SpeechMiner database. (PRSM-13832)

When forwarding calls from a Coaching session, the popup window is now displayed properly. (PRSM-11564)

Reports now function as they should when the database password contains the following characters: (PRSM-11904)

<

>

"

'

&

Previously, in order for the Apply and Recognition process to work, a value was manually added to the Environment Variables associated with the machines on which the SpeechMiner Uplatform is installed. Now the value is added automatically. (PRSM-13861)

When exporting an interaction, the question that appears now is relevant to the scenario. Previously, when exporting an interaction, the question that appeared asked you if you are sure you want to export audio, even though text interactions do not have audio. (PRSM-11465)

When changing a column width in a grid, the width is changed as requested. Previously, when trying to change the column width the column was sometimes sorted instead. (PRSM-12779)

Upgrade Notes

To upgrade to release 8.5.500, refer to the SpeechMiner 8.5.x Upgrade Guide.

Release 8.5.4

Speech and Text Analytics Release Notes

You can find links to Release Notes for particular 8.5.4 releases of Speech and Text Analytics, if available, in the tree menu on the left or in the list of Available Releases.

8.5.401.50

Speech and Text Analytics Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
03/03/16	Hot Fix					X

What's New

This release contains the following new features and enhancements:

- Performance improvements have been made to Interaction Receiver.
- Generation of the Topic Analysis - Audit report has improved.
- Performance of the CallMetaExFieldNamesView query has improved.
- Trending has improved and now functions as expected in large systems.

Resolved Issues

This release contains the following resolved issues:

The speed of generating Exploration reports for a large interaction volume has improved dramatically. (PRSM-15524)

The Topic filter in the Reports page now supports the AND operator between values. Previously, the Topic filter did not function as expected when you selected multiple topics using the AND operator. (PRSM-15570)

Selecting a date from the calendar in the Trending page no longer results in occasional errors. (PRSM-15592)

Filtered Trend reports are now correctly populated. Previously, they might be generated with 0 phrases. (PRSM-15730)

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 Metadata REST API now takes data from CallMetaExFieldNamesView instead of from callmetaextbl. As a result, performance has improved. (PRSM-15664)

The Agent search filter now displays only agents that match the selected filter. (PRSM-15109)

The Login page no longer gets stuck in a loop when an exception is thrown while the Login page is created. (PRSM-15087)

Internet Information Services (IIS) no longer gets stuck when numerous requests are sent to the Login page. (PRSM-15089)

When interaction recognition fails, the Recognizer task now correctly recognizes subsequent interactions. (PRSM-15675)

When auditing events with the Topic Analysis - Audits report in Internet Explorer, the user is no longer unexpectedly redirected to the SpeechMiner Login page. (15508)

You can now successfully use the Agent filter. Previously, the Agent filter would cause an error to occur. (PRSM-15682)

SpeechMiner performs as it should when processing an exceptionally large amount of interactions in the filter hierarchy. Previously, processing a large amount of interactions would cause SpeechMiner to perform slowly. (PRSM-15683)

When SpeechMiner runs on a large database, the Related Words task now runs faster. Previously, the Related Words task took longer than expected to complete when running on a large database. (PRSM-15687)

When a user opens SpeechMiner for the first time, the Login page now opens without error. (PRSM-15655)

When the Buzz report is run with a custom date range, the summary at the bottom of the report now displays the UTC time and not the local time. (PRSM-15788)

Upgrade Notes

To upgrade to release 8.5.400, refer to the SpeechMiner 8.5.x Upgrade Guide.

8.5.401.39

Speech and Text Analytics Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
10/08/15	Hot Fix					X

What's New

This release includes only resolved issues.

Resolved Issues

This release contains the following resolved issues:

When you drill down from a Topic Analysis report to view the events search results, the search grid now displays the requested results. Previously, the results might not have appeared until you clicked the Search button. (PRSM-14841)

When you drill down from a report to view the interaction or events search results according to a specific custom date range, SpeechMiner now retrieves the correct results. (PRSM-14784)

When playing an encrypted interaction in a SpeechMiner Analytics-only deployment, the interaction's duration in the Media Player is now the same as the duration shown in the Search results grid (for the same interaction). Previously, the values were different for the same interaction. (PRSM-14723)

Helpful Links

Releases Info

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

Product Documentation

SpeechMiner

Genesys Products

List of Release Notes

Upgrade Notes

To upgrade to release 8.5.400, refer to the SpeechMiner 8.5.x Upgrade Guide.

8.5.401.36

Speech and Text Analytics Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
09/30/15	Hot Fix					X

What's New

This release includes only resolved issues.

Resolved Issues

This release contains the following resolved issues:

After upgrading to 8.5.401.36 you can now access the SpeechMiner Tools > System Admin > Monitor System page. Previously, you could not access the Monitor System page after upgrading to 8.5.401.35. (PRSM-14785)

You can run a Category Distribution report within a Metadata Frequency report without UI alignment problems. (PRSM-14760)

SpeechMiner now warns you when you create a QM evaluation without adding at least one interaction. (PRSM-13694)

Helpful Links

Releases Info

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

Product Documentation

SpeechMiner

Genesys Products

List of Release Notes

Upgrade Notes

To upgrade to release 8.5.400, refer to the SpeechMiner 8.5.x Upgrade Guide.

8.5.401.35

Speech and Text Analytics Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
09/06/15	Hot Fix					X

What's New

This release includes only resolved issues.

Resolved Issues

This release contains the following resolved issues:

A proper report is now created when you drill down from one report to another using a custom date range. Previously, an empty report was created. (PRSM-14655)

The Attributes page now contains Metadata and Category information for Segments. Previously, this information was missing. (PRSM-14209)

Helpful Links

Releases Info

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

Product Documentation

SpeechMiner

Genesys Products

List of Release Notes

Upgrade Notes

To upgrade to release 8.5.400, refer to the SpeechMiner 8.5.x Upgrade Guide.

8.5.401.32

Speech and Text Analytics Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
08/05/15	Hot Fix					X

What's New

This release includes only resolved issues.

Resolved Issues

This release contains the following resolved issues:

Non-linguistic categorization is now working as it should. Previously, categorization ignored non-linguistic elements that were found in calls that come from GIR and as a result non-linguistic categorization was not functioning properly. (PRSM-14477)

Metadata is now available in SpeechMiner when data keys obtain spaces and non-alpha characters. Previously, spaces and non-alpha characters prevented metadata from being available. (PRSM-14447)

The category description in the Content Browser page now displays the speaker name configured in SMART. Previously, the category description displayed incorrect speaker names for speakers that had a different name in SMART. (PRSM-14438)

Long category names are now completely visible in the PDF file of an exported Category Distribution report. Previously, they were not entirely visible in the pdf. (PRSM-14427)

SpeechMiner can now be activated successfully from a non-SpeechMiner domain. (PRSM-14423)

Long agent names are completely visible in the PDF file associated with exported Agent Trend and Agent Comparison reports. Previously, they were not entirely visible in the pdf. (PRSM-14413)

Helpful Links

Releases Info

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

Product Documentation

SpeechMiner

Genesys Products

List of Release Notes

Upgrade Notes

To upgrade to release 8.5.400, refer to the SpeechMiner 8.5.x Upgrade Guide.

8.5.401.24

Speech and Text Analytics Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
07/11/15	Hot Fix					X

What's New

This release contains the following new features and enhancements:

- Significant SQL server performance improvements have been made, most notably in an SQL Cluster environment. (PRSM-14214)

Helpful Links

Releases Info

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

Product Documentation

SpeechMiner

Genesys Products

List of Release Notes

> **Important**
> The significant SQL server performance improvements are only relevant for hot fixes 8.5.003.01, 8.5.300.07, 8.5.401.24 and 8.5.501.05.

Resolved Issues

This release contains the following resolved issues:

When you export a report to a PDF file, the report now runs on the correct date range and the correct results are displayed. Previously, the report was run on the wrong date range and displayed the wrong results. (PRSM-14162)

Searching for an agent now yields results within 10 seconds. Previously, the search results took over a minute to appear. (PRSM-14150)

Audio interactions originating from GIR are now categorized correctly. (PRSM-14324)

Program ID is now read correctly from GIR via the GRECORD_PROGRAM parameter. (PRSM-14328)

Upgrade Notes

To upgrade to release 8.5.400, refer to the SpeechMiner 8.5.x Upgrade Guide.

8.5.401.16

Speech and Text Analytics Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
06/22/15	Hot Fix					X

What's New

This release contains the following new features and enhancements:

- **Agent list**: In a Recording Only deployment, it is now possible to view all of the agents associated with an interaction and not only those whose telephone extension was recorded.
  The list appears in the **Agent** column in the **Search Results** grid.

- **SMUpgrade:** The new upgrade process executes faster and no longer requires two databases. This one-step upgrade procedure can be performed from any version to any version on the customer's database (that is, a new database is not required).

  - The new upgrade procedure is not out of the box. If you are interested in this new upgrade procedure, contact Genesys Customer Care and allow for one week to receive the scripts required to perform the procedure. For additional details, refer to the SpeechMiner Upgrade Guide.

  - Contact Genesys Customer Care if the upgrade procedure fails and you receive the following message: `You have duplicate external call IDs. Please refer to the release notes for more information.`

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:

> ### Important
> You can view Screen Recordings only from the Interactions Grid.

Now there are no error responses when the `eventData.contact.userName` field is missing metadata. Previously, Interaction Receiver returned a 500 error response when the `eventData.contact.userName` field was missing metadata. (PRSM-14216)

Speaker types are displayed correctly in the Japanese SpeechMiner UI. (PRSM-14067)

SpeechMiner WebUI now functions properly after a user performs a specific search for calls using topics as search criteria. Previously, SpeechMiner WebUI was unresponsive in that situation. (PRSM-14151)

When working with SMART, event data appears for any topics with Japanese phrases. (PRSM-14068)

When performing certain searches it takes approximately 5 to 15 seconds for the filter fields to load with the selected information. Previously, it took 30 to 40 seconds. (PRSM-13986)

You can use Japanese characters to name a report. Previously, when Japanese characters were used to name a report, the report name appeared in question marks ????. (PRSM-14053)

Japanese words in the UI are now translated properly. (PRSM-14015)

Upgrade Notes

To upgrade to release 8.5.400, refer to the SpeechMiner 8.5.x Upgrade Guide.

8.5.401.01

Speech and Text Analytics Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
05/26/15	Hot Fix					X

What's New

This release includes only resolved issues.

Resolved Issues

This release contains the following resolved issues:

Interaction receiver now fully supports duplicated and partial metadata arrival. (PRSM-13930)

The index ix_originalTime is no longer missing from the TextData table. (PRSM-13137)

Upgrade Notes

To upgrade to release 8.5.400, refer to the SpeechMiner 8.5.x Upgrade Guide.

Helpful Links

Releases Info

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

Product Documentation

SpeechMiner

Genesys Products

List of Release Notes

8.5.400.85

Speech and Text Analytics Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
04/15/15	General					X

What's New

This release contains the following new features and enhancements:

- **Media Player:** When you play back an interaction the Media Player can be resized when a Screen Recording is attached to the interaction. In the QM Evaluation Session, the Media Player can be opened in a separate window.

- **Localization of new languages:** User Interface localization was added for the following languages:

  - German

  - Brazilian Portuguese

  - Japanese

  - Italian

  - Catalan

  - Mandarin

  - European French

- **Related Words:** When you view the transcript of an interaction, you can use the **Related Words** option to graphically show which terms are commonly found within the same or similar term clusters as a selected term and how frequently the terms are found together in the cluster.

- **Search by ID:** You can filter an interaction search query according to the interaction's ID.

- **Show/Hide Search Filter:** You can now select to show or hide the **SpeechMiner Search** filter in the Edit Reports page and in Coaching Sessions.

- **SpeechMiner Command Line Configuration:** SpeechMiner can now be configured using the command line.

- **Transcript - Comments and Events display:** With a new **Comments and Events** panel, you can now view and edit a list of all the comments and events associated with the transcript you selected to view.

- **Playback speed:** When you play back an interaction you can now select the playback speed. 1.0 is the default normal speed and every number above is faster. For example, 2.0 is twice as fast as the normal

Helpful Links

Releases Info

- List of 8.5.x Releases

- 8.5.x Known Issues

Product Documentation

SpeechMiner

Genesys Products

List of Release Notes

speed.

- **Column selections:** Column selections are now saved per user profile. The columns you select to view in a **SpeechMiner** grid are displayed until you select the **Reset to defaults** option. "Reset to defaults", resets the grid to display the default column layout.

> ## Important
>
> The Upgrade Guide pdf on the CD is missing a step in the 8.5.3 to 8.5.4 upgrade procedure. The latest version of the Upgrade Guide can be found in the SpeechMiner 8.5.x Upgrade Guide

Resolved Issues

This release contains the following resolved issues:

Purging audio interactions from the SpeechMiner UI or with GIR archiving may fail if not all the platform services are running. (PRSM-14304)

If this occurs the following message will appear in the purgeTbl table under the serviceErrorMessage column:

```
System was not changed to idle after waiting 5 minutes.
```

To fix this issue, edit the sp_runPurgeTaskService stored procedure by removing the following lines:

```
-- if the system is not idle after waiting the configured time - raise an error
if (@nRunning > 0)
BEGIN
declare @errorMsg as varchar(1000)
set @errorMsg = 'System was not changed to idle after waiting ' +
cast(@waitTimeSeconds/60 as varchar(10)) + ' minutes'
RAISERROR (@errorMsg, 11, -1) -- severity 11 or above will make the code to jump to
the catch block
END
```

Interaction Receiver now supports systems without RCS. Audio files will be saved in the SpeechMiner Store folders. (PRSM-13838)

An unnecessary scroll bar no longer appears when running the Coaching Summary report from the Coaching sessions page. (PRSM-11507)

The data links for the following information in the SMART Topic Edit screen now function as expected: (PRSM-11442) - Events Count - Audits: TP / FP / SFP (PRSM-13838)

Integrated Windows Authentication is now supported in the 8.5.400.85 release. (PRSM-11524)

Exporting events from the Events Grid are now supported. Such events were not supported in the 8.5.2 release. (PRSM-10458)

When opening a Coaching session with setup mode on Internet Explorer 10, the 'Sys is undefined' error popup no longer appears. Previously, the error appeared and after closing the popup everything functions as expected. (PRSM-11704)

Performance counters are now created when using Windows credentials to log into SMConfig. Previously, they were not created when using Windows credentials to log into SMConfig. (PRSM-13870)

The **Explore** button was returned to the **Actions** menu in the 8.5.4 release. The option was not available in the 8.5.3 release. (PRSM-11009)

Different playback speeds are now supported by the Media Player. (PRSM-11451)

When Interaction Receiver simultaneously processes more than one metadata request for the same interaction, it now returns 215 success responses to the Recording Processor. Previously, it returned 500 error responses. (PRSM-13316)

Machines dedicated for Interaction Receiver appear in the SMConfig > Sites & Machines > Machines & Tasks list. Previously, the same machine did not appear in this location. (PRSM-13696)

The Status and Type columns are now sorted according to the user's language. Previously, these columns were sorted according to the English language. (PRSM-12800)

Role IDs do not conflict with the QM Manager role. Previously, a query was required to avoid conflicts. (PRSM-13209)

The new QM manager role now exists in upgraded databases. Previously, to add a QM Manager role you were required to run a query after running SMUpgrade. (PRSM-13198)

Searching for numerous topics simultaneously does not hinder the search process and QM design pages. Previously, such a large search hindered the search process. (PRSM-12842)

The Audit (FP and SFP) colors are now correct. FP is red and SPF is purple. Previously, FP was purple and SPF was red. (PRSM-13260)

The auditing time in the **Event** grid is the user's local time. Previously, this time was incorrect (it was not the user's local time). (PRSM-13055)

Deleting a user does not affect the sessions he created. Previously, when User-A was deleted after he/she created an Evaluation Session for User-B, the **Evaluation Sessions** grid was empty when User-B logged in. (PRSM-12673)

The **N/A** option is no longer enabled when making a Yes/No question a required question. (PRSM-12845)

Pressing Enter after entering a value in the Paging text box opens the requested page. Previously, this action was not associated with moving to a specific page. (PRSM-12839)

When a **Performance Profile** report is created, the last column heading in the table is not cut. Previously, this column heading title was cut. (PRSM-12856)

A Report email will not be sent without a subject. Previously, the Report email may have been sent without a subject. (PRSM-12855)

Report data is visible in the Evaluation Summary report details. Previously, some of the data was not visible. (PRSM-12852)

When previewing a Quality Management form it is now not possible to select answers. (PRSM-12835)

The menu bar no longer disappears when you navigate with the mouse wheel downwards in the screen. (PRSM-12831)

Page numbers appear in the page navigation text box. Previously, incorrect values may have appeared in the page navigation text box instead of page numbers. (PRSM-12748)

The Evaluations Manager columns selection is saved when you change the selected columns. Previously, such a change was not saved in the application. (PRSM-12865)

Names are visible in the Evaluation Manager's Name column. Previously, the names were cut. (PRSM-12760)

A user given the **Show Page** permission for the Evaluation Manager Page can now view evaluations. Previously, the evaluations were not visible. (PRSM-12695)

The **Related Words** feature is now supported. (PRSM-11621) (PRSM-11011)

When you add more than one note to a Coaching Session action item, the Save and Cancel buttons are now positioned correctly. Previously, the buttons were positioned incorrectly. (PRSM-12675)

When selected QM permissions affect a user's options. Previously, a number of QM permissions did not affect a user's options when they were selected. (PRSM-12616)

An Event search criteria is saved as an Event search criterion. Previously, it was saved as an Interaction search criterion. (PRSM-12632)

When the Media Player is paused, the player's scroll bar now functions properly. (PRSM-12743)

Playback of multi-segment/multi-agent calls will not fail if screen recording is not enabled on all segments/agents. Previously, playback of multi-segment/multi-agent calls would fail if screen recording was not enabled on all segments/agents. (PRSM-11732)

Column configuration for each of the **Quality Management** grids is now saved per user profile or session. (PRSM-12557)

Text captions are aligned correctly when working with the **Schedule Report** feature in an Internet Explorer 10 environment. Previously, the alignment was not accurate. (PRSM-11920)

When searching for a category in the Categories & Programs section of the **Search Filters** window, you cannot find and select categories for which you do not have permissions. Previously, you could find and select without permissions. (PRSM-11764)

Search Filter parameters show the number of options selected. Previously, some showed one fewer than what was selected. (PRSM-11672)

The **Search** option in the Add To Coaching Session now returns relevant results when searching for numbers. (PRSM-11486)

The browser authentication message no longer appears when different web applications are installed on the same server and the default IIS configuration is changed. (PRSM-11914)

The **Cross Talk event** icon appears in the Player display. Previously, the icon was missing from the display. (PRSM-11392)

When you edit or create a Coaching Session an email is sent to the selected Trainee(s) with the content of the coaching session note. Previously, this content was not included in the email. (PRSM-11236)

If a Coaching session is created from the Player or through Batch Actions, an email specifying that the session was created now contains the correct session type. Previously, the email contained the wrong session type. (PRSM-11717)

When viewing a text interaction from the **Coaching Session** page, the Viewed Interactions count is now updated. Previously, the count was incorrect. (PRSM-11721)

The title row of the Reports call list is now lined up with the tables columns. In addition, you can now change the column widths. Such an action no longer causes additional disproportions. (PRSM-11362)

When a topic is given a long topic name, the name is no longer cut when displayed. (PRSM-11340)

Filtering the Recently QAed widget according to the last X amount of hours will now produce results for the same amount of hours. (PRSM-11695)

The Find field in the User Actions > User list filters the data according to the name displayed in the UI. Previously, it filtered the data according to the Username (not displayed in the UI). (PRSM-11693)

When working with Explorer, the content in the **Permalink** window is within the window's border. Previously, the content overflowed from the window border. (PRSM-11320)

When a build number includes three digits (for example, 8.5.103), all the digits appear in the SMConfig Login screen. Previously, the third digit did not appear. (PRSM-10770)

In the web interface, in the **Monitor System** page, the interaction statistics include all interaction types. Previously, the statistics only included data for audio interactions. (PRSM-9755)

The **Playback Speed** option in the **SMConfig Audio** panel was removed since it is no longer required. (PRSM-13549)

An error no longer appears when you delete a category in SMART. The SMART category is now successfully deleted. (PRSM-13205)

When a search filter is configured:

- The Speaker Parameter list is no longer empty.

- The Interaction Types and Languages parameters now contain correct data.

(PRSM-11576)

The **Metadata Frequency** report now returns information for text interactions. (PRSM-13477)

The **Topic Analysis - Trend** report now returns information for text interactions. (PRSM-13478)

Upgrade Notes

To upgrade to release 8.5.400, refer to the SpeechMiner 8.5.x Upgrade Guide.

Release 8.5.3

Speech and Text Analytics Release Notes

You can find links to Release Notes for particular 8.5.3 releases of Speech and Text Analytics, if available, in the tree menu on the left or in the list of Available Releases.

8.5.300.08

Speech and Text Analytics Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
09/30/15	Hot Fix					X

What's New

This release includes only resolved issues.

Resolved Issues

This release contains the following resolved issues:

Segmented interactions are now categorized as expected. Previously, categorization was problematic. (PRSM-14788)

SpeechMiner now shows metadata for keys that contain spaces (for example, Disposition Code) and for non-alpha characters (for example, /). (PRSM-14421)

Helpful Links

Releases Info

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

Product Documentation

SpeechMiner

Genesys Products

List of Release Notes

Upgrade Notes

To upgrade to release 8.5.300, refer to the SpeechMiner 8.5.x Upgrade Guide.

8.5.300.07

Speech and Text Analytics Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
07/16/15	Hot Fix					X

What's New

This release contains the following new features and enhancements:

- Significant SQL server performance improvements have been made, most notably in an SQL Cluster environment. **Note:** The significant SQL server performance improvements are only relevant for hot fixes 8.5.003.01, 8.5.300.07, 8.5.401.24 and 8.5.501.05. (PRSM-14214)

Resolved Issues

This release contains the following resolved issues:

It now takes between 10-15 seconds to receive results when using the Search Filter to search for an agent. Previously, such a search would take over a minute to yield results. (PRSM-14130)

An error message no longer appears when drilling down into a Report?s details. (PRSM-14113)

You can now search for interactions using more than one topic as search criteria. Previously, in some cases SpeechMiner was unresponsive when searching for interactions according to more than one topic. (PRSM-14112)

The upgrade process to 8.5.300.04 is now working as expected. Previously, this process failed. (PRSM-13855)

MP3 files can now be created when Audio Encryption is enabled in the **SMConfig Audio** panel. (PRSM-13769)

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 external Media Player now displays results for all clusters. (PRSM-13629)

The **Related Words** feature now returns valid results with dual channel calls. (PRSM-13472)

Upgrade Notes

To upgrade to release 8.5.300, refer to the SpeechMiner 8.5.x Upgrade Guide.

8.5.300.04

Speech and Text Analytics Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
03/03/15	General					X

What's New

This release is under shipping control. This release does not contain new features or functionality.

Resolved Issues

This release contains the following resolved issues:

Reports can now be configured to use an external URL (for example, for Load Balancer) when connecting to SpeechMiner. As a result, the Drill Down and Export report features are now functioning properly with Load Balancer. (PRSM-13455)

The index ix_originalTime is no longer missing from the TextData table. (PRSM-13137)

Upgrade Notes

To upgrade to release 8.5.300, refer to the SpeechMiner 8.5.x Upgrade Guide

Helpful Links

Releases Info

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

Product Documentation

SpeechMiner

Genesys Products

List of Release Notes

8.5.300.03

Speech and Text Analytics Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
01/09/15	General					X

What's New

This release contains the following new features and enhancements:

- **New Quality Management:** 8.5.300.03 features an all new Quality Management module, rebuilt from the ground-up. The new module features enhanced forms as well as improved workflows for scoring interactions and agents. Four new **Quality Management** report templates are included in 8.5.300.03.

- **Exploration of text channels:** Text channels are now included in Exploration tasks. Term clusters can be generated for chat and email, and displayed in the **Trending** page.

- **Language enablement:** Recognition of Italian and Mandarin audio is enabled.

- **Functionality changes:** Three Dashboard widgets (Gauge, My Queues and Recently QAed) and the **QM Agent Summary** report were removed from SpeechMiner 8.5.300.03.

Helpful Links

Releases Info

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

Product Documentation

SpeechMiner

Genesys Products

List of Release Notes

> **Important**
> To run SpeechMiner 8.5.300.03 you must use a minimum resolution of 1366x768.

Resolved Issues

This release contains the following resolved issues:

When using a permalink to search for interactions, the results grid contains results consistent with the search represented by the permalink. (PRSM-11861)

If a session is created from the Player or through Batch Actions, the link to the session (in the email that specifies the session was created) now works. Previously, this link did not work as it should. (PRSM-10964)

In the 8.5.2 release, the Actions menu is now supported for the Player search grid when playing a text interaction. Previously, the Action menu did not function as expected. (PRSM-11344)

You can now assign a user the QM Manager role without assigning them another role. (PRSM-13114)

You can now create a widget name with 77 characters. Previously, Widget names were limited to 25 characters.(PRSM-)

The **Segments** column in the **Interaction** grid cannot be sorted. Previously, the Sort option did not function as it should. (PRSM-11931)

When working in Explorer 10, the **Done** option in the Search filters is now functional. (PRSM-11428)

The **Action** options in the **Edit Report** window are now aligned. Previously, the options were not aligned on the screen.(PRSM-11452)

All **Edit Report** page options can be used in an Internet Explorer environment. (PRSM-11867)

Completed Action Items are sent back to the user who created them. (PRSM-11910)

Action items cannot be edited when the Web's Edit Action Item functionality is disabled. (PRSM-11602)

If the system's time zone is ahead of UTC, item due dates are now displayed according to the local time. (PRSM-11600)

The scroll functionality associated with the Actions list is completely functional when the list is longer than the size of the screen. (PRSM-11599)

The SpeechMiner **Search Filters > Clear Filters** option resets the filter information provided at the top of the **Search** grid. (PRSM-11572)

In a multi tenant configuration, when entering an erroneous path for the physical web folder, a message is not displayed. (PRSM-11550)

When a program is deleted in SMART and the change is applied, the Topic Correlation task will not initiate an error. (PRSM-9429)

The Energy bar in the Player is now highlighted when working with Internet Explorer 10, Internet Explorer 11 and Firefox. (PRSM-11491)

In Internet Explorer, the player correctly displays the Energy bar for a voice discussion.(PRSM-11390)

When working with Explorer 10 and Explorer 11, the font is the correct size when adding calls to a Call List and a Coaching Session. (PRSM-11606)

The No Audio indication is working as expected.(PRSM-11568)

Call Forward is now functional in email and in the My Messages widget. Call Permalink is also now functional. (PRSM-10818)

The following data in the Call Info Attributes tab is now accurate:

- Processed calls: Processing time.
- Non processed calls: does not include a process time.

(PRSM-10540)

The tool tips for the event icons in the Media Screen Player are displayed properly. (PRSM-11537)

When creating a new comment without a specific time, the time displayed when you view the comment details is 00:00. (PRSM-11502)

In systems with Screen Recording, when you disable the video using the Disable Video button in the Player, the grid automatically adjusts to the new layout. (PRSM-11143)

The following warning no longer appears after logging into SpeechMiner: "HTCC is misconfigured. Either SpeechMiner user does not have necessary privileges or HTCC URI is wrong." (PRSM-10889)

When forwarding a text interaction the email body contains the correct content. (PRSM-11560)

The Manual Category data in the Interaction Information screen is displayed properly. (PRSM-11430)

The speaker names are included with chat exports. (PRSM-11413)

When assigning or removing the "view all reports" permission you do not have to reset IIS for the change to take effect. (PRSM-11952)

When you open a text interaction after playing an audio interaction, the player stops playing the audio of the previous audio interaction. (PRSM-11899)

The UPlatform correctly processes and stores dual channels when using PCM files with 44.1 KHz sampling rate. (PRSM-10538)

When RCS URI is not configured properly in an Analytics + Recording environment, Playback will now remain responsive. (PRSM-12047)

Explore > New Search was changed to Explore > Search. As a result, emptying the **Search** grid is not expected . (PRSM-10883)

It is possible to Audit from the transcription screen. (PRSM-11584)

Creating a new Coaching Session from a Batch Action within the grid takes less than one minute to run. (PRSM-11563)

The **Topic Correlation** report can be run by a Genesys Administrator Extension (GAX) user. (PRSM-11071)

Previously a large amount of external metadata fields increased the event history metadata processing time. Now the event history metadata processing time for a large amount of external metadata fields has been reduced. (PRSM-12069)

SpeechMiner was not able to play back an audio interaction from an MCP Failover. In this version, SpeechMiner is now able to play back an audio interaction from an MCP Failover. (PRSM-13277)

The **Related Words** feature is now returning valid results with dual channel calls. (PRSM-13364)

Upgrade Notes

To upgrade to release 8.5.300, refer to the SpeechMiner 8.5.x Upgrade Guide.

Release 8.5.2

Speech and Text Analytics Release Notes

You can find links to Release Notes for particular 8.5.2 releases of Speech and Text Analytics, if available, in the tree menu on the left or in the list of Available Releases.

8.5.201.08

Speech and Text Analytics Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
05/26/15	Hot Fix					X

What's New

This release includes only resolved issues.

Resolved Issues

This release contains the following resolved issues:

The web server does not stop working when you make changes to the Edit page in an Internet Explorer environment. Previously, using some features in the Edit page caused the web server to stop working. (PRSM-13528)

SpeechMiner Queue playback page displays properly in an Internet Explorer 11 environment. Previously, this playback page did not appear as it should in an Internet Explorer 11 environment. (PRSM-13312)

SpeechMiner was not able to play back an audio interaction from an MCP Failover. In this version, SpeechMiner is now able to play back an audio interaction from an MCP Failover. (PRSM-13277)

Helpful Links

Releases Info

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

Product Documentation

SpeechMiner

Genesys Products

List of Release Notes

Upgrade Notes

To upgrade to release 8.5.200, refer to the SpeechMiner 8.5.x Upgrade Guide.

8.5.201.07

Speech and Text Analytics Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
01/26/15	General					X

What's New

This release includes only resolved issues.

Resolved Issues

This release contains the following resolved issues:

When RCS URI is not configured properly in an Analytics + Recording environment, Playback will now remain responsive. (PRSM-12047)

Previously a large amount of external metadata fields increased the event history metadata processing time. Now the event history metadata processing time for a large amount of external metadata fields has been reduced. (PRSM-12069)

SpeechMiner used the same **RCS configuration** options for IIS and the browser for Screen Recording encryption. Now a new separate External RCS URI value was added for recording so that when working with Screen Recording IIS and the browser do not use the same RCS configuration. (PRSM-12374)

The index ix_originalTime is no longer missing from the TextData table. (PRSM-13137)

Helpful Links

Releases Info

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

Product Documentation

SpeechMiner

Genesys Products

List of Release Notes

Upgrade Notes

To upgrade to release 8.5.200, refer to the SpeechMiner 8.5.x Upgrade Guide.

8.5.201.06

Speech and Text Analytics Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
10/22/14	General					X

What's New

This release contains the following new features and enhancements:

- Single sign-on support for Genesys HUB. Genesys cloud customers can now access SpeechMiner without having to re-authenticate.

- Recognition support for Japanese audio.

- SpeechMiner web interface support in Korean.

- GIR UI improvements, notably, call exporting.

Resolved Issues

This release contains the following resolved issues:

The **Calls Export** feature is now available for Recording Only mode. (PRSM-11660)

The following characters are now supported for the database password:
<
>
"
'
&

(PRSM-11822)

An additional Index Backup folder will be created when the Index Daily Backup task is configured. (PRSM-10226)

Helpful Links

Releases Info

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

Product Documentation

SpeechMiner

Genesys Products

List of Release Notes

All database objects associated with the **Purge** feature are now in the database backup file. (PRSM-11934)

For a GIR interaction it is now possible to use the **More Actions** menu without selecting the interaction checkbox. (PRSM-10175)

In the **Events** grid, the audit date and time can now be converted to the local time correctly. (PRSM-11567)

Japanese is now supported in upgraded versions to 8.5.201.06. (PRSM-11614)

Program property fields are now updated when importing and overriding programs that already exist. (PRSM-10449)

The Event search does not time out. (PRSM-11641)

SpeechMiner no longer includes a **System Alert** report template. (PRSM-11433)

You can export interactions from the Web UI when working with a previous version of the **Search** grid. (PRSM-11499)

The following wildcards are now supported for text interaction recognition: [ccexpdat], [currency], [number], [socialsecurity], [time], [zip code]. (PRSM-11553)

When the Web Session Timeout message appears and you click OK, the session is extended. (PRSM-11613)

When previewing a form in Explorer, the SpeechMiner navigation bar no longer appears at the top of the **Preview** window. (PRSM-11503)

When the SpeechMiner system contains a large amount of topics, the search will now return results when you select All Topics and perform a search. (PRSM-11385)

The Stored procedure (sp_create_DB_storage_partitions) is based on audio and text interactions. Previously, the Stored procedure was only based on audio interactions. (PRSM-10643)

Upgrade Notes

To upgrade to release 8.5.200, refer to the SpeechMiner 8.5.x Upgrade Guide.

8.5.200.09

Speech and Text Analytics Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
08/26/14	General					X

What's New

This release contains the following new features and enhancements:

- New Responsive Style User Interface: In this release, the Main page, Menus, Media Player, Search pages and grids have been updated with the new design.

- New Media Player with Video Playback Capability: The updated media player now supports screen recordings. When working with GIR, audio and screen recordings can now be synchronized.

- Multiple QM Forms per Interaction: Multiple QM form evaluations can now be attached to a single interaction.

- Categorization Based on Spatial Relationships: Text interactions can now be categorized based on rules such as: ?found ?abc? within X words of ?xyz?.".

- Wildcard Support for Text Interaction Topic Definitions: Like Voice interaction topic definitions, Text interaction topic definitions can now utilize wildcards.

- Recognition Improvements: Continuous recognition improvements were made in this release based on new customer and vertical training material.

- Functionality changes: Anonymous Permalink was removed from SpeechMiner.

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:

Categorizations are now based on word-based positions. (PRSM-10098)

For category elements of type "Text", the Occurrence and Position properties are no longer ignored.

(PRSM-9192)

Indexing text interactions functions as expected. Previously, errors may have occured when indexing text interactions. (PRSM-10519)

The table layout in the Action Items area of the Coaching Session screen is now properly aligned. (PRSM-10761)

The **Manage Categories** option is no longer found in the **Tools** menu. You can create and manage categories using SMART. (PRSM-10973)

Previously, when a new metadata field was added to the SpeechMiner database, the search function failed and the following error message appeared: `Cannot load the search. Column <column> does not belong to table calls grid`, and only the first segment played.

For segmented GIR calls, the **Playback** option in the **Events** grid can now be initiated from the position of the term.

When the Media Player is embedded in an external application, it now plays the entire call. Previously in this scenario, the Media Player played the first segment of a segmented GIR call only.

Upgrade Notes

To upgrade to release 8.5.200, refer to the SpeechMiner 8.5.x Upgrade Guide.

Release 8.5.0

Speech and Text Analytics Release Notes

You can find links to Release Notes for particular 8.5.0 releases of Speech and Text Analytics, if available, in the tree menu on the left or in the list of Available Releases.

8.5.007.01

Speech and Text Analytics Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
06/15/17	Hot Fix					X

What's New

This release includes only resolved issues.

Resolved Issues

This release contains the following resolved issues:

The **Find** option in the **Topic Analysis Audit report > Topic filter** is now functioning as expected. (PRSM-18094)

The **Audit Text Interaction** tool tip is now functioning as expected. (PRSM-18378)

Helpful Links

Releases Info

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

Product Documentation

SpeechMiner

Genesys Products

List of Release Notes

Upgrade Notes

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

8.5.006.02

Speech and Text Analytics Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
04/12/17	Hot Fix					X

What's New

This release includes only resolved issues.

Helpful Links

Releases Info

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

Product Documentation

SpeechMiner

Genesys Products

List of Release Notes

> **Important**
> This is not a full release. This release only includes the Web application.

Resolved Issues

This release contains the following resolved issues:

Text interactions in Operation Search can no longer be viewed by users that do not have permission to view the specific text interactions. (PRSM-18281)

Searching for interactions according to an External ID now functions as expected. Previously, the

string sometimes resulted in an empty interactions list. Note, search results include only interactions with the value you entered for the ID including a suffix. (PRSM-14682)

Upgrade Notes

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

8.5.006.00

Speech and Text Analytics Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
02/07/17	Hot Fix					X

What's New

This release contains the following new features and enhancements:

- **Manual Text Interaction Categorization:** Users can now manually assign a category to a text interaction from the Interaction Attributes page.

- **Audit Text Interactions:** Users can now audit text interactions.

Resolved Issues

This release contains the following resolved issues:

Database purge is now working as expected. Previously, the database purge was working slower than expected. (PRSM-17411)

When a text interaction is opened after an audio interaction was opened, the user interface for the text interaction no longer includes the previous audio interaction's attributes. (PRSM-17071)

An error no longer occurs when an attempt is made to export a Call list with a size smaller than the default limit. (PRSM-16271)

When you drill down to a specific agent in the Agent Comparison report, the interactions in the interaction list all have a date within the selected date range. Previously, some of the interactions in the list had a date that was not in the filter date range. (PRSM-16741)

Chat interactions can now be exported. Previously, it was not possible to export chat interactions. (PRSM-16462)

Helpful Links

Releases Info

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

Product Documentation

SpeechMiner

Genesys Products

List of Release Notes

It is now possible to export an email using Operation Search. (PRSM-16340)

The **Select/Deselect** All option is now working for Operation Search. (PRSM-16338)

The `sp_get_old_audio` Stored procedure no longer times out. (PRSM-17940)

CPU intensive script no longer reduces SQL Server Performance. (PRSM-17421)

Upgrade Notes

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

8.5.005.01

Speech and Text Analytics Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
06/07/16	Hot Fix					X

What's New

This release contains the following new features and enhancements:

- **Default Call List Order:** A new configuration option that enables you to determine the order of interactions in a call list. The new sort options are: Descending by Date Added, Ascending by Date Added, Descending Alphabetical and Ascending Alphabetical

- **Include Header Data when Exporting Text Interactions:** When exporting text interactions, the Subject, Date and Time, From, To, Cc and Bcc information is exported along with the content of the interaction.

- **Export or Add the entire Search Results list:** Users can now export all the interactions in the current search results view as well as add all interactions in the current search results view to an existing or new call list.

- **Re-categorize Interactions Option:** SMART users can now decide to re-categorize all existing interactions or not based on updated category definitions.

- **Database Optimization:** Database optimization improvements have been made to remove unnecessary storage. This optimization enhances the Events table and reduces the size of the database.

- **Extend E-mail Search Capability:** The search capability has been extended to include additional filters for e-mail headers. You can now search for e-mails according to header fields including To, From, Cc and Bcc fields. After upgrading to 8.5.005.01 you must re-index text interactions in order to be able to use the new email filters for existing data.

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:

Database purge is now working as expected. Previously, the database purge was working slower than expected. (PRSM-17411)

The highlight Search/Event terms feature in the Interaction transcript is now functioning as expected. (PRSM-15678)

When working with Internet Explorer 10 and there are more than 500 Call Lists or with Chrome and there are more than 1000 Call Lists associated with the More/Batch Action > Add To option, the browser now responds as expected. (PRSM-15704)

Upgrade Notes

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

8.5.004.00

Speech and Text Analytics Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
01/27/16	Hot Fix					X

What's New

This release contains the following new features and enhancements:

- **Timestamps in Comments:** Interaction display improvements have been made to include a timestamp in comments. Users will now see the date and time at which the comment was made/last edited.

- **Search Term/Event Term Highlighting:** Users can now select to either highlight Search terms and/or Event terms in the Interaction transcript when an interaction is played from the Search Results grid.

- **Reports Support for Text Interactions:** SpeechMiner now displays reports differently for reports that only include text interactions. For example, reports with text interactions will not include the Duration column in the report grid.

- **Edit Call Comments Permission:** A new permission has been added to control which Users can edit a call comment; this permission is system wide for a given User.

- **Support for Text Attachments:** SpeechMiner can now include and analyze text attachments that are part of a text interaction. The system will analyze the content of the attachment in the same way it analyzes text interactions.

- **Storage of Text Interactions** SpeechMiner will now store text interactions in the file system instead of the database. This includes encryption of the file on disk if configured as well as a unique value for retention policy period for these text files.

- **Support for Raw Text Interactions:** SpeechMiner can now analyze raw text interactions (that is .txt files) in the same way it analyzes audio, e-mail and chat interactions.

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:

All users with the Report Menu permission for Web will appear in the Share with Users list. Previously, the system checked for the wrong permission to add the user to the list. Now the system checks for the Report Menu permission. (PRSM-15071)

When exporting text interactions using Batch Actions, the exported file is now formatted correctly. Previously, the format was incorrect. (PRSM-15125)

When searching for a specific term the search no longer highlights the term when it is part of another term. (PRSM-15034)

Text Recognition now analyzes a word preceded or followed by a tab. Previously, the word preceded or followed by a tab was not analyzed. (PRSM-14968)

The process of updating topic events after changing the strictness or a name was moved to run off-line and not during the SMART Apply process. Previously, updating topic events after changing the strictness or a name, resulted in a time consuming operation. (PRSM-15302)

Upgrade Notes

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

8.5.003.02

Speech and Text Analytics Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
09/09/15	Hot Fix					X

What's New

This release includes only resolved issues.

Resolved Issues

This release contains the following resolved issues:

Install this hot fix to prevent an SQL error from occurring when the EntryID column in the callEventsTbl table reaches a value of 2,147,483,647 or more. (PRSM-14721)

Upgrade Notes

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

Helpful Links

Releases Info

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

Product Documentation

SpeechMiner

Genesys Products

List of Release Notes

8.5.003.01

Speech and Text Analytics Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
07/07/15	Hot Fix					X

What's New

This release contains the following new features and enhancements:

- Significant SQL server performance improvements have been made, most notably in an SQL Cluster environment. **Note:** The significant SQL server performance improvements are only relevant for hot fixes 8.5.003.01, 8.5.300.07, 8.5.401.24 and 8.5.501.05. (PRSM-14214)

Resolved Issues

This release contains the following resolved issues:

When creating a SpeechMiner report according to specific dates, the correct dates are returned. Previously, the wrong dates were passed to the search query and the values returned are wrong.(PRSM-14235)

You can now successfully work with the Trending tab. Previously, when you tried to access the Exploration (Trending) tab, an error message appeared. (PRSM-14183)

The Metadata Frequency report now displays the correct results. Previously, the report contained inconsistent results. **Note:** If the Metadata Frequency report does not drill down properly, contact Customer Care for the correct Metadata Frequency report. (PRSM-13936)

The **Related Words** feature now returns valid results with dual channel calls. (PRSM-13364)

Helpful Links

Releases Info

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

Product Documentation

SpeechMiner

Genesys Products

List of Release Notes

An error no longer appears when working with recognition servers that are far away from the database. (PRSM-13296)

Text search results are returned at a normal speed. Previously, the text search results performance was slow. (PRSM-13285)

Upgrade Notes

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

8.5.002.00

Speech and Text Analytics Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
12/08/14	General					X

What's New

This release includes only resolved issues.

Resolved Issues

This release contains the following resolved issues:

It is now possible to export emails and chat conversations and use the Batch Actions functionality for all types of interactions. (PRSM-12199)

The uninstaller is functional even when IIS is not installed. To uninstall previous versions, IIS should be installed on the machine. (PRSM-12292)

The **More Actions** link is functional from the Dashboard. You can now export email and audio interactions. (PRSM-10306)

Playing back an interaction or moving from one interaction to another no longer causes a memory leak. (PRSM-10288)

Text Recognition Stemming is functioning as expected. (PRSM-10619)

SpeechMiner recognizes text without errors. (PRSM-10620)

The Content Browser and the New Search interaction grid display the same number of interactions.

Helpful Links

Releases Info

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

Product Documentation

SpeechMiner

Genesys Products

List of Release Notes

(PRSM-10624)

The difference between the time it takes to fetch a longer or shorter interaction is minor. (PRSM-11700)

SpeechMiner email visualization is functioning as expected. The chat content is no longer broken. (PRSM-11714)

Next and Previous buttons are functional in the **Operation Search** grid for all supported browsers. (PRSM-11835)

You can now search for interactions using comments. (PRSM-11836)

All currency characters are supported except for currency characters that do not have an html code. If you want to see hidden numbers, update the FILTER_WORDS field in the callRecognizer table to 0. (PRSM-9797)

Stereo audio transcriptions include a separate line for each speaker. (PRSM-12187)

The Fetching performance for interactions with numerous metadata fields was improved. (PRSM-12111)

The text processing speed has improved (especially for long texts). (PRSM-10377)

Upgrade Notes

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

8.5.001.00

Speech and Text Analytics Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
03/28/14	General					X

What's New

This release contains the following new features and enhancements:

- Ability to add text interactions to saved lists.
- Ability to add comments to text interactions.
- Ability to search for numbers in text interactions.
- Ability to display events in text interactions.
- Support for wildcards in Spanish.
- High Availability improvement for indexing.
- Ability to configure backup Configuration Server in SMConfig.

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:

SpeechMiner now includes the following search filters for recording-only mode:

- Agents
- Partitions
- Call length
- External ID

Previously, when the SpeechMiner license did not contain analytics, the entire SpeechMiner User Actions section was missing from the search filters. (PRSM-9888, PRSM-9960)

SpeechMiner can now filter word sequence lengths in the database. In the Callrecogngizer table, the MIN_FILTERED_DEQUENCE parameter controls the minimum sequence number for filtering. The default value is 1. (PRSM-9045)

SpeechMiner users can now forward calls to agents that are configured in the Genesys configuration database. (PRSM-9893)

The SpeechMiner search filter now filters out text interactions by their metadata fields. Previously, all text interactions appeared in the search results. (PRSM-9884)

The topic filter in the reports data set now supports text interactions. (PRSM-9684)

SpeechMiner, when opening emails, now highlights those portions of the emails where the Topic is found. (PRSM-9467)

Upgrade Notes

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

8.5.000.02

Speech and Text Analytics Release Notes

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

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.