

GENESYS

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Speech and Text Analytics

8.5.003.01

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Speech and Text Analytics Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
07/07/15	Hot Fix					Х

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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:

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 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)

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.