GENESYS

Speech and Text Analytics

8.5.502.04

3/13/2025

8.5.502.04

Speech and Text Analytics Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
02/10/16	General					X

Contents

What's New

This release includes only resolved issues.

Helpful Links

Releases Info

- List of 8.5.x Releases
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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'
```

8.5.502.04

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.