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Speech and Text Analytics

8.5.510.27

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Speech and Text Analytics Release Notes

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

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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)

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

Helpful Links

Releases Info

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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](#).