GENESYS

Speech and Text Analytics

8.5.512.12

12/20/2025

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Speech and Text Analytics Release Notes

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

Contents

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.