# GENESYS™

# Speech and Text Analytics

8.5.512.37

12/19/2025

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## Speech and Text Analytics Release Notes

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

## Contents

## 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)

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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.