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SpeechMiner Administration Guide

New in this Release

New in this Release

This section describes the new features that were released in the 8.5.x version of SpeechMiner.

8.5.4 Release

- **QM Evaluations Manager - Media Player:** When you playback an interaction in the QM Evaluations Manager, the Media Player can be opened in a separate window.
- **Localization of new languages:** User Interface localization was added for the following languages:
 - German
 - Brazilian Portuguese
 - Japanese
 - Italian
 - Catalan
 - Mandarin
 - French
- **Related Words:** When you view the transcript of an interaction, you can use the Related Words option to graphically show which terms are commonly found within the same or similar term clusters as a selected term and how frequently the terms are found together in the cluster.
- **Search by ID:** You can filter an interaction search query according to the interaction's ID.
- **Show/Hide Search Filter:** You can now select to show or hide the SpeechMiner Search filter.
- **SpeechMiner Command Line Configuration:** SpeechMiner can now be configured using the command line.
- **Transcript - Comments and Events display:** With a new Comments and Events panel, you can now view and edit a list of all the comments and events associated with the transcript you selected to view.
- **Playback speed:** When you playback an interaction you can now select the playback speed. 1.0 is the default normal speed and every number above is faster. For example, 2.0 is twice as fast as the normal speed.
- **Column selections:** Column selections are now saved per user profile. The columns you select to view in a SpeechMiner grid are displayed until you select the "Reset to defaults" option. "Reset to defaults", resets the grid to display the default column layout.

8.5.3 Release

- **New Quality Monitoring:** 8.5.3 features an all new Quality Monitoring module, rebuilt from the ground-up. The new module features enhanced forms as well as improved workflows for scoring

interactions and agents. Four new Quality Monitoring report templates are included in 8.5.3.

- **Exploration of text channels:** Text channels are now included in Exploration tasks. Term clusters can be generated for chats and emails, and displayed in the Trending page.
- **Language enablement:** Recognition of Italian and Mandarin audio is enabled.
- **Functionality changes:** Three Dashboard widgets (Gauge, My Queues and Recently QAed) and the QM Agent Summary report were removed from SpeechMiner 8.5.3.

8.5.2 Release

- **New Responsive Style User Interface:** In this release, the Main page, Menus, Media Player, Search pages and grids have been updated with the new design.
- **New Media Player with Video Playback Capability:** The updated media player, now supports screen recordings. When working with GIR, audio and screen recordings can now be synchronized.
- **Multiple QM Forms per Interaction:** Multiple QM form evaluations can now be attached to a single interaction.
- **Categorization Based on Spatial Relationships:** Text interactions can now be categorized based on rules such as: "found abc within X words of xyz."
- **Wildcard Support for Text Interaction Topic Definitions:** Like Voice interaction topic definitions, Text interaction topic definitions can now utilize wildcards.
- **Recognition Improvements:** Continuous recognition improvements were made in this release based on new customer and vertical training material.

8.5.001 Release

- **Ability to add text interactions to saved lists:** Similar to voice interactions, text interactions can now be added to saved lists.
- **Ability to add comments to text interactions:** Similar to voice interactions, comments can now be added to text interactions.
- **Ability to search for numbers in text interactions:** Numbers and special characters can now be used in search term definitions for text interactions.
- **Events are displayed in text interactions:** Similar to voice interactions, topic events are highlighted when they occur in text interactions.
- **Topic filters in reports supports text interactions:** The topic parameter in the Data Set Filters on the reports now works for text interactions.
- **Support for wildcards in Spanish:** Similar to English, wildcards are now supported for Spanish voice interactions.

- **High Availability improvement for indexing:** In the event of an index failure, the system will automatically switch to a backup index.

8.5.0 Release

- **Interaction Recording Integration:** SpeechMiner 8.5.x provides the UI for Genesys Interaction Recording - Voice Edition. This enables out of the box integration with Genesys' new recording product.
- **Chrome Support:** Support for Chrome on Windows for the Interaction Recording features.
- **Chat Support:** Support for chat interactions with multiple speakers.
- **Genesys Branding:** The web UI has been re-branded with the Genesys name, logos and colors.
- **Configuration Server Integration:** SpeechMiner now integrates with Genesys Configuration Server for centralized user management.
- **Language Recognition Support:** Support for Brazilian Portuguese and German language calls.