



NICE Uptivity External Release Notes

18.1

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- **Version** – 18.1
- **Release Date** – May 2018
- **Last Revision** – September 2018
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Release Notes for NICE Uptivity 18.1

This guide introduces the changes to Uptivity since the release of 18.1.

Release Build Information

Initial Build Version – 18.1.0427.18

Release Date – May 2, 2018

Obtaining the Release Software

Uptivity software must be obtained and installed through the Uptivity Installation team. Software and services are only available to customers who have a current maintenance contract.

To learn more about upgrading to this release, contact your Uptivity Account Manager.

Customer Site Requirement Changes for 18.1

Note:

This topic discusses **only** those site requirements that have changed since the previous version of NICE Uptivity. For complete information regarding site requirements, see the appropriate customer site requirements guide for your deployment model and the appropriate customer guide(s) for recording integrations, work-force management integrations, or both.

Server Hardware

Hardware requirements vary depending on the deployment model, telephony integration, Uptivity components used, and number of concurrent users in the system.

- Your server must have at least 4 Cores and 12GB of RAM dedicated to Uptivity.
- Hardware requirements used by Sales Engineering were revised mid-2017. This information can be found in the document *Minimum Server Specification Guidelines*.

Server Software

- 32-bit and 64-bit Microsoft Visual C++ Redistributable for Visual Studio 2017 must be installed on all Uptivity servers (in addition to libraries required in previous versions).
- Web servers hosting the NICE Uptivity Web Portal require .NET framework v4.7.1.
- No changes in server OS for 18.1.
- No changes to SQL requirements for 18.1.

User Workstation/PC

Note:

When a system includes NICE Uptivity Screen Recording, Desktop Analytics, or both, consult Uptivity Sales Engineering for recommended system requirements based on business needs.

- 32-bit and 64-bit C++ libraries for 2010 and 2017 are required on user workstations in addition to libraries required in previous versions.
- User workstations must use .NET 4.7.1.
- Microsoft Silverlight no longer needs to be installed as it is no longer used in Uptivity.
- For screen capture, communication between the User Workstation and the RabbitMQ server require outbound TCP activity on ports 5672.

- **Internet Explorer 11** – Internet Explorer version 11 remains supported by NICE Uptivity 18.1 with limitations:
 - Live Monitor is not available using IE 11.
 - At the end of a recording, the playhead indicator does not reset at the beginning of the recording.
 - When a user closes the Screen pane and the Layer Details pane, the Waveform Display maximizes to the full screen size.
 - When using either the Waveform Display or the Seek icon, the user must click the Play icon to continue playing the call.
 - If a user changes the playback speed, the Waveform Indicator appears beyond the total duration time in the Playback Details pane.

NICE Uptivity 18.1 is expected to be the last NICE Uptivity release to officially support the use of Internet Explorer.

Warning:

Due to some functionality that is not compatible with the Internet Explorer 11 browser, we do not recommend using IE 11 with Uptivity 18.1.

Database Changes

There was a material change to track which calls have been uploaded to CXone.

Licensing

There are no licensing changes for NICE Uptivity 18.1.

Security

There are no security changes for version 18.1.

Major Features and Enhancements in 18.1

For additional information, see the technical documentation references cited for each feature or ask your Uptivity representative.

CXone WFO Pro Integration

With this release, the call and desktop recording capabilities of Uptivity can now be used as voice and screen connectors for CXone WFO Pro, creating a hybrid (premise and cloud) workforce optimization solution.

Through the integration, CXone WFO Pro stores a copy of all recording metadata and accesses recording media that is stored on premise, allowing users to playback recordings and perform quality management tasks from CXone WFO Pro.

For more information, see [CXone WFO Pro Integration](#).

New Screen Capture Solution

Uptivity's Screen Capture solution has been thoroughly redesigned to support the integration with CXone WFO Pro and to bring greater value to customers by reducing space required for storing screen recordings.

Uptivity now utilizes the WebM open file format for storing screen capture and audio media files - a call recording and its screen recording are combined into a single media file. By adopting WebM as the standard media file format, Uptivity call media is now compatible with CXone WFO Pro.

Additionally, leveraging WebM as the standard media file format brings several significant benefits to a customer's Uptivity system:

- Up to an 80% reduction in disk space used for systems that are recording audio and video media together.
- Reduced network bandwidth between desktops and server. This performance gain is a result of compressing the desktop images that are captured during screen recording before sending them to the server.
- Use of an open file format for archived recordings, instead of the legacy proprietary format, removes the dependency on Silverlight for all media playback.

For more information about NICE Uptivity Screen Capture, see [NICE Uptivity Screen Recording Overview](#).

Functionality Changed or Removed

Important changes to Uptivity functionality:

Silverlight

- The Web Player (Silverlight Player) is no longer available. All recording playbacks use the HTML5 Interaction Player. The Web Player was removed as a result of Microsoft's obsolescence of Silverlight.
- Silverlight Live Monitor, Silverlight Call List, and the Web Media Server service have been deprecated as they are no longer required.

HTML5 Interaction Player

- All call and screen recording playback is through the HTML5 Interaction Player.
- The HTML5 Interaction Player in 18.1 provides an improved playback experience from previous versions. It features improved performance, reduced memory and resource usage, support for playback of larger and longer recordings, and playback speed control.
- The following features are not available in the HTML5 Interaction Player:
 - Display of the cursor in screen recordings.
 - Ability to apply manual blackouts to recordings.

Transcoder

- The **Transcode by Board** setting has been removed. This setting specified whether the voice board ID should be added as a prefix to the Transcoder record for each call.
- The **Look for Code** field on the Transcoder configuration page relates to the **Transcode by Board** setting, so it has also been removed.
- **Settings Removed from the Transcoder Configuration Page** – In addition to the **Look for Code** field mentioned above, the following settings have also been removed from the Transcoder Configuration Page due to the transcoder redesign: **Create Analytics, Analytics Keep Days, Analytics Storage Path**.

Archiver

- The **Archive Restriction** setting has been removed from the **New Archive Action** and **Edit Archive Action** pages. The Archive Restriction setting specified which recording-related files should be governed by the archive action (audio, video, analytics).
- This setting was removed because the **Archiver** in version 18.1 is unable to archive or purge audio and video files separately (for media files that contain both audio and video).

Media Export

- Uptivity users cannot export media files in the following file formats in version 18.1:
 - .WAV
 - .CAV
 - .VOX
 - .MP3
- Media files can only be exported as a WebM file for version 18.1.

Blackouts

- Uptivity no longer supports:
 - Call-level blackouts
 - Manual / Agent-level transcoded blackouts for video

- Uptivity continues to support:
 - Manual / Agent-level transcoded blackouts for audio
 - Real-time blackouts for video
- For more information about blackouts, see [Blackouts Overview](#).

Timed Schedules

- Timed schedules are no longer supported.

Workstation Mapping No Longer Supported

- Screen recording by statically mapping a phone extension or device to a Windows workstation name is no longer supported. Each agent must use a dedicated Windows login.
- Windows usernames must be unique for every Uptivity system username.
- If users at a company have accounts with more than one domain, during user profile configuration, the complete domain name that users will use to log in to their workstation that will be recorded must be specified.

Technical Documentation Enhancements for 18.1

This topic introduces the changes, additions, and improvements to technical documentation for NICE Uptivity since the release of the previous version:

- Written references to the Call List have been removed. The Call List was used with the Web (Silverlight) Player, which is no longer a part of the product as of this release. Instead, the Recorded Interactions List plays in the HTML5 Interaction Player.
- Information for installing new prerequisites and installing and configuring the Screen Capture API (SCAPI) and Transcoder 2 has been added to the Installation Guide.

End-User Issues Resolved in Version 18.1

The following table provides a summary of issues reported by customers that have been resolved in this release.

Salesforce ID	Issue Summary
927147	Thumbnails failed to load on screens view if agent's phone number had the "+" character in it.
953370	Non-superusers could not see dashboard templates saved by superusers.
954716	The Ad Hoc and Completed QA Form Reports were displaying incorrect information after going through the Arbitration Workflow.
967692	Some users could not view Self or Calibration reports when given Allow Viewing QA Reports permission. These users can now view as well as run reports - but running them with this permission does not yield useful data.
975629	In the HTML5 Call List, neither "right-click Play > In New Window" and "right-click Play > In Current Window" options were working properly.
975550	When filtering through the HTML5 Call List, the RecordID field was not accepting lists separated by commas.
975593	Double-clicking the Play icon in the HTML5 Call List caused the call to play twice at the same time.
972871	The printable Completed QA Form ignored user and group permissions.
982699	A backend error was causing some customers to not be able to edit filters.
984237	The Self Evaluation Detail Report was not showing responses from Free Text questions.
945548	Some users experienced call tracking issues.
951740	When using the Avaya DMCC integration, calls were failing to record but not getting flagged as failed recordings.
951740	The Post Interaction Manager was not receiving messages from the transcoder.

Salesforce ID	Issue Summary
951278	NICE Uptivity Trunk was not providing a valid invite for Avaya Breeze.
945542	Some Cisco integration users experienced call recording issues with the third leg of a call.
960460	The Cisco TAPI Data collector was automatically setting the agent state to "Logged Out."
960971	Some users were experiencing issues with recording calls with Mitel after upgrading from a virtual server to a physical server.
960420	Some users were experiencing the data collector clearing the agent state after being in "Not Ready" for a short period of time.
962683	The transcode tool crashes when given a recording identification that doesn't exist in the database.
964459	Agent status was not updating after a database failure / recovery, and was only repopulated after a full restart.
964883	Some users were experiencing problems with Google HTML5 playback not going through UberProxy to play call recordings.
971328	The Avaya Instancing Script was not updated and was causing issues.
948113	Avaya: Some users were experiencing the core failing to register most phones until it was restarted.
964258	When an agent transferred a recording to the supervisor, the supervisor's call was not recorded.
981205	Call data collector was showing agent "Hold" state when the agent was in the "Ready" state on occasion.
981205	Incorrect information was displaying on user wall boards due to the call data collector processing events incorrectly.
968768	Cisco TSAPI / UCCE: Some users were experiencing calls without device aliases.
989830	During a transfer action, some agents were not showing properly on user wall boards.

Salesforce ID	Issue Summary
953997	Cisco TAPI: Call recording duplicated audio on some calls.
993959	Blackout Remote Audio option wasn't working in the CTICore / PIM / Transcoder.