



# **NICE Uptivity External Release Notes**

## **17.1**

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- **Version** – 17.1
- **Last Revision** – March 2017
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## Release Notes for NICE Uptivity 17.1

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This guide introduces the changes to Uptivity since the release of the previous version.

**Release Dates** – April 17, 2017

### 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 Uptivity

**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, workforce 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.

No new hardware requirements have been introduced in 17.1.

### Server Software

Support for SQL 2016 has been added.

SQL 2008 is no longer supported.

### 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.

.NET Framework 4.6.1 is now required for any PC running the NICE Uptivity Screen Recording client.

Uptivity is now supported with Microsoft Edge 38.14393.0.0 with Microsoft Edge HTML 14.14393.

Uptivity offers two options for recording search and playback. The **Call List** and **Web Player** (also known as the Silverlight Player) are supported in the following browsers: Internet Explorer and Firefox only. The **Interactions List** and **HTML5 Interaction Player** are supported in the following browsers: Microsoft Edge, Chrome, and Firefox only. For more information on limitations that impact the use of both options, see [Major Features and Enhancements](#).

Users should take these browser and feature limitations into consideration when choosing which search and playback option to use.

## Licensing

Uptivity Sales Engineering explains licensing requirements during the sales process.

## Security

Uptivity communications over TCP/IP can be secured using TLS/SSL. A trusted, signed certificate must be used for TLS, one purchased from a vendor such as VeriSign or managed by a trusted internal CA.

## Major Features and Enhancements

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

**NICE Uptivity Performance Management** – This new feature allows users to consolidate, analyze, and act on operational performance, quality, and voice of the customer metrics in one user-friendly portal. Key features within Performance Management include:

- Dashboards that can provide a view of performance across your entire customer contact operation. The flexible, easy-to-use dashboard wizard lets you create new views in minutes.
- Scorecards, click-through widgets, agent tickers and alerts, and display wallboards can empower managers with clear insights to identify and solve issues and opportunities faster
- Detailed reporting options, including a library of standard reports and the ability to create and share custom data views. This reporting is in addition to the already robust reporting offered by NICE Uptivity.

Performance Management features are currently available for deployments within North America. A future release of Performance Management will expand the availability of this feature to other regions. For details, search online help for keyword *performance*.

**HTML5 Live Monitor Player Support** – Live monitoring capability is now available as part of HTML5-based **Recorded Interactions**, enabling real-time audio monitoring of agents both on and off the phone. This replicates the functionality present in the existing Silverlight **Call List**. For details, search online help for keyword *live monitor*.

**Web-Based On-Demand** – Customers who require on-demand functionality for recording or call tagging can now choose to use either server-based On-Demand that uses a desktop client application or a new web-based On-Demand portal. For details, search online help for keyword *on-demand*.

**Support for Microsoft Edge** – The Edge browser is supported with the HTML5 Interaction Player and **Recorded Interactions** list. For details on browser support in this release, see [Customer Site Requirement Changes for Uptivity](#).

**Evaluation Details Logging** – Users can now view an *Evaluation Details* log, which shows when evaluations are started, saved as a draft, edited, and saved/submitted. This log is only supported for evaluations initiated in **Recorded Interactions** (in other words, logged details are not available for evaluations performed by selecting **Evaluate an Agent** on the WFO > Quality Management page). For details, search online help for keyword: *audit log*.

**Call Details Logging** – When users select *Call Playback* as the **Log Type** on an Audit Report, they can now choose to view specific call details, which shows actions that were performed in the player while the call was being played back (for example, pause, seek, and so forth). Call details are only available if you use the **Recorded Interactions** list. For details, search online help for keyword: *audit log*.

**New Fields for Recorded Interactions** – Users now have the ability to display (when available) an average self evaluation score, an average calibration score, or both on **Recorded Interactions** and the **Call List**. Users can filter on these values as well using the **Filter** page. For details, search online help for keyword *filters*.

**Auto-Save Evaluations** – Uptivity now automatically saves evaluations while they are being completed. This helps to protect against a user's work being lost due to unexpected shutdowns and other events. For details, search online help for keyword *in-progress evaluation*.

**Recorded Interactions List Enhancement** – Previously, users could only reorder the column display in the **Recorded Interactions** list in the **Settings** window. Now users can choose whether to use that method, or to drag and drop the columns in the list itself. This offers feature parity with the **Web Player** (that is, the Silverlight player). For details, search online help for keyword *Recorded Interactions list*.

**System Timeout Warning** – After a period of inactivity defined by your system administrator, Uptivity now warns you that a timeout is imminent. For details, search online help for keyword *timeout*.

**API Server CallList Call Link URI** – The CallList command has been updated to include a link to play back the call in the API response. For details, search online help for keyword *CALLLIST*.

**HTML5 Interaction Player** – With the addition of live monitor support in HTML5 Interaction Player, most customers with audio recording only should now be installed with this playback method (as opposed to the Silverlight Player and **Call List**). The Silverlight method must be used for customers with NICE Uptivity Screen Recording, with non-GSM audio codecs, or both. It is also still available for any customers who use only Internet Explorer, who need stereo or speed-adjusted playback (or both), or who need manual blackout capability.

**Granting Superuser Access** – Users with the **Allow User Administration** role can no longer see or modify the **Grant Superuser Access** setting on user profile pages. Superuser access can only be granted or revoked by another superuser account.

**Web Portal Dashboards** – With the introduction of NICE Uptivity Performance Management, web portal dashboards are disabled by default. For more information, talk to your NICE Uptivity representative.

## Technical Documentation Enhancements

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

- Conceptual and task information for Uptivity reporting is now available in online help (and thus searchable). Reference information for the various reports is still in PDF format, but will be converted to online topics over the course of the next few months. Search online help for keyword *reporting*.
- Conceptual, reference, and task information for Uptivity live monitoring is now available in online help (and thus searchable). Search online help for keyword *live monitor*.
- Conceptual, reference, and task information for Uptivity On-Demand is now available in online help (and thus searchable). Search online help for keyword *on-demand*.
- New customer guides are available for the following recording integrations: Avaya Proactive Outreach Manager (POM; formerly Avaya PC Dialer) and Avaya Aura Contact Center (AACC) with Avaya SIP Phones.



## End-User Issues Resolved in 17.1

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

Salesforce ID	Issue Summary
734512/749277	Files that were transcoded from WAV to WAV with FLE could not be played
734760	When the database was not available at start up, the <b>CometDaemon</b> service did not look at cached settings
689384	Improper handling for screen capture error code 13
760432	Clicking <b>I have a question</b> on a QA form resulted in a database error
753792	"Agents Needing Evaluation Detail" report failed to run
773363	QA evaluations could not be performed using the <b>HTML5 Interaction Player</b>
738837	After transcoding encrypted calls from the <b>Web Portal</b> , audio, 0kb wav, and mp3 files were missing
774948	Ad hoc reports didn't show the correct data based on the date after the date was changed
774624	Broadcaster <b>CTI Core</b> failed to connect after the broadcaster was stopped and then restarted as a buddy core
763232	<b>Perform QA</b> action generated a null exception
770179	When using the Voice Board Reloading feature, phones were re-registered immediately after being deleted from a voice board
780168	The <b>Publish</b> button in the ad hoc report builder was disabled
767570	NICE Uptivity Survey caused CPU usage to hit 99%

Salesforce ID	Issue Summary
774916	In Cisco built-in bridge recording integrations, <b>CTI Core</b> replied with a <i>SIP 200 OK</i> message without first configuring the IP Address
783350	In a Cisco TAPI-BiB integration, there was no audio for the call after it was transferred or conferenced for the second part of the call
786210	In a Cisco TAPI-BiB integration, calls were not recording after the agent placed a caller on hold and then made an outbound call
774963	CTI Core did not retry a single step conference after receiving an "invalidObjectType" failure
784711	<b>Transcoder</b> did not restore a database connection after the overall connection was restored
789394	Screen recording clients did not sort correctly in the <b>System Status</b> report
796193	The <b>Archiver</b> service was unable to insert large <b>Device Alias</b> values into the database
795375	CTI Core stopped sending <i>screencapturestop</i> messages to certain NICE Uptivity Screen Recording servers
791373	Using angle brackets in Active Directory authentication resulted in password issues
797183	The <b>Live Info Broker</b> service was not properly releasing ports
808298	An index was added to speed queries against a large database table (enhancement request)
812626	Attempting to retrieve a disputed QA evaluation triggered a null exception
767245	Audio quality was degraded in NICE Uptivity Survey
821585	QA evaluations did not load if the user selected <b>Enable Arbitration</b> on the form

Salesforce ID	Issue Summary
821494	Searching for certain agents by name triggered a search timeout
825956	In some cases, <b>CTI Core</b> generated excessive logging
831544	An incorrect DLL file caused <b>CTI Core</b> to crash during patch application
826415	Secure LDAP (LDAPS) login using Active Directory failed
837067	In some cases, <i>record_end</i> events were generated after a new call had already begun
835316	Some agents were missing outbound calls
838759	In a Cisco TAPI-BiB integration, <b>Caller ID</b> information was sometimes incorrect
840342	Calls that reached max duration were incorrectly flagged as failed recordings