



NICE Uptivity External Release Notes

17.2

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- **Version** – 17.2
- **Last Revision** – August 2017
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Release Notes for NICE Uptivity 17.2

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

Release Date – August 21, 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

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.

NICE Uptivity Speech Analytics Requirements

NICE Uptivity Speech Analytics requires a separate server and its requirements differ from those of other Uptivity servers. Those requirements are not discussed in this topic. For detailed information, see search online help for keyword *requirements*.

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 17.2.

Server Software

No new server software requirements have been introduced in 17.2.

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.

Mozilla Firefox 38 ESR is no longer supported.

Mozilla Firefox 52 ESR is now supported.

NICE Uptivity supports two options for recording search and playback: the Call List using Microsoft Silverlight technology, and the Recorded Interactions list using HTML5 technology. Various factors should be taken into consideration when deciding which search and playback option to use. Talk to your Uptivity representative for a complete explanation of these factors as they relate to your organization.

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

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

NICE Uptivity Speech Analytics

The primary focus of this release is the reintroduction of NICE Uptivity Speech Analytics to the software suite. The new NICE Uptivity Speech Analytics uses the Nexidia Speech Grid, an industry-leading analytics processing engine. For this release, call audio is analyzed phonetically, similar to the way analytics processing was performed previously. Future releases will add Nexidia's even more powerful speech-to-text capabilities to the product.

NICE Uptivity Speech Analytics must be installed on a dedicated server separate from call recording and the NICE Uptivity Web Portal. For details, search online help for keyword *requirements*.

The 17.2 release of NICE Uptivity Speech Analytics supports only one language at a time. Future releases will support multiple languages within a single implementation. Nexidia supports 50+ languages, including (but not limited to):

- Australian, North American, and UK English
- Castilian and Latin American Spanish
- Canadian and European French

The default language is North American English. If you are interested in using a different language, talk to your Uptivity representative about availability of the language.

NICE Uptivity Speech Analytics is available for both new and upgrading customers. Special considerations apply to upgrades. Your Uptivity representative will review these with you.

For more information about NICE Uptivity Speech Analytics, search online help for keyword *speech analytics*.

Functionality Changed or Removed

Transcoder Status Report – The Transcoder Status Report has been removed from the available System Reports.

Technical Documentation Enhancements

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

- Conceptual, reference, and task information for NICE Uptivity Speech Analytics is now available in online help (and thus searchable). Search online help for keyword *speech analytics*.

End-User Issues Resolved in 17.2

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

Salesforce ID	Issue Summary
904302	In some Cisco integrations, transcoded calls were of poor quality even though the original recording quality was fine.
903026	The NICE Uptivity Performance Management Portal was only accessible to superusers.
893879	In SIPREC integrations, calls sometimes stopped recording and an exception was seen for CALLSTART events in the logs.
894680	Recording schedules that used the AgentInGroup parameter in a schedule expression were not executing correctly.
892908	Archiver did not perform as expected after a server failure and recovery to a new location.
887785	When filtering, using the categories list, or sorting by name in the NICE Uptivity Web Portal, a database timeout message was displayed.
853115	In some digital station tap (NGX) integrations, live monitoring one call, leaving it to listen to another, and then returning to the first call resulted in choppy audio.