



NICE Uptivity External Release Notes

18.1.1

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NICE Uptivity External Release Notes

- **Version** – 18.1.1
- **Release Date** – July 2019
- **Last Revision** – October 2019
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Release Notes for NICE Uptivity 18.1.1

This guide introduces the changes to Uptivity in the 18.1.1 patch.

Release 18.1.1 is a patch to Release 18.1 intended to address critical issues, restore several screen capture features present in previous releases, and address several high priority screen recording and speech analytics enhancements.

Release Build Information

Initial Build Version – 18.11.0824.27

Release Date – August 31, 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 the 18.1.1 patch

Note:

This section discusses **only** those site requirements that have changed in this patch 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

There were no server hardware changes in 18.1.1.

Server Software

Web servers hosting the NICE Uptivity Web Portal require .NET framework v4.7.2.

User Workstation/PC

User workstations must use .NET 4.7.2.

Database Changes

There were no database changes in 18.1.1.

Licensing

There were no licensing changes in 18.1.1.

Security

There were no security changes in 18.1.1.

Major Features and Enhancements in the 18.1.1 patch

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

Blackouts

Real-Time Blackouts is the only supported blackout method within NICE Uptivity going forward. This blackout method provides the highest level of security because it prevents sensitive information from ever being recorded. For integrations that provide a completed recording to Uptivity, such as ShoreTel TAPI-WAV, Post-Call Blackouts are still acceptable. In this scenario, the audio is transcoded just to apply the blackout.

All [API Server Commands](#) continue to be supported; however, due to Real-Time Blackouts being the only supported method of blackouts, any value specified for OFFSET in an API command is no longer used as they were specific to Post-Call Blackouts.

CXone: Multi-site Support for Media Playback

The initial release of the Uptivity-CXone WFO Pro integration supported media playback from a single media archive only. For version 18.1.1, the Uptivity-CXone integration now supports multiple media archives that are distributed across separate sites. (A site is a physical location where media is archived.)

Multi-site support eliminates media file "round-tripping" for users that are playing back media in the same location that the media is stored. By eliminating media file round-tripping, less network bandwidth is used, which optimizes system performance.

Note:

"Round-tripping" is when a file is routed across a network to a non-local site (for some function or service) and is then re-routed back to its local site. Round-tripping usually occurs in some form of a centralized system.

Documentation with further details and instructions is in progress and will be available, linked from here, by the release date.

Speech Analytics: Multi-site

NICE Uptivity supports the coordination of multiple Speech Analytics servers located across geographically-separate sites. An advantage of this capability is that media files can be processed locally, eliminating the need to send large media files across a WAN to be processed at a different site.

Speech Analytics: Phonetic Index Retention

Each call processed by Uptivity Speech Analytics creates a phonetic index - a file that is stored on the analytics server and managed by Nexidia. The phonetic index is kept to facilitate anticipated functionality that will allow searching for calls that have previously gone through analytics processing.

18.1.1 includes a process to delete indexes after a configurable number of days for disk space management. The **PAT Retention Days** setting on the Analytics Module Configuration page in the Web Portal determines, in days, how long a PAT is kept. If the multi-site analytics feature described previously is being used, this value affects all analytics processing servers.

Screen Recording: Retention Management

In version 18.1, the recording storage standard changed from using separate files for the audio and video of a recording to using an industry-standard media container file (WebM) that stores audio and video together. This new file format reduced the amount of space needed for archiving recordings by an average of 80%, facilitated responsive and resource friendly playback in web browsers without use of plug-ins such as Silverlight, and also enabled the Uptivity to CXone WFO Pro integration.

Because WebM is a combined file format, 18.1 was missing the historical Uptivity feature known as archive actions. Archive actions allow video to be removed from an audio + video recording. This capability has been restored in the 18.1.1 release, and is configured with the same archive actions used in 17.3 and earlier releases. For customers upgrading from 17.3 to 18.1.1, existing archive actions will continue to work without any change.

Screen Recording: Mouse Pointer Capture

In 18.1, screen recordings did not include the user's mouse pointer. Screen recordings in 18.1.1 add the mouse pointer back to each frame used to create the video. The inclusion of the mouse pointer is not configurable. There is no animation of the mouse pointer as it moves across the screen.

For customers migrating from 17.3 or earlier releases to 18.1.1, the retranscoding of existing videos will keep the mouse pointer.

Web Portal: Internationalization

Web Portal has been updated to facilitate localization. The following languages are available in 18.1.1:

- French Canadian
- Hebrew
- German
- European French
- North American Spanish

- Brazilian Portuguese
- Castilian Spanish

There are a few specific considerations regarding localization in Uptivity:

- The base Web Portal application is multi-lingual. The language displayed to the end user is determined by available translations of the Web Portal and the locale settings of the user's computer and web browser.
- Reports are uni-lingual and use US formats for dates, times and numbers. The language that reports are presented in is determined upon installation.
- Performance Management and its ACD Reporting are not currently localizable and thus remain in US English only. There are currently no plans to localize Performance Management.

Transcoder 2 Setting

There is a new setting in the Transcoder 2 service INI file. The setting configures the number of concurrent video transcoding threads that the system can process.

Technical Documentation Enhancements with 18.1.1

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

Help Site

- A brand new, modern design has been implemented site-wide.
- The menu options have been rearranged so that each topic falls under the user role who would need the information - Administrator, Supervisor, or Agent.

End-User Issues Resolved in the 18.1.1 patch

The primary purpose of the 18.1.1 patch is to resolve issues with the Transcoder and Screen Recording in Uptivity version 18.1, which included:

- Timing and communication issues with the Post Interaction Manager (PIM).
- Suboptimal Transcoder 2 performance at scale.
- A memory leak that stemmed from a change in the method of Transcoder 2 processing.

Uptivity version 18.1.1 was improved to resolve the issues listed above:

- PIM workflows were updated to manage a larger number of screen recordings. This fix improved messaging throughput for the PIM.
- The method used for transcoding was changed resulting in improved transcoding performance.
- The cause of the memory leak was identified, the solution was tested at scale, and the fix was implemented.

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

Salesforce ID	Issue Summary
1021884	Call Data Collector - Idle time did not always reset after a call ended.
1010514	Occasionally, when the PIM was backed up, SLA violations occurred before the PIM closed out a completed Saga.
1011024	Calls were being tagged multiple times in Nexidia Speech Analytics.
985401	In version 16.2.0, the printable Calibration Evaluator Comparison Report would not run.
998702	In version 16.2.0, the Recorded Interactions List setting "Perform Evaluation in New Window" was not working.
1007160	In version 16.2.0, the validation for start / end times when creating a non-expiring schedule is incorrect.
1019704	Call direction, ANI, DNIS were incorrectly updated on original call after conference events.

Salesforce ID	Issue Summary
953364	A Cisco TAPI Metric Widget was unable to be edited in the PM Portal Dashboard.
1003490	In version 16.2.0, the OnDemand web portal displayed all buttons as grayed-out, making the system unusable.
1022801	Links opened from tickers did not open in the user's default browser.
1029480	An agent changing their Aux state before taking a call causes the agent to get stuck in the ON CALL state.
1029480	When two phones are attached to a user, there was an exception for updating agent status.
1039683	Call state was not changing on a conference call.
1025698	Occasionally, Survey would not free channels and then would stop working.
1030116	In version 16.2.0, QA Bonus Questions were not scoring, displaying, or reporting properly.
973683	In a stand-alone PM Portal, adding a chart would produce a Logi error.
1025023	VPI - the SQL generated from the "Questions Summary and Trend" report was conditional based on filters used in the report.
903077	The PM Portal installer updated the path for tickers incorrectly in IIS.
964258	CTICore - there was no RTP on warm transfer calls.