NICE Uptivity Cumulative External Release Notes

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NICE Uptivity Cumulative External Release Notes

- **Version** – 20.1

- **Release Date** – June 2020

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Introduction

This guide introduces the changes to Uptivity in version 20.1.

Release Build Information

Initial Build Version – 20.1.0608.34

Release Date – June 2020

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 in 20.1

> **Note:**
> This topic discusses **only** the site requirements that have changed since the previous version of NICE Uptivity. For complete information regarding site requirements, see the site requirements 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 20.1.

Server Software

Version 20.1 adds support for Windows Server 2019. Currently none of the recording integrations support Windows Server 2019.

Windows Server 2012 is no longer supported. Server 2012 R2 is still supported.

Version 20.1 adds support for SQL Server 2019. Users producing reports in French Canadian can upgrade to 20.1, but are not able to use SQL 2019.

SQL Server 2012 is no longer supported.

The supported version of Nexidia SearchGrid is 3.1.19.

Installation prerequisites have been updated. The installation of ReportViewer and Microsoft SQL Server 2012 R2 Management Objects are no longer required.

User Workstation/PC

Support for Mozilla Firefox ESR 60 and 68 has been added; support for ESR 45 has been dropped.

Support for Google Chrome 81.x has been added.

Support for Microsoft Edge 81.x and higher has been added.

Internet Explorer 11 and all previous versions are no longer supported.

Database Changes

There were no database changes in 20.1.

Licensing

The Performance Management Dashboards that have replaced the Home tab in the Uptivity Web Portal are no longer separately licensed. However, the Scorecards and Messages widgets require additional licensing. See Performance Management Installation Overview for details.

Security

There were no security changes in 20.1.

Major Features and Enhancements in 20.1

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

Desktop Analytics

Desktop Analytics support is renewed in 20.1. This service exists as-is and will continue to be supported although it is no longer being worked on.

The client installation for Desktop Analytics has been updated to include an extension for Google Chrome web browsers that enables Blackouts to work. The NICE Browser Connector extension should be allowed to install and be enabled automatically. If it is not automatically enabled, each agent who uses the Desktop Analytics client will have to enable the extension individually.

Client-Side (WEBM) Screen Capture with the Screen Capture Client

The Screen Capture Client now provides client-side screen capture, which captures screen activity in 1-minute WEBM segments, which are sent to the server for transcoding. In previous versions of screen capture, the client captured screen activity as JPG, which were sent to the server for transcoding. Client-side/WEBM screen capture reduces server-side hardware usage. Additionally, it offers enhanced call details, such as noting when the agent locked the screen, when there is missing video, and when blackouts occurred.

The new Screen Capture client can be installed with Uptivity version 18.12. It automatically determines the screen capture method to use based on the environment. Starting with the 20.1 release, all patches for the Screen Capture client will be for the new version of the client.

The new Screen Capture client supports connections to multiple RabbitMQ and SCAPI hosts, and automatically detects when one goes down and attempts to connect with the next one, if multiple hosts are listed in the configuration file.

RabbitMQ and SCAPI Host Failover

Screen Capture Client automatically detects if a RabbitMQ and SCAPI hosts is down and will attempt to use another host, if multiple hosts are configured in the Screen Capture Client INI file.

Performance Management and Dashboard Changes

The Performance Management Portal has been integrated into the NICE Uptivity Web Portal. This brought about several changes:

- The NICE Uptivity Home tab has been replaced with the Dashboards tab. Every user of NICE Uptivity has access to this page.

- Any features previously located on the Home tab ([Achievements](#), [Assignment Inbox](#)) are now available as widgets on the Dashboard.

- Performance Management Dashboards are no longer a separately licensed feature; however, some widgets still require additional licensing (Metrics and Tickers).

Interaction Analytics Pro

Uptivity can now integrate with CXone Interaction Analytics Pro (IA Pro), which provides speech-to-text transcription. When used with on-prem Uptivity, call recordings are transcribed on-prem, then the transcripts and call metadata are moved to the cloud, where IA Pro analyzes the transcripts and stores data in its database.

Users must choose between Uptivity Speech Analytics and IA Pro. Uptivity does not support running both at the same time.

Users will need dedicated hardware for running Nexidia services. There are additional hardware requirements for IA Pro as compared to Speech Analytics. A stable connection is required to upload transcription and metadata to CXone in the cloud.

New CTI Core INI Setting

The flipaudiochannels setting in the *cc_cticore.ini* file allows a user to configure their system to swap the voice assignment for stereo recording integrations. Previously, this functionality was available through a setting in the *cc_transcoder.ini* file; it has been removed from that service.

Permissions

The "Allow Viewing of Video" and "Allow Player Blackout" permissions have been removed.

Archiver Database Backup

The "MSSQL Database Backup" field in Archiver settings has been removed; Archiver is not able to perform a database backup.

Transcoder2

Transcoder 2 now uses multi-threading for audio conversion. It completes more audio jobs in less time. Users can configure the number of threads in each instance of Transcoder2. The default is 1 audio thread. The maximum number of threads in a system is 1 less than the number of CPU cores (audio threads + video threads = CPU cores - 1). For example: 3 audio threads + 4 video threads is the maximum for an 8 core system.

Technical Documentation Enhancements with 20.1

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

Help Site

- Desktop Analytics documentation has been added back to the help site as support for this service has been renewed.

- Many pages containing information about the same feature have been combined in an effort to reduce the number of searches and clicks required to find all the information about that feature. This is an ongoing process.

- Many guides for recording integrations have been converted to online help format. This is an ongoing process.

NICE Uptivity External Release Notes
18.1.1 and 18.1.2

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NICE Uptivity External Release Notes

- **Version** – 18.1.1 and 18.1.2

- **Release Date** – July 2019

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Release notes for NICE Uptivity 18.1.2

This guide introduces the changes to Uptivity in the 18.1.2 patch.

Version 18.1.2 is a patch to version 18.1.1 intended to optimize transcoder performance, reintroduce media format export options, introduce a new media format export option, and support new versions of Microsoft SQL Server and RabbitMQ.

Release Build Information

Release Date – July 2019

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.

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 18.1.2 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 18.1.2.

Server Software

The 18.1.2 patch supports RabbitMQ 3.7.8 and Erlang 21.0.1. Upgrading these services is recommended. Existing versions of RabbitMQ and Erlang will need to be uninstalled prior to installing the new versions.

Support for Microsoft SQL Server 2017 Enterprise, Standard, and Express has been added.

The supported version of Nexidia is v3.1.19.

SQL 2012 is currently still supported, but is expected to be removed in a future release.

User Workstation/PC

Support for Firefox 60 ESR has been added.

Internet Explorer is still supported for playback (excluding Live Monitor); however, users may see increased load times and seek times for recordings. Users can expect a superior experience when using Mozilla Firefox or Google Chrome.

Database Changes

There were no database changes in 18.1.2.

Licensing

There were no licensing changes in 18.1.2.

Security

There were no security changes in 18.1.2.

Customer Site Requirement Changes for the 18.1.1 patch

> **Note:**
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> 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 18.1.2 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.

Optimized Transcoder 2 Performance

For recordings with video (screen recordings), the total time to transcode has been reduced, on average, by 50% when compared to the previous version running on identical hardware. These improvements make recordings with video more quickly available for playback.

Customers on versions 18.1 or 181.1 can expect better performance with no increase to hardware requirements. Customers upgrading from 17.3 or earlier who desire near real-time playback of recordings with screen may need to re-evaluate their hardware resources used for transcoding. A NICE inContact Sales Engineer can assist with designing a solution that meets this need. Audio transcoding performance and playback availability remains unchanged from previous releases.

Media Export Options: .MP3, .WAV, and Audio-Only .WebM

Call recordings can be exported in MP3, WAV, and Audio-Only WebM file formats. NICE Uptivity continues to support exporting to WebM (audio and video combined).

For more information about exporting recordings, see Export Recordings.

Screen Capture Client Resiliency

Screen Capture Client supports connections to multiple RabbitMQ nodes in a RabbitMQ cluster for high availability and redundancy. If the primary RabbitMQ node becomes unavailable, Screen Capture Client automatically connects to a secondary RabbitMQ node in the cluster and continues normal service.

Although not required, the latest version of the Screen Capture Client is recommended for 18.1.2 to take advantage of the latest features and bug fixes. Customers may deploy this at any time.

For more information about Screen Capture Client resiliency, see Screen Recording Overview.

Historical Speech Analytics Tag Reprocessing

When creating an analytics tag, NICE Uptivity Speech Analytics can reprocess historical calls whose phonetic index files (PATs, or phonetic access tracks) were created before the date that the analytics tag is created. Phonetic index files, or PATs, are created during the original processing of the recording, are searched for words and phrases in order to tag calls and are then retained for the timeframe specified in Analytics configuration. Reprocessing of historical calls is performed when a new tag is created with an **Effective Start Date** prior to the current date.

You might want to reprocess historical calls if you want to search for a term or phrase in recent interactions, from the past week, for example.

In the Uptivity Web Portal, when you are creating a new analytics tag, the **Earliest PAT Creation Time** field indicates the earliest date of historical calls that can be reprocessed.

The reprocessing job begins when you save the new analytics tag. When the new analytics tag is saved, the reprocessing job cannot be paused or stopped. Reprocessing jobs can recover from an interruption that may unintentionally stop the reprocessing job before the job is completed, such as a server reboot for example.

To monitor the status of a reprocessing job, you can monitor start and complete events in the Analytics Manager log file.

For more information, see NICE Uptivity Speech Analytics Tags Overview and Create an Analytic Tag.

For installation information, see the section "Notable Updates to the Installation Guide for Versions 18.1, 18.1.1, and 18.1.2" in the NICE Uptivity Installation Guide.

Transcoder Delay

The Transcoder Delay setting has been deprecated and the queuing behavior has been enhanced in its place. Transcoding attempts will no longer be made until after files have finished moving from their temp locations to the schedule location. This results in fewer failed Transcoding attempts.

For more information, see Transcoder Service Settings.

New Retranscode Tool Command for Smaller WebM Files

With the 18.1 release, some customers were affected by an issue that resulted in .webms being created with significantly larger file size than was expected. This issue has already been addressed with a patch to the Transcoder 2 service, so new recordings are created at the expected file size.

With 18.1.2, affected customers can use the Retranscode tool to reprocess large WebM files created before the Transcoder 2 patch into smaller WebM files. This is done by running the new Retranscode Tool command *retranscodelargewebm*. This only needs to be done once for the existing large files.

For more information, see Use the Retranscode Tool.

VP9 Codec

NICE Uptivity Screen Recording now uses the VP9 format for video transcoding. This codec offers better performance for Transcoding and more efficient file size for recordings. Users can expect their playback experience to match what was offered in 18.1 and 18.1.1 when using a supported browser. Internet Explorer 11 continues to be supported but users can expect a superior playback experience when using Google Chrome or Mozilla Firefox.

Transcoder 2 Video Threads

The maximum number of threads that can be used for video transcoding has been increased to 8; however, the number of threads specified in this setting should not meet or exceed the number of CPU cores.

This change allows customers to run more Transcoder 2 threads on fewer, more powerful servers rather than needing to provide multiple servers.

For more information, see Transcoder 2 Service Settings.

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.

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 18.1.2

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

Help Site

- Search categories have been implemented so it is possible to search for information in specific content categories. To utilize this feature, click the filter icon in the search bar, select the content category that you want to search in, then enter your search term(s).

- Glossary term links have been implemented. If a term has a definition assigned to it, the first mention of that term on a page is colored blue and displays a pop-up with the definition when you hover over it.

- The Administrators, Supervisors, and Agents level of the menu each link to a Getting Started page for that audience.

- Publish dates have been added to the bottom of the home page so that you know how current the information on the help site is. The site is updated every 2 weeks.

Release Notes

There is now a cumulative version of the customer-facing release notes.

This document begins with Uptivity version 18.1 and continues through the latest version, replacing the Cumulative Change Guide. Versions prior to 18.1 can still be found in the Cumulative Change Guide, but that document will no longer be updated with new versions.

Installation Guides

The format for the installation guides has changed. The previous installation guides were split up based on Windows and SQL Server versions. Because so many versions of Windows and SQL are supported and they are all compatible with each other, this resulted in needing at least 6 different PDF guides to cover all combinations of versions. To avoid that confusion, the guide has been split in two. Now, there is one guide containing install information and instructions for all Windows Server versions and all SQL Server versions and one guide containing install information and instructions for the Uptivity database, product, and services.

Reach out to your Uptivity documentation expert with any questions or concerns.

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 18.1.2 patch

The primary purpose of this patch was to further improve performance of the Transcoder 2 and Screen Recording.

The following table provides a summary of issues reported by customers that have been resolved in this release. The issue summary column describes the resolved state of the issue.

Salesforce ID	Issue Summary
1197255	Various issues with FR-CA Printable reports have been solved.
1160640	The End Date on the date range of the Survey Summary by Question Report is functioning as expected.
1192147	The NICE Uptivity Web Portal does not have issues loading the license.
XXXXXX	Encrypted video transcodes as expected on a retranscode event when using the Transcoder 2.
XXXXXX	NICE Uptivity Web Portal supports API for TLS 1.2 for exporting recordings.

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 occured 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.

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.

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Initial Build Version – 18.11.0824.27

Release Date – August 31, 2018

Obtaining the Release Software

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Customer Site Requirement Changes for the 18.1.1 patch

> **Note:**
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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

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Security

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Major Features and Enhancements in the 18.1.1 patch

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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.

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Speech Analytics: Multi-site

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Speech Analytics: Phonetic Index Retention

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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 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

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- 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 occured 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.

NICE Uptivity External Release Notes

18.1

NICE Uptivity External Release Notes

- **Version** – 18.1

- **Release Date** – May 2, 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, 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.

- 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 featureor 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.

NICE Uptivity External Release Notes

17.3

NICE Uptivity External Release Notes

- **Version** – 17.3

- **Release Date** – December 2017

- **Last Revision** – January 2018

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Release Notes for NICE Uptivity 17.3

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

Release Date – January 24, 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

> **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 17.3.

Server Software

Servers hosting the NICE Uptivity Web Portal require .NET framework v4.7.

Windows Server 2016 is supported.

Windows Server 2008 R2 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.

No new user workstation changes have been introduced in 17.3.

Database Changes

When a customer upgrades to NICE Uptivity 17.3, expect an increase in space of 10- to 20-percent on the customer's database. This is due to the newly-added support for Unicode.

Licensing

Exporting PCM Files — Customers using NICE Uptivity Speech Analytics can export high-quality PCM audio files from Uptivity to conduct additional speech processing using an third-party solution.

A license must be purchased in addition to the NICE Uptivity license to enable this feature.

NICE Uptivity Speech Analytics – Customers upgrading to NICE Uptivity Speech Analytics for 17.3 require a new license. The license required depends on whether the customer is using Nexidia or a third-party speech analytics solution.

Uptivity Sales Engineering explains licensing requirements during the sales process.

Security

No new security changes have been introduced in 17.3.

Major Features and Enhancements

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

Web Portal

Support for Unicode – NICE Uptivity version 17.3 supports Unicode. Unicode support enables Uptivity users to write text in fields (such as QA forms and group names) using any available language. A list of characters and languages available from Unicode can be found at this link: https://unicode-table.com/en/.

SAML 2.0 SSO Support – The NICE Uptivity Web Portal supports single sign on (SSO) for SAML 2.0 using the customer's enterprise SAML 2.0 identity provider.

A NICE Uptivity deployment can use SAML 2.0 in combination with Native authentication mode.

Recording

Integration Support for Cisco UCCE/PCCE 11.5 Protocol 20 and Later – Cisco CTI Server is the integration solution replacing Cisco CTIOS for NICE Uptivity customers integrating with Cisco UCCE or PCCE version 11.5 protocol 20 and later.

Cisco announced that it is discontinuing support for CTIOS for Cisco UCCE/PCCE version 11.5 Protocol 20 and later. Customers with earlier versions of Cisco UCCE or PCCE are able to continue using CTIOS.

Support for Exporting PCM Files – High-quality PCM audio files can be exported from Uptivity to be processed by a third-party speech analytics service.

A license is required to export PCM audio files from Uptivity.

For more information about exporting PCM audio files, see Export PCM Audio Files.

Performance Management

Quality Metrics– For the 17.3 release, NICE Uptivity Performance Management includes a standard set of quality metrics.

To view these metrics in NICE Uptivity, see View QM Metrics.

Licensing Additions and Changes

NICE Uptivity Speech Analytics – Customers that are upgrading from 17.2 require a new license for version 17.3.

Licensing for Exporting PCM Files – A license must be purchased in addition to the NICE Uptivity Speech Analytics license to enable this feature.

For more information, see Export PCM Audio Files.

Technical Documentation Enhancements

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

- Conceptual, reference, and task information for NICE Uptivity Performance Management is now available in online help (and thus searchable). to get startedSearch online help for keyword *Performance Management*.

- Definitions for terms are now available in searches. If you enter a term in the search bar, topic results display as well as a definition for that term. The glossary of defined terms is continually growing and being improved. If you have a suggestion for a term that needs defined, send your request to NUdocumentationrequests@niceincontact.com.

- Orange colors throughout the help site have been changed to blue to match the NICE Uptivity branding.

End-User Issues Resolved in Version 17.3

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

Salesforce ID	Issue Summary
887785	When filtering, using the categories list, or sorting by name in the NICE Uptivity Web Portal, a database timeout message was displayed.
903026	The NICE Uptivity Performance Management Portal was only accessible to superusers.
903037	In the NICE Uptivity Performance Management Portal, reporting options were only displayed if user was a superuser.
903054	NICE Uptivity Performance Management Messages to users did not display in the ticker.
903067	Filter options in Reporting widgets in the NICE Uptivity Performance Management Portal were limited unless the user was a superuser.
903076	When doing a patch and running core sequel script, there were issues with synonyms.
903081	In the NICE Uptivity Performance Management Portal, Metric Widgets were not generating properly.
908894	Executing "recording-delete" failed if a call record with the same filename had previously been deleted.
907769	Truncated record data could not be inserted into the database because column sizes for ANI and DNIS were too small.
908929	The QA Pending Acknowledgement Report does not display the correct results.
914623	Could not import users with a csv file due to an error parsing the file.
929081	Calibration Evaluation Detail Report was pulling incorrect data for Free Text Box questions.
927988	Dashboard widgets were not working after an upgrade.
926847	Previously used jQuery version had vulnerabilities.
934176	Only superusers could delete public or private filters in the HTML5 Call List.

Salesforce ID	Issue Summary
938835	Agent Groups were not being updated because of a sync issue.
941264	A 500 Error displayed if the export feature was used but a recording didn't exist in the database.
935135	Disabling a QA Form didn't work if the browser was set to French-CA.
935174	The Edit QA Page would still run an English report even if the browser was set to fr-CA.
935181	An error displayed if a user attempted to delete a call log by right clicking.
935530	Report Widgets are now accessible via the Dashboard Report Widget. Direct access to report widgets from the PM Portal report list has been removed.

NICE Uptivity External Release Notes

17.2

NICE Uptivity External Release Notes

- **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, workforce 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*.
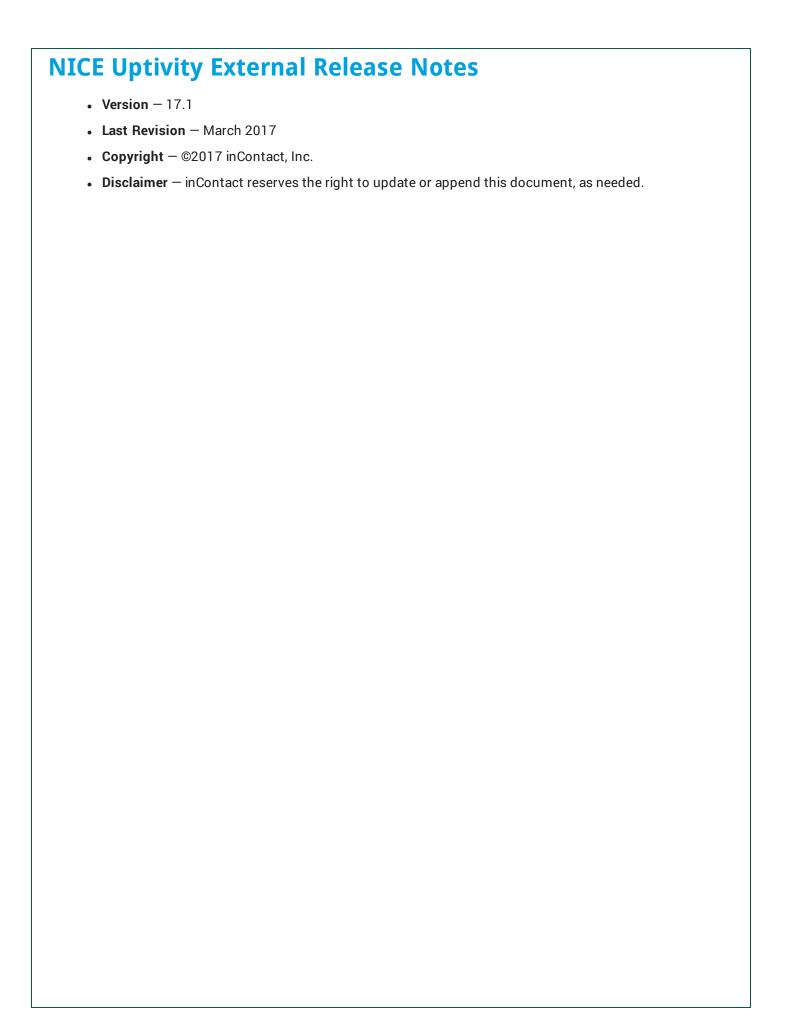
End-User Issues Resolved in 17.2

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 data-base 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.

NICE Uptivity External Release Notes

17.1

NICE Uptivity External Release Notes

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

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

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

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 **CometDaemon** service did not look at cached settings
689384	Improper handling for screen capture error code 13
760432	Clicking **I have a question** 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 **HTML5 Interaction Player**
738837	After transcoding encrypted calls from the **Web Portal**, 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 **CTI Core** failed to connect after the broadcaster was stopped and then restarted as a buddy core
763232	**Perform QA** 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 **Publish** 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, **CTI Core** replied with a *SIP 200 OK* 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	**Transcoder** did not restore a database connection after the overall connection was restored
789394	Screen recording clients did not sort correctly in the **System Status** report
796193	The **Archiver** service was unable to insert large **Device Alias** values into the database
795375	CTI Core stopped sending *screencapturestop* messages to certain NICE Uptivity Screen Recording servers
791373	Using angle brackets in Active Directory authentication resulted in password issues
797183	The **Live Info Broker** 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 **Enable Arbitration** on the form

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

inContact Workforce Optimization External Release Notes 16.3

inContact Workforce Optimization External Release Notes

- **Version** — 16.3

- **Last Revision** — October 2016

- **About inContact** — inContact (NASDAQ: SAAS) is the cloud contact center software leader, with the most complete, easiest, and most reliable solution to help organizations achieve their customer experience goals. inContact continuously innovates in the cloud and is the only provider to offer a complete solution that includes the customer interaction cloud, an expert service model, and the broadest partner ecosystem. Recognized as a market leader by Gartner, IDC, Frost & Sullivan, Ovum, and DMG, inContact supports over 6 billion interactions per year for enterprise, midmarket, government organizations, and business process outsourcers (BPOs) who operate in multiple divisions, locations, and global regions. To learn more about inContact, visit www.incontact.com.

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- **Contact** — Send suggestions or corrections regarding this guide to the technical documentation team at documentationsrequest-discover@incontact.com.

Release Notes for inContact Workforce Optimization 16.3

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

Release Dates — October 12, 2016

Obtaining the Release Software

Hosted customers will receive information regarding the update timelines for their deployment. For Premises customers, inContact WFO software must be obtained and installed through the inContact WFO Installation team. Software and services are only available to customers that have a current maintenance contract with inContact.

To inquire about obtaining a new release, contact your inContact Account Manager.

Customer Site Requirement Changes

> **Note:**
>
> This section discusses **only** those site requirements that have changed since the previous version of inContact Workforce Optimization. For complete information regarding site requirements, see *Customer Site Requirements for inContact WFO, 16.3* 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, inContact WFO components used, and number of concurrent users in the system.

No new hardware requirements have been introduced in 16.3.

Server Software

.NET 4.6.1 is now required as a prerequisite on all inContact WFO servers. No other server software changes have been introduced in 16.3.

User Workstation/PC

> **Note:**
>
> When a system includes inContact Screen Recording, inContact Desktop Analytics, or both, consult inContact WFO Sales Engineering for recommended system requirements based on business needs.

Mozilla Firefox 45 ESR is now supported. Mozilla Firefox 31 ESR is no longer supported.

inContact WFO 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: Chrome and Firefox only.

Users should take this into consideration when choosing which browser to use.

> **Note:**
>
> The HTML5 **Interaction List** does not yet support live monitoring or speed-adjusted playback. It also does not support manual blackouts.

Licensing

inContact WFO Sales Engineering explains licensing requirements during the sales process. If SSL is used in the network, a certificate file must be purchased from a vendor such as VeriSign.

Major Features and Enhancements

For additional information, see the technical documentation references cited for each feature or ask your inContact WFO representative. Features are available to Hosted, Hybrid, and Premises customers unless otherwise specified.
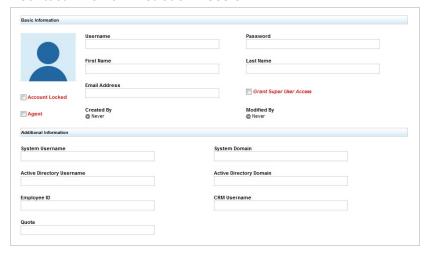
Entire inContact Workforce Optimization Suite

Unification — *Applies to Hybrid and Hosted customers only.* Unification is the over-arching name for a collection of four initiatives designed to provide customers with improved useability and a consistent look-and-feel experience throughout different inContact products. These initiatives are:
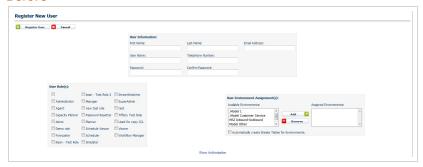
- **Unified Authentication** — Users will log in once and have access to inContact Central, inContact Workforce Optimization, and inContact Workforce Management v2 (based on the products they use).

- **Unified Look and Feel** — Common styling has been applied across the product suite. inContact WFMv2 and inContact WFO, which previously had their own, very different, web portals, are now accessed through the Central interface.

- **Unified User** — Previously, users were created in Central and managed in the inContact WFO Web Portal or inContact WFMv2 Portal. Now all user management, including assigning of permissions and access to data, is done in Central. A common user profile works across all applications. **Reference:** Online Help > inContact WFO Administration > Users
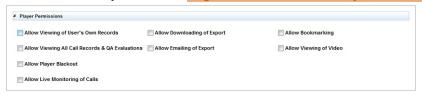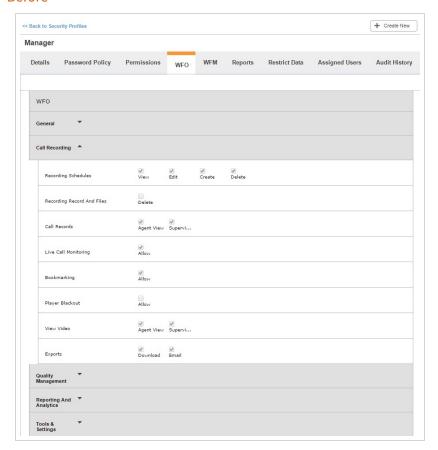

Before

Before

After

- **Unified Authorization** — All permission management is performed in inContact Central. Roles, which were previously created and managed separately in inContact WFMv2 and inContact WFO, have been replaced with Security Profiles managed in Central. **Reference:** Online Help > inContact WFO Administration > Security Profiles or Page Details: Create Security Profile WFM
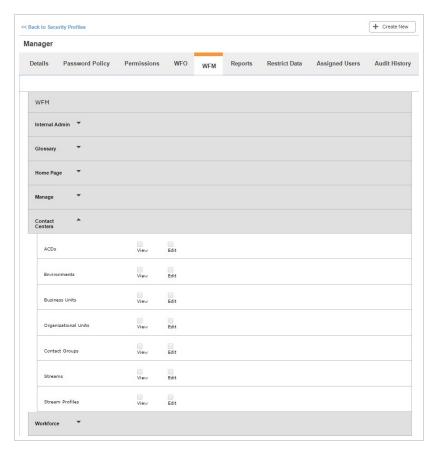

Before

After

Before

After

Unification includes multiple considerations that require careful thought and planning for upgrading customers. Your Technical Account Manager will work with you closely to ensure the process is as seamless as possible.

inContact Workforce Optimization

Upgrade Path — *Applies to Hosted customers only.* Customers currently using inContact WFO 15.2 can now upgrade to 16.3, gaining access to the latest features and functionality.

> **Note:**
>
> inContact Workforce Optimization 16.3 does not support the inContact Speech Analytics and inContact Survey products offered in 15.2. Customers using these products should discuss their upgrade options with their Technical Account Manager.

WFI Integration — *Applies to Hosted customers only.* inContact Quality Management now integrates with inContact Workforce Intelligence. Customers can use data points from inContact Quality Management for creating WFI rules. Available data points include overall evaluation score as well as questions and answers specific to individual evaluation forms.
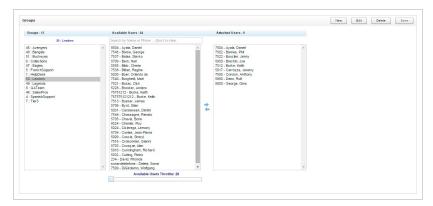
Custom API Integration — *Applies to Hosted customers only.* Two APIs used in Hosted deployments, the Recording API and the Export API, are now exposed and can be used in custom integrations. **Reference:** TBD.
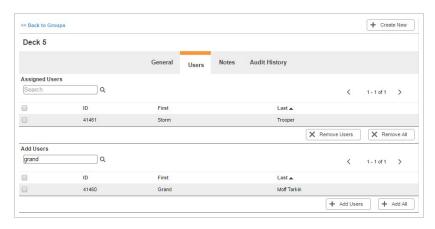
inContact Workforce Management v2

Forecasting Enhancements — inContact WFMv2 now provides you with the ability to forecast and staff appropriately for multiple media types, including SMS/chat, email, and outbound using inContact Personal Connection.

Functionality Changed or Removed

inContact WFO Groups — *Applies to Hosted and Hybrid customers only.* inContact Groups are used to control access to evaluations, recordings, and other content in inContact WFO. Previously, these groups were managed in the inContact WFO Web Portal. Now, inContact Groups are managed in Central. **Reference:** Online Help > inContact WFO Admin > Groups > Groups Overview

Before

After

Recording Schedules — *Applies to Hosted and Hybrid customers only.* Users no longer have the option to assign a different owner to a recording schedule. The creator is automatically treated as the schedule owner. In addition, the list of Schedule Owners on the Schedule Query page now shows all users, not just those with scheduling permissions.

Arbitration Workflow — *Applies to Hosted and Hybrid customers only.* Previously, an evaluator could select only another evaluator as an arbitrator when creating an evaluation. Now, the potential arbitrators list displays all users who meet the following requirements:

- User is Active
- **User Type** is *Supervisor*
- User has an email address in their account

inContact

Known End-User Issues Resolved in 16.3

Issue Type	Key	Issue Summary
inContact WFO API Commands	225038	Exporting multiple calls via API command could result in inconsistent file names.
Call List	287122	If a user clicked a calendar date in the Call List, a message appeared stating that "an unknown error occurred." However, there was no actual error and functionality was not affected.

Known End-User Issues for 16.3

There are no known end-user issues as of the GA date of this release.

inContact Workforce Optimization External Release Notes 16.2

inContact Workforce Optimization External Release Notes

- **Version** — 16.2

- **Last Revision** — June 2016

- **About inContact** — inContact (NASDAQ: SAAS) is the cloud contact center software leader, with the most complete, easiest, and most reliable solution to help organizations achieve their customer experience goals. inContact continuously innovates in the cloud and is the only provider to offer a complete solution that includes the customer interaction cloud, an expert service model, and the broadest partner ecosystem. Recognized as a market leader by Gartner, IDC, Frost & Sullivan, Ovum, and DMG, inContact supports over 6 billion interactions per year for enterprise, midmarket, government organizations, and business process outsourcers (BPOs) who operate in multiple divisions, locations, and global regions. To learn more about inContact, visit www.incontact.com.

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Release Notes for inContact Workforce Optimization 16.2

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

Release Dates — June 14, 2016 for Premises; June 28, 2016 for Hosted and Hybrid

Obtaining the Release Software

Hosted customers will receive information regarding the update timelines for their deployment. For Premises customers, inContact WFO software must be obtained and installed through the inContact WFO Installation team. Software and services are only available to customers that have a current maintenance contract with inContact.

To inquire about obtaining a new release, contact your inContact Account Manager.

Customer Site Requirement Changes

Server Hardware

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

No new hardware requirements have been introduced in 16.2.

Server Software

Support for SQL Server 2008 is now limited to SQL Server 2008 R2 SP1.

No other server software changes have been introduced in 16.2.

User Workstation/PC

Support has been added for Windows 10; however, the Microsoft Edge browser included with Windows 10 is still being tested and is not yet supported.

The inContact WFO Web Player uses Microsoft Silverlight functionality. As of Google Chrome v45, Silverlight is no longer supported. Silverlight continues to be fully supported by Internet Explorer and Mozilla Firefox. Users should take these factors into account when choosing a web browser.

If your web browser standard is Google Chrome (in other words, Internet Explorer or Firefox are not options), please see your sales or support representative about potential early use of the inContact WFO HTML5 Interaction Player.

> **Note:**
>
> The HTML5 **Interaction List** does not yet support live monitoring or Microsoft browsers (such as Internet Explorer and Edge).

Licensing

inContact WFO Sales Engineering explains licensing requirements during the sales process. If SSL is used in the network, a certificate file must be purchased from a vendor such as VeriSign.

Major Features and Enhancements

For additional information, see the technical documentation references cited for each feature or ask your inContact WFO representative. Features are available to Hosted, Hybrid, and Premises customers unless otherwise specified.

Call & Screen Recording

Avaya Communication Manager Integration Update — *Applies only to Premises and Hybrid customers.* inContact Call Recording integrations are now supported with Avaya CM and AES 7. **Reference:** the appropriate customer guide for the specific integration.

Avaya IP Office Integration Update — *Applies only to Premises and Hybrid customers.* This integration previously supported IP500 V2 standalone and Server Edition standalone. In this release, we have added support for the following IP Office configuration: Server Edition with 500V2 expansion. The integration supports both passive VoIP and TDM (station tapping) for audio acquisition. **Reference:** the *Customer Guide to Avaya IP Office Integrations*.

Cisco Recording Integration Updates — *Applies only to Premises and Hybrid customers.* Integrations with several Cisco products have been tested on and are now supported with updated versions:

- Cisco Unified Contact Center Enterprise (UCCE) v11.0
- Cisco Unified Contact Center Express (UCCX) v11.0

Existing requirements and limitations for these integrations remain unchanged. **Reference:** the appropriate customer guide for the specific integration.

ShoreTel Connect Integration Update — *Applies only to Premises and Hybrid customers.* ShoreTel has introduced ShoreTel Connect 1.0 as the latest version of its platform (previously known as ShoreWare). inContact WFO has been tested internally and supports both TAPI-WAV and TAPI-VoIP integrations with ShoreTel Connect Onsite. **Reference:** the appropriate customer guide for the specific integration.

inContact Quality Management

Bonus Points — inContact Quality Management now supports bonus questions that can result in evaluation scores above 100%. This allows evaluators to reward agents for going above and beyond; for example, the agent who initiates a significant upsell or saves an angry customer's account might deserve bonus points. **Reference:** Online Help > Quality Management > Forms > Create QA Evaluation Forms.

Penalty (Deduction) Points — In some situations, awarding zero points for a question may not be enough. You may want to actually penalize the agent by deducting points from their score. For example, an agent might disclose confidential information or fail to comply with proper credit card handling procedures. For these scenarios,

inContact Quality Management now supports negative point values. In addition, new fields are available in ad hoc reporting to support this feature. **Reference:** Online Help > Quality Management > Forms > Create QA Evaluation Forms.

Display All Possible Responses — Previously, inContact Quality Management displayed only the response chosen, and the associated points, on a completed evaluation. With this version, each question displays all possible responses, as well as their associated points. This will help agents and coaches more easily compare possible and actual scores for each question. **Reference:**Online Help > Quality Management > Evaluations > Page Details: Perform QA and Page Details: Search QA Evaluation.

Evaluation History Preservation — Previously, inContact Quality Management displayed only the most recent values associated with evaluation actions. For example, if an arbitrator changed a score on an evaluation, the arbitrator's name would then appear in the **Evaluator** field and the date the new score was saved would appear in the **Evaluation Date** field. New fields have been added to preserve the original evaluation data, and to allow new options for filtering. **Reference:** Online Help > Quality Management > Evaluations > Page Details: Perform QA and Page Details: Search QA Evaluation.

inContact Workforce Management v2

AACC Integration — inContact WFM v2 now integrates with Avaya Aura Contact Center for historical and real-time data. **Reference:** Online Help >Workforce Management > inContact WFM v2 Integrations > Avaya Aura Contact Center Integration.

Cisco UCCE Integration — inContact WFM v2 now integrates with Cisco Unified Contact Center Enterprise for historical and real-time data. **Reference:** Online Help >Workforce Management > inContact WFM v2 Integrations > Cisco UCCE Integration.

Known End-User Issues Resolved in 16.2

Issue Type	Key	Issue Summary
inContact WFO API Commands	225025	Some API commands allow creation of user accounts without requiring a Phone ID.
inContact WFO	225303	If a user's **System Username** is in all capital letters (for example, *MARY_SMITH*), screen recording, live monitoring, or both may not function correctly.
HTML5 Interaction Player	227380	If an interaction includes recorded video, it is always included in playback. Users cannot play only the audio portion.
inContact WFO Web Portal	246898	When a user selects a report for a new report subscription, the window scrolls to the bottom of the page.
inContact Quality Management	246917	The Calibration Evaluator Comparison Report does not return correct results when **Form** is set to *All*.
inContact Quality Management	246918	In the Calibration Evaluator Comparison Report, the link to the recorded interaction does not work.
inContact Quality Management	246963	The Calibration Agent QA Summary report produces an error if the user tries to drill down to the Question level.
inContact Quality Management	246966	The Calibration Evaluator QA Summary report produces an error if the user tries to drill down to the Question level.
inContact WFO Web Portal	257444	Under certain conditions, cross-talk and audio tag information may not populate correctly in the **Call List**.

Known End-User Issues for 16.2

Issue Type	Key	Issue Summary
inContact WFM v1 Web Portal	135753	From the Overview Report, users can create shifts longer than 24 hours in duration.
Functionality	155366	Calls transcoded to the VOX6 and VOX8 file formats may have poor sound quality.
inContact WFM v1 Web Portal	193990	Processes page displays incorrectly when linked to from Leave Requests widget.
inContact WFO API Commands	225038	Exporting multiple calls via API command can result in inconsistent file names.
HTML5 Inter-action Player	230540	Mouse pointer movement is not displayed in screen recordings.
inContact WFM v1 Web Portal	246906	The **Today** button may incorrectly become active on schedules that do not include that day.
inContact WFM v1 Web Portal	261025	If a user logs out from the **Employees** tab, they may see an error message when they log back in. This does not prevent the user from working in the inContact WFM v1 Web Portal; the user can click any tab to continue.
inContact WFO Web Portal	287122	If a user clicks a calendar date in the Call List, a message appears stating that "an unknown error occurred." However, there is no actual error and functionality is not affected.

inContact Workforce Optimization External Release Notes 16.1

inContact Workforce Optimization External Release Notes

- **Version** — 16.1

- **Last Revision** — March 2016

- **About inContact** — inContact (NASDAQ: SAAS) is the cloud contact center software leader, with the most complete, easiest, and most reliable solution to help organizations achieve their customer experience goals. inContact continuously innovates in the cloud and is the only provider to offer a complete solution that includes the customer interaction cloud, an expert service model, and the broadest partner ecosystem. Recognized as a market leader by Gartner, IDC, Frost & Sullivan, Ovum, and DMG, inContact supports over 6 billion interactions per year for enterprise, midmarket, government organizations, and business process outsourcers (BPOs) who operate in multiple divisions, locations, and global regions. To learn more about inContact, visit www.incontact.com.

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Release Notes for inContact WFO 16.1

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

Release Dates — March 14, 2016 for Premises; March 28, 2016 for Hosted and Hybrid

Obtaining the Release Software

Hosted customers will receive information regarding the update timelines for their deployment. For Premises customers, inContact WFO software must be obtained and installed through the inContact WFO Installation team. Software and services are only available to customers that have a current maintenance contract with inContact.

To inquire about obtaining a new release, contact your inContact Account Manager.

Customer Site Requirement Changes

> **Note:**
>
> For complete information regarding site requirements, see *Customer Site Requirements for inContact WFO, 16.1* 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, inContact WFO components used, and number of concurrent users in the system.

32-bit servers are no longer supported due the requirements of supported operating systems.

Any server that hosts **RabbitMQ** (see Server Software) must have at least 6 GB of RAM.

No new hardware requirements have been introduced in 16.1.

Server Software

RabbitMQ is required for all inContact WFO systems. In Hybrid deployments, **RabbitMQ** must be installed on at least one PREMISES server per physical site.

For additional information, talk to your inContact WFO Sales Engineer.

Windows 2008 R2 is only supported in Premises deployments. Windows 2012 R2 is required for all servers in Hybrid or Hosted deployments, including the PREMISES server(s).

No other server software changes have been introduced in 16.1.

User Workstation/PC

> **Note:**
>
> When the system includes inContact Screen Recording, inContact Desktop Analytics, or both, inContact WFO Sales Engineering should be consulted for recommended system requirements based on business needs.

Windows XP and Windows Vista are no longer supported for user workstations.

Internet Explorer versions 9 and 10 are no longer supported.

Mozilla Firefox version ESR 24 is no longer supported.

This version adds support for Mozilla Firefox ESR 38.

The inContact WFO Web Player uses Microsoft Silverlight functionality. As of Google Chrome v45, Silverlight is no longer supported. Silverlight continues to be fully supported by Internet Explorer and Mozilla Firefox. Users should take these factors into account when choosing a web browser.

If your web browser standard is Google Chrome (in other words, Internet Explorer or Firefox are not options), please see your sales or support representative about potential early use of the inContact WFO HTML5 Interaction Player.

> **Note:**
>
> The HTML5 **Interaction List** functionality is limited and live monitoring is not yet supported.

Licensing

inContact WFO Sales Engineering explains licensing requirements during the sales process. If SSL is used in the network, a certificate file must be purchased from a vendor such as VeriSign.

Major Features and Enhancements

For additional information, see the technical documentation references cited for each feature or ask your inContact WFO representative. Features are available to Hosted, Hybrid, and Premises customers unless otherwise specified.

System Architecture

Version 16.1 marks a major step forward for inContact WFO with the introduction of the Hybrid deployment model. This model allows customers to enjoy the benefits of cloud-based services while maintaining the ability to integrate with third-party PBX/ACD solutions. In this release, Hybrid deployment is available only for new customers. A migration path for existing customers will be introduced in the future.

Online Help

Online help is now available for inContact Workforce Optimization. Two separate help sites are offered:

- help.incontact.com/WFO/cloud/help.htm for Hosted customers and
- help.incontact.com/WFO/prem/help.htm for Premises and Hybrid customers.

Help can be reached from within the inContact WFO Web Portal by clicking the help icon in the upper right corner. Users are automatically taken to the correct help site for their deployment model.

Call & Screen Recording

SIPREC Recording Integration — *Applies only to Premises and Hybrid customers.* inContact WFO now offers an ACD vendor-agnostic integration using SIPREC in conjunction with a Session Border Controller (SBC). The integration has been developed and tested with the Oracle/Acme Packet SBC only at this time. A custom script may be needed to gather additional metadata from the ACD in a customer's environment where SIPREC is used. **Reference:** the *Customer Guide to SIPREC Integrations*.

Avaya AACC with CM Recording Integration — *Applies only to Premises and Hybrid customers.* Previously, inContact WFO offered Avaya integrations to customers using Avaya Communication Manager (CM) along with Avaya Application Enablement Services (AES) for metadata. With 16.1, we now offer an additional integration that allows customers using Avaya CM and AES to capture additional metadata from Avaya AACC. **Reference:** the *Customer Guide to Avaya CM-AACC Integrations*.

Avaya IP Office Integration Update — *Applies only to Premises and Hybrid customers.* inContact WFO integrates with Avaya IP Office v9.1 for call control and metadata. This integration has been successfully tested by Avaya in their lab via the DevConnect partner program. The integration supports both passive VoIP and TDM (station tapping) for audio acquisition. **Reference:** the *Customer Guide to Avaya IP Office Integrations*.

Cisco Recording Integration Updates — *Applies only to Premises and Hybrid customers.* Integrations with several Cisco products have been tested on and are now supported with updated versions:

- Cisco Unified Communications Manager (CUCM) v10.5.2,
- Cisco Unified Contact Center Enterprise (UCCE) v10.5,
- Cisco Unified Contact Center Express (UCCX) v10.6,
- Cisco MediaSense v10.0
- Cisco Unified Border Element (CUBE) v15.2

Existing requirements and limitations for these integrations remain unchanged. **Reference:** the appropriate *Customer Guide* for the specific integration.

inContact Quality Management

Agent Self-Evaluation — this new feature provides improved administration and visually-distinguishable forms and reporting for organizations that want to enable agents to evaluate their own performance. This is a customer-requested feature that can lead to higher-quality customer service, reduced agent confusion and frustration, and improved employee morale. **Reference:** the *inContact Quality Management Manual*.

Additional Data Exposure — In previous versions of inContact Quality Management, only certain user-defined fields were available for consideration in evaluations and reporting. In this version, all 15 of these fields can be seen while performing new, and viewing completed, evaluations. The fields can also be viewed on QM-related reports. **Reference:** the *inContact Quality Management Manual* and the *inContact Workforce Optimization Reporting Manual*.

inContact Workforce Management v2

inContact WFM v2 is an all-new, separately-licensed module of inContact WFO. It is a hosted workforce management solution that can be used as a standalone system or deployed alongside any type of inContact WFO deployment (Premises, Hybrid, or Hosted). **Reference:** Talk to your inContact representative for more information.

Known End-User Issues Resolved in 16.1

Issue Type	Key	Issue Summary
inContact WFO Web Portal	140551	The Play Call Segments Forward/Back buttons in the Web Player do not work with one-second or no audio recordings. Affects only premises-based customers whose recording integrations support Call Segments.
inContact WFO Web Portal	146250	*Firefox browsers only:* a user may sometimes be directed to the **Home** tab after clicking the **Coaching** tab
HTML5 Interaction Player	181413	If a user has started call playback after clicking Evaluate this Agent and then attempts to navigate away from the page by using the on-page **Back** button, playback becomes stuck in a repeated stutter until the pop-up navigation confirmation window is closed.
inContact WFO Web Portal	192942	Users can create schedules with a start date prior to the end date.
inContact WFO Web Portal	192947	Recording schedule names are truncated to 20 characters when saved, which may produce unexpected search results.
inContact WFO Web Portal	192976	QA Acknowledgment search by Acknowledgment Required column does not work correctly.
Reporting	192990	Audit Report/Log default sort is incorrect when sorted by Time Logged.
Reporting	193014	The Audit log does not correctly display usernames.
inContact WFO Web Portal	193230	The CTI Module list does not display in alphabetical order.

Issue Type	Key	Issue Summary
Reporting	193324	Audit Report/Log may display incorrect messages for the log type "LiveMonitor Observed".
Reporting	193506	IP Phone List may sort incorrectly for some columns.
inContact WFO Web Portal	196127	The IP Phones page does not honor the global **Number of Items to Display** per page setting.
inContact WFO Web Portal	196791	The Scheduling page incorrectly displays, and accepts changes to, **Days of the Week** when a user views Timed Schedules, but does not save the changes. This setting should not be available when a schedule is viewed.

Known End-User Issues for 16.1

Issue Type	Key	Issue Summary
inContact WFM v1 Web Portal	135753	From the Overview Report, users can create shifts longer than 24 hours in duration.
Functionality	155366	Calls transcoded to the VOX6 and VOX8 file formats may have poor sound quality.
inContact WFM v1 Web Portal	193990	Processes page displays incorrectly when linked to from Leave Requests widget.
inContact WFO API Commands	225025	Some API commands allow creation of user accounts without requiring a Phone ID.
inContact WFO API Commands	225038	Exporting multiple calls via API command can result in inconsistent file names.
inContact WFO	225303	If a user's **System Username** is in all capital letters (for example, *MARY_SMITH*), screen recording, live monitoring, or both may not function correctly.
HTML5 Interaction Player	227380	If an interaction includes recorded video, it is always included in playback. Users cannot play only the audio portion.
HTML5 Interaction Player	230540	Mouse pointer movement is not displayed in screen recordings.
inContact WFO Web Portal	246898	When a user selects a report for a new report subscription, the window scrolls to the bottom of the page.
inContact WFM v1 Web Portal	246906	The **Today** button may incorrectly become active on schedules that do not include that day.
inContact Quality Management	246917	The Calibration Evaluator Comparison Report does not return correct results when **Form** is set to *All*.

Issue Type	Key	Issue Summary
inContact Quality Management	246918	In the Calibration Evaluator Comparison Report, the link to the recorded interaction does not work.
inContact Quality Management	246963	The Calibration Agent QA Summary report produces an error if the user tries to drill down to the Question level.
inContact Quality Management	246966	The Calibration Evaluator QA Summary report produces an error if the user tries to drill down to the Question level.
inContact WFO Web Portal	256923	Printing reports from any browser is no longer supported (previously available in IE 11; discontinued by Microsoft).
inContact WFO Web Portal	257444	Under certain conditions, cross-talk and audio tag information may not populate correctly in the **Call List**.
inContact WFM v1 Web Portal	261025	If a user logs out from the **Employees** tab, they may see an error message when they log back in. This does not prevent the user from working in the inContact WFM v1 Web Portal; the user can click any tab to continue.