NICE Uptivity External Release Notes

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- **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.

Uptivity Product Release End of Support /End of Life Schedule

Customers on legacy versions of Uptivity can upgrade to CXone WFO Pro or the latest version of Uptivity.

VERSION	RELEASE DATE	END OF SUPPORT - STANDARD	END OF SUPPORT - EXTENDED	END OF LIFE
17.1	05/01/2017	05/2019	05/01/2020	05/01/2020
17.2	08/21/2017	08/21/2019	08/21/2020	08/21/2020
17.3	12/4/2017	12/04/2019	12/04/2020	12/04/2020
18.1.1	09/01/2018	09/01/2020	09/01/2021	09/01/2021
18.1.2	07/31/2019	07/31/2021	07/31/2021	07/31/2021
CXone WFO Hybrid	09/01/2018	N/A*	N/A*	N/A*

* CXone WFO Hybrid is on a continuous release cycle