NICE Uptivity External Release Notes
17.3

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- **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.