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## About This Software

Speech and Text Analytics identifies critical business topics and events in recorded call-center conversations. Speech and Text Analytics listens to the interactions between customers and contact-center agents, identifies the topics that were discussed, and categorizes what took place within each interaction. These features enable managers to find calls that have specific characteristics or that deal with particular topics, to identify and listen to the parts of calls that interest them, and to keep track of a wide range of system metrics.

## New Features in 8.5.x

The primary new features in release 8.5.507 are:

**Auto Fail Report:** A drill down report that focuses on auto fail Quality Management questions and agents.

**Auto Fail Permission:** A new Auto Fail permission has been added to enable the user to create, edit and/or view the Auto Fail report.

**Distributed Evaluations Targeted to Specific Agents:** Provides supervisors with the ability to evaluate specific agents repeatedly over time.

**Quality Management - Agent Notification:** Enables agent collaboration to provide agent feedback against evaluations and related scores.

**Show Evaluation Session Score Permission:** Enables a user to turn on/off the evaluation session Show Score option.

**Replace Interaction:** Enables a user (based on existing search criteria) to select an alternative interaction due to the interaction's quality.

**Replace an Evaluation Session Interaction Permission:** Enables the user to replace the evaluation session interaction.

Interaction Tags: Now you can use user-defined tags for a variety of uses (for example, compliance or training).

Define Tags: Now you can create interaction tags for a variety of uses (for example, compliance or training).

Define Tags Page Permission: Enables a user to define and edit an interaction tag.

Tag Interactions Permission: Enables a user to tag an interaction.

Protect from Deletion: Now you can prevent an interaction from being deleted.

Protect Interactions from Deletion Permission: A new permission has been added to enable you to protect interactions from deletion.

Tag Interactions as Evaluated: Automatically adds an Evaluated tag when an evaluation session is completed.

Ad-Hoc Evaluation: Now you can launch an evaluation from the player against a specific media asset.

Create Ad-Hoc Evaluation Permission: This permission will enable the user to evaluate interactions from the Explore page.

Trending Bubble – Drag and Drop: Now you can move a Trending bubble to a different location on the screen. This ability is useful in moving apart bubbles that are close together as the system has found that they are closely related. Once the Trending chart is re-run, the bubble returns to its original place.

Recognition Improvements: Recognition enhancements have been made for improved accuracy and detection results.

The primary new features in release 8.5.506 are:

Installation/Upgrade Prerequisite: Before installing/upgrading SpeechMiner .NET 4.6.2 must be installed.

Export to PDF: Enables users to export a completed evaluation session as a PDF file.

Export Completed QM Sessions: Users can now export completed evaluation sessions according to a specific date range.

Recognition Improvements: Recognition improvements have been made for Italian.

Alpha Numeric Operation IDs: Operation IDs can now contain both letters and numbers.

The primary new features in release 8.5.505 are:

Improved Trending capabilities: Enables users to monitor and analyze terms and phrases within conversations in conjunction with a variety of search criteria to better surface and analyze unforeseen or unexpected trends to improve business outcomes and agent performance.

Configuration Data:

User lists now include only users associated with the context in which they are

shown (for example, a list of evaluators will only include users with QM permissions).

Changes to the configuration data have an immediate effect on the system (for example, when a user is given QM permissions, his/her name will appear in the evaluators list the next time you view the list).

Preset views are now supported for users with Genesys authentication.

Call List Order: Interaction lists are now sorted in descending order. The newest interaction is listed first.

Database Optimization: Database storage can now be significantly decreased by not storing events that were not found with a high enough confidence.

The primary new features in release 8.5.504 are:

Encrypt exported interactions: Enables you to encrypt exported interactions, so that a password is required to access the interactions.

Export an Interaction List / Saved Search from a Coaching Session: Enables you to export interaction lists and saved searches directly from a Coaching session.

Retrieve Original Interaction: Enables you to restore an interaction with its original audio or text file (including all attachments).

Export Coaching Session Permission: A new permission has been added to enable or disable the option of exporting an interaction list and/or saved search from a Coaching Session.

Retrieve Original Interaction Permission: A new permission has been added to enable or disable the option of retrieving original audio or text data for a specific interaction.

Language Support: Support for the Catalan (ca-ES) language has been discontinued.

Search Page: When the Search page is accessed, the Filter Panel will be opened and a search will not be run.

The primary new features in release 8.5.503 are:

Predictive Elements Report: A report composed of two bar graphs that show the relationship between selected Categories and Target Categories.

Interaction Evaluation Summary Report: A report that shows the evaluation score for the last evaluation session, associated with a specific evaluator and interaction.

Program Distribution Report: A report that graphs the interaction volume for each Program.

Edit Call Comments Permission: A new permission has been added to control which Users can edit an interaction comment; this permission is system wide for a given User.

Customer Sensitive Data Permission: A new permission has been added to enable the user to display customer sensitive meta data (for example, attached data from CIM) in the SpeechMiner GUI. When this permission is enabled, the data is visible

Agent Sensitive Data Permission: A new Recording Only permission has been added to enable the user to display agent sensitive meta data (for example, agent name) in the SpeechMiner GUI. When this permission is enabled, the data is visible

Interaction Evaluation Summary Permission: A new permission has been added to enable or disable the Interaction Evaluation Summary report.

Timestamps in Comments: Interaction display improvements have been made to include a timestamp in comments. Users will now see the date and time at which the comment was made/last edited.

Segment Filter: Users can now filter the Search Results grid according to a specific number of segments. In addition, the search results can be restricted further using the greater than and/or less than options.

Support for MSSQL 2014: SpeechMiner now supports MSSQL 2014

Recognition Improvements: Recognition improvements have been made for the following existing languages: Arabic (ar-WW), Brazilian Portuguese (pt-BR), German (de-DE), Korean (kr-KO), Japanese (ja-JP).

Language Enablement: Recognition of Indian English (en-IN) was enabled. Speech Analytics and Text Analytics now operate on voice interactions and text interactions in Indian English.

The primary new features in release 8.5.502 are:

Recognition Improvements: Recognition improvements have been made to enhance voice analysis for improved accuracy and detection results for English and Spanish.

Shared Evaluations: Creates evaluation sessions about an agent's performance during customer interactions without assigning the sessions to a specific evaluator(s). Instead, each evaluator associated with the session can select and assign himself/herself a specific session from the available pool of sessions.

Edit a Completed Evaluation: Users with the correct permission can open, save, export and close a completed evaluation session.

Filter Panel: Users can now quickly and easily create retrieve evaluation session information by narrowing down the evaluation session list.

Export Incomplete Evaluation Session: Users can now export an evaluation session that was saved but not completed.

Archive Completed Evaluation Sessions: Users can now archive completed evaluation sessions automatically at a specific period of time or manually.

Interactions Report: A new report that provides a list of all the interactions in the system.

Localization for Turkish: User Interface localization was added for Turkish.

Analytics for Turkish: Speech Analytics and Text Analytics now operate on voice interactions and text interactions in Turkish.

The primary new features in release 8.5.501 are:

Enhanced Segment Data and Metadata: The Attributes page now contains data for interaction segments.

Localization for Arabic: User Interface localization was added for Arabic.

QM Evaluation Score Visualization: When a QM evaluation is completed and saved, the evaluation score appears.

Screen Column Customization: It is now possible to change the column order in the Interactions, Events and QM grids per user.

The primary new features in release 8.5.5 are:

Quality Management - Question Library: When creating a Quality Management form you can now select an existing group of questions and you can create a new group for future use.

SMUpgrade: The new upgrade process executes faster and no longer requires two databases. For additional details, refer to the SpeechMiner Upgrade Guide.

The primary new features in release 8.5.4 are:

QM Evaluations Manager - Media Player: When you playback an interaction in the QM Evaluations Manager, the Media Player can be opened in a separate window.

Localization of new languages: User Interface localization was added for the following languages:

- German
- Brazilian Portuguese
- Japanese
- Italian
- Catalan
- Mandarin
- French

Related Words: When you view the transcript of an interaction, you can use the Related Words option to graphically show which terms are commonly found within the same or similar term clusters as a selected term and how frequently the terms are found together in the cluster.

Search by ID: You can filter an interaction search query according to the interaction's ID.

Show/Hide Search Filter: You can now select to show or hide the SpeechMiner Search filter.

SpeechMiner Command Line Configuration: SpeechMiner can now be configured using the command line.

Transcript - Comments and Events display: With a new Comments and Events panel, you can now view and edit a list of all the comments and events associated with the transcript you selected to view.

Playback speed: When you playback an interaction you can now select the playback speed. 1.0 is the default normal speed and every number above is faster. For example, 2.0 is twice as fast as the normal speed.

Column selections: Column selections are now saved per user profile. The columns you select to view in a SpeechMiner grid are displayed until you select the "Reset to defaults" option. "Reset to defaults", resets the grid to display the default column layout.

The primary new features in release 8.5.3 are:

New Quality Monitoring: 8.5.300.02 features an all new Quality Monitoring module, rebuilt from the ground-up. The new module features enhanced forms as well as improved workflows for scoring interactions and agents. Four new Quality Monitoring report templates are included in 8.5.300.02.

Exploration of text channels: Text channels are now included in Exploration tasks. Term clusters can be generated for chat and email interactions, and displayed in the Trending page.

Language enablement: Recognition of Italian and Mandarin audio is enabled.

Functionality changes: Three Dashboard widgets (Gauge, My Queues and Recently QAed) and the QM Agent Summary report were removed from SpeechMiner 8.5.3.

The primary new features in release 8.5.201 are:

Single sign-on support for Genesys HUB—Genesys cloud customers can now access SpeechMiner without having to re-authenticate.

Recognition improvements—Genesys Japanese customers can now have a SpeechMiner system with recognition support for Japanese audio.

SpeechMiner web interface support—Genesys Korean customers can now have a SpeechMiner system with a Korean web interface.

GIR UI improvements—notably Call Exporting.

The primary new features in release 8.5.2 are:

New Responsive Style User Interface—8.5.2 entails a new UI design. The application will be redesigned in the upcoming version updates. In this release, the Main page, Menus, Media Player, Search pages and grids have been updated with the new design.

New Media Player with Video Playback Capability—The updated media player, now supports screen recordings. In 8.5.2 audio and screen recordings can now be synchronized.

Multiple QM Forms per Interaction—Multiple QM form evaluations can now be attached to a single interaction.

Categorization Based on Spatial Relationships—Text interactions can now be categorized based on rules such as: "found 'abc' within X words of 'xyz'".

Wildcard Support for Text Interaction Topic Definitions—Like Voice interaction topic definitions, Text interaction topic definitions can now utilize wildcards.

Recognition Improvements—Continuous recognition improvements were made in this release based on new customer and vertical training material.

The primary new features in release 8.5.002 are:

This release primarily focuses on defect resolutions. Please refer to the Release Notes for a list of issues addressed.

The primary new features in release 8.5.001 are:

Ability to add text interactions to saved lists—Similar to voice interactions, text interactions can now be added to saved lists.

Ability to add comments to text interactions—Similar to voice interactions, comments can now be added to text interactions.

Ability to search for numbers in text interactions—Numbers and special characters can now be used in search term definitions for text interactions.

Events are displayed in text interactions—Similar to voice interactions, topic events are highlighted when they occur in text interactions.

Topic filters in reports supports text interactions—The topic parameter in the Data Set Filters on the reports now works for text interactions.

Support for wildcards in Spanish—Similar to English, wildcards are now supported for Spanish voice interactions.

High Availability improvement for indexing—In the event of an index failure, the system will automatically switch to a backup index.

The primary new features in release 8.5.0 are:

Interaction Recording Integration—SpeechMiner 8.5.x provides the UI for Genesys Interaction Recording—Voice Edition. This enables out of the box integration with Genesys' new recording product.

Chrome Support—Support for Chrome on Windows for the Interaction Recording features.

Chat Support—Support for chat interactions with multiple speakers.

Genesys Branding—The web UI has been re-branded with the Genesys name, logos and colors.

Configuration Data Integration—SpeechMiner now integrates with Genesys Configuration Data for centralized user management.

Language Recognition Support—Support for Brazilian Portuguese and German language calls.

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## Documentation

Documentation for Genesys products is provided on the Genesys Documentation website. In addition to an updated library of product documentation, the Genesys Documentation website also contains product advisories that describe recently

discovered issues related to Genesys products.

## Directories on This DVD

### FullInstaller

Contains the installation files for this software.

### Reports

Contains files needed for the Speech and Text Analytics reports functionality.

### SupportFiles

Contains the product support files.

## Technical Support

### Contacting

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For complete information on how and when to contact Customer Care, read the [Genesys Care Support Guide for On-Premises](#). Please tell the Customer Care representative that you are a Speech and Text Analytics 8.5 customer.

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### Supported Operating Environment Information

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