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Genesys Recording, Quality Management, and Speech Analytics User's Guide

New in this release

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- Administrator

Review this page to discover the new features that were released for the latest SpeechMiner UI.

Related documentation:

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8.5.512

Support for Digital Interactions:

- **SMS Support:** SpeechMiner now supports processing of SMS interactions. You can now filter, evaluate, and create a report for SMS interactions.
- **Email Support:** SpeechMiner now supports processing of email interactions. You can now filter, evaluate, and create a report for email interactions.
- **Private Facebook and Twitter Support:** SpeechMiner now supports processing of private Facebook and Twitter interactions. You can now filter, evaluate, and create a report for these interactions.
- **HTML Support for Digital Interactions:** SpeechMiner now supports HTML formatted content for digital media interactions:
 - Transcript text recognized as a topic now displays in bold only if it's not formatted in HTML. If the transcript text for the topic is formatted in HTML, then the text displays in HTML format.
 - If the content of table formatted data for digital interactions has text recognized as a topic, the topic pointers display below the table.
 - Enabling digit filtering now replaces all numbers in the text with an asterisk (*). This may have an impact on the HTML format of the transcript.
- **Chat Support:** SpeechMiner now supports processing of chat interactions. You can now filter, evaluate, and create a report for the chat interactions.

Browser Support:

- **Edge Chromium Support:** SpeechMiner now supports the Microsoft Edge Chromium browser.

8.5.510

Interaction Search, Export and Add Improvements:

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- **Sort by Agent:** Within the Interactions grid it is now possible to sort by the Agent column. Interactions with multiple agents will appear after (descending order) or before (ascending order) the alphabetized list of interactions with one agent. Subsequently, Interactions with multiple agents are sorted by the number of agents and then relevance.
 - **Search by List of Interaction IDs:** It is now possible to search for a specific set of Interactions based on a semicolon delimited list of Interaction IDs. A list of up to 50 Interaction IDs is supported. This can be useful when working with a specific set of interactions.
 - **Export All Interaction Meta Data:** You can now easily export all the metadata associated with Interactions from an interaction search, up to the maximum number of listed interactions, without having to scroll through all interactions in the search results.
 - **Add All Interactions to a List:** You can now easily add all Interactions from an interaction search to an Interaction List without having to scroll through all interactions in the search results.

Quality Management Improvements:

- **In-Line Rubric / Standards Definition:** Forms and Questions within Forms now have an expanded Description field that can be used to store the standard definition or rubric used by your Quality Managers to ensure consistency when performing evaluations of Agents.
- **Form and Evaluation Manager Improvement:** The Forms Manager grid and the Evaluations Manager grid now includes a Description column; if a description is long, the full content is shown in a tooltip. In addition, when you hover over a Form or Evaluation name, a tooltip with the description of the specific Form/Evaluation is shown.

Trending Rank for Top Terms: The Top Terms table in the Trending report results now includes a Rank column for each period. The Rank column displays the relative importance and prominence of the specific term/phrase in the selected Period.

Reporting Improvements:

- **Agent Comparison by Segment report:** It is now possible to report on agents performance based on the Segments within an Interaction instead of just at the Interaction level only. Interactions can have multiple Segments, each involving a different Agent. Reporting by Segment provides more precise Agent Comparison information for multi-segment interactions.
- **Agent Trend by Segment report:** It is now possible to report on agent performance trends based on the Segments within an Interaction instead of just at the Interaction level only. Reporting by Segment provides more precise Agent Trend information for multi-segment interactions.
- **Team Comparison by Segment report:** It is now possible to report on teams performance based on the Segments within an Interaction instead of just at the Interaction level only. Interactions can have multiple Segments, each involving a different Agent from different Teams. Reporting by Segment provides more precise Team Comparison information for multi-segment interactions as only Segments where that Team was involved are included in the comparison report.

SpeechMiner UI - Windows 10 64-bit Support: SpeechMiner UI is now supported for all existing supported browsers (for example, Chrome and Internet Explorer) on systems running Windows 10 64-bit.