Release Notes

UTOPY SpeechMiner

Version 8.1

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Introduction

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Use of Third-Party Software

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SpeechMiner 8.1

Supported Software

- **Database Support:** Support for Microsoft SQL Server 2008R2 with Reporting Services (SP1 and higher) and Microsoft SQL Server 2012 with Reporting Services.

- **Operating System Support:** Support for Windows Server 2008 R2 64 bit edition and Windows Server 2012. SMART component can also be installed on Windows 7 and Windows 8 Professional editions.

- **Browser Support:** Support for Microsoft Internet Explorer 8, 9, and 10.

New in this Release

This release contains the following new features and functionality:

- **Language Support:** Support for Brazilian Portuguese, German, Italian, and French was added to this release.

- **Category Manager:** The SMART Category Manager is now also available in the web interface, in the new Manage Categories page.

- **Exploration improvement:** A new **Explore** button was added to the Search page. This option enables more granularity in the exploration process.

- **Topic Correlation report:** The new Topic Correlation report gives information about the co-occurrence of Topics, enabling identification of cause and consequence patterns.

- **Search comparison:** A new **Compare** option makes it possible to compare occurrences of Categories, Topics, and term clusters in two user-created searches.

- **Metadata search operators:** New operators were added to the Metadata search filter.

- **Raw-data export:** Export of reports to Excel now supports export of raw data instead of the report image.

- **My Queues widget:** The widget interface was improved.

- **User management:** Management of user passwords was improved.

- **Wildcards:** A number of built-in wildcards and a general wildcard are now available for use in SMART Topic terms.

- **Escapes table:** An Escapes table interface was added to SMART.

- **Index Optimization:** A new Index Optimization task was introduced.

Corrections and Modifications

This release includes the following corrections and modifications:

- An "isEnabled" field was added to the "ResourceType" table. This field allows the professional-services administrator to choose which interactions to support in the system.

- In the "Callrecognizer" table, a new parameter, MIN_FILTERED_SEQUENCE, was added. This parameter defines how long a number sequence must be for it to be filtered from the text of calls. This makes it possible to filter long sequences, such as phone numbers, without filtering shorter sequences, such as amounts of money.

Known Issues and Recommendations

This section provides the latest information on known issues and recommendations associated with this product.

- After you deploy the installation package within your environment, you must re-index the calls to implement the changes in the Lucene Index, such as multi-channel support, support for comment types, etc.

- If you install a new language in an existing system, copy the relevant files from **<installationFolder>\Support\Grammars** to all of the package folders in your system.

- When upgrading an existing system, copy the files from **<installationFolder>\Support\Grammars\confidence** to all of the package folders in your system. As always, make sure to re-compile all programs.

- For any Category whose definition includes the Speaker Type element (most Categories do not include this element), you must manually edit the Category's expression in the database (**smartCategoryInfoTbl,categoryInfoTbl**) or **.upf** file, replacing the "name" of the Speaker Type with its ID. Note that the "name" appears in quotes, but the ID does not. For example:

```
[SPEAKER="agent",START=0AS,END=0AE] ->
[SPEAKER=1,START=0AS,END=0AE]
```

- In some cases, drilling down in a report to another report may create a query string that exceeds the IIS limitations. If this occurs, the maximum query string length should be increased in the IIS. To do this, in the IIS manager, choose the **speechminer** site, click the **Request Filtering** icon, and then select **Edit Feature Settings**.

- The Exploration and Active Search tasks use the index folder. Because of this, machines that perform those tasks must be physically connected to the same LAN as the index folder (that is, they must be on the same LAN as the machines that perform the Indexing task).

Known Limitations

The following are known limitations of this release:

- New pages that were added to the web interface of this release do not have Spanish translations (in the Spanish display mode); these pages are currently displayed in English.

- If you restart the system while the Report Caching task is running, the notification e-mail that is sent will only include reports that were cached after the restart.

- The **Add** button in the SMART spellchecker, which adds new words to the dictionary, is not available, due to changes in the structure of the spellchecker.

- A maximum of 19 widgets can be added to a single View.

- The Predictive Elements report cannot be exported to Excel correctly.

- Web purge stops after about one hour if there is no activity on the web. This problem only affects the purging of large systems (1 million or more calls). As a workaround, you can temporarily increase the IIS Idle Time-out settings; for instructions, see http://technet.microsoft.com/en-us/library/cc771956(v=ws.10).aspx.

- IE8 audio won't play over SSL. This is an Internet Explorer issue. See http://support.microsoft.com/kb/323308 for information about this problem and how to fix it.