

Release Notes - Version 9.1

Release Date: October 2013

Major Initiatives

- Enterprise Configuration
- Layout Upgrade
- Reporting Upgrade
- QA Evaluation Upgrade
- Feature Set Upgrades

Enterprise Configurations

Revcord offers many outstanding features to enhance the ease of use and maintenance of Voice Logger implementations in almost any environment. For keeping common configurations and for multiple locations, a centralized location can be configured. Enterprise configurations are very helpful for connecting to multiple servers and accessing their data using an enterprise system.

Layout Upgrade

Revcord increased its performance and look with design and layout improvements. Version 9.1 includes an updated design that's more in line with a cleaner and simpler layout. More space is allotted to contents area with the same look, feel, and color scheme.

Reporting Upgrade

Using the latest Google spatial mapping technologies, Revcord provides reporting very rich. With report mapping Revcord brings a Rich User Experience with Version 9.1. Map reports and Map playlists can be generated for the calls having GPS information. Version 9.1 provides greater ease of use with an engaging user interface.

QA Evaluation Upgrade

Revcord spent a tremendous amount of time determining market requirements for a full featured easy to use QA Evaluation system. To fulfill the requirements of public safety and the commercial/call center market, we had a focus group evaluate Version 9.0 and we now support evaluation of both agents and users as well other new features.

Feature Set Upgrades

- Picture on User profile and Evaluation
- Evaluation Dashboard with four different views
- Search Playlist and retain file on List View
- Instant Recall Update using separate permissions for IR Lite and IR Full
- Map a Playlist that has GPS data

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- Search Page has a configurable Call Count and the ability to easily clear selected calls
- Create Reports by Caller ID or Dialed Number
- Non-Extension User Evaluation

Bug Fixes

- Export Playlist random freezing
- UI freezing due to Timeout Exception
- Auto login checkbox not working properly
- Advance Search not working for Caller ID
- Password error on user manager
- On search page DTMF value is not displaying under call tag columns
- Advanced Report Midnight Data Display Issue
- Error messages on Advanced and Evaluation Reports if SMTP is not configured