

# Neorecording release notes

[nfon.com](https://nfon.com)



**NFON**  
Cloud Telephone System

## Installation and Upgrade Guidelines

New versions of products and client applications are available from the download section on [nfon.com](https://www.nfon.com). It is strongly recommended to only use the new applications with version 6.3 as the functionality of older client applications with the new software cannot be guaranteed.

- > CLIENTcommand 6.3.0-0.0
- > Download Client 6.3.0-1.0
- > POWERplay Pro 6.3.0-0.0



The Microsoft Windows operating system has to be updated to the latest security updates before upgrading to version 6.3.



Neo 6.3 only supports Java 1.8. Upgrading to 6.3 may require a manual update to Java 1.8



In case there are issues with replay in POWERplay Web, browser cache has to be cleared.



More information about technical requirements can be found here: <https://www.nfon.com/de/service/downloads>

## Usability Improvements

The new user-friendly and modern design brings simplification on configuration and usage of the system. The user interface has been adapted to NFON's corporate design, with a new look & feel that includes the NFON logo.

The screenshot displays the NFON Portal interface. On the left, there is a navigation menu with categories like 'Applications' (INSPIRATIONneo, INSIGHTneo, REPORTneo, POWERplay Web, System Configuration, System Monitoring) and 'Notifications'. The main content area shows a 'General' tab with several widgets: 'Notification Widget (Refreshing view)', 'Extension Widget (Refreshing view)', 'Report Widget (Refreshing view)', and 'Agent Widget (Refreshing view)'. The Notification Widget contains a table of recent events.

Date	Subject	Read	Text	Status
02/20/2020 10:01:30 AM	Der Mitarbeiter hat sich angemeldet.		Der Mitarbeiter M. hat sich von 46.128.41.60 in der Applikation Portal angemeldet.	0
02/18/2020 3:47:43 PM	Der Mitarbeiter hat sich abgemeldet.		Der Mitarbeiter M. hat sich von 212.204.102.230 in der Applikation INSPIRATIONneo abgemeldet.	0
02/18/2020 3:44:08 PM	Der Mitarbeiter hat sich abgemeldet.		Der Mitarbeiter M. hat sich von 212.204.102.230 in der Applikation POWERplay Web abgemeldet.	0

Report Widget (Refreshing view)

Name	Date	Status
TEST_OT	01/15/2020 11:37:06 A	0
nrA 29 NR	08/29/2019 4:06:27 PM	0

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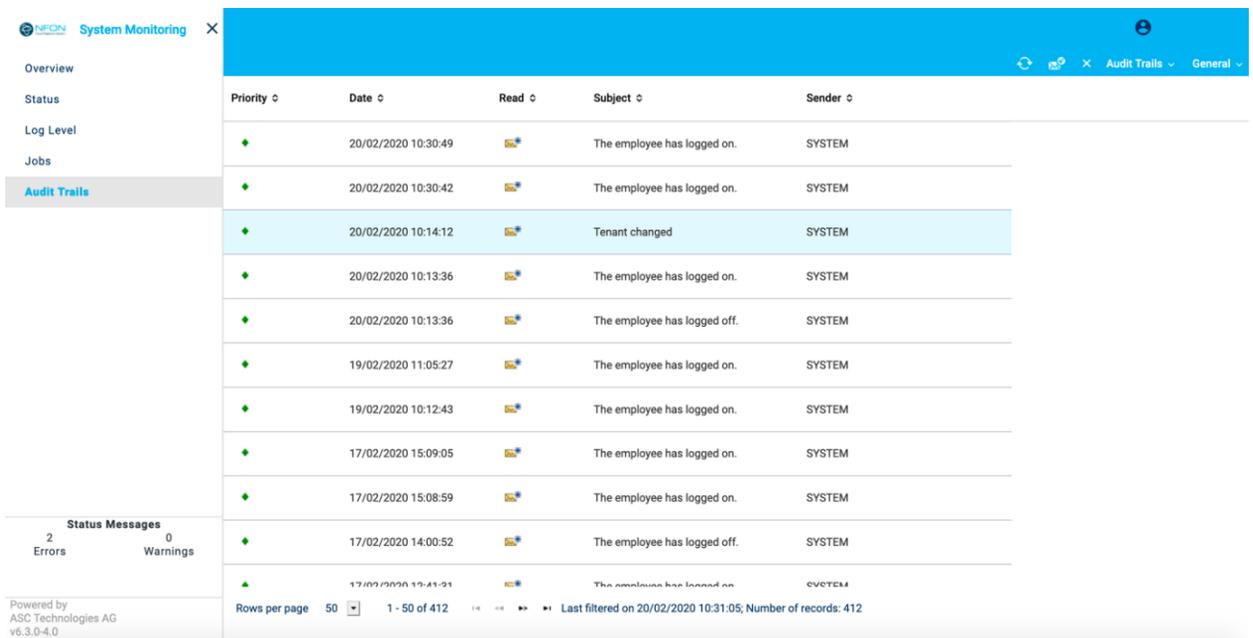
## New Domain

Neorecording has a new domain - [neorecording.nfon.com](https://www.neorecording.nfon.com). To maintain a good user experience, users will still be able to access Neorecording through the old domain.

## Improved Audit Trail Module

Usability on Audit messages has been improved, enabling a better track of all audit trails. Single messages have been integrated into the monitoring system as a new module. In this module, all audit messages are collected in a list. User can search and filter messages and export the audit log in CVS format. Audit logs can be backed up, keeping the complete history of audit messages available.

The audit trail module provides independent views for the system administrator and each tenant.



Priority	Date	Read	Subject	Sender
◆	20/02/2020 10:30:49	📧	The employee has logged on.	SYSTEM
◆	20/02/2020 10:30:42	📧	The employee has logged on.	SYSTEM
◆	20/02/2020 10:14:12	📧	Tenant changed	SYSTEM
◆	20/02/2020 10:13:36	📧	The employee has logged on.	SYSTEM
◆	20/02/2020 10:13:36	📧	The employee has logged off.	SYSTEM
◆	19/02/2020 11:05:27	📧	The employee has logged on.	SYSTEM
◆	19/02/2020 10:12:43	📧	The employee has logged on.	SYSTEM
◆	17/02/2020 15:09:05	📧	The employee has logged on.	SYSTEM
◆	17/02/2020 15:08:59	📧	The employee has logged on.	SYSTEM
◆	17/02/2020 14:00:52	📧	The employee has logged off.	SYSTEM
▲	17/02/2020 13:41:31	📧	The employee has logged on.	SYSTEM

2 Status Messages  
Errors Warnings

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Rows per page 50 1 - 50 of 412 Last filtered on 20/02/2020 10:31:05; Number of records: 412

## New Features on POWERplay Web

- **Litigation hold**  
Supporting companies that need to keep recordings for a period of time, either for regulatory requirements or proof in case of legal disputes. With it, the recording period is kept indefinite, as long as the litigation hold is not deactivated.
- **New column displaying Litigation ID**  
Enables that conversations assigned to a litigation ID can be easily found with the search function. The visibility of the column depends on user's rights.
- **New field displaying the retention time (TTL)**
- **Save-as-wave dialog**  
Adjustments for generating and downloading wave files.
- **New column displaying conversations that have been move to a storage expansion**

## Extension POWERplay Web – WEBcommand license (Beta)

WEBcommand is the web-based counterpart of CLIENTcommand that allows controlling the recording conversations to be done manually. The new module, WEBcommand, is only visible if the corresponding license has been added to the system.

The following functions are available:

- > Start/stop
- > Display of recording status
- > Tagging of additional index data

## Recording Content Validation

The recording content validation provides insights into recorded files, verifying the validity of the audio content. It recognizes if decryption of the encrypted stream was successful and, if not, a notification will be generated nearly in real time. Results are available shortly after the recording has started.

## POWERplay Pro Enhancements

### User improvements



New GDPR feature - search conversation by the retention period (TTL)



New column displaying conversations that were moved to a storage expansion



Delete single conversations (depending on user's rights)

### Extension widget

Unused or unconfigured extensions are automatically removed from the extensions widget every 7 days, providing more efficient results.

Used extensions are automatically added once used.

Extensions not being used for more than 7 days and were removed, will be re-added when they are used again e.g. when a user was out of office and returns.

## New features and enhancements for CLIENTcommand

### > Enhancements for CLIENTcommand

- Automatic display of tagging window at the start of a recording
- Possibility of tagging even after the call has ended
- Display of meta data in tagging window

### > Display of existing tagging information in tagging window

- > **Display of logged-in user within context menu** where user can verify if his/her client is connected as the name of the user is now displayed within the context

## New features and enhancements for Quality Management

### > Adapted Licensing to separate Inspiration Neo and Inspiration Neo for compliance

You can license both Inspiration Neo and Inspiration Neo within one system. It is possible to select, on tenant level, whether Quality Management or Inspiration Neo for Compliance should be used.

## **New features and enhancements for tenants and system provider**

### **> PBX assignment for Resellers**

After creating a reseller, the system provider can select, which PBXs should be available for this specific reseller. The default configuration is that new resellers can see all available PBXs.

### **> Announcement messages in login pages**

The system provider can publish announcements like maintenance windows on the browser login pages for all tenants. The message is entered in a new field of the system configuration and will disappear once this field is cleared.

### **> Enhancement for Tenant view**

New tabs for Customer ID, Country, Creation Date and Last Update are available under the Tenant view within the System Configuration. Those tabs allows sorting customers according to your preferences, including alphabetical or numeric order.

### **> Export of User Configuration**

In addition to the existing import feature, export of the user configuration is supported, making backup and recovery of previous user configurations very easy. The function can be accessed from the employee's module in the system configuration.

### **> Increased System Reliability**

Adjustable notification when the system is about to delete recordings which have not been preserved in a storage expansion or an archive, preventing unwanted data loss. This also includes capacity-based deletion of conversations beyond the configured limits. Once the limit is reached a notification message will be sent after database failover to inform that the replication has been started.

## **Bug Fixes**

- ✓ User Call Activity Detailed Widget causes long loading times when logging into Insight Neo
- ✓ ZIP-file adjustment for downloading recordings from POWERplay Web
- ✓ Issue with downloading multiple files from POWERplay Web
- ✓ User right „Has access to employees and their data permits users to change the tenant's superuser account
- ✓ System Provider: Tenant creation does not work when password rules are active
- ✓ Display of User Call Activity Detailed Widgets is incorrect
- ✓ Wording in export dialog is incorrect
- ✓ Long recordings (> 30 min.) cannot be replayed in POWERplay Web

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