

EFM

Release Notes

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EFM Release Notes

This document describes the new features, product enhancements, and known limitations in EFM 15.3.

Topics

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What's new in EFM

This section lists new features and enhancements introduced in EFM 15.3. For more detailed information on all of the new features, please go to the [EFM Online Help](#).

Rebranding

As a part of EFM 15.3, a new look and feel is introduced. The product has been completely rebranded with new colors, new fonts, and new navigation. In addition, there is a new look and feel for the online help that corresponds to the product rebranding. We hope that this new look and feel will help you navigate the EFM product more easily and help you accomplish your goals quickly.

New application theme

With the new UI, EFM has retired the Mojave theme and provided a new modern default theme.

Integration with OpinionLab

You can now integrate OpinionLab comments with the EFM application by using the Comments tab. This new feature allows you to view and export comments, add comments to reports, create reports based on comments, add comments to data channels, add comments to data sets, add report elements with comments to dashboards, and share your comments with others.

Feedback Intelligence

Now, you have access to even more data in Feedback Intelligence. You can use advanced reporting for all data sources: comments projects, Speech Analytics data, and Unified Data Sets. You can easily analyze the data points across multiple surveys within Feedback Intelligence so that you can create reports and dashboards that represent responses from more than a single survey. When a survey is added to Feedback Intelligence, you can access and filter responses from all campaigns, not just the first one as it was previously.

Besides functional updates, we have several technical improvements:

- New FI Scheduler Service instead of FI Service and FI Universe Service.
- No manual configuration of FI Scheduler Service.
- Load-balancing and fail-over support is added to FI Scheduler Service.

Unified Data Set

The Unified Data Set allows you to map data from multiple sources and channels to create common Key Performance Indicators and drive insights. It combines data from different sources to easily report, analyze, and process the information.

The main feature of the Unified Data Set is that you can define Unified Data Model that interest you the most, or where you want additional feedback or improvements. You can define those areas by creating the core measures, dimensions, or supplemental attributes on the Unified Data Model page. With the

Unified Data Sources, you will be able to build dashboards and reports based on their feedback, and take automatic action through Unified Data Model triggers.

Unified Data Model triggers

A new feature that allows you to add triggers to your Unified Data Model based on the core measures, dimensions, and supplemental values.

Integration with Speech Analytics

Speech Analytics integration provides the possibility to retrieve WFO Speech Analytics data into EFM for further analysis and reporting on interaction categories and data fields. Speech Analytics data can be used in data sets, UVoC Module, and Feedback Intelligence for reporting purposes.

File imports

EFM announces renaming of data stores to file imports. The following new features for file imports are implemented: filtering, quick search, deletion of the selected records for a better way of data control. For data enrichment in EFM, file imports support in data sets is implemented.

Dashboard and reporting layouts

You can change look and feel of EFM native report elements and work with a user-friendly dashboard UI.

Unified VoC native reports and dashboards

Dashboard enhancements include extending filtering capabilities, as well as providing a set of new predefined dashboards for Unified VoC. These dashboards give the ability to see statistics from different data sources, consolidated under a single Unified Data Set.

Public dashboard

You can control the workgroup members' access to public dashboards creation and sharing based on the user role set of permissions.

Mail setup security improvements

The emails from EFM are encrypted so that communications are secure.

Known and corrected issues

The following table lists all corrected issues in EFM 15.3. A workaround is provided wherever available.

Defect ID	Component	Description	Corrected in
VEFM-11031	Panelists	Application error on the Profiles tab.	15.3.7124.1
VEFM-13719	Manage Responses	Collected records are not shown in the Manage Responses grid after adding the Panelists campaign.	15.3.7124.1
VEFM-10531	Manage Workgroups	There is an error when you log in as an administrator and make changes on the License tab.	15.3.7124.1
VEFM-9510	Manage Responses	When you delete over 600K of responses, it results in an error.	15.3.7124.1
VEFM-9232	Admin	FTP Server setup failed with an error.	15.3.7124.1
VEFM-10826	Manage Responses	Application error occurs when exporting the profile survey data.	15.3.7124.1
VEFM-10802	Feedback Intelligence	The G_T_PDC_ORGS and G_T_PDC_ORG_HIERARCHY tables are not truncated before being exported to FI.	15.3.7124.1
VEFM-9074	Manage Responses	The No records to display message is shown when the Campaign Name field is used with the Raw Data field.	15.3.7124.1
VEFM-3885	Preload Data	The preload data is not loaded.	15.3.7124.1



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