



Cisco MediaSense

- [New and Updated Features, on page 1](#)
- [Third-Party Software Impacts, on page 3](#)

New and Updated Features

New Features

In-Browser Playback

In addition to Java media player, you can play back an audio recording using the HTML5 playback feature of the browser. While using in-browser playback, you do not need to download the recording. To enable in-browser player, configure the settings in the **Search and Play Configuration** window of **Cisco MediaSense Administration**. In MediaSense Search and Play, an in-browser player appears at the bottom of the recording selected for playback and displays its progress.

For more information, see the "In-Browser Playback" section of the *Cisco MediaSense User Guide* at <http://www.cisco.com/c/en/us/support/customer-collaboration/mediasense/products-user-guide-list.html>.

Finesse AgentInfo Gadget

Finesse AgentInfo gadget is present on the Finesse Agent desktop to convey agent information from Finesse to MediaSense. When an agent signs in to the desktop, the gadget automatically signs in to MediaSense server and provides agent information. The agent information includes login ID, login extension, first name, and last name. It also keeps a track of the agent signs in and out time.

For more information, see the "Finesse AgentInfo Gadget" section in the *Cisco MediaSense User Guide* at <http://www.cisco.com/c/en/us/support/customer-collaboration/mediasense/products-user-guide-list.html>.

Agent Information in MediaSense Search and Play

In **MediaSense Search and Play**, you can search for recordings based on agent information and view agent information in the search results. The agent information includes login ID, login name, first name, and last name. To customize the display of agent information parameters in Search and Play, select or deselect the parameters in the **Search and Play Configuration** window of **Cisco MediaSense Administration**.

For more information, see the "Search for, Play, or Download a Recorded Call" and "Search and Play Configuration" sections of the *Cisco MediaSense User Guide* at <http://www.cisco.com/c/en/us/support/customer-collaboration/mediasense/products-user-guide-list.html>.

Unified Communications Manager Line Display Name in MediaSense Search and Play

In **MediaSense Search and Play**, enter Unified Communications Manager Line Display name in the **Line Name** text box to search for a recording. You can also view the Unified Communications Manager Line Display Name as *Line Name* if it is configured in Unified Communications Manager.

To enable *Line Name* as search option and view it in the search results, check the **Show Line Display Name** check box in **Search and Play Configuration** window in **MediaSense Administration**. For more information, see "Search and Play Configuration" section of the *Cisco MediaSense User Guide* at <http://www.cisco.com/c/en/us/support/customer-collaboration/mediasense/products-user-guide-list.html>.

Call Association for Network-Based Recording and Unified Border Element Dial Peer Recording

MediaSense groups strongly associated calls which have at least one common xRefCi value in case of sessions recorded through Unified Communications Manager, and at least one common CCID value in case of sessions recorded through Unified Border Element. MediaSense 11.0(1) supports call association for Unified Communications Manager network-based recordings and Unified Border Element dial peer recordings.

Search on Archived Recordings

You can search archived recordings in *MediaSense Search and Play* using the Archive Calls tab. Use the Session ID, participant ID, and date range to search the archived recordings. To enable archived recordings search, check the **Enable Search on Archived Recordings** check box in the **MediaSense Archive Configuration** window of **Cisco MediaSense Administration**.

For more information, see the "Archival" section of the *Cisco MediaSense User Guide* at <http://www.cisco.com/c/en/us/support/customer-collaboration/mediasense/products-user-guide-list.html>.

Updated Features

There are no updated features for MediaSense 11.0(1).

Deprecated Features

Cisco Finesse

MediaSense 11.0(1) supports Finesse 11.0; earlier versions are not supported any longer.

Cisco Unified Communications Manager AXL Authentication 8.x

MediaSense 11.0(1) no longer supports Cisco Unified Communications Manager AXL Authentication 8.x.

Important Notes

There are no important notes for MediaSense 11.0(1).

Removed and Unsupported Features

There are no removed and unsupported features for MediaSense 11.0(1).

Third-Party Software Impacts

For information on third-party software, see the *Compatibility Matrix for Cisco MediaSense* available at http://docwiki.cisco.com/wiki/Cisco_MediaSense_Compatibility_Matrix.

