Enghouse Interactive

Quality Management Suite

Product Updates

Agenda

- Enghouse Acquisitions
- Release Highlights and Summary
- Feature Details

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Enghouse Acquisitions - Vidyo

https://www.nasdaq.com/press-release/enghouse-systems-acquires-vidyo-inc.-2019-05-15

Nasdaq   MARKET ACTIVITY   NEWS + INSIGHTS   SOLUTIONS   ABOUT

Enghouse Systems Acquires Vidyo, Inc.

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Acquisition expands Enghouse Interactive product portfolio

MARKHAM, ON and HACKENSACK, NJ, May 15, 2019 /PRNewswire/ -
Enghouse Systems Limited (TSX:ENGH) announced today it has acquired
Vidyo, Inc. for a purchase price of approximately $40 million. Vidyo's annual
revenue is approximately $60 million.

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QMS v7.3 Release Highlights

◆ Changes:
  - ◆ All QMS server-side components converted to 64-bit, improving performance
  - ◆ Performance testing completed and documented for Recording and Media Processing services
  - ◆ Dark theme added to the user interface preferences
  - ◆ Transcription engine license consumption notifications
  - ◆ Documentation improvements
  - ◆ Separation of the Pause and Stop feature permissions for MiFID compliance
  - ◆ Mitel high availability supported
  - ◆ MS SQL Server 2017 supported

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QMS Product Release Highlights

◆ Added support for NPCAP

◆ WinPcap has been the de facto standard library for packet capture and link-layer packet injection for over a decade. Many open source and commercial network tools use WinPcap for network access and filtering, but it has been unmaintained since 2013 and is no longer supported.

Feature	Npcap	WinPcap
Info		
Actively maintained and supported	Yes	No (WinPcap development was terminated)
Last release date	September 4, 2019	March 8, 2013
libpcap version	1.9.0 (2019)	1.0.0 (2008)
License	Free for personal use	BSD-style
Supported commercial/redistributable version	Yes (Npcap OEM)	No (WinPcap Professional product terminated)

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NPCAP

- The default packet capture engine for QMS is WinPcap
- Customers are now able to install Npcap, replacing WinPcap as the packet capture engine
- Note that customers may be liable to license fee payments for Npcap
  - Companies can install Npcap on to a maximum of five systems free of charge
  - Installing on to more than five systems will require an OEM Internal license to be paid
- Npcap to be installed in WinPcap compatibility mode or native mode

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Performance and Scalability

- All QMS libraries and components have been upgraded to 64-bit only.

- Hardware requirements documentation updated accordingly.

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Hardware Specifications

◆ Calls Only (Co-Located DS, CRS and MPS)

  ◆ **LESS THAN 50 SIMULTANEOUS CALL RECORDINGS**

    ◆ Processor: Haswell 2.2 Ghz or better, 4 logical CPUs minimum

    ◆ Memory: 4GB memory (minimum)

    ◆ Disk used for QMS local storage locations:

    ◆ SSD (recommended)

◆ Calls Only (Co-Located CRS and MPS)

  ◆ **50 TO 100 SIMULTANEOUS CALL RECORDINGS (Dedicated Server)**

    ◆ Processor: Haswell 2.2 Ghz or better, 8 logical CPUs minimum

    ◆ Memory: 8GB memory (minimum)

    ◆ Disk used for QMS local storage locations:

    ◆ 15k RPM drive (minimum)

    ◆ SSD (recommended)

Hardware Specifications

- DataService (Dedicated Server):
  - Local SQL Server

    - **LESS THAN 200 TOTAL USERS**
    - Processor: Server class 4 logical cores minimum
    - Memory: 6 GB memory (minimum)

  More details can be found in QMS System Design Guide on page 19

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New Features

- Key Objective: Speech-to-text transcription
  - Introduce a speech-to-text transcription engine
  - Provide full text indexing for all text media
- Dashboard and reporting enhancements
  - New home page dashboard showing key data and statistics
  - Improvements to the Total Counts Report
- Fully Documented SDK
  - Includes use cases and sample code (internal and external versions)
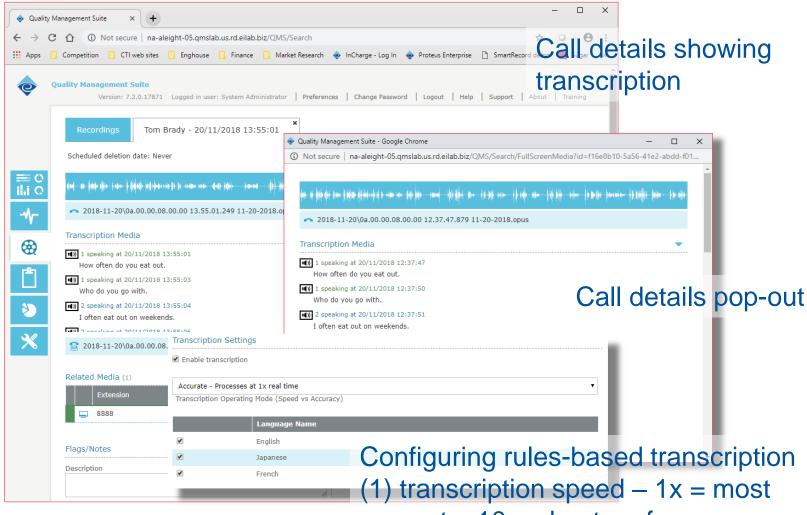- New Media Processing Server

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Speech-to-text Transcription

◆ Speech-to-text takes an audio recording and coverts it to an XML text document with tags, sentences, capitalisation, currency symbols, number conversion, speaker separation, etc.

◆ QMS uses a third party engine supplied by Nuance, called Nuance Transcription Engine (NTE)

◆ Two options are available

  ◆ Rules-based, using a call recording policy for automatic transcription

  ◆ On-demand, using the recorded calls screen for historic recordings

◆ Transcriptions can be used in evaluations like other media

◆ A new text indexing engine is also available that indexes all text communications to allow for keyword and phrase searches, like Google search

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Speech to Text Screenshots

Call details showing transcription

Call details pop-out

Configuring rules-based transcription
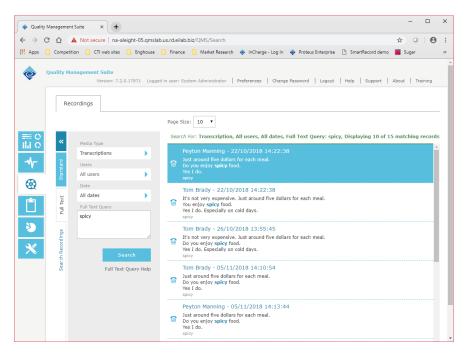(1) transcription speed – 1x = most accurate, 10x = best performance
(2) multiple languages are available

Full Text Indexing

◆ A new menu option has been created in the Recordings section – Full Text. This is only visible if the text indexing server is deployed

◆ A separate server is required for text indexing

◆ This will search all text recordings and transcriptions for the word or phrase given

◆ There are a number of search operators including AND, OR, NOT, single character and sequential character wildcards.
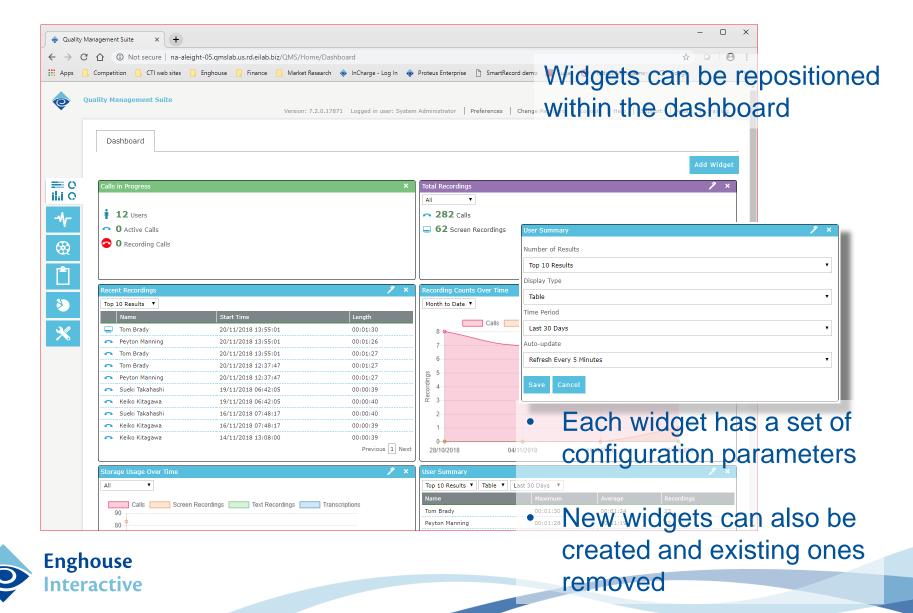
Dashboard and Reporting

- When logging into QMS users will now be presented with a dashboard home page

- Users can elect to have an alternative page as their home page

- The dashboard shows data such as:
    - Calls in Progress
    - Total number of recordings for selected time period
    - Most recent recordings
    - Recording counts over time
    - Storage usage over time
    - If licensed, some agent evaluation summary data

- In Reports, the Reports and Dashboard tabs have been swapped to provide an more logical workflow

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Dashboard Sample

Widgets can be repositioned within the dashboard

- Each widget has a set of configuration parameters

- New widgets can also be created and existing ones removed

Media Processing Server

◆ This new feature is designed to provide additional scalability and performance to QMS

◆ Currently the QMS Recording Server (RS) handles signalling (SIP, H.323, etc.), media processing (RTP, H.323, etc.) and media encoding (compression to Opus or MP3, optional encryption, removal to permanent storage)

◆ The Media Processing Server now takes responsibility for media encoding, increasing the performance of the RS, resulting in high call concurrency per server

◆ For small deployments all components can reside on one server

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Other Enhancements

◆ Microsoft SQL Server 2017 supported (not 2019)

◆ Windows Server 2019 supported

◆ Mitel high availability deployments are now supported

◆ The following Cisco UCM codecs are supported

   ◆ iLBC

   ◆ iSAC

   ◆ Opus

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Key Resources

◆ Document Catalogue

General	API	Integration Guides
QMS Product Sheet	QMS API Help Documentation	Avaya CS1000 Integration Guide
QMS Solutions Paper	**High Availability**	Avaya DMCC Integration Guide
QMS Overview Presentation	QMS High Availability Deployment Guide	Avaya IP Office Integration Guide
QMS Release Notes	**Optional Components**	Cisco Integration Guide, all varients
QMS Product Lifecycle Policy	Agent Evaluation Template Installer	Innovaphone Integration Guide
QMS Release Highlights Presentation	Desktop Utility Guide	Mitel MiTAI Integration Guide
QMS Regulatory Compliance White Paper	Migration Utility Guide	Mitel MiTAI with SRC Integration Guide
QMS Feature Matrix	Packet Forwarding Service Installation Guide	Port mirroring Configuration Guide
Technical	QMS Soft Evaluators Quick Start Guide	ShoreTel, all varients
QMS Supported PBX Matrix	QMS User Management for Vocal Coach	Skype for Business Integration Guide
QMS Installation Guide	Screen Recording Installation Guide	
QMS System Design Guide	Solr Integration Guide	
QMS Upgrade Guide	Transcription Services	

◆ https://partnerportal.enghouseinteractive.com/

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