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Quality Management Suite

V7.4 Release Briefing

New Features At A Glance

- Screen recording improvements
- Avaya enhancements
- NEC SV9500 dual media recording
- Recording search filter improvements
- Evaluation search filter improvements
- More performance improvements
- Transcription export
- EI CC Freeswitch server supported

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Screen Recording Enhancements

◆ Allow a random percentage of screen recordings to be made

◆ Desktop clients tested for Direct Access compatibility

◆ Ability to record an application window only when there is an associated voice, chat or IM recording

- ◆ Voice recording starts
- ◆ If the application is open screen recording for the application window starts
- ◆ If the application is not active but is opened during the call screen recording of the application takes place whilst it is active
- ◆ Playback of the screen recording shows a black screen if the application was not active at that time in the voice recording

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Avaya Enhancements

◆ For Avaya DMCC recording, QMS now supports high availability deployments
◆ For large IP Office systems QMS can now support multiple SNMP servers per recording server
  ◆ Required to link a user to a specific recording server where there are multiple RS
◆ Avaya gateway SIPREC recording with IP Office is supported
  ◆ Untested with Avaya Aura – a beta customer is needed

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Evaluations Search Filter

- This more closely aligns with the Recording filter now
  - Ability to Load, Save and Reset the filter
  - Search by first name, last name and agent ID added
  - Ability to search by recording date and media type
  - Ability to search by score including scores below, between and above given percentages
  - Ability to distinguish calibration evaluations

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Performance Improvements

- Database improvements through caching of static data

- Removed identified bottlenecks within audio processing

- Call Recording Service reviewed to eliminate issues when the Data Service is down

- Identification of any packet forwarding services not sending RTP

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EI CC Freeswitch

- Freeswitch is a SIP server allowing EI CC to act as a switch/PBX
- The integration is will be used primarily to provide PSTN recording for MS Teams
- The recording method is packet capture
- Only queued MS Teams calls can be recorded using this method

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Other Enhancements

- NEC SV9500 can be recorded using its native media forking recording method
  - DT830G/DT830 : FW 5.2.0.0 or later
  - DT820 : FW 3.2.0.0 or later
  - DT900's will work with any software release
- Cisco gateway (CUBE) SIPREC recording
  - This is not fully tested and requires a beta customer
- Use of special characters now permitted in search filters
- Able to search for recordings specifically that have or do not have associated evaluations
- Name fields have 20 character limit removed

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Other Enhancements

- Scorecards can now have a drop-down list of stock responses or reason codes associated with a question

- Transcriptions can now be exported in PDF format

- Audit log now logs successful and unsuccessful logins

- In Contact Center mode the Import Devices function now works!

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Release Date

November 2019

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