Quality Management Suite Feature Matrix	5.0	5.1	5.2	5.3	5.4	2016	7.0	7.1	7.2	7.3
All modules included in a single user interface	✓	✓	✓	✓	✓	✓	✓	✓	✓	√
Thirteen different languages supported	<b>√</b>	✓	✓	✓	✓	✓	✓	✓	<b>√</b>	$\checkmark$
Record selective desktop applications - available in Agent Evaluation Assessment	✓	✓	✓	✓	√	1	✓	✓	✓	$\checkmark$
Rules-based profile options enable administrators to target desktop recording efforts	✓	✓	✓	<b>√</b>	<b>√</b>	✓	<b>√</b>	✓	<b>√</b>	$\checkmark$
Flag/categorise computer recordings	✓	✓	✓	✓	✓	✓	✓	✓	✓	$\checkmark$
Improved export, save, schedule facility with Agent Evaluation Reports in QMS Dashboard	<b>√</b>	✓	✓	✓	✓	1	✓	✓	✓	✓
Search for screen and voice recordings in a single location	✓	✓	✓	✓	√	✓	✓	✓	✓	$\checkmark$
Improved system alerting creates event log files and automated e-mails	<b>√</b>	✓	✓	✓	✓	✓	<b>√</b>	✓	✓	$\checkmark$
Re-engineering integration for Built-in-Bridge recording method on Cisco		✓	✓	<b>√</b>	<b>√</b>	1	<b>√</b>	✓	✓	✓
DMCC recording integration for Avaya Communications Manager		✓	✓	✓	✓	✓	✓	✓	✓	$\checkmark$
Improved integration with the Avaya IP Office, including extension mobility support		1	1	1	1	1	1	1	1	1
Support for NEC SV8100, SV8300, SV8500, and 3C			<b>√</b>	✓	✓	1	✓	✓	✓	$\checkmark$
Click to email links to interaction recordings			✓	✓	√	✓	✓	✓	✓	$\checkmark$
Duplicate reorder option for redundancy support for QMS on Lync / Skype for Business			✓	✓	<b>√</b>	✓	✓	✓	✓	$\checkmark$
Diagnostic tools for real time performance monitoring for Skype for Business administrators			✓	✓	√	✓	✓	✓	✓	$\checkmark$
Alerting for Front End server outages on Skype for Business			<b>√</b>	✓	✓	1	✓	✓	✓	$\checkmark$
Support for Avaya CS1000					1	1	1	1	1	1
Updated ShoreTel TAPI and TAPI/WAV integration					✓	1	✓	✓	✓	$\checkmark$
Updated Mitel support with improved Mitel SRC integration					1	1	1	1	1	1
Support for Skype for Business Edge server recording					1	1	1	1	1	1
Agent evaluation scorecards					<b>√</b>	1	$\checkmark$	1	1	1
Improved integration with EICC and CCE - agent hot desking; report profile tags					1	1	1	1	1	1
Simplified administrator and installation tools						1	<b>√</b>	<b>√</b>	<b>√</b>	1
R&E recording migration tool						1	1	1	1	1
Speech analytics via integration with Vocal Coach						1	√ 	√	1	1
Agent evaluation templates									✓	· •
Enhanced resiliency operation						1	√ 	√ 	<b>√</b>	1
Cross-site mobility support						1		√		1
Agent evaluation scores, recording playback available in TouchPoint client						1	<b>√</b>	√ 	<b>√</b>	1
Flag enhancements to support wrap-up codes and query data						1	1	1	1	1
Flag search enhancements						1	1	1	1	1
Windows 10 and SQL 2014 support						1	1	1	1	1
Support for live call speech analytics via Vocal Coach integration						1	<b>√</b>	<b>√</b>	<b>√</b>	$\checkmark$
Screen recording VDI support						1	1	1	1	1
Concurrent recording license and new supervisor license						1	1	1	1	1
Cisco Jabber client support						1	1	1	1	1
Redesigned UI using HTML 5 framework - deprecated reliance on Silverlight							✓	✓	✓	$\checkmark$
Support for Innovaphone PBX							✓	✓	✓	✓
Add notes to call record							✓	✓	✓	$\checkmark$
Call in progress notifications in desktop agent							<b>√</b>	✓	✓	$\checkmark$
System tray extension status notice included in desktop agent							✓	✓	✓	$\checkmark$
Allows dynamic scaling							<b>√</b>	✓	<b>√</b>	✓
Evaluate in Live Monitor							<b>√</b>	✓	✓	1
Scoring by category							<b>√</b>	✓	<b>√</b>	✓
Ability to add hyperlinks to evaluations							$\checkmark$	✓	✓	✓
Extend edit permissions to other user types							✓	✓	✓	✓
Evaluation chaining							✓	✓	$\checkmark$	✓
Stereo recording and playback							✓	✓	✓	✓
Multi-channel recording including native support for EICC and Skype for Business IM								✓	✓	✓
Integration with Cisco UCCE contact center								✓	<b>√</b>	✓
Four-eyes authentication								1	1	1
Amazon Web Services S3 storage support								√	1	✓
Mark recordings that are required for permanent retention								√	<b>√</b>	√
New XML handset app for Cisco handsets								√	<b>√</b>	✓
Packet Forwarding Service now supports TURN and STUN encoded audio packets								✓	✓	✓
Speech to text transcription									<b>√</b>	√
Full text indexing for transcriptions and text recordings									<b>√</b>	✓
Media Processing Service for post call processing in larger systems									1	1
Screen recordings can be triggered by Skype for Business IM or similar									1	1
Re-written ShoreTel TAPI and TAPI/WAV interfaces									1	1

New user dashboard									✓	✓
Total Counts report filters and reports on all media types									✓	✓
Desktop utility optionally shows when agent is being monitored									<ul> <li>✓</li> </ul>	✓
Server-side components converted to 64-bit										✓
Transcription engine license expiration notifications added										✓
QMS sizing tool created following performance testing										✓
Quality Management Suite Feature Matrix	5.0	5.1	5.2	5.3	5.4	2016	7.0	7.1	7.2	7.3
Dark theme added to UI, retaining existing light theme										<ul> <li>✓</li> </ul>
Separated the Pause and Stop user permissions to comply with MiFID regulations										✓
Support for NPCAP engine in addition to WinPCap engine										<ul> <li>✓</li> </ul>
MS SQL Server 2017 supported										<ul> <li>✓</li> </ul>
Mitel high availability supported										✓
iLBC, iSAC and Opus codecs supported on Cisco										1