



Quality Management Suite Release Notes

Release Information

QMS 7.4.2

Quality Management Suite (QMS) Fixes and Enhancements



Table of Contents

Quality Management Suite Release Notes 7.4	3
Modifications	3
<i>Integration Enhancements</i>	3
<i>Performance and Scalability</i>	3
<i>Screen Recording</i>	3
<i>Client Enhancements</i>	3
<i>Documentation Enhancements</i>	4
QMS 7.4 Service Pack 1	5
Service Pack 1 Fixes	5
QMS 7.4 Service Pack 2	8
Service Pack 2 Modifications	8
Service Pack 2 Fixes	8

Quality Management Suite Release Notes 7.4

Modifications

The Enhouse Interactive Quality Management Suite 7.4 release contains the following new and updated features and functionality.

Integration Enhancements

- New integration support for NEC SV9500 using OAI and forked audio. Phones will need to support forked audio recording. See the NEC integration guide for more information.
- Support for SipRec on Avaya SBC.
- Support for SipRec on Cisco Gateways.
- Support for SipRec on Broadworks.
- New integration support for recording from Microsoft Teams when paired with Enhouse Contact Center. See the Microsoft Teams integration guide for more information.
- High Availability support for Avaya Call Manager
- Allow multiple SNMP server per recording service for Avaya IP Office
- Support for Windows Server 2019
- Support for Enhouse Vocal Coach 4.2

Performance and Scalability

- Reduced SQL footprint by caching frequently accessed data.
- Corrected bottlenecks in audio processing logic.
- Improved performance of the realtime page.

Screen Recording

- Added a new option to record a percentage of call triggered screen recordings.
- Added a new option to trigger application based screen recording from voice calls, webchat or IM.
- Desktop Agent components are now updated only when necessary.

Client Enhancements

- Scorecard question types are now customizable.
- Transcriptions can be exported to PDF.
- New “search within table” function for lists of users.
- Added a new email alert when a recording does not receive audio.
- Client logins are now audited.
- Added selectable months/years to all calendar controls

- New column in search results indicating media used in evaluation.
- Existing archive storage locations are now editable.
- Relaxed the character limitations for department and locations.
- AgentID character limit increased to 50 characters.
- “One random result” and “Do not show hidden recordings” added to the list of search options that can be saved.
- Available transcription languages can now be edited via the client interface.

Documentation Enhancements

- New Microsoft Teams Integration Guide
- New NEC Integration Guide
- New section in System Design Guide on authentication options.

QMS 7.4 Service Pack 1

Service Pack 1 Fixes

QE-1558	Fixed an issue where screen recordings were not being converted to Webm files.
QE-1685	Fixed an issue where screen recording would attempt multiple file transfers simultaneously.
QE-1691	Fixed an issue where Caller ID and Name were incorrect on a Shortel PBX.
QE-1694	Fixed an issue where Agent users were being counted when determining the number of audio ports needed for Cisco Forked Audio.
QE-1696	Fixed an issue with out of sync audio.
QE-1697	Fixed an issue where the MPS was not sending database updates through the same DataService that was used by the Recording Service that handled the recording in an HA environment.
QE-1699	Fixed an issue where call recordings stopped when the call was placed on hold with a SIP PBX.
QE-1700	Fixed an issue with out of sync audio.
QE-1702	Fixed an issue where some calls were not recording because QMS was advertising DTMF RFC2833 capabilities when establishing the SIP session in a Cisco Forked Audio environment.
QE-1706	Fixed an issue where Disallowed IP Addresses entries to indicate blocking an entire subnet were not allowed in the Lync configuration tool.
QE-1707	Fixed an issue where RED codec packets were not being processed properly if they were from the STUN port.
QE-1708	Fixed an issue where screen recordings were being archived before they were converted.
QE-1709	Fixed an issue where concurrent screen recording licenses could not be assigned.
QE-1711	Added the DisassociateAgentWenNoAgentIdFlag configuration key to disassociate an agent from its device if QMS receives flags without an AgentID flag.

QE-1722	Fixed an issue where AddUser API method was no longer backward compatible for consumers of older versions of the QMS API.
QE-1723	Fixed an issue where a device being moved from one recording service to another would leave an incomplete user on the old recording service that could then cause issues when trying to match events to users.
QE-1652	Fixed an issue where CallerID and Name were not correct on an Avaya IP Office PBX.
QE-1736	Fixed an issue with the UCCE Connector where CC flag values were not populated.
QE-1737	Fixed an issue where we were not correctly identifying the proper encryption key to use when both streams of audio were going through the same port in a Skye for Business environment.
QE-1740	Fixed an issue where the default bindings in the Cisco Phone Controls app were not large enough to allow large users lists to be sent.
QE-1741	Fixed an issue where DNIS name information was not being collected in a Shortel environment.
QE-1750	Fixed an issue where the installer was deploying an older version of the System.Tuple.dll that would cause errors if trying to use Solr. Also updated the Solr documentation to provide specific versions of Solr and Zookeeper that should be used.
QE-1752	Fixed an issue where the DB Backup Utility fails to restore a database backup file.
QE-1753	Fixed an issue where the call recording profile specified in an import csv file would not be honored.
QE-1757	Fixed an issue where the RTPDC would fail to install on a 32-bit OS.
QE-1761	Fixed an issue where the ManagedCrac.exe.config file would not be deployed if only the DataService was installed. Also enhanced the upgrader to look for this condition and deploy a default config file if it is missing.
QE-1765 & 1771	Fixed an issue where there was a bottleneck in audio processing in a forked audio environment that could cause the recording serviced to crash if delays occurred that triggered the bottleneck.
QE-1768	Fixed an issue where a user could not edit services in the QMS Client UI.
QE-1769	Fixed an issue where the upgrader was not retaining the PaginateSearchResults setting in the web.config.



QE-1773	Fixed an issue where the OK and Cancel buttons were missing when a user was being asked to change their password.
---------	---

QMS 7.4 Service Pack 2

Service Pack 2 Modifications

- Modified saved recording searches so they now save the selected user list.
- Added the ability to save Evaluation searches.

Service Pack 2 Fixes

QE-1760	Fixed an issue where the Score Trending by Question report was not calculating the average score correctly when N/A scores were included.
QE-1763	Fixed an out of sync audio issue.
QE-1764	Fixed an issue where screen recording database records associated with a call recording were not being deleted via the RemoveRecordingEntry method when the call recording was deleted, if flags were attached to the screen recording.
QE-1775	Fixed an issue where a screen recording associated with a call recording that was deleted due to retention rules was being re-created in the database instead of deleted when the screen recording was sent from the Desktop Agent to the Media Processing Service.
QE-1787	Fixed an issue where Emails were not being retained if the Text Recording profile was configured to only record during specific hours.
QE-1791	Fixed an issue where MangedCrac could leave behind temp files if an error occurred while trying to convert the audio file.
QE-1795	Fixed an issue where calls were missing CallerID information on an NEC SV PBX.
QE-1798	Fixed an issue where the ForkedAudioSIPPort setting was not being honored if DisableCiscoFADynamicAudioPorts was set to False.
QE-1799	Fixed an issue where database records could be marked as encrypted when the files had not been encrypted.
QE-1810	Fixed an issue where email alerts could be sent from the recording service for wrp files that had not been transferred to the MPS yet when the call recording has been deleted due to retention rules.
QE-1811	Fixed an issue where a QMS user was incorrectly being assigned port 0 as the port to receive audio on with a Avaya DMCC PBX.
QE-1813	Fixed an issue where only one side of the audio was captured on a Microsoft Teams PBX.



- QE-1816 Fixed an issue where the outbound ID was being overwritten by a blank value when the SIP message included a P-Asserted-Identity header.
- QE-1817 Fixed an issue where an unhandled exception was crashing the Desktop Agent.

Enghouse Systems welcomes user comments and reserves the right to revise this document and/or make updates to product specifications, products, or programs described without notice at any time. Enghouse Systems makes no representations or warranties regarding this document. The names of actual companies and products mentioned herein are the trademarks of their respective owners. Enghouse Interactive and all Enghouse Systems logos are trademarks or registered trademarks of Enghouse Systems and may be used publicly only with the written permission by an authorized company agent. Other listed names and brands are trademarks or registered trademarks of their respective owners.

© Copyright 1998-2019 by Enghouse Systems, Limited. All rights reserved.

No part of this publication may be reproduced without the prior written consent of Enghouse Systems.



Enghouse Interactive