

Quality Management Suite Feature Matrix	5.x	6.x	7.0	7.1	7.2	7.3	7.4	8.0	8.1	8.2
All modules included in a single user interface	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Thirteen different languages supported	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Record selective desktop applications - available in Agent Evaluation Assessment	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Rules-based profile options enable administrators to target desktop recording efforts	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Flag/categorise computer recordings	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Improved export, save, schedule facility with Agent Evaluation Reports in QMS Dashboard	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Search for screen and voice recordings in a single location	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Improved system alerting creates event log files and automated e-mails	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Re-engineering integration for Built-in-Bridge recording method on Cisco	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
DMCC recording integration for Avaya Communications Manager	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Improved integration with the Avaya IP Office, including extension mobility support	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Support for NEC SV8100, SV8300, SV8500, and 3C	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Click to email links to interaction recordings	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Duplicate reorder option for redundancy support for QMS on Lync / Skype for Business	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Diagnostic tools for real time performance monitoring for Skype for Business administrators	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Alerting for Front End server outages on Skype for Business	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Support for Avaya CS1000	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Updated ShoreTel TAPI and TAPI/WAV integration	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Updated Mitel support with improved Mitel SRC integration	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Support for Skype for Business Edge server recording	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Agent evaluation scorecards	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Improved integration with EICC and CCE - agent hot desking; report profile tags	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Simplified administrator and installation tools		✓	✓	✓	✓	✓	✓	✓	✓	✓
R&E recording migration tool		✓	✓	✓	✓	✓	✓	✓	✓	✓
Speech analytics via integration with Vocal Coach		✓	✓	✓	✓	✓	✓	✓	✓	✓
Agent evaluation templates		✓	✓	✓	✓	✓	✓	✓	✓	✓
Enhanced resiliency operation		✓	✓	✓	✓	✓	✓	✓	✓	✓
Cross-site mobility support		✓	✓	✓	✓	✓	✓	✓	✓	✓
Agent evaluation scores, recording playback available in TouchPoint client		✓	✓	✓	✓	✓	✓	✓	✓	✓
Flag enhancements to support wrap-up codes and query data		✓	✓	✓	✓	✓	✓	✓	✓	✓
Flag search enhancements		✓	✓	✓	✓	✓	✓	✓	✓	✓
Windows 10 and SQL 2014 support		✓	✓	✓	✓	✓	✓	✓	✓	✓
Support for live call speech analytics via Vocal Coach integration		✓	✓	✓	✓	✓	✓	✓	✓	✓
Screen recording VDI support		✓	✓	✓	✓	✓	✓	✓	✓	✓
Concurrent recording license and new supervisor license		✓	✓	✓	✓	✓	✓	✓	✓	✓
Cisco Jabber client support		✓	✓	✓	✓	✓	✓	✓	✓	✓
Redesigned UI using HTML 5 framework - deprecated reliance on Silverlight			✓	✓	✓	✓	✓	✓	✓	✓
Support for Innovaphone PBX			✓	✓	✓	✓	✓	✓	✓	✓
Add notes to call record			✓	✓	✓	✓	✓	✓	✓	✓
Call in progress notifications in desktop agent			✓	✓	✓	✓	✓	✓	✓	✓
System tray extension status notice included in desktop agent			✓	✓	✓	✓	✓	✓	✓	✓
Allows dynamic scaling			✓	✓	✓	✓	✓	✓	✓	✓
Evaluate in Live Monitor			✓	✓	✓	✓	✓	✓	✓	✓
Scoring by category			✓	✓	✓	✓	✓	✓	✓	✓
Ability to add hyperlinks to evaluations			✓	✓	✓	✓	✓	✓	✓	✓
Extend edit permissions to other user types			✓	✓	✓	✓	✓	✓	✓	✓
Evaluation chaining			✓	✓	✓	✓	✓	✓	✓	✓
Stereo recording and playback			✓	✓	✓	✓	✓	✓	✓	✓
Multi-channel recording including native support for EICC and Skype for Business IM				✓	✓	✓	✓	✓	✓	✓
Integration with Cisco UCCE contact center				✓	✓	✓	✓	✓	✓	✓
Four-eyes authentication				✓	✓	✓	✓	✓	✓	✓
Amazon Web Services S3 storage support				✓	✓	✓	✓	✓	✓	✓
Mark recordings that are required for permanent retention				✓	✓	✓	✓	✓	✓	✓
New XML handset app for Cisco handsets				✓	✓	✓	✓	✓	✓	✓
Packet Forwarding Service now supports TURN and STUN encoded audio packets				✓	✓	✓	✓	✓	✓	✓
Speech to text transcription					✓	✓	✓	✓	✓	✓
Full text indexing for transcriptions and text recordings					✓	✓	✓	✓	✓	✓
Media Processing Service for post call processing in larger systems					✓	✓	✓	✓	✓	✓
Screen recordings can be triggered by Skype for Business IM or similar					✓	✓	✓	✓	✓	✓
Re-written ShoreTel TAPI and TAPI/WAV interfaces					✓	✓	✓	✓	✓	✓

