

Quality Management Suite Feature Matrix	5.0	5.1	5.2	5.3	5.4	2016	7.0	7.1	7.2	7.3	7.4	8.0	8.1
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									✓	✓	✓	✓	✓
New user dashboard									✓	✓	✓	✓	✓
Total Counts report filters and reports on all media types									✓	✓	✓	✓	✓
Desktop utility optionally shows when agent is being monitored									✓	✓	✓	✓	✓
Server-side components converted to 64-bit										✓	✓	✓	✓
Transcription engine license expiration notifications added										✓	✓	✓	✓
QMS sizing tool created following performance testing										✓	✓	✓	✓
Dark theme added to UI, retaining existing light theme										✓	✓	✓	✓
Separated the Pause and Stop user permissions to comply with MiFID regulations										✓	✓	✓	✓
Support for NPCAP engine in addition to WinPCap engine										✓	✓	✓	✓
MS SQL Server 2017 supported										✓	✓	✓	✓
Mitel high availability supported										✓	✓	✓	✓
iLBC, iSAC and Opus codecs supported on Cisco										✓	✓	✓	✓
SIPREC support for Avaya and Cisco gateways											✓	✓	✓
NEC SV9500 media forking recording method supported											✓	✓	✓

