

Quality Management Suite Release Notes

Release Information

QMS 9.4

Quality Management Suite (QMS) Fixes and Enhancements





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Quality Management Suite Release Notes 9.4

Modifications

The Enghouse Interactive Quality Management Suite 9.4 release contains the following new and updated features and functionality. Please note that if you are upgrading from a version prior to QMS 8.2, you will be required to apply a new license key before the software will operate.

New Features

- Custom Reporting database.
- Minimum and Maximum call lengths to transcribe (via recording profile).
- Prevent chaining of calls marked as "Anonymous".
- Option to prevent screen recording in HA when HA is enabled.
- Option to automatically delete inactive users when no recordings are associated with them.

Integration Enhancements

- Added large gallery view video recording to the Teams Native integration.

Client Enhancements

- Search evaluations by call flags.
- Enghouse Transcription Service now configurable via the client.
- Recording profile now shown in search results.
- Allow user to specify the number of rows when exporting search results.
- List of media options in search is reduced to only include actual recorded media types.
- Date/time of first evaluation media added to evaluation search results.
- Various accessibility improvements for keyboard navigation and text alternatives for non-text content.
- Context-sensitive web help.
- Portuguese and Portuguese-Brazilian languages re-instated as localization options

Technical Enhancements

- Updated the Packet Forwarding Service to .Net 6.0 framework
- Database upgrade script optimization.
- RabbitMQ installer is now shipped with the upgrader.

Documentation Enhancements

- Corrected misleading information in the High Availability document.
- Corrected misleading information in the Cisco Integration Guide.

Fixes

QE-2608	Fix to prevent deletion of recording files when local and remote storage are the same location
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