All modules included in a single user interface	Quality Management Suite Feature Matrix	9.0	9.1	9.2	9.2.1	9.3	9.4
Thirtises different languages supported Soles based practice desktop applications - available in Agent Fivaluation Assessment V V V V V V V V V P Soles based profile options analysis and ministrators to target desktop recording efforts V V V V V V V V V V V P Soles based profile options analysis and ministrators to target desktop recording efforts V V V V V V V V V V V V V V V V V V V							
Second solective desktop applications - available in Agent, Evaluation Assessment Auck - based profile options enable administrators to target desktop recording efforts V V V V V V V V V V V V V V V V V V V		- 1	-	√	-	-	
Rules-based snorfile options enable administrators to target desktop recording efforts 7			√	√		√	√
Elepéroteporise computer recordings in proved export, sow, schedule facility with Agent Evaluation Reports in QMS Cashboard V V V V V V V Servich for screen and voice recordings in a single location V V V V V V V V V V V V V V V V V V V		√	√	√	√	√	√
Improved export, save, schedule facility with Agent Fouliation Reports in QMS Dashboard ### Agent for screen and voice recordings in a single location ### Agent for screen and voice recordings in a single location ### Agent for screen and voice recording file and automated e-mails ### Agent for screen and voice recording file and automated e-mails ### Agent for screen and the recording file and automated e-mails ### Agent for screen and the recording file and automated e-mails ### Agent for screen and the recording file and automated e-mails ### Agent for screen and the recording file and automated e-mails ### Agent for screen and the recording file and automated e-mails ### Agent for screen and file and automated e-mails ### Agent for screen and file and automated e-mails ### Agent for screen and file and automated e-mails ### Agent for screen and file and automated e-mails ### Agent for screen and file and automated e-mails ### Agent for screen and file and automated e-mails ### Agent for screen and file and automated e-mails ### Agent for screen and file and automated e-mails ### Agent for screen and file and automated e-mails ### Agent for screen and file and automated e-mails ### Agent for screen and automated			√	√	√	√	√
Search for screen and voice recordings in a single location		1	√		1	√	
Improved system alerting creates event log files and automated e-mails Re-engineering integration for Bult-in-Bridge recording method on Cisco V V V V V V V V V V V Improved integration for Bult-in-Bridge recording method on Cisco NOMCC recording integration for Avaya Communications Manager V V V V V V V V Improved integration with the Avaya IP Office, including extension mobility support Support for NEC \$2010, 0,59800, 9,8800, and 3C V V V V V V V V V Click to email links to interaction recordings Duplicate recorder option for redundancy support for QMS on Lyne / Skype for Business Duplicate recorder option for redundancy support for QMS on Lyne / Skype for Business V V V V V V V Alerting for Front Find server outlages on Skype for Business Saministrators V V V V V V V V Alerting for Front Find server outlages on Skype for Business V V V V V V V V V V V V V V V V V V		√	√	√	√	√	√
Be-empired integration for Bruth-in-Bridge recording method on Cisco V	T T	√	√	√	√	√	√
DMCC recording integration for Avaya Communications Manager Improved integration with the Avaya IP Office, including extension mobility support Improved integration with the Avaya IP Office, including extension mobility support Increased integration with the Avaya IP Office, including extension mobility support Increased integration with Extension and Increased In				√	√	√	√
Improved integration with the Awaya IP Office, including extension mobility support Support for NEC SVB100, SVB300, SVB500, and 3C Click to email links to interaction recordings V V V V V V V V Duplicate reorder option for redundancy support for QMS on Lync / Skype for Business V V V V V V V Alerting for Front End server outages on Skype for Business administrators V V V V V V V Alerting for Front End server outages on Skype for Business administrators V V V V V V V Alerting for Front End server outages on Skype for Business administrators V V V V V V V Alerting for Front End server outages on Skype for Business administrators V V V V V V V Alerting for Front End server outages on Skype for Business administrators V V V V V V V V Alerting for Front End server outages on Skype for Business administrators V V V V V V V V V Alerting for Front End server outages on Skype for Business administrators V V V V V V V V V V V Alerting for Front End server outages on Skype for Business administrators V V V V V V V V V V V V V V V V V V V		√	√	√	√	√	√
Support for NEC SV8100, SV8300, SV8300, and 3C.		√	√	√	√	√	√
Click to email links to interaction recordings Duplicate reorder option for redundancy support for QMS on Lync / Skype for Business V V V V V V V V A Alerting for Front End server outages on Skype for Business administrators V V V V V V V A Alerting for Front End server outages on Skype for Business V V V V V V V V A Alerting for Front End server outages on Skype for Business V V V V V V V V V V Alerting for Front End server outages on Skype for Business V V V V V V V V V V V Alerting for Front End server outages on Skype for Business V V V V V V V V V V V V V V V V V V		√	√	√	√	√	√
Duplicate reorder option for redundancy support for QMS on Lyne / Skype for Business		√	√	√	√	√	√
Diagnostic tools for roal time performance monitoring for Skype for Business administrators Alerting for Front End server outrages on Skype for Business V V V V V V V V V V V V V V V V V V	7				√	_	
Alerting for Front End server outages on Skype for Business Support for Awaya CSJ000 V V V V V V V V V V Updated ShoreTell TAP) and TAP)/WAV integration V V V V V V V V V Updated Mittel Support with improved Mittel SRC integration Support for Skype for Business Edge server recording V V V V V V V V V V Improved integration Support for Skype for Business Edge server recording V V V V V V V V V V Improved integration Support for Skype for Business Edge server recording V V V V V V V V V V V Improved integration with FICC and CCE - agent hot desking; report profile tags R&E recording migration tool R&E recording migration tool R&E recording migration tool V V V V V V V V V V Speech analytics via integration with Vocal Coach R&E recording migration tool V V V V V V V V V V V V V V V V V V V		√	√	√	√	√	√
Support for Avaya CS1000 J <td></td> <td>_</td> <td></td> <td>-</td> <td></td> <td></td> <td></td>		_		-			
Updated ShoreTel TAPI and TAPI/WAV integration J<		√	√	√	√	√	
Updated Mitel support with improved Mitel SRC integration V V V V V V V V V V V V V V V V V V V		1					
Support for Skype for Business Edge server recording Agent evaluation scorecards Improved integration with EICC and CCE - agent hot desking; report profile tags Agent administrator and installation tools R&E recording migration tool R&E recording migration tool Agent evaluation templates Agent evaluation scores, recording playback available in TouchPoint client Cross-site mobility support Agent evaluation scores, recording playback available in TouchPoint client Agent evaluation scores, recording playback available in TouchPoint client Agent evaluation scores, recording playback available in TouchPoint client Agent evaluation scores, recording playback available in TouchPoint client Agent evaluation scores, recording playback available in TouchPoint client Agent evaluation scores, recording playback available in TouchPoint client Agent evaluation scores, recording playback available in TouchPoint client Agent evaluation scores, recording playback available in TouchPoint client Agent evaluation scores, recording playback available in TouchPoint client Agent evaluation scores, recording playback available in TouchPoint client Agent evaluation scores, recording playback available in TouchPoint client Agent evaluation scores, recording playback available in TouchPoint client Agent evaluation scores, recording playback available in TouchPoint client Agent evaluation of the score of the		√	√	√	√	√	√
Agent evaluation scorecards V		√	√	√	√	√	√
Improved integration with EICC and CCE - agent hot desking; report profile tags \$\frac{1}{2} \q		√	√	√	√	√	√
Simplified administrator and installation tools R&E recording migration tool R&E recording migration tool V V V V V V V V V V V V V V V V V V V				√	√		
R&E recording migration tool Speech analytics via integration with Vocal Coach Agent evaluation templates Agent evaluation scores, recording playback available in TouchPoint client Agent evaluation scores, recording playback available in TouchPoint client Agent evaluation scores, recording playback available in TouchPoint client Agent evaluation scores, recording playback available in TouchPoint client Agent evaluation scores, recording playback available in TouchPoint client Agent evaluation scores, recording playback available in TouchPoint client Agent evaluation scores, recording playback available in TouchPoint client Agent evaluation scores, recording playback available in TouchPoint client Agent evaluation scores, recording playback available in TouchPoint client Agent evaluation scores, recording playback available in TouchPoint client Agent evaluation scores, recording playback available in TouchPoint client Agent evaluation scores, recording playback available in TouchPoint client Agent evaluation scores, recording playback Agent evaluation and sextop agent Agent evaluation score evaluations Agent evaluation template evaluations Agent evaluation template evaluations Agent evaluation score evaluations Agent evalu		√	√	1	/	√	√
Speech analytics via integration with Vocal Coach Agent evaluation templates Chanced resiliency operation Cross-site mobility support Agent evaluation scores, recording playback available in TouchPoint client Cross-site mobility support Agent evaluation scores, recording playback available in TouchPoint client Cross-site mobility support Agent evaluation scores, recording playback available in TouchPoint client Cross-site mobility support Agent evaluation scores, recording playback available in TouchPoint client Cross-site mobility support Cross-site mobility support was prevented as a support with the support of			-	-	-		
Agent evaluation templates		√	√	√	√	√	
Enhanced resiliency operation		1			√	√	
Cross-site mobility support Agent evaluation scores, recording playback available in TouchPoint client 7		√	√	1	√	√	√
Agent evaluation scores, recording playback available in TouchPoint client Flag enhancements to support wrap-up codes and query data 7 7 7 7 7 7 7 7 7 7 7 7 7 7 7 7 7 7 7			- 1	-	-		_
Flag enhancements to support wrap-up codes and query data \$\frac{1}{2} , d.		√	-	-	√		_
Flag search enhancements V V V V V V V V Support Support Support for live call speech analytics via Vocal Coach integration V V V V V V V V V V V V V V V V V V V		√	√	√	√	√	√
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 Vocall in progress notifications in desktop agent Vocall in progress notifications in desktop agent Vocall in Live Monitor Vocall in Li			√	√	√	√	√
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 Call in progress not incovaphone PBX Add notes to call record Call in progress notifications in desktop agent Call in progress notifications in desktop agent Call in Live Monitor Call in Live Monito		√	√	√	√	√	√
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 scalling Allows dynamic scalling Concurrent Live Monitor Scoring by category Ability to add hyperlinks to evaluations Extend edit permissions to other user types Allows dynamics to other user types Allows dynamics to other user types Allows dynamics to other user types Ability to add hyperlinks to evaluations Concurrent recording including native support for EICC and Skype for Business IM Allows dynamics Store or additional recording including native support for EICC and Skype for Business IM Amazon Web Services S3 storage support Mark recordings that are required for permanent retention Amazon Web Services S3 storage support Mex XML handset app for Cisco handsets A J J J J J J J J J J J J J J J J J J		√	√	√	√	√	√
Cisco Jabber client support Cisco Jabber client support Redesigned UI using HTML 5 framework - deprecated reliance on Silverlight V V V V V V V V V V V V V V V V V V V		√	√	√	√	√	√
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 V V V V V V V V V V V V V V V V V V V		√	√	√	√	√	√
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 V V V V V V V V V V V V V V V V V V			√	√	√	√	√
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 V V V V V V V V V V V V V V V V V V V	Redesigned UI using HTML 5 framework - deprecated reliance on Silverlight	√	√	√	√	√	√
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 V V V V V V V V V V V V V V V V V V V		√	√	√	√	√	√
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 V V V V V V V V V V V V V V V V V V V		√	√	√	√	√	√
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 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 V V V V V V V V V V V V V V V V V V V	Call in progress notifications 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 To 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		√	√	√	√	√	√
Scoring by category Ability to add hyperlinks to evaluations Extend edit permissions to other user types V V V V V V V V V V V V V V V V V V V	Allows dynamic scaling	√	√	√	√	√	√
Ability to add hyperlinks to evaluations Extend edit permissions to other user types Evaluation chaining V V V V V V V V V V V V V V V V V V	Evaluate in Live Monitor	✓	✓	✓	✓	✓	✓
Extend edit permissions to other user types V V V V V V V V V V V V V V V V V V V	Scoring by category	√	√	√	√	√	√
Extend edit permissions to other user types V V V V V V V V V V V V V V V V V V V	Ability to add hyperlinks to evaluations	√	√	√	√	√	√
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		√	√	√	√	√	√
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	Evaluation chaining	√	√	√	✓	√	√
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	Stereo recording and playback	√	√	✓	√	√	✓
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			✓	✓	√	√	√
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 V V V V V V V V V V V V V V V V V V V		√	√	√	√	√	✓
Amazon Web Services S3 storage support Mark recordings that are required for permanent retention New XML handset app for Cisco handsets V V V V V V V V V V V V V V V V V V V		√	√	✓	√	√	√
Mark recordings that are required for permanent retentionImage: Control of the control		√	√	√	√	√	✓
New XML handset app for Cisco handsets V V V V V Packet Forwarding Service now supports TURN and STUN encoded audio packets V V V V V V		√	✓	✓	√	√	√
Packet Forwarding Service now supports TURN and STUN encoded audio packets		✓	✓	✓	✓	✓	√
Speech to text transcription		√	✓	✓	✓	✓	✓
	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 Quality Management Suite Feature Matrix 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 Mis SQL Server 2017 supported Mitel high availability supported iLBC, iSAC and Opus codecs supported on Cisco	√
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 Quality Management Suite Feature Matrix 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	
Re-written ShoreTel TAPI and TAPI/WAV interfaces New user dashboard Total Counts report filters and reports on all media types Quality Management Suite Feature Matrix 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	✓
New user dashboard Total Counts report filters and reports on all media types Quality Management Suite Feature Matrix 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 MS SQL Server 2017 supported Mitel high availability supported	√
Total Counts report filters and reports on all media types Quality Management Suite Feature Matrix 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	√
Quality Management Suite Feature Matrix9.09.19.29.2.19.3Desktop 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✓✓✓✓✓✓Mitel high availability supported✓✓✓✓✓✓✓	√
Desktop utility optionally shows when agent is being monitored V V V V V V V V V V V V V V V V V V V	
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	9.4
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	√
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	√
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	√
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 V V V V V	√
Support for NPCAP engine in addition to WinPCap engine MS SQL Server 2017 supported Mitel high availability supported V V V V V V V V V V V V V V V V V V V	√
MS SQL Server 2017 supported Mitel high availability 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 \checkmark \checkmark \checkmark	✓
All desktop clients compatible with Microsoft Direct Access	✓
Application invoked screen recording supported \checkmark \checkmark \checkmark	✓
Avaya DMCC high availability supported 🗸 🗸 🧸 🗸	✓
Packet Forwarding Service can now be monitored for loss of RTP activity	✓
Name fields have 20 character limit removed	✓
Scorecards support drop-down lists of standard responses	✓
Transcriptions can be exported in PDF format	✓
Auditing of successful and unsuccessful logins can taking place	✓
SIPREC support for AudioCodes Mediant SBC	✓
Support for MS SQL Server 2019 \checkmark \checkmark \checkmark \checkmark	✓
Email notification now possible is screen recorder fails if desktop agent no connected	✓
Avaya IP Office CTI Web Service API now supported (replacement for TAPI)	√
New transcription word count widget	√
New transcription heat map	√
New alerting engine and dashhoard widget that allows triggers to be set for a wide range of events	
including call metadata, no recordings detected, text and transcription content	√
Ability to manually send multiple calls to the transcription engine	√
Screen recording retention can override call, webchat and email recording retention if required \checkmark \checkmark \checkmark	√
Ability to save text searches has been added	√
Added the ability for non-recorded users to be evaluated V V V V	√
Added recording interface that supports the Microsoft Teams compliance recording API	√
Option to force a password change on next login	√
Ability to unlock a locked account, e.g. if failed password retries have locked it	√
Option to request a new password from the login page	√
SIPREC support for compatible Ribbon SBCs	√
	√
An alert can now be generated if license consumption has reached its limit	√
An alert can now be generated if license consumption has reached a user defined limit QMS can now be deployed as a multi-tenant system, enabling multiple customers to be securely	✓
hosted on one instance of QMS	✓
NPCAP becomes the default packet capture engine	√
Added support for log file archiving	√
The logging drive now defaults to a non-system drive during installation	√
QMS officially supports TLS 1.2	√
The Packet Forwarding Service now supports upgrading rather then re-installation	√
The screen recorder installation MSI now resides in the Ungrade Files directory to support automatic	V
upgrades	✓
Recorded interaction search results now include a column to indicated whether a recording has been	,
used for evaluation	√

Evaluation scores used for calibration are now separated from other evaluation scores	√	√	√	√	√	√
Content Analyzer allowing for the flagging or alerting of interactions where predefined phrases have		,	,		•	•
been indentified	✓	√	√	√	√	✓
Addwords and customizable dictionary added to the transcription service	✓	✓	✓	✓	✓	✓
Support for importing recordings from RingCentral	✓	✓	✓	✓	✓	✓
The scorecard question type "Score" now allows a customizable score range	√	√	√	√	√	√
Support for Amazon Transcribe	√	√	√	√	√	√
User permissions have been improved to allow access to evaluations only	√	√	√	√	√	√
A workflow engine and visual creation tool have been added to allow many different types of process						
to be supported, such as manager-led evaluations, agent self-evaluation, approval and dispute, and	✓	✓	✓	✓	✓	✓
automatic media selection.						
A new calibration framework has been added to allow for idenintical media and scorecard selection	√	√	✓	√	√	✓
per calibration and an easy comparison method.	0.0	0.4	0.0	0.0	0.0	0.1
Quality Management Suite Feature Matrix	9.0	9.1	9.2	9.2	9.3	9.4
A new dashboard widget provides a list of outstanding workflow process tasks per user	√	√	✓	√	√	✓
A recording filter can be defined as part of a workflow to allow for the automatic assignment of	✓	✓	✓	✓	✓	✓
recordings to be used during evaluation	1	1	1	1	1	1
It is possible to view an evaluation without scores, so that only comments can be viewed	√	√	√	√	√	√
Internet Explorer 11 is no longer supported	√	√	√	√	√	√
Opera and Edge brower support added	✓	✓	✓	✓	✓	✓
The screen recording client now carries out the first stage of post-call processing, reducing load on the screen recording server and improving efficiency	✓	✓	✓	✓	✓	✓
Identity Server - Open ID Connect		√	√	√	√	√
			√	√	/	√
Video recording for Enghouose Vidyo and Micosoft Teams		√	-	•	V	
Microsoft Azure Speech-to-text translation service		√	√	√	√	√
Video recording for Enghouose Vidyo and Micosoft Teams		√	√	√	√	√
CCSP Integration for all Media types			√	√	√	√
Multiple dashboard tabs			√	√	√	√
pre-defined Multi-lingual flags			✓	✓	✓	✓
Utilization and billing reports for Multi-tenancy environments			✓	✓	✓	✓
Agent Evaluation workflow update - prevent progression unless scorecard is completed			✓	✓	✓	✓
Solr 9 support for full text indexing			✓	✓	✓	✓
OAuth support for Gmail			✓	✓	✓	✓
AWS Translation				✓	✓	✓
Enghouse Cloud Light & Dark Themes				✓	✓	✓
Secure Screen recording					✓	✓
iFrame support / Teams Tab support					√	✓
License expiration Alert					√	√
OAuth support for Microsoft					√	√
Training requirements per question report					√	√
Bot Grouping for Microsoft Teams compliance					√	√
QMS Insights - Custom reporting and PowerBi Dashboards						√
Teams Video Recording						√
Enghouse Transcription service support						√
Search Evaluations with Flags						√
Recording profile added to recording						√
Call details in the evaluation tab						_
						√
Anonymous call chaining resolved						√
Variable for recording export						√
RabbitMQ automated deployment						√
Optional HA screen recording						√
Delete inactive users						√
Relevant media search						✓