Quality Management Suite Feature Matrix	9.0	9.1	9.2	9.2.1	9.3	9.4
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	✓	✓	✓	✓	✓	✓

Feature	9.0	9.1	9.2	9.2.1	9.3	9.4
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	**9.0**	**9.1**	**9.2**	**9.2.1**	**9.3**	**9.4**
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	✓	✓	✓	✓	✓	✓
All desktop clients compatible with Microsoft Direct Access	✓	✓	✓	✓	✓	✓
Application invoked screen recording supported	✓	✓	✓	✓	✓	✓
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	✓	✓	✓	✓	✓	✓
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 dashboard 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	✓	✓	✓	✓	✓	✓
Ability to save text searches has been added	✓	✓	✓	✓	✓	✓
Added the ability for non-recorded users to be evaluated	✓	✓	✓	✓	✓	✓
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	✓	✓	✓	✓	✓	✓
New System Monitoring Guide explaining how to monitor the health of a QMS system	✓	✓	✓	✓	✓	✓
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 Upgrade Files directory to support automatic upgrades	✓	✓	✓	✓	✓	✓
Recorded interaction search results now include a column to indicated whether a recording has been used for evaluation	✓	✓	✓	✓	✓	✓

Feature	9.0	9.1	9.2	9.2	9.3	9.4
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.	✓	✓	✓	✓	✓	✓
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	✓	✓	✓	✓	✓	✓
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		✓	✓	✓	✓	✓
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						✓