

Quality Management Suite Release Notes

Version 5.1

Quality Management Suite 5.1 is now available.

Modifications

The Enhouse Interactive Quality Management Suite 5.1 release contains the following new and updated features and functionality.

- Added support for Avaya DMCC.
- Added support for Avaya IP Office.
- Added support for NEC SV8100.
- Improved installation guides.
- Improved supportability by having single configuration files for each service.

Fixes

- Numerous logging improvements.
- CUS32652 – Added code to remove garbage from headers that represented display strings
- CUS32580 – Added a fix to From header parsing for situations where the tag= is not the only attribute by specifically looking for tag= in the message.
- CUS32700 – Added DHCP condition for Register packet.
- CUS32700 – Improved parsing to remove excess '>'.
- CUS32401 – Added the CallRexDBUtil.exe to DataService.msi.
- CUS32452 – Additional fixes for wildcard searches.
- CUD32725 – Changed SSL check to look for CallRecordingsService for https since it is being used to connect to callrecording service exclusively.
- CUS32739 – Mail attachment filenames had two '..' periods. Removed one so mail clients would accept filetype correctly.
- CUS32815 – A discrepancy existed between call recording StartTimes and StopTimes, when a data collector was located in a different time zone from the DataService. StartTimes reflected the local time of the server running DataService, while StopTimes reflected the local time of the data collector. Fix converts the StopTime to local time on the DataService machine, which corrects the negative call duration values and keeps calls from being deleted.
- CUS32791 – The Caller ID filter was previously removed from the Linq query, and put in a for loop for later filtering. Behind the scenes, Search results are limited to the newest 5,000 rows, and Caller ID filter was applied after retrieving those 5,000 rows. When given a big enough date range that collected 5,000+ recordings, calls that should have matched the Caller ID criteria were not included in the search results because they were not part of the newest 5,000 recordings. Added modified Caller ID criteria back to the Linq query to resolve the issue.
- CUS32848 – Added ';' as a delimiter for email addresses.

- CUS32671 – Handled empty port address so it doesn't cause exception and not save settings.
- CUS32452 – Added handler for wildcard searches after the Linq query.
- CUS32643 – Added pagesize to directorysearcher so that it will not be limited to 1000 records.
- BUG32531 – callerId should update properly when supervised transfer is completed.
- BUG32808 – Found an issue where we were not requesting caller id information in a call park scenario when the parked call was retrieved at an extension that was different than the extension it was parked from.
- BUG32838 – Fixed an issue where the validation checks for SMTP settings were not properly checking to see if the Email Notification check box was checked.
- BUG32505 – Found an issue where trying to start an evaluation from a call chain tab opened by using PlayPrevious or PlayNext would fail.
- BUG32850 – Found an issue where we would invalidate the recording profiles prior to sending the update to add a new user to the recording service. This caused an issue where the profiles would be updated but since the user was not in the user collection yet, the new user would not be added as a member of a profile. The order of the calls was changed so that the updated user was called before invalidating the recording profiles.