

# Quality Management Suite Release Notes

*Version 5.2*

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Quality Management Suite 5.2 is now available.

## **Modifications**

The Enghouse Interactive Quality Management Suite 5.2 release contains the following new and updated features and functionality.

- Added support for NEC SV8300/8500
- Added redundant recording server support for Lync packet capture service (RTPDataCollector)
- Added performance counters and alerts for Lync front-end service plugin (TelrexNetService)
- Added the ability to copy and email recording links.

## **Fixes**

CUS33174 – Fixed an issue where the browser would report a 404 error when attempting to monitor an agent desktop.

CUS33386 – Three reports contained IIF() statements in their SELECT commands. IIF() is not valid before SQL Server 2012. Switching the IIF() statements to CASE statements fixed the syntax error. The other problem reported was a timeout that occurred on some reports. The timeout error was found on one report. AE\_TrainingRequirements, when tested on a VM with the customer's database. The stored proc was for the report manually in SQL Management Studio to get the Execution Plan, which reported a missing index. The index was added and the issue was resolved.

CUS33162 – Moved the update for older scorecards after the addition of a new scorecard, so that the older scorecards would not be updated prematurely and performed a check for existing category before saving.

CUS33100 – Fixed an issue where the caller ID information being processed on the TAPI PBXs in unmanaged code was being truncated. This truncation was splitting the available 50 characters into 37 for letters and 12 for digits with a space in between. This caused E.164 telephone numbers larger than 12 digits to be truncated. Modified the logic so the split is now 33 for name and 16 for digits to allow for all 15 digits and the + sign available in E.164.

CUS33162 – Fixed an issue where QMS was not alerting users that they could not create a scorecard without a scorecard category selected.

CUS33202 – Fixed an issue where QMS was not properly distinguishing between two TAPI devices if the first TAPI device name contained the second TAPI device name.

CUS33264 – Fixed an issue where user was unable to end all QMS calls for a conference. Specifically TRNS would send the disconnect message only for the user that created the conference, while for other users the bye messages processed by TRNS would not trigger a disconnect message to be sent to QMS.

CUS33313 – Fixed an issue where caller ID information was not being shown with Cisco Forked Audio.

CUS33314 – Fixed an issue where QMS was using the wrong port numbers when integrating with the forwarding service.

CUS33371 – Fixed an issue where OnDemandDisabled setting was not taking effect.

CUS33356 – Fixed an issue where the wrong evaluation would be edited or deleted after sorting the list of evaluations.