

Quality Management Suite Release Notes

Version 5.3

Quality Management Suite 5.3 is now available.

Modifications

The Enhouse Interactive Quality Management Suite 5.3 release contains the following new and updated features and functionality.

- Added pre-built Agent Evaluation scorecard templates that can be optionally added to QMS
- Added Contact Center Mode to improve integration between Quality Management Suite and Enhouse Interactive Communications Center or Contact Center: Enterprise. This includes:
 - Agent hotdesking support (users not tied to a specific extension)
 - Recording profile rules for contact center flags
 - Contact center flags in recording search results
- Added support for Lync Edge Server recording
- Added support for Nortel CS1000
- Refreshed support for ShoreTel TAPI and ShoreTel TAPI/WAV integrations
- Refreshed support for Mitel and improvements to Mitel SRC integration

Fixes

CUS33505 – Fixed an issue where the QMS Desktop Agent installer would fail if installed on a French OS.

CUS33616 – Fixed an issue where the QMS Client was not able to delete a call recording that had been archived.

CUS33638 - Some calls are failing to record in cases depending on the order of when TAPI call events are processed. The basic issue is that setting the Call meta-data relied on call direction being set to either inbound or outbound. In some cases, call direction was still undefined and this caused the meta-data not to be set which causes the call not to record. I have updated the cases where meta-data is set to first verify that call direction is not undefined and if it is, make a best guess determination based on caller id vs. dialed number. This also includes handling of the TAPI ACCEPTED event, which is treated similar to OFFERING as that appears to be related to the core issue.

CUS33666 – Fixed an issue where deleting a user could throw a NullPointerException.

CUS33665 – Fixed an issue where the QMS Desktop Agent would not start if attempting to run in a French OS.

CUS33644 – Fixed an issue with Call chaining where we don't link the calls when look-back and on-demand recording is checked for the user. This fix adds a check when on-demand recording is started and also adds a catch all check when the recording is stopped.

CUS33667 – Fixed an issue where rw2 files were failing to be converted because of a NullPointerException.

CUS33672 – Fixed an issue where SIP calls were not recording. The issue here was that the TCP packet contained multiple SIP messages, which the code handled, but also that it contained a partial SIP message where a portion of the message header spanned the packet payload. The fix is to check for potential partial message in the SipPacketPayload and then convert the header String[] back to a byte[]. This byte[] is then queued by the SipCallControlProvider in a queue specific to the Source/Destination. The next payload that comes in is checked to see if it contains a partial SIP packet and if it does, the previous queued byte[] is appended to the payload prior to parsing.

CUS33640 – Fixed an issue where some Forked Audio calls were not being recorded. It seems the difference between calls that are recorded and calls that aren't boil down to a HandleTapiCallInfoChangedEvent that include ConnectedId (recorded) and others that only have (RedirectingId, RedirectionId). The former executes a big portion of code in CiscoTapiCallControlProvider. I've made it so the latter will also execute this code.

CUS33726/CUS33671/CUS33873/CUS33870/CUS33862 – Fixed an issue where Dekstop Agents would fail to reconnect after upgrade or restart of QMS.

CUS33770 – Fixed an issue where the Desktop Agent would report the wrong user as logged in.

CUS33795/CUS34134 – Fixed an issue where */## were not starting/stopping on demand recordings.

CUS33731 – Fixed an issue where a user would stop recording in Forked Audio.

CUS33395 – Fixed an issue where outbound caller id wasn't being displayed for cisco wireless handsets.

CUS33888 – Fixed an issue where we were not checking maximum lengths and truncating the values of callerID, outboundnumber, or dnis when we update an existing CallLog record. We were only doing it when the record was inserted for the first time. This caused database errors for subsequent updates that may be longer than the database fields allowed.

CUS33714 – Fixed an issue with privacy on Cisco Forked Audio. Cisco Forked Audio uses special logic to enable far end user privacy. This logic works when the far end user has an IP address set, but when it is not set, the logic doesn't work. I think the change here should allow it to work regardless of whether the IP is set.

CUS33901 - Fixed an issue where we were not properly handling the TerminalUnregisteredEvent. We would attempt to shutdown all items for the QMS user but we wouldn't receive a reply from DMCC for some of the shutdown logic, although Avaya devconnect knowledgebase articles seem to indicate we should still get replies in this situation. To correct this I added different logic that cleans out our internal tracking for monitors and adds the user to the failed monitor collection to be restarted instead of trying to send messages to DMCC for something that was shut down out from underneath us. This seems to resolve the issue and allows the device to be restarted when available.

CUS34100 – Fixed an issue where RTP codec type 97 was being used in a Lync deployment. Since it is unknown to TRNS, it doesn't suppress that codec and it is getting selected. These changes make the codec known to TRNS and tells it to suppress it.

BUG33957 – Fixed an issue where uninstalling the DataService would remove the DefaultWebsite in IIS.

CUS33893/CUS33899 – Fixed an issue where calls could be monitored but there would be no audio in recordings.

CUS33764 – Fixed an issue with the DBCommandTimeout setting where it was not being honored for all DB queries.

CUS34122 – Fixed an issue where there was a discrepancy in permissions between live monitoring of computer recordings and searching for computer recordings. A user is supposed to have a Computer Recording license, as well as belong to a Security Profile that has the View Computer Recordings permission, in order to search for computer recordings. Previously, the

license check was not properly implemented, so anyone with the permission could live monitor computer recordings even without a license.

CUS33583 – Fixed an issue where encrypted wav files would be filtered out from Agent Evaluation searches.

CUS33542 – Fixed an issue where rw2 files were not converted for Avaya AES/TSAPI PBX.

CUS33728 – Fixed an issue where QMS users IP addresses were not being updated with a Cisco Skinny PBX.

CUS33868 – Fixed an issue where the upgrader would hang when attempting to upgrade a Data Collector.

CUS34090 – Fixed an issue where deleting a screen recording would fail if the screen recording had a flag.

CUS33973 – Fixed an issue where the file transfer and file deletion email alert messages were reported as a disk access or database access alerts.

CUS33900 – Fixed an issue with live monitoring where we were not building the timestamp of packets properly which was causing sound quality issues in the monitor.

CUS34109 – Fixed an issue where we were not updating the list of recorded applications in the screen recording profile to be empty if it previously contained an entry but all items had been removed.

CUS33976 – Fixed several issues with SV8300/8500 PBX. Fixed an issue where a Blind-transfer initiated from Zeacom App changed callerId associated with recording from original external caller to extension of transfer destination. Fixed an issue where recordings resulting from calls to voicemail pilot number displays announce-port instead of VM pilot. Fixed an issue where calls into voicemail could create call chains between unrelated calls.