Quality Management Suite Release 5.4

Release Notes

Quality Management Suite 5.4 is now available.

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Modifications

The Enghouse Interactive Quality Management Suite 5.4 Release contains the following new and updated features and functionality:

Core Enhancements:

- Added the ability to automatically reset the state for recording that appear to be in a stuck state

- Added priority levels to recording profiles which will determine the order in which profiles are processed when making a recording determination

- CC:E (Enghouse Interactive Contact Center: Enterprise) Integration enhanced to segment persistent calls.

- All released binaries are now digitally signed.

Installation and Configuration Improvements:

- Brand new installation experience

- Addition of a new pre-requisite checker in order to tell the installer which required Windows components may be missing.

- SQL Installation is enhanced to manage existing SQL installations and authentication modes.

- Included a new configuration tool for Microsoft Lync installations.

Integrations:

- Added a new migration tool to migrate audio files and database entries from the Zeacom Record & Evaluation product.

- Added batch voice analytics processing of recordings. Recordings can be automatically batch processed by the IT Sonix Elsbeth Vocal Coach product

Fixes

CUS34134 && CUS34540: Fixed an issue where phones were not being registered properly and therefore **/## on demand record was not working.

CUS34094: If a call has an empty callerid field, the QMS Client will not initialize the field and one would see the callerid from a prior call. This problem has been fixed such that the field is initialized (set to blank/empty) between calls.

CUS34118: Fixed an issue in FinalizeCall that created an exception and resulted in a stuck call Avaya IP Office.

CUS34122: Fixed a permissions issue being unable to search/find/play screen recordings.

CUS34130: Fixed a problem where User list page does not filter based on Agents, devices, EICC Integrated system.

CUS34136: Found an issue where we had the wrong SRTP key for one side of the audio in a ResponseGroup call. The fixed relieved a problem of garbled audio.

CUS34142: Additions to memory management, and implemented custom Tapi Interop calls to get ShoreTel call GUID values directly from the TSP, preventing a TAPI-WAV crash.

CUS34145: Fixed an issue where conference calls were not recording Cisco Forked Audio.

CUS34169: Fixed an issue where encrypted Screen recordings would not play.

CUS34177: Fixed an issue with a call recording search.

CUS34196: Found an issue where dialed digits for outbound calls were not appearing in the calledDevice SXNumber field. They were only appearing in the thisDevice dialed_digits field. Modified the logic to check the calledDevice SXNumber field but if that is empty use the value in the thisDevice dialed_digits field. In lab testing both contained the same value but on site it appears that this is not always the case.

CUS34199: Fixed an issue where On-demand ** / ## was not working on forked audio.

CUS34200: A fix was made in to allow busy signals to be recorded for Cisco Skinny calls.

CUS34201: Fixed an issue where the SRTP keys were not being updated to the final pair if the calling party or called party IP addresses were invalidated. Modified the order so that SentKeysInvalid would be executed in all cases except when DisableSRTPKeyReset was true.

CUS34204: Fixed an issue where the Archiving process wasn't building the full directory path to the computer recording files properly. Updated that process to create proper path names.

CUS34225: Fixed an issue where we were attempting to handle a TapiCallStateChangedEvent during a conference call where the call handle was 0.

CUS34228: Found an issue where we were calling SXMonitor with the wrong Monitor Handle for KeyLine or MultiCall Group extensions discovered when we were translating the buttons for a primary extension. We were incorrectly using the handle for the main monitor for the primary extension when we should have been using the ButtonMemberMonitor Handle in this instance.

CUS34269: Fixed an issue in a fallback mechanism in looking up a phone in the event of a DHCP change.

CUS34276: Changes were made to several areas to increase stability and robustness, including pieces related to memory management and unmanaged code interop methods.

BUG34290: Fixed a rounding error in ManagedCrac that was causing out-of-sync audio.

BUG34295: Fixed an issue where the screen recording length was negative due to a time zone difference.

BUG34298: Fixed an Issue where a recording Search using the Contact Center System Flag, Agent Name, gives an exception.

BUG34306: Fixed a timing issue where the checkbox (In call recording profile) was occasionally checked when the data behind the scenes showed it should be unchecked.

BUG34320: Fixed a problem where Call Recording Search on Contact Center System Fields do not use Wildcards.

BUG34323: Fixed an issue in Data Service where IP Addresses for Devices could not be saved.

CUS34324: Added DNIS processing for ShoreTel to emulate legacy DNIS handling.

CUS34328: Fixed an issue where the RTP Data Collector could not install.

BUG34333: Fixed an issue where a standard User on EICC Integrated system now follows profile rules for recording.

CUS34336: Modified the code to process a Disconnect event with a call handle of 0, and to process that event correctly.

CUS34343: The ConsolidatedRecordingService was not honoring the registry setting for LoggingLevel. This was remedied in 5.x, when registry settings were moved into config files. The update for this ticket implemented the pieces from 5.x that were necessary to make ConsolidatedRecordingService honor the registry setting.

CUS34346: Found an issue where there were invalid characters in the French and French Canadian translations in place of the quotes that should surround strings like the title of the report. This would cause errors when trying to run the report when a French language was selected in QMS.

CUS34347: When a ShoreTel user logs into a phone, the user dials into Voice Mail to assign his/her extension to the phone. This was causing a recording to start that never finished, because the Disconnect event ID was 0, which the base Tapi class ignored. Functionality has been added to the ShoreTel Tapi class to handle these events in order to finalize the Voice Mail "call" correctly.

CUS34359: 1. Found an issue where the CallClearedEvent has the global call id we need to identify the call in the primary_global_call_id slot instead of the global_call_id slot. 2. Found an issue where the globalcallid for a call seems to change if the call is transferred from a user on one mitel pbx to a user on another pbx. There seems to be a RemotePartyUpdatedEvent that is fired that we can use to try to track the globalcallid change.

CUS34374: Added logic to support recovery from a connection loss in TSAPI. After a AcsUniversalFailure event we will shut down the tsapi connection, end all active calls and attempt to reconnect every 60 seconds.

CUS34399: Found an issue where we were not parsing packet headers properly for packets coming from a vlan when processing Skinny or sniffing for audio.

CUS34437: Found an issue where standard users where system flags were being set would trigger a recording regardless of recording rules because a StartOnDemand call was being made from SetCallInfo. Updated the logic to only call StartOnDemand if the user is a Device and the recording reason is SystemTriggered and should be recorded.

CUS34444: Fixed a bug in the BaseTapiCallControlProvider class that was hard-coded to send an empty string as the DNIS value to ProcessCallInfo.

CUS34456: Found an issue where a LineStat message that should trigger an IP update was part of a partial skinny packet containing multiple messages. However the LineStat message was not processed until the second part of the partial packet was matched up with the first part to complete the packet, which could not happen since the IP address on the packet would not match the user yet.

Updated the logic to process the LineStat message when it is identified if it is part of a partial packet.

CUS34459: Found an issue where QMS users with an AgentID would be incorrectly treated as if they were an "Agent" QMS user from contact center mode. This would cause processing of on demand requests to fail as it could not find an associated "Device" since this really isn't an "Agent" QMS user.

CUS34460: Added processing to handle when users log into different phones. Previous processing didn't handle line names containing "Virtual" or "Anonymous", which indicate when a user has logged into a new phone (by removing the previous user from the phone). Since these events weren't processed correctly, user IP addresses weren't updated.

BUG34469: Flagging of recordings on EICC Integrated System is now fixed.

CUS34473: Found an issue where system flag data that arrived after the QMS call had already started would not trigger a recording for a standard user. Modified the logic so that a recording should be demanded if the recording reason after the arrival of the system flags is SystemTriggered regardless of the user type.

CUS34478: Found an issue where we were creating QMS calls for TapiCallinfo events related to calls on a shared line that were for different users. This cause lots of unnecessary calls that would only show OnPhone as well as possibly becoming stuck since many TapiCallinfo events may be coming in for the same non-call in a short period of time and cause a timing issue trying to Finalize and Create new calls. Updated the logic to prevent new QMS calls from being created in this situation.

CUS34479: Found an issue where we were looking for the P-Asserted Identity SIP header by looking at the first 3 letters of the header. However we were not checking to make sure the header had at least 3 letters in the string so we could run into an ArgumentOutOfRangeException exception if the header we were looking at wasn't long enough. Added a check for a length of at least 3.

CUS34483: Found an issue in recording profile rules that contain a + sign in the callerid number. Since we are using regular expressions to evaluate recording rules we needed to escape any + signs to be properly evaluated in the regular expression.

CUS34611: Found an issue where an error returned in the GetPhoneDisplayData method would return a null value instead of an Empty.String which would cause NullReferenceExceptions. Updated the return values when errors occur to return

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