

ZOOM QM Suite Release Bulletin

4.6

ZOOM QM Suite

Recording, Quality and Performance Management Suite for Contact Centers and Unified Communications Environments

The Quality Management Solution for Cisco and Genesys Contact Centers.

The ZOOM QM Suite provides you with a complete set of solutions to record customer interactions and to improve your contact center quality and performance.

The suite offers interaction recording, screen capture, agent evaluation, live monitoring, speech analytics and workforce management integration.

The ZOOM QM Suite scales from on-demand usage in small business to small contact centers deployments and up to large distributed enterprise architectures and fully supports hosted and multitenant environments.

Key Business Values

- Interaction Recording and Quality Management in one unified package
- Full redundancy for performance and high availability
- Your compliance recording solution to help you meet your compliancy requirements
- Robust Media Lifecycle Management supporting your capturing, archiving, restoring, backup and deletion policies
- Supporting Cisco UC Manager, Cisco Unified Call Center Express/Enterprise and Cisco Unified Communications 500 Series
- Supporting Genesys SIP Server & Genesys Customer Interaction Management Platform
- Supporting BroadSoft BroadWorks
- Localized, supporting multiple languages

400+ customers in 30+ Countries

ZOOM International has a diverse client base around the world including financial institutions, healthcare organizations, telecommunication providers and emergency services.

Contact ZOOM today. sales@zoomint.com

Bringing you Enterprise Class performance, scalability and flexibility plus a range of functional enhancements and new features.



Improved Enterprise Support

Database Enhancements

Fast, secure storage, retrieval and search of Enterprise volumes of data.

Improved Scalability for Enterprise Volume throughputs

Supporting load-balancing of multiple recorders based on pre-defined server capacity providing more flexibility in matching your network topologies.

Genesys High Availability

Supporting Genesys failover and managed High Availability.

JTAPI Enhancements

Supporting new and more complicated network scenarios (multiple shared lines per organization, barge and c-barge calls etc.)



ZOOM LiveMON Functional enhancements

Supporting larger deployments and better Contact Center Integration.



ZOOM CallREC and ScoreCARD Unification

CallREC and ScoreCARD are now delivered in one easy to install package or VMware virtual Appliance. Get started with the ZOOM QM Suite without any hassle.



The user interfaces of both products from the QM Suite are now integrated as well. Simply launch ScoreCARD from the CallREC interface. A 100% unified interface is on the roadmap.



Import and Export ScoreCARD Questionnaires

Start your Quality Management Program today using out-of-the box, customizable questionnaires for all types of contact centers.



Optimize your ScreenREC usage

Record up to 4 screens per PC in high resolution.

Define flexible recording rules allowing for recording 100% of the calls but only 20% of the agent screens.

Your ScreenREC licenses can be distributed over a set of to be recorded screens.



Red Hat Support

Depending on your requirements, enjoy the freedom of choice between a CentOS based distribution or using Red Hat Enterprise Linux.



IBM Tivoli Support

Use provided scripts to integrate ZOOM Media Lifecycle Management with IBM Tivoli Storage Manager (TSM) to seamlessly backup, archive and restore using TSM.