



Cisco Unified Workforce Advanced Quality Management

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New Features

The following list of new features are added in the 11.5(1) release.

- Support for WebM screen recording.
- Added requirement for FFMpeg on the servers where Media Encoder service is installed.
- Added ability to import and export VoIP Devices in CSV format to the VoIP Devices table.
- Added ability to assign Associated Call ID, Contact ID, and ICM Call ID call identifier options to a survey from the Post-Call Survey API.
- Comments can now be applied to the entire form, a specific section, or a specific question on an evaluation form.
- Added the Coach Panel to the evaluation form.
- Added Surveys All Data and Survey Form Scores reports.
- Add the ability to specify the AXL provider in the Unified CM Configuration dialog box.
- Added support for the Import Calls API.
- Added support for cloud-based recording storage.
- Added the Calabrio Screen Converter utility to convert screen recordings from REC format to M4V format.
- Users can generate and manage their own encryption keys.

- Users can untag calls that had been previously tagged for retention.
- Users must use their own system administrator credentials to configure changes in the Admin API instead of using generic credentials built into the product.
- Added CSRF token authentication to the Recording API.

Updated Features

The following list of features are updated in this release, 11.5(1).

- Improved search capability from the VoIP Devices table in Monitoring and Recording Administrator.
- Administrator roles are now selected from the Roles panel in the User Administration window.
- Evaluator role has new configuration options.
- Added options to address screen flashing issue when using Live Screen Monitoring.
- All Managers Evaluate and All Supervisors Evaluate check boxes removed from the Evaluation and Approval Settings in Evaluation Form Administration.
- Mark for Quality, Mark for Training, and Mark for HR options have moved to Media Player.
- Added Kerberos Authentication to the Enterprise Server Settings window.

Deprecated Features

The following list of features are deprecated from this release onward.

- Removed most requirements for ActiveX.
- Removed support for REC screen recording.
- Removed the requirement for Proxy Networks software.

Important Notes

None.

Removed and Unsupported Features

None.

Third-Party Software Impacts

None.