Supported Operating Environment

Genesys Quality Management (Zoom)

4/2/2025

Genesys Quality Management (Zoom)

General Information - Genesys Quality Management (Zoom)

This information applies to Genesys Quality Management (Zoom), which includes the products Call Recording, Quality Manager, and Screen Capture. GQM (Zoom) is a separate product from Quality Management associated with SpeechMiner and Genesys Interaction Recording. All GQM (Zoom) versions entered End of Life (EOL) on July 29, 2016. They reach End of Maintenance on January 1, 2018, and reach End of Support on July 1, 2018. If you have questions, contact your account representative.

> ### Important
> Genesys support for the platform versions mentioned on this page ends when the respective vendors declare End of Support. For more information, see Discontinued Support.

Supported Operating Systems

Genesys Quality Management (Zoom) Servers Support

OS Family	Operating System	Release	Conditions
Linux	Red Hat Enterprise Linux 5	8.0+	Discontinued as of June 30, 2018.

Supported Browsers

> **Notes**:
>
> - Genesys Quality Management Solution includes the products Call Recording, Quality Manager, and Screen Capture. GQM 8.0+ supports Google Chrome 4.0+ and Opera 9+.
>
> - Unless otherwise noted, browser plug-ins are not supported for these browsers. Only the

> browser is supported.

Component	Browser	Release	Conditions/Limitations
Genesys Quality Management (Zoom) User Interface	Firefox ESR	8.0+	Firefox 3.6.16+ is recommended.

Supported Database/DB Clusters

> **Notes**:
>
> - For Microsoft products with sub-versions such as R1/R2, all versions are supported except as noted for the specific product.
> - Genesys supports Genesys products on the database patch levels up to the latest currently available patch sets.

Database	Release	Conditions/Limitations
Oracle 11g	8.0+	Discontinued as of December 31, 2020.
Oracle 11g RAC	8.0+	Discontinued as of December 31, 2020.

Supported Virtualization Platforms

> **Tip**
> See the global page that lists all Virtualization-related information.

IPV6 Support for Common Interfaces

No IPV6 information for common interfaces at this time.

IPV6 Support for Additional Interfaces

No IPV6 information for additional components at this time.

Prerequisites

> **Notes**:
>
> - Web browser requires media player plug-in for audio review.

Genesys Quality Management (Zoom) - Prerequisites			
Third-Party Component Prerequisites	Acquired by Customer	Provided by Genesys	Conditions/ Limitations
Screen Capture			
h.264 or MPEG-4 2 codec	Yes	No	**Release**: 8.0+
Windows Media Player 9+	Yes	No	**Release**: 8.0+
Quality Manager			
Live Monitor application	Yes	No	**Release**: 8.0+

Genesys Quality Management (Zoom) - Prerequisites			
requires JRE 1.6+			
Report/Charts - web browsers require Adobe Flash Player plug-in	Yes	No	**Release**: 8.0+
Windows Media Player 9+ or QuickTime Player	Yes	No	**Release**: 8.0+
Call Recording			
Windows Media Player or QuickTime Player	Yes	No	**Release**: 8.0+