Evolve Contact Suite 5.4.22 Release Notes

We are excited to announce the Evolve Contact Suite (ECS) v5.4.22 release will be available on May 5, 2024.

What do you need to know?

1. Any changes made to your environment must be fully deployed via Setup before the upgrade and previously deployed versions will no longer be available after the upgrade.
2. If your organization is staffed during maintenance, they will experience a short period of downtime (less than 10 minutes).
3. Users will get a notification on their first login after the upgrade to accept and download the newest update. Please instruct your users to accept the application update.
4. For more details about the steps, each customer can take after the release, see the Post-Release Testing

This release contains the following feature enhancements and bug fixes.

Enhancements

1. **SETUP** - Post full chat transcript using REST API via interaction summary Transcript (new field).
2. **SETUP** - Improve Dynamic Routing Data history UI.
3. **Reports** - 5.02 report redesign.
4. **eAgent** - Improved disconnect reasons messages.
5. **eAgent** - Agent license exhaust error message.

Bug Fixes

1. **eAgent** - Agent1 Consult Tab cannot be closed following Agent2 reject.
2. **eAgent** - Change HPBX extension does not work after light deploy or service restart.
3. **eAgent** - Adjust UI to Daylight Savings Time.
4. **eAgent** - Out pulsing DTMF doesn't work.
5. **SETUP** - P&C speech enabled activities when invalid input is detected, the flow should exit the 'Invalid Input' exit point rather than via the 'Fault' exit point.
6. **Supervisor** - Crashes while trying to copy Call Recording Details from the Recording search screen.