Evolve Contact Suite 5.4.2 Release Notes

We are excited to announce the Evolve Contact Suite (ECS) v5.4.2 release will be available on September 11, 2022.

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, it 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.

New Features and Enhancements

ECS Core

1. Improvements to HPBX Recording system control (Start/Stop/Pause/Resume)
2. Add the Display Name property to the preferred time zones list in the GetConfiguration API method

eAgent

1. Change all WebAgent labels to eAgent

Setup and Flow Execution

1. New Activity: Pass to Channel by Name. Name can be populated from Routing Data
2. Setup Client – Superuser ability to reset Admin passwords
3. New feature - Interaction Variables
   - How to use Interaction Variables
4. Setup Functions: This is phase 1 of a new feature enabling the creation of Functions.
   - Specifications – Customer facing guide will be completed in the next release
5. Enhance Request Callback and Set Post Agent Handler activities to support BP/channel names by variable
6. Multiple BP Calling Line ID (Outbound CLID). The agent can select the displayed caller id on outgoing calls
7. Path Variable in ECS API Requests
   - How to use Path Variable in ECS API Requests

Reports

1. Overflow to Callback or Leave Message should not be considered Abandoned
   - Updated definition for Overflow and Abandoned interactions
2. 02 Report new filters and new column (Business Process Name)

Bug Fixes

ECS Core System

1. Stuck Interaction if customer Disconnect the call during Voice Recorder
2. Stuck Interaction: Voice Recorder if there is no silence pressing the # key is ignored by the activity
3. Ghost call - Stuck the LGWT KPI - Telephony failed to answer an offered call on Auto Answer configured agent
4. Voice Recorder - Stuck Interaction

eAgent

1. Improve date/time formatting on the interaction detail tab
2. Scheduled callbacks are not shown in the Callbacks panel
3. Completion Status field missing default value on active and ended interactions
4. Adding cards to eAgent Dashboard not working until refreshing the browser
5. Changing themes on eAgent not working
6. eAgent - ECS Ready time KPI is not updated correctly

Agent App

The first and last name of the contact is missing on the agent's callback view