

Evolve Contact Suite 5.4.7 Release Notes

We are excited to announce the Evolve Contact Suite (ECS) v5.4.7 release will be available on February 12, 2023.

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

1. Setup now displays parameters in a table for all functions and Import/Export of business processes now supports details contained in functions. You can also navigate directly to a function by selecting the magnifying glass icon at the top of the function reference.
2. Channels can now be imported and exported from setup as well.
3. Report 1.01 Updated to Display Interaction GUID Consistently for Offered & No Answer state.
4. Report 4.13 "Handled by Agent Only" filter now modifies all values on the report.
5. DataWarehouse now contains HPBX Call Identifier in Interactions table for the purposes of linking interaction data to call detail records.
6. Supervisor Agent Monitor now increments total interactions upon blind transfer from another business process.
7. Custom logos can now be displayed in voicemail notifications.

Bug Fixes

1. Unsuccessful Time and Counts in Supervisor Agent Monitor not incrementing with Outbound Calls/Chats to other agents when not answered.
2. Current Handling Time in Supervisor Agent Monitor not including wrap up time.
3. Agent History Events not recorded for Declined Private Calls.
4. Interaction Counter not incrementing with Internal Calls/Chats.
5. 1.01 and 1.04 Reports containing inconsistent date when Agents transition from Break to Offline status.