

# Evolve Contact Suite 5.4.8 Release Notes

We are excited to announce the Evolve Contact Suite (ECS) v5.4.8 release will be available on March 5, 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. Supervisor Current Interactions is now displaying Demands for every interaction state.
2. Add Functions to the BP export/import functionality.
3. eWallboard cards, slides, initial template, and user-based persistence.
4. eAgent - Default Outbound CLID using org defaults.
5. Proactive Chat - Use a default customer name and email to speed up interactions.
6. Proactive chat - User-friendly Working Hrs message (Avoid using UTC label).
7. Proactive chat - Improve time zone selection (Avoid using UTC offsets).
8. SETUP - Support Long Skill names in demand filters.

## Bug Fixes

1. eAgent Favorites - Contacts are not loaded after reloading the page.
2. eAgent - Telephony interaction time always starts from 0 when navigating away and back on an active interaction.
3. eAgent call handling time is wrong.
4. eAgent - New historical chat interaction is not shown until the page is reloaded.
5. When the HPBX agent declines the attended transfer his Polycom still rings and can handle the call.

Max Concurrent Automatic Dialing Interactions reached caused the dialer to stop dialing.