Evolve Contact Suite 5.4.12 Release Notes

We are excited to announce the Evolve Contact Suite (ECS) v5.4.12 release will be available on July 2, 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

Highlights

- Speech Recognition has been added to all activities that take input from a caller. This means that an IVR application that asks a caller to provide data or make a selection can gather that information either by DTMF (e.g. "press 1 for...") or by the caller saying "1". This will help our customers build more advanced self-help applications in their IVR to assist their callers.
- Easier Implementation of custom interactions has been enabled by adding a new data element and a new flow control activity. These elements work together to make it easier to setup the priority and load allowances of custom interactions.

All Enhancements Completed

1. Setup - Configuring and calculating matching of Custom Interaction Types to Agent's Load Allowances.
2. Setup - New flow Activities - Set-Priority and Set-Priority-By-Variable.
3. Setup - Add Speech Recognition to P&C Selection Activity. Callers can now speak their selections during IVR.
4. Setup - Add Speech Recognition to P&C Data Activity. Callers can now speak about data entry requests during IVR.
5. API Get-All-Configuration supports multiple contact center entities and returns all org BP's regardless of their location in the hierarchy of Contact-Centers.
6. Setup - BP or Channel time zone should be used in the Get-Current-Date-Time activity.
7. Setup - Adding Channels or Business Processed are now Light-Deploy.
8. Setup - Adding Caller IDs or Caller ID labels are now Light-Deploy.
9. Setup - New Interaction Property "Assigned Demands" which includes the list of assigned demands separated by commas. This can be sent to external systems using REST API for interaction data analysis.
10. Setup - New CRM-Template should be created with no Min/Max Value.
11. eAgent - Code Selection Improvement including Categories and Sub-Categories.
12. eAgent - Speed up recovery cycle on login, refresh, network error, API errors, etc.
13. Agent - Agent Ready-Idle time will not reset on abandoned offered calls and will keep its precedence for the next queued call.
14. Supervisor KPIs - BP's Consult and Conference agents' calculation improvement.
15. Server Performance - Improve loading of recording profiles from BroadSoft.

Bug Fixes

1. eAgent - Callback time is scheduled incorrectly.
2. eAgent - Completion Status field missing default value on active and ended interactions.
3. eAgent - Consulted transfer UI issues for both imitating and accepting agents.
4. eAgent - Missed interactions notifications are not shown.
5. eAgent - Agent Name is missing in the offered internal interaction banner.
6. eAgent - Incorrect company contacts on login.
7. eAgent - Expand and Collapse buttons overlap the Close button if the Help view is opened in the KPI card.
8. eAgent - Canned responses not populating for Chat Interactions.
9. Agent - Contact Data is not populated correctly for first-time calling contacts.
10. Supervisor - Callback schedule time format changed to non-military.
11. Supervisor - Total Abandoned KPI in BP monitor shouldn't include abandoned campaign interactions.