

Evolve Contact Suite 5.4.13 Release Notes

We are excited to announce the **Evolve Contact Suite (ECS) v5.4.13** release will be available on July 31, 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

- [Additional Language Support](#): to expand the customer set that ECS can support, French, German, Mandarin, & Portuguese have been added as supported languages.
- [Speech Recognition](#): ECS continues to expand its capabilities for speech recognition by adding it to the Survey Question activity. This means that now callers can now answer these questions either via DTMF or by voice.

All Enhancements Completed

1. SETUP - ECS Additional 4 Languages supporting now French, German, Mandarin, & Portuguese on top of existing languages: English, Spanish, Russian, Hebrew
2. SETUP - New Interaction Property "Disconnecting Party". Valid in Interaction Summary section and can be posted to Dubber metadata or any external system using REST API
3. SETUP - Text Repository Prompt Preview using TTS
4. eAgent Call History - Mark calls answered on time with a full green check mark
5. SETUP - Interaction Details Template. This is the definition part of the Interaction Details that will be presented to agents. This feature will be completed in the next few releases.
6. SETUP - Speech Recognition added to Survey question activity.
7. Agent - Creating or updating Caller ID's propagate to Agent client app

Bug Fixes

1. eAgent - Not updated when agent answers a Preview Dialer or Callback call
2. eAgent - Completion Status field is missing default value on active and ended interactions
3. eAgent - Agent name is missing in the offered interaction banner for internal calls
4. Supervisor - Business Process Total Internal Transferred Out KPI - Removed Business Process dimension
5. Supervisor - Fatal error and visual object exception appears occasionally
6. SETUP - Set UnTyped Data activity - Doesn't behave as expected when assigning to a multi-level destination