Evolve Contact Suite 5.4.14 Release Notes

We are excited to announce the Evolve Contact Suite (ECS) v5.4.14 release will be available on September 10, 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, they 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 - Additional 4 Languages supporting now French, German, Mandarin & Portuguese on top of existing languages: English, Spanish, Russian, and Hebrew.
2. SETUP - Added Agent GUID to the Staffing tab.
3. SETUP - Find directory by user Activity now supports all Broadworks entities including Auto Attended and Hunt Groups.
4. SETUP - Establish Conversation Activity - Add Fault exit point.
5. SETUP - Ability to opt in for a survey during Channel flow.
6. Reports - Add 'Disconnecting Party' to the 3.04 report.
7. eAgent - Implement Pause/Resume receiving statistical events from the server to lighten up the load on the UI graphics.

Bug Fixes

1. eAgent - Callback scheduled time adjusted to time zone.
2. eAgent - Eliminate Browser freeze when scrolling through contacts minimizing CPU and Memory consumption.
3. Reports and Supervisor Stats - The remote party disconnects a call while being transferred to an agent, the interaction Result should be Abandoned.
4. Reports and Supervisor Stats - Abandoned and Missed calls - fixes reports and stats.
5. Reports - Restore Alerts data for reports 1.02 and 5.04.
6. Supervisor - Call appears as waiting in BP for many hours following a quick hang-up by the remote party in Survey BP flow.
7. Supervisor - Agent counter 'Total Outgoing Private Calls' is not counting.

SETUP - Removing an agent from the Agents list in the Deployment->Agent Manager should execute a Light Deploy.