

Evolve Contact Suite 5.4.17 Release Notes

We are excited to announce the Evolve Contact Suite (ECS) v5.4.17 release will be available on December 17, 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

Setup

1. Leave Voice Message Activity - Add Property Expression Capability so that the default VM destination email address can be overridden during the flow.
2. Leave Voice Message Activity - Send email to agent VM email in case the Agent is assigned to handle the call using Assign Agent activity.
3. Dynamic Routing Data - Add referenced entity validation during import. Referenced entities can be (Agent, Business Process, Channel, Media Repository item, Dynamic Media Repository item, Text Repository item, Text Template Repository item, Priority Class, Inbound Campaign, Weekly Schedule, Special Days Calendar, Temporary Closing Calendar, Skill, Language).
4. Dynamic Routing data - Case-sensitive unique data is not allowed when Importing a CSV file.
5. Dynamic Routing Data - include in BP, Channel, and Function exports.
6. Dynamic Routing Data - Import error message - show the case-sensitive errors.
7. Add French Canadian voices to French TTS.
8. Remove Campaign fields from CRM Display templates. This is replaced by Interaction Variables and Interaction Details Template.

eAgent

1. eAgent - New view for Historical Voice Interactions.
2. eAgent - Add the ability to request a callback during Chat interaction.

Supervisor

1. Add Media Type Dimension to BP Service Level KPI.

Reports

1. 01 report - Added information on the agent state change reason.

eWallboard

1. eWallboard - add color themes selection to settings.

Operational

1. Customer SP (service package) can be launched and function without dependency on the database with some limitations. SP will not shut down in case of database failure.
2. The calculation of the EWT (Expected Waiting Time) limitation of 60 minutes was removed.

Bug Fixes

1. **SETUP** - Speech-enabled P&C Data activity is stuck in the IVR flow and doesn't exist in case of silence detected timeout.
2. **SETUP** - Dynamic Routing Data Activity - Null reference when exiting the 'Fault' leg.
3. Callbacks were not processed due to resource management issues.
4. **eAgent** - The handling time counter shows 0 and does not count after reloading the page.
5. **eAgent** - Delegated to supervisor callback reappears in the agent's Callbacks panel if it was purged by the supervisor.
6. Report 2.04 Incorrect agent time values.