Evolve Contact Suite 5.4.18 Release Notes

We are excited to announce the Evolve Contact Suite (ECS) v5.4.18 release will be available on January 14, 2024.

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

New Feature - Interaction Details

ECS introduces the ability for agents to display and edit custom interaction data which is collected and stored during the IVR flow and in the historical database as interaction variables.

This is supported in the dot net agent and will be added to the eAgent app in the upcoming releases.

This new Interaction Details functionality will dismiss the need to use Contact Data fields for presenting non-contact data to agents.

The configuration of variables to display is performed in the SETUP app within the Interaction Details Template screen.

Setup

1. New orgs Wizard - update to use Queue activity in all BP flows.

API

1. New API Interaction/SetInteractionVariable.
2. Add terminal parameter to the Register request on the API.

eAgent

1. Calling destination validation rules were removed.
2. Default extension selection order.
3. Store the last selected agent device for subsequent login.

Bug Fixes

1. **eAgent** - Agent closes the browser while online creates multiple events 'System - Inactive agent' in 1.01 report.
2. Full deployment did not clean old flows as expected.
3. Setup fails to start due to empty Special Days.
4. Postponed team callback disappears from the Callbacks panel.
5. The longest Waiting Timecard should not count as email interaction.
6. 2nd Offered screen is not closing after accepting interaction via Polycom (Ping-pong between 2 agents).
7. Supervisor and Agent license management during session stealing.
8. Dot Net Agent - After postponing a callback - the agent still hears the ringtone.
9. Agent declines callback, then subsequent calls will not ring the device on call offer.