Evolve Contact Suite 5.4.19 Release Notes

We are excited to announce the Evolve Contact Suite (ECS) v5.4.19 release will be available on February 18, 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 System Enhancements

Setup

1. SETUP - Dynamic Routing Data enhanced with validation for referenced entities.
2. SETUP - Default time for a new variable (flow\interaction\function) of type date-time should be today.
3. SETUP - Leave Voice Message activity - updated validation rules.
4. SETUP - Additional TTS Voices (UK, GB).
5. SETUP - Support validation for international caller IDs.
6. SETUP - Adjust timeout for Dynamic Routing Data upload to use long timeout.

Report Scheduler

1. Report Scheduler - New Favorites reports section.
2. Report Scheduler - Send Now option for report subscription.
3. Report Scheduler - Prepopulate Period = Today in all reports.
4. Report Scheduler - Switch the Period parameter in reports to Custom if manual dates were selected.

eWallboard

1. eWallboard - Radio indicators for multiple card slides.

Bug Fixes

eAgent

1. eAgent – The interaction window is not updated for the secondary agent during a chat conference.
2. eAgent - blocking consultee agent from making changes to the interaction.
3. eAgent - Remove a caller from the DNC during a call after adding it to the DNC.
4. eAgent - The interaction window is not updated if the consult call is unsuccessful.
5. eAgent - Invalid contact info is shown in the historical view for an incoming internal interaction.
6. eAgent - Action buttons are shown for the wrong fields on the CRM Data tab.
7. eAgent - Unable to continue an internal chat after reloading the page.
8. eAgent - Remove from DNC doesn't work from the context menu on the historical interaction.
9. eAgent - State remains 'Busy' after blind transfer to external destination.

Setup

1. SETUP - Import contacts to campaign via a CSV file failed.

eWallboard

1. eWallboard - Card titles font size adjustment.