

# ECS Web Agent 1.0.0-RC3.1 Release Notes

**We are excited to announce the ECS Web Agent v1.0.0-RC3.1 release that includes new capabilities for our customers that will be available on November 5, 2020.**

## **This release contains the following feature enhancements:**

1. Proper messaging is now displayed if an agent is unable to receive or start an interaction due to Load Allowance restrictions.
2. Wait Time was added to the Incoming Interaction Banner and the Interaction Toolbar
3. CRM information is now broken out into multiple columns for better space utilization
4. BP and Agent Email Signatures have been added when replying to or starting a new outbound email
5. Agents can not take actions to start a new interaction with a contact right from the CRM panel

## **This release contains the following bug fixes:**

1. Refreshing the Agent application while a call was on hold ended the interaction.
2. The Agent dropdown list when assigning a callback to an agent now only shows agents assigned to that BP selected.