



EVOLVE IP

Platform Upgrade

Dear Valued Client,

Since January, Evolve IP has been upgrading components of our Cisco UCaaS platforms to the latest release. We expect to conclude this work this summer, after which time we will be introducing new features.

The latest version, R24, introduces many significant enhancements, including new features and security improvements. Here are a few highlighted enhancements:

- Webex for Broadworks
- Directory Search enhancements for mobile callers
- Auto Attendant Dial by Name enhancements
- Call Center and Receptionist enhancements – Outlook integration
- Call Park/Retrieve enhancements
- Move to XSI to better handle events and actions

R24 also **deprecates** the Client Application Protocol (CAP) API in favor of an enhanced API, XSI. CAP is an XML-based protocol that allows subscribers on a BroadWorks-based system to establish a session and place and receive calls and perform actions such as holding, transferring, or conferencing on active calls. Subscribers can also register for other users' call status, allowing for front-desk/receptionist applications to be developed. XSI has replaced all the CAP functionality and more.

Required user actions: If you are currently utilizing the existing PBX (CAP) API for integrations to any systems you should have your software development personnel re-examine the API. If you use any other third-party applications with our platform please reach out to the software vendor, as changes may be required. Please navigate to this [page](#) to learn more.

Future notices will provide the exact date and time of the upgrades and the impact, if any.

If you have any questions, please send an email to R24.Upgrade@evolveip.net. Response to questions and/or comments may come directly or be answered in future notices.