EVOLVE IP

Unity Client Applications Upgrade

Dear Valued Client,

In order to continue to provide world-class service and customer support, Evolve IP will be upgrading our Unity client suite – Desktop, Agent, Supervisor and Reception. Installer files for a self service upgrade are available here. A mandatory upgrade will occur in early September and it will be preceded by a formal notice.

Unity Upgrade
Current version: 6.7.6.1
Future version: 8.5.3.0

Start: Self Service beginning Aug 5, 2021
End: N/A
Duration: Minimum - little to no impact on service up-time

Unity 8.5.3.0 introduces many significant enhancements, including new features, bug fixes and more. Here are a few highlighted enhancements:

- Unity now integrates with these CRMs for contact searches, call popping and activity log entry
    - Sugar
    - Zoho
    - Zendesk
- Voicemail control enhancements
- Enhanced and simplified Chat bubble text manipulation
- Unity can now be configured to show previous redirections for queued calls, for example if a call overflowed from one call center to another, or if it was routed through an Auto Attendant.

If you have any questions, please visit the Help Center portal at https://help.evolveip.net and submit a General Inquiry. If you have an urgent incident, please call the Evolve IP Help Center at 877.459.4347, Option 2.

Thank you for your attention and understanding.