

# Evolve Contact Suite



**Evolve IP's omnichannel contact center** provides organizations with a sophisticated, cloud-based service that delivers real business value. Leverage Evolve IP's cloud architecture to enable business continuity while also unifying multiple locations and remote agents on a single, integrated platform. Deliver a world-class customer experience and empower contact center leaders with real-time control and deep insight into operations.

## ECS Technical Library

- [Evolve Contact Suite: ECS](#)
- [Evolve Contact Suite - Agent](#)
- [Evolve Contact Suite - Callbacks](#)
- [Evolve Contact Suite - Call Recording](#)
- [Evolve Contact Suite - Dashboard](#)
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- [Evolve Contact Suite - Reporting](#)
- [Evolve Contact Suite - Setup](#)
- [Evolve Contact Suite - Supervisor](#)
- [Evolve Contact Suite - Technical Release Notes](#)

## Documentation

- [ECS Supervisor - User Guide](#)
- [ECS Agent - User Guide](#)
- [ECS Setup and Manager Help Content](#)
- [ECS Reporting - Report User Guide](#)
- [ECS Reporting - Report Scheduler Quick Reference Guide](#)
- [ECS Setup Interactions - Voice Recorder Callback](#)
- [ECS Callbacks](#)
- [ECS eAgent](#)

## Downloads

[Chrome ClickOnce](#)

[Firefox ClickOnce](#)

## Release Notes

### Evolve Contact Suite

- [Evolve Contact Suite 5.4.0 Release Notes](#)
- [Evolve Contact Suite 5.3.11 Release Notes](#)

### Web Agent

- [ECS Web Agent 5.3.11 Release Notes](#)
- [ECS Web Agent 5.3.10 Release Notes](#)

- [Evolve Contact Suite 5.3.10.1 Release Notes](#)
- [Evolve Contact Suite 5.3.10 Release Notes](#)
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- [Evolve Contact Suite 5.3.2 Release Notes](#)
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- [Evolve Contact Suite 5.2.0 Release Notes](#)
- [Evolve Contact Suite 5.1.0 Release Notes](#)
- [Evolve Contact Suite 5.0.1 Release Notes](#)
- [Evolve Contact Suite October 2018 Release](#)

- [ECS Web Agent 5.3.9 Release Notes](#)
- [ECS Web Agent 5.3.8 Release Notes](#)
- [ECS Web Agent 5.3.7 Release Notes](#)
- [ECS Web Agent 5.3.6 Release Notes](#)
- [ECS Web Agent 5.3.5 Release Notes](#)
- [ECS Web Agent 1.0.0-RC3.1 Release Notes](#)
- [ECS Web Agent 1.0.0-RC4 Release Notes](#)