Evolve Contact Suite 5.3.4 Release Notes

We are excited to announce the Evolve Contact Suite (ECS) v5.3.4 is planned for a release to our customers on October 3rd, 2021. Please subscribe to the Status Page for the latest notifications about this release.

What do you need to know?

1. Any changes made to your environment must be fully deployed via Setup before the upgrade occurs. Any previously deployed versions in Setup will no longer be available after the upgrade.
2. If your organization is staffed during the maintenance, they will experience a short period of downtime (typically 5 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 article.

This release contains the following enhancements:

- SMS and MMS interaction as a new media type available and reports updated appropriately
- All applications and reporting tools have been updated to our new branding color scheme and logo
- Several API features added to support Web Agent parity and future Web Supervisor functionality
- Several security and scalability enhancements
- Queued calls ending in leave voicemail considered Overflow
- Tool tips updated related to overflowed calls
- Remote Party is a new interaction attribute
- Error handling added to prevent creating contacts with invalid email addresses
- Improvements to speed of softphone initialization
- Callbacks no longer marked as queued or abandoned
- New option to Force Session Description Protocol on SIP Invite outbound calls and Blind Transfers to ensure carrier deliverability
- Organization default time zone always appear as preferred
- Better handling of stale timeouts when no response to SIP Invite request
- Additional clarification on supervisor KPIs through tooltips
- From field optional when sending email from ECS SMTP relay
- Improved performance of campaigns import by updating database index
- Updated tooltips to reflect behavior of queued emails while offline interactions subflow flag is enabled
- Agents will be alerted if scheduling a callback for a customer that is currently on the Do Not Call list
- Able to search contacts without entering text string
- Validation has been added to the Setup Client so the same email address cannot be configured to two different Business Processes
- Improvements to search in setup using Entity GUID
- Increased maximum email attachment size from 4 MB to 1 GB
- Auto answer for new agents is turned off by default
- Added better clarity to error messages when concurrent agent license is exceeded
- Shorter client timeout setting to eliminate client freeze during slow communication
- Improved performance of keyword searching in Interaction Handling Flow (IHF)
- Ensured contacts can be loaded with a null value for “Do Not Call” field
- Expanded configuration version history to 100 iterations
- Configuration changes can be downloaded and viewed in XML format
- Improved agent renaming within the setup client
- Added caching to improve performance during reconnect of multiple agents
- Removed subscriptions tab from reports home page
- Allow Configuration changes detail window to be resized
- Support SSL modes configuration (TLS) through SMTP relay
- Clarified language in tooltip related to Campaign Average Interaction Time
- Ensured all time zones available via the API

This release contains fixes for the following issues:

- Multiple issues related to Phantom phone calls
- Multiple issues related to Key performance indicators for blind and attended transfers
- Wrap up time for agents during attended transfer was incorrect
- The customer request start and end time was saved incorrectly when a supervisor scheduled a callback
- Callback KPI was negative due to consult within business process
- Stop Recording not completed when called via API
- Calls in queue were being disconnected during light deploy
- Abandoned Percentage value through the API was incorrect
- The % Long Term Abandoned Campaign KPI on the Supervisor client was not updating immediately after an interaction was abandoned
- Email settings not fully viewable on screens with lower resolution
- HPBX agents when assigned an advanced load allowance, if the agents first interaction received was a telephony interaction, they were not presented with a second interaction of a different media type
- “Unsuccessful activity” error during supervisor listen/intervene
- Duplicate entries of agent shift data caused by shorter ETL duration
- Duplicate agent state data caused by rapid state changes
- Error received when incoming blind transfer is declined
- Missing counters across some organizations related to abandonment rates
- Inconsistent Agent Talk Time on outgoing interactions were being presented in Trigger API results
- Supervisor application would crash when selecting the Delegated and Abandoned tab
- When selecting the "X" on the password reset screen within Setup the password reset would still occur
- Operation timeout message received following completion of a transferred call
- Agent count/license held issue
- No error code was produced if API call for SendEmail fails

- Spaces were not allowed in the headers for agent import operations
- Reply button was disabled if the agent tried to hit reply before accepting the incoming email interaction
- Auto Answer status was returned incorrectly by the API
- Agents could not see added callback remarks within their My Callback view
- Campaign interactions would be stuck in a pending state if interactions were declined in excess of the max attempts setting
- The supervisor send button on email interactions would stop responding when the supervisor replied to multiple email interactions
- Reply Button was missing on a rescheduled email when accepted by an agent or supervisor
- CreationTypeName was not being populated in the API related to missing Interaction IDs (interaction reservations)
- Enter key was not completing the dial process from keyboard in agent console
- Fatal error occurring during light deploy calling non-existent meta data
- Attended transfer not working from supervisor back to agent after agent originally transferred to supervisor
- Waiting time was not being cleared when auto-answer delay is set to 0
- Calls between supervisor and agents not reporting “busy” when declined
- Inconsistent search results order returned when searching CRM with no parameters
- Callback error caused by no delay of re-invite as per SIP RFC5407 to avoid race conditions
- Setup crash during agent import
- Agents were unable to place internal calls to other agents utilizing ECS
- Web agents reflect offline status
- Reporting permissions not set correctly upon organization creation
- Operational database table not cleared after attended transfer to another business process upon offer (before accept)
- Calls stuck due to missing primary device configured with shared call appearance
- Abandoned percentage KPI did not include queued interactions in total interactions
- Business Process’s Total Interactions counter within the Supervisor client was not including custom interaction types
- Queued interactions were not reflected correctly in interaction history table
- REST API was missing Handling segment for calls longer than 1 minute
- Redundant messages for Power Dialer causing open records in operational database
- Resetting multiple agent passwords at the same time was producing an error
- Blind transfer not working properly when transferring to directory extension not assigned to an agent
- Calls were not offered to agents following light deploy when all agents were online and busy
- Calls were not offered to agent added to business process after call was already in queue
- Add to Do Not Call List was not working properly
- Error message that email attachment was not loaded in Supervisor Client
- Rescheduled email was stuck pending in queue and not offered to online agent
- Supervisor Service level was affected by preview campaign and callback answer times
- Value returned for Inactivity Timeout through the API was incorrect
- SP crash caused by SIP telephony error
- Calls stuck for auto-answer agent with advanced load allowance
- Call back data was recorded incorrectly when web callback initiated from disconnect has same origin and business process as original call back request
- Supervisor crash during SP reload
- Blind transfers to agents with auto-answer on was not working correctly
- Agent login time KPI in supervisor client not incrementing following full deploy
- Agent assignment by name (with last handling agent) does not work when agent name includes numerical content
- Run time assignments could not be set for agents set as inactive in a business process
- At times an SME agent would get stuck in a ‘No Answer’ Status
- Empty call data was causing pending requests
- Duplicate values in agent import was causing an error
- Incoming call notifications for agents with advanced load allowances not working properly
- If a Simple Play within the Interaction Handling flow has several prompts, but one fails, no other prompts were played
- Callback KPIs logic updated
- Validation error on when adding new Disposition Code Category Set occasionally caused stuck calls in queue
- Validation error displayed on the wrong load allowance
- Load allowance combination allowed for non-numeric input
- Internal agent stuck in ring back when picking up phone as opposed to accepting interaction in the UI
- Attended transfer to SME agent with private line configured fails
- Media type order in Supervisor address book was incorrect
- Interaction cannot be accepted when user clicks to accept interaction twice before the interaction transitions to a handled state
- Copy & paste was duplicating text in chat interaction
- Removal of contact when called from the API was not working
- Business process information was not populated into interaction data when email is created via the API
- Timeout was encountered when agent is searching for contacts with partial telephone numbers
- Supervisor was not consistently offered email interactions if they are the only agent in queue
- Incorrect agent ID is recorded when call is offered to multiple agents during telephony issues
- Activity to “Check Busy Agents” did not distinguish between all unavailable (busy and offline) vs all offline

This release contains the following enhancements for Contact Center reporting:

- SMS has been added as a media type to the following reports: 7.03, 5.02, 4.02, 4.01, 3.05, 3.04, 2.04, 2.01
- Include Archived Data parameter has been removed from most of the 5.0X, 6.XX, 4.XX, 3.XX, 2.XX and 1.XX reports.
- Improvements made to the Report Scheduler for quicker Log in and Report Selection wait times
- Zoom out capabilities on a report
- Reports have been updated to indicate which Supervisor forcibly closed an agents active interaction
- Spacing was missing from Report Titles in several reports run in the Scheduler
- The “Last Year” period has been removed as an option for all Subscription Reports in the Report Scheduler
- Reports now express periods longer than 24 hours in HH:MM:SS format. Periods longer than 24 hours were previously indicated in days with a value of (D)
- New parameter has been added to optionally "Exclude Short Abandons" from reports
- Report Specific Enhancements
    - 2.01 & 2.04 Reports now have filters to show only connected interactions
    - 2.04 Report now includes average offer time

    - 3.04 Report destination column is now aligned to the center
    - 3.04 Report now identifies if a call was overflowed
    - 5.01 Report now behaves consistent with other reports for business process selection
    - 6.04 Report Completed Callback Report Callback ID field will now populate with the Interaction ID
    - 7.03 Report has been updated to include four additional routing data parameters in lieu of Business Processes: Client Name, Inbound Campaign Name, Product Name and Product Type
- Following Report Output Titles have changed:
    - 2.02 output is now: Agent Time Allocation Performance
    - 5.01 output is now: Business Process Agent Performance
    - 5.02 output is now: Business Process Interaction Performance
    - 5.03 output is now: Business Process Callback Performance
    - 6.01 output is now: Completed Campaign Interactions
    - 6.02 output is now: Campaign Time Frame Specific Statistics
    - 6.04 output is now: Completed Callback Interactions
    - 7.04 output is now: Abandoned Interactions
- The following reports have minor name changes: -
    - 4.07 Voice Billing by Business Process to Voice Billing By Business Process
    - 4.08 Voice Billing by Business Process - No Abandoned Calls to Voice Billing By Business Process - No Abandoned Calls
    - 4.09 Voice Billing - summary only to Voice Billing Summary

This release contains fixes for the following report related issues:

- Calls Queued Calculation and Results were inconsistent across some reports
- When changing the report time period, the report filters would refresh and some filters would revert back to ‘All’
- Poor formatting of report subscription pop-up module
- Formatting issues with overlapping parameters on multiple reports
- Issues applying common schedules to report subscriptions
- Issues with incorrect agent filter in report subscriptions
- Reports scheduler could delete backed up reports if reports updater was run twice
- Report Specific
    - 1.02 Report displaying business process errors not related to agents
    - 1.05 Report was missing Rejection Instances
    - 2.04 Report incorrectly calculated handle outgoing state time
    - 2.04 Report showed inconsistent data when running the report for one agent vs multiple agents
    - 2.04 Report showed talk time as greater than busy time
    - 2.04 Report tooltips were incorrect
    - 3.04 Report was missing HPBX Consult
    - 3.05 Report segment sequences were out of order
    - 4.02 Report agent handling segment data was incorrect when called from API
    - 4.02 Report was missing some Rejection Instances
    - 4.14 Report was unable to run when set to 21 day time period.
    - 5.04 Report displayed all business process alerts as opposed to just new business process alerts
    - 6.04 Report was not showing Incoming/Queued Callbacks
    - 7.03 Report was showing duplicate business processes
    - 7.03 Report would not count an answered interactions if it was set as a Callback
    - 7.03 Report was not increasing the callback count when a call was overflowed that was converted to a callback
    - 7.03 Report was not displaying staffed agent interval even when agents logged in
    - 7.03 Report was missing information due as routing data was not copied over to interaction history during transfer between business processes
    - 7.03 Report had duplicate data in subtotals section
    - 7.03 Report Calls Queued had incorrectly included callback requests
    - 7.03 Report had incorrect abandoned call data
    - Non-queued callbacks were not counted in the 7.03, 7.01 and 5.02 reports