

ECS Web Agent 5.3.5 Release Notes

This release contains the following feature enhancements:

1. Agent can search on the extension number of the Contact.
2. Filters for the interaction history added to allow Agents to view incoming and outgoing calls.
3. Updates made to display the correct Agent wrap up time.

This release contains the following bug fixes:

1. Blind transfer failed when transferring to a directory contact that was also an HPBX agent.
2. Accept button to answer a call was incorrectly displayed on the Interactions banner and needed to be removed.
3. Accept button to answer a call was incorrectly displayed on the Context menu and needed to be removed.
4. Email window incorrectly opening when an Agent started a chat interaction.
5. Transfer message was not being displayed after an Agent transferred an interaction to an available Agent.