Evolve Contact Suite 5.3.6 Release Notes

We are excited to announce the Evolve Contact Suite (ECS) v5.3.6 release that includes new capabilities for our customers that will be available on January 23, 2022.

What do you need to know?

1. Any changes made to your environment must be fully deployed via Setup before the upgrade and previously deployed versions 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 (less than 10 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 feature enhancements:

1. Unified softphone (HPBX Registrar) now supports direct calls (Non ECS calls) to agent extension. The agent application will display a Direct Call notification allowing the agent to accept the call. If agent accepts the call, its state will automatically change to “Back Office”.
2. In Setup, extended the REST API so that APIs that return data in a JSON hierarchical payloads are supported using Arrays.
3. In Setup, caller Ids can be exported to .csv when setting up an organization to view in a spreadsheet.
4. In Setup, tooltip added for disabling/ enabling the origin of an interaction for a Business Process Transfer.
5. Load allowances in the Agent Console can be sorted alphabetically.
6. Supervisors can edit a list name in the Contacts Monitor.
7. Agents can receive incoming interactions in queue after ending a private interaction.
8. The call duration of a transferred call was updated so that the full call duration does not include the time after the call was transferred.
9. The correct indicators are displayed when a recording is started, paused, resumed or stopped.
10. Agents can use canned responses with images for MMS.
11. Sent MMS displays animated GIFs for Agents and Supervisors; GIF files over 600Kb are displayed as a static image.
12. Help content added to indicate that all DIDs are exported when up to one DID is selected vs. selected DIDs will be exported when one DID is selected.

This release contains the following bug fixes:

1. In Setup, after deploying a change to "Outgoing email mode", the change did not automatically update after the deploy.
2. In Setup, load allowance changes were not automatically set up after the configuration was processed during the deploy.
3. In Setup, creating or editing load allowances with combinations caused a crash to the setup.
4. A Supervisor failed login to the Routing Data page did not present an error message.
5. A routing data file with more than 67000 records or greater than 8000KB could not be uploaded; An uploaded file can be up to 1GB.
6. The message displayed after preforming an action under Routing Data in the Upload, Download or Template tab continues to be incorrectly displayed when user navigates to a different Routing Data tab.
7. A message to indicate that an upload is in progress was not displayed when a routing data file with a duplicate DNIS was uploaded.
8. An uploaded routing data file that includes a campaign name that is over the maximum length did not display the accurate error message; error message about the name length is now displayed.
9. The incorrect abandoned percentage that was greater than 100 was calculated and displayed on the Supervisor Business Processes Monitor when preview campaign call(s) were transferred to another Business Process.
10. There was no option for a Supervisor to disconnect a chat, email or SMS interaction; "Hangup interaction" option added to selection.
11. A failed interaction resulted from an Agent answering a call and the customer creating a callback at the same time.
12. Incoming call interactions are disconnected when an Agent consults another Agent by connecting to the media server.
13. Private interactions were incorrectly created for Agents who should not have been allowed private interactions.
14. Dialing a contact with an email but no phone number was incorrectly displaying a successful connection instead on an error message; error message is now displayed.
15. DNC numbers incorrectly received callbacks.
16. A campaign was incorrectly dialing DNC numbers for all dialer types.
17. Success message was not displayed when an incoming external interaction (telephony or chat) was successfully transferred to an Agent.
18. Agents could not send a new chat to a Channel or Business Process.
19. A change to the Business Process assignment of an Agent caused an error so that an available Agent was not offered an interaction.
20. A CRM list name could incorrectly be created with a duplicate name; unique list names were not required.
21. The Total answered KPI in Supervisor was incorrectly including the count of campaign and callback types.
22. The Business Process Agents counts in states KPIs count for the Supervisor was not correctly including all Agents who were initiating, receiving and handling outgoing internal interactions, consultations and conferences.
23. A callback that was postponed was identified as a requested callback causing the count for callback attempts to be incorrectly reset.
24. The Agent handling time counter incorrectly included times after wrap up time completed; the following states identified after the wrap up time were included in the counter time: "unknown error", "no answer", "canceled", "waiting call tone", and "busy tone".
25. The Business Process counter for number of Agents on chat or telephony was incorrectly including the count of Agents who had not accepted an interaction.
26. The KPI counter for Agents was incorrect when Agent(s) declined to join a conference; the counter incorrectly subtracted the Agent who declined.
27. The counters for the interaction overflow and the interaction segment overflow were not matching.
28. The count for Agents assigned to a campaign was incorrectly including Agents who were unassigned from a campaign when Agent changed state from Ready to Unavailable and back to Ready; caused issues to Power Dialer call ratios.
29. A system disconnected queued call was incorrectly counted as an abandoned call instead of an overflow call.
30. Broadsoft call recordings incorrectly started recording before the Agent accepted the call; now recording starts when the Agent accepts a call.
31. Agents received error when changing state while handling an interaction.
32. An Agent in a Busy state had no interaction identified for the call.
33. SMS handling screen required enhancements to the display.

This release contains the following reporting fixes:

1. The 4.04 report did not correctly include Details in the report.
2. 4.02 and 6.01 reports had exported data for Interaction Ended Reason that is different from Supervisor Campaign Results.
3. The incorrect campaign type name was included in the 6.01 report; old terminology was being used in the report.
4. The 6.04 report has updated callback logic so that completed callbacks included all callbacks that have been completed and scheduled callbacks include all scheduled and rescheduled callbacks.
5. The 7.03 and 7.05 reports included requested callbacks from incoming calls in the number of "Calls Queued"; these calls should only be included in "Requested Non-Queued" calls.
6. The reports that include counts for handled or completed callbacks (ie. 4.11, 6.04, 7.01, 7.03, 7.05) included scheduled callbacks in the count; The callback field should only include a count for the number of completed callbacks, not callbacks that were only scheduled.
7. The 6.x reports were not including the updated Dialer Type names. (Preview, Predictive, Progressive, IVR).