

ECS Web Agent 5.3.6 Release Notes

This release contains the following feature enhancements:

1. Increased reliability and simplification of the event server to distribute events to web clients. (ie. Improved connection stability, accurate changes to states)
2. In Setup, load allowance changes were not automatically set up after the configuration was processed during the deploy.
3. Success message was not displayed when an incoming external interaction (telephony or chat) was successfully transferred to an Agent.
4. The correct indicators are displayed when a recording is started, paused, resumed or stopped.
5. Numbers do not display on the dial pad when in dark mode when Agent attempts to consult or transfer a call.