Evolve Contact Suite 5.3.9 Release Notes

We are excited to announce the Evolve Contact Suite (ECS) v5.3.9 release that includes new capabilities for our customers that will be available on April 10, 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.

Technical Release Notes are accessible via: 5.3.9 - Evolve IP Knowledge Base - The Evolve IP Knowledge Base

This release contains the following feature enhancements:

1. In Setup, a voice recording activity can now be set up. This allows recordings made by the caller to be included in flows within the ECS system. The setup of the recording can be customized based on the needs of each organization with information such as the recording time, auto detection, language, and programmed entry keys. Simple play capabilities can be built in with the voice recording activity. The voice recording activity can be used in conjunction with several other activities such as recordings related to future post call surveys.
2. In Setup, there are enhancements to business logic used for queued calls. When the deferred interactions are toggled ON, these interactions are used for the caller position in the queue. KPI displays deferred interactions. Example: If there are active calls, callbacks and emails before the caller, only the active calls and deferred interactions are included in the queue.
3. New notification provided to the Agent to answer calls using handset when a call is disconnected due to Agents not answering call via Softtalk. When this disconnection occurs, the Agent status changes to "No Answer Break", and now additional information will also be provided to the Agent to allow calls to be answered.
4. In an upcoming release, Setup will include the capability to set up a Post Call Survey as activity. These surveys can be customized by each organization to request agent performance information from callers with the goal of improving customer experience. In Setup, activities that are set up for Post Cal Surveys can include set up that allows the survey answers to be recorded and transcribed. This means that survey participants can answer survey questions via key entry or voice recording. This improvement provides more flexibility to surveys and ease of use to organization customers. This set up is an option that is offered to all organizations and is available for configuration. Questions for surveys can be defined and configured to collect information about the customer experience with Agents for all interactions. The results of these surveys will be included in future reporting at the business process and agent level.

This release contains the following bug fixes:

1. When ECS Wallboard was launched with multiple business processes and set up using combined business process data for Longest Waiting time KPI, an error message was presented.
2. Predictive dialer was fixed so that when the default Business Process for a new campaign is changed to another Business Process, the agents associated to the new Business Process are also now changed. Previously, the agents in the campaign remained the agents for the default Business Process and this caused an issue.
3. In Setup, a header added to the REST API that is formatted with a minus sign caused the API test tool to fail.
4. In Setup, when creating an activity, the set-up crashes when the value of the entity property, Name. is set as a constant value.
5. Rejected interactions incorrectly included in the message list due to memory leaks; periodic clean up to the system is now being triggered.
6. Direct calls were disconnected with active call window remaining open and active.
7. Direct calls were answered automatically on polycom when an Agent receives an offer from another Agent and a direct call at the same time.
8. Interactions created multiple records wen customer abandons a call in the queue; this caused interactions to remain open in the systems.
9. After an Agent makes a blind transfer to another agent, the total handling time continues to increase.
10. When composing an email, navigating within the email (example: Email Subject to Email Body) caused delays in navigation; updates to performance made to remove issue for improved user experience.
11. History was missing times when Agents were on break.

This release contains the following reporting enhancements:

1. 6.02 Campaign Time Frame Specific Statistics Report & 6.03 Campaign Inspection Report- Purged campaign interactions for power, predictive and preview campaigns are no longer included in the total counts for failed or successful campaigns.
2. 6.04 Completed Callback Interactions Report- Call interactions that were handled in multiple business processes now only include the name of the agent in the last business process interaction in this report.
3. 7.03 Contact Center Performance Report- Updated so that Answer Rate and Service Level calculations include Short Abandoned calls in the following fields: Abandoned Calls and %

This release contains the following reporting fixes:

1. 3.04 Interactions Detail Report-In the report, the initial chat message displayed a "1" instead of the first chat message content.