ECS Web Agent 5.3.9 Release Notes

This release contains the following enhancements:

1. Agents can now alphabetically sort names in Contacts and Directory; this allows for quick search and find for improved customer experience.
2. Additional details for a callback are now displayed to the Agent. This includes: assigned team name, number of attempts, remarks, customer name, and state. This provides a value-added callback experience due to the Agent having more information about the customer.
3. Agents can select and copy a valid 10-digit United States phone number and this number automatically is pre-populated in the agent dial pad. This allows for quicker call interactions and automatic inclusion of valid numbers.

This release contains the following bug fixes:

1. Delays in the calculation of the amount of time an Agent was in a state caused different counter values in areas such as the queue summary and the Business Process stats.
2. Web Agent using Teams was incorrectly offered a telephony interaction after the interaction was ended.

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