

Evolve Contact Suite 5.4.0 Release Notes

We are excited to announce the Evolve Contact Suite (ECS) v5.4 release that includes new capabilities for our customers that will be available on July 17, 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 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](#)

Known Issue:

Configuration Save:

- ECS uses a Change-Stage-Commit workflow to manage configuration changes to the system. ECS 5.4.0 introduced an unexpected change to this process. When the save button is clicked changes that should be staged for commitment are being applied immediately to the system. This change applies only to light deploys. Full deploys continue to follow the standard workflow.

This release contains the following feature and reporting enhancements, and bug fixes.

ECS Core System

1. Phase one of Geo redundancy. Split organization definition from system configuration to enable organization transportability between ECS Geo sites
2. Outbound calls from ECS HPBX/Teams Agent to Remote Party now present the Remote Party CLID in the FROM field. This enables the recording system portal to present an outbound call CLID properly
3. On Internal calls between two agents using ECS HPBX/Teams as VoIP device, the receiving agent will be presented with the orientating agent name/CLID
4. Callback audio and transcription were added to the historical database for reporting purposes
5. Improve performance of high-pressured DB queries
6. Improve API session check performance
7. Add API Callback postpone functionality

Setup App

1. Setup the Recording activity with a number of attempts, pre-recording silence time, and timeout message

eAgent

1. Add support for Preview Mode in eAgent
2. eAgent support for postponing Callback in the callback offer screen
3. eAgent displays additional data for an active interaction (Entry time, previous number of attempts, Type)
4. eAgent displays the active State as an icon
5. eAgent enable/disable auto off-hook in-app preferences
6. eAgent remove duplicated interaction windows after postponing an interaction
7. eAgent pull CRM Template on each Interaction (Interaction Offer)

Agent App

1. Agent Client - My Callbacks (Bell) search results - Add Contact First and Last name to the result set
2. Agent client - block the option to transfer a private call to a BP or Channel

Reports

1. 6.04 Report Improvements/Additions
2. Add the following columns:
3. Callback Requested Time
4. Callback Recording Data (audio/ transcription)
5. Callback Response Time
6. Callback Turnaround Time
7. Agent BP assignments 7.05 Report migrate to DWH
8. Post Call survey indicator added to reports 2.01, 3.04

Bug Fixes

1. Pause recording not functioning sometimes
2. Scheduler App scheduled reports parameters caused subscriptions to fail
3. Supervisor - BP Monitor - Total Transferred Interactions were not counted correctly
4. eAgent - Agent name was missing in a historical interaction sidebar item for Agent in the initial interaction
5. Percentages over 100 are in reports 1.01 & 1.04
6. Interactions Historical Data Discrepancies. IVR Time while call ends before queue, Hold time on the transfer.
7. Agent client - callback search results - Customer Name not populated

