

Evolve Contact Suite 5.4.1 Release Notes

We are excited to announce the **Evolve Contact Suite (ECS) v5.4.1** release that includes new capabilities for our customers that will be available on **August 14, 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](#)

New Features and Enhancements

ECS Core System

1. Outbound calls from ECS HPBX/Teams Agent to Remote Party. Agent device FROM field is populated with the Remote Party CLID.
2. Internal calls from ECS HPBX/Teams Agent1 to ECS HPBX/Teams Agent2. Agent2 device FROM field is populated with Agent1 CLID.
3. Recording portal shows destination DID/User for outbound calls and for internal agents calls.
4. Add new feature flag for HPBX outgoing calls CLI (default is disabled).

eAgent

1. Enrich Call offer screen with additional data.
2. Delegate an offered preview callback to a supervisor.

Reports

1. Add milliseconds to Agent activities timestamp to improve precision and order of events in the agent reports
2. 04 - Column rename: 'Callback ID' to 'Interaction ID'

Bug Fixes

Setup and Flow Execution

1. Interaction Flow Changes are live after Save, no deploy is required.
2. SETUP Flow editor - Text to Speech input for prompt activities is missing in the debug result.
3. CurrentSLThreshold is 0 due to Immediate BP flow Transfer.
4. Call stuck in BP Current Interactions after timeout from Leave VM Activity (No message left).
5. Server memory release fixes.
6. Stuck Call due to loop in flow on Queue activity.

Supervisor

1. Supervisor Agent Monitor - fix Total dialing time, Unsuccess Tm., Total Unsuccess Cnt. KPI's.
2. Supervisor Campaign Monitor -Fix Shift and Long term Abandoned KPI's in campaigns for Power and Predictive interactions.
3. Supervisor Delegated Interactions Monitor showed wrong *Remote Party*

Events

1. Events - Missing INTERACTION_ENDED_EVENT in blind transfer scenarios.
2. Events - ConnectedPartiesList property on the events is wrong for a conferenced interaction.

Agent App

1. Agent App - Timestamp of a exported chat transcript used UTC instead of client local time.
2. Agent APP - Email editor formatting bug fixes.
3. Agent APP - Status changes to Back office state after handling a call in case HPBX extension was in DND before.

eAgent

1. eAgent - Outbound Dialing via Outgoing Call History issue.
2. eAgent Preview State - Audio Ringtone Doesn't Stop Playing.

Reports

1. 2.04 Report - Account for Internal Interactions.
2. 3.04 Report - Hold time is not computed correctly on Transfer if the hold is done on the second Leg (after the transfer).