

Evolve Contact Suite 5.4.3 Release Notes

We are excited to announce the Evolve Contact Suite (ECS) v5.4.3 release will be available on October 23, 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, it 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](#)

This release contains the following feature enhancements and bug fixes.

New Features and Enhancements

Multiple BP Calling Line ID (Outbound CLID)

1. Get Configuration API - Support for Multiple BP Calling Line ID
2. Supervisor support for Multiple BP Calling Line ID (Outbound CLID)
3. eAgent support for Multiple BP Calling Line ID (Outbound CLID)
4. Agent Client new setting - Save the last outgoing DID Selection for Multiple BP's
5. Agent Client - Add labels to Multiple BP Calling Line ID (Outbound CLID)

Teams Integration

1. Agent call to Teams user now presents calling agent name on Teams user call offer screen

ECS Core System

1. Expose interaction's recording status via API
2. Introducing improved events producer architecture for improved eAgent performance
3. Prompt & Collect Selection Activity - Exits via Fault leg in case of no audio file to play
4. Interaction Hold Time is now calculated for all legs of the calls
5. Interaction Consult Time is now calculated for all legs of the calls
6. Updating HPBX agent state to BackOffice - logic improvements
7. Add the organization's default time zone to the Get Configuration API method

Bug Fixes

ECS Core System

1. The customer does not hear a ring back on Agent blind transfer to Contact Agent using HPBX terminal
2. Dialer not dialing for campaigns changing dialer type during run
3. Memory release improvements on the server
4. Agents Cannot answer or make Calls via Teams Intermittently due to race conditions between No Answer timeout and call answer via an external device (Teams or Polycom)
5. Agent starvation after attended transfer for one interaction only
6. DWH AgentShiftLife table data: StartTime > EndTime

eAgent

1. eAgent Callback - When creating a new callback, the Time zone was not inherited from the org default time zone.

Wallboard

ECS Wallboard - Answered % calculation