

Evolve Contact Suite 5.4.4 Release Notes

We are excited to announce the Evolve Contact Suite (ECS) v5.4.4 release will be available on November 20, 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

1. Report Scheduler - Agent and BP Groups
2. Implement oAuth 2.0 for email accounts (Microsoft O365)
3. CLID Enhancements - Display agent extension and destination PSTN number on the Recording System portal for outgoing calls
4. How to use Multiple BP Calling Line ID (Outbound CLID)
5. Proactive Chat
6. Trigger Post Call Survey on Agent hanging up the call via telephony endpoint
7. BP export\import added support for interaction variables that are used in its flows
8. Add Interaction Variables to various reports (2.01, 3.04, 4.01, 4.02)
9. Add TTS Default Gender to SETUP
10. New SETUP activity - Check Busy or Idle Agents by Skill - This activity should be used to verify if BP agents in a specific skill are available to handle queued BP interactions
11. 01 PCS Report - Add Agent sequence number to list of agent name column
12. Add Set Disposition Code activity to Channel flows

ECS Core System

1. Eliminate interaction circular (loop) flow execution.

Bug Fixes

ECS Core System

1. Power Campaign - When the agent warm transfers the call, there is no Music on hold on the customer side.
2. The waiting time calculation is wrong.
3. 01 Detailed Agent Activity Report. Statuses are not in the expected order.
4. When the conference ends - DB Consult Time KPI is wrong.
5. Callback calls are not offered to agents.

eAgent

1. Searching by extension doesn't work in Consult and Transfer dialogs.
2. Favorites Limitation Error (Directory Tab).
3. Calls Showing Incorrect Handling Time.
4. Local storage handling is causing Chrome to go out of storage.