

Evolve Contact Suite



Evolve IP's omnichannel contact center provides organizations with a sophisticated, cloud-based service that delivers real business value. Leverage Evolve IP's cloud architecture to enable business continuity while also unifying multiple locations and remote agents on a single, integrated platform. Deliver a full featured customer experience and empower contact center leaders with real-time control and deep insight into operations.

ECS Technical Library

- [Evolve Contact Suite: ECS](#)
- [Evolve Contact Suite - eAgent](#)
- [Evolve Contact Suite - Supervisor](#)
- [Evolve Contact Suite - eWallboard](#)
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Documentation

- [ECS Supervisor - User Guide](#)
- [ECS Agent - User Guide](#)
- [ECS Setup and Manager Help Content](#)
- [ECS Reporting - Report User Guide](#)
- [ECS Reporting - Report Scheduler Quick Reference Guide](#)
- [ECS Setup Interactions - Voice Recorder Callback](#)
- [ECS Callbacks](#)
- [ECS eAgent](#)

Downloads

[Chrome ClickOnce](#)

[Firefox ClickOnce](#)

Release Notes

Evolve Contact Suite

- [Evolve Contact Suite 5.4.21 Release Notes](#)
- [Evolve Contact Suite 5.4.20 Release Notes](#)
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