Evolve Contact Suite 5.4.5 Release Notes

We are excited to announce the Evolve Contact Suite (ECS) v5.4.5 release will be available on December 18, 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 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. Add oAuth 2.0 support for Microsoft Office email accounts. This will enable customers to communicate with Microsoft email accounts that do not support Microsoft basic authentication anymore and were migrated to oAuth 2.0
2. Skill Based routing and Demand Filter logic was updated to favor available high-skilled agents over available lower-skilled agents at any time when a lower Demand Filter is selected
3. SETUP Check Busy or Idle Agents by Skill Activity Improvements.
4. Improved validation error messages in the SETUP app. Messages now include more accurate validation errors and suggestions on how to correct the errors
5. Implement call id mapping between ECS and Broadsoft. This improves the handling of voice calls by replacing the dependency on Broadsoft API with Broadsoft events.
6. Move agents break data writing from Agent Manager to History DB via the ETL. This will fix the observed errors during DB updates while reporting agent breaks to historical data.
7. Send SIP INVITE to agent HPBX extension with Remote party PSTN DID in order to better track call recording data for outgoing calls on the external recording system portal
8. Send SIP INVITE to agent HPBX extension with HPBX Directory CLID in order to better track call recording data for outgoing calls on the external recording system portal and to provide CLID visibility for Microsoft Teams extensions
9. Support Agent and BP Groups in Reports. Managers can now create their own groups and use the predefined groups in the reports' filter
10. Server forces Inactive agents to an Offline state. This is an optional feature, please ask for support to enable it for your organization if required.
11. eAgent DID dropdowns allow search while typing
12. eAgent Set BP Default Outbound DID/CLID according to SETUP configuration

Bug Fixes

1. eAgent - "My dashboards" items are flickering after adding/removing & refreshing.
2. eAgent - Searching by extension doesn't work in Consult and Transfer dialogs
3. eAgent - Outbound BP CLID was not sent to the remote party
4. eAgent - Invalid date and duration shown in multiple places
5. eAgent freeze following light deploys
6. Routing - Fix agent starvation issue on consulted transfer
7. Supervisor app and Agent Monitor - Agent's current wrap-up time is not counted
8. Supervisor app and Agent Monitor - Total dialing time is counting Wrap-up time on No Answer
9. Supervisor app - Agent and BP KPIs stuck on Internal Chat between agents
10. 01 Report shift IDs are not ordered properly
11. 01 Report shows long agent shifts due to unclosed shifts in DB
12. Service restart occasionally after Deploys due to Failures in the memory cleaning process