

Evolve Contact Suite 5.4.6 Release Notes

We are excited to announce the Evolve Contact Suite (ECS) v5.4.6 release will be available on January 15, 2023.

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. Add OAuth 2.0 support for Gmail email accounts. This will enable customers to communicate with Google Gmail accounts that do not support basic authentication anymore and were migrated to OAuth 2.0
2. Prohibit Agents from switching to Ready while on Private Interaction
3. Add Broadsoft Call Metadata to ECS Interactions in DWH to provide an easy way to match ECS to Broadsoft call IDs
4. Resume Recording - Added logs and Improve error message
5. Expand the timezone info that is returned by the API

Bug Fixes

1. Wrong BP 'Callback to be processed' calculation in Supervisor
2. Fatal errors after light deploy
3. Agents receiving Calls while in "No Answer Status", Agents going into No answer break while the call is offered
4. Wrong data on manual Blind Transfer to BP (By Agent)
5. Wrong Callback CLID used from old configuration (before BP CLID's improvement)
6. Supervisor BP Consult/conference Agent KPI is Stuck