

Evolve Contact Suite 5.4.9 Release Notes

We are excited to announce the Evolve Contact Suite (ECS) v5.4.9 release will be available on April 2, 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. User Registration for trusted SIP REFER
2. SETUP Load Allowance updates are now considered Light Deploy.
3. O365 OAuth2 Phase 2 - Implement MSGraph client credential flow for O365
4. How to provision ECS eAgent app into the Teams menu

Bug Fixes

1. Supervisor KPI Issue - Transfer to Channel Call Flow.
2. Reports - Interaction Demands were not reflected in reports in cases the demands were updated many times during call flow.
3. Supervisor - Changing the Campaign type will double the Pred Long Term Abandoned.
4. Supervisor - When consulting with an Agent at the counter, "current Interaction handling time" is ticking BUT after completing the call, the "Average Handling time" is not updated.
5. Calls Showing Incorrect Handling Time on eAgent.
6. Reports - Calls appear as missed/rejected and are disconnected by the carrier.
7. Incorrect Overflow flag in History Interactions Table on Agent Transfer to Channel.
8. Supervisor - periodic ringing.
9. Agent average treating time is miscalculated for attended transfer interactions.
10. Support email Relay Server for authentication methods other than Basic.