

Evolve Contact Suite 5.4.10 Release Notes

We are excited to announce the Evolve Contact Suite (ECS) v5.4.10 release will be available on May 7, 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. New Feature Time & Special Days Schedules.
2. New Feature - Text Repository.
3. New Feature - Dubber recording system Integration - Recording Metadata and Tags now stored in the Data Warehouse.
4. SETUP modifying HPBX Registrar Credentials is now considered as Light Deploy.
5. SETUP *Set Post Agent Handler*Activity is now available in the channel flow editor.
6. eAgent can be launched as a tab in Microsoft Teams. Agents can tab in and out from ECS eAgent without requiring them to log in each time.
7. Reports - Add Remarks column to 3.04 Interactions Detail Record.
8. Reports - 2.04 Report - New flag "Show Only Queued Interactions".

Bug Fixes

1. eAgent - First Time Login - "My Dashboard" is blank.
2. eAgent - cannot retrieve contact data for historical interactions.
3. eAgent - Invalid timestamps are shown on the Interaction Details tab.
4. eAgent - Fix the Handling Duration and Talk Time for historical interactions.
5. SETUP - Branch activity edit caused full deployment instead of light deployment.
6. Reports - 4.02 Report - Interaction Result Filter missing values.