

Evolve Contact Suite 5.4.11 Release Notes

We are excited to announce the Evolve Contact Suite (ECS) v5.4.11 release will be available on June 4, 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](#)

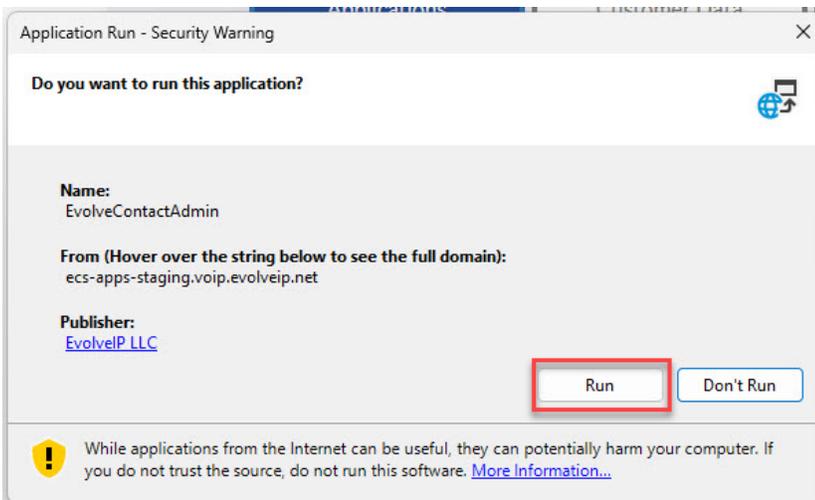
This release contains the following feature enhancements and bug fixes.

Security Certificate Authority Updated

In ECS version 5.4.11, we are upgrading our security certificate authority. ECS client applications have been signed with this new code signing certificate from a new certificate provider ([SSL.COM](#)). It will take some run-time for this certificate to accumulate reputation by Microsoft. In the interim, Microsoft Windows OS will present the messages below from the newly created certificates. Once the reputation is built the warning messages will no longer appear. This process could take from a few weeks to a few months to complete. The warnings will be displayed only the first time the application is launched following an upgrade. Subsequent client application launches on the same release version will not show these messages again. It is advisable to forward this notification to your IT department so the client applications will not be blocked.

Start-up Process

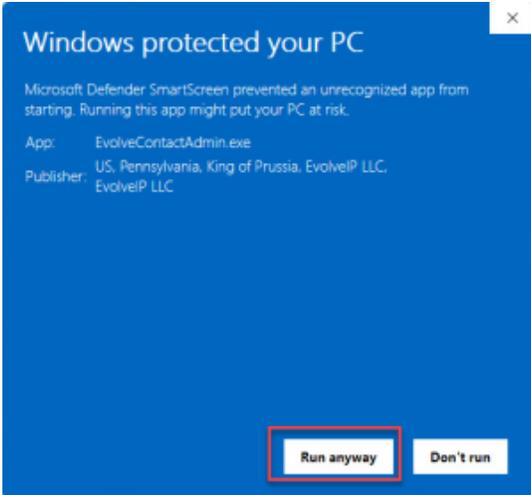
When an ECS client is launched for the first time following the update to version 5.4.11 the user will see this dialog. Select "Run".



Next, the dialog below will appear. Select "More info".



Finally, this dialog will appear. Select "Run anyway" and the client application will launch.



Users will only be prompted to follow this process once following this and any subsequent upgrade until the new certificate accumulates reputation by Microsoft.

New Features and Enhancements

1. Callback recorded message length increased from 12 seconds to 2 minutes.
2. SIP Call ID was added to the Data Warehouse Interactions table.
3. Deleting an Agent is now Light Deploy.
4. eAgent Teams App - Teams user presence impacts the status of an ECS agent. The work on the server-side is completed and the client-side (eAgent) will be in the next release. This app is currently in Controlled Release if customers would like to participate.
5. Multi-tiered Disposition Codes in Reports Filters.
6. 01 Detailed Agent Activity Report includes "Handling" + "Wrap Up" in interaction state.
7. New SETUP Flow activity - Find a user in the directory by hPBX extension or user full name.
8. New SETUP feature - Temporary Scheduling to assist with scheduling one-time events.
9. New SETUP feature - Prompt and Collect Selection – Valid Input Delay.

Bug Fixes

1. eAgent was not displaying the hPBX directory when single contact information was damaged.
2. eAgent - Clicking the "Open" button in a new window on the "History" tab causes the page to freeze.
3. eAgent - Adjust time-related data to Daylight Savings Time.
4. eAgent - Users outbound history disappears soon after the call completes.