

Evolve Contact Suite 5.4.15 Release Notes

We are excited to announce the Evolve Contact Suite (ECS) v5.4.15 release will be available on October 22, 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, they 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

New Feature - Dynamic Routing Data

Dynamic routing data (DRD) differs from existing routing data features in that it allows a customer to define his/her own routing fields. These fields can be of any simple type defined in the system - Text, Count, Money, Percentage, Flag, DateTime, Timespan. An implementor can define for each organization its own structure of dynamic routing data, and load data itself according to the structure he defined - and after that dynamic routing data can be used anywhere in BP/channel workflows as well as in functions. After a flow passes through the new "Load Dynamic Routing Data" activity, and the activity succeeds in loading the data - it becomes available in any other activity that can get or set data. Dynamic routing data can be used in such activities as SetData, Branch, and all activities with names ending with "ByName" and "ByVariable". For example, if some DRD field contains a business process name, it can be used in the "Pass to business process by name" activity.

eAgent

1. Alphabetize Break Codes.
2. ECS Email Interactions - support for the 'Reply-To:' email header.

Supervisor

1. Supervisor and Agent internal softphone SDK was upgraded to 64 bits.
2. Supervisor 32 and 64-bit apps were merged into a single Supervisor app supporting 32/64 bits CPU configurations using the 64-bit softphone SDK.
3. eAgent Company Directory - Show HPBX User + Mobile Phone only.

Reports

1. Reports for periods older than 6 months will prompt the user to enter an email address for background report generation and email.
2. Add information regarding consult and transfers to the segments table. This will be incorporated into reports in future releases.

API

1. GetConfiguration - Add Interaction Details Templates.

eWallboard

1. Cards configuration UI/UX improvements.
2. eWallboard title bar update.

Setup

1. Breadcrumb navigation contains filtered items only.
2. Change to Light Deploy - Staffing->Agent->HPBX User Address.
3. Add version checks on import/export of Channel/BP/Functions
4. Add validation to the SETUP that the custom interaction type is not used by any load allowances.
5. 911 support. Add validation to exclude 911 as a possible endpoint.
6. Configuring conditions within a branch should require only light deployment.

IVR

1. Terminate speech capturing using DTMF input.

Customer Chat Client

1. Base URL with Parameters for ECS Web Chat.

Security

1. Change all app portal links to https.
2. 04 Report – Download Audio Link – Switch to HTTPS.

Supervisor

1. Display and search recordings by Recording tags and metadata.
2. Remove the option for the "No Connected Phone" terminal on the supervisor since we switched to 64-bit SDK.

Bug Fixes

Setup

1. Support for the Datetime constant is now available via flow variable instead of using the Datetime constant directly in various activities such as Branch.
2. Using function variables within branch activity caused an error.
3. Adding a selection key within the P&C Selection evokes Full Deploy.

eAgent

1. The eAgent Favorites section was redesigned to resolve the eAgent freezing issue in companies with large BroadSoft HPBX users list.
2. Clicking the Call Now button deletes the callback from the Callbacks panel.
3. An Agent was offered a call while in Backoffice state.
4. eAgent - Business Process Summary - Emails Waiting Counter fixed.

Customer Chat Client

1. Active chat window headers missing info.

Supervisor

1. BP's Consult and Conference Agents KPI is wrong when consulting the same BP twice.
2. Following a Light Deploy the 'Select Column' for Business Processes stopped working.
3. Light Deploy - Supervisor - BP Current Interactions goes blank.
4. Following a Light deployment when the Delegation View Request callback modal window is open - the UI is stuck.
5. While Email and Telephony interactions were offered to supervisor the Supervisor app crashed.
6. The Supervisor Email reply window is not working as expected.
7. When a Supervisor changes extension, it will automatically reload the application.

Agent

1. Max/Min Values were not enforced while updating Contact data.
2. The scheduled callback is not getting updated when rescheduling a new callback from the same DID.

Reports

1. 1.05 Report, agent filter is not working.
2. Report Scheduler - Tuesday is missing in the selected days after saving a subscription.