

Evolve Contact Suite 5.4.16 Release Notes

We are excited to announce the Evolve Contact Suite (ECS) v5.4.16 release will be available on November 19, 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 downtime (less than 10 minutes).
3. Users will be notified 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

Supervisor

1. Supervisor BP Monitor – SL KPI – Added Media Type dimension.

Setup

1. HPBX Registrar user supports shared call appearance.
2. Call overflowed to Channel and returned to original BP – should be counted as a new leg (new interaction ID).
3. Dynamic Routing Data – Add 'Merge' and 'Replace' buttons in the setup 'Routing Data' screen.
4. Add validation for Contact creation phone 1-5 to exclude 911/933.
5. Add validation that does not allow passing an interaction to the same entity.
6. Interaction summary remarks – Change the remark string separator from \n to a semicolon.
7. Add to setup mailbox property for max concurrent email handled.

eAgent

1. Add Demand(s) to Email Data on Voicemail email.
2. eAgent webRTC select extension functionality.

Web Chat

1. Base URL with Pre-populated parameters for Web Chat App.

eWallboard

1. Service Level – Multiple BP Average Calculation.

Reports

1. 1.03 report – Transferred results – Add Transfer metadata.
2. 5.05 Queue Interval Summary report – Add support for Chat.
3. 1.01, 4.01 Reports – Add information regarding consult and transfers to reports.

Bug Fixes

IVR

1. Voice recording during speech-enabled activities is not exiting after the recording timeout.

eWallboard

1. The "Save" button is hiding behind the Drop-Down Menu.

eAgent

1. eAgent cannot complete email interaction.
2. eAgent Callback items are not shown in the Callback panel after reloading the page.
3. eAgent doesn't get callback notifications when a Callback is assigned to her or purged.
4. eAgent after adding an agent using supervisor runtime assignment to BP, is missing from the agent's dropdowns until a refresh.

Setup

1. Queue – Threshold Flow – Activity Navigation Bug.

Agent Client

1. Pasted images in the email are not attached/sent.

Reports

1. Negative difference value between StartTime and EndTime in InteractionSegments table.

Supervisor

1. AverageAnswerTimeCounter display name is wrong.