

Evolve Contact Suite 5.4.20 Release Notes

We are excited to announce the Evolve Contact Suite (ECS) v5.4.20 release will be available on March 17, 2024.

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 System Enhancements

Enhancements

1. SETUP - Updated defaults for Prompt & Collect activities.
2. SETUP - Add validation on the JWT key to be at least 32 characters.
3. SETUP - REST API Trigger can now be triggered on a BP level (filter).
4. SETUP - Add tooltips to properties of the Check Schedule activity.
5. Auto Answer using HPBX Broadsoft API will trigger a message to manually answer a call in case Broadsoft API is down.
6. Dubber - Switching Dubber recording profiles will now update ECS on the fly without the need to restart the service.
7. Reports - Interactions table HPBXCAllID column was enhanced to include ECS SIP Call ID for calls originating from the ECS server to agent extension.
8. eWallboard - Queued Interactions Card - Show as Histogram.
9. eWallboard - Remove slider indicators on cards when less than 2 slides.

Bug Fixes

eAgent

1. eAgent - Cannot expand CC and BCC fields on an email interaction.
2. eAgent - Delegation details are missing in the Contact History.
3. SETUP - The REST API segment change trigger did not report the Agent Handling segment.
4. SETUP - REST API HTTP Parameter with the same name could not be defined on multiple triggers.
5. Exception for accessing newly added BP while executing light deploy.
6. Supervisor - Campaign Status Stuck on Pending Stop.
7. Supervisor - Call showing in supervisor from over a day ago.