Evolve Contact Suite

Evolve IP's omnichannel contact center provides organizations with a sophisticated, cloud-based service that delivers real business value. Leverage Evolve IP's cloud architecture to enable business continuity while also unifying multiple locations and remote agents on a single, integrated platform. Deliver a full featured customer experience and empower contact center leaders with real-time control and deep insight into operations.

ECS Technical Library

- Evolve Contact Suite: ECS
- Evolve Contact Suite - eAgent
- Evolve Contact Suite - Supervisor
- Evolve Contact Suite - eWallboard
- Evolve Contact Suite - Reporting
- Evolve Contact Suite - Callbacks
- Evolve Contact Suite - Call Recording
- Evolve Contact Suite - ECS Admin
- Evolve Contact Suite - Setup
- Evolve Contact Suite - Release Notes

Documentation

- ECS Supervisor - User Guide
- ECS Agent - User Guide
- ECS Setup and Manager Help Content
- ECS Reporting - Report User Guide
- ECS Reporting - Report Scheduler Quick Reference Guide
- ECS Setup Interactions - Voice Recorder Callback
- ECS Callbacks
- ECS eAgent

Downloads

Chrome ClickOnce

Firefox ClickOnce

Release Notes

Evolve Contact Suite

- Evolve Contact Suite 5.4.20 Release Notes
- Evolve Contact Suite 5.4.19 Release Notes
- Evolve Contact Suite 5.4.18 Release Notes

- Evolve Contact Suite 5.4.17 Release Notes
- Evolve Contact Suite 5.4.16 Release Notes
- Evolve Contact Suite 5.4.15 Release Notes
- Evolve Contact Suite 5.4.14 Release Notes
- Evolve Contact Suite 5.4.13 Release Notes
- Evolve Contact Suite 5.4.12 Release Notes
- Evolve Contact Suite 5.4.11 Release Notes
- Evolve Contact Suite 5.4.10 Release Notes
- Evolve Contact Suite 5.4.9 Release Notes
- Evolve Contact Suite 5.4.8 Release Notes
- Evolve Contact Suite 5.4.7 Release Notes
- Evolve Contact Suite 5.4.6 Release Notes
- Evolve Contact Suite 5.4.5 Release Notes
- Evolve Contact Suite 5.4.4 Release Notes
- Evolve Contact Suite 5.4.3 Release Notes
- Evolve Contact Suite 5.4.2 Release Notes
- Evolve Contact Suite 5.4.1 Release Notes
- Evolve Contact Suite 5.4.0 Release Notes