Evolve Contact Suite - Setup

Contact center managers require complete control over agent productivity and their contact center environment. The ECS Setup and Management Clients allows administrators and supervisors point-and-click configuration along with real-time changes. The Management Clients enable contact center managers to be nimble and self-sufficient by providing the ability to make changes to contact center omnichannel routing, hours of operation, greetings and more, without having to rely on an IT Department or support.

There are two ECS management clients: Setup for administrators and Manager for supervisors. Each client provides the necessary tools to administer changes to their agents and contact center environment.