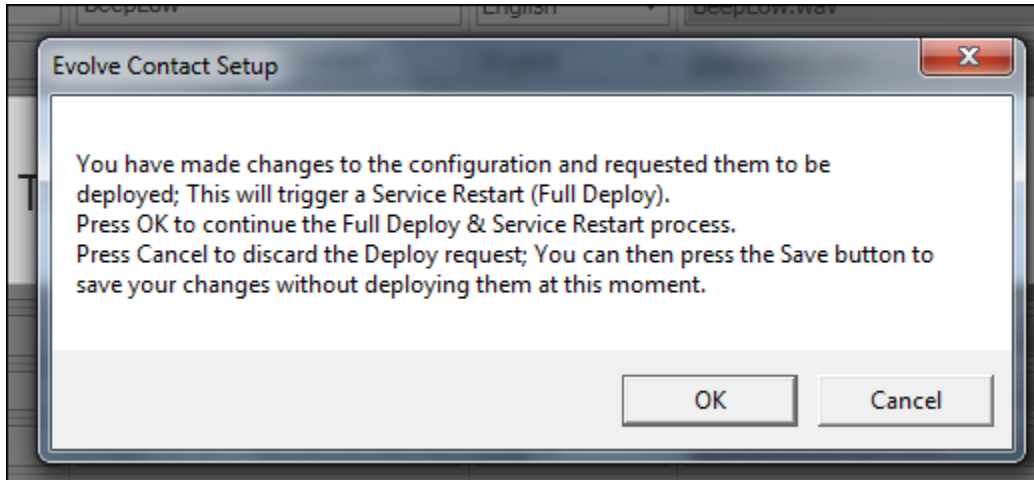


ECS Setup: Light vs Full Deploy

Any changes made within the Setup Client requires a deployment of the client and contact center environment. Various features and functionality within the client require either a Light or Full Deploy.

Light Deploy: Will not affect the current interactions being processed or handled and will take effect once the deploy has been completed.

Full Deploy: Will affect current interactions being processed or handled and force the Agent & Supervisor client to restart. It is recommended to schedule any changes that need a full deploy after business hours. With each full deploy the following pop will appear to verify you wish to deploy the changes:



Below outlines which actions taken in each subsystem of the Setup Client will require a **Full Deploy**. All other changes will require a Light Deploy and no message will be displayed.

Business Structure:

- General Tab:
 - Add/remove a Contact Center, Channel, or Business Process
 - Channel or Business Process:
 - Changing the End Point
 - Changes within the disconnect handling flow
 - Technical Tab:
 - Shift Start Time, Automatic Reset Shift, Max Concurrent Automatic Dialing Interactions, Dialing Phone Expression, SME Caller ID
 - Handling Timeouts Tab:
 - Inactivity limits
 - Time Zones Tab:
 - Changing the time zone
 - Caller ID Tab:
 - Changing allocated DID
 - CRM Tab: Any change

Staffing:

- Agents Tab:
 - Changing agent's property – "Hang Up Line after each Call"
 - Enabling an agent's Auto Answer setting
 - Deleting an agent
- Agent Characteristics Tab:
 - Agent Profiles: Deleting a profile, renaming a profile, adding or removing capabilities, and changing competency level
 - Load Allowances: Renaming load allowance, creating or deleting load allowances, Load Combinations, Interaction Types

Implementation:

- Interaction Handling Tab: Any change
- Media Repository Tab: Removing a phrase
- Dynamic Media Repository Tab: Add or remove
- Text Template Repository Tab: Any change
- Priority Classes Tab: Any change
- Skills Tab: Removing a skill
- Email Tab:
 - Renaming a Summary Email Template
 - Changing 'Mail Box' property within Summary Email Template
- CRM Integration Tab: Any change
- API Trigger Tab: Any change

Deployment:

- End Points Tab:
 - Deleting an endpoint, changing URI, and changing off hook
- Software Services Tab:
 - Any change
- Configuration versions Tab: Revert configuration