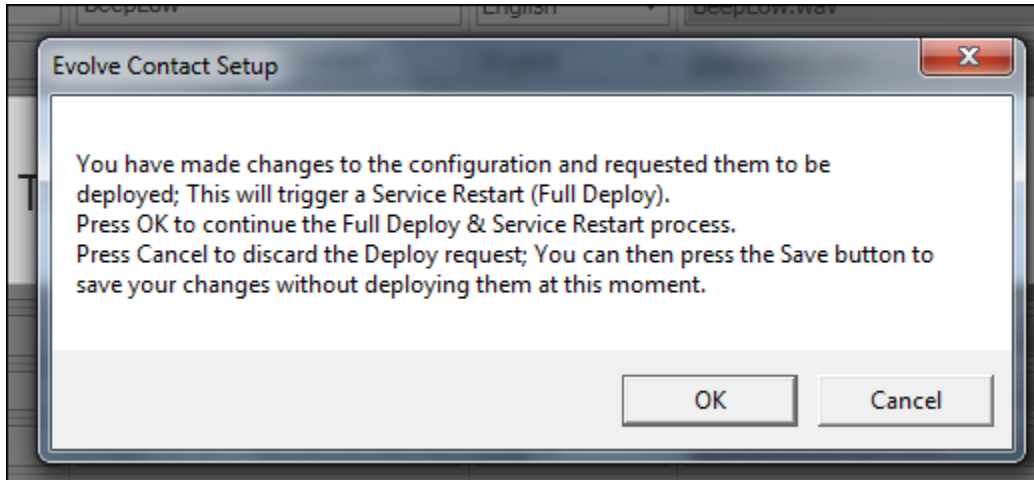


# ECS Setup: Light vs Full Deploy

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