Evolve Contact Suite 5.3.1 Release Notes

We are excited to announce the Evolve Contact Suite (ECS) v5.3.1 release that includes new capabilities for our customers that will be available on September 30, 2020.

What do you need to know?

1. ***All workstations require Microsoft .NET version 4.8***. ECS applications rely upon Microsoft's .NET framework and this release requires version 4.8 of the .NET software. Please ensure that all client workstations are upgraded to this version using the link at the top of the ECS Application portal. *Note: ECS v5.3.1 applications will not operate without v4.8 of Microsoft .NET software.*
2. 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.
3. If your organization is staffed during the maintenance, they will experience a short period of downtime (less than 10 minutes).
4. 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.

This release contains the following feature enhancements:

1. The BroadWorks Unification includes the use of the HPBX Phone when an Agent is using Microsoft Teams as the voice endpoint. An Agent will automatically be placed into the Backoffice state if they place or receive a PSTN call inside Teams.
2. Supervisors can purge multiple callbacks in a single operation.
3. Agents will be placed into the Backoffice state when they are on a BroadWorks call (outside of ECS) and either their Wrap Up timer ends or their Break timer expires.
4. When handling a Callback interaction, Agent will display the caller's phone number as the Destination phone number and the current outbound Caller ID as the Origin phone number.
5. When exporting Campaign results in Supervisor, a maximum of 200K records can be exported in a single operation.
6. The file operations internal to the Application Servers will occur on dedicated storage volumes.
7. The ECS API Help is presented using the Swagger specification and supports interactive use of the API methods.
8. When a workstation enters Sleep or Hibernate modes, the Agent will be placed into Offline state and the application will close.
9. The communication protocol used by Supervisor was optimized to provide faster and more efficient communications between Supervisor and the ECS platform.

This release contains the following reporting enhancements:

1. New 3.05 Conversations report that lists the text transcripts of email, web chat, and SMS (future) interactions.
2. New 7.04 Abandoned Interactions report that summarizes caller patience at different time-based thresholds.
3. New 7.05 Contact Center Performance by Demand that provides the key queue metrics at a Demand level.
4. The addition of a "Run Now" feature in the Report Scheduler
5. The addition of a "This Year" time period parameter on all reports.
6. Four Routing Data fields (Client Name, Inbound Campaign Name, Product Name and Product Type) were added to the input parameters and output of the 2.01, 4.01, and 4.02 reports.
7. The Staffed Agents definition on the 7.01 and 7.03 reports has been changed to include Agents that spent time in any state other than Offline.

This release contains the following bug fixes:

1. The Simple Play activity didn't properly speak values in the Formats of Numeric (Quantity) and Numeric (Serial).
2. An Agent could be configured with a Default Phone of HPBX or Private that contained an invalid or incomplete configuration.
3. Agent could not schedule a Callback after handling a Chat interaction.
4. Right-clicking on the String Manipulation activity displayed extraneous commands.
5. An interaction's Waiting Time was incorrectly displayed in Agent and Supervisor if the initial interaction was missed or declined.
6. Supervisor displayed a duplicate Chat window for an incoming interaction.
7. Queued interactions were not offered to Ready Agents after a Light Deploy.
8. In Supervisor, a Callback was not searchable when it was based upon a Campaign call and that Campaign was deleted before the Callback was completed.
9. ECS Wallboard settings were not saving if the tile name included special characters.
10. The Supervisor settings failed to save after the BPs on the Gauge Panel were reordered.
11. Agent did not see typing indication when chatting with a Supervisor.
12. Calls were not offered to Ready Agents when a Demand Filter was configured with a duration of zero seconds.
13. A caller didn't hear the Queue's "on hold" messaging while the call is offered to a Ready Agent utilizing the HPBX Phone.
14. A call incorrectly displayed in in Supervisor's Current Interactions that was handled and completed normally by an Agent.
15. Outbound calls were not included in Supervisor's Business Process Handled metric.
16. A "phantom call" was created when a call is offered to a Teams endpoint that fails delivery inside the carrier or Microsoft network.
17. An Abandon event was incorrectly sent when a call failed delivery to an Agent.
18. Queued interactions were not offered to an Agent after a Supervisor Close All Interactions command was initiated on a prior interaction while it was being offered (and not yet answered).
19. Memory improvements on the Application Server after each Full Deploy.

This release contains the following reporting fixes:

1. The field names on the CSV export of the 2.01 report were corrected.
2. Custom reports that excluded a Time Zone parameter failed to execute
3. The CSV export of the 2.01, 3.01, and 3.02 didn't include double quotes around the Remarks field that could contain special characters like a comma.
4. The CSV export of the 2.04 report was missing the following Interaction Type fields: Callback, Voice, Chat and Email.
5. The CSV export of the 3.01 and 3.02 reports didn't include seconds in the Start Time and End Time columns.
6. The following reports did not display data when the Quarterly Period Bucket was selected: 4.10, 4.11, 4.13, and 4.14.
7. The 4.11 failed to complete when Yesterday was the selected Period.
8. The 6.03 report failed to execute when several thousand campaigns were selected.

9. The 6.04 report didn't display an Interaction ID on every segment.
10. The 6.04 report no longer treats the initial Leave Number segment as an outbound Callback attempt and the Agent's name is now visible on Callback attempts.
11. The 7.01 report displayed the weekly total in the wrong row.
12. The 7.03 report incorrectly calculated the Calls Overflowed field.
13. Calls that overflowed to voicemail were considered abandoned.

This release contains the following known limitations:

- When an agent initiates a consulted transfer to a BP and completes the transfer before it's answered by an agent (while it's being offered), there is no Wrap Up time given to the second agent.
- The Average Speed of Answer (ASA) displayed on the Contact Center Dashboard incorrectly displays a high value.