Evolve Contact Suite 5.3.0 Release Notes

We are excited to announce the Evolve Contact Suite (ECS) v5.3.0 release that includes new capabilities for our customers that will be available on July 26, 2020.

What do you need to know?

1. 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.
2. If your organization is staffed during the maintenance, they will experience a short period of downtime (less than 10 minutes).
3. 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.
4. *The first time your users launch an application, they may receive a message from Microsoft Defender SmartScreen about an "unrecognized app".* This message is related to the use of a new certificate during the software development process. Please encourage your users to select **Run anyway** if they receive this message.
5. *All users will need to install Microsoft .NET 4.8 in the next few weeks*. ECS applications rely upon Microsoft's .NET framework and the next release (ECS v5.3.1) 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. Microsoft .NET v4.8 is compatible with both ECS v5.3.0 and ECS v5.3.1, therefore this upgrade shoul d be performed after ECS v5.3.0 is released. Note: ECS v5.3.1 applications will not operate without v4.8 of Microsoft .NET software.

This release contains the following feature enhancements:

1. Back-end optimizations to the "Light Deploy" process that reduce resource consumption and improve platform scalability.
2. A Supervisor can now select a custom break type when changing an Agent's state.
3. Added the ability to copy a Campaign that retains the original campaign's definitions and agent assignments.
4. Improved the performance of Setup when deleting a large number of agents.
5. Improved number validation when an Agent or Supervisor attempts to configure their account to route calls to an external destination.
6. The Agent application will remember the Business Process selected by the Agent for their entire session.
7. Dynamic media files are supported in the two "Prompt and Collect" activities in Setup.
8. The Supervisor Import Contacts process supports Email Address or Phone Number 1 as the primary key.
9. When the Admin account is used to make changes in Setup, the Windows Username is automatically added to the Description field of the Configuration Versions.
10. When an Agent replies to an Email interaction, the incoming Email Alias will be inserted as the "Display Name" and the "Reply To Address" in the outgoing email response.
11. When there isn't an "Answer Time Goal" established in Setup for a BP, the reported Service Level will be zero.
12. Added a "Clear Disposition Code" activity to Setup. Please see the Data Set and Get Nodes KB page for more details.
13. Updated the call recording archive process to write previous day's recordings to the same folder that houses all recordings for that day.
14. The Agent Import and Export process now supports the "HPBX Registrar Username and Password" fields.
15. Agent names are sorted alphabetically in the "Assign Agents To Business Processes and Campaigns" Supervisor window.
16. Several Supervisor columns were renamed to better represent the data displayed. The following fields were changed:
    a. "Average Speed of Answering" renamed to "Average Ring Time"
    b. "Average Answer Time" renamed to "Average Speed of Answer"
    c. "Average Waiting Time" renamed to "Average Wait Time"
17. Improved the performance of "Business Process -> General" screen in Setup when the BP included a large number of Demand Filters.

This release contains the following fixes:

1. The Unified Softphone did not release its registration completely when an Agent went "Offline" or changed their extension.
2. Email attachments that contained special characters in the file name failed to download in the Agent application.
3. Copying and renaming a BP resulted in duplicate database entries.
4. The "Current Interactions" tab of a Campaign didn't display all active calls.
5. A "Phantom Call" was created when an Agent went offline while being offered a call.
6. The visual indicator that an Agent is operating outside their default "Load Allowance" didn't display when the Agent application was docked.
7. The "typing" indicator was missing in Chat conferences for the second agent.
8. A duplicate "Load Combination" could be created inside a "Load Allowance".
9. Creating a new "Disposition Code" failed to save the name on the first Deploy.
10. The number of Abandon Calls was artificially inflated on the Contact Center Dashboard.
11. The Agent was unable to type a Chat response on a new interaction.
12. A Ready Agent wasn't offered a queue call.
13. A completed call appeared in the Current Interactions tab of the Supervisor BP Monitor.

This release contains the following reporting enhancements and fixes:

1. On the 1.01 report, the following fields were added to the Details section of the output: Interaction State, Media Type, External Transfer DID, and Direction.
2. On the 3.01 and 3.02 reports, the "Media Type" field was added to the output.
3. On the 3.04 report, the following fields were added to the output: Is Transferred Internal, Included in SL Calculations, and Disposition Code.
4. On the 4.02 report, a summary graph was added to the output.
5. On the 4.02 report, the "Segment No." was added to the Details section of the output.
6. On the 5.02 report, the following input parameters were added: Demands and Group By.
7. On the following reports, the "Media Type" input parameter was added and the "Interaction Type" input parameter modified to display only valid options: 1.06, 2.01, 2.03, 4.13, 4.14, and 5.02.
8. The Creation Time of a report will properly reflect the client's local time.
9. Updated the definition of an answered interaction to include those where the Handling segment is zero seconds.
10. Updated the Monet historical queue data feed to exclude any calls that are considered "Short Abandons" in the Abandoned Calls field.

This Release Contains The Following Known Limitations:

1. 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.