Evolve Contact Suite 5.2.5 Release Notes

We are excited to announce the Evolve Contact Suite (ECS) v5.2.5 release that includes new capabilities for our customers.

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.

This release contains the following feature enhancements:

BroadWorks Unification

Many customers deploy ECS in a "Unified" solution along with Evolve IP's UCaaS or HPBX capabilities (collectively referred to as BroadWorks). The benefits of this "Unified" deployment is tight integration between the Contact Center and the rest of the organization (users outside of the Contact Center). This release includes significant advancements to the "Unification" of ECS with BroadWorks. The compelling driver for these improvements is to make Agents more efficient by streamlining their day-to-day tasks. Agents can now move seamlessly back and forth between the Agent application and their BroadWorks Handset (or UC-1 application) without concern. For more details on these enhancements, please review the ECS v5.2.5 BroadWorks Unification post.

Given the significant changes in this release for "Unified" ECS clients, we will be holding training sessions about how ECS will operate after the release of v5.2.5. Some of the key call handling functionality will operate differently and Agents need to be aware of these changes. We highly encourage all Unified ECS clients to attend! In addition to these training sessions, please review the ECS v5.2.5 Agent video which details these changes.

Additional Enhancements:

1. Agents are now able to search for users in the Enterprise Directory by extension.
2. The Enterprise Directory will now display user information in this order to simplify calling: HPBX User ID, DID, Extension, and Mobile Number.
3. For interactions that are transfer or overflow through multiple BPs, a unique Disposition Code can now be applied for each BP.
4. The Business Process list in the Agent application will now appear in alphabetical order.
5. Improved validation when adding an HPBX User ID to an Agent's profile in Setup.
6. Significant improvements have been made to both the REST API and Events platforms. For more details, please visit the API Help or Events Help. Note: a new API versioning mechanism has been implemented in this release. For those organizations that have integrated via these REST API methods, you can continue to operate in the same manner. In the future, you will need to incorporate the versioning structure to take advantage of improved methods.
7. For Unified clients that deploy ECS and the BroadWorks UCaaS solution, ECS now stores the PBX Call ID and PBX External Tracking ID fields in the Interaction properties and are available for use in the REST API. Please see the updated list of REST API Trigger Fields in the REST API
8. When a new Callback is created and an existing Callback is active for that same phone number, the new Callback becomes active and the original Callback is closed.
9. Error messages related to connectivity between the application (e.g. Agent & Supervisor) and the ECS platform were modified and are now more descriptive of the issue encountered.
10. For improved clarity, the Supervisor Total Abandoned and % Abandoned columns (on the BP Monitor) now only include Incoming interactions that queued and exclude all other Interaction Types.
11. Setup now deletes "old flows" immediately after each Full Deploy.
12. For improved clarity, the Agent Monitor in Supervisor includes the following changes:
    a. The State column is now labeled Agent State
    b. The Elapsed State Time column is now labeled Agent State Time
    c. The Current State column is now labeled Interaction State
    d. The State Time column is now labeled Interaction State Time
13. All applications incorporate a new method to collect application logs when engaging Support.

This release contains the following fixes:

1. An interaction would "jump" from the first Demand Filter to the last Demand Filter.
2. Metrics like Service Level and ASA were calculated incorrectly when an interaction queued in a Business Process and subsequently moved to a different BP via an overflow or agent transfer.
3. In rare instances, an interaction failed delivery to an agent and that interaction became "stuck" resulting in repeated delivery to the agent.
4. The # key was not recognized via API or Events.
5. Some Callback interactions incorrectly appeared with the Interaction Type of "Incoming" in reports.
6. The Callbacks to Be Processed metrics displayed incorrectly in Supervisor and Wallboard.
7. Remarks were missing from the Delegated and Abandoned Monitor in the Supervisor application.
8. The Supervisor client crashed during agent assignment if unsaved changes existed when moving agents between BPs.
9. A Supervisor would listen to agent call and it would disconnect the agent and customer.
10. The Supervisor ribbon with open Disposition Graph would minimize when saving changes.
11. Resetting an agent's password via an email link resulted in the agent receiving an error on the application portal.
12. Callbacks were considered incomplete even after an agent handled them.

Reporting Enhancements

1. The default Delivery Method for all new Report Subscriptions is Email.
2. Report subscriptions created by a deleted user will be reassigned to the Organization Admin.
3. When exporting reports to CSV format, the output is now a single table that includes only the detailed data without any summary sections or tables.

4. On the 2.01 report, interactions handled by multiple agents will display as separate interactions.
5. On the 2.01 and 2.02 reports, Agent Handing Time now includes time spent "In Conference".
6. On the 3.04 report, the "Is Transferred" field is now labeled "Is Transferred External".
7. On the 4.13 report, there is a new "Total Interactions" column.
8. On the 5.05 and 7.03 report, the Agent Calls Transferred now includes both internal and external transfers.
9. Total Callbacks Requested in the 7.03 report will be separated into two fields:
    a. Callbacks Requested (Queue) represents callbacks requested while the caller was in queue.
    b. Callbacks Requested (Non-Queue) represents callbacks requested outside of the queue (created by an agent, requested in the BP prior to the queue, web Callback, etc.)

Reporting Fixes

1. Improved handling of Daylight Savings Time for Report Subscriptions.
2. On multiple reports, overflowed interactions counted in both the initial BP and the subsequent BP.
3. Report subscriptions would fail to generate when the selected Demand, Disposition Code, or BP is missing for the specified time period.
4. The 1.01 report incorrectly sorted the Start Time alphanumerically.
5. The 01 report incorrectly calculated Agent Busy Time.
6. The 2.01 report incorrectly calculated Agent Handling Time.
7. The 2.02 report incorrectly calculated Total Login Time.
8. The 2.02 and 2.03 reports didn't display the correct BP filters.
9. The 2.04 report's Interval column displayed incorrectly on a CSV export when the Time Interval = 'Daily'.
10. The 2.04 report incorrectly calculated Talk Time % (Voice), Hold Time % (Voice), and Wrap Up Time % (Voice).
11. The 2.04 report incorrectly calculated Staffed Time.
12. The 2.04 report incorrectly calculated Transferred Internal.
13. The 2.04 and 5.05 reports Interval Column sorted monthly intervals incorrectly.
14. The 3.04 report displayed the incorrect agent name.
15. The 3.04 report incorrectly calculated Pre Queue Duration and Queue Duration fields.
16. The 4.13 report incorrectly calculated the count of Disposition Codes.
17. The 4.14 Report displayed an incorrect BP subtotal.
18. The 7.03 Report displayed the wrong number of Abandoned calls.
19. The 7.03 report included an extra summary row.