

Evolve Contact Suite October 2018 Release

We are excited to announce that the Evolve Contact Suite (ECS) will be upgraded to provide additional services for you and your company's users.

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 you have agents staffed during the maintenance, they will experience downtime.
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. Click [here](#) for the updated ECS Supervisor Client User Guide
5. Click [here](#) for more information on the API capabilities.
6. For customers currently testing and utilizing the new Agent/Supervisor APIs – you must begin using the following link instead of any previously provided links — <https://ecs-apps.voip.evolveip.net/Api>

Why Update?

- New Features and Functionality
- Bug Fixes

What are the new features and functionality?

1. Extensive Agent and Supervisor API commands enabling third party software developers to tightly integrate their applications with ECS. The below links will be live after the upgrade.
 - a. API Documentation – <https://ecs-apps.voip.evolveip.net/API/Help>
 - b. API Sample Page – <https://ecs-apps.voip.evolveip.net/API/test.html>
 - i. Any agent or supervisor login credentials will work to access the sample page
 - ii. The ORG name is embedded in each login username. For example, if your username is "ECS\CUST.BobSmith", enter CUST as the ORG name on this page.
 - c. It is important to note, that customers currently testing out the new APIs must now use this link — <https://ecs-apps.voip.evolveip.net/Api>
2. Events Subscription enabling third party software developers to consume real-time ECS events.
3. The HPBX Extension is now displayed in the Agent directory.
4. Supervisors can now cancel a current interaction within the Supervisor Client. When the interaction is cancelled it will show up in reports as a supervisor cancelled interaction.
5. When creating a new campaign, the default "Duration for No Answer" is now set to 50 seconds.
6. When an agent is currently on Break and receives a call on their HPBX handset, the status of the agent will not change to Back Office, it will remain in its current state.
7. The Supervisor Import Contacts feature now allows "excluding invalid timezone" combined with "automatically calculate timezone"
8. The correct CallerID will appear in the call recording portal for incoming queued calls.

What are the Bug Fixes?

1. At times, the caller did not hear ringback when the call was passed to an external number from the Channel or BP.
2. On a second call to the agent after a system restart no notification was played to the agent while the calls was being offered.
3. Campaign staffing was displaying as empty after a campaign was activated.
4. The Agent's state was not always updating when closing the Agent application.
5. Agent CRM advanced search results were including search elements that did not match with criteria.
6. In some instances calls in queue did not honor the overflow threshold, would remain in queue and not exit via the overflow leg.
7. In certain situations when a call was offered to an agent and answered via the physical handset, the call would be disconnected upon answering and the Agent application remained in the Offering state.
8. When a Power Dialer Campaign was run using the Available Agent mode, it would not functioning as expected

Documentation

[Supervisor User Guide](#)

[Supervisor Quick Reference Guide](#)

[Agent User Guide](#)

[Setup and Manager Client Help Content](#)