

ECS Web Agent 1.0.0-RC4 Release Notes

We are excited to announce the ECS Web Agent v1.0.0-RC4 release that includes new capabilities for our customers that will be available on November 24th, 2020.

This release contains the following feature enhancements:

1. On Boarding Tour now allows agents to manage and setup their settings preferences during the tour
2. Proper messaging is now displayed if an agent is unable to receive or start an interaction due to Load Allowance restrictions.
3. Wait Time was added to the Incoming Interaction Banner and the Interaction Toolbar
4. CRM information is now broken out into multiple columns for better space utilization
5. Agents can now take actions to start a new interaction with a contact right from the CRM panel as long as their load allowance permits
6. First interaction accepted is not focused on by default when navigating between the Telephony/Chat/Email tabs.

This release contains the following bug fixes:

1. When utilizing the dial pad to place an outbound call for a consult, the telephony number was not showing up on the consult tab
2. Refreshing the Agent application while a call was on hold ended the interaction.
3. 'Interaction Conference started' message was shown instead of 'Interaction was Transferred' when an agent received a consulted chat transfer
4. Historical interactions were showing the wrong timestamps