

Evolve Contact Suite 5.3.2 Release Notes

We are excited to announce the Evolve Contact Suite (ECS) v5.3.2 release that includes new capabilities for our customers that will be available on February 28, 2021.

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. For more details about the steps each customer can take after the release, see the [Post Release Testing](#) article.

This release contains the following known limitations:

1. In some situations, a Callback will remain in Pending status instead of being offered to an Agent in the Ready state. The Callbacks will appear in the "Callbacks to be processed" metric inside Supervisor and will need to be activated using the ["Send to Queue" command](#).

This release contains the following feature enhancements:

1. The [Auto Answer Interaction](#) capability can be activated separately by media type. For phone calls, a configurable delay can be added to allow time for the Agent's workstation to launch the business application "screen pop" to ensure synchronized delivery to the Agent.
2. For outbound emails, a new [ECS SMTP Relay](#) capability enables organizations the flexibility of sending emails from any address configured inside Setup. By enabling ECS as an authorized sender of the client's email domains, the contact center gains the ability to easily send from any email account or address without the need for individual account authentication or concerns about the recipient's email solution displaying phishing or spam warnings.
3. Improved error handling when an Application Server is removed from service.
4. For Overlay call recording, the destination for the files is now configurable per organization.
5. An active call is no longer terminated when the Agent application loses its connection.

This release contains the following reporting enhancements:

1. The 4.13 report now includes the following fields: Inbound Handled in BP/Channel, Non-Campaign Handled by Agent, and Campaign Handled.
2. The 3.05 report now includes the Business Process Name field and denotes when a Chat session is closed.
3. The 7.04 report now display the values of the Abandon Thresholds in the column headers.
4. When selecting a folder, the report pane will display the reports contained inside that folder.
5. The Subscriptions tab now includes the following fields: Report Name and the subscription's Schedule.
6. The word Report has been removed from the report names on the Report Output: 1.01, 1.04, 1.06, 2.01, 2.03, 3.01, 3.03, 4.01-05, 4.07-11, 4.14, 5.05, 6.01, 6.03, 6.04, and 7.01-05,

This release contains the following bug fixes:

1. In Setup, the Agent Import/Export spreadsheet including a leading space on the Chat Private Greeting field label.
2. Agent displayed visual inconsistencies when email attachments were added and removed to an email reply.
3. Supervisor displayed an incorrect Abandon Rates for custom Interaction Types.
4. On a consulted transfer, if the second Agent answers simultaneously on the handset and the Agent application, the transferring Agent would lose all call handling commands.
5. The queue messaging didn't play if the caller pressed a DTMF digit while the call was being offered to an Agent in a Unified deployment.
6. The BP Dashboard inside Supervisor displayed the incorrect number of Agents in each ACD State during a Light Deploy.
7. The ASA and Service Level on the Contact Center Dashboard displayed incorrect values that made the results look worse than actual.
8. Consulted transfers via the web Agent fail to complete.
9. When the agent's HPBX endpoint returns a SIP 480 error, the Supervisor application continues to increment the Waiting Time for that interaction.
10. When the agent's HPBX endpoint returns repeated SIP errors, the agent was not placed automatically into the No Answer state.
11. A Callback interaction is misidentified in the queue and cannot be answered by an agent.
12. An organization's service package failed to start after a Full Deploy.
13. Outbound Campaign calls were placed outside of the specified Customer Calling Hours.
14. The Agent application experienced significantly degraded performance.
15. Ready agents were not offered a queued interaction.
16. A Full Deploy that included the renaming of hundreds of agents failed to complete.
17. An interaction that was active during a Light Deploy didn't display on reports.
18. The position in queue spoken to a caller was incorrect.

This release contains the following reporting fixes:

1. The 7.x reports will no longer include Callbacks in the Calls Queued calculation.
2. The 2.01 report displayed no results when an interaction Direction was selected.
3. The 3.04 report incorrectly included Pre Queue Duration in the Abandon time field.
4. In certain scenarios a Callback requested in the queue was considered Abandoned if the caller disconnected before the system confirmed their callback request.