

ECS - Post Release Testing

Evolve IP is constantly enhancing the Evolve Contact Suite (ECS) to add new features or new capabilities that improve the platform's technology. One of the benefits of ECS is that clients receive new functionality that can be leveraged to improve their contact centers. These changes are released to all clients after extensive internal testing to ensure the new functionality works as expected. Our client's contact centers are critical to their organization and our mutual success is based upon delivering reliable technology solutions that enhance their business operations.

The following summary outlines the high-level expectations of each release:

- **Client Notification** - clients will receive advanced notice of a new release via Evolve IP's [Status Page](#) notifications. Please Subscribe to "ECS" Component located in the "CCaaS (US)" category. This notification will occur one to two week's prior to the actual software release.
- **Release Content** - detailed [Release Notes](#) are published for each ECS version. The Status Page notification will include a link to specific Release Notes for that version.
- **New Features** - by default, new features included in a software release are not activated. The new capabilities are typically activated manually by a client's ECS Administrator or Evolve IP at the request of a customer. This means that clients can learn about the new features and become comfortable with them prior to any changes occurring in their contact center.
- **Fixes and Report Enhancements** - when a release includes "bug fixes" or report enhancements, these changes are immediately activated for all clients. There is no need to manually activate any of these changes.

Some clients are interested in "testing" a new release to ensure that their contact center operates normally and they can leverage new functionality that it includes. Each client needs to identify the most appropriate use cases to determine system readiness. However, to assist clients the following table includes a list of readiness check tasks to consider.

| Use Case | Expected Result |
|---|--|
| Initiate test interactions into the primary Business Processes | These interactions should be handled by the system, the customer should receive the expected messaging / treatment, and offered to Ready Agents. |
| Initiate at least one of each interaction type | Test interactions of each type (chat, email, inbound phone call, outbound phone call, callback, campaign) should be initiated, the customer should receive the expected messaging / treatment, and those interactions offered to Ready Agents. |
| Agent login, change ACD state to Ready, and handle test interactions | The agent should be able to login, set their state to Ready, and be offered test interactions. The agent should be able to perform all interaction handling functions (transfer, conference, canned responses, disposition codes, etc.) as expected. |
| Test interactions and agent status display in Supervisor | The test interactions should appear in the real-time and historical metrics of BP Monitor and Agent Monitor. |
| Report metrics | The test interactions should appear in all of the relevant reports. Each of the report types: Business Process, Queue, and Agent should reflect all metrics properly. |
| Dashboard metrics | The test interactions should appear in the relevant metrics and Business Process inside the Contact Center Dashboard. |
| BroadWorks unification features | For Unified deployments, Agents should automatically be placed into the Backoffice state and the BroadWorks Enterprise Directory should display to the Agent. |
| Call recording | All test interactions should be recorded and accessible to the contact center leaders. |
| API integrations for data-driven routing, displaying customer information to the agents, or storing interaction data in an external CRM or business application | For any API-based integrations, the data should flow back/forth seamlessly between ECS and the client's systems. |