

Evolve Contact Suite 5.3.2 SP2 Release Notes

We are excited to announce the Evolve Contact Suite (ECS) v5.3.2 Service Pack 2 (SP2) is planned for a August 1, 2021 release to our customers. Please subscribe to the [Status Page](#) for the latest notifications about this release.

What do you need to know?

1. Any changes made to your environment must be fully deployed via Setup before the upgrade occurs. Any previously deployed versions in Setup 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 (typically 5 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 enhancements:

- Multiple performance and resiliency enhancements including:
 - Reduction of the refresh period for Agent and Supervisor applications following a light deploy.
 - Optimization of the application server failover logic.
 - Reduction of web server overhead.
 - Faster transmission of data to the Supervisor application.
- Auto-Answer will be disabled by default for all newly created agents.
- Enhanced the web Agent application's ability to identify an offline or unregistered agent.

This release contains the following fixes:

- The Supervisor application crashed when selecting the Delegated & Abandoned tab.
- The 1.04 report incorrectly calculated Break Time.