

Evolve Contact Suite 5.4.21 Release Notes

We are excited to announce the Evolve Contact Suite (ECS) v5.4.21 release will be available on April 14, 2024.

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 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](#)

This release contains the following feature enhancements and bug fixes.

New Features and System Enhancements

Package ECS client apps as downloadable executable files. This is an alternative to using the ClickOnce client launch. ECS Application Package will be downloaded to your local PC. Once the download is complete, execute the Application Package to complete the installation of the app. Once installed, the app will be updated automatically when a newer version is released.

1. **SETUP**- Prompt Property - Ability to reference Text Repository item by name or by variable.
2. **eSupervisor Beta**- Supervisors login to eAgent will experience a new tab that serves as the Supervisor dashboard. With this release, Supervisors can add eWallboard widgets to their Dashboard. More eSupervisor capabilities will be added in upcoming releases.

Enhancements

1. **Dynamic Routing Data**- Add a history of the last 10 data uploads. With the upload history, the admin can download a previously uploaded version, edit it, and reload it as the current version. The admin can also select any previous version and right-click to select it as the current version to be used by the Dynamic Routing Data activities.
2. **eAgent**- State will not be automatically changed back to Ready unless all non-ECS HPBX extension calls are completed.
3. **Interaction Handling**- Interactions that were handled multiple times in the same BP will be split into separate interactions in the real-time KPIs and the reports.
4. **Interaction Handling** - Local caller ID was added to Power and Predictive dialers. This enables tracking remote party DIDs on the external recording system reports.
5. **Reports**- HPBX Call Info data (Call to agent HPBX extension) was added to the Interaction Segments table and 4.02 report.
6. **Reports**- SIP Call ID (Non-agent call legs) - was added to the Interaction Segments table and the 4.02 report.

Bug Fixes

eAgent

1. **eAgent**- Contact Details page - Inability to Edit/Add Contact fields.
2. **eAgent**- Embedded in Teams - intermittent error on startup - "Could not retrieve current agent data".
3. **eAgent**- Using the HPBX extension, postponing a Callback is not declining the call on the device.
4. **eAgent**- Interaction is not closed after warm transfer.
5. **eAgent**- The callback requested by the Supervisor doesn't appear in the UI if customer's time zone was not selected.
6. **eAgent**- Adjust various time display fields to Day Light Saving time correctly.
7. **eAgent**- The Caller Wait Time not displaying correctly.

Supervisor

1. **Supervisor**- Fix UI errors related to creating a new campaign.

Interaction Handling

1. - **Interaction Handling** - A transferred call from an agent to an agent that was rejected should result in a Handled call rather than Abandoned.

Reports

1. **Reports**- 4.02 report is not showing the Business Process Name column when exporting as SCV.
2. **Reports** - 2.01 Report - Demand Filter Issue.