



## Release Notes 7.22.0

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June 2020

## 1. Improvements

ipSCAPE is proud to present a set of improvements to deliver a better experience to our customers. If you have any enquiries, please get in contact with our customer support team or your account manager.

Description	Component
<p><b>Virtual Agent – Voice (New Text to Speech)</b></p> <p>Create cost-effective customer self-service workflows in your IVR using our new text-to-speech solution. We have designed a suite of Virtual Agent Voices with natural, humanlike intonation and clear articulation to create dynamic and engaging communications. It can also be used with our Web Service connector to create intelligent IVRs and provide dynamic customer messages.</p> <p>Please get in contact with us to learn more about this new feature.</p>	Workspace/Campaigns
<p><b>Email Channel</b></p> <p>We have improved our email channel functionality to enable agents to handle even larger messages.</p>	Agent Toolbar

*Plus other minor improvements.*

## 2. Bug Fixes

A variety of bug fixes were introduced in this new version. For more details, please get in contact with our customer support team.

Description	Component
Fixed an issue that generated duplicated email attachments when fetching new emails.	Agent Toolbar
The Email module fetcher now retrieves emails where the linked account has been 'CC'd'. (was previously only 'To')	Agent Toolbar
Fixed an issue where the 'Subject' was not returning results in the search criteria within the email module.	Workspace
Fixed an issue where hyphenated URLs could not be added to the Webchat security settings.	Workspace