



# Release Notes 7.24

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September 2021

## 1. New Features & 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>Triggers and webhooks</b></p> <p>A powerful new module has been introduced in this version to add the ability to configure real time actions. The <i>Triggers</i> module is available under the <i>Integrations</i> menu and includes Webhook actions to dispatch live data to third party integrations.</p> <p>For more information, please see our <a href="#">Knowledge Hub</a> .</p>	Workspace
<p><b>Outbound list filter by call attempts</b></p> <p>A new option was added to the dialler filter to enable selection of leads based on total call attempts. The filter selection is automatically updated while the dialler is performing the calls.</p>	Workspace
<p><b>Outbound dialler sorting by call attempts</b></p> <p>This new sorting option allows you to sort your leads to dial by the number of call attempts (ascending) and loaded date (descending) - which prioritises fresher leads with fewer attempts.</p>	Workspace
<p><b>User permission to download call recordings</b></p> <p>A new user permission for downloading call recordings was introduced in the <i>User Roles</i> module. It can be found under the section Management -&gt; Calls.</p>	Workspace
<p><b>Updates to the campaign data fields module</b></p> <p>The system fields are no longer presented in the custom data fields screen. Information about those fields is now available on our <a href="#">Knowledge Hub</a> .</p> <p>The product fields were made obsolete and will not be available in this module.</p>	Workspace
<p><b>Cloning Webservice Connectors</b></p>	Workspace

<p>We have introduced the functionality to easily clone webservice configurations between campaigns, reducing the time to set up similar flows. To learn more about the ipSCAPE Web Services Connector please visit our <a href="#">Knowledge Hub</a> or speak to your Account Manager.</p>	
<p><b>New merchants for ipSCAPE Pay</b></p> <p>We have added two new merchants to our secure payment solution:</p> <ul style="list-style-type: none"> <li>• Ingenico Ogone</li> <li>• Blackbaud Merchant Services</li> </ul> <p>For more information about ipSCAPE Pay, please get in touch with your Account Manager.</p>	<p>Workspace and Agent Toolbar</p>
<p><b>ipSCAPE Pay automatic reference mapping</b></p> <p>We have introduced the ability to map lead data from outbound campaigns to the reference numbers and merchant reference from ipSCAPE Pay.</p>	<p>Workspace</p>
<p><b>Calls Module Advanced Filter</b></p> <p>Deleted agents won't be displayed in the advanced filter section. It is still possible to generate reports including deleted agents in the Live Reports module.</p>	<p>Workspace</p>

*Plus, other minor improvements.*

## 2. Bug Fixes

Description	Component
<p>Fixed an issue where SMTP credentials were automatically invalidated.</p>	<p>Workspace</p>
<p>Fixed an issue where sometimes changes in the wrap code assignment were not being saved properly.</p>	<p>Workspace</p>

Fixed an issue where the status of failed transactions was not presented to agents.	ipSCAPE Pay
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A variety of bug fixes were introduced in this new version. For more details, please get in contact with our customer support team.

*Plus, other minor bugs.*