



## Release Notes 7.23.0

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July 2020

## 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>Call recording quality options</b></p> <p>We are introducing the capability of upgrading your call recording quality (e.g. 32Kbps to 64Kbps) to suit different use cases, such as your integration with call analytics and call transcriptions.</p> <p>For more information about this feature, please get in contact with your account manager.</p>	Call Storage
We have considerably reduced the wait time for lead allocation to agents assigned to multiple campaigns when one of the campaigns has exhausted their leads.	Agent Toolbar
The multi-line inputs in the Agent Toolbar Scripts now validates the maximum allowed characters based on the output field, preventing users to exceed the character limit.	Agent Toolbar
The email channel can now handle replies to recipients with special characters, such as apostrophes in their email address	E-mail Channel

*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
Agents are now able to open and review historic and current emails from within the Agent toolbar.	Agent Toolbar
Fixed an issue where the call end date is not saved to Salesforce Lightning.	CTI Adaptor
Fixed an issue where a campaign can appear twice in the queues list dialog.	Workspace