

Release Notes 7.12.0

February 2019

1. Release Features

Web Service Connector

The Web Service Connector has been enhanced to provide our customers with a robust and self-service friendly way to integrate our platform with third-party systems.

For more information on how to access and configure this feature, please refer to the guidance notes in the Help Centre:

<https://helpcentre.ipscape.com.au/display/UG/.Web+Service+Connector+v7.12.0>

2. Release Improvements

Item	Improvement	Component
1	Optimized the “Lead” and “Schedules” modules.	Workspace
2	Introduced the ability to configure the order of call information in the CTI Adaptor when integrating with CRM solutions via the JSON configuration file. <i>Note: This will apply across all CRM integrations that use a JSON configuration file.</i>	CTI Adaptor

3. Bug fixes

Item	Bug Fix	Component
1	Fixed an issue with the ‘Search’ functionality in the Email module where “ALL” was returning incorrect results. This fix was implemented to assist with GDPR reporting.	Workspace
2	Fixed a number of issues with "Music On Hold Playlist" in the Files module under the “Resources” menu: <ul style="list-style-type: none">The Duration Time of combined sound files was not populating.	Workspace

Release Notes

	<ul style="list-style-type: none"> Ascending / Descending arrows were not functioning and therefore unable to sort sound files. 	
3	Fixed an issue where the total time calculated in “Agent History By Agent Report” was including Logout and Auto-Logout time. This is considered to be “off-line” time and should not have been included in the reports.	Live Reports
4	Fixed an issue where in some cases the CTI Adaptor was presenting an offline error when a call back to Queue was initiated.	CTI Adaptor
5	Fixed an issue where a number of clients had reported that the calls were out of sync when listening to them in the Calls module. This issue was occurring where “Stereo” mode was turned on in Workspace.	Voice
6	Fixed an issue where the CTI Adaptor was presenting the error “Please enter all required fields” if the user needed to wrap a call that had been presented without dialing the number.	CTI Adaptor
7	Fixed an issue where in a consult transfer Agent1 is connected to Customer but in-call buttons are greyed out.	CTI Adaptor
8	Fixed an issue with formatting of national phone numbers. In some cases, the system was including “spaces” and “brackets” when dialing national numbers for Predictive dialing which resulted in call failures.	Workspace
9	Fixed an issue where the landing Welcome Page was mis-formatted when Clients used a custom style sheet.	Workspace /Agent Toolbar
10	Fixed an issue with the “Search” functionality for sound files. When searching for a sound file using the file name, the system returned no results even when files existed with the searched file name.	Workspace
11	Optimized CTI Adaptor functionality to resolve the following issues: <ul style="list-style-type: none"> Buttons are greyed out in the CTI Adaptor when on a call to the customer 	CTI Adaptor

Release Notes



	<ul style="list-style-type: none">• Unable to transfer call as transfer buttons are greyed out	
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Plus various bugfixes and other minor improvements.