

Release Notes 7.13.0

March 2019

1. Release Features

CRM Integration for CTI Adaptor (Beta)

A new JavaScript API is now available giving clients the ability to efficiently integrate the CTI Adaptor with a CRM solution of their choice to help improve customer experience.

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/CA/JavaScript+API+Integration>

2. Release Improvements

Item	Improvement	Component
1	The system will require the User or Agent to change their password at first login. <i>Note: The ability to select "Force password change" has been removed in Organisation Settings. The default is now set for User or Agent password to be changed at first login.</i>	Workspace & Agent Toolbar
2	Improved the behavior of some features when configuring Voice channels in Resources.	Workspace
3	Improved the behavior in the Lead module to ensure a wrap code is assigned when a lead is marked as "complete".	Workspace
4	Improved the behavior of Maintain Position in Queue when a workflow is cloned.	Workspace
5	Browser notifications have been added in Agent Toolbar to notify the Agent when an inbound call has been assigned to them and waiting to be answered.	Agent Toolbar

3. Bug fixes

Release Notes



Item	Bug Fix	Component
1	Fixed an issue where, in some circumstances, the Activities dataset in Live Reporting where talk and wrap times were not available when grouping data by 30mins or more.	Live Reporting
2	Fixed an issue where the same activity was being duplicated when a Salesforce was created.	Live Reports
3	Fixed an issue where Avatars for newly created agents were not displaying on the customer's webchat console in some cases.	Workspace

Plus various bug fixes and other minor improvements.