



Release Notes 7.15

June 2019

1. Release Features

We are pleased to announce support for WebRTC integration in our platform giving Agents the ability to make and receive calls directly through their Web Browser. This takes away the need for a soft-phone or plug-ins and can be used in all instances of ipSCAPE through the Agent Toolbar or through your CRM using our CTI Adaptor. To take advantage of this functionality, please contact your Account Manager for further details.

2. Release Improvements

Item	Improvement	Component
1	Two new endpoints have been added to our API: Assign Agent to a Campaign Unassign Agent from a Campaign.	API
2	Ability to select additional Dial Order when calling leads in an outbound campaign.	Workspace
3	Improved error messaging in the API.	API
4	Improved error messaging in CTI Adaptor.	CTI Adaptor
5	“Full” Campaign name now displayed in the Queues Module.	Workspace
6	Reduced the “volume” of the introduction beep in Inbound Calls.	Voice
7	Database performance improvements	Workspace and Agent Toolbar

8	Improved the functionality of Estimated Wait Time and	Workspace
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3. Bug Fixes

Item	Bug Fix	Component
1	Fixed an issue in Agent Toolbar where in some cases the transfer from an Inbound call to a Phone number, resulted in previous Phone number being populated.	Agent Toolbar
2	Fixed an issue where an in some specific conditions incorrect message was displayed for password complexity.	Workspace
3	Fixed an issue where under certain conditions, when closing an existing campaign, the data field was being incorrectly mapped.	Workspace
4	Fixed an issue where, in some cases, incorrect value was being shown for "Answered Within Service Level".	Workspace
5	Fixed an issue where, under certain conditions, calls were terminating without caller or agent interaction on an intermittent basis.	Agent Toolbar and Voice

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6	Fixed an issue where incorrect leads were being populated when multiple tabs were open in Salesforce.	CTI Adaptor
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