



# **Release Notes 8.1.0**

February 2022

## 1. New Features and Improvements

ipSCAPE is proud to present Version 8, our latest release that provides significant improvements to security, functionality, application architecture and user experience and has been built on a design system that provides:

- An intuitive and modern user interface
- A new campaign management experience, and fast navigation with Smart Search
- Responsive design optimised for multiple display sizes
- Improved WCAG compliance making the platform more accessible for the vision impaired

Additionally, this release includes new key features for:

- Improved security, through integrated Multi-factor Authentication or TOTP and U2F
- Seamless customer experiences enabled through multi-channel concurrency for Agent Toolbar users
- Enhanced navigation for email interactions which are presented in thread format

If you have any enquiries, please get in contact with our customer support team or your account manager.

Item	Component
<b>Concurrent channels</b>  Agents can now handle calls, e-mails, and chats simultaneously.	Agent Toolbar
<b>E-mail threads</b>  E-mails are now handled as threads, allowing agents and customers to have improved experience during interactions.	Agent Toolbar Workspace

Item	Component
<p><b>Manual e-mail</b></p> <p>Agents can now create a new e-mail interaction. (Previously this had to be linked to a call)</p>	<p>Agent Toolbar</p>
<p><b>Multi-factor Authentication</b></p> <p>Version 8 comes with built-in multi-factor authentication solutions. The Time-based On-Time Password (TOTP) and FIDO U2f keys are industry-standard methods to improve application security.</p>	<p>Agent Toolbar Workspace</p>
<p><b>New merchant for ipSCAPE Pay</b></p> <p>We have added a new merchant to our secure payment solution:</p> <ul style="list-style-type: none"> <li>• Advam</li> </ul> <p>For more information about ipSCAPE Pay, please get in touch with your Account Manager.</p>	<p>Agent Toolbar Workspace</p>
<p><b>Lead Management</b></p> <p>The lead management has been improved to behave as follows:</p> <ul style="list-style-type: none"> <li>• Only shows leads that can be actioned (leads from outbound campaigns that are running)</li> <li>• Only shows leads that are not completed</li> </ul>	<p>Agent Toolbar</p>

*Plus, other minor improvements.*

## 2. Features Deprecated

Deprecation of features from version 7 were introduced to improve the user experience.

Item	Component
The ability to make manual calls while an active lead is on screen on a preview campaign was deprecated.	Agent Toolbar
The script designer “Send email” widget was deprecated and replaced by “Manual e-mail” functionality.	Agent Toolbar
The ability to send e-mails interactions to the back of the queue was deprecated.	Agent Toolbar
Phone PIN was removed from the Administration/Agents module to improve security. The PIN is now auto generated during the phone connection flow on Agent Toolbar and can only be used one-time.	Agent Toolbar Workspace
The option for agents to complete leads in the lead manager was deprecated.	Agent Toolbar
The “wake-up agent on auto-pause” functionality was deprecated.	Agent Toolbar Workspace
The organisation setting to set a Background Image / URL was deprecated.	Agent Toolbar Workspace
The API Keys module was deprecated. The Rest API v2 requires Basic Auth only.	Workspace
The notification type banner, pop-up, and message were deprecated.	Workspace
The following deprecations were introduced in the “Administration Settings” module: <ul style="list-style-type: none"> <li>Removed “Maximum inactivity period”</li> <li>Removed “Enable login history”</li> </ul>	Workspace

Item	Component
<ul style="list-style-type: none"> <li>Removed “Enable login CAPTCHA - as we are introducing MFA</li> <li>Removed “Enable agents to change password” - it will be always possible for an agent to change password</li> </ul>	

### 3. Bug Fixes

Item	Component
Fixed an issue where “auto wrap” fails on a forced page refresh.	Agent Toolbar
Fixed an issue where sometimes changes in the Workflow Object “Branch on Value” was not updating.	Workspace
Fixed an issue where scripts were not presented to the agent.	Agent Toolbar
Fixed an issue where "Max Wait Time In Queue" and "Time In Queue" report values were incorrect.	Live Reports

*Plus, other minor bug fixes.*