Release Notes 8.10

May 2023

1.   New Features, Improvements & Changes

ipSCAPE is proud to present a set of improvements to deliver a better experience to our clients. If you have any enquiries, please get in contact with our Service Desk team or your Account Manager.

Item	Component

Metrics to display average (estimated), shortest and longest wait times for email and chat have been added to '*Activities By Campaign*' report.
Six new fields have been added to the report:
 	
• *Chat*
   – *Min Wait*
   – *Max Wait*
   – *Avg Wait*
• *Email*
   – *Min Wait*
   – *Max Wait*
   – *Avg Wait*
	Live Reports

PCI Payment Gateway naming convention has been revised to display the Banking institution and the corresponding payment gateway.	Workspace
In the Email module, a new search filter has been added in 'Advanced search', enabling users to now locate emails under '*In progress*' status.	Workspace
Upon hovering over an email in *'In progress'* status, the tool tip will now display the agent's name.	Workspace
Chat survey images can now be easily substituted without replacing the object.	Workspace
UI improvement added to Chat surveys which will allow users to click labels (not just widgets) for single and multi-select options.	Workspace

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.

Item	Component
Fixed the issue to include attachments when automatically sending emails on wrap.	Agent Toolbar
Added fix to enable emails with large size images in the email body to be wrapped.	Agent Toolbar
All email templates associated with a campaign will now be displayed in the select template dropdown in agent toolbar.	Agent Toolbar
In the Quality Assurance module, your will now be able to see up to 200 campaigns when filtering the '*Select campaigns*' drop-down list.	Workspace
Fixed an issue to display the date time consistent with UTC format.	Agent API
Fixed an issue to display the associated data when using '*Agents Stats by date*' filter in Live reports.	API
Added a fix to enable the agent to modify the phone number of the lead, before the it is auto-wrapped or completed.	Agent Toolbar
Added fix to enable conversion of uploaded csv file to UTF-8 encoding to handle special characters.	Workspace
Added fix to disable deletion of an email channel which is configured as the organisation default email channel.	Workspace

Added solution to enable or disable agents from transferring calls to other agents outside the designated campaign. This feature can be controlled from *Organization Settings* in workspace using the newly added checkbox "*Allow transfers outside campaign*". Upon selecting the checkbox, agents will be able to transfer calls to agents outside the campaign. Note: Calls transferred to an agent outside the assigned campaign would not be transferrable back to the original agent.	Workspace Agent Toolbar

Plus, other minor bug fixes.