



# Release Notes 8.11

June 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
<p>Additional reporting metrics have been added to display minimum, maximum, and average handle time for email and chat interactions. These are accessed by selecting the <i>'Activities By Campaign'</i> report.</p> <p>The metrics will be displayed for single and/ or multiple agents and campaigns.</p> <p>Six new fields have been added to the report:</p> <ul style="list-style-type: none"> <li>• <i>Chat</i> <ul style="list-style-type: none"> <li>- <i>Min Handle Time</i></li> <li>- <i>Max Handle Time</i></li> <li>- <i>Avg Handle Time</i></li> </ul> </li> <li>• <i>Email</i> <ul style="list-style-type: none"> <li>- <i>Min Handle Time</i></li> <li>- <i>Max Handle Time</i></li> <li>- <i>Avg Handle Time</i></li> </ul> </li> </ul>	<p>Live Reports</p>
<p>The default option set for <i>'Status'</i> field in <i>'Advanced search'</i> of Voicemails module is changed from <i>'Only new'</i> to <i>'All'</i>, thereby displaying the search results as per the set search criteria.</p>	<p>Workspace</p>

*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 handle special characters in email template names. Email templates are now able to be previewed as an option for selection in the drop-down menu.	Workspace
Fixed the issue to resolve the manual dialler being inaccessible due to overlay of the Call/Email/Chat icons when the cursor is moved over the queues.	Agent Toolbar

*Plus, other minor bug fixes.*