



Release Notes 8.12

July 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>Introduced integration with Azure Active Directory, enabling users to search and include contacts from their Active Directory as email recipients and select the contact for manual dialling, and transfer calls without having to manually type the contact details.</p> <p>Integration with Azure Active Directory makes it easier to transfer a call or email to an internal Subject Matter Expert (SME), escalating to a manager, or initiating a three-way conference with other stakeholders, thereby creating an efficient contact centre workplace.</p> <p>Please reach out to your Account Manager for further information about this feature.</p>	<p>Workspace Agent Tool Bar UI Database</p>
<p>As part of the integration with Azure Active directory; a new section has been added to the <i>Organization settings</i> under Workspace.</p> <ul style="list-style-type: none"> • Workspace user can turn the Active Directory lookup on/off using the <i>'Enable Active Directory'</i> checkbox. • Users can <i>'Save and Authorize'</i> the setting after providing the Azure AD credentials- <i>'Provider', 'Tenant Id', 'Client Id', 'Client Secret'</i>. • Once Authorised, users can click the <i>'Sync Active Directory'</i> button which will sync and include all the <i>'Member'</i> contacts <i>available</i> in the users Active Directory. • Synchronising with the Active Directory contacts is scheduled daily. Manual synchronising can also be performed after a gap of 1 minute from the previous synchronisation. 	<p>Workspace Agent Tool Bar UI Database</p>

<p>On enabling the <i>Active Directory</i>, contacts from the user's active directory will be made available in:</p> <p><i>Emails:</i></p> <ul style="list-style-type: none"> • Contacts from the users Active Directory will, now be available in the email recipient drop down in 'TO' 'CC & BCC' fields. • A searchable filter is provided in the drop down, whereby the list of potential contacts will reflect the typed characters. <p><i>Manual Dialler:</i></p> <ul style="list-style-type: none"> • Users can search, select, and make calls to contacts from the Active Directory using the drop-down list in the Manual dialler. • Contacts with no listed phone numbers will appear greyed out. <p><i>Transfer Calls:</i></p> <ul style="list-style-type: none"> • A new field "<i>Contact</i>" is added to the list, using which the agent can search, select, and transfer calls to contacts from the users Active Directory. 	<p>Workspace Agent Tool Bar UI Database</p>
<p>Improvement added to list all filters in Dialler Settings under <i>Campaign Configuration</i>.</p>	<p>Workspace UI</p>
<p>Improvement added under <i>Campaign configuration</i>, by introducing an edit button which enables users to edit the email template assigned to a wrap code.</p>	<p>Workspace UI</p>

Plus, other minor improvements.