ip **SCAPE**

Release Notes 8.13

August 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
Improvement added to display separate timers showing the breakup of the time spent by agent on talk, chat, and wrap, thereby helping to improve agent performance. For each of the below interactions, the following timers will be displayed: • **Outbound**: *Dialling* (if preview is used), *Talking, Wrapping* • **Inbound**: *Talking, Wrapping* • **Chat**: *Chatting, Wrapping* • **Email**: *Emailing*	Agent Toolbar
Added the '*Parent Activity ID*' field to activities data set in live reports.	Live Reports
Have changed the maximum *Agent Session Timeout* setting from 24 hours to 12 hours. Customer tenants that have existing setting as 24 hours will now default to 12 hours.	Workspace
A dropdown is added to the *Workspace Dashboard* which will display the list the teams. This dropdown will be enabled for all users (other than users with Super Admin privileges) and will enable the user to filter and view agents belonging to a specific team. When a user logs into workspace only agents belonging to the user's team will be displayed on the Dashboard.	Workspace
Enabled listing of more than 50 elements in the muti-select dropdown to assign campaigns or teams to agents.	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 enable the *Edit* button in *Callbacks* module when single or multiple callbacks are selected and display the number of selected callbacks on the Edit button.	Workspace
Fixed the issue in *Advanced Search* in *Voicemails* module to display the search results corrects as per the set sorting and selected filters.	Workspace