



# Release Notes 8.14

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
<p>We are introducing the new '<i>Agent Assist</i>' feature which will enable agents requiring assistance to notify their manager from within the platform. This feature would be especially beneficial in a remote working environment.</p> <p>Please reach out to our Service Desk team or your Account Manager to discuss regarding enabling the feature.</p> <p>The following functionality is available as part of this feature:</p> <ol style="list-style-type: none"> <li>1. <i>Request Assistance by Agent:</i> <ul style="list-style-type: none"> <li>• A '<i>Request assistance</i>' button will be available to Agent on the Agent Toolbar</li> <li>• Upon clicking this button, the list of available workspace users will be presented to the agent.</li> <li>• The Agent can then select the respective user, type the message, set a priority, and send the message to the workspace user.</li> <li>• The message field can support a maximum of 1,500 characters.</li> <li>• The Agent will also be notified when the recipient views the message.</li> </ul> </li> <li>2. <i>Notification to Workspace user:</i> <ul style="list-style-type: none"> <li>• The message received from the agent will appear as a notification at the bottom right corner to the recipient workspace user.</li> <li>• The edge and icon colour of the notifications will be based on the set priority.</li> <li>• Workspace user can click '<i>View Request</i>' button and view the message. They can then monitor the agent's call and assist as required.</li> <li>• A maximum of the three notifications will be displayed on the workspace UI. The remaining notifications will be available in the notification queue.</li> </ul> </li> </ol>	<p>Workspace Agent Toolbar</p>
<p>A new '<i>Play Voicemail</i>' option is available in the Voicemail module.</p>	<p>Workspace</p>

A 'Search' button has been introduced next to the single search input field.	UI
Upon forwarding an email in the agent toolbar, the 'To' address field will be empty enabling the user to enter the recipient address as required.	Agent Toolbar
Improvement added to reflect any update to the 'Name' from 'Contact fields' to the name in the chat conversation area.	Agent Toolbar

*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
<p>Have introduced the '<i>Monitor Agent</i>' and '<i>Monitor Campaign</i>' workflow objects for persistent connection thereby enabling user to monitor calls for persistent connection. This brings the added benefit of a user profile no longer being required to monitor persistent connection calls.</p>	<p>Workspace Voice</p>
<p>Fixed an issue to enable auto-wrap of calls as per the set timer.</p>	<p>Workspace</p>
<p>Upon editing reports with '<i>Agent with Wrap Codes</i>' or '<i>Campaign with Wrap Codes</i>' all the wrap code fields will now be available under the '<i>Fields</i>' section, enabling user to select and display wrap codes as required on the report.</p>	<p>Live Reports</p>
<p>Fixed an issue to enable the allocation of calls to all Available / Waiting agents.</p>	<p>Voice</p>
<p>Added a fix to resolve issue the 404 Error when trying to duplicate a campaign.</p>	<p>Workspace</p>
<p>Added a fix to restrict entry of comma character in Workflow title.</p>	<p>Workspace</p>
<p>Added a fix to correct the hyperlink of email address so as not to cut-off the email address.</p>	<p>Agent Toolbar Chat Widget</p>
<p>Added a fix to enable manual outbound calls or transfer calls to external numbers.</p>	<p>Voice</p>
<p>The <i>Files Module</i> will now display the usage of sound files assigned in workspace.</p>	<p>Workspace</p>