



Release Notes 8.15

October 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
When setting broadcast notifications, users can now select the recipient team from a drop-down list.	Workspace
<p>Bookmark visibility for Calls</p> <p>Two new columns - “<i>Manual bookmarks</i>” & “<i>Announcement bookmarks</i>”, have been introduced in the table schema <i>Calls</i> module to indicate if the call recording has bookmarks, A new search filter “<i>Bookmarks</i>” has also be added in <i>Advanced Search of Calls</i> module.</p>	Workspace
<p>Chat design enhancements</p> <p>Users will now be able to change the colour of the buttons in the Chat Widget from chat themes.</p>	Workspace
Replaced the overflow button on the Dashboard with the ‘ <i>Log out Agent</i> ’ button using which agents can be logged out.	Workspace
<p>Enhanced Activity Reports</p> <p>Added ‘<i>Average Handling Time</i>’ to all Activity reports and the ‘<i>All Total Summary</i>’ grouping under the Activity dataset.</p>	Live Reports
<p>Reporting enhancements – Chat and Email</p> <p>Added metrics to display the Number & Percent Transferred for Chat & Email interactions in <i>Activities by Campaign</i> and <i>Agent by Agent</i> reports. Four new fields have been added to the report:</p> <p>Chat:</p> <ul style="list-style-type: none"> • Chats Transferred • Chats Transferred % <p>Email:</p> <ul style="list-style-type: none"> • Emails Transferred • Emails Transferred % 	Live Reports

<p>Added metrics to display the <i>Number of Chat & Email</i> interactions handled by agent or campaign for in <i>Agent by Campaign</i> and <i>Agent by Agent</i> report.</p> <p>Two new fields have been added to the report:</p> <p>Chat:</p> <ul style="list-style-type: none"> • Chats Handled <p>Email:</p> <ul style="list-style-type: none"> • Emails Handled 	<p>Live Reports</p>
<p>Added two fields to display <i>Sender Email Address & Recipient Email Address</i> in activity reports for inbound emails.</p>	<p>Live Reports</p>
<p>Users can now be assigned to teams by clicking the respective row in <i>'Teams'</i> under <i>'Administration'</i> module.</p> <p>User can click the overflow button on the row to edit the name of the team.</p>	<p>Workspace</p>
<p>Added a feature where user will now be only able to see those <i>Campaigns folders</i> in the <i>Workspace</i> that belong to their team.</p>	<p>Workspace</p>
<p>The system defined pause reason <i>'Manual call'</i>, will now be visible in <i>workspace</i> and user will be able to add it to their team.</p>	<p>Workspace</p>
<p>Introduced new API end point to create a new lead list.</p>	<p>Platform API</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 an issue to support special characters in wrap codes.	Workspace Live Reports
Added fix to delete the dropdown menu object in the script of duplicated campaign.	Workspace
Added fix to log out the user after they have been inactive for the set <i>Session Time out Limit</i> .	Workspace Agent Toolbar
API 3.0 - Leads - The two endpoints to GET a single lead and a selection of leads had inconsistencies between the responses, most notably Phone information was missing from the individual lead endpoint. This has now been fixed.	Platform API