Release Notes 8.16

November 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
We have introduced new functionality allowing agents to **'Complete' the individual phone numbers for a lead via Wrap Code**'. - With this functionality users can now complete an individual phone number within a lead, without completing the entire lead. - When a user assigns a wrap code to an outbound campaign, they can choose from options to *Complete Lead*, *Complete Phone Number*, *Call-Back Agent* or *Call-Back Queue*. - If a user chooses wrap code '*Complete Phone Number*' it will complete only the phone number called for that interaction without any change to the call-back date and time for the lead. - Upon selecting '*Complete Lead*' and then selecting 'save', a wrap code will be created with '*Complete*' under a new column that identifies "*Complete Lead*". - Additional reporting - Several key reports now display information related to Complete Phone Number and both as a quantity and as a percentage.	Workspace Agent Toolbar Live Reports
Improvement to webhooks – Three additional attributes have been added to existing webhooks: • CallerNumber (Activity Source) • CalledNumber (Activity Destination) • ActivityID	Platform API

Improvement to QA reporting The numeric scores logged against answers in *Quality Assurance Surveys* will now be available in the CSV file exported from QA module.	Workspace
Ability to enable/ disable Agent Assist from Workspace A new checkbox "*Agent can request assistance*" is added under *Organisation Settings* in Workspace, using which user will be able to enable or disable the *Agent Assist* functionality for their agents. If the checkbox is disabled, the Agent assistance icon will not be visible on the toolbar. Note: Please reach out to our Service Desk team or your Account Manager to discuss regarding enabling the Agent Assist feature.	Workspace Agent Toolbar
Reporting enhancements – Chat and Email Added metrics to display the number of manual emails sent by agent in '*Activities by Campaign*', '*Activities by Agent*' and '*Activities by None*' reports. A new field '*Manual Emails*' has been added to the above reports.	Live Reports
Platform API – Users – Introduced new API endpoint to retrieve a list of users and their corresponding details.	Platform API
Platform API – Leads List - Two additional fields have been introduced to the payload of GET leads list endpoint enabling users to retrieve the total number of leads and total leads completed. • *Total Leads* • *Total Leads Completed*	Platform API

Platform API – Activity ID – Seven additional fields have been introduced to the payload of GET Activity ID endpoint to help users retrieve the following information. • Preview Time • Dial Time • Hold Time • Wrap Time • Talk Time • Handle Time • Call quality score	Platform API
Platform API – Leads - Additional input parameter 'Status Code' has been added to the GET lead endpoint to retrieve leads with the corresponding status code.	Platform API

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 allow *Divert to Phone number* workflow objects to call numbers provided by a Web Service connector.	Voice
Fixed an issue to display the *Average Handling Time* for Calls, Chat and Emails in *'Activities by Campaign'* report and *'All Queue Wallboard'*.	Live Reports
Fixed an issue to display Chat messages on Safari browser.	Chat
The limit for canned responses for chat has been increased from 20 to 100.	Chat
When agent wraps the call using the wrap code with *'complete'* and *assigned to queue*, the customers phone number will now be added as a callback with current timestamp in the *Add to Queue* list.	Workspace