ipSCAPE

Release Notes 8.18

February 2024

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
ipSCAPE has introduced new outbound capabilities - "***Skills-based dialling***". Using this feature, workspace users can create skills in the agent's profile, allocating a score to highlight proficiency in that skill. The dialler will then match the leads to the right agent based on their skillset. Enabling this feature aims to assist organisations increase conversions by providing more options and flexibility through the dialler to execute their sales strategy. Please reach out to your Account Manager if you would like to enable this feature or need further information / training about Skills Based Dialling.	Workspace Live Reports

With **Skills-based dialling** functionality users can now: - Create, view, edit and delete agent skills in the Workspace under Administration → Agents by clicking on the '*Manage agent skills*' button. - The user can assign a numeric value between 0 and 10 against the skill, to indicate the expertise of the agent. You can assign values to specific agents, teams or across the entire contact centre. - After configuring the agent skills, you can map lead data fields in outbound campaigns to corresponding agent skills in the workspace under Campaigns → Configuration (Outbound Campaign) → Data Fields (Contact Fields) - The user can toggle the Skills-based Dialling feature on/off by campaign in the workspace under Campaigns → Configuration (Outbound Campaign) → Dialler Settings. - A maximum of 10 skills can be assigned to a campaign.	Workspace

Following fields are added as part of the ***Skills-based dialling*** functionality to the below reports:
 	
- ***Agent by Agent***
   o Count of activities where skills allocation was successful.
   o Percentage of activities where skills allocation was successful.
 	
- ***Activities by Agent***
   o Count of activities where skills allocation was successful.
   o Percentage of activities where skills allocation was successful.
 	
- ***Dial Attempts***
   o Count of attempts where skills allocation was successful.
   o Percentage of attempts where skills allocation was successful.
	Live Reports

Platform API – Campaigns - Introduced new API endpoint to retrieve the statistics on an outbound campaign.	Platform API
Platform API – Agent Availability - Introduced new API endpoint to update the availability status of an agent.	Platform API
Platform API –General Data Protection Regulation (GDPR) – Introduced new API endpoint to delete data associated with leads, interactions, activities, email, and chat. The following information will be deleted: • Calls, Voice mail files and associated leads. • Emails and attachments • Chat transcripts and attachments	Platform API
Platform API – Leads – The API endpoint has been updated to accept Zulu and ISO8601 date formats.	Platform API
The timestamp format in Trigger Payloads is now ISO8601 compliant.	Webhooks & Triggers

Improvement to webhooks – MPIQ - Introduced new webhook to notify managers if MPIQ connection attempt count has been breached.	Webhooks & Triggers
Improvement to email interactions - Agent will now be able to select and apply an email template from the dropdown when forwarding emails in Agent Toolbar.	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
Avatar images of agents that have been deleted can now be removed.	Workspace
An agent who receives a call from an *attended transfer to workflow* will now have control to transfer or hang-up the call.	Agent Toolbar
Platform API – Campaign – Fixed an issue in the campaign endpoint to correctly report the Agent status as *Available* or on *Pause*.	Platform API
Fixed an issue where a valid phone number was marked as invalid when using the Create Lead endpoint.	Agent Toolbar
Fixed an issue where leads created via API will now automatically display to an agent on the toolbar.	Agent Toolbar
Fixed an issue to enable leads to be completed by the dialler once the last attempt has been reached.	Voice Workspace
Fixed an issue to route to skilled agents without delay.	Agent Toolbar Agent API
Fixed an issue to callback customers only when they hit the position in queue specified in the MPIQ workflow object.	Consumers Voice
If an Agent is logged out with a preview lead, the lead will now be presented back to the agent after they log in.	Agent Toolbar
Upon scheduling a notification with the current date and time a toaster message will be displayed to the agent on the toolbar.	Agent Toolbar

When an agent makes a consult call from a conference the conference line will now be disabled. The agent can return to the conference after disconnecting the consult call.	Agent Toolbar