ipSCAPE

Release Notes 8.19

March 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
Passive convert to outbound - ipSCAPE has introduced new functionality which when enabled, will allow agents not assigned to outbound campaigns to use the 'convert to outbound' functionality for selected outbound campaigns. Users can enable this feature using the new dropdown field "*Passive convert to outbound*" introduced under Organizational settings. Users can select one of three options: • *All outbound campaigns* The agent can transfer the call to any active outbound campaigns in the workspace where the agent is also a member of the team assigned to the campaign. • *Custom* When selecting '*Custom*' option, the user will set a list of outbound campaigns. Agents not assigned to an outbound campaign will be able to convert the inbound call to an outbound call to the active campaigns specified in the input dropdown list, where the agent is also a member of the team assigned to the campaign. • *No outbound campaigns* Retains the list of campaigns the agent is assigned to. This is the behaviour of the application prior to the Version 8.19 release. When enabled, an agent on an inbound call in the toolbar will now be able to see all/ custom list of outbound campaigns, regardless of their assignment. The agent will then be able to assign the call back to a lead within that campaign.	Workspace Agent Toolbar

Skills-based dialling - As part of the new outbound capabilities introduced by ipSCAPE - "***Skills-based dialling***", the following new fields have been introduced to the List Penetration report. • Completes SBD Match Count • Completes SBD Match Rate • Contacts SBD Match Count • Contacts SBD Match Rate • Sales SBD Match Count • Sales SBD Match Rate Please reach out to your Account Manager if you would like to enable this feature or need further information / training about Skills Based Dialling.	Live Reports
Date selection in Advanced Search - In the *Advanced Search*, when the user sets a date and time in either the '*From' or 'To'* fields*,* the corresponding '*To'* and '*From'* calendar components will automatically disable the dates that are not applicable based on the selection, thereby helping users avoid erroneously selecting an invalid date range.	Workspace
Platform API – Leads endpoint - The leads endpoint has been updated to now accept the "*customerKey*" parameter. Allowing you to query mutliple lead records relating to the same individual or entity.	Platform API
Users will now be able to use webhooks in the event an inbound call abandons from either a workflow or a queue. To use these triggers, go to the Triggers module under Integrations in the workspace.	Workspace
The LDAP setting has now been removed from Organization Settings in workspace. Please reach out to your Account Manager if you would like to enable Single Sign On.	Workspace

Changes to the text to Speech module - The description column has been removed and the Speech Service column has been added.	Workspace
Improvements in Test to Speech module – When trying to delete a Text to Speech profile, the usage details of the profile will be displayed to the user which will help user from profiles under use.	Workspace
Test to Speech module - The voice description column is no longer displayed.	Workspace
Email synchronisation folder configuration in Workspace (IMAP) - A new *'Sync all inbox folders'* option has been added to IMAP email channel. Enabling this feature will result in emails being pulled from all receiving folders within that email address (example. primary inbox, sub-folders of the primary inbox, junk mail, other folders), rather than only from the primary inbox.	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
Platform API – Leads endpoint – Fixed an issue where the data field *totalAttempts* now appears for both preview and predictive campaigns.	Platform API
Platform API – Leads/{leadId} endpoint - Fixed an issue where the data field *totalAttempts* now appears for both preview and predictive campaigns.	Platform API
Fixed an issue in Call Monitoring, whereby the Workspace user can now connect to the call using the *Whisper* (5#) and *Barge* (6#) functionality.	Workspace
Fixed an issue to display the list of assigned outbound campaigns when '*Running Outbound Campaigns Only*' setting is checked.	Workspace
Fixed an issue to retain the data under '*Timezone mappings*' and select fields in '*Field mappings*' when importing leads.	Workspace
Fixed an issue to retain the 'Short Call Duration' value if set to zero.	Workspace