



Release Notes 8.2.0

May 2022

1. New Features and Improvements

ipSCAPE is proud to present a set of improvements to deliver a better experience to our customers. If you have any enquiries, please get in contact with our service desk team or your Account Manager.

Item	Component
<p>Call recording for external transfers and consultations</p> <p>Added a configurable feature to enable call recordings for agent consultation transfers and external call transfers.</p>	<p>Workspace Database Voice</p>
<p>Preview call enhancement</p> <p>Added a configurable feature to enable/disable agents to edit the phone number for the leads in Outbound campaign - preview mode.</p>	<p>Agent API Agent toolbar Workspace</p>
<p>Manual dial pad enhancement</p> <p>Added a configurable feature at the campaign level to enable the manual keypad to be used during a preview call.</p>	<p>Agent toolbar Workspace</p>
<p>Advanced Search</p> <p>Developed new User Interface for advanced search to improve user experience.</p>	<p>Workspace</p>
<p>Modals and Drawers Error message</p> <p>Error messages will appear in the content of Modal or Drawers instead of the main page.</p>	<p>Workspace</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 where Call Recording History was inaccessible.	Workspace
Column headers in Live reports are now able to be edited and customized.	Workspace
Fixed an issue where the # key on the phone dial pad was not being recognised when inputted. E.g. - softphone, web connect.	Agent Toolbar
Fixed an issue where the chat transcript was not getting included in an email from a chat campaign.	Workspace
Fixed an issue to edit email content, the 'To' email address and add images to email body when responding to emails.	Workspace
Fixed issues with Infinite scroll.	Workspace
Fixed an issue to update the Agent Performance Wallboard and update pause reasons.	Live Reports Agent Toolbar Agent API
Fixed issue with Email and Call notifications.	Agent Toolbar
Fixed issues for Agents receiving calls when in pause status.	Agent Toolbar
Fixed issues in management / calls module, for the correct interaction ID display.	Workspace

Fixed issues with API error message.	Voice Agent Toolbar
Fixed issue with Workflow Management.	Workspace

Plus, other minor bug fixes.

3. Features Deprecated

Deprecation of features from version 7 were introduced to improve the user experience.

Item	Component
The feature to disable Agents from editing the email template when responding to emails is deprecated. The checkbox under email templates which allowed this configuration is removed.	Workspace
The feature to allow emails to be put back in queue is deprecated. This function was not working for all cases and in version 8 it became obsolete. A review of this function as part of ipSCAPE's continuous improvement is being considered.	Workspace