



Release Notes 8.20

April 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
<p>Platform API – Import Leads in bulk – Introduced new API endpoint which will now help users to import leads in bulk.</p> <p>This endpoint will be limited to a 10MB payload which equates to approximately 20,000 leads.</p> <p>Two supporting endpoints are also being delivered. One to check the status of the bulk lead API upload and another endpoint which can be used in the case of errors in the uploaded data.</p> <p>The error reporting endpoint will list the failure reason against each lead. This display is defaulted to 1000 leads per page and starting on page 1.</p>	<p>Platform API</p>
<p>Phonebook – ipSCAPE has introduced the new <i>'Phonebook'</i> feature which allows the call centre user to display phone numbers from the transfer pool as a speed dial list for agents to use.</p> <p>To use this feature.</p> <ul style="list-style-type: none"> • Add the desired number under Resources → Transfer pool in the workspace if it does not already exist. • Select the “Available in phonebook” checkbox and save. • This number will now appear under the phonebook icon in the toolbar. 	<p>Workspace Agent Toolbar</p>
<p>Email Reporting – New metrics have been added to show the total number of emails currently unactioned in the queue for a campaign or for a group of campaigns.</p>	<p>Platform API</p>

<p>Email synchronisation folder configuration in Workspace - A new <i>'Sync all inbox folders'</i> option has been added to email channel configuration.</p> <p>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. This functionality is not supported by POP3.</p>	<p>Workspace</p>
<p>Improvements to Organizational Settings –</p> <p>The input fields under Organizational Settings are now split under the following two tabs:</p> <ol style="list-style-type: none"> 1. General <ol style="list-style-type: none"> a. Timezone settings b. Agent toolbar settings c. Predictive dialler settings d. Call settings e. Chat settings f. Email settings 2. Login and security <ol style="list-style-type: none"> a. Security settings b. Active Directory settings <p>The 'Save' button on the Organizational Settings page applies to both tabs and selections and inputs made on both tabs will be saved when user clicks the 'Save' button.</p>	<p>Workspace</p>

Improvements to Organizational Password Settings

– ipSCAPE has introduced several improvements to align password security with industry standards.

- The *Password complexity* field has now been removed. All passwords for users and agents must include at least one:
 - capital letter.
 - lower case letter.
 - number.
 - special character.
- '*Minimum password length*' has been changed to a dropdown where users can select values between 8 and 20.
- The current minimum password length currently set for your application will be reset to the next highest value – 8, 12, 16 or 20. Values greater than 20 will be set to 20.
- Users are also able to reset their password by selecting their profile in the top right of the workspace.

Please Note: The above requirements for password length and complexity will apply only to agents and users who update their credentials after the 8.20 release. It will not impact passwords currently in use.

Workspace
Agent Toolbar

<p>Improvements to Organizational Settings – ipSCAPE has introduced several improvements to the Organizational Settings to ensure validity of the inputs in the following fields:</p> <ul style="list-style-type: none"> • <i>The ‘Dialler maximum abandon rate (%)’ field now accepts values between 0% and 100%. Any value less than 0 and greater than 100 will be reset to 0% and 100% respectively.</i> • <i>If the ‘Dialler maximum abandon rate (%)’ is not set, a message will be displayed under the field informing the user ‘Dialler maximum abandon rate should be between 0% and 100%’.</i> • <i>If the ‘Timezone’ is not set, a message will be displayed under the Timezone field informing the user ‘This is a required field’.</i> • <i>The default text displayed in the ‘Default MOH playlist’ value will be ‘Select’.</i> • <i>The default text displayed in the ‘Default email channel’ default value will be ‘Select’.</i> 	<p>Workspace</p>
<p>User Interface improvements have been made to Password Reset Email format.</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
Platform API – Get Leads endpoint – Fixed an issue to include the wrap codes that complete phone numbers to the list of outcomes.	Platform API
Platform API – Users endpoint – Fixed an issue wherein the <i>isLoggedIn</i> value in the response payload will correctly reflect the logged in status of the agent or user.	Platform API
Have updated the phone number validity to reflect newly released range of numbers.	Workspace
Fixed an issue to display the correct data in reports for <i>Workflow Activities</i> report dataset and <i>None (Full Details)</i> grouping.	Live Reports
Fixed an issue to display the number of emails in queue under the ‘ <i>calls in queue</i> ’ column for <i>Activities by All (Total Summary)</i> report.	Live Reports
Fixed an issue enabling users to setup a new payment gateway using Braintree in the ipSCAPE Pay module and subsequently integrate this payment method within an inbound and an outbound campaign.	ipSCAPE Pay
Fixed an issue to prevent creation of blank email channels in the email module.	Workspace