



Release Notes 8.21

May 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>Improvements to Organizational Password Settings – ipSCAPE has introduced the following improvements to the Organizational Password Settings.</p> <ul style="list-style-type: none"> • Users will now be able to auto-generate a password using the ‘<i>Generate Password</i>’ button. • Users will also be able to view, copy and delete the generated password. • Users can also enter a password of their choice which will be validated against the password complexity criteria below: <p>All passwords for users and agents must include at least one:</p> <ul style="list-style-type: none"> ○ capital letter. ○ lower case letter. ○ number. ○ special character 	<p>Workspace</p>
<p>Improvements to Organizational Password Settings – When agents attempt to set/ reset their password, they will be prompted to enter a ‘<i>New password</i>’ and re-enter this new password in the ‘<i>Confirm new password</i>’ field.</p>	<p>Workspace Agent Toolbar</p>
<p>Improvement to integration with Microsoft Entra ID- Introduced the "<i>Presence</i>" icon for agents to be able to see the status of staff in search results. For instance, an agent can see if a colleague is available/away/busy etc before making or transferring a call.</p>	<p>Agent Toolbar</p>

<p>Inbound calls originating from an MPIQ, will now have “MPIQ” displayed in brackets against the call type in the ‘Info’ details of the call giving agents further context on the customer experience.</p>	<p>Agent Toolbar</p>
<p>Improvements to email interactions - Email threads in Agent Toolbar now indicate how many new emails are in the thread, as well as which specific emails are new.</p>	<p>Agent Toolbar</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 to enable users with ' <i>View Only</i> ' permission to navigate and access (view) all workspace modules.	Workspace
Fixed an issue relating to returned information for the ' <i>outcomes</i> ' object of a webhook triggered by a predictive dialler when phone1 is missing.	Webhooks & Triggers
Fixed an issue in predictive triggers to move leads from one list to another once it has reached the operator value.	Webhooks & Triggers