



## **Release Notes 8.22**

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><b>Improvement to Email functionality</b></p> <p>A new configuration has been added to the <i>Email channels</i>, using which users can opt to delete the emails on server after they are synced.</p> <ul style="list-style-type: none"> <li>A new checkbox '<i>Delete emails on server</i>' has been added to the <i>Email channels</i>.</li> <li>When user checks the '<i>Delete emails on server</i>' checkbox, a confirmation message will be presented to the user informing that this operation would permanently delete both past and any future emails from the server.</li> <li>Please refer the table below for the behaviour for email deletion:</li> </ul> <table border="1" data-bbox="209 1167 1050 1794"> <thead> <tr> <th></th> <th>Sync all inbox folders <b>- ON</b></th> <th>Sync all inbox folders <b>- OFF</b></th> </tr> </thead> <tbody> <tr> <td>Delete emails on server- <b>ON</b></td> <td>After emails from both, the Inbox and the subfolders are synced, the emails from both the Inbox and sub folders will be deleted from email server.</td> <td>After emails from the Inbox are synced, the emails from the Inbox are deleted from email server. Emails from sub-folders will NOT be synced OR deleted from email server.</td> </tr> <tr> <td>Delete emails on server- <b>OFF</b></td> <td>After emails from both, the inbox and the subfolders are synced, the emails from the Inbox and sub folders are retained on the email sever.</td> <td>After emails from the Inbox are synced, the emails from the Inbox are retained on the mail server. Emails from sub-folders will NOT be synced OR deleted from email server.</td> </tr> </tbody> </table> <p><b>Note:</b> Opting to delete emails on the server would permanently delete both past and any future emails fetched from the server by the ipSCAPE mail fetcher.</p> <ul style="list-style-type: none"> <li>User can select '<i>Cancel</i>' on this message to avoid deleting emails from the server.</li> </ul>		Sync all inbox folders <b>- ON</b>	Sync all inbox folders <b>- OFF</b>	Delete emails on server- <b>ON</b>	After emails from both, the Inbox and the subfolders are synced, the emails from both the Inbox and sub folders will be deleted from email server.	After emails from the Inbox are synced, the emails from the Inbox are deleted from email server. Emails from sub-folders will NOT be synced OR deleted from email server.	Delete emails on server- <b>OFF</b>	After emails from both, the inbox and the subfolders are synced, the emails from the Inbox and sub folders are retained on the email sever.	After emails from the Inbox are synced, the emails from the Inbox are retained on the mail server. Emails from sub-folders will NOT be synced OR deleted from email server.	<p>Workspace</p>
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<p>Upon clicking 'Cancel', the 'Delete emails on server' checkbox will be unchecked.</p> <ul style="list-style-type: none"> <li>• The 'Delete emails on server' checkbox will be checked by default as this is the current email synchronisation behaviour.</li> <li>• If 'Sync when recipient Only' is checked, the behaviour only applies to emails it fetches since the filter is applied before fetching/deleting the emails.</li> <li>• Deleting emails from server is configurable for IMAP and MSGraph protocols.</li> </ul>	
<p><b>Improvements to API Token</b> – As an enhanced security measure, after the release of Version 8.22, users will no longer be able to view secret keys of the API token.</p> <p>Secret keys can only be viewed once, at the time of creating a new token.</p> <p><b>Note:</b></p> <ul style="list-style-type: none"> <li>• If you wish to retain the secret key, please save it in a password manager tool prior to the release.</li> <li>• Existing tokens will not be impacted however the visibility of their secret keys will not be visible after the release.</li> <li>• ipSCAPE is unable to retrieve the secret keys.</li> </ul>	Platform API
<p><b>Reporting enhancements</b> – Added metrics to display the average number of attempts required to reconnect a queued caller on the MPIQ service.</p> <p>A new field 'MPIQ Avg Attempts' is added to 'Activities By Campaign' report.</p> <p><b>Note:</b> This change applies to 'Activities' Data Set and Grouping 'By Campaign'. This change does not apply to 'Activities' Data Set and Grouping 'By Campaign/DNIS'.</p>	Live Reports
<p><b>Reporting enhancements</b> – Added metrics to display the shortest, average, and longest wait time counts for MPIQ.</p> <p>This will provide visibility on the wait time for callers to be redialled by the MPIQ system.</p> <p>Three new fields, 'MPIQ Shortest Wait', 'MPIQ Average Wait', and 'MPIQ Longest Wait' has been added to 'Activities by Campaign' report.</p>	Live Reports
<p><b>Improvements to Organizational Settings</b> – Users will now be prompted to save or discard changes when trying to leave the page while there are unsaved changes.</p>	Workspace

<p>Upon clicking the 'Cancel' button any unsaved changes will be discarded.</p>	
<p><b>Improvement to the Users Module</b> - The fields and settings for creating and editing 'Users' will now be displayed on a new page thereby aligning the user interface to the 'Agents' module.</p>	<p>Workspace</p>
<p><b>Changes to the Text to Speech module (TTS)</b>– Following improvements are added to text to speech functionality:</p> <ul style="list-style-type: none"> <li>• Users will now have access to many more text to speech profiles in a variety of languages with more natural sounding dialogue generation.</li> <li>• Some existing voices are being deprecated by Microsoft and users will also be notified of deprecated voices.</li> <li>• After the release, Voices which are being deprecated in the future will appear in a red font.</li> <li>• Clients are recommended to view current usage and replace older voices</li> </ul>	<p>Workspace</p>

## 2. Bug Fixes

Item	Component
<p>Fixed an issue where, when using withheld CLI on a campaign, the agents making outbound calls will no longer be prompted to select an IVR option to connect the call.</p>	Voice
<p>Making a manual call in the Agent Toolbar or CTI will no longer allow agents to enter another agent id to make agent to agent calls. A message <i>'Agents are not available for manual calls'</i> will be displayed to the agent in the above scenario.</p> <p>Agent Call will only be possible using the Agent Call feature from the Toolbar and CTI.</p>	Agent Toolbar CTI
<p>An agent attempting to transfer a call through the <i>'Assisted Transfer'</i> option under <i>'Workflow'</i>, will be able to transfer call or merge lines to another agent only after the voice connection of the destination agent is established.</p>	Agent Toolbar CTI
<p>Keys without data will no longer be represented as empty arrays and instead will be represented as empty objects.</p> <p>After the release of Version 8.22 the response payload will change for all API endpoints.</p> <p>The affected objects are "metadata" and "timestamps", which will return "{}" instead of "[]" when empty.</p> <p>Please refer the below link for details on the end points and respective payloads. <a href="https://developer.onipscape.com/platform-api.html">https://developer.onipscape.com/platform-api.html</a></p>	Platform API
<p>Fixed an issue whereby workflow IVRs can now use web service connectors with oAuth2ClientCredentials authorisation method.</p> <p>Please refer the below link to the Knowledge Hub for details on Web Service Connector: <a href="#">Web Service Connector</a></p>	Workspace
<p>Fixed an issue where the out of hours chat survey would display an error message when the chat is submitted.</p>	Chat
<p>Fixed an issue whereby the agent's presence will correctly reflect on the tool tip and colour of the icon in the following places:</p> <ul style="list-style-type: none"> <li>• Manual dialler contacts list.</li> <li>• Emails (TO, CC, BCC) fields for (reply, forward, new email)</li> <li>• Any call type which engages in a transfer via contact to active directory.</li> </ul>	Agent Toolbar