



Release Notes 8.23

June 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 - Campaigns - Introduced a new API endpoint '<i>GET /v3.0/campaigns</i>' to retrieve campaign information. Users can filter response by Campaign type and campaignID. With information the relevant Campaign(s) returned in a list.</p> <p>Relevant filters that can be applied:</p> <ul style="list-style-type: none"> • Cursor→ Can be applied to navigate if the query has more than 50 results in total. • campaignId (optional) → Accepts integers only • campaignType (optional) → <ul style="list-style-type: none"> ○ "inbound": for inbound campaigns ○ "outbound": for outbound campaigns ○ "chat": for chat campaigns ○ "email": for email campaigns ○ "messaging": for social media campaigns <p>The Generic payload returned will be as follows:</p> <ul style="list-style-type: none"> • Fields = [campaignId, campaignTitle, campaignDescription, campaignType, campaignGroupName, isRunning, allowTransferToAnyPhone, ipScapePayDetails] <p>Please refer the below link for details on the end points and respective payloads. https://developer.onipscape.com/platform-api.html</p>	<p>Platform API</p>
<p>Platform API - Leads - Added a new input filter to the <i>GET/v3.0/leads</i> endpoint allowing users to return leads phone data present in the phone1 field. When using this endpoint, <i>Phone1</i> should be in E164 format.</p>	<p>Platform API</p>
<p>Platform API - Activities - Added a new filter to the <i>GET/v3.0/activities</i> endpoint. This endpoint will now accept <i>LeadID</i> as a filter for the activities being returned. Allowing users to return a list of all activities related to a lead.</p>	<p>Platform API</p>

<p>Reporting enhancements - Added metrics to display the failed MPIQ callback attempts for individual activities reporting. A new field, 'MPIQ Failed Attempts' has been added to 'Activities - None (Full Details)' report.</p>	Live Reports
<p>Reporting enhancements - Added metrics to display count and percentage of MPIQ Calls in Queue. Two new fields, 'MPIQ Calls in queue %' and 'MPIQ Calls in queue' has been added to 'Activities by Campaign' report.</p>	Live Reports

2. Bug Fixes

Item	Component
Fixed an issue in 'Workflows' to retain the 'number of records per view' setting after the user sorts the list of records. The number of records displayed will be as per this value set by the user.	Workspace
Fixed an issue where caller can now be taken off hold after a consult transfer call is hung up by the receiving agent.	Voice
If user enters phone numbers containing spaces in the Manual Dialpad, they will be processed to E164 format, and the call will be put through without any error.	Agent Toolbar
The 'MPIQ Avg Attempts' field in 'Activities by Campaign' report has been renamed to 'MPIQ Avg Failed Attempts'.	Live Reports
Fixed an issue to resolve incorrect formatting of 'space' and 'enter' characters during Email to SMS conversion.	Workspace
Platform API - Dialler - Fixed an issue to display all dialler attempts when using the <i>dialledTimestampFrom</i> or <i>dialledTimestampTo</i> filters.	Platform API