



Release Notes 8.24

July 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>Reporting enhancements – Added following metrics associated with an activity, to the <i>'Activities (Full Details)'</i>, <i>'Activities by agent'</i>, and <i>'Activities by campaign'</i> report.</p> <ul style="list-style-type: none"> Count and percentage of emails wrapped without a response. Two new fields <i>'Email Wrapped Without Reply'</i> and <i>'Email Wrapped Without Reply %'</i> has been added. Count and percentage of emails wrapped with a reply. Two new fields <i>'Email Wrapped With Reply'</i> and <i>'Email Wrapped With Reply %'</i> has been added. Count and percentage of emails transferred. Two new fields <i>'Email Transferred'</i> and <i>'Email Transferred %'</i> has been added. 	Live Reports

2. Bug Fixes

Item	Component
Fixed internal URL to call Payment API to create forward compatibility with new Payment Window”.	Agent Toolbar
Fixed an issue whereby emails will be fetched as expected for email channels that are configured with POP3.	Workspace
Fixed an issue to fetch email from email channels when <i>'Sync when recipient only'</i> is checked. Have removed the duplicate field <i>'Sync when recipient only'</i> in the email channels.	Workspace
Fixed an issue to display the Interaction ID in <i>'View by Email'</i> in <i>Email Management</i> , when an agent wraps the email without replying.	Workspace
Fixed an issue for the scenario when multiple agents are using SSO in CTI adapter, whereby agents will now only receive events applicable to them.	CTI