Release Notes 8.25

August 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
Web Connect for CTI – We have introduced new functionality for CTI users, to launch *'Web Connect'* within the existing CTI window browser page. This feature will improve the user experience and address the browser changes regarding storage-partitioning. **Please Note**: As the Web Connect is within the CTI browser window, refreshing the page will disconnect the agent from the voice connection. Please reach out to your Account Manager if youwould like to enable this feature or need further information / training about the new Web Connect functionality.	CTI
Platform API – Leads – Improved the performance and reliability of the 'create lead' end point. Fixed an issue where a lead was getting created and not being set as active to dial causing the create lead request to fail. Setting the lead active in the dialler is now actioned as a single operation when creating the lead that either succeeds or fails entirely, thus making it retry-able.	Platform API
Platform API – Reprocess Bulk leads – Introduced a new leads/bulk/{uuid}/reprocess endpoint which can be used to reprocess bulk lead loads stuck in accepted status.	Platform API

2. Bug Fixes

Item	Component
Fixed an issue, where the user will now be able to unassign transfers from an inbound or outbound campaign from a transfer pool irrespective of the number of assigned transfers.	Workspace
Email channels retrieving emails via POP3 and IMAP have been optimised to improve mail fetching processing time.	Workspace
Fixed an issue, where empty browser notifications will no longer be displayed to user upon refreshing the CTI page.	CTI
Fixed an issue with reports for CTI V8, where the *'Pause Action'* was shown as "*Waiting*", and the time was not recording correctly in Agent History by Agent (with '*Pause Reasons'*) report.	Live Reports