



Release Notes 8.26

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
<p>Single Sign-on – Customers will now be able to manage their own single sign on integration from the Workspace. In addition to <i>Microsoft Entra</i>, we have introduced support for the single sign on provider- <i>Okta</i> in this release.</p> <ul style="list-style-type: none"> • Users can enable single sign on functionality using the settings from the '<i>Single sign on</i>' section that has been added to the <i>Organisational settings</i> in Workspace. • Users can select their provider – <i>Microsoft Entra</i> or <i>Okta</i> from the drop-down. • <i>Microsoft Entra</i> users must update the below fields and click on '<i>Save and Authorize</i>'. <ul style="list-style-type: none"> ○ Directory ID ○ App ID and ○ Mapping field • <i>Okta</i> users must update the below fields and click on '<i>Save and Authorize</i>'. <ul style="list-style-type: none"> ○ Client ID ○ Host name and ○ Client secret <p>Note: Customers already using single sign-on with Microsoft Entra will have the settings automatically enabled after the release of Version 8.26.</p> <p>Please reach out to your Account Manager, if you are interested in using Single-Sign-On or need further information / training about the new Single sign on functionality.</p>	<p>Workspace CTI Agent Toolbar</p>
<p>Branding Update – The new IPscape logo has been incorporated to the User and Agent Login Pages, the sidebar for Workspace, Agent and the CTI.</p>	<p>Workspace Agent Toolbar CTI</p>
<p>After completing an individual phone number via wrap, an icon is now displayed next to corresponding wrap codes in the CTI.</p>	<p>CTI</p>
<p>Agents logging in to CTI, will now be able to set their preferred default voice connection option. A '<i>Save as default</i>' check box has been added to the Agent login screen, using which agents can set their preferred option to connect; and the selected option will be retained on re-login.</p>	<p>CTI</p>

2. Bug Fixes

Item	Component
Fixed an issue in the application for predictive calls where eventually a call would show with “ <i>Terminated by Unknown</i> ” in the calls module.	Voice
Fixed an issue in Agent Toolbar to enable agents to wrap calls that are transferred to them by agents belonging to the same team, but from a different campaign.	Agent Toolbar
Fixed an issue which will now allow failed preview calls to be wrapped.	CTI

3. Improvements and Bug fixes to CTI V8 Integration

The latest integration files for the following CRMs are available in below location:

CRM	Version	Integration file location
Salesforce	v1.0.4	https://developer.onipscape.com/integrations/8.19/salesforce/ips-sf-integration.v1.0.4.min.js
MS Dynamics	v1.0.5	https://developer.onipscape.com/integrations/8.19/dynamics/ips-dynamics-integration.v1.0.5.min.js
Zendesk	v1.0.3	https://developer.onipscape.com/integrations/8.19/zendesk/ips-zd-integration.v1.0.3.min.js
Service Now	v1.0.3	https://developer.onipscape.com/integrations/8.19/servicenow/ips-snow-integration.v1.0.3.min.js

The following bug fixes have been included with CTI integration.

Item	Component
Fixed an issue where the related fields were not being populated correctly after a lead is converted.	CTI Adapter Integration

4. Limitations

Item	Component
<p>There is a user interface issue in <i>Organization settings</i> for <i>Active directory</i> and <i>Single Sign on</i>, where the 'Client secret' becomes blank after user clicks on 'Save and authorise'. However, this does not impact the functionality of single sign on or active directory. This is planned to be resolved in a future release.</p>	Workspace