



Release Notes 8.27

September 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>Agent Assistance feature in CTI- We have introduced the 'Agent Assist' feature in the CTI which will enable agents requiring assistance to notify their manager from within the platform.</p> <p>This feature would be especially beneficial in a remote working environment.</p> <p>The following functionality is available as part of this feature:</p> <ol style="list-style-type: none"> 1. <i>Request Assistance by Agent:</i> <ul style="list-style-type: none"> • A new button for requesting assistance will be available to Agent at the top right corner on the CTI. • Agents can also request assistance using the "Request Assistance" button in the overflow menu. • Upon clicking this button, the list of available Workspace users will be presented to the agent. • The Agent can then select the respective user, type the message, set a priority, and send the message to the Workspace user. • The message field can support a maximum of 3,000 characters. • The Agent will also be notified when the recipient views the message. 2. <i>Notification to Workspace user:</i> <ul style="list-style-type: none"> • The message received from the agent will appear as a notification at the bottom right corner to the recipient workspace user. • The edge and icon colour of the notifications will be based on the set priority. • Workspace user can click 'View Request' button and view the message. They can then monitor the Agent's call and assist as required. <p>The notifications will be available in the notification queue.</p>	CTI
<p>Improved Toaster messages for failed calls- When an outbound call fails, agents will now be presented with a toaster message that indicates the exact reason for failure, based on the corresponding Session Initiation Protocol (SIP) code response.</p>	Agent Toolbar CTI

This will enable the agents to select the appropriate wrap code.

The toaster messages will be displayed as per the table below:

Reason for call failure	Toaster Message displayed to user
Line Busy	“Call Failed: Line Busy”
Invalid number format/Address incomplete	“Call Failed: Invalid Number”
Invalid Number/Not found	“Call Failed: Invalid Number”
No answer	“Call Failed: No answer”

Platform API – Start and Stop Call recording– Introduced a new API endpoint *[PUT]: platform-api/v3.0/call/recording* which enables user to turn call recording ON or OFF during an agent call.

This functionality will be available for both Agent Toolbar and CTI users.

- The input parameters and response of the API endpoint will be as follows:
 BODY {"agentId": int, "recording": bool}
 RESPONSE {"agentId": "", "recording": bool}
- When the user starts the call recording using this endpoint, the call recording button will be highlighted and a toaster message will be presented to the agent on call, indicating that the call is being recorded.
- When the user ends the call recording using this endpoint, the call recording button will no longer be highlighted and a toaster message will be presented to the agent on call, indicating that the call recording has stopped.

Platform API
 Agent Toolbar
 CTI

Limitation:

When using this API endpoint for recording a conference call, the correct recording state may not be displayed, which will convey an incorrect call recording status to the end user.

This is a known limitation in Version 8.27 and is planned to be resolved by an error handling response in upcoming releases.

Please refer the below link for details on the end points and respective payloads.

<https://developer.onipscape.com/platform-api.html>

2. Bug Fixes

Item	Component
<p>When an agent using CTI, is presented with a preview call, <i>Click-to-Dial</i> will not be available from the CRM.</p> <p>Agents assigned to campaigns where the '<i>Allow manual calls during preview</i>' is enabled, will be able to manually call from the dialler.</p>	CTI
Fixed an issue to display the wrap time when using CTI from multiple browser tabs.	CTI
Fixed an issue to prevent socket reconnection attempts when the user logs out of CTI.	CTI
Fixed an issue in CTI which will now allow caller to be taken off-hold when multiple browser tabs are open.	CTI
Fixed an issue to resolve synchronisation issues when using multiple tabs.	CTI
Fixed an issue where CTI integrations will still be visible after users that had created them have been deleted.	CTI
<p>Fixed agent interaction times by separating actual interaction time between agents when a call is transferred one or more times between one or more agents.</p> <p>This is reflected in the talk time values in the activities reports.</p>	Workspace
Fixed an issue where the <i>caller_id</i> field in <i>call_results</i> table is populated with the correct value, thereby ensuring it is exported to Insights.	Database
Fixed an issue in <i>Organization settings</i> for <i>Active directory</i> and <i>Single Sign on</i> , where the ' <i>Client secret</i> ' becomes blank after user clicks on ' <i>Save and authorise</i> '.	Workspace
Fixed an issue where the call recording file was getting corrupted when the customer on hold terminated the consult call.	Voice
Fixed an issue where users can now select and assign from a list of more than fifty agents.	Workspace

Fixed an issue in the Live reports – Dataset ‘Agent’ and grouping ‘By Date, Agent’ to align the values corresponding to their column headers.	Live Reports
Fixed an issue where the Live reports for ‘Leads – ungrouped’ did not show the agent’s name for predictive calls and inbound calls that were converted to outbound calls.	Live Reports
Fixed an issue in the ‘Dialler Attempts’ report to display the ‘%’ symbol when displaying percentages values.	Live Reports
Fixed an issue where the related fields were not being populated as expected or were not getting cleared on each call. This fix is available with Salesforce v1.0.5 and MS Dynamics v1.0.6. Please Note: To enable this feature, please add <code>"relatedUseIntegrationData": true</code> to the options object in your CTI configuration.	CTI Adapter Integration
Fixed an issue where the CTI behaviour would apply to all open instances of the CRM sometimes resulting in unwanted screen pops, etc. It is expected that only the focussed page will react to incoming CTI events. This fix is available with Salesforce v1.0.5 and MS Dynamics v1.0.6.	CTI Adapter Integration

3. Deprecated Features

Item	Component
Removed the “Report an issue” option from the Agent details user interface in Agent Toolbar.	Agent Toolbar

4. CTI V8 Integration files

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

CRM	Version	Integration file location
Salesforce	v1.0.5	https://developer.onipscape.com/integrations/8.19/salesforce/ips-sf-integration.v1.0.5.min.js
MS Dynamics	v1.0.6	https://developer.onipscape.com/integrations/8.19/dynamics/ips-dynamics-integration.v1.0.6.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

We have also improved the method of integrating with the latest *CTI integration file version*, where users can now choose to setup their integration to be linked to the latest available integration file versions using the below URLs:

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