



## **Release Notes 8.28**

**October 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
<b>Branding Update</b> - The new IPscape logo has been incorporated to the Login Page, the sidebar and the favicon on the web browser for Vault.	Vault

## 2. Bug Fixes

Item	Component
<p><b>Platform API - Start and Stop Call recording</b>- Fixed an issue in the API endpoint <i>'[PUT]: platform-api/v3.0/call/recording'</i> where the status of call recording in case of conference calls were not being displayed correctly.</p> <p>In case of recording a conference call, the <i>agent id</i> passed as input parameter should belong to the agent who initiated the transfer.</p> <p>Using this endpoint, users will not be able to turn call recordings ON or OFF, for an agent who is part of a conference call initiated by a different agent.</p> <p>In this case, an error code 409 will be displayed to the user.</p> <p>Please refer the below link for details on the end points and respective payloads.</p> <p><a href="https://developer.onipscape.com/platform-api.html">https://developer.onipscape.com/platform-api.html</a></p>	Platform API
Fixed an issue where, if an agent accidentally closes the payment window after initiating the payment, they will be able to reopen the payment window by clicking <i>'Receive Payment'</i> and re-initiate the payment.	CTI
Fixed an issue in CTI, to prevent appearance of a second scroll bar on callback wrap codes.	CTI

Status for agents logged in via web-connect, will no longer be displayed as 'Available' and ready to take transfer/ inbound calls, if their voice is disconnected.  A message will be displayed to the agent indicating the voice disconnection.	CTI
Fixed an issue when using multiple browser tabs in CTI, where the wrap code timer was getting locked upon clicking extended autowrap.	CTI
Fixed an issue when using multiple browser tabs in CTI, where the user will now be able to wrap the call and select the customer name/product as 'blank'.	CTI
Fixed an issue where the contact number of customer was being retained in the CTI adapter even after the call was wrapped.	CTI
Fixed issue in the Workspace user interface to incorporate correct spacing when displaying Inbound Campaign details.	Workspace

### 3. 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	<a href="https://developer.onipscape.com/integrations/8.19/salesforce/ips-sf-integration.v1.0.5.min.js">https://developer.onipscape.com/integrations/8.19/salesforce/ips-sf-integration.v1.0.5.min.js</a>
MS Dynamics	v1.0.6	<a href="https://developer.onipscape.com/integrations/8.19/dynamics/ips-dynamics-integration.v1.0.6.min.js">https://developer.onipscape.com/integrations/8.19/dynamics/ips-dynamics-integration.v1.0.6.min.js</a>
Zendesk	v1.0.3	<a href="https://developer.onipscape.com/integrations/8.19/zendesk/ips-zd-integration.v1.0.3.min.js">https://developer.onipscape.com/integrations/8.19/zendesk/ips-zd-integration.v1.0.3.min.js</a>
Service Now	v1.0.3	<a href="https://developer.onipscape.com/integrations/8.19/servicenow/ips-snow-integration.v1.0.3.min.js">https://developer.onipscape.com/integrations/8.19/servicenow/ips-snow-integration.v1.0.3.min.js</a>

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 without having to manually update the integration file when it is changed.

To setup your integration to automatically link to the latest integration file please update your CTI integration to use the below URLs:

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