Release Notes 8.29

October 2024

1. Bug Fixes

A variety of bug fixes were introduced in this new version. For more details, please get in contact with our customer support team.

Item	Component
Fixed an issue in Agent Toolbar, where the inline images sent in an email were not loading for recipients using Outlook web application.	Agent Toolbar Workspace
Fixed an issue in *Web Services module* under *Integration, where the '$' '*symbol was getting stripped from the API Calls request.	Workspace

2. 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 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	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