ip SCAPE

Release Notes 8.3.0

July 2022

1. New Features and Improvements

ipSCAPE is proud to present a set of improvements to deliver a better experience to our customers. If you have any enquiries, please get in contact with our Service Desk team or your Account Manager.

Item	Component
Filtering in Quality Assurance Module Added a 'custom date' option in the drop-down menu in Quality Assurance Module, which will enable users to search with a custom start and end date.	Workspace
Capture latest activity timestamp within Interaction ID questionnaire Timestamp of any interaction made by the QA Agent will be recorded within the interaction ID questionnaire next to the individual question. All individual questions where the value has been modified in the questionnaire will show the timestamp that the question was last updated.	Workspace
Workflow – Edit workflow from Voice Channel User will be able to select and click the respective Workflow link from the table in the Voice Channels and edit the workflow.	UI
Email configuration enhancements Enhancements to the Email setup UI to make configuration and validation easier.	UI

Plus, other minor improvements.

2.   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 where agents were being disabled after a single incorrect log-in attempt. Customer now has the option in the Organisation settings, to set the "*Maximum wrong password attempts*" as either 3, 5 or 10 from the dropdown.	Agent Toolbar Workspace
HTML editor in Scripts Module is now able to be resized in Chrome.	Workspace
Lead lists can be deleted even if they still contain leads	Workspace UI
Fixed issue where multiple email threads were created when an interaction is wrapped.	Agent Toolbar Consumers Workspace
Fixed an issue where non-Latin characters in the email template were getting converted to UTF-8 characters when sending email via wrap code.	Agent Toolbar Workspace
Scrolling is now allowed during a manual call while selecting a campaign.	Agent Toolbar
Fixed an issue where consulted transfer calls are not getting recorded.	Workspace
Fixed an issue where Campaign names were not displayed correctly in the Queues module.	Workspace
Customer terminated chats now will display a toaster message during chat transfer.	Agent Toolbar

Fixed an issue to display browser notifications when queue updates for incoming calls and emails.	Agent Toolbar
Fixed an issue to display QA details in the workspace on the second leg of the call in the scenario where the Calls that have been transferred via agent or workflow.	Workspace
Fixed an issue where an API Error was appearing advising "There are no emails in Queue", despite having emails in queue.	Agent Toolbar
Added the ability to search by Agent name in the Email Module under 'Advanced Search' to list the last agent who interacted in the email thread.	Workspace

Plus, other minor bug fixes.

3.   Features Deprecated

Item	Component
Removed the option "*Allow agents to complete leads*" in workspace campaign dialler settings; thereby restricting agents to manually intervene in the 'lead manager' and complete leads.	Workspace