



Release Notes 8.3.1

August 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
<p>Support to address the deprecation of Basic authentication in Exchange Online</p> <p>Support for Modern authentication (OAuth 2.0 token-based authorization) is now available in the ipSCAPE platform to mitigate the deprecation of Basic authentication.</p> <p>You can now select the option '<i>Exchange Online</i>' in the dropdown under the Email channel section.</p>	<p>Workspace UI</p>
<p>Display Callback Request Timestamp & Number of attempts in Lead Info</p> <p>The Callback Request Timestamp & Number of attempts information is now displayed in the Lead info on Agent toolbar.</p>	<p>Agent Toolbar</p>
<p>Ability to Search by Agent in Callbacks Module</p> <p>Added the option to search by <i>Agent</i> in the Advanced search option of the Callbacks module.</p>	<p>Workspace</p>
<p>Email filtering</p> <p>A '<i>Priority</i>' field will be added to the filters list under Email channels filters. User can use this field to set the order of execution for the email filters.</p>	<p>UI Workspace</p>

Item	Component
<p>By default, the list of email filters will always be sorted in the order of priority. We have also added a button “<i>Edit Priorities</i>” to enable the new functionality to edit and re-order the priority of the filters.</p>	

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
<p>Fixed an issue in the Live Reports tab to display the report pages correctly upon resizing.</p>	<p>Workspace</p>
<p>Any changes made in the "Schedule Export" function window for deleting or editing templates will now be reflected immediately.</p>	<p>Workspace</p>
<p>Fixed an issue to archive call recordings and bookmarks correctly in case of converting an inbound to outbound call.</p>	<p>Workspace Voice</p>
<p>Fixed an issue to enable the Java API to check for campaign permission instead of lead management permission to resolve access issues when trying to create a lead.</p>	<p>API</p>
<p>Fixed an issue to parse pre-defined system or custom-generated contact and activity fields from script to the email template when an agent manually sends an email whilst on a call.</p>	<p>Workspace</p>

<p>Fixed an issue where the selection box “Update existing Leads by customer key” is always selected. Now this selection will only appear when leads are added to an existing list.</p>	<p>Workspace</p>
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Plus, other minor bug fixes.

3. Features Deprecated

Item	Component
<p>The following three fields in email templates within email campaigns, have been deprecated:</p> <p><i>email_sent_dt_s</i> <i>email_body_content_s</i> <i>email_attachment_s</i></p>	<p>Workspace</p>