



## **Release Notes 8.30**

**November 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><b>Identity Management using SCIM - IPscape now provides the ability to integrate with Identity Providers through SCIM (System for Cross-Domain Identity Management).</b> This reduces the manual intervention required in identity management while ensuring consistency across systems.</p> <p>By integrating with SCIM, identity data can be automatically synchronized between identity providers and IPscape, enabling seamless management of user provisioning, de-provisioning, managing user attributes, group memberships, and roles.</p> <p>The V8.30 release provides compatibility with the Identity provider, Okta.</p> <p>Please reach out to your Account Manager if you would like to enable this feature or need further information / training on integrating SCIM with your Identity Provider.</p>	<p>API Workspace</p>
<p><b>Login security</b> - As a security improvement, after a user reaches the maximum failed login attempt count the account is locked for 15 minutes instead of indefinitely. If the user tries again with correct credentials after the 15-minute period the user will be logged in.</p> <p>The change is implemented for the basic auth login behaviour in workspace, agent toolbar and CTI and excludes SSO and MFA.</p>	<p>Workspace Agent Toolbar CTI</p>
<p><b>Platform API - Include Agent Notes</b> The 'Agent notes' field is now available in the response payload of the '[GET]/v3.0/activities/activityId' endpoint, providing users access to the call notes.</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>	<p>Platform API</p>

<p><b>Calls Module UI</b></p> <p>The 'Call details' for the Call interactions will now be displayed on a dedicated page instead of the right panel.</p> <p>For outbound call interactions with an associated lead, the Lead ID is now a clickable link that opens the Campaign Lead Details in a new browser tab.</p>	Workspace
---	-----------

## 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 in <i>Emails</i> under the <i>Management</i> module in workspace, where users can now expand and collapse the email thread using the ellipsis icon.	Workspace
Fixed an issue in the <i>Dialler Performance Wallboard</i> where users creating a report from the template, will now be able to select the campaign from the list of available campaigns.	Live Reports
Fixed an issue where voice mail recordings of zero length will now be deleted when bulk deleting voice mails from the <i>Voice Mails</i> module in Workspace.	Workspace
Fixed an issue in assisted workflows where agents can now transfer calls into a queue instead of waiting for the transfer to be answered.	Agent Toolbar CTI
Fixed an issue with the Get Activities API endpoint to ensure there is a response for all expected fields in the payload for timestamps for created, answered, hangUp, wrapUp.	API

### 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*. 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>