



## **Release Notes 8.31**

December 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>Call Transcription and Summarisation</b>- IPscape has leveraged the capabilities of Artificial Intelligence (AI), to bring <i>Transcription and Summarisation</i> functionality for inbound and outbound calls.</p> <ul style="list-style-type: none"> <li>For campaigns where <i>Call Recording</i> is enabled, users will be able to 'Enable call transcription' feature ON/ OFF from the Workspace. When enabled, the conversation between agents and their customers will be transcribed, and the transcript will be displayed to the user in the <i>Call Details -&gt; Transcript</i> section of the respective <i>Call Interaction</i> in the <i>Calls</i> module in Workspace.</li> <li>In the transcript, the speakers are differentiated by two different colours.</li> <li>Upon playing the voice recording, the text corresponding to the voice will be highlighted in the transcript.</li> <li>For campaigns where <i>Call Transcription</i> is enabled, the users can also optionally enable <i>Call Summarisation</i>.</li> <li>This can be implemented for campaigns through 'Enable call summary'. When enabled, a summary of the conversation will also be created and displayed under the <i>Call Details -&gt; Summary</i> section of the respective <i>Call Interaction</i>.</li> <li>Deleting a call recording, would still retain the call transcript and summary.</li> </ul> <p>Please reach out to your Account Manager if you would like to enable this feature or need further information / training on the Call Transcription and Summarisation functionality.</p>	<p>Workspace Voice</p>
<p><b>CTI integration for MS Dynamics - Improvement to adding custom entities</b> – A new parameter– '<i>label</i>', has been introduced to the entity definition, when configuring custom entities to the Dynamics integration.</p> <p>Entities are listed in the configuration <i>options</i>.</p> <p>Based on the value set for the '<i>label</i>' parameter, the corresponding field will be displayed on the UI, allowing</p>	<p>CTI Adapter Integration</p>

<p>agents to easily identify the record. This pertains to the dropdown fields that agents use, to relate the call to the MS Dynamics record.</p>	
<p><b>CTI integration for MS Dynamics – Control display of call record after call completion-</b> A new parameter- '<i>popCallRecordOnWrap</i>' has been introduced to the '<i>options</i>' section of the MS Dynamics integration configuration in Workspace.</p> <p>If the value for this field is set as <i>true</i>, the <i>Call Record</i> will pop up after completion of a call.</p> <p>User can choose to set the value of this parameter as <i>true</i> or <i>false</i> to control the <i>Call Record</i> being displayed after the call.</p> <p><b>Note:</b> If the '<i>popCallRecordOnWrap</i>' field is not present, the parameter will default to <i>true</i>.</p>	<p>CTI Adapter Integration</p>
<p><b>CTI integration for Salesforce – Extend search criteria for phone numbers</b> - A new parameter- '<i>useSearchSpread</i>' has been introduced to the <i>options</i> section of the Salesforce integration configuration in Workspace.</p> <p>By setting the value for this field as <i>true</i>, the CTI adaptor will send a query string to Salesforce containing the customer CLI in both national and E164 formats, thereby expanding the search results to include various phone number formats.</p> <p>This functionality is implemented for Predictive and Inbound campaigns.</p>	<p>CTI Adapter Integration</p>

## 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 the <i>Calls</i> module in Workspace, to display the call date and time corresponding to when the call was connected to the agent. This time will also reflect in the <i>Activities</i> report.	Workspace Live Reports
Fixed an issue where double clicking hold button would end a call by temporarily disabling the hold button after each click.	Workspace
Fixed an issue where the formatting applied to the email body is correctly reflected on the email is received by the recipient.	Agent Toolbar
Fixed an issue to resolve validation error for IMAP Gmail email channel and fetch emails.	Agent Toolbar
Fixed an issue where some of Text to speech profile samples were not playing.	Workspace
A toaster message, " <i>Password does not meet the requirements</i> ", will now be displayed to the user if the password is not set when creating new agents from Workspace.	Workspace
Fixed an issue for inbound calls, where if the agent signs-out or closes the browser tab mid-call, the unwrapped interaction will be presented to the agent to wrap when they log back in or reopen the browser tab.	CTI Agent Toolbar
Made fixes to improve the performance on retrieving payment status, and fixed an issue to reflect the payment status correctly in the IPscape Pay Report.	Workspace
Fixed issue to correctly reflect the <i>Exception Hours</i> set by the user on the UI in <i>Schedules</i> module.	Workspace
Made fixes to improve the performance of page loading in <i>Chat Management</i> module in Workspace.	Workspace

Fixed an issue to restrict users <i>having</i> user role with only <i>Vault</i> access, from accessing <i>Live Reports</i> .	Workspace
Fixed an issue where long names for email templates were overlapping on to the next row causing a distortion on the UI. Template names exceeding the display limit will now be truncated and displayed with an ellipsis at the end to indicate a long name. User will be able to hover over the template name to view the complete name as a tooltip.	Workspace
Fixed an issue to display the images in email body when replying and forwarding emails and when loading multi-email threads.	Workspace Agent Toolbar
Fixed an issue in CTI integration for Salesforce to address issue in auto-wrap, where wrap not being completed.	CTI Adapter Integration

### 3. CTI V8 Integration files

The latest integration files for the following CRMs are available in below location:

CRM	Version	Integration file location
Salesforce	v1.0.6	<a href="https://developer.onipscape.com/integrations/8.19/salesforce/ips-sf-integration.v1.0.6.min.js">https://developer.onipscape.com/integrations/8.19/salesforce/ips-sf-integration.v1.0.6.min.js</a>
MS Dynamics	v1.0.8	<a href="https://developer.onipscape.com/integrations/8.19/dynamics/ips-dynamics-integration.v1.0.8.min.js">https://developer.onipscape.com/integrations/8.19/dynamics/ips-dynamics-integration.v1.0.8.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>