Release Notes 8.32

January 2025

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
Notification of new email in thread - Agents working on an active email thread will be informed of any new inbound email on same thread via a toaster message *"New email in this thread"*. The new email will also be displayed in the email thread on the Agent Toolbar.	Agent Toolbar Email
Have added the option of *'View usage'* to *Resources > Wrap codes* pool. This will help users to identify the campaigns where a particular wrap code is used in. If the wrap code is being used in any *Campaign,* the option to *'Delete'* the wrap code will be disabled.	Workspace
The *Agent Availability* component has been added to the call interaction detail page for CTI. This will enable agents to change their *availability status* from the interaction page without having to navigate to the previous page.	CTI
UI Improvements – Following UI improvements have been introduced to the Call Information panel in *CTI:* • The field '*Total time'* has been included in the Call Information panel. • For Calls without IVR data, the '*IVR data'* field will no longer be displayed. • For inbound calls, the 'Channel name' will always be displayed • *'Workflow parameters',* *where available,* will also be displayed on the Information panel.	CTI
Improvements to Agent search in CTI- The Agent search has been made case insensitive thereby improving the search experience for users.	CTI
Improvements to Agent search in Agent Toolbar – When searching for agents during an *Agent to Agent* call, users will now be able to search using their full names.	Agent Toolbar

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UI Improvements – Following UI improvements have been introduced to the Call Information panel in *Agent Toolbar* • For Calls without IVR data, the '*IVR data*' field will no longer be displayed. • '*Time in queue*' value will be displayed in the '*HH:MM:SS*' format.	Agent Toolbar

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
Upon completing outbound calls with the wrap code *'Call Back Agent';* the *'Callback type'* will be set as *'Agent'* in the *Callbacks Management* module in Workspace.	Workspace
Users are required to enter the complete name of the campaign in the confirmation dialog, when deleting campaigns from the *Campaign Configuration* in *Workspace*.	Workspace
Fixed an error in *Email* module, enabling users to conduct *Advanced search* in *Email Channels*.	Workspace
Fixed an issue, to enable *Search by Campaign* in the *Advanced search* in *Email Module*.	Workspace
Fixed an issue where users are not required to re-login to Workspace to view any new teams created by them.	Workspace
Included a performance uplift on the page load times for the below modules: • *Email Management* module when using the "*View by email*" option • *Workspace Chat module* and • *Workspace Calls module*	Workspace
After an agent transfers a preview/predictive call to a second agent, the wrap code applied by the second agent will now be displayed in Workspace > Campaigns > Leads.	Workspace
Fixed an issue in *Administration -> Edit Agents* to avoid duplication of assigned agents when their campaign priority has been re-assigned.	Workspace
introduced a fix where a wrap code must be marked as "Complete" in the Wrap Codes pool before it can be selected from the Auto-select wrap code dropdown in the campaign configuration module.	Workspace
Identity Management using SCIM – Added a fix to notify user if an email address change is attempted via the SCIM API.	Workspace

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The option - *'Caller CLI'*, has been removed from the *Campaign configuration* settings for outbound campaigns. For existing campaigns, the *Published CLI* will now be set to *Organisation CLI*.	Workspace Agent Toolbar
Fixing an issue when activity fields were not shown in agent toolbar scripts when making preview calls.	Agent Toolbar
Added a fix to populate data fields starting with numerical values on the *Leads Dataset* report.	Live Reports
Added fix to optimize memory consumption when updating a lead using [POST]/v3.0/leads API.	Platform API
Platform API -[POST]/v3.0/leads/bulk: Following fixes have been made to the *[POST]/v3.0/leads/bulk* endpoint: 1. Newly created leads in batch operation will be added to the workspace leads list 2. Added fixes to handle scenario where the input payload does not contain *customerKey*. 3. An error code "*400*" and with an error message "*Invalid Payload*", will be returned to the user if there is a syntax error in the input passed to the API endpoint.	Platform API
Platform API- PUT/platform-api/v3.0/leads/{id}: Added the fix to prevent leads currently assigned to an agent from having their status updated to 0/*New Record* by the PUT/platform-api/v3.0/leads/{id} endpoint. In this scenario, the endpoint will respond with the error code "*{{Lead's status can't be updated to '0' because it is currently allocated to an agent}}*".	Platform API
Platform API- [GET]/v3.0/leads/bulk/{uuId}: When passing a non-existent UUID as input to the endpoint *[GET]/v3.0/leads/bulk/{uuId}* an error code of 404 will be returned.	Platform API
Insights- Added a fix where, an error will be logged in the event of an issue with Database connection, and the data synchronization will continue to be processed for the subsequent customer or tenant.	Insights
Insights – Added dix to address the data discrepancy between the *Agent Actions* data in the *Agent History* table and *Agent Interaction* table in insights.	Insights
Insights – Added a fix to addresses the issue when 0 is entered in a *capture digit object* in a workflow this is reported as a *null* value in Insights	Insights

The fix allows 0 values from *capture digits* workflow objects to be synchronized over from IPscape to the Insights Database successfully.	

Plus, other minor bug fixes.

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	https://developer.onipscape.com/integrations/8.19/salesforce/ips-sf-integration.v1.0.6.min.js
MS Dynamics	v1.0.8	https://developer.onipscape.com/integrations/8.19/dynamics/ips-dynamics-integration.v1.0.8.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*. 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

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