



Release Notes 8.33

February 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
<p>Improvements to Bookmarks – IPscape has expanded the bookmark feature by introducing new bookmarks for 'Payment', 'Call recording', 'Transfer' and 'On hold'.</p> <ul style="list-style-type: none"> • These bookmarks will be triggered automatically for the following events: <ul style="list-style-type: none"> ○ Placing call on-hold and un-hold ○ Start and stop of Payments ○ Stop and start the call Recording ○ Start of Transfer • Users can also filter the call recordings based on these new bookmarks in the <i>Calls Management</i> module <p>Please Note:</p> <ul style="list-style-type: none"> • This feature is introduced from the V8.33 release. Call recordings made prior to V8.33 will not display the new bookmarks. • Bookmarks for transfers to <i>Agent</i> or <i>Phone number</i> is supported in V8.33 • Bookmarks for transfers to <i>Workflows</i> and <i>Active Directory</i> is not supported. 	Agent Toolbar Workspace
<p>When assigning a wrap code as a 'Callback Queue' or a 'Callback Agent', the user will be presented with the 'Add to queue' pop-up, where they can choose to select the outbound campaign.</p> <p>Wrap codes which are not mapped to an outbound campaign will also be highlighted to notify users to set an outbound campaign.</p>	Workspace
<p>UI Improvements- Upon creating a new Email template a toaster message "Email template created" will be displayed to user.</p>	Workspace

UI Improvements – The ‘ <i>Display in lead search</i> ’ checkbox is removed when creating a new contact field for an Inbound Campaign.	Workspace
UI Improvements – Added tooltips to icons in the CTI navigation tabs.	CTI

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
The 'Info' panel containing <i>Interaction ID</i> , <i>Total time</i> , and <i>Campaign</i> will now be displayed on the Agent Toolbar for preview leads.	Agent Toolbar
The correct count of agent email interactions will now be displayed on the <i>Agent Performance Wallboard</i> .	Live Reports
User will be able to export reports as per the scheduled date and time set in ' <i>Export Schedule</i> '.	Live Reports
Platform API- Activities endpoint – The following endpoints will now return the payload data for the scenario where an agent receives a 'Direct-in-Dial' (DID) call <ul style="list-style-type: none"> [GET]/v3.0/activities [GET]/v3.0/activities/{activityId} 	Platform API
Platform API- [GET]/v3.0/leads/{leadId} – The [GET]/v3.0/leads/{leadId} endpoint to display all <i>dataFields</i> , including <i>null</i> , <i>empty string</i> and <i>non-zero</i> values in the payload.	Platform API
Vault – On exporting the results after applying a filter, users will now be able to export the entire results and not be restricted to the results displayed on the active web page.	Vault
In the event where a persistent web connection is lost, and the call is disconnected by either the agent or the customer, the ' <i>Terminated by</i> ' field in <i>Call interaction</i> will be populated as ' <i>Agent</i> ' or ' <i>Contact</i> ' depending on who had initiated the disconnection.	Workspace

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