ip SCAPE

Release Notes 8.34

March 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
Improvement to transfer pool assignment – Users can now assign a number from the *Transfer Pool* to multiple campaigns. On clicking the newly added '*Assignments'* menu from the *Transfer Pool* configuration, users will be presented with a list of campaigns from which they can select and assign multiple campaigns to the number. On assigning campaigns, a toaster message- '*Campaigns assigned',* will be displayed to the user. The list of campaigns to which the number is assigned will be available in the '*Assigned'* tab. Users can select a campaign from the list and click the '*Unassign'* button to un-assign the number from a campaign.	Workspace
Agent Assistance request notification – When a *Workspace* user, browsing on a different tab, receives an assistance request from an *Agent*, the title of the *Workspace* browser tab will display *'Assistance required'* along with the number of incoming requests. This provides a visual notification to the users when they are working on other tabs, enabling them to provide necessary assistance to agents in a timely manner. The title will be toggled between *'Cloud Contact Centre'* and *'Assistance required',* until the user re-focuses on the *Workspace* browser tab.	Workspace

UI Improvements – *User Role IDs* will now be displayed under the first column in the *User Role* module dashboard. This will provide *Workspace* users visibility of the *User Role IDs* when configuring *SCIM* provisioning *(System for Cross-domain Identity Management)*.	Workspace
UI Improvements – *Team IDs* will now be displayed under the first column in the *Teams* module dashboard. This will provide *Workspace* users visibility of the *Team IDs* when configuring *SCIM* provisioning *(System for Cross-domain Identity Management)*.	Workspace
UI Improvements – *Campaign IDs* will now be displayed in the *Campaign Configuration* module.	Workspace
UI Improvements – The *IPscape Pay* section under Campaign configuration will now display a link '*Add an account*', from which the user can add and configure new payment account details. **Note:** There will be no change in pre-configured payment settings for existing campaigns.	Workspace
UI Improvements – Chat interactions with more than a five-minute difference from the previous message will now be displayed with a separate timestamp.	Chat
UI Improvements – The text '*Wrap'* will now be displayed against all open interactions in the interaction list in Agent Toolbar and CTI. This will provide a visual cue to Agents informing them of any open interactions that need to be wrapped.	Agent Toolbar CTI

Plus, other minor improvements.

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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 where SSO users were being requested to set new password when trying to access the *Workflows* module.	Workspace
Fixed an issue where when using IPscape Pay, the payment details on the p*ayment* UI were editable once payment processing had commenced. The payment modal now locks whilst processing.	Workspace
Fixed an issue where wrap codes applied in transfer scenarios were not correctly reflecting in the *Leads* module.	Workspace
Fixed an issue in the *Workflow Activities* report for *Agent* and *Phone Transfer* types where the '*Time in workflow'* was not displaying the correct data.	Live Reports
Vault – Fixed an issue where call recordings available in Vault were getting re-uploaded during archiving.	Vault

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