Release Notes 8.35

April 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
Search by wrap code in *Email Management* module – A new option has been added to the *Advanced Search* in the *Email Management* module to help enhance search efficiency and accuracy. Users can now search using the *'Wrap Code'*. Additionally, two new columns have been introduced: • *Last Wrap Code* – Added to the *View by thread* page to display the wrap code associated with the most recent email interaction in the thread. • *Wrap Code* – Added to the *View by email* page to display the wrap code linked to each individual email interaction.	Workspace
Improvements to Agent Call – Agents receiving a call from another agent will now see a toaster notification reading "*Agent call in progress*" to indicate an incoming call. Additionally, the name of the calling agent will be displayed under the '*Interactions'* section in Agent Toolbar for better clarity. Name of the calling agent will also be displayed to CTI users.	Agent Toolbar CTI
Improvements to "*Activities by Campaign*" Report – New fields for chat abandonment statistics have been added to the "*Activities by Campaign*" report, providing totals and percentages for various time thresholds (20, 30, 60, and 90 seconds). This enhancement offers more detailed abandonment metrics, improving the overall reporting. The following new fields have been added: • Total Chat Abandoned • % Chat Abandoned • Total Chat Abandoned (after 20s) • % Chat Abandoned (after 20s) • Total Chat Abandoned (after 30s) • % Chat Abandoned (after 30s) • Total Chat Abandoned (after 60s)	Live Reports

• % Chat Abandoned (after 60s) • Total Chat Abandoned (after 90s) • % Chat Abandoned (after 90s)	

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
Fixed an issue where the *Basic search* was not returning the correct results in '*View by email*' page in *Email Management* module.	Workspace
Fixed an issue where the values were not correctly displayed in the *Activities* report for Email interactions.	Live Reports
Fixed an issue where the '*Abandoned in Queue*' and '*Answered in Service Level Period*' values were incorrectly displayed in '*Activities (by campaign)*' report.	Live Reports
Fixed an issue in **[GET]/v3.0/leads** and **[GET]/v3.0/leads/{leadId}** endpoints, where the values were not being populated in the '*outcomesInfo*' section of the API payload. • The *outcomesByCode* section will now correctly capture the complete outcome, including the corresponding *count*, *statusCode*, and *description*. • A new section '*outcomesHistory*' *is also added to provide additional information on the statusCode, description, and timestamp.* **Note:** The *totalAttempts* field in '*outcomesInfo*' section of the **[GET]/v3.0/leads/{leadId}** endpoint payload will return a string value. This will be updated to an integer value in a future release.	Platform API
Fixed an issue, where attempting to download a call recording without available media did not return the correct response. Now, when there is no media available for a call recording, the system will correctly return a *404 Not Found* error, providing a clearer indication that the media is missing.	Platform API
Fixed an issue in CTI integration for Microsoft Dynamics, where the form for adding a new record is not displayed to the agent when a call lands with an unrecorded number.	CTI Integration (MS Dynamics)

Plus, other minor bug fixes.

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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	v1.0.9	https://developer.onipscape.com/integrations/8.19/dynamics/ips-dynamics-integration.v1.0.9.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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