Release Notes 8.36

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
IPscape has introduced the following improvements to capture and transition between various agent statuses: • Enhanced the ***Agent Presence trigger*** to capture state transitions to '*Pause*' and/or '*Available*,' allowing improved differentiation between the '*Wait*' and '*Pause*' states. • Added the ability to capture agent state transitions for ***Chat*** and ***Email*** interactions. • Introduced the ability to track **Omnichannel state transitions**, such as transitions from Chat and Email interactions to Calls. Updated the system to capture agent transitions for the ***'Preview'*** state. **Note:** Updates to the Agent API for capturing state transitions between 'Wait,' 'Talk,' and 'Dial' will be available in a future release.	Workspace Voice Agent Toolbar Live Reports

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 *Organisation CLI* was incorrectly displayed in the interaction label for transferred outbound interactions. It now correctly shows the *Customer CLI*.	CTI

Fixed an issue where the *Email ID* was not appearing in the default data field '*Email*' within the '*Agent by Non (Full Details) with Campaign Data Fields*' report.	Live Reports
Fixed an issue where the '*Transferred to you*' message was not displayed after an agent who received a transferred chat logged out and logged back in.	Agent Toolbar
Fixed an issue with the **Bulk Lead** **endpoint** where leads were not being processed if the '*customerKey*' field was missing. As '*customerKey*' is a non-mandatory field, the endpoint will now correctly process leads even when this field is empty.	Platform API
Fixed an issue in the *Management > Callbacks* module where updates made to callbacks after a bulk selection were not being saved. As part of this update, a new '**Override existing details**' checkbox has been introduced on the edit page when selecting and updating multiple callbacks across different campaigns. This allows users to edit the callback type, date, and time consistently across selected records.	Workspace

Plus, other minor bug fixes.