



Release Notes 8.37

May 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>Enhanced Visibility for Chat Surveys and Abandoned Chats</p> <p>Following improvements have been added to the Chats module:</p> <ul style="list-style-type: none"> • Chat surveys submitted outside of business hours are now visible within the Workspace- <i>Chats</i> module. • Abandoned chat sessions are also now available in the Workspace- <i>Chats</i> module. • Customer chat survey data submitted is also displayed in the Agent toolbar and CTI. 	<p>Workspace Agent Toolbar CTI</p>
<p>Introduced new grouping option in <i>Dialler Attempts</i> report</p> <p>A new option- 'Group by Date and CLI' has been introduced in the <i>Dialler Attempts</i> report.</p> <p>This option allows the user to analyse dialler attempt performance based on the date and the campaign CLI (Calling Line Identification) used for Outbound dialling.</p>	<p>Live Reports</p>

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
<p>Fixed the following issues related to capturing the transition between various agent statuses:</p> <ul style="list-style-type: none"> 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. Added the ability to capture agent state transitions between Wait, Talk and Dial. 	<p>Workspace Voice Agent Toolbar Live Reports</p>
<p>Fixed an issue in the <i>Management > Callbacks</i> module where updates made to callbacks after a bulk selection were not being saved.</p> <p>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.</p> <p>This allows users to edit the callback type, date, and time consistently across selected records.</p>	<p>Workspace</p>
<p>Fixed issues in below components to enhance performance and improve the overall responsiveness and user experience:</p> <ul style="list-style-type: none"> Calls Module: Resolved a performance issue to improve page responsiveness when searching for call recordings. Email Thread Search: Optimised the search functionality for email threads in the Workspace. 	<p>Workspace</p>
<p>Fixed a bug where the current handling agent was not being displayed correctly for email threads in progress.</p>	<p>Workspace</p>

Fix a bug where <i>recorded consult calls</i> were not correctly showing that a recording was available in the Management → Calls section.	Workspace
Fixed an issue in <i>Outbound campaign dialler filters</i> where leads loaded via API were not being filtered out when the 'timezone' data field was selected for true conditions.	Workspace Platform API
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 where the 'Transferred to you' message was not displayed, and the chat was not treated as transferred if an agent received a transferred chat logged out and then logged back in.	Agent Toolbar
Fixed an issue where the <i>Organisation CLI</i> was incorrectly displayed in the interaction label for transferred outbound interactions. It now correctly shows the <i>Customer CLI</i> .	CTI
Fixed an issue where the <i>Email ID</i> was not appearing in the default data field 'Email' within the 'Agent by Non (Full Details) with Campaign Data Fields' report.	Live Reports
<p>The following fixes and enhancements have been made to the Activities (by Campaign) report:</p> <ul style="list-style-type: none"> Fixed an issue where the report was not displaying the correct number of email interactions and the 'Average Speed to Answer' for email campaigns. Introduced two new fields 'Email Wrapped With Forward' and 'Email Wrapped With Forward %', to track the number of emails interactions that were forwarded. 	Live Reports
Fixed an issue where inbound emails were incorrectly counted twice in reports.	Live Reports

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	v1.0.9	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