



Release Notes 8.39

July 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 Email Channels Introduced a new “ View Usage ” option for each email channel, enabling users to identify where a channel is being used and make informed replacements before deletion. For email channels currently in use, the checkbox and delete option will not be available.	Workspace
Improved Navigation from Assignments Page Added a “Done” button to the <i>Transfer Pools > Assignments</i> page, enabling users to return easily to the Transfer Pools overview.	Workspace
Export Multiple campaigns Users can now select multiple campaigns and export their data into a single CSV file from the <i>Quality Assurance</i> module.	Workspace
Enhanced the “ <i>Allow manual calls while in preview</i> ” setting in outbound campaigns to enable agents to initiate manual calls via the phonebook.	Workspace

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 inbound calls were routed to a logged-out agent using a non-persistent System Call Agent connection. Calls will now correctly bypass agents that are logged-out agents.	Agent Toolbar
Fixed an issue where selecting an email in the agent toolbar resets the agent's call allocation position, causing incoming calls to be routed to the next available agent instead of the original agent handling the email.	Agent Toolbar
<p>Fix for improved visibility into Email Channel health</p> <p>Fix added to enhance visibility into email channel health by updating status labels and providing clearer alerts.</p> <p>Column labels have been changed from "Inbound"/"Outbound" to "Receiving"/"Sending", and statuses from "ACTIVE"/"INACTIVE" to "UP"/"DOWN".</p> <p>If a configuration issue causes a channel to go down, workspace users will now see "DOWN" status for Receiving or Sending, enabling quicker diagnosis and resolution.</p>	Workspace
Fixed an issue where the <i>"Transferred to you"</i> label was not being displayed to the agent who received the transfer after re-logging in.	Agent Toolbar
Fixed an issue where agent interaction details for calls, chats, and emails were deleted after using the /v3.0/customer (DELETE) API . Data is now anonymized in compliance with GDPR regulations.	Platform API
Fixed an issue where the <i>Activities Ungrouped</i> report showed incorrect values for Transfers in the <i>"Calls Answered"</i> column.	Live Reports
Fixed an issue where the <i>"Greater Than"</i> and <i>"Less Than"</i> filter conditions in outbound campaigns were not correctly applied to numerical data field values.	Workspace
Fixed permission issues where users with 'View Only' access could edit or delete in <i>Email Templates</i> , <i>Users</i> and <i>Transfer Pool</i> modules.	Workspace
Fixed an issue that prevented call recordings from being deleted in Workspace.	Workspace

Fixed an issue to prevent already uploaded call recordings from being re-uploaded, thereby avoiding duplication.

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	v1.0.9	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