ip SCAPE

Release Notes 8.4

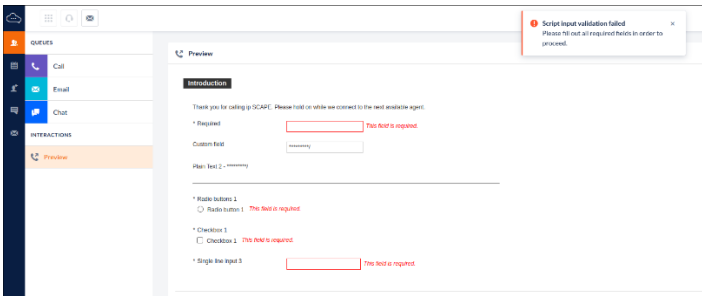September 2022

1.   New Features and Improvements

ipSCAPE is proud to present a set of improvements to deliver a better experience to our customers. If you have any enquiries, please get in contact with our Service Desk team or your Account Manager.

Item	Component
Support added to restrict wrapping without making a call A new checkbox - '*Allow wrap without calling'* is added under Campaign settings to permit or restrict agents from wrapping preview and callback leads without making a call. If the option is unchecked, the '*Wrap lead*' buttons in Agent Toolbar will appear only after a call is made by the agent.	UI Workspace Agent Toolbar
Support added to Search Emails by Recipient Added a new tab '*View by Email*' under Email management, where a user will have the option to Search individual emails rather than email threads. In this tab, users will also be able to search by Recipient email.	Workspace UI

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 whereby agents are required to update the mandatory fields in the script prior to wrapping a call. When agent clicks on '*Next*' button, a message '*This field is required.*' will be displayed next to any missing mandatory fields. A toaster message '*Script Input validation failed*' will be displayed to the agent upon wrapping a call without updating the mandatory fields. Please refer the below screenshot. 	UI Workspace Agent Toolbar
Fixed an issue to display in-line image files when forwarding and replying to emails.	Agent Toolbar
Fixed an issue to allocate the call-backs only to agents that are active in the team and campaign.	Agent Toolbar
Fixed an issue to populate the selected dropdown list value from the Pre-Chat Survey Script onto the *Info* field of chat interaction.	Agent Toolbar

Fixed an issue to display the script on Agent toolbar as per the format created on the workspace scripts module.	Workspace Agent Toolbar Scripts
Fixed an issue to update the CLI for NZ campaigns to reflect the phone number correctly.	Agent API
Fixed an issue to display the information pertaining to the sound files in the respective columns in the Workspace Files module.	Workspace
Fixed an issue to allocate any call waiting in queue to an available agent without reserving an available agent to a callback.	Voice
Made an improvement where Pop-up dialogs will not disappear if the mouse button is released outside the window.	Workspace
Fixed an issue to enable editing of leads that are listed below the render line in a leads list.	Workspace
Made an improvement to resolve an intermittent issue where some agents in queue in '*Available*' state were unable to receive inbound calls.	Agent Toolbar
Fixed an issue in the fetcher service to enable correct email allocation.	Workspace
Resolved memory size handling in the QA Module.	Workspace

Plus, other minor bug fixes.