



## **Release Notes 8.40**

**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
<p><b>Improved Schedule configuration</b></p> <p>A new “<b>View Usage</b>” option has been introduced for <i>Schedules</i>, allowing users to easily identify where a schedule is currently in use.</p> <p>This helps ensure informed decisions when replacing or deleting schedules.</p> <p>For schedules currently assigned to a chat campaign or workflow, the checkbox and delete option will not be available.</p>	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 transitions between pause reasons were not captured correctly while the agent was in a paused state.	Agent Toolbar CTI
Fixed an issue where agents could not receive transfers while in a paused state, even when the “ <i>Receive transfers when paused</i> ” setting was enabled.  This occurred when agents had either recovered interactions (calls, chats, emails, messages) or on-going active interactions (chats, emails, messages).	Agent Toolbar CTI
Fixed an issue where agents could not accurately see who was participating in a consultation transfer call.  Now, agents can see call participants.	Agent Toolbar CTI
Fixed an issue in the global search where numeric values were not correctly passed to the selected module.  When users clicked on a suggested module containing numeric IDs, the search value was not carried over, requiring users to perform a manual search within the module.	Workspace
Fixed an issue where users were unable to resume a lead upload after navigating away from the page.  Now, when returning to the lead upload screen, users will be presented with the option to resume the previous upload or start a new one.	Workspace
Fixed an issue in email reporting where the service level metrics were not being calculated accurately. There are some limitations for transferred emails which we will address in a future release.	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	<a href="https://developer.onipscape.com/integrations/8.19/salesforce/ips-sf-integration.v1.0.6.min.js">https://developer.onipscape.com/integrations/8.19/salesforce/ips-sf-integration.v1.0.6.min.js</a>
MS Dynamics	v1.0.9	<a href="https://developer.onipscape.com/integrations/8.19/dynamics/ips-dynamics-integration.v1.0.9.min.js">https://developer.onipscape.com/integrations/8.19/dynamics/ips-dynamics-integration.v1.0.9.min.js</a>
Zendesk	v1.0.3	<a href="https://developer.onipscape.com/integrations/8.19/zendesk/ips-zd-integration.v1.0.3.min.js">https://developer.onipscape.com/integrations/8.19/zendesk/ips-zd-integration.v1.0.3.min.js</a>
Service Now	v1.0.3	<a href="https://developer.onipscape.com/integrations/8.19/servicenow/ips-snow-integration.v1.0.3.min.js">https://developer.onipscape.com/integrations/8.19/servicenow/ips-snow-integration.v1.0.3.min.js</a>

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	<a href="https://developer.onipscape.com/integrations/latest/salesforce/ips-sf-integration.min.js">https://developer.onipscape.com/integrations/latest/salesforce/ips-sf-integration.min.js</a>
MS Dynamics	<a href="https://developer.onipscape.com/integrations/latest/dynamics/ips-dynamics-integration.min.js">https://developer.onipscape.com/integrations/latest/dynamics/ips-dynamics-integration.min.js</a>
Zendesk	<a href="https://developer.onipscape.com/integrations/latest/zendesk/ips-zd-integration.min.js">https://developer.onipscape.com/integrations/latest/zendesk/ips-zd-integration.min.js</a>
Service Now	<a href="https://developer.onipscape.com/integrations/latest/servicenow/ips-snow-integration.min.js">https://developer.onipscape.com/integrations/latest/servicenow/ips-snow-integration.min.js</a>