Release Notes 8.41

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
Platform API – Send Outbound Emails A new API endpoint - **[POST] Activity /Email** has been introduced in this release, which will enable users to send outbound emails. The endpoint sends an individual email with each API call. User will be able to specify the following fields: • Campaign • Recipient Name • Recipient Email • Subject • Email body Please refer the below link for details on the end points and respective payloads. https://developer.onipscape.com/platform-api.html	Platform API

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 in the **Dialler Attempts report widget** where, when filtered by campaign, fields were not correctly grouped and aggregated including all associated lists.	Live Reports
Fixed an issue where the **Agent Waiting Time** on the *Agent Performance Wallboard* was incorrectly reset to 00:00:00 after handling Email, Chat, or Messaging interactions.	Live Reports
Fixed an issue, where deleting a campaign, removed all its associated interactions (Calls, Email, Chat, Messaging) from the **Management Module** list.	Workspace

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