



Release Notes 8.42

August 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>Enhancements to the Email Management Module</p> <p>Several improvements have been introduced to the <i>Email Management</i> module to enhance usability and improve clarity when managing email interactions.</p> <p>Improvements in 'View by Thread'</p> <ul style="list-style-type: none"> A label "Unactioned" is now displayed against any email in a thread that has not been actioned. Email information is now displayed in the right-hand panel for quicker visibility and better context. Agent and customer responses are now shown with distinct background colours, making it easier to differentiate between them at a glance. <p>Improvements in 'View by Email'</p> <ul style="list-style-type: none"> Clicking on an email interaction from the list will now open that specific email within the email thread, allowing for more precise navigation. 	Workspace
<p>UI Improvements in CTI</p> <p>We've introduced a new 'Wrap' label that will now be displayed against all open <i>Chat</i> and <i>Messaging</i> interactions in the interaction list within the CTI.</p> <p>This enhancement provides a clear visual indicator to Agents, helping them easily identify interactions that are still open and require wrap-up actions.</p>	CTI
<p>Introduction of New Email Channel Type – Microsoft Exchange Online App</p> <p>We've introduced a new email channel type: "Microsoft Exchange Online App".</p> <ul style="list-style-type: none"> This channel helps reduce the need for users to re-authorise their email channels multiple times, offering a more stable and seamless configuration experience. As an added security measure, once the channel is created and saved, the email address becomes non- 	Workspace

editable. If changes are needed, users must delete and recreate the channel.	
Improved the error handling for triggers whereby, the trigger now retries up to 7 times at scheduled intervals within 48 hours of failure. This change ensures more efficient handling of failed webhook responses.	Triggers

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 an issue where transfer calls were failing due to incorrectly formatted phone numbers.</p> <p>Phone numbers are now formatted internally to the E.164 standard, ensuring that transfers go through successfully.</p> <p>Additionally, a guidance message has been added to the UI on the <i>Create</i> and <i>Edit</i> transfer pool phone number screens, recommending users to input phone numbers in the E.164 format for improved reliability.</p>	Workspace
<p>Fixed an issue where agents were encountering API errors when attempting to forward certain emails from the <i>Agent Toolbar</i>.</p>	Agent Toolbar

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