



## **Release Notes 8.43**

September 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>Platform API – New fields added to GET /v3.0/leads/lists/{listId} API endpoint</b></p> <p>Two new fields have been added to the response payload of the <b>GET /v3.0/leads/lists/{listId}</b> API endpoint within the “leads” object.</p> <p><b>new</b> - Represents the count of new leads in the list</p> <p><b>dialler</b> - Represents the count of leads in the dialler</p> <p>These additions provide enhanced summary information about the leads within a lead list.</p>	Platform API
<p><b>Improvements to Call Transcription and Summarization</b></p> <p>Users can now select to transcribe and summarize call recordings even if the ‘<i>Enable Call Transcription</i>’ and ‘<i>Enable Call Summary</i>’ settings are disabled for the campaign.</p> <p>Two new buttons have been added to the right panel on the <i>Call Interaction</i> page:</p> <ul style="list-style-type: none"> <li>• <b>Transcribe only</b></li> <li>• <b>Transcribe and summarise</b></li> </ul> <p>These options allow users to generate transcriptions and summaries directly from a call recording as needed.</p>	Workspace Database

*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 the field <i>Email Transferred</i> on the <i>Activities by Campaign</i> report was not reflecting the correct count of emails that have been transferred from that campaign.	Live Reports
Fixed an issue where scheduled live reports were not being emailed to users as configured.	Live Reports
Fixed an issue where call recordings were not playable in the workspace when a blind transfer to another agent or external number was not answered. Recordings now play as expected in this scenario.	Workspace

*Plus, other minor bug fixes.*

## 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>
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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>