



Release Notes 8.44

October 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>Improvements to Call Transcription and Summarisation</p> <ul style="list-style-type: none"> Bulk Transcription via Calls Management Module Users can now transcribe multiple calls at once directly from the <i>Calls Management</i> module. When one or more calls are selected, a new <i>'Transcribe'</i> button will appear. Clicking this button provides the option to either <i>'Transcribe'</i> or <i>'Transcribe and Summarise'</i> the selected calls. UI Improvements in Quality Assurance module Where call transcriptions are available, they will now be displayed on a separate panel on the <i>Call Interaction details</i> UI. 	Workspace
<p>Improvements to /v3.0/leads/bulk/ API endpoint</p> <p>The maximum request size on the batch API endpoint for bulk lead upload- <i>'/v3.0/leads/bulk/'</i> has been increased to 20MB.</p>	Platform API
<p>Display pause reason on Agent Wallboard</p> <p>On the <i>Agent Wallboard</i>, the pause reason description selected by an agent will now be displayed under the agent's name regardless of whether the agent is in the pause state.</p>	Live Reports
<p>Security improvements in Vault</p> <p>The minimum password length for creating or updating a <i>Vault</i> user is now 8 characters.</p> <p>Note: This change does not impact existing users or their current passwords — it only applies when setting new passwords or updating existing ones going forward.</p>	Vault

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 'Is Active' field was missing when creating a new Lead report from Dataset and Grouping.	Live Reports
Fixed an issue where attachments sent via chat in CTI were not visible to the agent.	CTI
Fixed an issue for the CTI Adapter for Salesforce CRM, where incorrect 'Whold' and 'Whatld' were being added to the data payload when creating a task record. Please refer to the below section '3. CTI V8 Integration files' for the latest URL for the CRM integration files.	CTI Adapter (Salesforce CRM)
Fixed an issue where calls were not loading into the Advocate stream in Vault.	Vault (Advocate)

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	v1.0.7	https://developer.onipscape.com/integrations/8.19/salesforce/ips-sf-integration.v1.0.7.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