



Release Notes 8.45

October 2025

1. 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 exceptions set for schedules were not being displayed on the 'Schedules' page.	Workspace
Fixed an issue where, if an agent consulted a workflow and landed on a voice recording object, any voicemail left was not properly archived or delivered to the email channel.	Workspace
Fixed an issue where agents were not being allocated if the customer terminated the call during the allocation process.	Agent Toolbar
Fixed an issue where calls were not being recorded after a blind transfer to a workflow in cases where a non-persistent agent terminated the call from the phone instead of the UI. This fix also addresses an issue where the agent's status remained as 'Talking' instead of transitioning to 'Wrapping' in this scenario.	Agent Toolbar CTI
Fixed an issue in CTI where the customer's name and phone number were not displayed on the <i>Info</i> panel.	CTI
Fixed the following issues in the CTI Adapter for Zendesk CRM: 1. Fixed an issue where agents were unable to wrap recovered interactions 2. Fixed an issue with auto-wrap that caused the wrap process to be incomplete. Please refer to the section '2. CTI V8 Integration files' below for the latest URL for the CRM integration files.	CTI Adapter (Zendesk CRM)

Plus, other minor bug fixes.

2. 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	v1.0.4	https://developer.onipscape.com/integrations/8.19/zendesk/ips-zd-integration.v1.0.4.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