



Release Notes 8.46

November 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
Improved Email Channel Management To ensure data integrity, the email address for an email channel can no longer be edited. To update the email address, users are required to create a new email channel.	Workspace

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 inline images were not displayed in emails sent from Wrap Code, Scheduled Reports, and Voicemail.	Workspace
<p>Fixed an issue where call duration was showing 00:00 for transfer calls.</p> <p>The field “<i>Interaction duration</i>” is removed from call summary area - only “<i>Recording duration</i>” is now displayed.</p> <p>In the <i>Calls</i> module, the “<i>Duration</i>” column will now show the recording duration.</p>	Workspace
Fixed an issue that prevented recordings from being properly archived when an agent using a non-persistent connection ended an MPIQ call from their phone.	Workspace
Fixed an issue where a Direct In-dial call (DID) allocated to an unavailable agent, if rejected, did not decrement the queue counter, causing the call to dial indefinitely.	Agent Toolbar
<p>Fixed an issue where emails were only sent when a call attempt was made on a preview lead.</p> <p>Now, when using an “<i>Email on Wrap</i>” wrap code, emails will always be sent to the destination, regardless of whether the agent dialled the phone number(s) on the lead.</p>	Agent Toolbar
Fixed an issue where, if a customer terminated the inbound call before the agent could answer, the Web Connect non-persistent connection on the CTI adaptor was getting dropped requiring the agent to reconnect in order to receive further calls.	CTI

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	v1.0.4	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