



## **Release Notes 8.47**

December 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>Improvements to Insights – New fields added</b></p> <p>We have introduced additional fields to allow for more comprehensive Insights reporting:</p> <ul style="list-style-type: none"> <li><b>Terminated By</b> This new field identifies who ended the call—<b>Caller, Agent, System, or Others</b></li> <li><b>Lead Phone Number Fields</b> Three new standard phone number fields—<i>Phone1, Phone2, and Phone3</i>—are now available for leads in Insights.</li> </ul>	Insights

## 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
Transcripts for abandoned chats now appear in <i>Management</i> → <i>Chat Module</i> for chat campaigns which have been configured not to send abandoned chats to agents.	Workspace

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	<a href="https://developer.onipscape.com/integrations/8.19/salesforce/ips-sf-integration.v1.0.7.min.js">https://developer.onipscape.com/integrations/8.19/salesforce/ips-sf-integration.v1.0.7.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	v1.0.4	<a href="https://developer.onipscape.com/integrations/8.19/zendesk/ips-zd-integration.v1.0.4.min.js">https://developer.onipscape.com/integrations/8.19/zendesk/ips-zd-integration.v1.0.4.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>

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>