



## **Release Notes 8.48**

February 2026

## 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>Enhancement to the WebRTC Channel Management</b></p> <p>Users can now delete WebRTC channels from <b>Workspace &gt; Channels &gt; WebRTC</b>.</p> <p>Once deleted, the channel is removed from the channel list, and its associated API token is also automatically removed.</p> | 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            |
|--|----------------------|
| <p><b>Chat Idle Time Configuration</b></p> <p>A new <b>Maximum Idle Time</b> setting has been added under <b>Administration → Organisation Settings → Chat</b> settings.</p> <p>This controls how long a chat remains active after a customer closes their browser before it is marked as <b>Abandoned</b> in the Chats module.</p> <p>The default value is <b>24 hours</b>.</p> <p>User can set the <b>Maximum Idle Time</b> to one of the following options:</p> <ul style="list-style-type: none"> <li>• 1 hour</li> <li>• 8 hours</li> <li>• 24 hours</li> <li>• 48 hours</li> <li>• 72 hours</li> </ul> | Workspace            |
| <p>Fixed an issue where <b>GET /v3.0/leads/{leadid}</b> returned data for deleted leads.</p> <p>Completed leads are now correctly marked as <i>Completed</i>.</p>  | Platform API         |
| <p>Fixed an issue where call recordings and transcriptions were unavailable if a customer hung up during an agent-to-agent consult transfer.</p>   | Workspace            |
| <p>Fixed an issue where chat interactions transferred from one agent to another could become active again if the original agent re-logged in to the transferred chat, allowing both agents to continue messaging the same customer.</p>  | Agent Toolbar<br>CTI |
| <p>Fixed an issue where <i>Email Channel</i> status remained "UP" even when the Microsoft Exchange channel required re-validation.</p>   | Workspace            |
| <p>Fixed multiple issues where scheduled reports (daily, weekly, monthly, yearly) could fail to send or send at incorrect times relative to their start date.</p>  | Live Reports         |

*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>     |