Release Notes 8.49

March 2026

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 enabling *Dynamic CLI* for the first time in outbound campaigns resulted in an error.	Workspace
Fixed an issue where the first agent was incorrectly placed on hold when the second agent hung up after a call transfer.	Agent toolbar CTI
Fixed an issue for ***POST /v3.0/leads/bulk/*** where a batch lead upload failure caused continuous logging. Updated logging to prevent full batch message bodies from being written on retries.	Platform API
Fixed an issue where ***GET /v3.0/leads/{leadid}*** returned *400 Bad Request* with the error message "*Invalid Lead Id*" for non-existent leads. It now correctly returns **404 Not Found** with the error message "**No lead with the requested ID**".	Platform API
Fixed an issue where the '*Totals*' field in the '*Agent by Agent*' report displayed incorrect values.	Live Reports
Fixed an issue where replying to or forwarding emails created duplicate records in Agent History report.	Live Reports
Fixed an issue where the reports - ***Agent by Campaign with Wrap Codes*** and ***Agent by Agent with Wrap Codes,*** failed to load when interactions were wrapped with custom wrap codes.	Live Reports
Fixed an issue where the *Agent Toolbar* automatically appended the +61-country code when dialling, preventing contact with SIP extensions. The fix allows SIP extension numbers to be dialled without automatically adding the country code.	Agent toolbar

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