ipSCAPE

Release Notes 8.5

September 2022

1.   New Features and Improvements

ipSCAPE is proud to present a set of improvements to deliver a better experience to our customers. If you have any enquiries, please get in contact with our Service Desk team or your Account Manager.

Item	Component
Support to create New List when Uploading Leads When uploading leads in Campaign configuration, the user will now have the option to create a new list, regardless of whether lists already exist within the campaign or not. A new checkbox option "*Create a new list*" is added on the "Select a list to import leads" dialog. Upon creating a new list with the same name as an existing list; an error message "*List name already exists*" will also be displayed to user.	UI Workspace

Plus, other minor improvements.

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
Added the fix to apply the Default dialler strategy. A new drop down for selecting the **Default Dialler Strategy** is added in the Campaign Outbound settings in the Dialler module. When loading lists and on selecting the To Dial tick box, the Dialler Strategy will default to the main Dialler strategy, without having to use list weighting. The Dialler strategy will be automatically applied to the list after it is loaded and selected to be dialled.	Workspace
Timezone Mapping now occurs when cloning data fields during Campaign duplication.	Workspace
Fixed an issue to pass the correct data field entries between script pages without truncating the leading zeros.	Workspace
Fixed an issue in Live Reports and All Queue Wallboard to display the count of diverted calls & calls transferred out.	Workspace
Made changes to resolve the issue of Agent Toolbar becoming unresponsive when agents transfer calls to numbers in the transfer pool list.	Agent Toolbar
Fixed an issue to enable infinite scroll to view records in *Callbacks* module, *Campaign Configuration "Transfer"* module and *Resources-Files* module.	Workspace

Fixed an issue in scripts to resolve navigation of pages based on *Branch on Values*.	Agent API
Added a fix in the IVR to rate limit the number of objects going through a channel, to mitigate issues of Toolbar lag and unresponsiveness.	Voice
Added a fix to resolve an issue of calls getting disconnected on opening ipSCAPE Pay.	Agent Toolbar

Plus, other minor bug fixes.