



Release Notes 8.51

April 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>UI Improvements</p> <p>Following UI changes have been implemented in V8.51 release</p> <ul style="list-style-type: none">Renamed the “<i>Dashboard</i>” menu and its main page icon to “<i>Home</i>”.Removed “<i>Dashboard</i>” from breadcrumb navigation across all modules.	Workspace
<p>Create payment merchants with multiple currencies</p> <p>Enabled creation of payment merchants with multiple currencies.</p> <p>Users can now select multiple currencies when creating a new payment method.</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
Fixed an issue to display the data fields in 'Agent grouped by None (Full Details)' report.	Live Reports
Fixed an issue in the 'Activities - Group by None (Full Details)' report where the 'Email time' field was displaying incorrect value.	Live Reports
Fixed an issue where the 'activity answered' field for outbound email activities (replied or transferred) was set to a default placeholder value (0000-00-00 00:00:00). It will now be populated with the correct datetime.	Live Reports
Fixed an issue where sound files used in "Interactive Join Queue → Option Prompt" workflows were not appearing in the "Used In" modal.	Workspace
Fixed an issue where previously saved options were not pre-populating when editing the <i>Interactive Join Queue</i> object.	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	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