



Release Notes 8.6

October 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
<p>Improved CX post application release</p> <p>We have made improvements to the application where post release changes are now forcefully enforced across web browsers which mitigates the issue when caching retains the outdated version code which has caused degradation to the application post releases previously.</p>	Agent Toolbar
<p>Timezone field made mandatory when uploading Leads manually</p> <p>The <i>Timezone</i> field in the 'Lead Details' has been made mandatory when creating or editing Leads in the workspace. This behaviour is now uniform across both scenarios of bulk Lead upload using csv file and updating Lead information manually. If user tries to save Lead information without updating the Timezone field, a message "This field is required" will be displayed.</p>	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
Fixed an issue to display all <i>Pause Reasons</i> assigned to a team/ agent in the drop-down menu.	Agent Toolbar
Fixed an issue to address the screen being in non-responsive state upon trying to view the <i>Call hierarchy</i> . The <i>tick mark</i> in the Calls Module, indicating the availability of the Call hierarchy will be displayed only in the scenario where a call hierarchy is triggered via a transfer scenario or an inbound-to-outbound call. Upon selecting the Call hierarchy from the over-flow menu, the respective call details will be displayed.	Workspace
Fixed an issue to display the information in the Preview display of a Live Report.	Reports Workspace

Plus, other minor bug fixes.