ipSCAPE

# Release Notes 8.7

November 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 |
|---|---|
| **Return emails to back to the same campaign/queue**<br><br>Enhanced filtering options have been added to enable agents to transfer emails back to the same campaign/queue.<br>This option can be enabled by checking the newly added checkbox "*Allow transfer to same campaign*" in Email Campaign settings. By default, the above option would be unchecked.<br>If this feature is enabled, the campaign to which the email is assigned will also be listed under "*Transfer to campaign*" dropdown list and the agent will have the option to transfer emails back to the same campaign/queue. The transferred email is added back to the front of the queue.<br>Upon transfer of the email, a toaster message will be displayed to the user informing that email has been transferred. | Workspace<br>Agent Toolbar<br>Agent API<br>Database<br>UI |
| **Ability to search emails by Interaction ID or Thread ID**<br><br>Support added in Email Module to enable search using Thread ID and Interaction ID. The columns "*Interaction ID*" & "*Thread ID*" have been added under the "*View by email*" & "*View by thread*" pages respectively to display the corresponding ID for the emails. | Workspace<br>UI |

| Item | Component |
|---|---|
| **Ability to dial emergency numbers**<br><br>Agents now can dial emergency numbers applicable to the region set in the Time zone settings. | Agent Toolbar |
| **Enable Activity Field Mapping to ipSCAPE PAY**<br><br>Added the ability to map activity fields from within the script to ipSCAPE Pay for inbound campaigns.<br>This will help agents capture additional interaction specific data during a call such as payment information. | Agent Toolbar |
| Added background for Live reports page. | UI<br>Live Reports |
| **Ability to choose from a set of timeout values**<br><br>User can now select the session timeout value from a dropdown list of 7 options ranging between 10 minutes to 24 hours.<br><br>Note: Incorporating this new feature, any previously set timeout value of less than 10 minutes will be reset to the minimum value of 10 minutes. Any other timeout value setting will be rounded down to the closest value in the drop down. | Agent Toolbar<br>Workspace<br>UI |

*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 the Longest Wait Time (LWT) for Chat in All Queue Wallboard and in Activities report. | Agent API |
| Filters configured in the campaign will now be applied to leads that have been uploaded via API. | Workspace |
| The time spent by an agent on handling emails while on pause, will now be correctly reflected in the Agent History report. | Agent API |
| Added a fix in SQL querying to improve Database performance. | Workspace Database |
| Fixed an issue to reflect the customer contact details in Chat '*Contact Fields*'. | Agent Toolbar Chat |
| Added the fix to enable editing of filters in email campaign settings below the render line. | Workspace |
| Restricted the ability for agents to dial a blank phone number. If the phone number contains spaces the "*Call number*" button will be disabled. | Agent API Agent Toolbar Voice |

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|---|---|
| Provided a solution to avoid the truncation of text content after an emoji upon fetching an inbound email.<br>Emojis may not display as images. | Database |
| Fixed an issue to calculate and display the total interaction time from when the preview lead is presented to the agent to when the interaction is wrapped. | Agent Toolbar |
| The language describing the connection methods in the Workspace and Agent toolbar have been made consistent and will display as "*Call in to Connect*" and "*Call me to connect*". | Workspace |
| Added a fix to ensure emails are sent to the BCC recipients of an email template. | Agent API Consumers Workspace |
| Made the search functionality consistent across "*View by Email*" and "*View by Thread*" pages. Only exact string search allowed in standard and advanced search. | Workspace |
| Agent on call, will now be able to send DTMF tones, without having to select a campaign from the 'manual dialler' drawer.<br>The dropdown field to select a campaign in this scenario has been removed. | Agent Toolbar UI |

*Plus, other minor bug fixes.*