ipSCAPE

Release Notes 8.9

March 2023

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
Several improvements have been introduced to the ipSCAPE Chat channel. Chat Widget: • The Chat Widget now displays more neatly on mobile devices and there is a greater variation of display settings. Workspace: • A new section is added under Administration in Agent profile called "*Chat*" which contains: o Maximum active chats o Display name o Job description o Avatar • Under the Chat Themes there is a new Organizations Default Theme which all campaigns will default to unless otherwise specified. • You can now see what campaigns use a particular theme by clicking the ellipsis on the right-hand side of each chat theme in the theme list. • A new Appearance tab is added to customise the look, feel and shape of the widget. • Message settings for the widget can be configured in the messages tab when a theme has been selected. • File sharing has been added as a configurable setting to allow the sending of files for customers and/or agents.	Chat Widget Workspace Agent Toolbar

Item	Component

• The '*Security*' setting has been renamed '*Widget display restrictions*' to better reflect its functionality.
• '*Surveys*' under the '*Chat Campaign*' has also been significantly improved:
    ○ HTML text, URL Control and plain text have been replaced with '*text*'
    ○ Dividing line, list box and date picker have been removed
    ○ Introduced the Rating feature, which gives customers the ability to provide a star rating
    ○ Several other objects have also had name changes
• In the '*Chat*' menu under '*Management*':
    ○ Emojis and files now appear inline in the transcript
    ○ Files used in an interaction also appear in the sidebar
    ○ Data captured during a pre/post chat survey also appears in the sidebar
 	
Agent Toolbar:
 	
• Upon setting the required permissions, agents can now attach and send files from the resource library and use a set of emojis in chat interactions.
 	
The following file types are allowed for upload in chat interactions:
    - aac, 3g2, 3gp, 7z, amr, avi, bmp, csv, doc, docx, eml, gif, heic, ics, jfif, jpeg, jpg, m4a, m4v, mov, mp3, mp4, mp4a, mpeg, mpg, mpga, odt, oga, ogg, ogv, pdf, png, pps, ppsx, ppt, pptx, qt, svg, tif, tiff, txt, wav, webp, wmv, xls, xlsx, xml, zip	

Item	Component

- Chat History:
    ○ Any emojis or files used in chat can be seen in the conversation in the transcript tab
    ○ All files are also listed in the attachment tab
    ○ Any pre/post chat survey data can be viewed in the Survey Data Tab	

A new column '*Thread status*' has been added under the Email module, to denote the status of the email thread as '*Actioned*', *Unactioned*' or '*In Progress*'. *'Emails unactioned' column has been renamed as 'Emails not handled' and will display the count of unhandled emails.*	UI
Performance improvements made in loading the lead lists. The total number of leads can be viewed upon clicking the new '*Click to view*' link.	Workspace UI
Included feature to support adding hyperlinks to images in email template.	Agent Toolbar Workspace
Added two new fields under call info in Agent Toolbar to display the '*Channel Name*' and '*Workflow parameter*'.	Agent Toolbar
Updates made to our backend components to improve performance and stability.	Reports Workspace
Substring search within a 90-day period is now enabled on advance search options in both "*View by email*" and "*View by thread*". This search functionality applies to *Subject, Sender email* and *Recipient email* fields.	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 fix to record transferred calls in the case of consult transfers of an inbound call to a workflow.	Voice
Fixed the issue to start the Auto-wrap countdown timer on an email interaction when the associated call is terminated. A toaster message *'Call interaction wrapped'* will now be displayed to indicate completion of the timer countdown.	Agent Toolbar
Fixed an issue to display the contact fields in Chat info under Agent Toolbar.	Agent Toolbar
In the scenario of a second user logging in to Workspace, after the first user has logged off; accessing Live Reports, will open it under the same user credentials as the currently logged-in Workspace user.	Live Reports Workspace
Fixed an issue to set Agent status to *'Unavailable'* in the event of losing persistent voice connection and rest back to *'Available'* one the voice connection is restored.	Agent Toolbar
Fixed an issue in Advanced Search of Calls module to enable search when campaign is selected.	Workspace
Fixed an issue to enable *'Parameters'* field in the trigger builder.	Workspace
The *'Display Name'* field has been moved under *Chat* section in *Agents* module and this field will be available only to Chat campaigns.	Workspace

Plus, other minor bug fixes.

3.   Features Deprecated

Item	Component
The menu items from the top right of the Live Reports page previously having links to Workspace and Agent Toolbar and the Logged-in user logo has now been removed.	Live Reports Workspace
The following chat survey object changes have been made: • List box, date picker, and dividing line have been removed. • Plain text, html text, url link have been consolidated into a new object called text.	Workspace Webchat Widget