



Release Notes 8.53

June 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>Improvements to Schedules Module</p> <p>Exception hours in the 'Schedules' module can now be configured in 5-minute increments for more precise scheduling.</p>	Workspace
<p>Improvements to Reports module</p> <p>Introduced a new report, "<i>List by Date Campaign List</i>", which groups data by Date, Campaign, and List, enabling users to track the number of dialler attempts made for each list.</p>	Live Reports

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 where call recordings failed to play in Workspace when a customer is disconnected during a consult call following a blind transfer.	Workspace
Fixed an issue where an agent's status was incorrectly changed to 'On Hold' after the second agent disconnected a transferred call.	Live Reports
Fixed an issue where manual and preview calls did not consistently create and associate call records with the originating CRM record, resulting in missing screen pops and ticket associations.	CTI

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	v1.0.5	https://developer.onipscape.com/integrations/8.19/zendesk/ips-zd-integration.v1.0.5.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