



Release Notes 8.54

July 2026

1. 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 preview and predictive callback leads were not displayed to idle agents at the scheduled callback time until an agent changed their status.	Agent Toolbar
Fixed an issue where test emails could not be sent from campaigns when the selected email template included attachments.	Workspace
Fixed an issue where the Agent Status did not update correctly when "Pause Reasons" were disabled.	Workspace
Fixed an issue where scheduled exceptions could not be set for all date formats.	Workspace
Fixed an issue where arrays and numeric values in Trigger conditions were incorrectly flagged as invalid.	Workspace
Fixed an issue where the auto-wrap timer displayed incorrectly when the agent's time zone was set to a time zone other than Sydney.	CTI

Plus, other minor bug fixes.

2. 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