



Release Notes 8.56

September 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
Updates to Agent Presence trigger Updated the Agent Presence trigger to remove the transition to state ' <i>None</i> ', so that once an agent logs out, the state remains set to ' <i>Logout</i> '.	Triggers
Improvements to WebSocket connections Improved WebSocket connection handling and stability in CTI and Agent Toolbar by ensuring connections are re-established in certain scenarios. Added a toaster notification when a WebSocket connection issue occurs.	Agent Toolbar CTI

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 the lead's email address was not populated when creating a manual email for a call interaction.	Agent Toolbar
Fixed an issue where users could not use the Up and Down Arrow keys to navigate Wrap Code options or use the Backspace key to clear the selected wrap code.	Agent Toolbar
Fixed an issue where interactions could be wrapped even when mandatory script fields were left empty.	Agent Toolbar
Fixed an issue where the incorrect wrap code was displayed in <i>Management</i> → <i>Calls</i> interactions for certain campaigns.	Workspace
Fixed an issue to improve the response time when loading the <i>Chats</i> module.	Workspace
Fixed an issue where the customer's Active Directory was not syncing automatically and required a manual re-sync to update correctly.	Workspace

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