



Release Notes 8.57

October 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
Enhanced Agent Wrap triggers: Improved the Agent wrap trigger by including the "!=" (<i>not equal</i>) operator and improved error handling for invalid configurations.	Triggers

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 not all assigned campaigns were displayed or searchable in the campaign list dropdowns in the <i>Manual Dialler</i> and <i>Manual Email</i> .	Agent Toolbar CTI
Fixed an issue where the callback date and time picker closed after selecting a date, requiring agents to reopen it to set the time. The picker now remains open, with time selection available in 5-minute intervals.	Agent Toolbar CTI
Fixed an issue where agents were not shown an error message when an outbound call failed due to an unavailable or invalid CLI.	Agent Toolbar CTI
Fixed an issue with invalid number handling during transfers, ensuring phone numbers are processed correctly when the “ <i>Allow invalid numbers</i> ” option is enabled.	Agent Toolbar CTI
Fixed an issue where agents could not download email attachments from the new Agent Toolbar unless the “Email Search” permission was enabled. Agents will now be able to download attachments regardless of their Email Search permission.	Agent Toolbar
Fixed an issue where agents did not receive an error message when attempting to send an email while the email channel was unavailable.	Agent Toolbar
Fixed an issue where users with <i>QA Administrator</i> permissions were not displayed in the <i>QA Agent</i> dropdown. Users can now select these users to filter and review assigned QA records.	Workspace
Fixed an issue in <i>Agent Presence Trigger</i> where agents automatically logged out due to session timeout were incorrectly recorded as “ <i>Logout</i> ” instead of “ <i>Auto Logout</i> .”	Triggers

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