

Release Notes 8.58

November 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
Platform API – New Endpoints for Agent and Campaign Assignments This release introduces four new Platform API endpoints to manage agent and campaign assignments • **GET /v3.0/agents/{agentId}/campaigns** – Retrieves the campaigns assigned to an agent. • **PUT /v3.0/agents/{agentId}/campaigns** – Assigns multiple campaigns to an agent, replacing all existing campaign assignments. • **GET /v3.0/campaigns/{campaignId}/agents** – Retrieves the agents assigned to a campaign. • **PUT /v3.0/campaigns/{campaignId}/agents** – Assigns multiple agents to a campaign, replacing all existing agent assignments. Please refer the below link for details on the end points and respective payloads. https://developer.onipscape.com/platform-api.html	Platform API
Platform API – New Schedule API Endpoints This release introduces five new API endpoints to enable programmatic management of IPSCAPE schedules: • **POST /schedule** – Create a new schedule, including operational hours and exceptions. • **GET /schedule/{schedule-id}** – Retrieve schedule details. • **PUT /schedule/{schedule-id}** – Update an existing schedule. • **DELETE /schedule/{schedule-id}** – Delete a schedule. • **GET /schedule/{schedule-id}/status** – Retrieve the status of a schedule. Please refer the below link for details on the end points and respective payloads. https://developer.onipscape.com/platform-api.html **Note**: A follow-up enhancement is planned for a future release to improve the usability of retrieving the schedule ID.	Platform API

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 in the CTI and Agent Toolbar where calls could remain active after an agent was forcibly logged out while using a persistent *Call Me to Connect* voice connection.	Agent Toolbar CTI
Fixed an issue where disabled Agent Call permissions were not enforced in CTI and the Agent Toolbar. Agent and manual calling options are now correctly restricted based on the permissions configured in the agent profile.	Agent Toolbar CTI
Fixed an issue where call monitoring could fail for calls transferred to another agent.	Agent toolbar
Fixed an issue where call recordings could become corrupted and unplayable when a customer disconnected during a consultation transfer. Recordings are now saved correctly and can be played and downloaded from Workspace.	Agent toolbar
Fixed an issue where the Callback List field was missing from Advanced Search in the Workspace Callback module. Users can now search and filter callbacks by callback list.	Workspace
Fixed an issue where agents remained in the Wrap state after completing chat, email, messaging, or recovered call interactions.	Workspace reports
Fixed an issue in the "***List Penetration by List***" report where sales linked to both email and lead interactions could be counted twice. The report now counts only the Lead Wrap result, ensuring accurate sales figures.	Reports
Fixed an issue where call task statuses were not being correctly updated in Salesforce.	CTI Integration for Salesforce

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	v1.0.8	https://developer.onipscape.com/integrations/8.19/salesforce/ips-sf-integration.v1.0.8.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