



Release Notes 8.55

August 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 payload to include a new timestampMs attribute, providing the event timestamp in milliseconds. Note: The existing timestamp field remains unchanged and continues to provide timestamps in seconds.	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 in the Call, Email, and Chat module dropdown menus where the wrap code search returned incorrect results.	Agent Toolbar
Fixed an issue where the country code was automatically added to unformatted phone numbers even when 'Allow Invalid Number' was enabled.	Agent Toolbar
Fixed an issue where the CTI adaptor could fail to reconnect to the server under certain conditions, possibly leading to an incorrect agent status being displayed between the client and the server.	CTI
Fixed an issue where the payment amounts were not coming through to the reports.	Live Reports

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