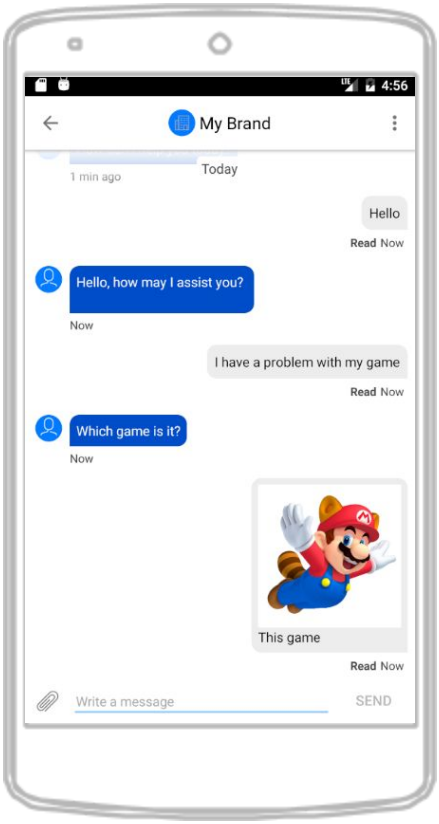
These are the main feature releases available in the In-App Messaging SDK version 2.0.

Photo sharing for iOS and Android (Beta)

Consumers can now add photos directly into a messaging conversation, enabling them to describe an item and share it with their agent. Photo sharing supports multiple image sizes, and all shared images are logged in All Connections.

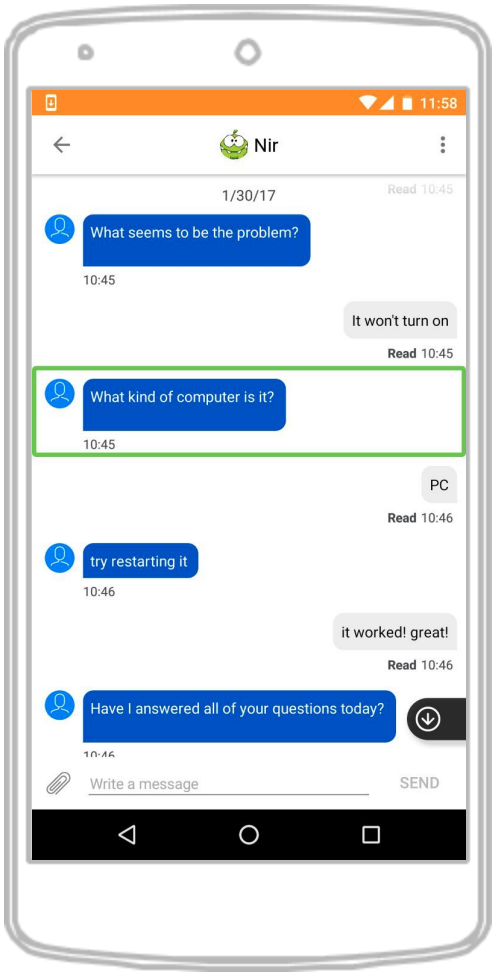
Notes:

- *This feature is available only for the In-App Messaging SDK.*
- *This features enables photo sharing only (not video/files).*
- *Photo-sharing is one-way only: Photos can be sent from consumer to agent, but not vice versa.*
- *Device storage includes up to 20 images - this is configurable.*
- *Supported formats: .png, .jpg, .gif (non-animated)*
- *Photo size reduction: Thumbnail - 30 KB, Preview -3 MB*



Accessibility for messaging

The In-App Messaging SDK now supports accessibility WCAG Level A and Level AA and CATO.

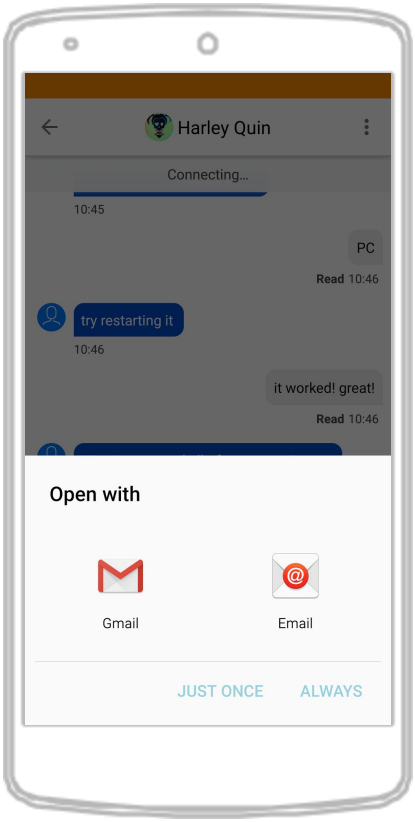


Configure regular expressions to create hyperlinks in messages

Brands can now configure their own regular expressions to create hyperlinks which link directly to relevant pages or actions.

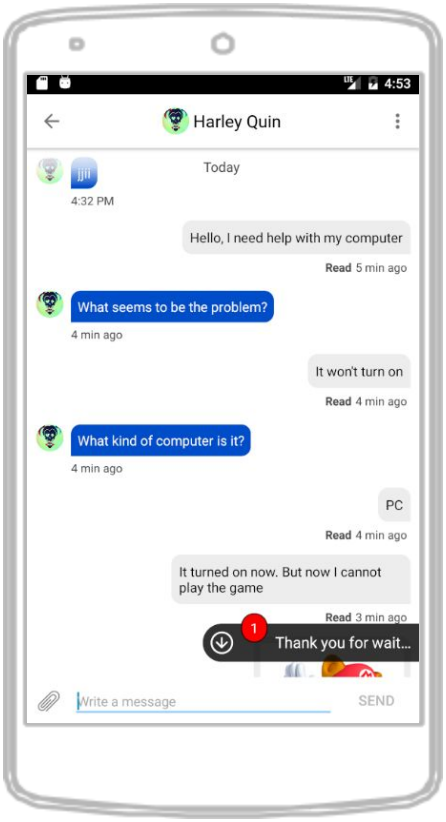
Expressions can be configured for the following commands:

- Call
- Email
- URL



In-conversation shortcut to new messages

A shortcut can now be configured to appear within the conversation when there are new messages available. This saves the consumer time when scrolling within messaging conversations. Clicking on the shortcut navigates the visitor straight to the new messages so they can quickly and easily continue the conversation.

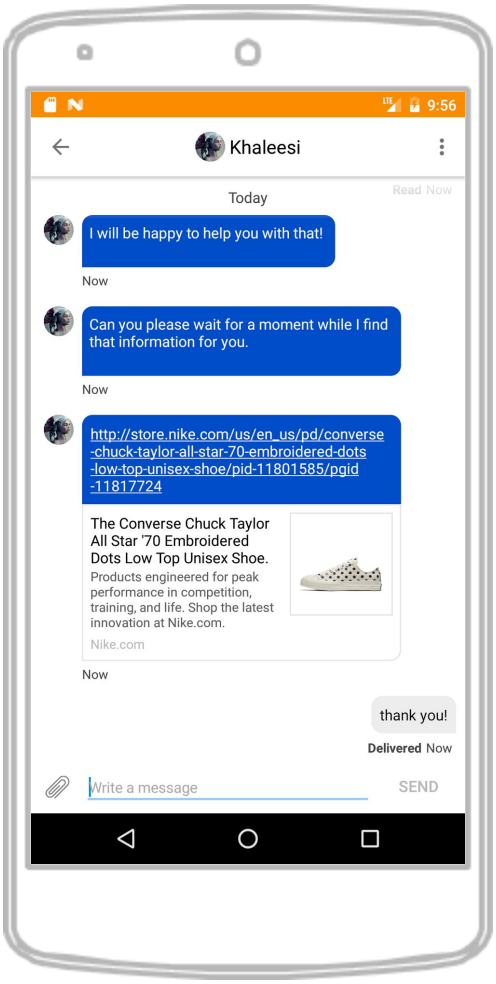


Set icon for send button

Brands now have the ability to replace the Send button in a messaging conversation with a paper plane (Android) or arrow (iOS). This icon can be customized to match the brand's colors.

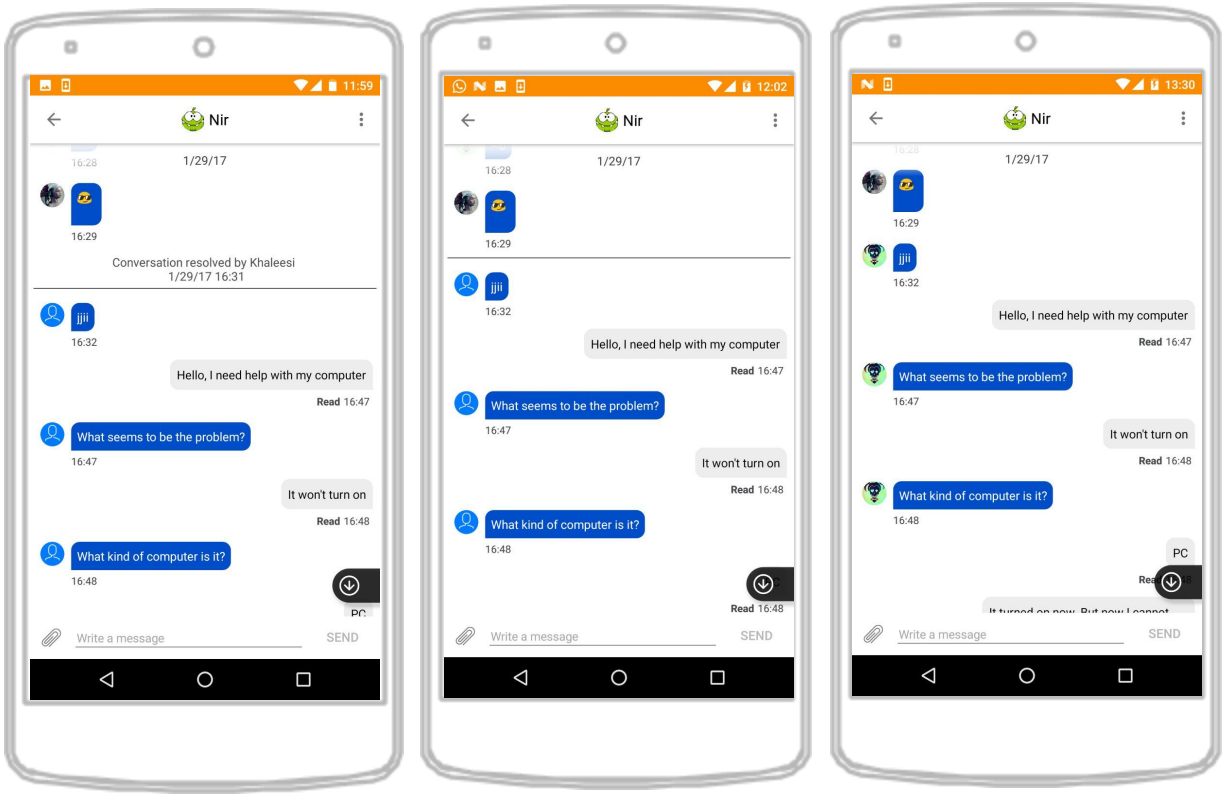
Link preview within conversation

When sending a link within an in-app messaging conversation, a preview of the link page will display within the thread, giving the consumer a useful overview of the link content.



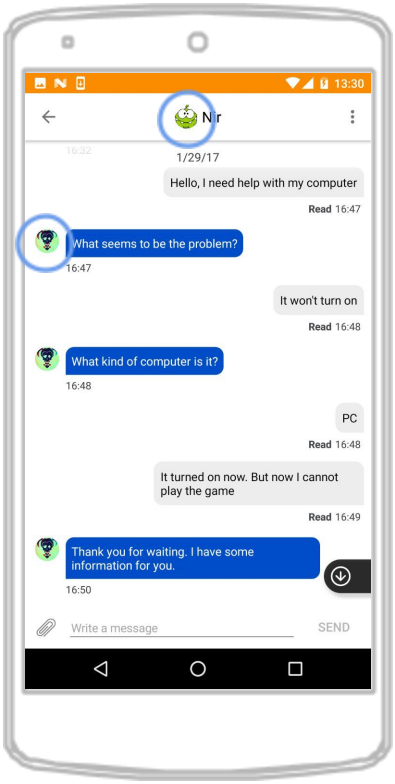
Ability to remove resolved divider in thread

Brands are now able to configure the removal of the resolved divider within a thread. The divider usually appears underneath the system message noting that the conversation has been resolved. This creates the feel of one ongoing, undisrupted conversation for consumers using messaging.



Add callback to SDK for agent picture click

In order to provide brands with greater insight into consumer activity within the messaging window, LiveEngage will provide a callback when a consumer clicks on the agent's picture in the conversation. The brand can then decide what action they would like to take, for example opening an agent profile or enlarging the picture.



Enhancement: Configure CSAT Timeout

Brands can now configure for how long a CSAT form will be displayed to the consumer after the messaging conversation is resolved by the agent. This applies to consumers who exit the conversation before it is resolved.

Brands can select from the following options:

- The CSAT form never times out, and will be displayed to the consumer when they reopen the conversation regardless of the amount of time that has passed since the conversation was resolved.
- The number of minutes from when the conversation was resolved to when the form will no longer be displayed.

New Callbacks

Void `onAgentAvatarTapped(AgentData agentData)`
Called when the user tapped on the agent's avatar in the conversation and also in the navigation bar within window mode.

New properties

<!-- general -->

```
<integer name="csatSurveyExpirationInMinutes">1440</integer>
<integer name="snachbar_duration_for_accessibility">60000</integer>
```

<!-- Connection status bar -->

```
<color name="connection_status_connecting_bg_color">#F2F5F5F5</color>
<color name="connection_status_not_connected_bg_color">#CC000000</color>
<color name="connection_status_connecting_text_color">#46474a</color>
<color name="connection_status_not_connected_text_color">#FFFFFF</color>
```

<!--Photo sharing-->

```
<bool name="enable_photo_sharing">false</bool>
<bool name="upload_photo_using_service">false</bool>
<integer name="max_number_stored_images">20</integer>
<integer name="full_image_compression_rate">50</integer>
<integer name="thumbnail_longer_dimension_resize">100</integer>
<integer name="full_image_longer_dimension_resize">800</integer>
<integer name="max_image_size_kb">3000</integer>
<color name="attachment_menu_item_background_color">#004DC9</color>
```

```
<!--Links-->
<string name="lp_bubble_phone_links_regex" />
<string name="lp_bubble_url_links_regex" />
<string name="lp_bubble_email_links_regex" />

<!--Conversation Separator-->
<bool name="enable_conversation_resolved_message">true</bool>
<bool name="enable_conversation_resolved_separator">true</bool>
<color name="conversation_separator_text_color">#555555</color>

<!-- Link Preview-->
<bool name="link_preview_enable_real_time_preview">true</bool>
<bool name="link_preview_use_big_picture">false</bool>
<bool name="link_preview_enable_feature">true</bool>
<bool name="link_preview_to_use_more_than_og_tags">false</bool>

<!--Resend pending message-->
<integer name="sendingMessageTimeoutInMinutes">60</integer>

<!-- consumer bubble link_preview -->
<color
name="consumer_bubble_link_preview_background_color">@android:color/white</color>
<color
name="consumer_bubble_link_preview_title_text_color">@android:color/black</color>
<color
name="consumer_bubble_link_preview_description_text_color">@color/lp_dark_gray_2</color
>

<!-- agent bubble link_preview -->
<color name="agent_bubble_link_preview_background_color">@android:color/white</color>
<color name="agent_bubble_link_preview_title_text_color">@android:color/black</color>
<color
name="agent_bubble_link_preview_description_text_color">@color/lp_dark_gray_2</color>

<!-- unread messages bubble-->
<color name="unread_indicator_bubble_text_color">@color/lp_blue</color>
<color name="unread_indicator_bubble_background_color">@color/lp_light_gray_1</color>
<bool name="unread_indicator_bubble_enable">true</bool>

<!-- unread scroll down fab-->
<color
name="scroll_down_indicator_unread_counter_text_color">@android:color/white</color>
<color
name="scroll_down_indicator_unread_summary_text_color">@android:color/white</color>
```

```
<color name="scroll_down_indicator_unread_counter_stroke_color">#cc000000</color>
<dimen name="scroll_down_indicator_unread_counter_stroke_width">1dp</dimen>
<color name="scroll_down_indicator_unread_counter_solid_color">#FF0000</color>
<color name="scroll_down_indicator_background_color">#cc000000</color>
<color name="scroll_down_indicator_arrow_down_color">#FFFFFF</color>
<bool name="scroll_down_indicator_enabled">true</bool>
<bool name="scroll_down_indicator_unread_summary_enabled">true</bool>
```

Deprecated properties

public static void initialize (Context context, String brandId, InitLivePersonCallBack initCallBack)

public static void setUserProfile(String appId, String firstName, String lastName, String phone)

public static void shutDown()

Deprecated Attributes

```
<string name="custom_button_icon_name">
<string name="custom_button_icon_description">
<string name="notification_large_icon_name">
```

(2)

New Strings keys:

```
<plurals name="lp_unread_message">
   <item quantity="one">"%1$d UNREAD MESSAGE"</item>
   <item quantity="other">"%1$d UNREAD MESSAGES"</item>
</plurals>

<string-array name="message_receive_text">
   <item>"Sent"</item>
   <item>"Delivered"</item>
   <item>"Read"</item>
   <item>"Not delivered"</item>
   <item>"Sending"</item>
```

```
</string-array>
```

<!-- Photo Sharing -->

```
<string name="lp_menu_send_image">Send</string>
<string name="lp_tap_to_add_a_caption">Tap to add a caption</string>
<string name="lp_add_a_caption">Add a caption</string>
<string name="lp_failed_upload_toast_message">Failed to upload file</string>
<string name="lp_failed_download_toast_message">Failed to download file</string>
<string name="lp_failed_upload_toast_message">Failed to upload file</string>
<string name="lp_failed_download_toast_message">Failed to download file</string>
```

<!--Accessibility-->

```
<string name="lp_accessibility_received">received</string>
<string name="lp_accessibility_selected">selected</string>
<string name="lp_accessibility_agent">Agent</string>
<string name="lp_accessibility_you">You</string>
<string name="lp_accessibility_photo_preview">Photo preview</string>
<string name="lp_accessibility_attachment_menu">Attachment menu</string>
<string name="lp_accessibility_gallery">Gallery</string>
<string name="lp_accessibility_camera">Camera</string>
<string name="lp_accessibility_image">Image</string>
<string name="lp_accessibility_full_image">Full image</string>
<string name="lp_accessibility_resend">Resend</string>
<string name="lp_accessibility_agent_icon">Agent Icon</string>
<string name="lp_accessibility_image_caption">Image caption</string>
<string name="lp_accessibility_photo">photo</string>
<string name="lp_accessibility_new_agent_message">New agent message: </string>
<string name="lp_accessibility_new_system_message">New system message: </string>
<string name="lp_accessibility_attachment_menu_button_collapsed">Attachment menu button
collapsed</string>
<string name="lp_accessibility_attachment_menu_button_expanded">Attachment menu button
expanded</string>
<string name="lp_accessibility_chat_message">Chat message</string>
```

<!-- Connection status bar -->

```
<string name="lp_connection_status_failed_to_connect">Failed to connect to the server.
<u>Retry</u></string>
<string name="lp_connection_status_trying_to_connect">Trying to connect…</string>
<string name="lp_connection_status_connecting">Connecting…</string>
<string name="lp_connection_status_no_connection">No connection. Please check your
connection.</string>
```

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