

In-App Messaging SDK v2.1.3 for Android contains the following bug fix:

## 1. Bug: Idle visitor session causes disconnection and infinite Trying to Connect message

### Symptom:

Once a conversation has been initiated, if the visitor remains idle for 2 minutes the conversation is disconnected due to token invalidity. The conversation is able to successfully reconnect, however after 1 additional minute it disconnects again and remains in an infinite *Trying to Connect* loop.

**Fix:** We have amended and improved the Connection State machine, handling edge cases and producing a much smoother reconnection experience for consumers.

## 2. Update: Add two new callbacks with ConversationID as parameter

**Description:** onConversationStarted / onConversationResolved callbacks now include conversation data.

## 3. Custom ttr\_duration not functioning correctly

**Symptom:** Once the ttr\_duration field has been changed by the host application as part of the branding configurations, the SDK should display an Android snackbar for the same period of time. However, the snackbar was previously only appearing for 3 seconds.

**Fix:** A code has been added to ensure that this field will be considered from the host application.

## 4. Plurals lp\_ttr\_message\_minutes & lp\_ttr\_message\_hours not functioning correctly

**Symptom:** When an agent changes their response time, the SDK should display an Android snackbar with the message: “An agent will respond within the next XXX minutes / hours / days”. However, only the following partial message was previously being displayed: “An agent will respond within”.

**Fix:** A code has been added to ensure that this field will be considered from the host application. In addition, a comment has been added warning users to be careful not to override the “%1\$s” part in the field lp\_ttr\_message\_with\_timestamp

This document, materials or presentation, whether offered online or presented in hard copy ("LivePerson Informational Tools") is for informational purposes only. LIVEPERSON, INC. PROVIDES THESE LIVEPERSON INFORMATIONAL TOOLS "AS IS" WITHOUT WARRANTY OF ANY KIND, EITHER EXPRESS OR IMPLIED, INCLUDING, BUT NOT LIMITED TO THE IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE.

The LivePerson Informational Tools contain LivePerson proprietary and confidential materials. No part of the LivePerson Informational Tools may be modified, altered, reproduced, stored in or introduced into a retrieval system, or transmitted in any form or by any means (electronic, mechanical, photocopying, recording, or otherwise), without the prior written permission of LivePerson, Inc., except as otherwise permitted by law. Prior to publication, reasonable effort was made to validate this information. The LivePerson Information Tools may include technical inaccuracies or typographical errors. Actual savings or results achieved may be different from those outlined in the LivePerson Informational Tools. The recipient shall not alter or remove any part of this statement.

Trademarks or service marks of LivePerson may not be used in any manner without LivePerson's express written consent. All other company and product names mentioned are used only for identification purposes and may be trademarks or registered trademarks of their respective companies. LivePerson shall not be liable for any direct, indirect, incidental, special, consequential or exemplary damages, including but not limited to, damages for loss of profits, goodwill, use, data or other intangible losses resulting from the use or the inability to use the LivePerson Information Tools, including any information contained herein.

© 2017 LivePerson, Inc. All rights reserved.