IN-APP MESSAGING SDK VERSION 2.1 - Android

These are the main feature releases available in the In-App Messaging SDK version 2.1.

Auto-close

To prevent agents from having to manually monitor their active conversations, brands can now configure conversations to automatically close after they have been inactive for a preconfigured period of time.

For example, if a conversation has been idle for 24 hours, it can be automatically closed and moved to the closed conversation list. If the consumer messages after this time, the message will be treated as a new incoming conversation.

Since consumers should not be made aware that the conversation was automatically resolved, auto-closed conversations in SDK 2.1 will not include the following:

- Resolved conversation text at the end of the conversation
- Resolved conversation divider line
- End of conversation survey

Notes :
1. ***SDK backward compatibility***: *Elimination of the exit survey and close message on mobile app is supported only from SDK version 2.1 and above. Consumers messaging from an app implementing an older SDK will see the survey and a close message "Conversation resolved by you" (depending on SDK configuration) following auto close.*

In-App messaging window vibration on new messages

Consumers in the messaging window will get a vibration upon receiving new messages. This will help notify them of new messages, especially when they read messages in the history. Vibration is disabled by default and can be enabled when building the SDK.

```
<bool name="vibrate_enabled">false</bool>
```

Link preview for non-OG tags

Link preview will build a preview card based on OG and non-OG tags.

List of tags:
- image
- title
- description
- site

List of OG-tags:
- og:image
- og:title
- og:description
- og:site

Once URL has 2 tags with the same intent, for example, *image* and *og:image,* the OG tag will get higher priority and be used.

To use OG tags only (in cases where non-OG tags are not used correctly), set the following property to false:

```
link_preview_to_use_more_than_og_tags
```

Link Preview enhancements

- Build full image URL based on site name and contextual image URL
- Tapping link preview area to open the preview
- Remove image animation

Photo sharing menu branding

Set colors for photo sharing menu for camera or gallery selection

New Callbacks

void onConversationResolved(CloseReason reason);

```
enum CloseReason {
        AGENT,
        CONSUMER,
        SYSTEM
}
```

Called when conversation ended. Close reason was added due to new auto close reason.

Deprecated Callbacks

void onConversationResolved();

New Properties

Configuration

<!-- Link Preview -->

`<bool name="link_preview_to_use_more_than_og_tags">true</bool>` **(default value = true)**

<!-- New Message Vibration -->

`<bool name="vibrate_enabled">false</bool>` **(default value = false)**

<!-- Photo Sharing Menu --> **Branding**

`<color name="lp_attachment_menu_item_icon_color">#ededed</color>`

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```
<color name="lp_attachment_menu_item_text_color">#ededed</color>

<color name="lp_attachment_menu_background">#f5f5f5</color>
```

<!-- Photo Sharing Menu --> **Strings**

```
<string name="lp_attachment_menu_gallery_item_text">GALLERY</string>

<string name="lp_attachment_menu_camera_item_text">CAMERA</string>
```

New Device-OS Compatibility Support

New Certified

Samsung Galaxy S5 / Android 6
Samsung Galaxy S6 Edge / Android 6

LIVEPERSON