

## What's new in v1.3?

- **\*\*Multi-device support\*\***

A conversation can be started from a mobile device and then continued in Liveperson's Web Messaging, and vice versa. This feature makes messaging conversations seamless across different platforms, without disruption for Agent or consumer. Available in Authenticated mode only.

- The "yes/no" question in the survey can now be edited and the survey can also be hidden completely.
- The conversation's 'Welcome message' now appears more warm and friendly.
- Typing detection has been improved to show exactly when consumers are typing.
- New toast notifications show when the device is offline.
- The consumer's profile is now captured when entering the conversation screen. It can even be captured when the SDK is disconnected (the data is passed once reconnected).
- The toast banner can be configured:
  - To be shown only during a shift
  - To be shown only during off-hours
  - To be shown for a specified duration
- Minor bug fixes and UI enhancements

## **Tech Talk**

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| Change 'composing' state mechanism<br>send "composing" event to the server to indicate a customer is typing only if the customer is typing. Stop sending "composing" if the customer stopped typing for 2 seconds. |
| Limit input textField to 5000 characters   |
| Add RemoteSystemMessageTableViewCell   |
| Add client properties  |
| Rename CoreData Entities to avoid collisions   |
| Enable SetUserProfile when offline   |
| Added "toastNotificationsEnabled" configuration to LPConfig.   |
| Support multi-device experience  |
| Make survey configurable -   |
| Implement eventId handler in OnlineEventDistribution<br>Clients can persistently identify their own messages over the socket   |
| Ability to show banner only for on/off hours   |
| New configurations: csatShowSurveyView, ttrShowShiftBanner,<br>ttrShowFrequencyInSeconds   |