

AMELIA

IPsoft's Cognitive Agent

Amelia Custom UI 5.19.29 Release Notes (Document version 1.4)



This AMELIA® documentation is copyright © 2022 IPsoft Inc and its affiliated companies. All rights reserved.

This document is considered the confidential information of IPsoft and its affiliates. Disclosure to other parties is prohibited unless agreed to in a license or confidentiality agreement

Trademarks, including IPsoft®, AMELIA®, and the IPsoft and AMELIA logos, are the intellectual property of IPsoft Incorporated and its affiliated companies. Any other marks or intellectual property remain the property of their respective licensors or owners.

Table of Contents

1.	RELEASE 5.19.0	4
1.1	BUG	4
1.2	NEW FEATURE	4
2.	RELEASE 5.19.1	4
2.1	BUG	4
3.	RELEASE 5.19.2	4
3.1	NEW FEATURE	4
4.	RELEASE 5.19.3	5
4.1	BUG	5
4.2	NEW FEATURE	5
5.	RELEASE 5.19.4	5
5.1	BUG	5
5.2	NEW FEATURE	5
6.	RELEASE 5.19.5	6
6.1	BUG	6
6.2	NEW FEATURE	6
7.	RELEASE 5.19.6	6
7.1	BUG	6
8.	RELEASE 5.19.7	6
8.1	BUG	6
8.2	NEW FEATURE	6
9.	RELEASE 5.19.8	7
9.1	BUG	7
10.	RELEASE 5.19.9	7
10.1	BUG	7
10.2	NEW FEATURE	7
11.	RELEASE 5.19.10	7
11.1	BUG	7
11.2	NEW FEATURE	8
12.	RELEASE 5.19.11	8
12.1	BUG	8
12.2	NEW FEATURE	8
13.	RELEASE 5.19.12	8
13.1	BUG	8
13.2	NEW FEATURE	8

14.	RELEASE 5.19.13	9
14.1	BUG	9
14.2	NEW FEATURE	9
15.	RELEASE 5.19.14	9
15.1	BUG	9
15.2	NEW FEATURE	9
16.	RELEASE 5.19.15	10
16.1	BUG	10
16.2	NEW FEATURE	10
17.	RELEASE 5.19.16	10
17.1	BUG	10
18.	RELEASE 5.19.17	10
18.1	BUG	10
18.2	NEW FEATURE	11
19.	RELEASE 5.19.18	11
19.1	BUG	11
20.	RELEASE 5.19.19	11
20.1	BUG	11
21.	RELEASE 5.19.20	11
21.1	BUG	11
21.2	NEW FEATURE	11
22.	RELEASE 5.19.21	12
22.1	BUG	12
22.2	NEW FEATURE	12
23.	RELEASE 5.19.22	12
23.1	BUG	12
23.2	NEW FEATURE	12
24.	RELEASE 5.19.23	13
24.1	BUG	13
25.	RELEASE 5.19.24	13
25.1	BUG	13
25.2	NEW FEATURE	13
26.	RELEASE 5.19.25	13
26.1	BUG	13
26.2	NEW FEATURE	13
27.	RELEASE 5.19.26	14
27.1	NEW FEATURE	14

28. RELEASE 5.19.27	14
28.1 BUG	14
28.2 NEW FEATURE.....	14
29. RELEASE 5.19.28	14
29.1 BUG	14
29.2 NEW FEATURE.....	14
30. RELEASE 5.19.29	14
30.1 BUG	14
30.2 NEW FEATURE.....	15

Document History

Author	Version	Date	Comments	Final Approval?
IPsoft Research & Development	1.0	June 17, 2021	Added bug fixes and new functionality for releases through 5.19.18	Yes
IPsoft Research & Development	1.1	January 19, 2022	Added bug fixes and new functionality for releases through 5.19.25	Yes
IPsoft Research & Development	1.2	January 25, 2022	Added bug fixes and new functionality for releases through 5.19.26, 5.19.27	Yes
IPsoft Research & Development	1.3	March 15, 2022	Added bug fixes and new functionality for releases through 5.19.28	Yes
IPsoft Research & Development	1.4	May 4, 2022	Added bug fixes and new functionality for 5.19.29	Yes

1. Release 5.19.0

1.1 BUG

- Greyed out submit button if NO editing to ticket content (AM3-11092)
- Ability to customize hamburger icon (AM4-3495)
- Ability to customize submit icon (AM4-3496)
- Ability to customize kebab icon (AM4-3501)
- Cancel button getting cut off in IE11 (AM4-3769)
- End User name displays when Agent upload a file to user (AM4-3936)
- Expose links with icons only behaving as hamburger (AM4-4199)

1.2 NEW FEATURE

- Support of SDK changes with multi-conversation in Custom UI (AM3-9610)
- Update Custom UI to React 16 (AM3-10833)
- Add white source scanning to Custom UI (AM3-12249)
- Add left and right arrows to select option buttons for mobile devices (AM3-12493)
- NPM Package for Survey (AM4-3134)
- Add ability to adjust shape of buttons in configurator (AM3-13074)
- Remove file size limit on Custom UI (AM4-3845)
- Close Conversation when Tab is closed (AM4-3878)
- User Icon to display user's initials or the icon (AM4-3894)

2. Release 5.19.1

2.1 BUG

- SSO Redirection issue - SSO is not redirectly for the first login 2nd onwards it works fine (AM3-13297)

3. Release 5.19.2

3.1 NEW FEATURE

- SSO not redirecting in 5.19.0 with SDK 3.7.5 causes an InvalidStateError in dev console (AM3-13299)

4. Release 5.19.3

4.1 BUG

- Hint message configured in the Ask lemma properties is not displayed properly when the text is longer text (AM3-13210)
- <summary> tag not working in Cust UI v5.18.11 whereas it's working in v5.15.0 (AM4-4187)
- Add chat note list subcomponent to Custom UI library (AM3-13334)
- Color picker broken spectrum and hue picker (AM3-13353)
- Cursor pointer not showing up on hover with select option buttons with description (AM4-4605)
- Fix bpnSelectDataValue to respect the BPN script value whether it is true or false (AM4-4634)

4.2 NEW FEATURE

- Single select Xtra large buttons with image and options is requiring two clicks to send (AM4-4216)
- Allow autocomplete for Form/Input elements (AM4-4352)
- Support arrows for client portal UI (AM3-13274)
- Fix select CSS in Custom UI components (AM3-13306)
- Configurator support for customizable icons (AM3-13275)

5. Release 5.19.4

5.1 BUG

- Ability to customize microphone icon (AM4-3497)
- Ability to customize hamburger icon (AM4-4531)
- Escalation triggered when file is requested with a BPN (AM4-4553)
- Change Domain is not starting conversation with selected domain (AM3-13397)
- Clicking "Reset Conversation" after conversation ended is prompting "login again" (AM3-13398)
- Favicon which is displayed correctly on Chrome, Edge, Firefox is not displayed on Internet Explorer. (AM3-13399)

5.2 NEW FEATURE

- All deep links to Amelia chat that contain the domainCode URL parameter should take the user to the desired domain (AM3-13245)
- Prototype initiating browser camera to snap photo using Request lemma (AM3-13305)
- Prototype initiating browser camera to snap photo using Request lemma (AM4-4509)
- Single click on survey (AM4-4609)
- Stop SSO looping based on url param ref=loginerror (AM4-4914)

6. Release 5.19.5

6.1 BUG

- Default Tooltip disappears shortly after pressing anywhere on the screen (AM3-13135)
- Render upload accepted name for Medium size file names (AM3-13230)
- Missing icon when uploading files (AM4-4767)
- New arrows overlapping with the buttons (AM3-13402)
- Get rid of localStorage use in Custom UI (AM3-13418)

6.2 NEW FEATURE

- Hamburger Menu - Hover Over Text (AM3-13380)
- Add capture audio and image to Custom UI components library (AM3-13440)

7. Release 5.19.6

7.1 BUG

- Unable to upload .msg file format and download .txt file from both Agent side as well as End User side (AM4-4270)
- User Able to Type Even When Conversation is Closed by Agent (AM4-5070)
- "Type your message here.." message appears on Chat after conversation closes (AM4-5096)
- CSP headers null (AM4-5109)
- File upload at agent shows success but then at the user chat it displays error (AM4-5127)
- tooltipAcknowledged property not working properly and click on X either (AM3-13511)
- URL sending from Agent as well as End user has issue (AM4-5228)

8. Release 5.19.7

8.1 BUG

- The tooltip (disclaimer) is working inconsistently dependent from where I am coming (AM3-13555)

8.2 NEW FEATURE

- Add ability to change message from kickoff BPN through chat overlay (AM4-5374)
- Rejoin not working when domainCode is in URL (AM4-5393)

- Image link from rich chat messages not rendering image (AM4-5413)
- Accessibility: Remove aria-hidden labels for the messages in the chat log (AM4-5422)

9. Release 5.19.8

9.1 BUG

- Accessibility: Caret symbol to collapse/expand Chat Note subcomponent accordion not conveyed to screen reader (AM3-10889)
- Accessibility: Allow clients to change the alt text on the Custom UI logo (AM3-13116)
- Accessibility: Header tag is read to the screen reader but it's invisible on the page (AM3-13480)
- Picture link clicking (AM3-13560)
- UI-bundle customStyle for ChatInputBanner no longer working in 5.19.6 (AM3-13571)
- UI-bundle 5.19.6 Rich Text integration message unable to disable "showLink" (AM3-13572)
- Include footer for CustomUI (AM4-5416)
- Submit button (in multiple choices question) not being translated in French (AM4-5567)

10. Release 5.19.9

10.1 BUG

- Accessibility: Focus is not in a meaningful sequence (AM3-10896)
- Accessibility: H4 HTML elements (instead of H5 elements) should follow H3 elements (AM3-11351)
- Accessibility: The loading icon / Amelia typing animation is not relayed to the user (AM3-13481)

10.2 NEW FEATURE

- Make notifications without the notification API (AM4-5511)

11. Release 5.19.10

11.1 BUG

- Logging out is causing url to change (AM3-12899)
- Timestamp is coming twice in Cust UI (AM4-2894)
- Feedback BPN Does Not Call Some Methods (AM4-4508)
- Accessibility: Menu item icons need labels (AM3-13518)

- Accessibility: Color contrast ratio is too low when caret icon in chat notes is compared with default white background (AM3-13596)
- Chat notes edit button remains disabled (AM3-13598)
- Hint message from the Request lemma is not considered in the new UIUX 5.19.9 (AM3-13663)

11.2 NEW FEATURE

- Ability to add background image to header (AM3-13624)
- Support WCAG 2.1 for Accessibility (AM4-5798)

12.Release 5.19.11

12.1 BUG

- The Conversation is active at agent side, even after end user logs out of the chat (AM4-5604)
- Long buttons are getting cutoff can't click arrows further on mobile/chat overlay (AM3-13660)
- When presenting the buttons in the chat, hints are dropped, which was not the case in the previous version (AM3-13689)
- Amelia Voice Not Working - iOS 14.x onwards (AM3-13691)
- Text in input box does not wrap full words (AM4-6341)

12.2 NEW FEATURE

- Add rectangular (non-rounded) conversation bubbles as an option in the configurator (AM4-5835)
- Add chat note edit actions text to translations (AM3-13705)

13.Release 5.19.12

13.1 BUG

- Download and preview buttons overlap full thumbnail when thumbnail is very small (AM3-13544)
- Logo Alignment doesn't work as expected (AM4-6333)
- CustomUI changes for "..." dots visible on user's side when the agent is typing a message (AM4-6393)
- Thinking bubble remains after Agent transfers back to Amelia (AM4-6778)

13.2 NEW FEATURE

- Allow the ability to change Colors of the buttons within a Banner (AM4-6021)
- Support Masking on Per Utterance Basis on offTheRecord Setting in Custom UI (AM4-6136)

- After agent joins using chat overlay sending postMessages that trigger BPN's cause new Amelia messages to come into conversation (AM4-6408)
- Tooltip for Microphone and Show/Hide Video Content (AM4-6516)
- Close icon available in the UI is not accessible with keyboard (AM4-6523)
- Handle handing back conversation from agent to Amelia (AM4-6634)
- Allow postMessage towards windows.opener (AM4-6709)

14. Release 5.19.13

14.1 BUG

- HTML Bullet points of type are not properly displayed (AM3-13216)

14.2 NEW FEATURE

- userService.updateConversationUserName in CustUI (AM4-4466)
- Address Radio Buttons Accessibility (AM4-6532)
- Changing the Custom UI headers to match language during the conversation (AM4-6765)
- Radar chart is not rendering (AM4-6853)
- Side menu doesn't open with chat notes open screen size ~800 - 900 px window width (AM4-6854)
- Ability to Avatar Presented if Mic is Not Allowed (AM4-6880)
- Allow URL links into the form input banner (alerts) (AM4-6897)
- Chat log avatar disappears when suggested responses, select option buttons, etc. (AM4-6898)
- SuggestedResponsesSubmit property not working (AM4-6899)
- Background color property for X-large select option buttons with image and descriptions not working (AM4-6900)
- Fix the image overlay component not taking the styles (AM3-13797)
- Fix the image overlay component not taking the styles (AM4-7053)

15. Release 5.19.14

15.1 BUG

- File not supported message appears when sending CSV file from CUST UI to agent (AM4-7111)
- Timestamps after buttons seem to be moving (AM4-7114)
- Fix transition animation for info text input banner (AM4-7286)

15.2 NEW FEATURE

- Agent/Amelia is typing 3 dots remains after agent sends a message (AM4-7137)

- Chat notes hyperlink blue colors are lost (AM3-13814)
- URLs Clickable Without Clicking on Preview (AM4-7198)
- Handle UTF-8 encoding in Present HTML (AM4-7242)
- Chat notes icon open/close accessibility title (AM4-7266)
- Message details to be in second to last message when select option buttons in chat log (AM4-7271)
- Add BPN property feature to close input banner when user is typing (AM4-7317)

16.Release 5.19.15

16.1 BUG

- Custom UI Header Translation Does NOT take effect immediately (AM4-7335)

16.2 NEW FEATURE

- Duplicating message details on prior select buttons in the chat log in the conversation (AM4-7372)

17.Release 5.19.16

17.1 BUG

- preClose survey triggered when resetting conversation (AM4-6972)
- Uploading multiple files with Request task fails on next Ask task in Custom UI (AM4-7397)
- Inconsistent escalation behavior (AM4-7440)
- Issue with CSV format as attachment as content is shown in Cust UI (AM4-7476)

18.Release 5.19.17

18.1 BUG

- Hint text not removed from chat input after conversation closed (AM4-7258)
- Font color is incorrect in Tooltip (AM4-7633)
- Fix the false bottom of the auto complete suggested responses list (AM4-7705)
- messageReceived event is called after conversationReplayEnd in some cases (AM4-7880)
- Links coming from annotation tool not working (AM4-7896)

18.2 NEW FEATURE

- Configure border color of chat messages and Buttons (AM4-7303)
- Add alt text to images, not just HTML elements (AM4-7582)
- Add Tab Index to input banner close button (AM4-7756)
- Make tooltip appear of the close button of the chat notes (AM4-7757)
- Adjust reset conversation button alignment with other elements in header (AM4-7794)

19.Release 5.19.18

19.1 BUG

- Blocked Dates are not showing as greyed out box in Calendar UI (AM4-7930)
- Support for changeOrigin with environment variable (AM4-7987)
- Using single select in the chat log and submitting with keyboard results in a blank screen (AM4-8077)

20.Release 5.19.19

20.1 BUG

- Launch Amelia Chat Muted (AM4-8274)

21.Release 5.19.20

21.1 BUG

- Explicit escalations without user input do not vanish after closing the chat (AM4-7990)
- Off-the- Record Property Not masking User Input When Conversation is Run on any channel other than webchat_coremind (AM4-8485)
- Make tooltip appear for close button of chat input banner (AM4-8385)
- Force calendar to render today's date on load even if the date range start is in the past or future. (AM4-8303)

21.2 NEW FEATURE

- Custom UI - Calendar - Option to select a specific month by default (AM4-8122)
- Tooltip for download and preview buttons on present lemmas (AM4-8386)

22.Release 5.19.21

22.1 BUG

- Allow for intent detection in form input not working correctly (AM4-7871)
- Tabbing not working through present lemma download and preview buttons not working (AM4-8387)
- Multiline Form input variable names field are using translated versions (AM4-8622)
- Prevent the representative button to be used while the chat is already escalated (AM4-8642)
- Accessibility: Remove role='radio' from select option buttons (AM4-8664)
- Remove microphone icon on MS Edge (AM4-8733)
- Accessibility: Space key should select options in buttons, survey etc. (AM4-8725)
- Accessibility - Add Chat Input place holder aria label to translations for screen reader (AM4-8726)
- Accessibility - Incoming (last message) not read by screen reader (AM4-8727)

22.2 NEW FEATURE

- ChatNotes - add an Id field for uniqueness, so Title can be blank to allow for multiple Divider (AM4-8526)
- "End Conversation" button for custom UI (AM4-8646)
- Add ability to send user's browser timezone in conversation attribute (AM4-8630)

23.Release 5.19.22

23.1 BUG

- Specify destination domain when conversations are reset (AM4-8768)
- Ellipses not showing after conversation is reset (AM4-8812)
- Accessibility - Microphone appears in chat input box on Microsoft Edge. However, this microphone is non-functional (AM4-8836)

23.2 NEW FEATURE

- Accessibility - Using key board, when the ticket is selected (Enter Key is pressed) the cursor goes to next line after selecting the ticket and list of ticket it shows no records found (AM4-8825)

24.Release 5.19.23

24.1 BUG

- Survey Widget forming wrong payload (AM4-8578)
- Vodafone AWS DEV: UIUX Issue with changing the domains (AM4-9365)
- Excess notifications in MS Edge (AM4-9358)
- Credit Suisse - Issue: Buttons missing in full screen view (AM4-9345)

25.Release 5.19.24

25.1 BUG

- Confirmation Popup when window closed with outstanding notifications (AM4-8750)
- NVDA screen reader reading expand as collapse and vice versa (AM4-9239)
- Reset Conversation to rejoin original domain (AM4-9468)

25.2 NEW FEATURE

- Custom UI: Quantum UI view (AM4-9589)
- Custom UI 5.19.24 tag (AM4-9590)

26.Release 5.19.25

26.1 BUG

- Survey Widget showing scroll bars on desktop view (AM4-8579)

26.2 NEW FEATURE

- Support the display of additional Information to FAQ answers from FAQ Documents feature in Amelia 4.3.30+ (AM4-9743)

27.Release 5.19.26

27.1 NEW FEATURE

- Support the display of the Multi-FAQs functionality by triggering responses (AM4-9777)

28.Release 5.19.27

28.1 BUG

- Fixed an issue where Quantum avatar would re-read messages on replay after rejoining a conversation (AM4-9591)

28.2 NEW FEATURE

- Create a customIconPack feature to replace default icons (AM4-9531)

29.Release 5.19.28

29.1 BUG

- [AM4-8781] - Allow for intent detection in form input not working correctly in Amelia 4.3.22
- [AM4-9998] - Notification can cause javascript engine errors on conversation reset in an iframe view

29.2 NEW FEATURE

- [AM4-10015] - Allow configurable transport list for conversations

30.Release 5.19.29

30.1 BUG

- Accessibility: Entire window read by JAWS when new message is added (AM4-8916)
- Custom UI chat widget button spacing is wider than usual (AM4-10211)
- Custom UI creates extra websocket connections on idle (AM4-10568)

30.2 NEW FEATURE

- Configure show/hide Quantum avatar, show/hide mic, and update browser tab title (AM4-9612)
- Initial conversation attributes ignore related URL parameters (AM4-10329)
- Auto-translate HTML and plain text in BPN Present task output (AM4-10504)
- Automatically create links in conversation messages (AM4-10540)