

## HUMANIFY SDK FOR ANDROID RELEASE NOTES v5.x

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Release notes and change log for the Humanify SDK for Android.

### v5.6.0

expertconnect-5.6.0.aar

#### Additions

- **Agent Availability** – The "getDetailsForSkill" function has been deprecated. This method has been found to return bad data using third party ACDs and should not be used. In its place, the "getDetailsForExpertSkill" function should be used. An additional change is that this function returns data in a simpler to use object. Example implementation:

```
private static int LOADER_ID = 1;
Bundle args = new Bundle();
args.putString("skill", skill);

getLoaderManager().restartLoader(LOADER_ID, args, new
LoaderManager.LoaderCallbacks<ApiResult<SkillDetail>>() {
    private String currentSkill;
    @Override
    public Loader<ApiResult<SkillDetail>> onCreateLoader(int id, Bundle
args) {
        currentSkill = args.getString("skill");
        return api.getDetailsForExpertSkill(currentSkill);
    }

    @Override
    public void onLoadFinished(Loader<ApiResult<SkillDetail>> loader,
ApiResult<SkillDetail> data) {
        try {
            SkillDetail skillDetail = data.get();
            int estimatedWaitTime = (skillDetail.getEstWait() < 0 ?
skillDetail.getEstWait() : (int)
Math.round(skillDetail.getEstWait() / 60.0));
            int availableChatAgents = skillDetail.getChatReady();
            int availableCallbackAgents = skillDetail.getVoiceReady();
        } catch (ApiException e) {
            Log.i(TAG, e.getUserMessage(getResources()));
        }
    }

    @Override
    public void onLoaderReset(Loader<ApiResult<SkillDetail>> loader) {
    }
});
```

The skillDetail object contains the following fields:

- **active** - Whether this skill queue is active or not.

## Humanify™ Production Release 5.3 HF5 Notification

- chatCapacity - Maximum capacity of agents this skill can contain.
- chatReady - Number of agents who are ready to accept chats..
- description - Text description of this skill.
- estWait - The estimated wait time to get connected (seconds).
- inQueue - Is this particular user in the queue already?
- queueOpen - Is the queue open or closed?
- skillName - Name of the skill.
- voiceCapacity - Maximum capacity of agents who can take voice calls.
- voiceReady - Current number of agents ready to accept calls.

(PAAS-1241)

### Fixes

- Forms – When the server response provides a form name that does not exist, a generic error message will be returned and the app should not crash. (PAAS-651)
- Voice Callback – Corrected the issue where the “End Call” button would not end the call when the phone sleeps during the call or if the call screen is minimized and the voice call screen goes to the top. (PAAS-681)

### Modifications

- Removed the cacheCount and cacheTime from the expertconnect initialization and gave them default values. (PAAS-638)

## v5.5.0

`expertconnect-5.5.0.aar`

### Additions

- Localization for Chinese (simplified) has been added. (PAAS-167)

### Fixes

- Chat - Corrected an issue that would cause the chat client to miss an idle timeout message if the device was asleep when the timeout occurred. (PAAS-25)
- Answer Engine – Corrected an issue that could cause the Answer Engine’s “type ahead” feature to not return results when it should have. (PAAS-234)
- GetForm API – Corrected an issue where the app could crash if an invalid form name parameter was provided. (PAAS-640)
- Chat – Corrected a crash that could occur in some situations when the idle timeout message is received. (PAAS-676)

## v5.4.0

`expertconnect-5.4.0.aar`

### Additions

- Rate response changes have been implemented. Clients will receive a min and a max field from the server in addition to treatment type. It will store this data as it displays the form, and when

it returns a response to the server, it will pass back the min, max, and value. For binary (thumbs, etc.) min=-1, max=1, where -1=down and 1=up. Stars: min=1, max=10 (allows for half-star values). (EC-2111)

- Added a system message, “Your chat will timeout in 60 seconds due to inactivity.” It will be displayed to the user prior to the chat timing out. This message is localized in all available languages. (EC-2266)
- Added ability to send the region and language settings regardless of, or in spite of, what the end user’s phone settings are. (EC-2460)
- Added localization support for German. (EC-2710)
- Added support for x-ia-context in global headers to all API calls. Contains the current journeymanager context in EXPERTconnect.journeyManagerContext. (EC-2839)
- Added localization support for English (UK). (EC-2997)

### Fixes

- Fixed issue that occurred after ending a voice callback during a chat, where the conversation exchanged prior to the callback disappeared from the chat screen. (EC-2401)
- Fixed issue where the app crashed during a callback, if the user clicked “End Call.” (EC-2469)
- Fixed issue where messages from the Expert Desktop did not appear on the Android chat screen, if the Android app ran in the background and then was brought back to the front. (EC-2480)
- Fixed issue where the chat was not terminated on the agent side in the Expert Desktop, if the user ended the chat on the Android phone. (EC-2489)
- Fixed issue where the chat screen displayed a “Try Reconnect” button when the voice call of an escalated chat was terminated. (EC-2492)
- Fixed problem that occurred when invalid input on a form was submitted, and an empty error message showed up. The user would not be able to return to the chat screen. (EC-2493)
- Fixed issue that occurred during a chat, if the user tapped “<” to go back to the previous page and then tapped “continue chat” to return to the chat screen, the previous conversation did not appear on the screen. (EC-2510)
- When using the integrator app localized to French or Spanish, the “No agents available” message was not translated properly. (EC-2541)

### Changes

- Agent Availability – The *SkillDetail* class has been moved from the package *com.humanify.expertconnect.api.model* to *com.humanify.expertconnect.api.model.experts*. This will require an update if your app is referencing this class in an import statement. (EC-3250)
- Journey Management – JourneyResponse no longer contains a getOrganization() method call. Your app’s organization can be inferred from the identity delegate token so the app should never need to fetch or use the organization within the SDK. Any reference to the getOrganization() method call will cause a compile error and should be removed. (EC-3250)

## v5.2.5

expertconnect-5.2.5.aar

### Changes

- Removed Location Manager access from the SDK.
- The SDK will not include geolocation in breadcrumbs automatically.

## v5.2.4

expertconnect-5.2.4.aar

### Additions

- Previously the server returned a “No agents available” message in English only. Now this message will be displayed in English, Spanish or French, depending on the language selection on the device.