



HUMANIFY ANDROID SDK RELEASE NOTES

Release notes and changelog for the Humanify Android SDK.

v5.7.1 – February 27, 2017

`EXPERTconnect.framework`

Additions

- Chat - The default estimated wait time strings have been updated to include the line "Please remain on this screen to keep your spot in queue." at the end. The string keys updated were:
 - `expertconnect_chat_wait_time` (plural - one, and other)
 - `expertconnect_connect_chat_time_greater_than_five`(PAAS-1677)

v5.7.0 – February 2017

`Expertconnect-5.7.0.aar`

Modifications

- Chat - a new dialog has been added to ask the user if they are sure they want to leave the chat queue. This dialog is displayed while the user is in the queue for a chat. The dialog has four new localized strings that can be overridden. The keys and default values are:
 - `<string name="expertconnect_leave_queue_title">Leave Chat Queue?</string>`
 - `<string name="expertconnect_leave_queue_message">By leaving now, you will lose your place in the chat queue.</string>`
 - `<string name="expertconnect_leave_queue_yes">Yes, Leave</string>`
 - `<string name="expertconnect_leave_queue_no">No, stay</string>`(PAAS-1604)
- Chat - The default user avatar image has been changed to a grey silhouette. This image will be seen if chat avatars are enabled and `setAvatarImage()` has not been called. Agent avatars are set using the Humanify Supervisor Console. If you would like to set the user's avatar, set the

following field to your desired image file:

```
ExpertConnect.getInstance(getApplicationContext()).setAvatarImage(myBitmap);
```

(PAAS-1163)

- Agent Availability - The "getDetailsForSkill" function has been removed from the SDK. Instead, the "getDetailsForExpertSkill" function should be used. To capture the estimated wait time, use the "estWait" field in the response object.

(PAAS-1255)

Fixes

- Chat - Corrected an issue that would cause the chat "Send" button to display it's enabled/disabled state in reverse. When the button was functionally enabled, it would display as disabled (greyed out), and vice versa. The button should now show the correct enabled/disabled state.

(PAAS-1172)

- Several fields were removed from JSON responses that were extra information and would always return NULL from the server. If your code is referring to one of these fields, it should be removed. The removed fields are:

- UserProfile.userid
- AnswerEngineRateRequest.actionId
- AnswerEngineRequest.navContext
- AnswerEngineRequest.actionId
- BreadcrumbAction.action
- Channel.type
- Channel.source
- AnswerEngineHistoryItemDetail.actionId
- ConversationHistoryItemDetail.actionId

(PAAS-631)

- Chat - Corrected an issue where the agent's avatar would display as a grey circle if a transfer was initiated. Now, the SDK should show the agent's avatar for a transfer message.

(PAAS-1138)

- Chat - Corrected an issue that would cause messages from a previous conversation to be displayed in a subsequent chat if the user navigates away and returns to the chat view.

(PAAS-1139)

- Chat - Corrected an issue that would cause an Answer Engine article sent by the agent to be displayed incorrectly in the chat view. The message would be narrow vertically with cutoff text. The answer engine preview should now display correctly.
(PAAS-1141)
- Answer Engine History - Corrected a potential app crash when loading the answer engine history view. This view is manually invoked by a host app and is not a part of the normal Answer Engine operation.
(PAAS-1142)
- Answer Engine History - The history items are now displayed in chronological order. Previously, a bug caused the items to be out of order.
(PAAS-1409)

v5.6.0 - November 2016

`expertconnect-5.6.0.aar`

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 - October 2016

`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 - July, 2016

`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 unable 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.

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