HUMANIFY ANDROID SDK RELEASE NOTES

Release notes and changelog for the Humanify Android SDK.

v5.8.0 – April 18, 2017

`EXPERTconnect.framework`

Additions

- Added a debugging callback that allows your app to integrate SDK level debugging into your debugging output of choice. To integrate, implement the following:

```
expertConnect.setLoggingCallback(new ExpertConnect.LoggingCallback() {
  @Override
  public void getLog(int logLevel, String tag, String message, Throwable error) {
     // Add this debug message to your debug output integration.
     Log.e(levelString, message, error);
  }
});
```

  Note: ECSLogLevel is an enum with the following values: ECSLogLevelError, ECSLogLevelWarning, ECSLogLevelDebug, ECSLogLevelVerbose, ECSLogLevelNone
  (PAAS-1776)

- A new function 'getResponseFromEndpoint' is now exposed that can be used to perform custom API calls to Humanify. This is useful for integrators who want to parse the response JSON manually. The function returns JSON in the form of a string variable.

```
ExpertConnectApiProxy apiProxy =
ExpertConnectApiProxy.getInstance(context);
String endPoint = "answerengine/v1/top10?num=5";
apiProxy.getResponseFromEndpoint(endPoint, new Callback<String>() {
    @Override
    public void success(String result, retrofit.client.Response response)
{
    }
```

```
        @Override
        public void failure(RetrofitError error) {
        }
});
```
(PAAS-1677)

- Chat - Behavior has been improved when the network is interrupted while the user is in a chat session. A red bar will slide in from the top of the window when network loss is detected and will disappear automatically when connection is regained. In addition, if the user gets reconnected to a chat that has timed out, a dialog will be shown alerting the user that the chat session has ended. The network error bar and this dialog are customizable as shown below.

  To Change the background color of network bar, override the following value in **colors.xml**:
  ```
  <color name="expertconnect_network_bar_background">#ffeb3b</color>
  ```

  To Change the network bar text color override the following value in colors.xml
  ```
  <color name="expertconnect_network_bar_text">#424242</color>
  ```

  Two new overridable strings have been added:
  ```
  /* Usage: Displayed in a red bar at the top of the chat window when the
  network connection is lost. */
  <string name="expertconnect_chat_queue_network_error">No internet
  connection.</string>

  /* Usage: Dialog displayed when the user background the app and returns
  while in-queue for a chat. This is the dialog message. */
  <string name="expertconnect_chat_queue_disconnected_message">Your chat
  request has timed out. Please try again.</string>
  ```
  (PAAS-1708)

Fixes

- Chat - Corrected a web socket configuration issue that could potentially cause messages to arrive from the server out of order. With the previous configuration, a significant server delay processing messages could cause unexpected behavior at the agent's client, such as being unable to accept a chat.
  (PAAS-1737)

- Chat - Fixed an issue where the user could get stuck on the queue screen indefinitely. Now, if the SDK detects any timeout, disconnect, or network error, it will display the generic alert that says chat has timed out and to please retry.
  (PAAS-1781)

- Chat - Corrected an issue that could cause the Android chat to become hung after recovering from a temporary network loss. This issue would occur if the chat session was disconnected while the network was unavailable on the mobile device. Now, the chat should reconnect and correctly show any messages sent while the network was down (up to and including a chat disconnect message).
  (PAAS-1804)

- Chat - The message displayed for "less than one minute remaining" in chat queue will now correctly be displayed only for estimated wait times of 60 seconds or less. Previously, rounding caused this message to be shown for an ETA of 90 seconds or less.
  (PAAS-1773)

- Chat - The english strings for the dialog displayed when the user tries to exit the queue have been updated to have consistent capitalization grammar. The word "leave" no longer has an uppercase L. Other localizations were already lowercased. New default values:

  ```
  <string name="expertconnect_leave_queue_yes">Yes, leave</string>
  <string name="expertconnect_leave_queue_no">No, stay</string>
  ```

  (PAAS-1768)

- Chat - The text displayed when the user tries to leave a chat queue was updated for the French language. A missing comma was added to the phrases "Non, rester" and "Oui, laisser".
  (PAAS-1762)

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 vise 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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