

EXPERTCONNECT SDK FOR ANDROID RELEASE NOTES v5.x

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

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)
- 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)

Humanify™ Production Release 5.3 HF5 Notification

- 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.