Live Expert Release Notes

Release 7.7.0

ClairVista, LLC

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Note: A PDF version of these release notes is available for `download`

1.1 Enhancements

- Made improvements to the Callback Report (#4699).
- Move download links for the LE Studio to the Company tab (#4879).
- Updated LE Anywhere to handle new Chrome browser permission widget (#4967).
- Added a generic Save ID button to the Device tab (#4989).
- Improved ActiveMQ logging (#5024).
- Improved LE Studio logging to help customers diagnose problems with ActiveMQ traffic because of blocking Firewalls (#5025).

1.2 Bug Fixes

- Fixed an issue preventing new Stations from being created without an Asset Bundle (#4962).
- Fixed an issue with accepting LE Anywhere calls from Firefox with WebRTC (#4975).
- Fixed an issue that could incorrectly show an expert as logged in after logging out (#4984).
- Fixed an issue that could cause temporary video freezing on older hardware (#5010).
- Fixed an issue where multiple Active MQ consumers could be created by the LE Station if failover was used (#5020).

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2.1 Cross Component

2.1.1 Bug Fixes

- Fixed an issue where attempting multiple Select & Share transfers in rapid succession could fail (#4840).

- Fixed an issue where the Live Expert Station and Studio could not always target the correct bitrate, or not immediately apply the correct quality settings (#4921).

2.2 Anywhere

2.2.1 Enhancements

- Improved the handling of cases where no microphone devices are found (#4925).

2.3 Enterprise

2.3.1 Enhancements

- Added three columns to the Agent Time Summary Report: "Declined Call", "Missed Call", and "Time Logged In" (#4786).

- Added the ability to filter Live Expert Mobility calls on the Session tab (#4844).

2.3.2 Bug Fixes

- Fixed an issue where the Live Expert Enterprise would set an agent's status to Unavailable when their user form was saved (#3236).

- Fixed an issue where the Agent Time Summary Report displayed Time In Call Notes incorrectly as 0:00 (#4786).

- Fixed an issue where the "Web Browser Home URL" did not properly escape characters (#4849).

- Fixed an issue where expert specific requests did not count towards the number of queued sessions (#4927).

- Fixed an issue with the Expert Availability API with requests by language and expertise category (#4945).

- Corrected the tooltip for "Video Replacement URL" on an Expert record (#4957).

2.4 Studio

2.4.1 Enhancements

- Added a banner notification when connection to the Enterprise server is lost or reestablished (#4908).
- Added a "Save ID" section to the Device tab that allows an agent to save the contents of an input field (#4968).

2.4.2 Bug Fixes

- Fixed an issue where some Agent Name characters would not display correctly (#4924).
- Fixed an issue where an Enterprise forced logout of the LE Studio could not shutdown properly (#4987).

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3.1 Cross Component

3.1.1 Enhancements

- Added the ability to manage Station assets from the Live Expert Enterprise (#4655).
- Added the ability to hide Live Expert Station navigation buttons (Home, Back, and Forward) from the Live Expert Enterprise (#4688).

3.2 Anywhere

3.2.1 Enhancements

- Removed close buttons from call setup dialog boxes when requesting an agent (#4854).

3.2.2 Bug Fixes

- Fixed an issue where a call currently in large video mode could revert to small video mode if the web browser was refreshed (#4743).
- Fixed an issue where a message notifying a user that the Live Expert Studio agent's camera is paused overlapped the client local video (#4773).

3.3 Enterprise

3.3.1 Enhancements

- Added the ability to create multi-button widgets from the Live Expert Enterprise's Widget Builder (#4790).
- Added the ability to view all session history by date on the Session tab without specifying an expert or location (#4838).

3.3.2 Bug Fixes

- Fixed an issue where the Session tab would display Live Expert Mobility calls as "anywhere" (#4703).

3.4 Station

3.4.1 Bug Fixes

- Fixed an issue where a dual screen Station with multiple languages configured could not return to its default configured language when a call was not completed (#4866).

3.5 Studio

3.5.1 Enhancements

- Replaced the integrated web browser control with Chromium and updated the Studio browser's user interface (#4719).

3.5.2 Bug Fixes

- Fixed an issue where the Live Expert Studio's `Restart` button could not work in some cases where the initial establishment of an audio/video connection is unsuccessful (#4860).

3.6 Mobility

3.6.1 Bug Fixes

- Fixed an issue where a banner indicating that recording is in progress did not appear when a Live Expert Mobility application was minimized (#4219).

3.7 Collaborate

3.7.1 Bug Fixes

- Fixed an issue where cobrowsing would not work when using Safari 8.0.2 (#4471).

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4.1 Cross Component

4.1.1 Enhancements

- Added a file transfer progress dialog when retrieving files from the Live Expert Station, with options to directly open the transferred file or its containing folder (#4686).

- Added echo cancellation, enabled by default, for all WebRTC endpoints (includes Anywhere, Station, and Mobile) (#4708).

4.1.2 Bug Fixes

- Fixed issues where the Live Expert Studio's Session Setup Helper could display an incorrect status if a Live Expert Anywhere browser was refreshed, or a call was restarted from the Studio during audio type selection (#4407, #4725).

- Fixed an issue where a Live Expert Mobility call could disconnect when restarted from the Live Expert Studio (#4831).

4.2 Enterprise

4.2.1 Enhancements

- Moved direct request creation from the User tab to the Company tab. Direct requests may now also be created for categories, experts, or both together (#4604).

- Added "Camera State" and "Microphone State" controls to the Widget Builder (#4658).

- Added four new columns to the Session Lookup View: "Request Time", "Session Start", "Category ID", and "Duration" (#4702).

- Added detailed instructions on how to utilize Studio Tab Ordering and Naming (#4717).

- Added a link to customer documentation available at docs.liveexpert.net (#4739).

4.2.2 Bug Fixes

- Fixed the Update Agent Time Summary Report to include all unavailable statuses (#4630).

4.3 Studio

4.3.1 Enhancements

- The Live Expert Studio will now display a warning notification in red when a new version is available, prompting to exit and restart the Studio (#4685).
- See Cross Component Enhancements for additional Studio Enhancements.

4.4 Station

4.4.1 Enhancements

See *Cross Component Enhancements*.

4.4.2 Bug Fixes

- Fixed an issue connecting to a card reader on a TP70 kiosk running Windows 7 (#4749).
- Fixed an issue where a WebRTC Station with multiple configured languages did not play the correct Connecting movie when using an alternate language (#4769).
- Fixed an issue where a WebRTC Station with multiple configured languages did not return to its primary configured language after a call in an alternate language (#4770).

4.5 Anywhere

4.5.1 Enhancements

- See Cross Component Enhancements.

4.6 Mobility

4.6.1 Bug Fixes

- Fixed an issue where a clicking noise would occur when an agent muted their microphone (#4762).
- Fixed an issue where call notification banners would not appear or a call could disconnect while the application was minimized (#4825 #4826).
- See Cross Component Bug Fixes for additional Bug Fixes.