

Version 2.0.8

Dependencies:

- smartagent-service-chat
- bchat
- chat-app
- chat-loader

New Features

Webchat Widget Branding

Feature flagged - add SmartAgent branding to the Navigation menu, and to display briefly on the initialising screen.

Impact on existing customer: None

Customer Audio Alerts

Feature flagged - play a 'new message' noise on browsers when the customer is not focused on the page the chat is on, and also show a small bell icon to indicate the customer has an unread chat message.

Impact on existing customers: None

Star Rating Component

Add a usable 'Star Rating' component allowing the customer to give feedback by selecting a star rating.

Impact on existing customers: None

Configurable Chat App Text

Allow the configuration of various chat events, participant names, and buttons, based on language (as set in the flow).

Impact on existing customers: None

Staggered Prompts

Allow the sending of multiple prompts in a single JSON block, in order to save on AWS costs.

Impact on existing customers: None

Multiline Quick Reply Component

A new quick reply component that displays in a multiline rather than in-line format.

Impact on existing customers: None

Bug Fixes

Attachment Text Colour

The text colour for attachments, as they appear to the customer, will now pull from a specific variable, or from the global styling attributes, instead of being hardcoded to black.

Impact on existing customers: Fixed minor styling bug

Attachments on slow internet

A bug that meant that, on slow internet connections, the chat would occasionally prevent the customer from uploading multiple attachments in succession.

Impact on existing customers: Fixed functionality bug

Other Changes

Refactor CSS Priority

Change to allow each individual styling element (eg borders, colours, backgrounds etc) to be individually overwritable, even when global themes are used.

Impact on existing customers: None

Auto-Translation Changes

Minor changes to the various auto-translation elements, as seen in the customer view, the agent view and transcripts.

Impact on existing customers: Anyone using auto-translation will see slight styling changes

Quick Reply Changes

Previously, when a quick reply was selected by the customer it would disappear. Now, the quick replies will remain visible, and the selected quick reply will display with inverted colours.

Impact on existing customers: Visual change to the display of quick-replies