



### Engage Version 0.7/.8-alpha

#### **New functionality**

1. The settings will now be accessible only by users with the administrator role.
2. The process of linking a Facebook page to Engage has been simplified:
  - a. A Facebook page administrator can now request to link the page to Engage from within the settings in Engage. An automated process will perform the required setup tasks reducing the time and support involvement needed to link the page.
  - b. Multiple pages can now be linked to an instance of Engage
  - c. The user requesting the link does not need to be registered as a test user anymore.
3. Text is no longer required on channel communication and notes when only an image is sent. In the case where text is a channel requirement (e.g. Text/MMS) Engage will automatically add the text "See attached" if the user does not specify any text.
4. The Conversation Management settings page was reworked to be more intuitive.
5. Push notification support is available for Chrome (Web and Android), Firefox, Opera, Edge, and the iOS application.
6. Outcomes and Standard Responses can now be deleted. Historic use of the deleted outcome will not be affected.
7. We changed the toolbar buttons on a conversation, separating Contact Info from Conversation Info.
8. A separate web chat channel was added for FB Messenger messages that originated from Facebook's Chat plugin added to a client's own website.
9. We improved the Facebook linking functionality:
  - a. During the linking, it is indicated if a page is already linked to the current instance, or to a different instance.
  - b. Users with the administrator role will be able to unlink Facebook pages from an instance.
10. When available, during a Facebook Messenger (or Web Chat) conversation, Engage will retrieve the contact's name and avatar from Facebook.
11. At the send button on a conversation, Engage will now indicate from which page (in the case of Facebook-related communication) or from which number (in the cases of text and WhatsApp communication) the message will be sent.
12. A supervisor view is now available allowing users with the supervisor or the administrator role to see all conversations.



- a. Filters were added to the Assigned and Completed states. This makes it easy to see the conversations owned, conversation the current user only participates in, and all other conversations. The “other” filter is only available for supervisors and administrators.
  - b. A supervisor user can add himself as a participant to any conversation, and request a transfer of any conversation to any user.
13. We reworked the process of adding images
- a. Images to be added are shown below the text input before the message is sent or the note is added.
  - b. From this image list, the user is able to remove images before sending/adding.
14. A transfer request can now be cancelled by the user that requested the transfer.

### **Bug Fixes**

1. There was a problem that the save button was not available when editing the tag on outcomes and standard responses.
2. The outcome tag now has the same requirements as the standard response tag: that is, only lowercase alphanumeric characters and dashes are allowed without any white space.
3. We resolved a problem when, sometimes inactive (completed) conversations are still shown in the Assigned section.
4. When opening a standard response, the text sometimes did not display correctly. This has been resolved.