Release Notes

Engage Version 0.9/.10-alpha.4

New functionality

1. Usage Dashboard is now available showing the message segments and media sent and received per channel.
2. Images are added to the empty spaces in the application.
3. When closing a form with unsaved changes, you will now be presented with a confirmation dialog
4. The first hashtag in a received message that matches a standard response will trigger the response to be sent, opposed to only responding if only the hashtag was sent as message.
5. A timestamp is now shown on a message even when it failed to send.
6. A Usage Dashboard was added to Engage showing counts of the messages sent within a calendar month.
7. One will now be able to delete a standard response/outcome category if it is not in use.

Bug Fixes

1. The number of badges in the conversation sections are now correctly updated. Previously when completing conversation with a badge, the number shown at the "Assigned" section was not correctly updated.
2. There was a possibility that message processed close to one another create multiple conversations and customers in the system instead of a single customer and conversation with all the messages.
3. The "Link Facebook" button indicates on the mobile application that only the web application can be used to perform the linking.
4. Conversation Management: with the automated responses the incorrect templates were used (swapped around).
5. Android had a problem where it was unable to connect to an instance
6. Android version check showed that the application had to be on at least version 0.9, even though the application was on 0.10.
7. SMS and WhatsApp messages jumps between delivery statuses, delivered and sent. The normal sequence of statuses are now enforced.
8. When a message received was cut off due to a length limitation (e.g. 1600 characters on SMS) it will now be indicated on the message.
9. History items now show clearer descriptions

10. Notifications now show clearer messages
11. On certain iPhones the scrolling of conversation messages did not work.
12. Dashboard still failed to load sometimes. The connection to our analytics database was revisited.
13. Conversation Management settings section now do not refer to "seconds" anymore.
14. When a password is being reset, a message will now be shown informing the user of the email that is sent.
15. There was a problem with the Delayed Response to Inbound Message automatic reply.
16. The notification message was incorrect when participation or a transfer is forced by a supervisor/administrator user that is not the owner of the conversation.
17. The public display name of the project was updated to not show "vrz—" in the password-reset emails.
18. Message with only an image, showed "null" in the push notification. It will now say "See attached".
19. Notifications will now not show the Facebook ID if the name is available.
20. WebChat messages was shown as normal Facebook Messenger messages
21. Dashboard data seemed to go out of sync, not reflecting the correct state in Engage.
22. A Facebook image with a caption failed to send. This will now be sent as two separate messages.
23. When navigating away from a settings page with unsaved changes, you are now prompted to discard changes.

Technical
1. Redis streams: a message limit of 100,000 messages has been implemented, reducing possible memory usage.
2. Containers error logs showed many errors
3. Upon restart of the cluster, services often failed to start correctly.
4. Version number that is displayed was revisited.
5. Redis is now deployed as Stand-along which seem to be more stable for our use of the technology.