Eazyshow Web - Release notes

Change History:

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Release 4.1.1

1. Implement an ability to configure possible pipeline statuses for external files*
2. Set storage time for User Audit to 1 year

3. Fix invalid error message on login by not activated user
4. Fix sending scheduled SMS for client connections
5. Fix user data on Users page tabs
6. Fix password expiration page appearance

Release 4.1.0

1. Configuration of client information passed to the application*
2. Ability to see client info on Online page
3. Ability to see client info on Session History page
4. Improve client connect form with separating client contacts and invite contacts
5. Manage client info to store in session history*
6. Fix browser/sdk push notifications for agents
7. Fix participant details dialog styles
8. Fix text chat input white label for disabled state
9. Fix an ability to override default text chat white label chatbot icon
10. Fix client name highlight when agent hovers over edit icon

Release 4.0.0

1. Re-implement build and deploy infrastructure to support better scalability and performance

Release 3.7.0

1. Ability to configure iFrame domains whitelist for live help integration
2. Ability to configure iFrame domains whitelist for agent integration
3. Allow to switch video mode to have 50% of the screen*
4. Send email about change password in case of “Forgot password” usage
5. Store info about not started appointment and show it on Session history
6. Implement API to change in-session client data*
7. Implement API to get iframe token by integration credentials
8. Fix displaying proper client id in client details modal
9. Fix typo in “New connection modal” in Spanish
10. Fix password can be changed to the same one via Forgot password

Release 3.6.1

1. Fix performance degradation in http requests

Release 3.6.0

1. Multi-factor authentication by email
2. Implement an ability to restrict access by IP
3. New "About me" page
4. Notify users about new login to user account
5. Improve UX of answer button on Online sessions page
6. Implement an ability to disconnect another logged in session
7. Remove .csv export from analytics pages
8. Implement check pdf for js vulnerabilities in text chat
9. Implement an ability to send email notifications when user account removed*
10. Implement an ability to send email notifications when user password changed*
11. Add new column to session history report when client left a session
12. Fix profile menu is not collapsed on click profile link page
13. Fix extra vertical scroll bar in text chat modal in Session history
14. Fix session history tablet view UI issue with columns
15. Fix password can be changed to the old one
16. Fix PDF generation if screenshot name contains hash symbol

Release 3.5.0

1. Ability to take notes during a session*
2. Add the ability to see notes on the session history page
3. Implement an ability to set up user working hours*
4. UI visualization as a timeline for users working hours*
5. Make working hours as a separate page under account menu section
6. Implement text chat suggestions using AI for agent*
7. Make client name clickable for in-session agent to show info and link
8. Add loading toast for session history with progress and cancel button
9. Implement an ability to keep text chat history on restart text chat activity*
10. Implement an ability to store text chat history after session ended*
11. Implement an ability to see stored text chat history on session history page*
12. Implement password expiration
13. Implement an ability to configure refresh token expiration time*
14. Implement live help demo page to work with iFrame and popup mode
15. Create in-session ticker for web clients*
16. Add an ability to configure white label elements per language
17. Use settings to render client info fields on live help and client connections pages
18. Replace ID word with icon
19. Show topic of the session on online sessions in details modal

20. Change in session actions icon in right bottom corner for agent
21. Update add feedback button on client session ended page
22. Blink “Join active session” button on online sessions page
23. Add a word "Offline" under participants name in session
24. Fix ChatGPT available options restriction to allow only one option of one type
25. Fix ChatGPT to return to a previous step logic in case of failures
26. Fix user settings language shows in Account settings page
27. Fix loader on Interactive Chat tab covers the whole page
28. Fix wrong time format on Users availability tab
29. Fix text typo on Account created page
30. Fix Opera, Firefox icons are not displayed in Session history on mobile

Release 3.4.0

1. Configurable interactive text chat for calling clients*
2. Ability to include ChatGPT as a part of interactive chat*
3. New tab to configure ChatGPT settings*
4. Ability to specify working hours for account or group*
5. New tab with users actions audit
6. New tab with online users statistic
7. Picture in picture for client and agent*
8. Roles permissions management per tab
9. Date time format setting for an account
10. Ability to configure live help welcome message
11. Add time to transaction history on billing page
12. Add stop activity error into session audit
13. Users graph on Billing page
14. Implement dynamic favicon on agent side based on state
15. Make billing address editable for Billing page
16. Highlighted and clickable links in the text chat
17. Change UX/UI for text chat
18. Update main icons on client pages
19. Hide unused options in Live help generator based on mode
20. Fix icons align on session history on mobile view
21. Fix request appointment email does not disappear from UI on delete
22. Fix content align in client previous sessions modal
23. Fix user can not change password in case registration by email is only allowed
24. Fix webrtc connection success/failed attempts are counted separately in audit
25. Fix files upload input clean up when selected file deleted
26. Fix upload files issue when filename includes non english letters
27. Fix account activation wizard on small devices

Release 3.3.1

1. Add an ability to configure live help welcome message
2. Add a response to live help client based on agents availability
3. Auto select just uploaded image in files uploader
4. Improve UX of live help generator page with colors and hiding empty blocks
5. Release live help 2.0
6. Fix error when open live help with appointment
7. Fix elements are shifted to the left on preview for some components
8. Fix logo on white label preview layout is not taken from settings
9. Fix white label preview for join session page
10. Fix displaying next billing date info for free plan
11. Fix free account blocking after pro account blocked in case of upgrade usage
12. Fix onboarding manual links are different in welcome email
13. Fix user count in email after pro account activation
14. Fix change language on disabled account page
15. Fix mobile style issue on account activation page during card selection
16. Fix default assignment tab on live help generator page

Release 3.3.0

1. Add preview mode for white labeled client pages
2. Add an ability for users to test connected media devices and select defaults
3. Add “Contact support” option in user profile menu to contact support team by email
4. Auto generate client ID on Client connections
5. Add screen sharing confirmation modal for a client if requested by user
6. Add support for "target" attribute in white label markup
7. Hide empty data on session history page for mobile users
8. Improve validation of an edit form on Roles page
9. Use default account language on client pages
10. Implement automatic account creation with Free plan from the corporate website
11. Implement automatic account creation with Pro plan from the corporate website
12. Implement an ability to run video session with own webrtc server* (by default for Free plan)
13. Add an ability to download live help SDK document on Live help generator page
14. Improve Live help generator page with the new live help options
15. Release live help 1.10
16. Internal technical improvements and optimizations
17. Fix non activated users are displayed in agents statistic
18. Fix sending appointment notification to a client if added email address after creation
19. Fix incorrect screen recorder status message for new users

* - support of the application admin is required

20. Fix double logs in session audit about selfie validation for the client Android SDK
21. Fix client kicked out of the appointment session after page refresh
22. Fix live help widget demo page styles on small screens
23. Fix unauthorized pages (e.g. login) form is stretched when page is zoom out/in
24. Fix validation if user edits client information while in session
25. Fix validation of client information in client connect dialog in after session or session history
26. Fix an ability to request screen sharing by user from a client who use Firefox
27. Fix double user notification if client stops screen sharing
28. Fix untranslated options on Live help generator page
29. Fix page is fully re-rendered on navigating through user sidebar menu
30. Fix client connect search by full link
31. Fix extra horizontal scroll in create client connect dialog
32. Fix an ability to edit “Appointments application” integration

Release 3.2.0

1. Support a new domain *.eazyshow.com across all environments
2. Deprecate *.verishow.com domain which will be unsupported in the next major release
3. Ability to send emails (created, updated, deleted) with invites for appointment participants*
4. Ability to download calendar invite file for appointments
5. Make connect links clickable on appointments page
6. Add email and phone fields for a client on appointments page
7. Show unread chat messages indicator for client
8. Implement a support of the new event based API for client SDKs*
9. Add an ability to update in-session client data by agent*
10. Show error message for client if opened a session in another tab
11. Suggest for agent to auto-stop conflicting activities
12. Add support of control only fields on live help generator*
13. Ability to manage in session screenshots
14. Implement session history search by client id
15. Implement OS and browser icons for agents
16. Update colors and spacing in email templates to better support light and dark themes
17. Improve the quality of the logo in the email
18. Show a warning on white label page if a content was sanitized after save
19. Add eye icon for password fields to show a value as text
20. Auto pre-generated client id on appointments page
21. Auto pre-generated client id on live help generator page
22. Auto pre-generated group id on groups page
23. Unify a logic to auto generate client id on UI and backend (e.g. appointments)
24. Improve live help generator script to have it smaller if possible
25. Align filter input values on session history page
26. Expand empty group card by default when clicking on “Add” button

27. Add client events about feedback sent or appointment requested to session audit
28. Implement a permanent url for live help widget demo on live help generator page
29. Add (me) next to agent name on Session history page
30. Implement feedback rating with faces on client side*
31. Make support address in email clickable as a mail
32. Reorder sections in live help generator to have assignment fields on the top
33. Add copy button in client connection SMS form
34. Make reset password email template configurable*
35. Make user registration email template configurable*
36. Change noreply email address
37. Release live help 1.9
38. Upgrade twilio-video to 2.21.3
39. Fix an extra message when a required field is empty on Appointment form
40. Fix empty video on screenshot when agent uses Safari or Firefox
41. Fix issue with login when users created with capital letters in email
42. Fix fields align issues on live help generator page
43. Fix filter by user on Agents statistic page
44. Fix sporadic issue when client does not see agent's shared screen
45. Fix session duration issue on Session history page for sessions longer than 24 hours
46. Fix missing connection status for Audio activity in session audit
47. Fix missed agents unavailable client event in session audit
48. Fix sporadic issue that client's session closed event sometimes missing in audit
49. Fix missed platform info on mobile view on Session history page
50. Fix appointment participant details modal issues with empty fields
51. Fix sporadic issue with client online indicator when session state is “Calling” after “Client left”
52. Fix align issues in appointment client details modal with control only fields
53. Fix answer by push in Android SDK if a session was assigned to a particular agent
54. Fix input for scheduling datetime to send client connection links to make it dropdown only
55. Fix white label component panels closed on save
56. Fix in session agent bottom menu on small screens with a long text
57. Fix online sessions from another account appears for a while on board after switch accounts
58. Fix missed error handling if group or subgroup name is not unique
59. Fix save button is incorrectly active in case of validation issues on Profile page
60. Fix save button is incorrectly active in case of validation issues on Session result page
61. Fix select field long values displayed outside of the input in Safari
62. Fix differences in page names in roles configuration and sidebar
63. Fix users list is empty when a user without Users page role reassigning a session

Release 3.1.2

1. Add client events when feedback or appointment request was sent
2. Add an ability to have full-featured view in Android SDK

3. Add API to close a session from client sdk parent app
4. Add configuration to always show in-session controls on client side*
5. Ability to store screen recorder files in AWS S3 bucket*
6. Ability to show a link to external files stored in AWS S3 bucket*
7. Fix disappeared sessions from dashboard on page refresh
8. Fix user turns to offline after join active session and close the previous window

Release 3.1.1

1. Add re-render throttling on Online sessions page to prevent slowness in case a lot of events
2. Fix issue with upload selfie verification
3. Fix issue with online indicator for client iOS SDK

Release 3.1.0

1. Ability to update created appointments
2. Separate scenarios for disabled and not found client connection link
3. Notify in session user about other participants online status change
4. Redesign email templates
5. Add notification about client connection deletion status
6. Add “Show more” button on Online sessions page when have more 100 sessions online
7. Add “No data” message on Integrations page
8. Add “No data” message on Groups page
9. Add “No data” message on Request Appointment page
10. User with role to “Appointments” page access only can manage client control only info fields
11. Normalize participant names in appointments page
12. Throw error instead of skip when creating an appointment to a not existing user by API
13. Ability to schedule an appointment for all assignment users
14. Show more details on how to join a session on appointments page
15. Create “Appointments application” integration to work with appointments through API
16. Remove 'None' value from a list of users on Appointments page to always require a value
17. Create a new page to configure main account settings (account name, time zone, logo etc.)
18. Use client session logo on join session page if provided*
19. White label for join client session screen*
20. Search sessions and appointments by participants data through integrations API
21. Add logo for web clients on default in-session screen
22. Restrict files for upload by extension and mime
23. Validate captcha on server for request appointment from a client
24. Show captcha on login form after 5 failed attempts
25. Show captcha on forgot password page
26. Change mechanism for reset password token generation

27. Release live help 1.8
28. Implement an ability to open appointments page from live help (v1.8)
29. Add live help button opacity to indicate an opened state (v1.8)
30. Output client session tokens with an ability to refresh them
31. Get rid of usage .svg files as logo
32. Make video full screen mode configurable for web clients*
33. Not show a list of available cameras and do a switch between front/back when session participant use a mobile browser
34. Duplicate buttons on Groups page when user has more than 10 groups created
35. Show session duration for a user as a different between answer date (instead of calling date) and finish date
36. Fix redirected to default page after login when open appointment join link without pre-auth
37. Fix session feedback reset after clicking on the "Cancel" button while editing
38. Fix missing control only info fields when working with appointments
39. Fix no space between icon and username for non activated users
40. Fix blinking error when user closes ID Analyzer success modal
41. Fix blinking error page when open external file from Salesforce
42. Fix country code reset in phone input when code with number match other code
43. Fix validation messages on login page
44. Fix date validation message width on Appointments page when opened on mobile
45. Fix UI issue on Request appointment page with displaying recipients for groups when provided to an account only
46. Fix different height on Integrations page for SDKs and other integrations
47. Fix “Add Recipient” modal buttons stuck together on mobile on Request appointment page
48. Fix intermediate state with decimal numbers between width breakpoints break UI
49. Fix live help not opening when user closes popup and tries to open it while it is fading (v1.8)

Release 3.0.0

1. Upgrade sessions polling data to websockets for users and clients if supported by device
2. Rename projects and processes to groups and subgroups
3. Rename Roles management page to Roles
4. Show total statistic first on activity dashboard
5. Implement in browser notifications about new sessions
6. An ability to configure multiple external files associated with a session
7. Output account name in user profile menu
8. Highlight "away" status in yellow instead of red in profile menu
9. Indicate failed server connection in profile menu
10. Improve filters on Users page to filter by online status, in session, multiple roles
11. Add notifier for bulk creation of client connections
12. Get rid of client iOS SDK with versions less than 1.5
13. Get rid of deprecated Android/live help SDKs methods

14. Get rid of live help button versions less than 1.4
15. Change support email in email templates to eazyshow from verishow
16. Allow agent to toggle audio and video for a client and see if it is enabled
17. Add new activity in session - Audio only
18. Sync online status for users between tabs
19. Output creation info for users
20. Server side pagination and search for client connections
21. Filter client connections based on creation info and enabled
22. Bulk delete for client connections
23. Change minimum supported width to 360px from 320px
24. Remove seconds for session dates on Appointments page
25. Improve UX of invite client to session dialog
26. Output contact details where to send client connection invite
27. Display creation info for client connection in edit dialog
28. Output an information in audit when participants join session or leave it
29. Update labels and tooltips on activity cards
30. Make group card expandable with accordion
31. Release live help 1.7
32. Fix join session does not work by click on push notification from iOS app
33. Fix “Confirm” button size for in session user action on small width devices
34. Fix missing default in session image when a user starts a session and invites a client
35. Fix in session text chat symbols are cut at the bottom
36. Fix icons for android and ios client devices
37. Fix live help widget sends close events on close for finished sessions
38. Fix invalid sort by date of online sessions within a status
39. Fix screen sharing is active when started before audio/video and stopped then
40. Fix alignment of agent and client links on Appointments page on mobiles
41. Fix incorrect error when client tries to load more 5 MB file to chat
42. Fix waiting time for client is shown as 59:59 for a second after agent holds a session
43. Fix missing "Session result" filter on "Activity dashboard" and "Agents statistics" pages
44. Fix hidden activity filters should not be applied on activity pages
45. Fix a position of message about non officially supported client device or browser
46. Fix app name to Eazyshow in reports, emails, browser tab etc.
47. Fix users are not redirected to initially opened page after successful login
48. Fix invalid default start time on create appointments if stay on a page for some minutes
49. Fix field highlight and error message when user sets start time in the past on Appointments
50. Fix agent does not get error message when trying to load not valid files to chat
51. Fix session is ended as agent left if agent joins a session during cron job execution
52. Fix white label components sorting in alphabetical order
53. Fix white label elements attributes order is changed after saving
54. Fix a possibility to save an empty assignment for users
55. Fix incorrect notifications in case of lost connection while downloading a report on activity
56. Fix error message and highlight when setting an appointment for more than 1 day duration

57. Fix Appointment links display with one time token after creation if checked before create
58. Fix default page blinking when go to main page after a session with one time token
59. Fix session is finished when try to reassign a session when joint with one time token
60. Fix rendering an empty last activity in session audit if does not exist
61. Fix created date is invalid for client connections
62. Fix different row height on online sessions page when status and answer button display
63. Fix selfie validation callback does not work for live help with widget mode (v1.7)
64. Fix live help overlay is not hidden after close expanded widget (v1.7)
65. Fix send rating by agent if session ended with “Agent left” status
66. Fix video placement after start co-browsing activity

Release 2.1.1

1. Make client geolocation screenshot params dynamically configurable
2. Show a number of found agents on agents statistic page
3. Ability to mark agents as available if they have a session in progress
4. An ability to reassign a session to all agents in case an assigned agent is not available
5. An ability to check if pre-assigned agent is available
6. Custom message if a session was auto-reassigned from a specific agent to all due to agent unavailable
7. Output agent name on "Calling" screen if calling to a specific agent
8. Output agent name on "Agents unavailable" screen if calling to a specific agent
9. Support a call to a specific agent from live help sdk (v1.6)
10. Support a select of a default activity from live help sdk later (v1.6)
11. Add loader in live help sdk while loading a widget iframe (v1.6)
12. Fix vertical scroll bar in Live help widget on “Calling” screen
13. Fix underlines on client white labeled inputs when setting up a call due to agents unavailable
14. Fix invalid characters break pdf filename when use client id from client connections
15. Fix leave feedback by agent when joint an appointment by one time session token
16. Fix session statuses fetching when joint an appointment by one time session token
17. Fix screen sharing and geolocation does not work if a client in live help widget (v1.6)
18. Fix live help widget shows the previous page for 1-2 sec before start a new session (v1.6)

Release 2.1.0

1. Add an ability to create a client connection assigned to an agent
2. Add an ability to send a client connection link via email*
3. Add an ability to create an appointment as a user on appointments page
4. Add an ability to reassign a session to a specific agent*
5. Improve after session PDFs generation performance
6. Add “Away mode” indicator in profile menu icon

* - support of the application admin is required

7. Add a button on activity pages to refresh a data
8. Add a button to apply changes inside filters dropdown on activity pages
9. Re-implement datetime picker selector with new UI
10. After session star rating for a client and an agent*
11. After session comments for a client and an agent*
12. Add an average agent rating to agents statistic and to an export
13. Add an ability to specify a successful session result information
14. Add successful results statistic on activity dashboard
15. Modify Android SDK API to provide a success result information into vsSessionSuccess method
16. Modify Live Help API to provide success result information with vsSessionSuccess event
17. Ability to change a process during a session as an agent*
18. Add an ability to create a client connection link from session ended page
19. Add an ability to create a client connection link from session history page
20. Add filter by client app on activity pages
21. Implement per client app statistic line chart on activity dashboard
22. Add a highlight of a selected table row
23. Output participants info for an agent on session ended page
24. Output client id on online sessions, in session, session history pages if a name was not provided
25. Unify “loading” and “no data” states through the application
26. Add a tooltip for browser and os icons to be able to see a value
27. Improve UX for selection list (e.g. failed session results dialog)
28. Implement an ability to change agent side logo*
29. Localise date picker components
30. Fix reset selection on search on client connections page
31. Fix duplicated sessions in session history
32. Fix agent is redirected to a default page instead of session ended page after reassign
33. Fix text in white label is broken after import in case of not utf8 symbols usage
34. Fix sporadic issue that import button click is not working on client connections page
35. Fix sporadic issue that import button click is not working on white label page
36. Fix auto close client connect scheduled messages dialog on remove a message
37. Fix agent can answer a session when “Away mode” is on
38. Fix phone input is marked as filled when only dial code is selected
39. Fix unnecessary client connections full re-fetch on data modifications
40. Fix missing “Client left” status on session history page when client leaves a session due to connectivity issues
41. Fix client cannot request an appointment after session if refreshed a page while in session
42. Fix reset reassign session pre-filled values to empty values on dialog open
43. Fix external files API returns 500 status code for invalid values
44. Fix disable audio/video devices after stop audio/video activity with enabled screen sharing
45. Fix toggle accordion on mobile on client connections and integration pages once user clicks on any action in an accordion header

Release 2.0.2

1. Add pagination on client connections page
2. Sort client connections with newest on top
3. Implement an ability to override screen recorder configuration on fly*
4. Add API for the files uploader to retrieve a dynamic information about session files*
5. Disable files download for agents logged-in from mobile apps
6. Disable co-browsing for agents logged-in from android mobile app
7. Open in session text chat on start activity and close on stop activity for agent*
8. Fix broken app when use it in a browser without local storage
9. Fix an ability to add project file prefix for an external file name (e.g. screen recorder file)*
10. Fix subscribe on incoming sessions from iFrame after success auth event
11. Fix clear of old text chat messages on toggle text chat activity
12. Fix unnecessary storage of upload selfie verification screenshot in database*
13. Fix screen recorder file appearance on session history when not used by account*

Release 2.0.1

1. Add French and Portuguese translations
2. Fix style issue with long text in a notifier
3. Fix copy client id value for an agent during a session

Release 2.0.0

1. Re-implement the app in a new design to improve look and feel
2. Re-branding from VeriShow to EazyShow
3. Face verification with id analyzer*
4. Ability to make a screenshot of session participant video
5. Unsaved changes prompt on pages with forms
6. Add Arabic and Hebrew translations
7. Ability to forbid an access for “Online sessions” page for a role
8. Ability to specify a default language for an account*
9. Sync selected user language across devices
10. Integration with agent mobile native app (Android, iOS)
11. Download report from agents statistic
12. Client iOS SDK versioning*
13. Ability to import/export control only fields on client connections and improve validation
14. Show session goals for agent

15. Show info about a finished session for an agent
16. Implement an ability to show session files info in Salesforce
17. Fix forbid to join a scheduled session if screen recorder required and not online
18. Fix accept biometric validation status when not requested
19. Fix Incorrect link on Complete registration page
20. Fix race condition for after session pdf creations
21. Fix audio/video can not be started after screen sharing started

Release 1.9.0

1. Re-implement client pages with an ability to override markup and styles
2. Implement a new section under account content for white label management
3. Increase logs storage time to 90 days for production environments

Release 1.8.2

1. Fix joining a scheduled appointment as an agent from salesforce
2. Fix create an appointment by agent for an another agent from salesforce
3. Remove an unnecessary polling of online sessions on join appointment page
4. Make max session duration as 24 hours to allow full day appointments

Release 1.8.1

1. Add an indicator about downloading files in text chat
2. External login API for agent mobile app integration
3. Fix external login by invalid integration credentials
4. Fire location change event to parent window in case of iFrame usage
5. Implement “return url” feature after external login
6. Session audit translations fixes
7. Fix empty session result on session history when agent left
8. Fix multiple equal entities in session history in case of race condition retries
9. Fix agent white screen in case of data versioning mismatch
10. Add missing participant name for verification events in audit
11. Fix client pages background color when opening in live help widget
12. Fix cut loader in session audit modal
13. Fix words wrapping of long session history results
14. Trim input value on blur in input and textarea controls
15. Fix login related pages issues with words wrapping
16. Fix time calculation in verification retry timer

17. Fix styles loading duplication
18. Fix login form controls appearance on submit invalid data

Release 1.8.0

1. Grid view for online sessions
2. Add error notification for agent in case a client uses not supported device
3. Add warning notification for agent in case a client uses not officially supported device but a connection can be established
4. Fix account existence validation on user login
5. Fix error handling in live help script generator
6. Implement a setting to allow to skip agents availability check on start client session
7. Fix error handling during a geolocation detection when google services are not available
8. Re-implement session related logic to use versioning and prevent race condition
9. Use less accurate address in case of geolocation was not able to determine street and home
10. Implement an ability to subscribe on online sessions changes from Salesforce
11. Fetch sessions on all agent pages and mark agent as available for a client even not staying on online sessions page
12. Add an indicator of waiting sessions count in header
13. Session audit on session history
14. Redesign login related pages
15. Fire event to parent window about user authorization in case of opening agent app in iFrame
16. Implement Salesforce iFrame integration
17. Make high accuracy geolocation for a client if possible
18. Redesign of client join session page
19. Small design improvements on client pages
20. Fix missing custom client image in case was added and removed then
21. Fix usage of shared screen instead of local video
22. Implement a validation of system date time
23. Implement an ability to enable/disable client connect
24. Add right/left buttons on session history for easier navigate between dates
25. Output coordinates next to address for geolocation during a session and into pdf
26. Reuse statistic cards from activity on agents statistic
27. Fix ”Unable connect to the room” to "Permissions denied" error

Release 1.7.0

1. Ability to upload custom icon for live help widget
2. Ability to upload custom logo for a client session *
3. Upgrade twilio-video to 2.10.0
4. Fix align of “download” icon for after session files in session history

5. Batch download of after session files from session history *
6. Calculate and display a size of after session files on session history *
7. Client connect SMS scheduling
8. Fix issue with hidden “switch camera” icon when permissions not granted before a session
9. Send “First Help App” links by SMS from client connect page *
10. Show session actions for a client for 3 second once joined a session
11. Fix validation issue when create a session from Salesforce with invalid assignment
12. User roles management with per page permissions
13. Display client geolocation detection error for a client
14. Hourly and monthly statistic on activity dashboard
15. Fix session queue duration rendering when a value is more than one hour
16. Fix on site duration rendering when a value is more than one hour
17. Remove percentage for unique visitors card on activity dashboard
18. Fix client connect phone validation message when Twilio is not available
19. Show control only info field name as an input label in client connect modal if label was not set in settings
20. Add client session browser icon for Samsung Browser
21. Refresh access token in advance to not show 401 errors in console
22. Return to an initially opened page if redirected to login due to token expiration
23. Add id column on online sessions page
24. Add a button to copy client id in agent session panel
25. Change profile and settings APIs from get to post to prevent caching
26. Salesforce integration to use the app in iFrame
27. Fix issue with black screen after switch camera on some mobile devices
28. Fix request appointment issue for an assignment without settings *
29. Text chat file limit as 5mb *
30. Performance improvements of main client and agent APIs
31. Show client session buttons on mobile devices by click on the any place of the screen
32. Add hours for durations and remove (min) suffix

Release 1.6.1

1. Improve performance for a high number of calling clients
2. Request previous client sessions on demand
3. Improve performance of current state requests from client and agent
4. Fix request previous client sessions for non admins
5. Fix current year on client page
6. Fix loading previous client sessions by id + account id

Release 1.6.0

1. Display session queue for agent in-session panel *
2. In-session screenshots preview and remove *
3. Move “Projects Management” under Account Admin section
4. Live Help SDK in widget mode with a text chat at the beginning
5. Fix transfer state “In progress” status in report
6. Improve session history report generation with columns selector and new columns
7. Support file sharing in text chat *
8. Session reassignment to an another assignment *
9. Allow web clients to request an appointment if no agents are available *
10. Implement a new page to allow to specify appointment requests recipients *
11. Fix session interrupt after refresh for web clients
12. Start session as an agent an invite client by link, code+pin, sms, email *
13. Redesign of all clients pages on web
14. Implement UI to specify Salesforce user credentials for integration
15. Implement an ability to schedule sessions from Salesforce *
16. Implement a new page to see appointments created from Salesforce
17. Join scheduled session by link as a client and as an agent without credentials (with token)
18. Add new phone input component with better UX
19. Implement an ability to set customer logo across client pages by app admins *
20. Implement an ability to put controlOnlyInfo fields on Client Connect *
21. Implement an ability to set rejected statuses per project/process
22. Implement an ability to create PDF after session and download files from session history page *
23. Fix displaying “Switch camera” icon when no video
24. Implement Live Help SDK script generator
25. Add “typing” indicator in text chat
26. Add previous client sessions column on Online Sessions page
27. Add number column on Online Sessions page
28. Implement an ability to request web client geolocation and attach geolocation screenshot to a session *
29. Implement mark client geolocation screenshot as required (“Success” button will be disabled until successfully done) *
30. Implement full screen text chat in live help widget
31. Fix loose text chat message after on hold
32. Re-implement auth for agents using OAuth approach
33. Allow to create agents dynamically from Salesforce *
34. Fix request agent session settings on session start
35. A new page with statistic by agents
36. Re-implement activity dashboard page

* - support of the application admin is required

37. Add Avg. Session Duration statistic
38. Add Avg. Response Time and Avg. Session Duration to Activity Dashboard report
39. Add session id to agent in-session panel
40. Dramatically improve activity data calculation
41. Fix phone number validation in client connect form
42. Add missed activities translation in history report
43. Add session duration in agent in-session panel
44. Implemented session history search by result and reject status
45. Fixed admin pages description

Release 1.5.1

1. Upgrade twilio-video to version 2
2. Show error message for an agent in case Twilio was not started for a client
3. Show “Online” indicator on Online Sessions page for a client and an agent
4. Add debug logs on test Twilio connection page

Release 1.5.0

1. “Client connection” feature that allows to create a predefined link for a specific client with a predefined client data *
2. Ability to bulk create “client connection” links by excel import
3. Ability to export created “client connection” links to excel document
4. Send invite with “client connection” link to a client by SMS *
5. Improve web app UX for mobile devices
6. Change default agent image for web clients
7. Implement a modal to confirm stop an activity during a session
8. Allow agents to put a session on hold (Web, Android SDK)
9. Ability to switch to full screen video for web users
10. Ability to use different room types from twilio (e.g. P2P) *
11. Remove IP column from Online Sessions dashboard
12. Co-browsing between web users *
13. Basic text chat between web users *
14. Screen sharing between web users (for devices with Screen Capture API support) *
15. Show unsupported activities as disabled (e.g. screen sharing for SDKs)
16. Add a column on agents page indicating admin users
17. Implement ability to filter agents on agents page by “admin” role
18. “Screen recorder online” indicator on Online Sessions page
19. Add browser detection for opera and firefox and display proper icons

20. Ability to see and filter available agents who have “Online Sessions” page opened
21. Store information about created users
22. Refactoring users API and improve validation
23. Request agent information each app open and not store it in local storage
24. Implement configuration for creating agents type (with password or with email invitation or both) *
25. Improve logs about http errors failures
26. Store incoming session sound on “Online Sessions” settings in database
27. Export session history and activity data to .xlsx files
28. Output unsuccessful calls statistic on Activity Dashboard
29. Add client info (id, os, browser) on session history page and session history report
30. Fix incoming sessions sound on iOS devices
31. Fix displaying client buttons on click during a session on mobile devices
32. Fix incorrect alignment of “Away mode” in main menu
33. Fix bug that an agent assigned to a project without processes can’t see client process on Online Sessions page
34. Fix video after device rotation when client is on android web browser
35. Fix displaying session “Transfer State” on mobile devices in case of screen recorder usage
36. Fix extra click area on the right side for a checkbox “Is Admin” on “Create Agent” page

Release 1.4.2

1. Store agents availability on “Online” page in database so server restart will not affect “agents available” check for clients
2. Add logs about calling client events in Android SDK and Web with a result (e.g. log if a screenshot was uploaded to customer side successfully)
3. Add more safe checks/logs related to screenshots upload for client verification
4. Search by “Session ID” on “Session History” page
5. Implement ability to join an active session from “Online” page using “Join Active Session” button
6. Hide “Answer” button in case an agent already has an active session
7. Improve a speed of reaction on “Answer” button to move to session page right after a click
8. Improve http errors logging

Release 1.4.1

1. Store sessions files in file system instead of database
2. Clear session static data once session completed
3. Improve database queries to get sessions
4. Improve logs related to sessions

* - support of the application admin is required

Release 1.4.0

1. Upgrade twilio-video to 1.20.1
2. Finish session if agent is out of session for 30 seconds
3. Fix 'On Site' for finished sessions (it will stop once a session finished)
4. Log connection status to twilio on start Audio/Video activity (success/failed)
5. Improve log system for http errors to research unusual cases
6. Optimize “On Site” timer rendering performance on “Online Client” page to re-render only cell instead of the whole row
7. Retry http requests during the session in case of failed (currently a session becomes closed after a first failed http request)
8. Upgrade UI dependencies versions for more stable work (react, react-scripts, material-ui)
9. Add “Conference Panel” instead of buttons/text placed on video to be able to see the whole video
10. Make “Conference Panel” draggable and expandable
11. Display mute and start/stop button on hover over video
12. Close client session if there are no available agents
13. Handle opening agent session in multiple tabs (previous tab will be closed in case of opening a conference in a new tab)
14. Indicate required actions with red * (asterix) (selfie validation, two documents)
15. Add a new page to emulate client experience (<env>/public/client-experience)
16. Add full screen toggle on mobile devices in web version
17. Display proper message for web clients if agents are unavailable
18. Display proper message for web clients if wrong assignment was passed
19. Display proper message for web clients if wrong client data was passed
20. Introduce selfie validation request status and fix possibility to make one more selfie validation request if it was already requested
21. Display network quality level for an agent during a session
22. Session History improvements:
    a. Server side pagination to work with a big number of data
    b. Report generation on server side to work with a big number of data
    c. Indicate report generation process by displaying a spinner
    d. Use hard coded time zone for an account instead of usage a local time zone to have correct hours always
    e. Add numeric page selector for session history
    f. Calculate statistic displayed on activity dashboard on server side to work with a big number of data
    g. Improve activity dashboard statistic report performance
    h. Indicate data loading process by displaying a spinner
23. Log and store an info if session was finished due to "Agents Unavailable"

24. Display "Agents Unavailable" status on “Online Clients” page if there are no available agents (can be tested in case of all online agents are in “away mode”)
25. Display "Agents Unavailable" on session history as a result in case of a session was finished due to agents unavailability
26. Fix incorrect behavior of Ring sound (enable status, go to another page and return back. Sound will work but status will “off”)
27. Fix non-permanent reproducible bug that projects sometimes empty an agent
28. Fix opening personal profile page from create agent page
29. Fix redundant gauge chart updates after filters change
30. Fix incorrect logic to determine if agents are online in case of usage project and process for client assignment
31. Display black screen if video stopped by participant instead of last frame of a video
32. Add ID in session history page that can be provided for research if needed
33. Add percentage on activity dashboard
34. Fix for rarely happens incorrect start/end dates on session history page
35. Fix request session history data if request is already in progress (disable button)
36. Do not finish a session if a client leaves a room (that means no interrupted sessions because of a client. It will allow agents to choose a reason of finished session. Also it will improve the issue we have with recorder that it can not record short calls because we will not have them)
37. Delay of agent inactivity before close a session
38. Log ‘last activity date’ of session participants
39. Implement ability to start stop video call during a session
40. Keep finished sessions on dashboard for some seconds
41. Add a button to leave a session as a client in a web version
42. Introduce “Client Left” status for session when client closes a tab (android app) and disallow agent to join to that session
43. Enable Ring sound on by default on Online page
44. Retry twilio connect on network change
45. Notify about screenshot upload failed during a session
46. Fix engagement funnel on Activity Dashboard to display big numbers
47. Fix unsuccessful transfer state statistic before the feature was released
48. Add seconds on session history page for started/ended
49. Sort sessions by status on Online page
50. Fix auto-selection of a calling client on Online page
51. Hide “Answer” button for agents in Away Mode
52. Add more logs and improve current logging workflow
53. Stabilization improvements

Release 1.3.0

1. Add a page to test a connection to Twilio
2. Support mp4 format for video

3. Retries to connect to Twilio in case of start video failing
4. Modify client demo page to add input parameters
5. Improve screenshot quality
6. Complete token-based screen recorder authorization
7. Make non cookie-based authorization for Safari clients
8. Remove agent's ID from manage agents page
9. Fix "…" after 'Remove' button on reject statuses page
10. Use stylized messages instead of native alerts on video call page
11. Change default language to english
12. Fix safari bug with start a video call (codecs issue)
13. Refactor client's workflow to require all parameters on start session request
14. Validation of client's parameters
15. Refactor client's methods/events and introduce a new one about validation error
16. Release live help button v1.3
17. Backward compatibility for live help button v1.2
18. Screen recorder versioning validation
19. Remove support of screen recorder with version less than 6.0.0
20. Disable 'Answer' button when agent uses invalid screen recorder version and display an error message
21. Add 'Transfer State' column on Session History page to indicate upload status
22. Fix bug that session has 'success' status when agent did two screenshots and successful selfie validation but call finished without click 'Success' button
23. Daily files upload report by e-mail
24. Refactoring to pass client data to encoder directly instead of passing it through recorder
25. Store video call info in database until encoder will send confirmation about successful receiving all data required to create .zip file
26. Add 'Transfer State' filter on Session History and Activity Dashboard
27. Add 'Transfer State' in Session History and Activity Dashboard reports
28. Add transfer state information cards on Dashboard Activity with graphs
29. Display screen recorder status on agent's screen during a call
30. Fix issue with icons (toggle audio/video) position on screenshots
31. Implement strong password rules
32. Add 'linux' and 'ios sdk' icons on Online Clients page
33. Add title on hover for cells content on Online Clients page
34. Add logged-in user name in side navigation menu
35. Add loader on Online Clients page instead of a white screen when loading clients in a first time
36. Add row number on agents manage page
37. Combine manage agents buttons in one cell for better UX
38. Rename project/process 'query' to 'ID' to make it clear
39. Move session history pagination to top of table to improve UX
40. Implement displaying up to 50 items on session history page
41. Sort agents by name in session history filter for better UX

42. Session history columns refactoring to include more information
43. Add Filename column on session history page
44. Improve Spanish translations

Further info

For further information please contact the Eazyshow team by email support@eazyshow.com or call 1-855-427-5227.