Engage Version 0.4-alpha

New functionality

1. First version of the Mobile Application
   a. Can view and accept conversations
   b. Transfers can be viewed, accepted, and requested
   c. Count indicators are added to the sections in the mobile application
   d. Internal chats
   e. New (unread) message indicator is added to conversation messages and internal chat
   f. Standard Responses are supported
   g. Rich Media can be opened and downloaded
   h. Channel indicator is added to messages
   i. Conversation Data is accessible for conversations
2. Automated replies can be sent based on a hashtag sent by a customer
   a. Hashtags can be set up on Standard Responses
3. Editing of message text and tags are allowed on Standard Responses
4. Rich media communication is restricted to what the relevant channel supports
5. Selecting a standard response will now not only show the name but also a preview of the message to be sent.

Bug fixes

1. Notification count badges are now correctly shown on subsections in the side bar.
   a. Badges are now not shown if the count is zero.
2. Search text is cleared after a search is performed for participant
3. User management
   a. Controls are refreshed when actions are performed
   b. Action buttons remain on top of the grid when scrolling down
4. We now refer to the "Contact" rather than the "Customer"

Engage Version 0.3-alpha

New functionality
1. Notes supports Rich Media
2. Facebook Messenger supports Rich Media

Bug fixes
1. Solved the Firebase error when the application loads leaving the page blank.
2. The history often did not show until the arrows were clicked a couple times.
3. Outcomes did not show in the selection list on closing a conversation
4. Dashboards showed empty labels and seemed interactive
5. Edit was removed from Outcomes and Standard responses to preserve data integrity for reporting
6. Role selection when creating a user always defaulted to "new"
7. Redundant calls to update the Info Center were removed.

Engage Version 0.2-alpha

New functionality

1. Front-end redesigns
    a. Outcome Setup
    b. Standard response setup
    c. Customer Data section
2. Version number shown in about section
3. Notifications
    a. Browser notifications added to the Engage application
    b. Notification count indicator on Information Center
    c. Count notifications on conversation sections & Title bar
    d. InfoCenter notification when a users is added as participant
4. Added security to integration user (for analytics)
5. WhatsApp channel supports rich media
    a. Images are shown, all other files and media types are only shown by icon
    b. Files can be received and sent
    c. Files can stored and transferred securely
    d. Files can be downloaded by the users
6. Channel indicator was added to inbound messages

Bug fixes

1. Internal Messages & Notes are correctly marked as read, the new line is shown for 20 seconds, and it does not close section when it's updated
2. Errors on users are communicated with more information
3. Empty checks and duplicate checks are added to outcomes and standard responses
4. History initially shows no records (and only shows the history after a few clicks)
5. Collapsed Tools: the Customer Data section did not present correctly

Known Issues

1. Duplicate publish of browser notifications