Engage Version 0.5-alpha

New functionality

1. React Website
   a. Outcome and standard responses can be deleted from Engage.
2. Channels
   a. MMS is available to send media messages through the text channel.
   b. VoyagerNetz Engage Facebook App is available for business pages enabling Facebook Messenger communication through Engage.
3. Mobile application
   a. Settings
      i. Conversation Management can be set up in the mobile application. This include the changes of the templates mentioned in "Conversation Management" section of this release notes
      ii. Outcomes and Standard responses can be added and edited
   b. Conversation Notes can be viewed and added
      i. Images are supported in the notes
   c. Opening a conversation will scroll to the last message
   d. In the conversation list the last non-system message is shown as preview
   e. A clearer distinction is made between internal chat and conversation view
   f. Contact Details
      i. Email address is updatable
      ii. A Notes field is added to contact details
   g. Desktop View of the application is available
   h. Sending errors are displayed on messages
   i. A user can view and edit his own profile
4. Integration capabilities via Postgres (Engage Analytics)
   a. Conversation data is available for integration purposes
   b. A running number of last changed record is supported
   c. A case-insensitive Tag field is added to outcomes in Engage that can be used to map conversation outcomes to outcome descriptions in the integrating system.
   d. The outcome date is added to the available fields

5. Notifications supported in the system (iOS, Chrome, Firefox, Edge) 1.
   a. On a new conversation in waiting
   b. On an internal chat message (to all participants)
   c. When a user is added as a participant to a conversation
   d. When a transfer of a conversation to a user is requested
   e. On all inbound conversation messages (to all participants)
   f. When a new note is added to a conversation (to all participants) 7. Upon failure to send a message (to the owner)
6. Conversation Management: different messages templates are supported for:
   a. Greeter message
   b. A conversation not accepted in time defined by a timeout setting
   c. When there is no reply (to an inbound message) in time defined by a timeout setting

Bug Fixes

1. React Website
   a. Messages with multiple images are now correctly shown.
   b. Toast messages will no longer be shown on all user updates
   c. Settings are correct problem addressed
   d. Message is displayed when on empty dashboard
   e. Send button is not clickable with text channel
2. Mobile application
   a. When a new user is created it will wait for approval (role assignment). The application will not directly log the user in.
   b. It is now enforced that an MMS message must include text
   c. Contact's name is shown in conversation list for Facebook conversations
3. Extension tags as set up on Standard Responses are interpreted as case insensitive.

Technical Updates

1. React Website
   a. Input controls are updated to be the same as the input controls used in Conversation Details

2. User management in back end is realtime enabled, allowing a more intuitive user experience
3. Supported media types can be set up per channel. This is done on the back end and is not configurable by a user.
4. Supervisor user role is added. At this stage this role is not yet used in the application.