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Widgets

9.0.009.04

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9.0.009.04

Widgets Release Notes

9.x

Release Date	Release Type	Restrictions
03/21/19	Update	

Widgets is platform-independent software. You can deploy the installation package on any operating system that Widgets supports.

What's New

This release contains the following new features and enhancements:

- WebChat's GMS REST mode now utilizes dynamic polling instead of a fixed 3-second poll rate. The poll rate increases when the user sends messages and decreases over time as they become idle. This increases responsiveness for the user without overburdening the server. (CXW-2167)
- Support for **Markdown text formatting** is added to Rich Messages, following the CommonMark Spec. Support is limited to the Generic and List template description areas. (CXW-2095)
- **Offers Widget** is updated with new features, layouts, and improvements. (CXW-1936)

Helpful Links

Releases Info

- [List of 9.0.x Releases](#)
- [9.0.x Known Issues](#)

Product Documentation

- [Genesys Widgets](#)

Genesys Products

- [List of Release Notes](#)

Resolved Issues

This release contains the following resolved issues:

Quick replies now displays both the text and the corresponding quick replies properly for a message in the WebChat Widget. Previously, in some cases, the quick replies were missing and only the text would appear. (CXW-2168)

Chat arrow bubbles and messages now display correctly in the WebChat Widget during an active chat session. Previously, in some cases, they appeared misaligned. (CDW-2162)

The Chat Widget no longer auto-zooms in the iOS mobile Safari browser when a user taps on any input field. (CXW-2158)

WebChat Widget in CometD mode now correctly works in an Internet Explorer 11 browser. Previously, a chat connection could not be established in this browser due to an unsupported third-party CometD library version. (CXW-2157)

Upgrade Notes

No special procedure is required to upgrade to release 9.0.009.04.