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Widgets

9.0.016.02

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9.0.016.02

Widgets Release Notes

9.x

Release Date	Release Type	Restrictions
01/31/20	Update	

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

What's New

This release includes only resolved issues.

Resolved Issues

This release contains the following resolved issues:

Corrected an issue where existing Quick Replies would not appear in the transcript when restoring a chat after a refresh or page navigation is initiated. (CXW-2697)

Updated display of Rich Messages within WebChat to include avatar, name, and timestamp of the sender. (CXW-2621)

A new configuration option, **enableHTML (boolean)**, was added to KnowledgeCenterService, which

Helpful Links

Releases Info

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enables the Search Widget and Chat Deflection plugins to render HTML content. This option is set to false by default, which causes KnowledgeCenterService to fetch content in plain-text only. (CXW-2165)

Upgrade Notes

No special procedure is required to upgrade to release 9.0.016.02.