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## Widgets

9.0.016.07

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9.0.016.07

## Widgets Release Notes

### 9.x

| Release Date | Release Type | Restrictions |
|--------------|--------------|--------------|
| 02/14/20     | Update       |              |

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

### What's New

This release contains the following new features and enhancements:

- Expanded WebChat's markdown implementation to support setting the target for links by following this expanded syntax:

```
[Genesys](http://www.genesys.com{{target="_self"}})
```

(CXW-2769)

### 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:

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WebChat Widget now displays properly when multiple messages are sent. Previously, the message

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timestamp could overlap the avatar of the next message when one rich message appears immediately after another rich message. (CXW-2804)

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WebChat Widget now displays a download button when a supervisor attempts to send an attachment. Previously, files sent by a supervisor did not present a download button to the customer. (CXW-2793)

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WebChat Event Lifecycle now treats Bots as agents so that the **WebChat.completed** event is published after the customer ends the chat with a Bot. Previously, when the customer ended the chat, **WebChat.cancelled** was published. (CXW-2792)

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## Upgrade Notes

No special procedure is required to upgrade to release 9.0.016.07.