GENESYS™

Widgets

9.0.017.04

Contents

9.0.017.04

Widgets Release Notes

9.x

Release Date	Release Type	Restrictions
07/08/20	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:

The Agent typing indicator now correctly appears in Internet Explorer 11 and Edge browsers. Previously, the typing indicator in the UI was slightly obscured. (CXW-53)

In WebChat, the Agent typing indicator now correctly displays. Previously, there would sometimes be duplicate typing indicators shown in the WebChat when the agent is typing normally. (CXW-51)

In WebChat, when attempting to start a chat across multiple browser tabs, the chat session now correctly resumes. Previously, a new chat could be started instead of restoring the active chat

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

session present in a different browser tab. (CXW-38)

In WebChat, markdown processing is now correctly applied only to messages sent from the business (bot or agent) to the end-user. Previously, markdown processing was applied to all messages. (CXW-37)

Upgrade Notes

No special procedure is required to upgrade to release 9.0.017.04.