CHIME FOR TEAMS RELEASE NOTES
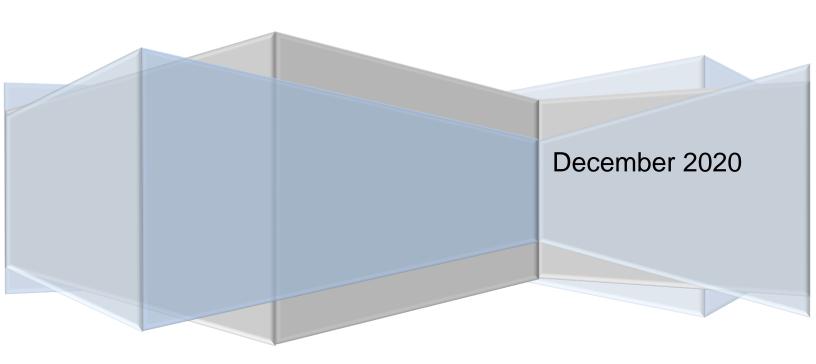
December 2020

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CHIME FOR TEAMS RELEASE NOTES

V3.0.555 (DECEMBER 16, 2020)

- Check out our new wiki where we will be adding extended Release Notes write-ups
- Added a new Reporting API key system for programmatically downloading reports and administrative changes
- Added in a new Virtual Agent type for when the agent is connected to a chat
- New queue level event Agent_Connected exposed to the virtual agent implementation – so virtual agent can create ticket when an agent is connected
- Agent context window can now add additional tabs based on a message from a virtual agent (in order to attach an incident URL to the agent's context window)
- Chime can now add context window tabs when messages from Virtual Agent include "ADDTAB"
- Updated default text resources with a new set of good looking adaptive card designs
- Structure to capture information on when an agent enabled\disabled and provide reporting UI
- Report to display agent\disabled audit report (who enabled or disabled an agent and when) - Agents Enabled/Disabled in Queue
- Modified the QueueUnavailable message to only send when queue is unavailable, it no longer follows up with the TimedOut message

V3.0.537 (DECEMBER 2, 2020)

- Check out our new wiki where we will be adding extended Release Notes write-ups
- Added indicator on the current active web client menu
- Added Bot Inactivity Timeout Actions. When a bot conversation times out Managers can choose for it to either Route, Deflect, or Transfer to Queue
- Charting adjustments to better account for daylight savings time
- Created a new Queue level chart: Text Analytics > Timed Out Sessions
- Added new settings in Admin > Theming to choose the website, privacy and terms of use for the bot manifest
- Added in new commands to end chat sessions ("/end", "\end", "end", and "end chat")
- Chime now send the System Offline text resource when we guests try routing into a queue that is inactive

V3.0.531 (NOVEMBER 12, 2020)

- Check out our new wiki where we will be adding [extended Release Notes write-ups](#)
- Redesigned the navigation menu. Web client menu used to be placed under a drop-down button. On the latest build, it has been moved into the web client header so that it is more accessible and not hidden. This update should help guests to have an easier way moving from one page to another
- Removed end chat button. The removal of the end chat button is part of the navigation redesign. Other ways to end a chat on the guest web client would be to close the web client window, send /end message, or click an end chat button configured on Adaptive Cards
- Redesigned Agent context window standard reply ui
- Updated Agent context window metadata ui
- Added QnA Maker search functionality into Agent context window
- Updated Guest web client hostconfig in order to provide skinning and UI options for Adaptive Card buttons. This update changes the layout of Adpative Cards rendered in the guest web client. This does not change adaptive card behavior. The updated hostConfig allows Adaptive Cards buttons to be rendered inline, instead of stacked on top of each other (full width.)
- Fixed home dashboard QnA Maker search feature error handling
- Improved handling of special characters and long queue names when generating Teams App manifest packages
- Cases of the interview inactivity timeout action are now prevented from attempting to route chats after they have been transferred to another queue
- Chime now forces garbage collection before deleting log files to release file handles held open by Log4Net logging library. Depending on Log4Net and garbage collection, it may take up to 5 days for some logs to be removed from the system
- Added improved error handling for QnA instances assigned to a queue which are inoperative
- Better display of AdaptiveCard validation errors in the Interview card preview
- Added support for case-insensitive handling of user metadata passed to a Chime queue from an external bot or app via the activity.channelData message field
- For more information on passing User Metadata from a bot to the Chime Queue when starting a session take a look at our [Wiki article here for more information](#)

V3.0.510 (OCTOBER 29, 2020)

- Fixes for Adaptive Card serialization issue when cards had elements with ids
- Added new UI warnings when alerting settings are not properly configured
- Added virtual agent API methods for sending Adaptive Cards
- Fixes for issue where interview cards with inputs and only one option would not submit properly
- Added web client launcher button in queue settings
- Added chat transcript tab into agent web client
- Updates for accessing custom seeker metadata in interview and text resource cards more easily
- Fixed an issue where seeker sends a screenshot while routing to an agent, and the JSON of the file attachment is appended to their question
- Handling for deleting log files when an external process is holding them open
- Updated web client navigation
- Added QnA Maker search feature into web client
- Added new web client settings to show or hide QnA Maker search feature

V3.0.497 (OCTOBER 15, 2020)

- Reports related to bot performance and deflection have been split out into a new category: Chat Bot Statistics and Metrics
- Added functionality for web client to pass custom seeker metadata
- Added the ability to step seeker and agent into a voice/video/screenshare online meeting
- Fixes for CSV exports of sentiment analysis reports
- Added visibility into the state of presence tracking operations in the Admin/Health section
- Fix for which prevented Translation API Key from being persisted properly
- Updates to support AdaptiveCard 1.2 schema elements in text resource and standard reply cards
- Fixes for discrepancies between queue dashboard Desk agents and Trending Summary counts of available agents
- Fix to prevent presence of agents from toggling to Unknown when Graph API permissions for querying Teams presence information are not granted
- Changed the color of the interview tree button from clear to blue to make it more visible

V3.0.476 (SEPTEMBER 17, 2020)

- Added the option to play a sound when the Agent chat notification modal opens
- Chime now records when a bot starts and stops conversations with seekers and whether the bot was able to deflect the chat
- Added additional reports to cover bot statistics under Performance Metrics
    - New grid report (Bot Chat Details) showing chat sessions handled with bot, bot interaction duration, did bot handle chat
    - New bar chart report (Average Bot Chat Duration Over Time) showing average bot conversation length over time
    - New pie chart report (Bot Answered vs Transferred vs Deflected Chats) showing breakdown of chats answered vs deflected vs transferred to other queues
- Chime now filters concurrent chat details only for available agents
- Pre-waiting sessions that are in the middle of a bot/VA/interview are now counted in the Waiting column on the consolidated stats bar chart
- Enabled standard replies to be sent out as translated messages if the translation feature is enabled
- Added a translation status to prevent translation when agent and guest are using the same language
- Fixed a scenario where guest submits the post-chat survey card after the chat has expired, without starting a new chat session
- Added a settings.xml field that can tweak the timeout for the post-chat survey

V3.0.470 (SEPTEMBER 3, 2020)

- Added more back-end checks to prevent multiple agents from joining a chat session
- Improved incoming session notification modal with an X (close) button
- Improved incoming session notification modal so that it closes five seconds after its session was connected

V3.0.442 (AUGUST 26, 2020)

- Updated the Pick Chat button on the Agent Dashboard to show up even when agents are being prompted to accept
- Added a label in the routing history to show when the chat started routing to agents (e.g. the "Session Started" label is before bots or interviews or VAs or any other dialogs that might take time)
- Added a label in routing history to show if an agent was invited into a chat session
- Updated routing history to show whether a chat was taken by an agent because they were prompted, or because they picked it directly
- Improved Agent presence polling when routing and back-end optimizations to the accepting chat flow
- Added in a Chat Performance by Interval (Beta) chart into the performance metrics charts
- Fixed Redirect bug for Multi-tenant deployments

V3.0.427 (AUGUST 14, 2020)

- Improve message (chat) formatting when pasting in text from MS Office documents such as Microsoft Word and Microsoft Excel (Chime will attempt to remove leading and trailing line breaks that might be included in the formatting)
- Uploaded files on the web client now have a button to use rather than markdown
- In chat sessions details, remove the embedded URL that could open a file attachment after the chat conversation has completed
- Improving the way images show up in the web client after the files have been uploaded
- In the case where Chime is communicating with another chat bot, using the Directline API, pass attachment objects as attachments instead of providing a server based URL as text

V3.0.423 (AUGUST 13, 2020)

- Fixed an bug where plain-text Standard Replies and Manager direct messages would not send
- Added an additional sweep to make sure the uploaded files are cleared out after 24 hours from when they are sent
- Improved how session states are managed
- Cleaned up an issue where websocket errors occur when we keep trying to reconnect

Rev 1
December 23, 2020

V3.0.414 (AUGUST 6, 2020)

- Added: All queue reports now include the ability to select a start and end time as part of the date range. This should help with reports for periods of time within a day where metrics such as ASA are very important - for example, determining the ASA for a queue from 9:00 AM to 11:00 AM on a particular day
- Added: All system level reports now include the ability to select as start time and end time
- Updated: Update low level presence detection in to resolve presence information in high agent count\volume queues. In order to work around some 0365 graph API throttling limits, presence requests to the 0365 graph API will now be submitted using a batch submission process. One symptom of this issue is when a queue would exceed 100 agents, Chime might not be able to retrieve to the current MS Teams presence for all agents and agent's presence would render as unknown.

V3.0.412 (JULY 27, 2020)

- Modified the timer that manages the "Searching for agent" periodic wait message to ensure that the wait message is stopped and not sent after the agent is connected
- Chime will now push a Chat Accept notification to the Agent web UI when an agent is invited to a chat by another agent
- Added a resolved sessions report
- Removed the ON label in the translation button when guest's and agent's languages are the same
- Updated colors and added icons to the accept/decline notification modal
- When inviting an agent in the queue will now check for an available dispatcher slot to start a new conversation with the agent
- Chime now shows invited agents on the details and monitoring panels in addition to the primary agent
- Added an interview choice to route to a queue or a skill tag if the queue isn't available
- Added a new property for the email addresses of the agents who handled the chat
- Added the feature for rendered charts and reports to be exported

- Added an indicator that an agent is being prompted to accept a chat on the monitor panel and agent dashboard
- Smoothed out the Chime process and Queue processes shut down sequence
- Added an expected wait time over the last hour text resource variable: @Model.ExpectedWaitTimeLastHour

```
@{
    var expectedWait = "";
    if(@Model.ExpectedWaitTimeLastHour.Minutes < 1 && @Model.ExpectedWaitTimeLastHour
.Seconds > 0 ){
        expectedWait = @Model.ExpectedWaitTimeLastHour.Seconds + " Seconds";
    }
    else if(@Model.ExpectedWaitTimeLastHour.Minutes >= 1 || @Model.ExpectedWaitTimeLa
stHour.Seconds > 0 ){
        expectedWait = @Model.ExpectedWaitTimeLastHour.Minutes + " Minutes " + @Model
.ExpectedWaitTimeLastHour.Seconds + " Seconds";
    }
    else{
        expectedWait = "Appologies for the wait, an Agent will be with you soon";
    }
}
{
    "type": "AdaptiveCard",
    "body": [
        {
            "type": "Container",
            "items": [
                {
                    "type": "TextBlock",
                    "text": "Sorry to keep you waiting, your approximate position is
@Model.PositionInQueue.",
                    "wrap": true
                },
                {
                    "type": "TextBlock",
                    "text": "Approximate wait time: @expectedWait",
                    "wrap": true
                }
            ]
        }
    ],
    "$schema": "http://adaptivecards.io/schemas/adaptive-card.json",
    "version": "1.0"
}
```

- Auto-translate will not translate if agent and guest are speaking the same language
- Active outages are now sent to the web client guests like we do for the Teams client
- Added a badge to webclient's user button when there is an outage

Rev 1
December 23, 2020

V3.0.386 (JULY 9, 2020)

- Improved inviting another agent to a chat session and fixed cases where they would fail to connect
- Changed the ordering of events when an expert leaves the chat so that the "agent left" message is sent and the "guest left" message is not
- Chime now pushes a /end message to external bots when seekers disconnect
- Added in a bot inactivity timeout feature and controls in Queue Settings
- Chats now end more consistently when the guest closes the web client
- Refined the chat ending sequence so that it works when chats are rolled over or transferred between queues
- Reworked the timer for the periodic wait message to ensure it is stopped when agent is connected

V3.0.376 (JULY 2, 2020)

- Fixed the logic that was checking the post-chat survey resource before sending the Deflected resource
- In hunt routing, Agents are now able to accept or decline a chat in Teams by typing in y (to accept) or n (to decline)
- Added a decline button in the accept chat notification modal
- Accept chat notification modal is now hidden in the session details
- Added the option for agents to auto-accept chat sessions. Additional updates coming to this feature in future builds
- Fix translation status UI
- Added in some checks so once you've been routed or deflected in the interview, we stop processing more interview commands
- Various clean up and minor fixes:
    - Added a IsHuntRouting property to the message that prompts agents over signalR when a new chat comes in
    - Added virtual-click on the end chat button when closing guest web client
    - Update on checking if a queue is on hunt-routing
    - Log that the endOfConversation message is sent to external bot
    - Clean up some errors that show in logs because of re-entry into DeflectChat method
    - Checks against direct-line Attachment property being null
    - Clean up some errors that occur after a socket connection error breaks up chat with the bot, and the chat is supposed to start handing off to an agent as the fallback
    - Removed "Your session has been ended" message because we have a text resource for when a chat is deflected now
    - Cleaned up Virtual Agent logging
    - Moved the event processing to another thread to improve text analytics performance

Rev 1
December 23, 2020

- Updates to agent presence redundancy and polling notifications
- Chime now allows agents to see the Chat history of chats rolled over into
- Added links between transferred chats in Session Details view
- Added in the session end column to the Basic Details report
- Added in ExpectedWaitTime system variables (Example: Approximate wait time: @Model.ExpectedWaitTime.Minutes Minutes @Model.ExpectedWaitTime.Seconds Seconds)
- To prevent the ExpectedWaitTime from going below zero use this Razor code if the message will repeat multiple times while waiting:

```
@{
    var expectedWait = "";
    if(@Model.ExpectedWaitTime.Minutes < 1 && @Model.ExpectedWaitTime.Seconds
> 0 ){
        expectedWait = @Model.ExpectedWaitTime.Seconds + " Seconds";
    }
    else if(@Model.ExpectedWaitTime.Minutes > 0 || @Model.ExpectedWaitTime.Sec
onds > 0 ){
        expectedWait = @Model.ExpectedWaitTime.Minutes + " Minutes " + @Model.
ExpectedWaitTime.Seconds + " Seconds";
    }
    else{
        expectedWait = "An expert will be available momentarily";
    }
}
{
    "$schema": "http://adaptivecards.io/schemas/adaptive-card.json",
    "version": "1.0",
    "type": "AdaptiveCard",
    "body": [
        {
            "type": "Container",
            "items": [
                {
                    "type": "TextBlock",
                    "text": "Sorry to keep you waiting your approximate positi
on is @Model.PositionInQueue.",
                    "wrap": true
                },
                {
                    "type": "TextBlock",
                    "text": "Approximate wait time: @expectedWait",
                    "wrap": true
                }
            ]
        }
    ]
}
```

- Added PositionInQueue text resource variable

- Default the Session.StartedRoutingAt variable to the current time for the PositionInQueue text variable if it has not been actually set yet.
- Added new text resource for Deflected chats, separate from the Post-Chat Survey resource
- Added a column for the "StartChatAutomatically" setting that can be used to toggle between auto-start or wait for input web client behavior
- Added a checkbox to admin UI for the Autostart chat setting
- Implemented a toggle for auto-start feature

V3.0.355 (JUNE 19, 2020)

- Updated Agent web client to show give a better message when a chat is picked by another agent
- Added a display of the current Agent and Guest languages on the Agent web client when using translation
- Sorted the language translation options alphabetically
- Added a system variable to keep track of the last selected interview choice @Model.SelectedOption
- Added the ability to upload a text resource directly from the Queue Settings instead of through Admin
- Added the option to use query strings to pass in seeker data (ex: https://example.server.com/Chime/webclient?id=1&firstname=testFirstName&lastname=testLast Name&email=test.email@email.com

V3.0.347 (JUNE 17, 2020)

- Updated default language translation to make it work better
- Improved the agent message notifications
- Updated the message sound to only play if sound is on
- Update to text resources that allows bots to render messages without being wrapped in adaptive cards if the "Styling for Messages that are Sent to Guests" and "External Bot Messages" text resources are emptied
- Added additional logging around active sessions that do not have sessionGuids when picked
- Added channelData that agent web UI backend uses to direct messages to the UI over signalR for the hunt-routing expertConnected prompt
- Added support in the Teams client for html, tables and markdown sent from an external bot

V3.0.342 (JUNE 5, 2020)

- Fix for virtual agent session state flow
- Fixes for inactivity timeouts waiting for response to post chat survey text resource cards after a chat completes, which could prevent a user from starting a new chat with the queue
- Update queue monitoring panels to indicate when chats are being handled by Interviews
- Updates to handle guest information that is passed to Chime from a custom direct-line client (mobile/portal page) as channelData
- Updates to format of user data that is passed from Chime to external bots.
- Support an external bot indicating that the Chime session that it is handled should be Deflected by sending a "/end" or "/exit" command
- Remove bot name when rendering responses from an external bot that contain suggestedAction items
- Update web client so that it initiates chats automatically

V3.0.335 (MAY 29, 2020)

- v3.0.332 (May 27, 2020)

- Added ability to auto-translate in Agent web client
- The language the guest is writing in now displays in chat messages on the Agent web client
- The initial question is now translated to determine what language the guest is using
- Interview dialogues can now acknowledge the selected options
- Added custom labels for submit button on each interview card
- Added the option to set one of the choices on an interview card as the default selection
- Added a timeout timer in the interview
- Bots can now use activity.Conversation.ID instead of activity.Sender.ID as sessionGuid for direct-line chat sessions
- Added a Session Comments Report
- Sessions now support mixed plain text and adaptive card messages
- Addd a null-check on the interview timer

V3.0.322 (MAY 18, 2020)

- External bot's credentials are now always populated when invoking it from the interview option
- Added support for the an external bot telling Chime to transfer a chat by sending a "/transfer {queueId}" message, with the queue id of the queue to transfer into
- Agent chat notification panels no longer stack on top of each other
- Browser notification is only invoked once to be less disruptive
- Fix for schedule interval to handle cases where the end time of the schedule interval wraps into the next day
- Chime no longer sends blank text resources if they are set as Adaptive Card rather than plain-text
- Fix for warning about double state transition when the initial welcome message is blank
- Removed the notification tag and track agent notifications manually
- If a queue has a rollover queue, treat it as available for the webclient
- If the bot message text resource is blank, send the response from the bot directly
- Chime will now send a conversationUpdate activity to external bots with the additional fields as channelData
- Fix for browser notification repeating

V3.0.309 (MAY 5, 2020)

- Put in UI for picking rollover queue
- Updated rollover so it works the same as transferring from the interview
- Added Admin notifications for if Azure text analytics is turned on but the credentials go bad
- Updated the health monitor API to be more consistent under load
- Added some extra logging when validating a Teams dispatcher
- Fixed a case where email transcripts would send before chat sessions were completed
- Chime will now skip the post-chat survey if there isn't one
- The validation state that sends the "Initial Welcome Message" text resource will only block for a response for 60 seconds if the text resource contains an input that the seeker needs to fill out. If it is a plain text message or a card without inputs, it will just progress onward
- Fixed the confusing attachment message some users were receiving during file transfer
- Added Agent browser notification for waiting sessions
- Added notification icon for Agents

V3.0.302 (APRIL 29, 2020)

- v3.0.299 (April 28, 2020)

- Queue name should be shown correctly in the Session Details chat transcript when chats are transferred between queues
- Toggle to disable incoming chat notifications in the Chime web UI
- Toggle to disable incoming chat notifications in the Chime web UI
- Toggle to disable incoming chat notifications in the Chime web UI
- Improvements to picking chats through the agent web interface, where multiple agents are trying to accept the same chat request.
- Improvements to integration with external Bot Framework bots
  - Adding support for handling "suggestedAction" input hints provided by external bots
  - Add additional data payload to messages sent by Chime to the external bot providing the end-user's email address and the Bot Framework channel ID which the initial request used.
- Performance improvements to management of web interface push notifications alerting agents to incoming chat requests.
- Added a fix for the overflow on the agent picker UI
- Queues will now signal why they are failing to start before terminating
- Fix bad request page (rework the authentication middleware options for the issues with too-large cookies)

V3.0.293 (APRIL 16, 2020)

- Picking a chat from the web ui when you've already been prompted to accept it in Teams by the Hunt routing works now
- Referrer url is now clickable
- Option to choose whether to end or not to end session when closing agent web client
- Fixed issue where Agents had empty chat notifications
- Added the option to clear seeker question at the end of a chat sesison
- Added the option to hide seeker photo in session details
- Variable substitution into adaptive card JSON text resources is now properly escaped if they contain quotes and such
- Replaced Agent web chat spinner with loading status updates
- Bots can now show up before or after the welcome message

V3.0.259 (MARCH 26, 2020)

Queue Updates:

- Added new queue level routing feature 'Interview' to provide a decision tree at the queue level
- If interview is added to a queue, the interview will be invoked after the welcome message
- Interview nodes may include action items such as
  - Route to Queue
  - Route to Tag
  - Start Over
  - Go Back
  - Go to Dialog
  - Go to Bot
  - Deflect Chat
- Added: Visual representation of interview
- Added: Import and export interviews
- Added: Interviews support Adaptive Cards at the node level
- Added: Adaptive cards may display, and store, Chime session level variables
- Added: Adaptive cards may use specific Chime IDs to render and store session values
- Added: Adaptive card help panel to show model properties supported by Chime
- Added: Queue level text resources may now be exported – including the adaptive card definitions
- Added: Features on the queue UI to assist deploying the queue against a tenant
  - Download Teams App Package
  - Install Teams App Package
- Updated Queue dashboard monitoring panel now uses real time notification service via SignalR service
- Updated Monitoring panel has cosmetic updates
- Updated some of the items for text resources and Razor syntax
- Render text resources as Adaptive Cards
- Design and create Adaptive Cards using Adaptive Cards editor
- Updated: Virtual Agent tab now renamed Integration
- Updated Cognitive Services tab now renamed Cognitive

Agents UI and Experience:

- Updated: Added real time notifications to agent dashboard using SignalR
- Updated: Rework agent dashboard to help with UI real estate for agents
- Answer incoming chats using new agent web client
- Added language translation option to the agent web client UI
- Get MS Teams notification for incoming chats
- Reply to inbound chat requests using MS Teams client or agent UI

Health Monitor:

- Added SSL Certificate status
- Added Bot Framework Traffic status

Admin:

- Added Azure Translation Key information in order to support agent side language translation
- Register external bot framework instances (for DirectLine API transfer)
- Queue Dispatchers available for inbound Bot Framework Direct Line access

V3.0.216 (DECEMBER 9, 2019)

- Real-time updates for the queue and agent monitor panels
- Support Monaco text editor component on IE 11
- UI for agents to set their presence through Chime.
- Hunt routing option (as in Chime for Lync) where agents are prompted directly to accept chats, rather than picking from the notification channel
- Integration with the beta version of the Microsoft Graph presence API for retrieving user's Teams presence.
- Closing the guest web client should end chat sessions correctly.

V3.0.194 (NOVEMBER 6, 2019)

- Added Text resources for wrapping agent and seeker messages
- Updated webclient settings in Chime Admin area
- Fix for Agent Monitor API showing queues an agent is deleted from
- Added end chat button on webclient header
- Update privacy policy link for queue Teams app manifests
- Show Bot Framework ServiceUrls on Health Monitor page
- Improvements to handling screenshots and file attachments that are compressed with gzip
- Fix for date intervals for charts spanning multiple months

V3.0.185 (OCTOBER 22, 2019)

- Ability to invite another agent into a chat with a user, using either Teams or the Agent Web UI
- Support for emoticons and file attachments in chats between the user, agent, and queue dispatcher
  - Support for emoticons
  - Support for screenshots pasted into the chat
  - Support for files uploaded through the Teams client or web clients
- Fix for an issue where it was possible to start a queue without a Teams notification channel defined
- Fix for an issue where chats would not time out after the amount of time configured in the queue settings
- Updates to the web client
- First implementation of optional web based UI for agents – which includes the ability for agents to have multiple chats in different windows

V3.0.178 (OCTOBER 3, 2019)

- Updated set of default queue text resources, including Adaptive Cards
- No delay before routing waiting for further question details If the "Initial Welcome Message" text resource is blank
- Option to automatically install and deploy Teams App packages for a queue (With appropriate Graph API permissions)

V3.0.174 (SEPTEMBER 25, 2019)

- Web-based agent UI improvements
- Attachment handling for web-based agent UI
- Guest web client refinements
- First-cut of basic alerting functionality
- Added settings for configuring Bot Framework API endpoints per queue
- Installation Wizard fixes
- Updates to Reporting UI
- Updates to the Admin health status page and automatic health monitoring
- Updates to Teams app bot packages installed for the Teams client, to use queue branding images and include additional details

V1.0.152 (AUGUST 12, 2019)

- Chime now adds users that are in a queue to the corresponding Team in Microsoft Teams via the Graph API (if Chime is granted the Graph API Group.ReadWrite.All permission)
- Added per-message sentiment analysis using Azure Text Analytics
- Refinements and drilldown details for Text Analytics reports
- New web-based chat interface for agents handling chats
- Optimizations for Graph API user and team lookups
- Improved security for validating authenticity of incoming message activity from Microsoft Bot Framework
- Included options to import/export text resources for a queue.

V1.0.136 (JULY 18, 2019)

- Added in the ability to display Adaptive Cards in chat conversations
- Included an adaptive card designer in Text Resources with the ability to launch from the text editor
- Added the Razor templating engine to create Text Resources with dynamic fields
- Including a new feature for sentiment analysis on chat conversations
- New Charts and Metrics included for the sentiment of chat sessions
- Created an interview system for Guests to allow the option to route to any queue from one endpoint
- Adding in the ability to use bots on chat sessions similar to Virtual Agents