SmartAgent v2.82.0 Release Notes

We're excited to share the latest SmartAgent release, Version 2.82! This version improves the functionality of our newly released feature, Multi-Party Voice Calls (conferencing to you and me!), along with some bug fixes (and a tiny mention of call barge; more details about this in the next release).

Furthermore, we have decided to change the format of our release notes, and we would love to hear your feedback. Thank you for choosing SmartAgent.

Bug Fixes

Area	Description
Enhanced Monitoring	Fixed an edge case where the new Multi-Party Calling UI could be displayed even if it was disabled in Amazon Connect (due to Enhanced Chat Monitoring being enabled).
Login	An Oops error was displayed when agents selected a Contact Centre from the drop-down list.
Contact History	The ability to view Monitored calls is now controlled via user permissions.
WhatsApp	Agent-read receipts are only sent when the Agent accepts the contact.
WhatsApp	When handling multiple WhatsApp chats, when one chat is closed, the character count in the (messaging) input field is no longer highlighted in red.
Call History	Now reflects the period specified in App Configuration - Calls.
Dialler	The correct number on a transferred call is displayed for customers without Enhanced Monitoring enabled.
MPC	When removing a participant from a 4-person call, the Swap and Move buttons are now displayed.
MPC	When a new participant was added to a call, 1:59 was briefly shown in the duration field.
MPC	When making an outbound call, the dialled number is displayed instead of the text' internal-transfer'.
MPC	Change the styling of the participant list, i.e., the heading is now in bold.
Call Line Identification	When selecting the CLI, you can close the Quick Connect panel.
Queued Tasks	The quick reply button is no longer squashed when replying to social media messages.

| Queued Tasks | The Queue filter now consistently displays all queues. |

Future | Call Barge will be with us soon (exciting times)

Call Barge is a valuable tool that enables supervisors to join an ongoing conversation between an agent and a customer. This feature allows the supervisor to provide real-time support and guidance to the agent and ensure that the customer's needs are met efficiently.

Here's how it works:

- **Monitoring**: The supervisor can monitor the call passively before entering. They can listen to the conversation between the agent and the customer.
- **Barging In**: If the supervisor feels it necessary to intervene or assist the agent, they can activate the call barge feature. This action allows them to join the call in real time.