# SmartAgent v2.84.1  Release Notes

We're thrilled to introduce the newest update of SmartAgent, Version 2.84.1! This release brings several enhancements to the platform and addresses some key issues.

Here's a glimpse of what's included:

## Enhancements

| Area | Description |
| --- | --- |
| Contact Search | Users will have the ability to differentiate and filter for specific contacts where created as a result of Live Call Monitoring. |
| Login | We've worked on adding a hold message to the login process to ensure users are better informed when logging in to the app during times when very high numbers of agents are logging in. |

## Bug Fixes

| Area | Description |
| --- | --- |
| Softphone Error Handling (Offline status events) | We have enhanced our error handling functionality for both WebSocket and Softphone errors. Previously, agents were automatically set to offline status upon detection of an error of either type. Now, the system waits to verify if the error persists for a configurable duration before changing the agent's status to offline. |
| User Management | Rectified an issue where the Agent Hierarchy field was appearing empty when the save button was clicked within the User Management interface. |
| Automated Rules | Improvement to user journey when deleting an automated rule. |
| Channel Settings (Email) | Fixed loading issue when changing the queue field on an existing channel's setting. |
| Contact Search | Chat details are now displayed by default when searching for a chat contact within contact search. |
| Various bug fixes and behind the scenes changes have been made to improve the SmartAgent experience. | |

# Future

### Upcoming Updates to the Real Time Metric's Agent View

The Real Time Metric Agent view is a tool that allows supervisors to monitor their team's current status and workload. We've taken a look at the architecture around this and will be looking to release some future upgrades to improve it's functionality.

### Product Portal

In addition please discover what's next in our product journey! Follow the link below to explore our newest features designed to elevate your customer experience. Click now to be among the first to experience the future of our product!

https://portal.productboard.com/t5yyidgrjhg2awqbmuv9nszg