v2.0.15

Version 2.0.15 Maintenance Release

Maintenance Updates:

- **Accessibility and Interface Improvements:** Updates include improved screen reader support for chat elements to aid users with visual impairments. Enhancements focus on more effective announcements and keyboard navigation.
- **Chat Customisation Adjustments:** Added options to customise the chatbot iframe, such as changing names and titles.
- **Agent Workflow Enhancements:** Back-end improvements now support better downloading of customer transcripts. We've also implemented a new measure to prevent sending identical responses within a 5-minute window to optimise agent interactions.
- **Interactive Message Banner Updates:** Introduced functionality for interactive banners in the customer chat application, not visible in SmartAgent.

Bug Fixes:

- **Live Chat Button Issue:** Resolved a problem where the live chat button was not responsive, ensuring consistent chat access.
- **Notification Icon Adjustment:** Made visibility enhancements to the notification icon when users enter text messages.
- **Chat Bubble Display Fix:** Corrected a UI issue that caused a small black dot to appear under the chat bubble.

Accessibility Enhancements:

- **Enhanced Multi-Language Support for Screen Readers:** By dynamically adjusting the HTML language attributes to match the user's language preferences, we ensure that messages are accurately interpreted by screen readers. This improvement is in line with WCAG guidelines.

Other Adjustments:

- **UI and Accessibility Enhancements:** Various adjustments to the chat UI to enhance readability and accessibility, including improvements to the star rating feature, message announcements, and interactive element visibility..