

CHANGELOG

Changes since the initial release in English - Version 6.1

This compilation has been created with our yalst customers in mind and is intended to document the changes that occurred between the various version updates. The release date of the respective version is always specified in brackets. A lot of the features mentioned here are described in detail at the feature overview page.

VERSION 9.3 (17.04.2015)

- Chat: Intelligent, configurable dictionary and history-based word completion in the operator chat window
(all editions)
- Chat alert: Improved alarm popup window
(all editions)
- Administration: Add an operator on the basis of an existing operator
(functional range depends on edition)
- Administration: New and improved color selection
(all editions)
- Administration/History: New filtering options by statistics groups and by chat type
(functional range depends on edition)
- Administration/Statistics: Export visitor data as CSV file, scope configurable
(all editions)
- Administration/Statistics: Chat summary statistic greatly expanded
(functional range depends on edition)
- Administration / Statistics: Some statistics show the proportion of mobile devices
(functional range depends on edition)
- Security: All visitors and operator window now with https support
(all editions)
- APIs: Extension of chat, operator, statistics, visitor and XML-RPC programming interfaces
(all editions)
- Themes: Additional JavaScript objects with visitors and chat information
(all editions)
- Chat: Completely redesigned mobile visitor chat window when used with

smartphones or tablets, support for custom fields and chat rating, design settings for the mobile chat window in the administration, theme support

(from Professional edition)

- Chat: Custom fields of the type "Checkbox" are now possible in the chat start window
(from Professional edition)
- Chat Invitations: Auto invitations can be switched on/off in the administration
(from Professional edition)
- Chat Invitations: Each operator can have a special operator right to activate or deactivate the auto invitations
(all editions)
- Contact Form: Redesigned output on mobile devices
(from Professional edition)
- Chat alarm: New setting for chat notifications of A and B operators
(from Business edition)
- Bugfixes and Minor Improvements

VERSION 9.22 (03.07.2014)

- This is primarily a maintenance release, containing a whole series of bugfixes and detail improvements as well as two new functions (see below).
- Integration: new optional parameter for a cookie-less integration and without visitor monitoring
(all editions)
- Integration: an optional opt-out cookie for your website allows to exclude single visitors from monitoring
(all editions)

VERSION 9.21 (17.04.2014)

- Chat: Additional new window design with speech bubbles
(all editions)
- Chat: Improved phrase selection in the case of many phrase groups
(all editions)
- Chat alarm: notification time for B operators can be configured
(from Business edition)

- **Integration:** Chat button can be displayed as a tab fixed at one of the 4 page margins
(all editions)
- **Visitor monitor/statistics:** Smartphones and tablets are disclosed separately now
(all editions)
- **Administration/statistics:** Working time statistics for departments
(from Business edition)
- **Administration/statistics:** Working time statistics for statistic groups
(from Business edition)
- **Administration/statistics:** All working time statistics optionally display chat times now
(from Business edition)
- **Administration/statistics:** Sublogins for departments and statistics groups
(from Business edition)
- **Administration/statistics:** Sublogin users optionally can access chat history and/or operator monitor
(from Business edition)
- **Administration/statistics:** Configuration module for statistics logins
(from Business edition)
- **Administration:** Configuration module for statistics logins
(from Business edition)
- **Administration:** Operators can now retire, they remain in all statistics, but don't count against the current operator limit
(from Business edition)
- **Administration:** Keyword search in chat history, including a keyword cloud
(from Business edition)
- **Administration:** RTF and Word® export in chat history
(from Professional edition)
- **Administration:** RTF and Word® export in chat history
(from Professional edition)
- **Many Bugfixes and Minor Improvements**

VERSION 9.2 (28.10.13)

- **Desktop Apps:** The Operator Console for Windows® and OS X® (not available in the expired test versions, replacing the previous WinApp, which still can be used by existing

- customers)
- **Administration:** Completely redesigned administration area with highly simplified navigation and more
(all editions)
 - **Chat:** Indexing of chat for the operator after chat end
(from Business edition)
 - **Chat:** Optional warning to the operator when exceeding a certain chat duration
(from Professional edition)
 - **Chat:** Time for automatic termination of a chat after inactivity adjustable
(all editions)
 - **Visitor Monitoring:** Option to comply with do-not-track headers
(from Professional edition)
 - **Mobile Monitor:** Current visitor and chat information on your phone
(from Professional edition)
 - **Security:** Significantly longer passwords possible, minimum length of 8 characters
(all editions)
 - **Security:** Option to force operators at next login to set new password
(all editions)
 - **Administration:** Working time statistics for individual operators including inactive and busy times, offline/online/busy statistics of the overall system
(from Business edition)
 - **Administration:** Self-updating operator monitor
(all editions)
 - **Administration:** Internet Explorer 10 and 11 in the browser statistics
(all editions)
 - **2 Statusboard Widgets** (current number of visitors and the operator table) for the iPad®
(all editions)
 - **Statistics API:** Programming interface to query statistics from yalst
(all editions)
 - **Administrator API:** Programming interface for creating and editing of customers and packages
(only in the Download Version)
 - **Support for Internet Explorer 11**

- Bugfixes and Minor Improvements

VERSION 9.1 (17.12.12)

- Mobile Client: For smartphones and tablets optimized version of the visitor side chat window using the Chat API

(from Professional edition)

- **Webclient: Chat integration directly into one of your web pages without pop-up window using the Chat API**
(from Business edition)
- **Chat: Optional alarm via browser instead of notification pop-up window**
(all editions)
- **Chat: Phrase selection via context menu**
(all editions, not in Internet Explorer)
- **Chat: extended auto-busy function (open chats threshold), predefined values by operators and/or administrators**
(from Professional edition)
- **Chat: Input multi-line texts, either Enter or Shift + Enter for line break**
(all editions)
- **Chat: Graphical smiley replacements can be switched off**
(all editions)
- **Integration: Chat button automatically updates itself optionally without reloading the page**
(all editions, only in the Download Version)
- **Integration: Transfer of e-mail address for the start window/contact via integration code**
(all editions)
- **Analyses and Statistics: Redesigned print layout and improved navigation in the Operator Console**
(all editions)
- **Analyses and Statistics: Numerous new screen resolutions in the technical statistics**
(all editions)
- **Analyses and Statistics: More statistics on the chat time and average waiting time for visitors**
(all editions)
- **Administration: Application area (small/large companies) adjustable**
(all editions)
- **Administration: Chat history with delete function and calendar widget**
(all editions)
- **Bugfixes and minor improvements**

VERSION 9.0 (30.03.2012)

- **Themes: Fully customize your visitor windows**
(all editions)
- **Chat: Optical indicator for chats that need a response**
(all editions)
- **Chat: User-defined additional query fields in start window, like customer number**
(from Professional edition)
- **Chat: Query external databases with data from the additional fields to generate even more user information**
(from Business edition)
- **Chat: Push-based XML export of chat transcripts, e.g. for CRM systems**
(from Business edition)
- **Chat: Chat API extended**
(from Basic edition)
- **Chat: JavaScript messages about chat status to integrating Web site**
(from Business edition)
- **Chat invitation: Additional image-based user-defined invitation windows**
(from Professional edition)
- **Chat invitation: browser window can be dimmed during invitation**
(from Professional edition)
- **Visitor actions: User-defined close button for classic invitation window**
(from Professional edition)
- **Audio/Video chat: New user interface and more functions, bandwidth-dependant video quality**
(from Professional edition)
- **Cobrowsing: Page the chat has been started from can be selected as the cobrowsing start page**
(from Business edition)
- **Setting to forbid resizing of visitor windows**
(all editions)

- **Integration:** All new integration codes, codes don't block the Web site if live support server is down
(all editions)
- **Integration:** All integration codes can be Ddactivated temporarily
(all editions)
- **Administration:** Usability improvements
(all editions)
- **Removal of deprecated Features** like visitor actions which open popup windows
(from Professional edition)
- **Bugfixes** and minor improvements
- **New licensing model:** Prices are now per edition and per operator, 1st operator in Basic edition is Free in Download and Hosted Versions, removal of Free and Enterprise edition

VERSION 8.1 (14.03.2011)

- **Cobrowsing:** Completely rewritten, works with all modern browsers, not longer limited to your Web site
(from Business edition)
- **Chat:** Longer phrases/boilerplates (up to 400 characters)
(from Basic edition)
- **Chat:** New auto-phrase for active chats
(from Professional edition)
- **Chat invitation:** visitor-specific invitation text via the multi-purpose input field
(from Professional edition)
- **Chat buttons:** 2 new sets of chat buttons
(all editions)
- **Chat notification:** Invocation of an predefined URL in the background - e.g. send SMS or push notifications to your phone
(from Business edition)
- **Visitor monitoring:** shopping carts increase visitor relevance
(from Business edition)
- **Operator Console:** New icon design
(all editions)

- **Statistics: Browser statistics for Internet Explorer 9 and Chrome**
(from Basic edition)
- **Administration: Option to grant access for yalst statistics to a 3rd party**
(from Basic edition)
- **Campaigns: Campaign abbreviation extended to 3 characters**
(from Professional edition)
- **Bugfixes and minor improvements**

VERSION 8.0 (17.06.2010)

- **Chat: yalstChat App for iPhone® and iPod touch®**
(from Basic edition)
- **Chat: Developer API to create chat clients**
(from Basic edition)
- **Chat: Alternate layout for chat window**
(from Basic edition)
- **Chat: Send acoustic signal to visitor window**
(from Basic edition)
- **Operator chat: Send acoustic signal to operators**
(from Basic edition)
- **Visitor monitoring: Limited mode for high-traffic Web sites**
(from Basic edition)
- **Administration: StartUp wizard - the easiest way to your initial yalst configuration**
(from Basic edition)
- **Administration: Upload of chat buttons, logos, background and operator images**
(functional range depends on edition)
- **Administration: Lock feature for operator accounts**
(from Basic edition)
- **Download Version (> 1 license): Lock Feature for customer accounts**
(from Basic edition)
- **Bugfixes and minor improvements**

VERSION 7.5 (17.08.2009)

- Audio and video chats
(from Professional edition)
- requires Flash plugin (version 9.0 or better) and audio/video hardware (microphone, headset, camera, ...) on both operator and visitor side;
- Download Version: requires a Wowza Media Server Pro installation on your server; alternatively we offer a streaming service on a rental basis
- Chat: new, more and animated smileys
- Chat: smiley selection box
(from Basic edition)
- Chat/chat history: Larger field for notes
(from Professional edition)
- Search engine statistics include "bing"
(from Basic edition)
- Cobrowsing: Needs Internet Explorer on both operator and visitor side
(from Business edition)
- Reason: problems with recent Firefox versions
- Bugfixes and minor improvements

VERSION 7.01 (09.07.2009)

- **Security fix - please update soon**
we also provide security updates for version 6.x
- Bugfixes and minor improvements

VERSION 7.0 (31.05.2009)

- **Statistics in administration: Page hits/visits per month**
(from Basic edition)
- **Statistics in administration: Page hits/visits per week**
(from Basic edition)
- **Statistics in administration: Page hits/visits per weekday**
(from Basic edition)
- **Statistics in administration: Page hits/visits per day**
(from Basic edition)
- **Statistics in administration: Page hits/visits per hour**
(from Basic edition)
- **Statistics in administration: Chats per month**
(from Basic edition)
- **Statistics in administration: Chats per week**
(from Basic edition)
- **Statistics in administration: Chats per weekday**
(from Basic edition)
- **Statistics in administration: Chats per day**
(from Basic edition)
- **Statistics in administration: Chats per hour**
(from Basic edition)
- **Statistics in administration: Page overview**
(from Basic edition)
- **Statistics in administration: Downloads**
(from Basic edition)
- **Statistics in administration: Links**
(from Basic edition)
- **Statistics in administration: Clickstreams**
(from Basic edition)
- **Statistics in administration: Visit duration**
(from Basic edition)

- **Statistics in administration: Entry pages**
(from Basic edition)
- **Statistics in administration: Exit pages**
(from Basic edition)
- **Statistics in administration: Visitor loyalty**
(from Basic edition)
- **Statistics in administration: Page ratings**
(from Professional edition)
- **Statistics in administration: Country/region**
(Functional Range Depends on edition)
- **Statistics in administration: Provider**
(from Basic edition)
- **Statistics in administration: Referrer**
(from Basic edition)
- **Statistics in administration: Search engines**
(from Basic edition)
- **Statistics in administration: Search terms**
(from Basic edition)
- **Statistics in administration: Operating system**
(from Basic edition)
- **Statistics in administration: Browser**
(from Basic edition)
- **Statistics in administration: Screen resolution**
(from Basic edition)
- **Statistics in administration: Colors**
(from Basic edition)
- **Statistics in administration: Plugins**
(from Basic edition)
- **Statistics in administration: Conversion tracking**
(from Professional edition)
- **Statistics in administration: Campaigns**
(from Professional edition)

- **Statistics in administration: Shopping carts**
(from Business edition)
- **All statistics in administration with tables and charts (and maps in case of country/region if you are using visitor localization)**
- **All statistics in administration with CSV, Excel and PNG export (for charts)**
- **Browser statistics include Internet Explorer 8**
- **Chats: answer wizard**
(from Professional edition)
- **Chats: Operator picture can be deactivated**
(from Basic edition)
- **Departments: Dedicated logo per department**
(from Business edition)
- **Departments: Setting for department name in secondary language**
(from Business edition)
- **Visitor monitoring: exclude single domains or IP addresses**
(from Basic edition)
- **Read-out of visitor and tracking data via JavaScript**
(from Professional edition)
- **Bugfixes and minor improvements**

VERSION 6.2 (15.12.2008)

- **New VNC-based remote assistance**
(from Business edition)
- **Completely revised WinApp tool**
(from Basic edition)
- **yalst gadget for the sidebar of Windows Vista®**
(from Basic edition)
- **iPhone version of the WAP monitor**
(from Professional edition)
- **Bugfixes and minor improvements**

VERSION 6.11 (26.04.2008)

- Linking Operator Console <-> chat windows
- Analyses and statistics: hourly overviews of chat sessions for every day or month or operator
- Download Version: Online installation und updates
- Bugfixes and minor improvements