

Persistent Notifications for ASAPP Android SDK

Feature Summary

The ASAPP Android SDK will automatically surface a persistent notification when a user **joins the queue** or is **connected to a live agent**.

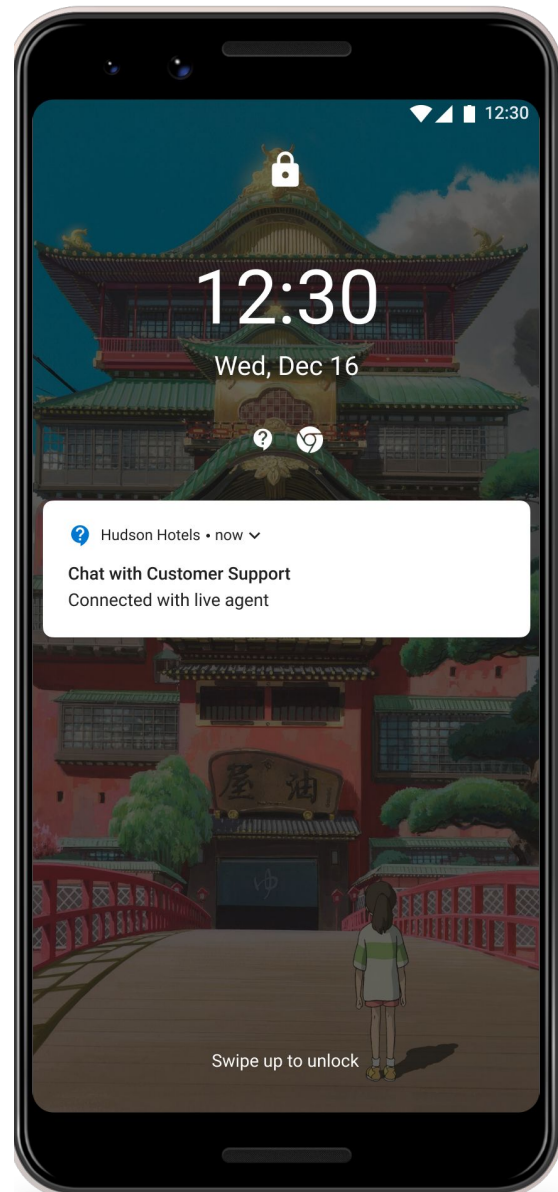
Note: Persistent notifications will not be shown when chatting with a bot before joining a queue.

Key Benefits

- Re-engage users who may have forgotten to check their app chat
- Reduce high rates of queue abandonment, ghosting, and time-outs

Enabling the Feature

- Once SDK is updated and the customer updates their app, this feature will be automatically enabled as part of the ASAPP Android SDK
- To disable the feature, please refer to the latest ASAPP SDK documentation.



FAQ

How does this work?

When Android chat users join the queue or connect to a live agent, they'll see a persistent notification in their notification shade and lock screen.

Once the chat has ended or the user has left the queue, the persistent notification will go away.

Will this work for all Android chat users?

Once the SDK is updated and users have updated the app, yes, it will work for all Android devices.

Does this require development effort to enable?

No. This will be enabled automatically, as a feature upgrade in the ASAPP Android SDK once SDK is updated and customer update their app.

How is this configured?

If you'd like to disable this feature, please refer to the latest ASAPP SDK documentation.

How will this interact with other Android push notifications?

The app can still send push notifications independently of persistent notifications. The user will see both persistent and push notifications.

