

# AppSuite CCP Release Notes

v5.3.5.3 (released 12/15/15)

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## Important Notes

- **Refreshing your Browser**– After updates have been made to the Customer Care portal your browser may not immediately show the change. You may need to clear your cache in your browser. “Browser Caching” is the browser’s way of remembering data to perform it’s tasks quicker for you, and when system updates are performed this might prevent you to from seeing the new changes. To remedy this, make sure to clear your cache through your browser settings. NOTE: Most of the time holding the “shift” key and then clicking refresh will do the trick on your browser. If not, visit your settings section on your browser and look for the option to clear browser cache (this is different for each browser).

## New Features

- **New Dashboard**– AppSuite has re-developed its dashboard to show you all of the key information about your program right as you log in! You can now see the following information through graphs & charts to help you measure your; Campaign Effectiveness, Membership growth, New vs. Returning Members, App Downloads, and customer satisfaction ratings (through survey module). All of this information is based on the last 30 days.
- **New Campaigns** – AppSuite is constantly improving its campaign engine and has released new automated campaigns. The following campaigns are now available.
  - Target your customers who have not visited in X days. Example: Miss you campaign. Send a campaign to those who have not spent money or redeemed and offer/reward in X days.
  - Extra Points: You can now setup campaigns to issue more points based on a specific day, week or month. Points can be at any increment, 2x, 3x, etc.
  - Complete Your Profile: Send a campaign to complete your profile and issue points based on completing the profile.
  - Give points for completing a survey.
- **Micros Report** - AppSuite has released a new report that will show you member vs non member spend, revenue by time of day, average spend by non members, and much more. This is a great report that will provide you with the information you need to compare customer spend.
  - Log into the CCP and generate the Member Group Revenue & Member Summary Report
- **Updated ROI Report**- New Improvements have been made to the ROI report providing you with more data than what was available before. The report has been optimized, the graphs have been updated, and support for overall group membership growth has been added.
  - Log in to the CCP and generate the ROI report to see the new changes!

## Various Bug Fixes & Enhancements

- **Notification Module**
  - Recurring emails or push messages scheduled through the “notification” module were not triggered to stop sending on the date that was specified.
  - After saving a push message or an email in the notification module the message would not always appear in the scheduled section.
  - The preview button would not display after you saved the email template.
- **Image Upload**
  - When uploading an image to the step 7 (Design) of the wizard module the image would not display.

- **App Downloads**
  - When viewing the app downloads in the analytics module the total downloads number would not update after you changed the date range.
- **Display Issues**
  - In the negative survey notifications module the field names did not have enough contrast and were difficult to read.
  - In the list view for the promo code module there was a column for “date”. This column was removed since it is not used.
- **Backlinks**– The breadcrumb back links in the CCP header bar would only bring you back to the main modules and not back to the previous page you were on.

### Release 5.3.6 Preview (December 22<sup>nd</sup>, 2015)

- **Segmented Marketing**– Ability to segment your customer list by the location they joined. This function will allow you to target these customers via the campaign module, notification module, and the reports module.

### Release 5.3.7 Preview (January 11<sup>th</sup>, 2016)

- **Gift Card Aging Report**– Report that will show the gift card numbers, initial balance, current balance, date activated, number of days since activation, location activated at, and more.
- **CRM Module Enhancements**– Show the method each user joined the program from (ie. Text, App, CCP, Loyalty Manager, POS, etc).
- **Release of New Public API’s**– The release of the 25+ new API’s that were created for the completely redesigned loyalty app. These API’s will be public and usable for integrations to other systems.
- **Enhancements to Task Management System**– New improvements to make the administration of open items easier.