Release Notes for the Cisco CMX Engage Release 3.2.3

Release Month: August, 2017

Contents

This document describes the enhancements, resolved issues, and open issues for the Cisco CMX Engage Release 3.2.3. Use this document in conjunction with the documents listed in the "Support" section on page 4.

Introduction to the CMX Engage

The CMX Engage is a location intelligence, digital customer acquisition and multi-channel engagement platform that enables companies to connect, know, and engage with visitors at their physical business locations.

The major features of the CMX Engage 3.2.3 release are as follows:

- Captive Portal window in a new outlook with options to specify authentication type, Terms and Conditions, and Data Capture form when creating the portal.
- Provision to edit the locations, authentication types, and Terms and Conditions for the portal from the portal editor page.
- Authentication type-specific Authentication module.
- Dashboard support to rearrange the modules in the portal.
- Support for styling the Menu Groups in the portal.

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- Language support for texts in the Select Country field.
- Repeat User categorization based on portal authentication.

Enhancements

CMX Engage Dashboard

CMX Engage Runtime

CMX Engage Dashboard

The following enhancements are made to the CMX Engage Dashboard:

Portals

The Create New Portal window is modified to include additional details such as authentication details, Terms and Conditions, and the Data Capture form when creating a portal.

- The Create Portal window is replaced with a Create Portal wizard. The wizard has the following sections:
  - **Portal Information**- To provide information such as name of the portal and the locations for which the portal must be available.
  - **Authentication**-To configure the authentication type and the required information for the selected authentication type.
  - **Terms & Conditions**- To specify the Terms and Conditions for the portal.
  - **Data Capture**- To configure the Data Capture form for the portal. This section will be enabled only for the "SMS with password verification" and "Email" authentication types.
- The page for editing the portal now appears in a new outlook.
  - In addition to the Portal modules in the left and preview section in the right, additional options will be there at the top of the page to define the locations, authentication type, Terms and Conditions, and Data Capture form for the portal.
  - The Data Capture form option appears only if you select the authentication type as "SMS with password verification" or "Email".
  - The Authentication module is replaced with an authentication type-specific module. For example, if you are selecting "SMS with link verification" as authentication type, a module "SMS Authentication" appears in the Portal module list. This module will be having an option to configure the alternate landing page. The "No Authentication" option will not have a corresponding authentication module.

- You can now rearrange all the portal modules by drag and drop from the CMX Engage Dashboard itself. This feature will be available for the portals created using the CMX Engage version 3.2.3. or later.

Access Point Synchronization

The access point synchronization process now happens in a periodic manner and you don't need to log in to the CMX Engage dashboard for triggering the sync.

CMX Engage Runtime

The following enhancements are made to the CMX Engage Runtime:

Support for Styling Menu Groups

The CMX Engage now supports applying styles for menu groups in the portals. You can apply styles for the portal menu groups using the CSS Editor. You can use".menugroup" selector in css to apply the style to menu groups.This is applicable only for the portals created using CMX Engage version 3.2.3 or later.

Language Support for Country Selector

For the Select Country drop-down list, the language support is added for the texts "Search Country" and "eg" so that these texts appear in the language selected for the portal. The enhancement is applicable for the Select Country drop-down list in the following screens:

- SMS with password verification
- SMS with link verification
- Data Capture form for the Email authentication.

Repeat User Categorization Based on Portal Authentication

The CMX Engage is enhanced to consider a customer as a new user or a repeat user based on portal authentication. The proximity rules will be executed based on this customer tracking. A customer is considered as a repeat user after completing the portal authentication.

The stage at which the portal authentication is considered as completed for various authentication types is as follows:

- For No Authentication and SMS with Link verification authentications, the portal authentication is considered as completed, when the customer accepts the Terms and Conditions.
- For SMS with Password Verification, the portal authentication is considered as completed, when the Data Capture form is submitted.
- For Social Sign In authentication, the portal authentication is considered as completed, after submitting valid social sign in credentials.

Resolved Issues

Table 1   Resolved Issues in the CMX Engage 3.2.3

Description
No resolved issues for this release.

Open Issues

Table 2   Open Issues in the CMX Engage 3.2.3

Description
In the Portals, the, menu items flicker after every 3 seconds, in the preview sections in the Dashboard and CSS Editor.
In the Portal, the image uploaded in the Promotions and Offers module is not reflecting immediately in the Dashboard preview.
In the portal, the social apps disabled for social authentication are appearing in the Dashboard preview and QR code preview. Workaround-Refresh the page.
In the portal, for Terms and Conditions, if you copy-paste the text in any language other than English, the rich text editor is not supporting the content. The rich text editor is not supporting the images also.
For Location manager, when you click the locations, the Portals and Report section for that location are not loaded consistently
There is delay in saving the Proximity rules.
In the Portals, for the authentication module, the Undo function for the Landing page URL field is not working as expected.
In the IE 11.0 browser, if you are entering an invalid date in the Proximity Rule, a message "Rule is failed to save due to invalid date" appears when saving. Simultaneously, in the Filter by Metadata field, the metadata selected are duplicated. Workaround: Refresh the page.

Support

You can access the support documentation using the Help button in the CMX Engage Dashboard.

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