



Release Notes for the Cisco CMX Engage Release 3.2.7

Release Month: December, 2017

Contents

This document describes the new features, enhancements, resolved issues, and open issues for the Cisco CMX Engage Release 3.2.7. Use this document in conjunction with the documents listed in the [“Support” section on page 4](#).

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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 3.2.7 release are as follows:

- Provision to import the location hierarchy for the Meraki using API keys.
- Support for the SMS Gateway, "Phizzle".
- Support for additional parameters for SMPP Gateway.
- Meraki location identification based on latitude and longitude of the customer device.



New Features

CMX Engage Dashboard

- [Two Factor Authentication for Meraki, page 2](#)
- [PHIZZLE Gateway, page 2](#)

CMX Engage Dashboard

The following new features are added to the CMX Engage Dashboard:

Two Factor Authentication for Meraki

For Meraki, the CMX Engage now supports importing the location hierarchy using the API keys. That is, you can import the location hierarchy even if you don't have the Meraki credentials, provided you have the required API key.

In the "Add a Wireless Network" window, when you select the wireless network as "Meraki", a new link "Import Organization using API" is shown. Using this link, you can import the Meraki organizations by providing the Meraki API key. You can then add the child locations such as network using the "More Actions" icon for its parent location.

In the "Wireless Network Status" window, for the Meraki organizations added using the API key, the organization node is shown with a cloud plug icon. The networks will be listed as child locations under the organization. The synchronization status for each location is displayed against that location. If there is any synchronization issue with any of the network, the synchronization icon of that network won't turn green. The synchronization icon of an organization will turn green only if all its child locations are synchronized properly.

PHIZZLE Gateway

The CMX Engage now supports sending SMS through the Phizzle gateway.

In the SMS Gateways tab, the SMS gateway "PHIZZILE" is now available for selection in the "SMS Gateway Type" drop-down list.

Enhancements

CMX Engage API Server

- [Support for New Parameters in the SMPP Gateway, page 3](#)

CMX Engage Proximity Engine

- [Meraki Location Identification, page 3](#)

CMX Engage API Server

The following enhancements are made to the CMX Engage API Server:

Support for New Parameters in the SMPP Gateway

For the SMPP gateway, the CMX Engage now supports the following additional parameters:

- Number Plan Indicator (Originator)
- Source Address
- Number Plan Indicator (Recipient)
- Type of Number (Originator)
- Type of Number (Recipient)
- PrecededPlus
- Messaging Mode
- GSM features
- Priority Level

Currently this support is not available from the CMX Engage dashboard. You must contact the CMX Engage support team to pass these parameters.

Proximity Engine

The following enhancements are made to the CMX Engage Proximity Engine:

Meraki Location Identification

For Meraki, the locations will now be identified based on latitude and longitude of the customer device, and the frequency of the location update for that device from different APs. This enables to identify the exact customer location. Previously, the customer location was identified based on the AP MAC Address.

Resolved Issues

Table 1 Resolved Issues in the CMX Engage 3.2.7

Description
CMX Engage Dashboard
For the portal for which the T&C is disabled in the dashboard, the T&C is displayed in the portal preview.
The SMS notifications are not sent properly as customer name is not embedded as expected.

Open Issues

Table 2 Open Issues in the CMX Engage 3.2.7

Description

There are no open issues for this release.

Support

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

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