Release Notes for the Cisco CMX Engage Release 3.2.2

Release Month: July, 2017

Contents

This document describes the new features, enhancements, resolved issues, and open issues for the Cisco CMX Engage Release 3.2.2. Use this document in conjunction with the documents listed in the "Support" section on page 3.

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 3.2.2 release are as follows:

- Support to track whether the customers are accessing the URLs shared in the notification messages (runtime).
- Terms and Conditions for a portal is now valid across languages.

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New Features

CMX Engage Runtime

- Click Tracking Support, page 2

CMX Engage Runtime

The following new features are introduced in the CMX Engage runtime:

Click Tracking Support

The CMX Engage now supports to track whether the customers are accessing the URL shared in the notification messages. This helps you in analyzing whether the customers are viewing the content in the URL, which usually are promotions and offers for the customers. Whenever a customer click a link in the notification message sent through SMS or e-mail, that information is captured by the CMX Engage.

Enhancements

CMX Engage Dashboard

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CMX Engage Runtime

- Terms and Conditions Valid Across Languages, page 3

CMX Engage Dashboard

The following enhancements are made to the CMX Engage Dashboard:

Reports

The changes that are made to the Reports section are as follows:

- The **Real Time** option that was available under the **Reports** is now renamed to **Right Now**.
- In **Reports > Overview**, in the User Activity tab, the header 'Number of Visits - Unique Users' is now renamed to 'Visit Count Distribution'.
- In **Reports > Overview**, in the User Activity tab, the Visit Count Distribution section is shown below the Dwell Time section. Both sections were displayed side by side, previously.

CMX Engage Runtime

The following enhancements are made to the CMX Engage Runtime:

Terms and Conditions Valid Across Languages

The Terms and Conditions (T&C) accepted for a portal is valid across all the languages configured for that portal. If a customer accepts the T&C for a portal, and later on changes the language for the portal, the customer is not asked to accept the T&C again, provided the T&C is not expired and the content for the T&C is not changed. Previously, the customer had to accept the Terms and Conditions again for the internet access, if switched to a different language.

Resolved Issues

Table 1   Resolved Issues in the CMX Engage 3.2.2

Description
CMX Engage Dashboard
For Meraki, when adding a network to the location hierarchy, the Switch APIs are imported to the CMX Engage instead of the security appliance APIs.
In the Right Now report, in the "Current Visitors by their locations" section, the pop ups shown in the map are flickering and are not displayed properly.

Open Issues

Table 2   Open Issues in the CMX Engage 3.2.2

Description
No open issues for the CMX Engage dashboard and runtime for this release.

Support

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