RELEASE NOTES

February 2024

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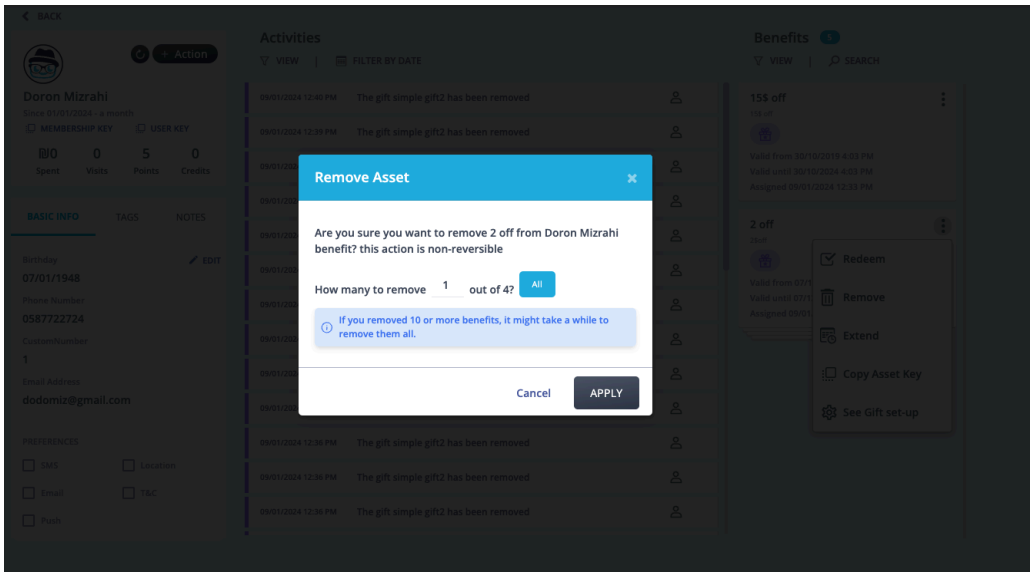
HUB

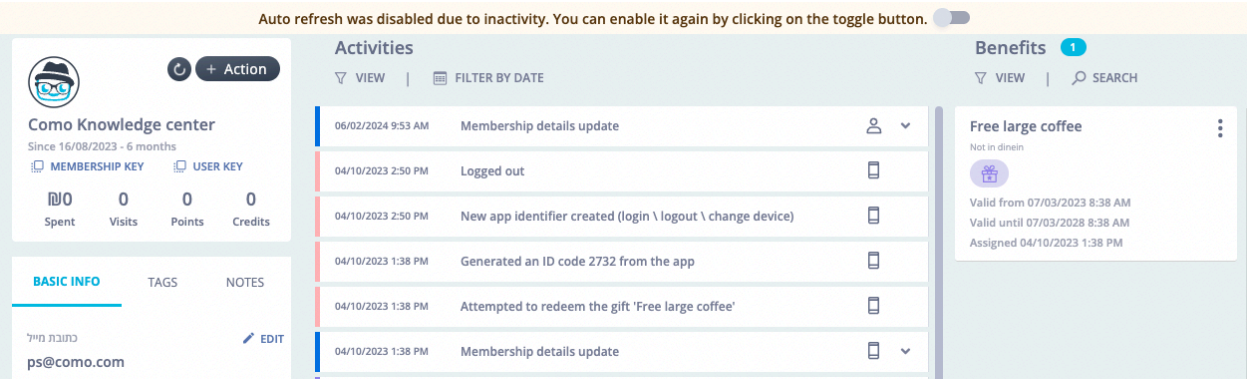
Asset Removing

We now offer support for removing multiple assets, including Gifts and Punch cards, from the member profile. This enhancement allows for more efficient management of assets associated with individual profiles.



Auto-Refresh for Member Profile

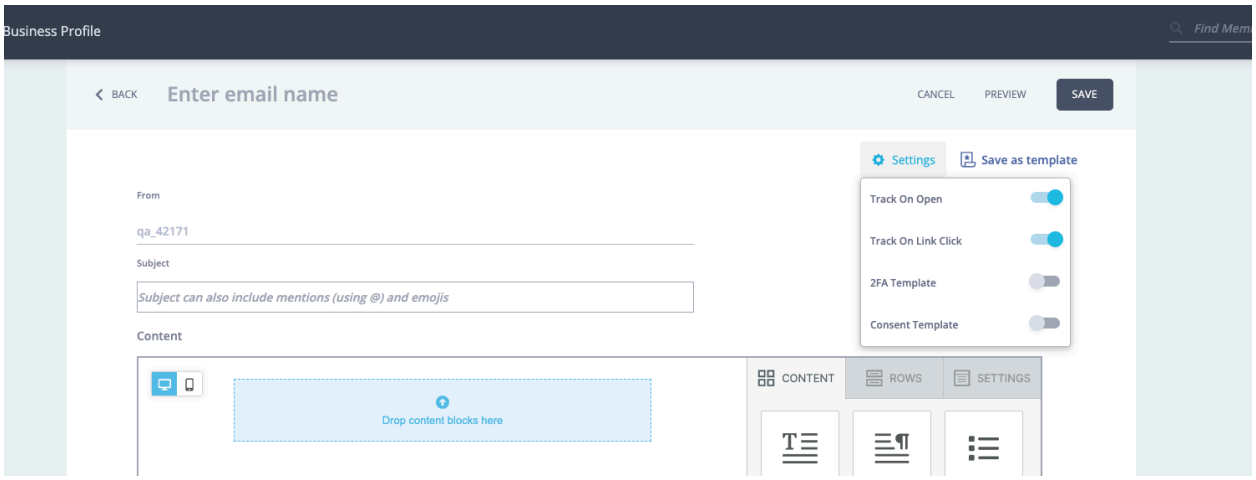
The auto-refresh functionality for member profiles will now pause after 20 minutes. We have introduced a toggle button, allowing users to manually extend the auto-refresh by an additional 20 minutes.



New Email Setting

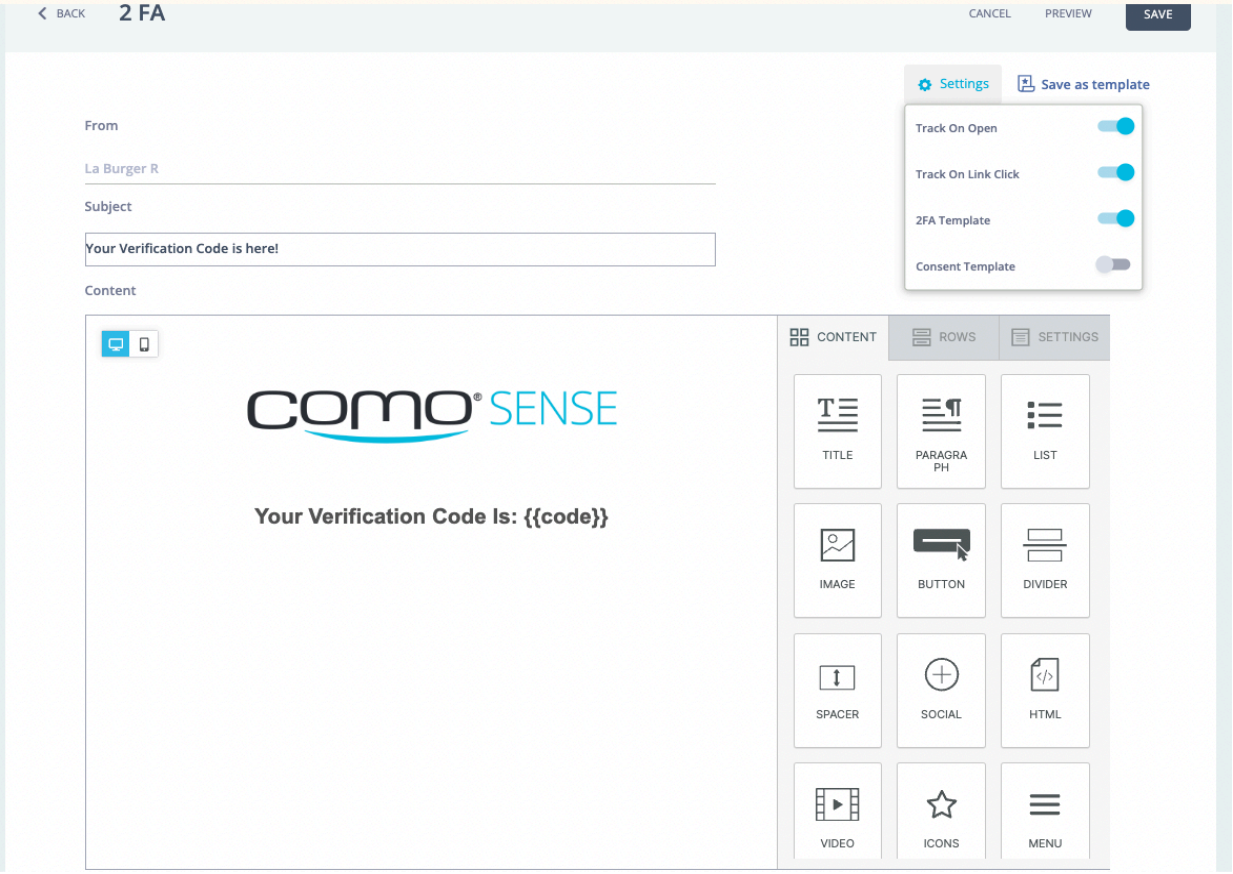
Email Tracking: Merchants have the option to enable or disable email tracking. In cases where email tracking is disabled, both email clicks and opened emails will not be monitored and show in the member user actions and emails report in the Looker.

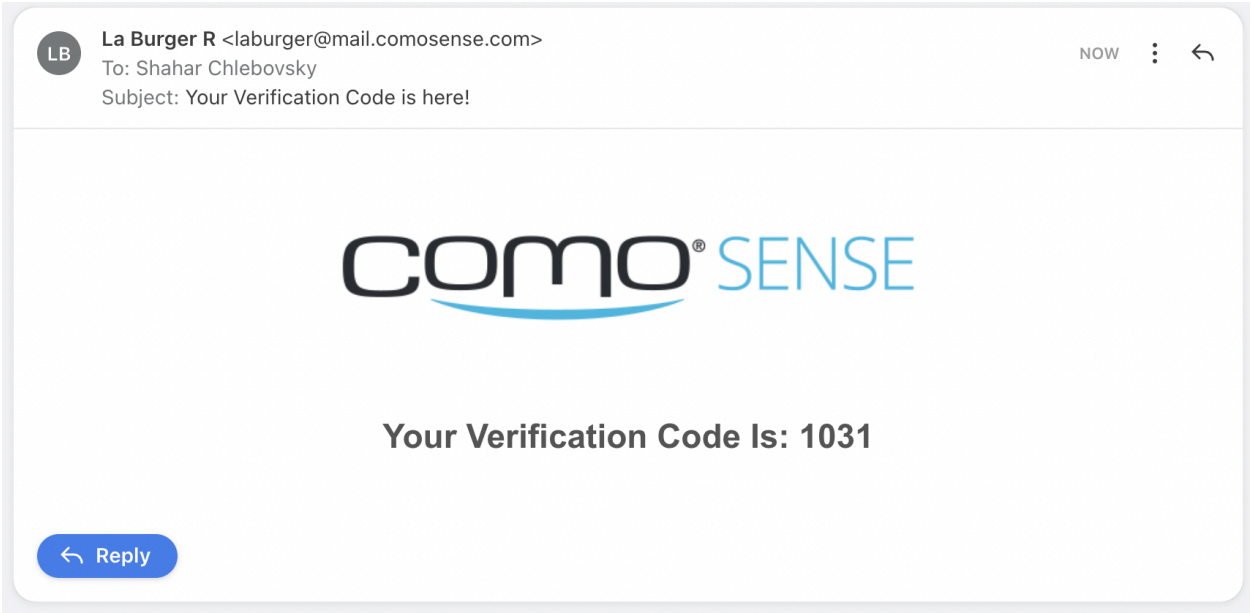
In general, our recommendation is to enable email tracking permissions.



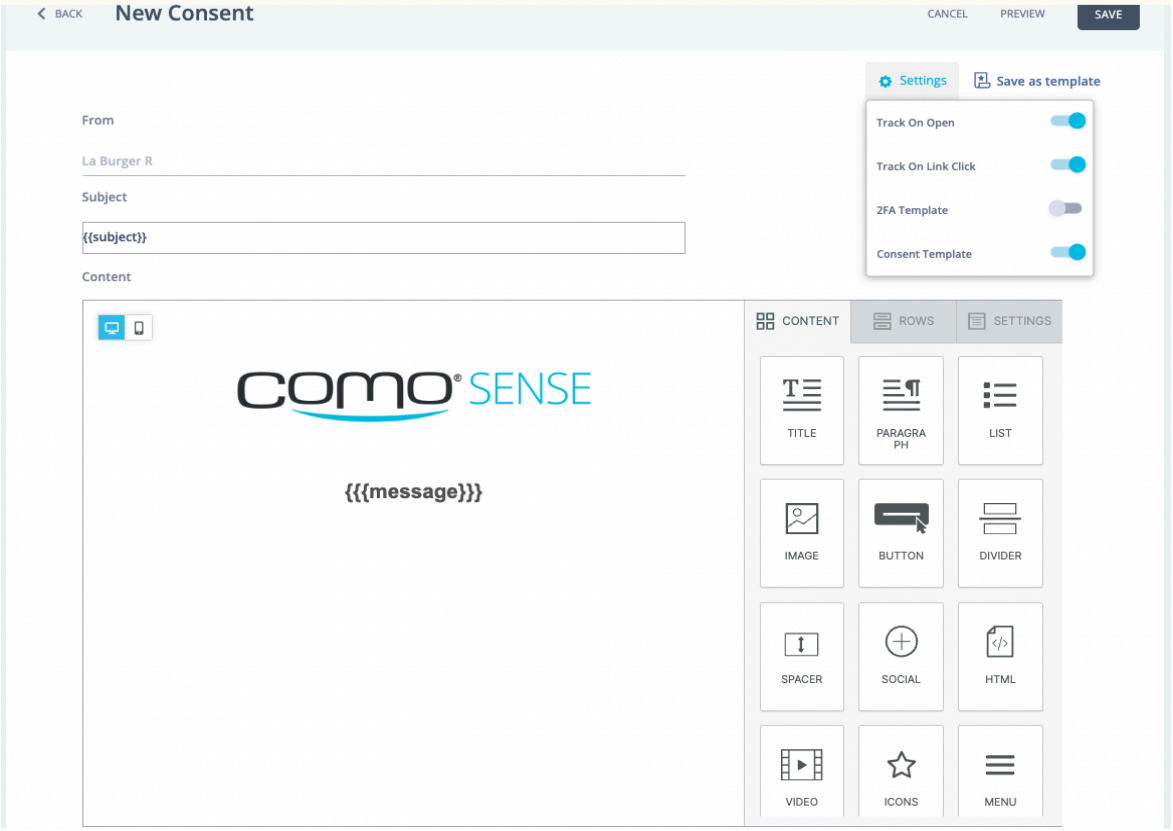
Email Template for 2FA: Customize the 2FA email to match the design preferences of merchants. Users will be provided with a shortcode to incorporate into the email for two-factor authentication. Simply configure by adding {{code}} within the email body.

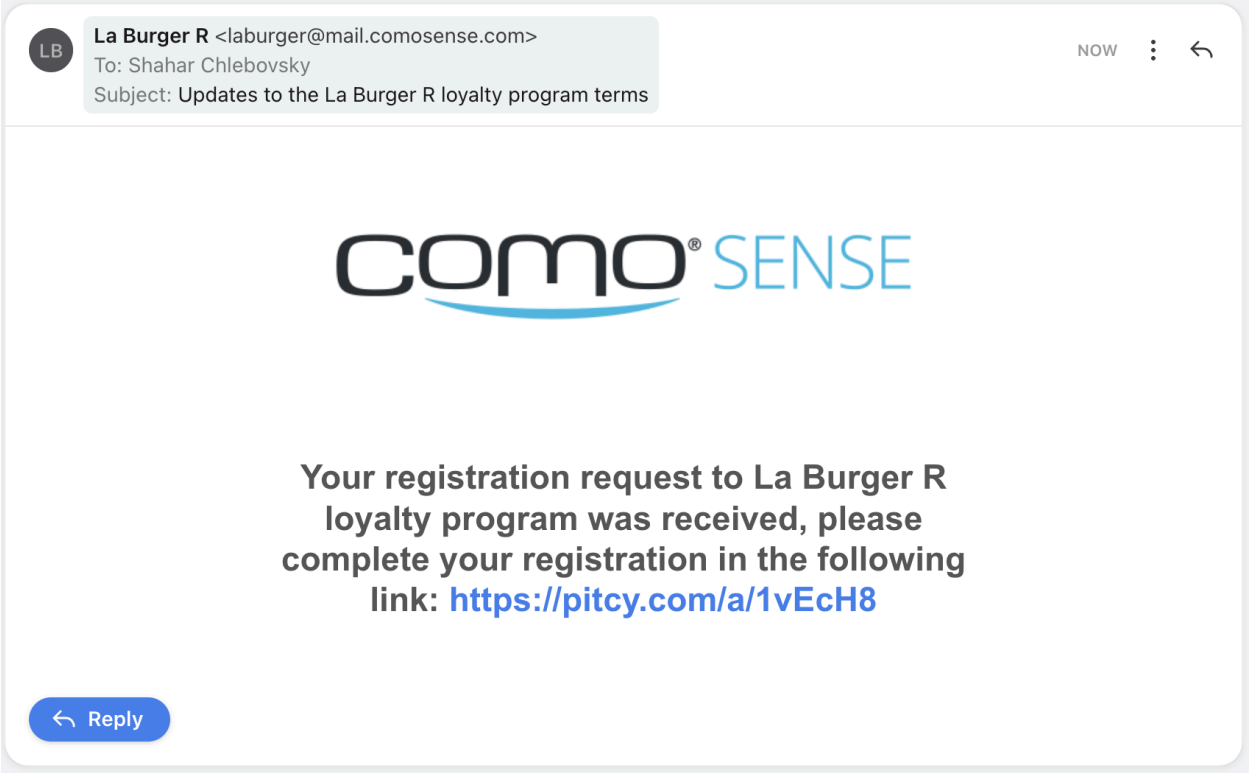
Note: only one email template can be designed as 2FA enabled.





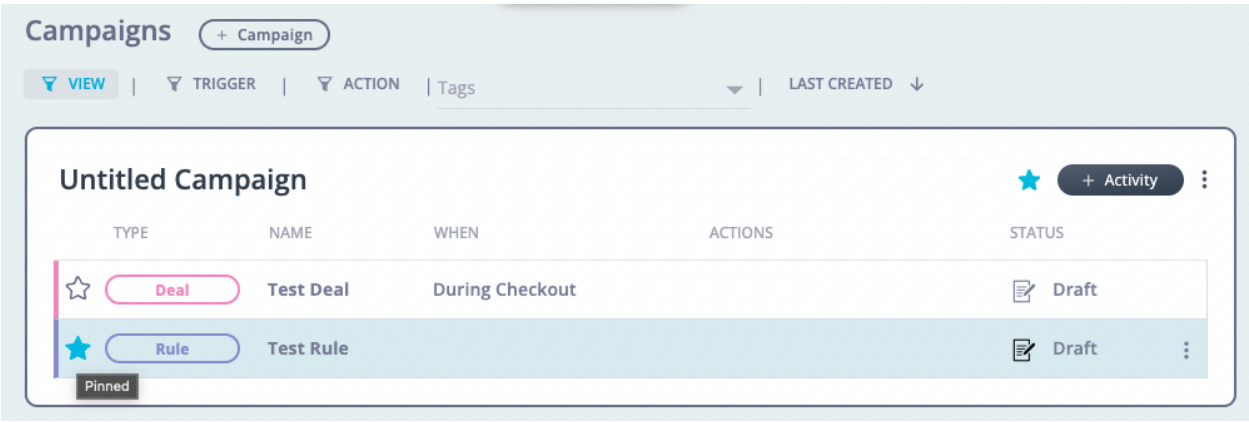
Email Template for Consent: Customize the consent email to match the design preferences of merchants. new club members will receive a designed Terms & Conditions template. Simply configure the following parameters: by adding {{subject}} in the subject line and {{{message}}} in the email body. Club members will receive a designed email for consent purposes.
Note: only one email template can be designed as consent enabled.

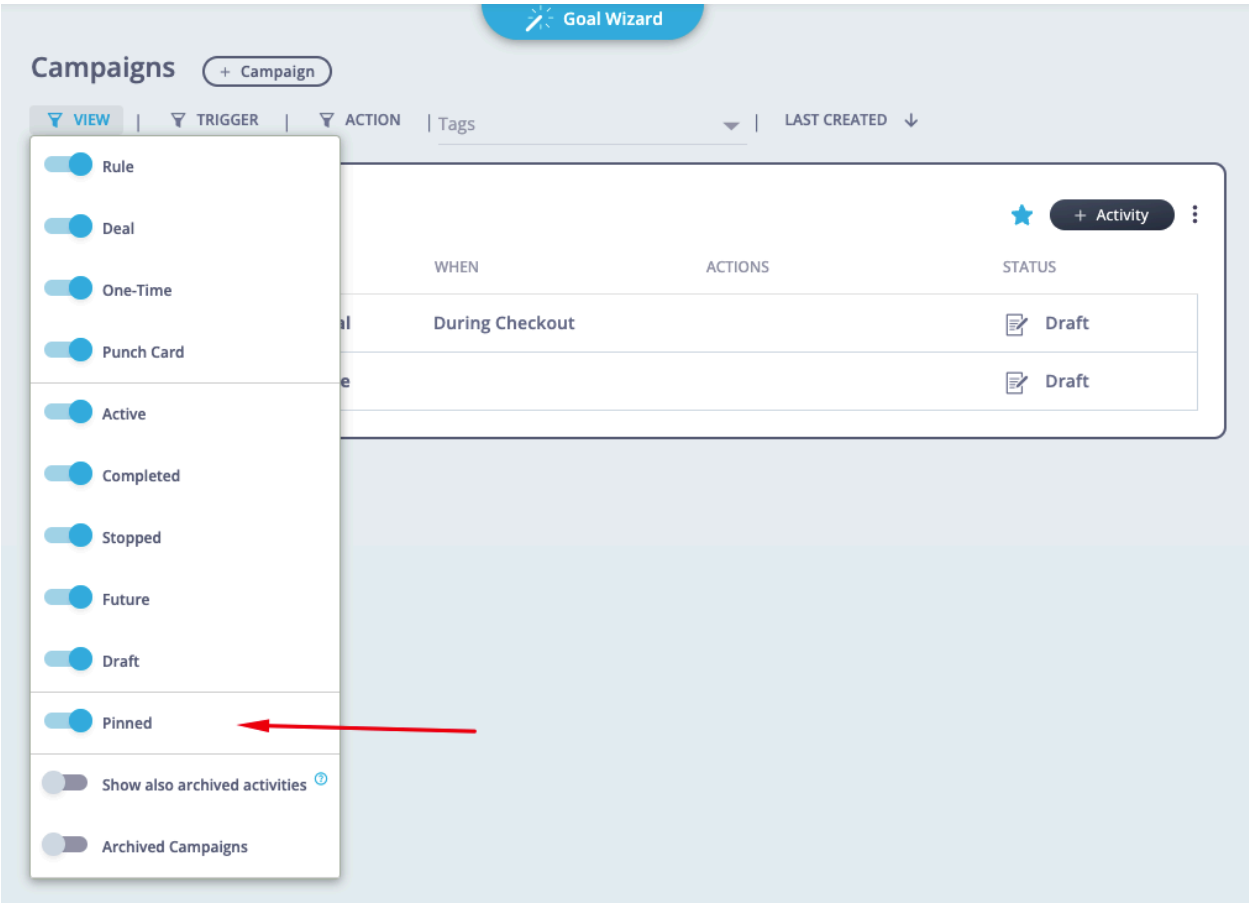



LB
La Burger R <laburger@mail.comosense.com>
To: Shahar Chlebovsky
Subject: Updates to the La Burger R loyalty program terms
NOW
como® SENSE
Your registration request to La Burger R loyalty program was received, please complete your registration in the following link: https://pitcy.com/a/1vEcH8
Reply

Pinned Campaigns

Check out our cool new feature: a border shows up for Pinned Campaigns. This tweak makes it super easy for users to spot and identify pinned campaigns. Plus, you can also pin an activity and filter for added convenience.

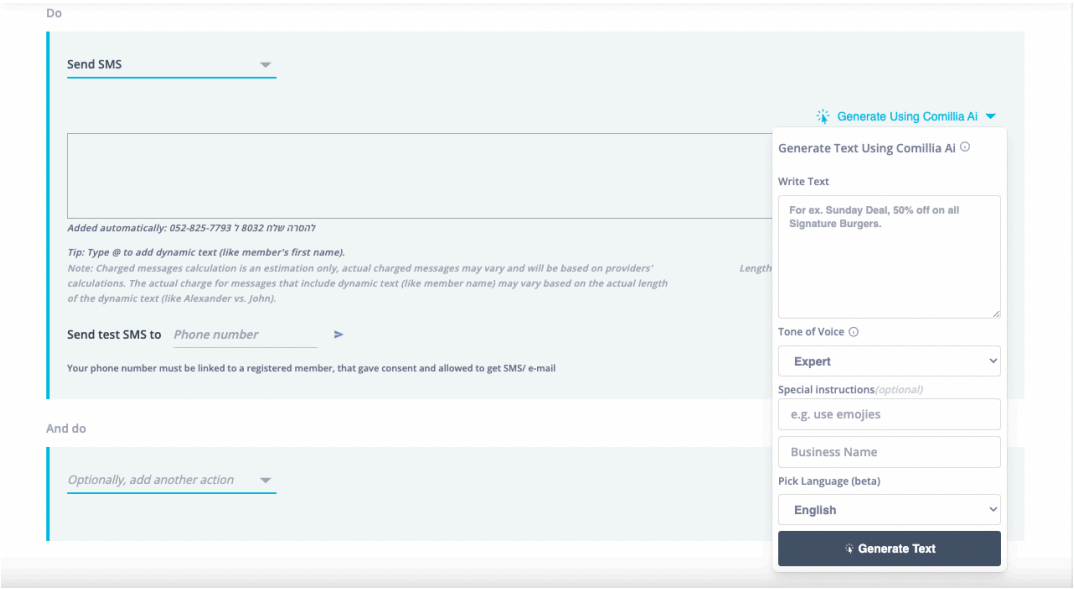


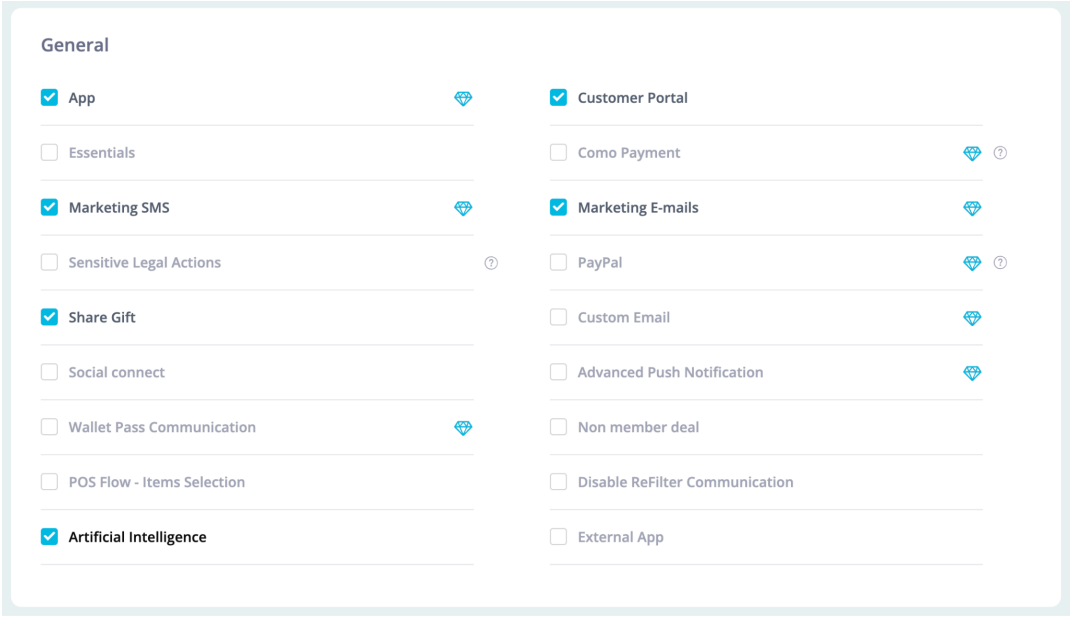


AI-powered SMS and Push Assistance

Meet our latest addition: an AI assistant for crafting SMS and Push notification messages! Now, merchants effortlessly create and promote messages for club members. Customizing the tone enables you to fine-tune the emotional style of the generated text, providing control over the intended mood, whether formal, friendly, professional, or casual.

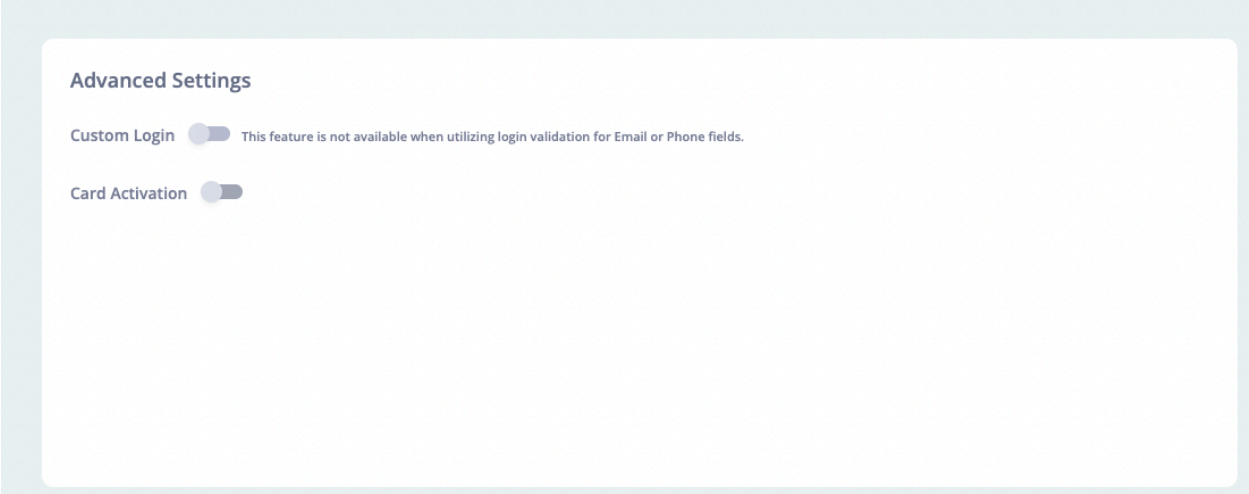
Ask partner support to enbale this feature in Features & Add-ons for an upgraded level of assistance and functionality.

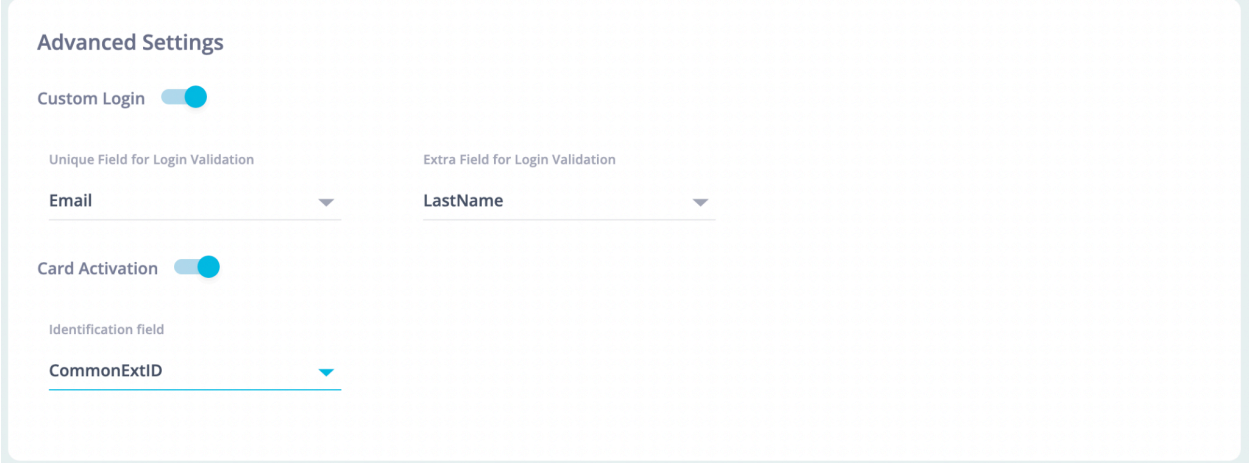




Custom login

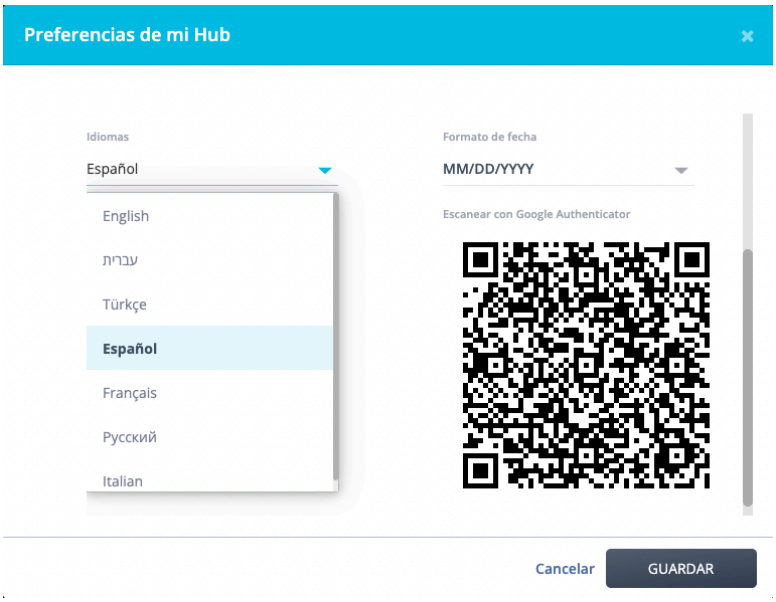
Now in Hub 2, enhances your user experience by implementing a custom login configuration directly on the registration screen, allowing club members to verify themselves by selecting their preferred verification details for easy login.

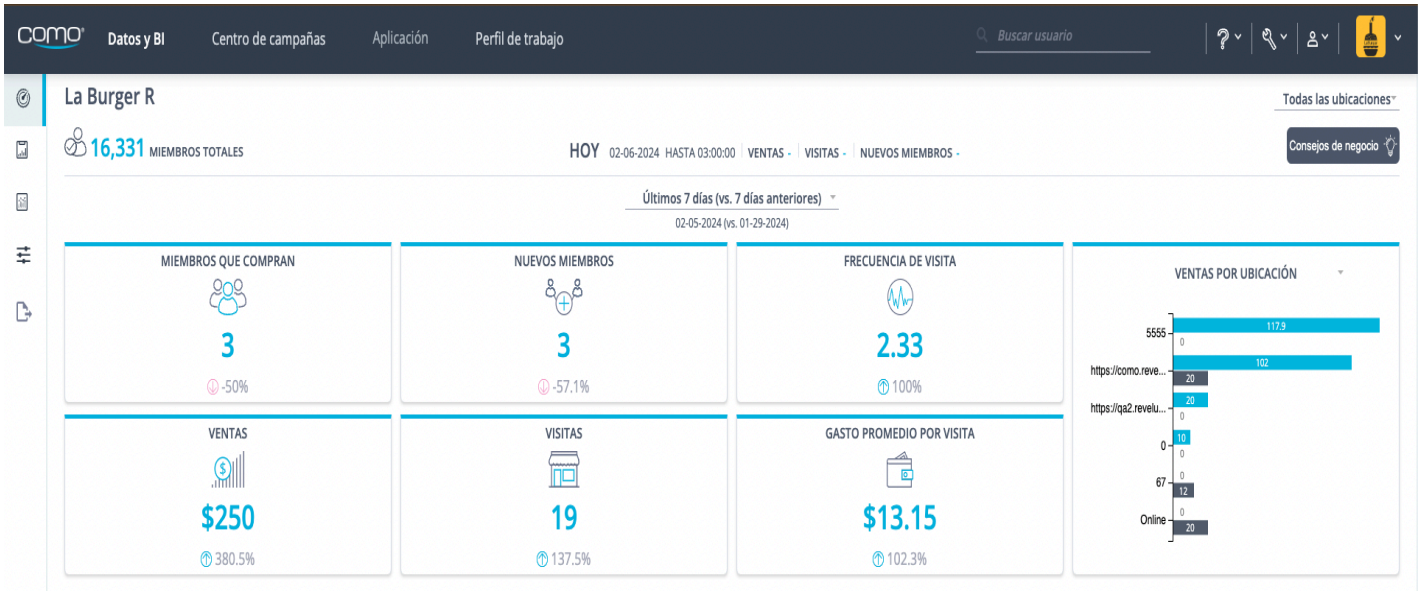




Translation of Business Insights into Spanish

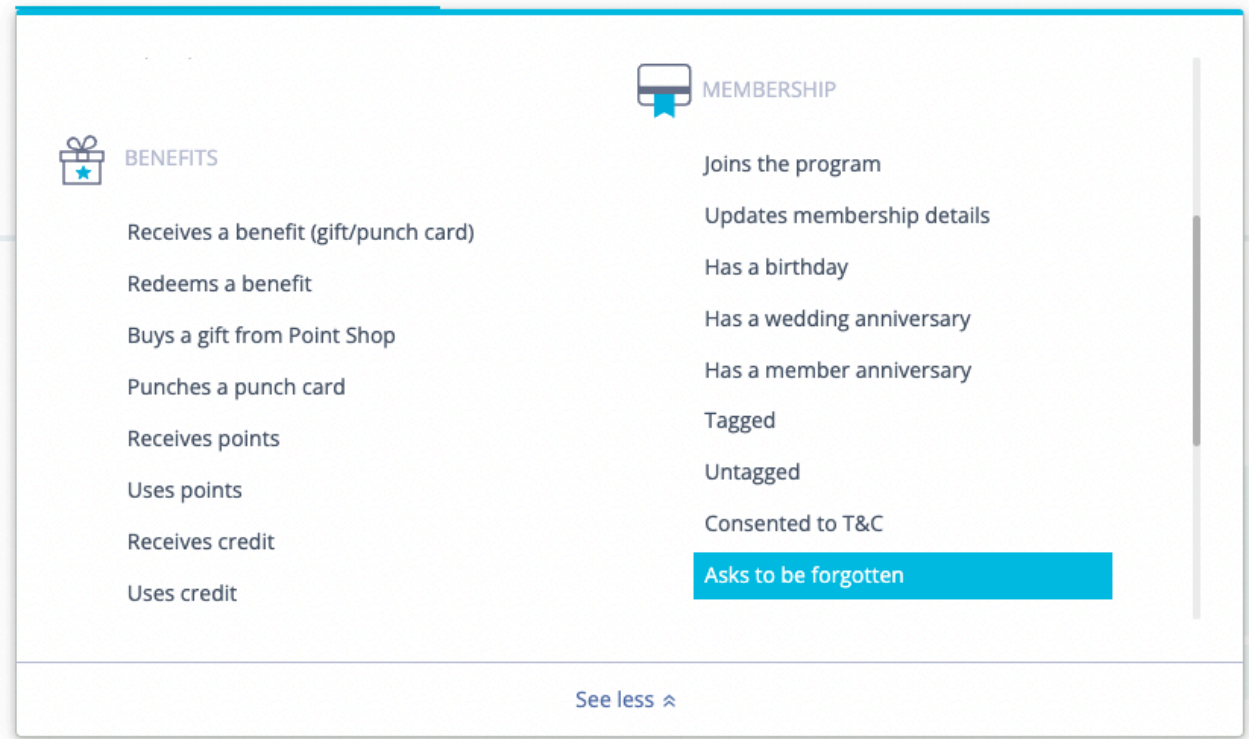
Como now offers the capability to translate business insights into Spanish. This enhancement allows for a more inclusive communication of your business information, catering to a Spanish-speaking audience.





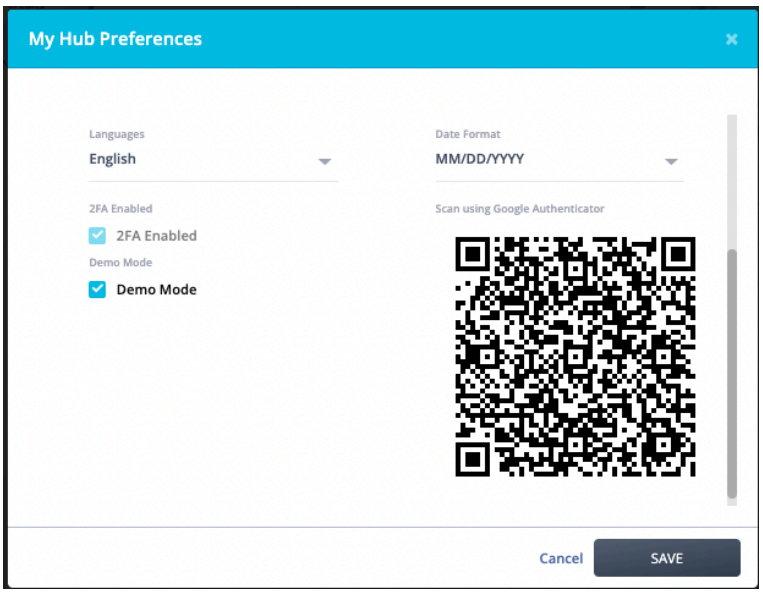
New "Asks to be forgotten" trigger

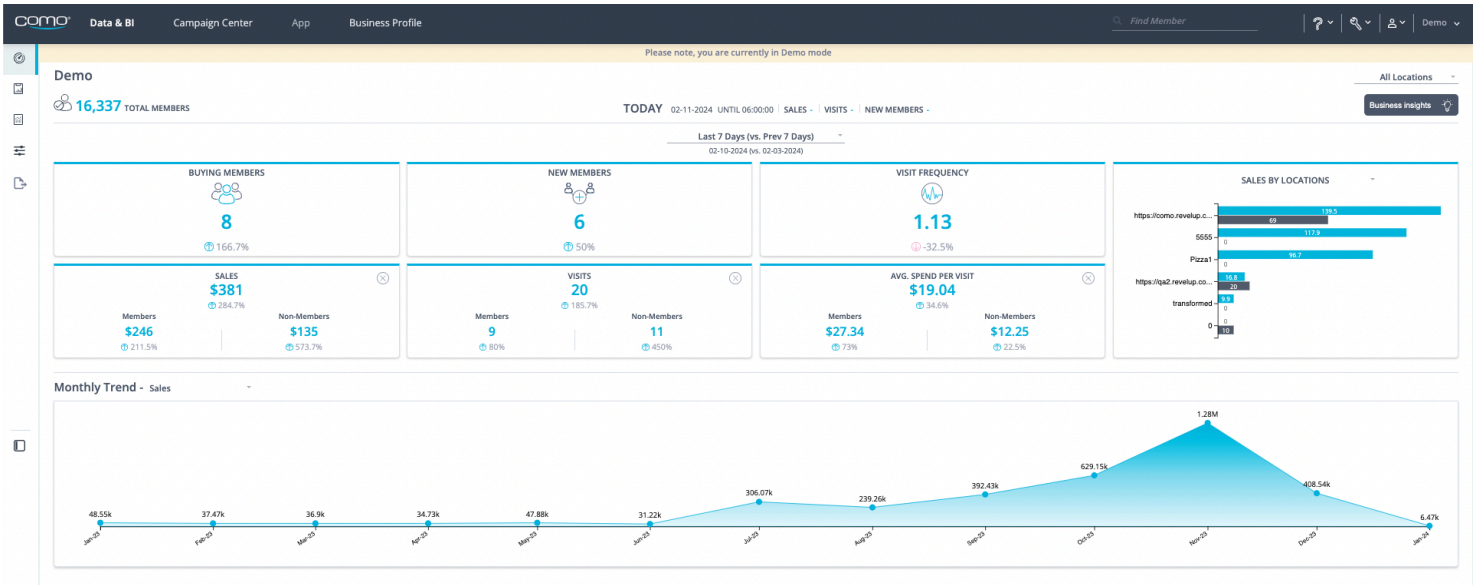
We have introduced a new trigger in the rules section, empowering merchants to take action when a member requests to be forgotten. Actions may include sending an email or SMS to remind the member that, in response to their request, their profile is scheduled for deletion.



Demo Mode

Demo mode provides prospective users with the opportunity to experience the business environment and explore some of Como's features without the need to disclose any sensitive data from live accounts. It enables individuals to interact with the platform and gain a hands-on understanding of its capabilities, fostering a sense of the business experience without compromising the security of actual account information.





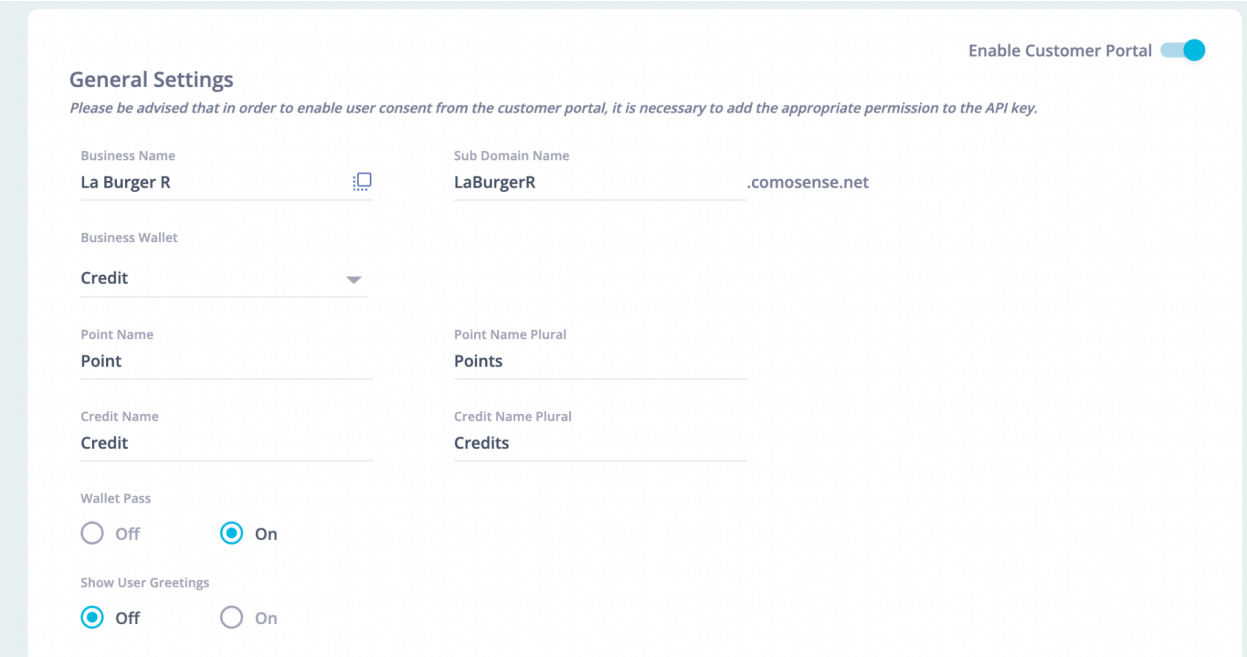
CUSTOMER PORTAL

We're thrilled to unveil our latest **Customer Portal,** a highly customizable platform that puts merchants in control. Tailor every aspect to align with their brand and customer experience, from icons to text, color scheme, language preferences, and even menu and features. Enjoy the freedom to create a personalized and seamless interaction with club members!

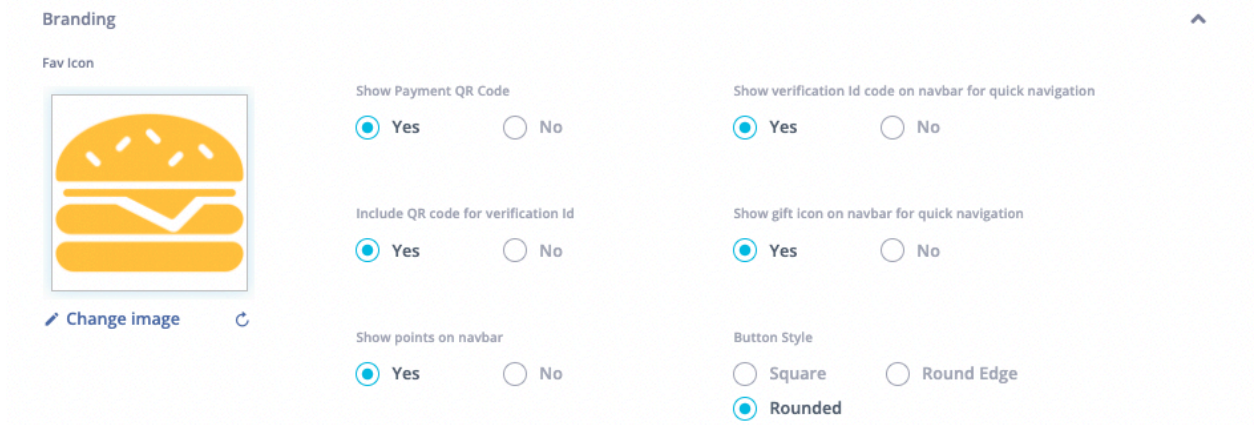
Ask partner support to enable the feature under Features & Add-ons.

Configuration

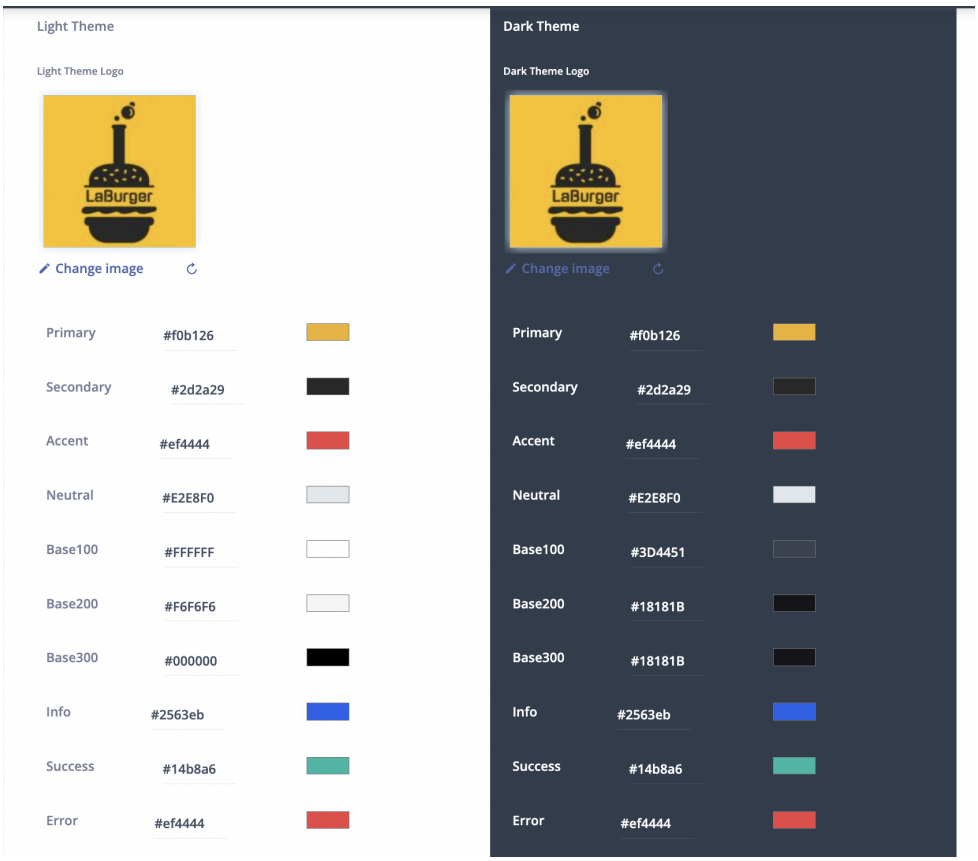
General Settings: Merchants can input their business name and specify the domain of their portal.
They can also tailor the wallet type based on the club's preferences and establish a connection to their wallet pass for seamless integration.



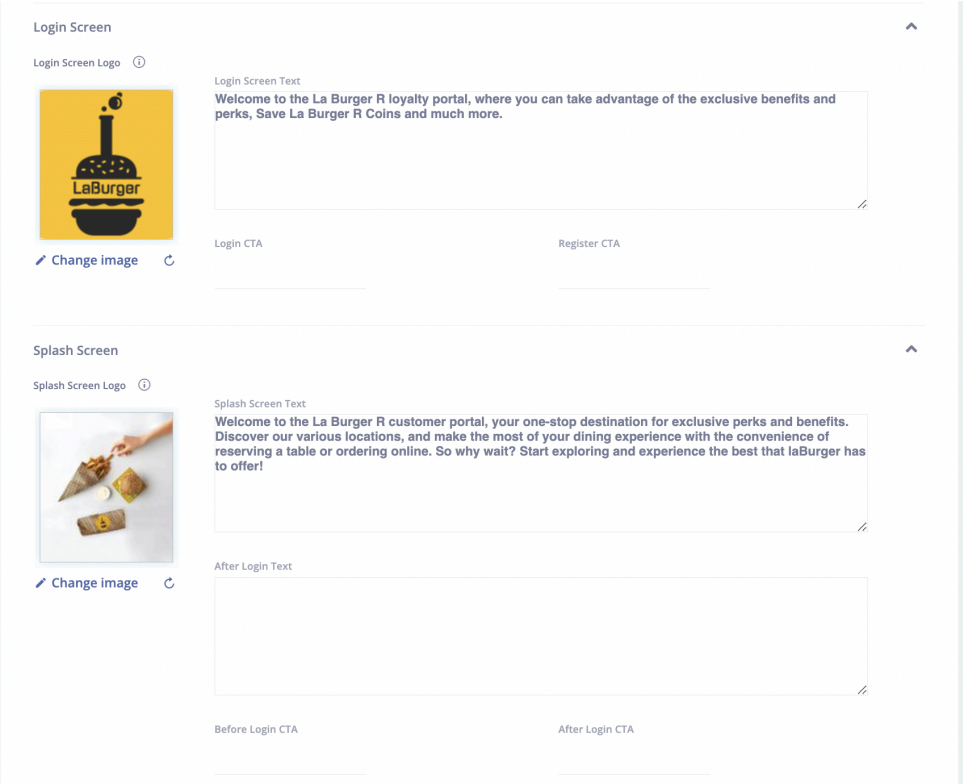
Branding: Merchants have the flexibility to design elements according to their preferences, ranging from button styles to the Fav Icon.



Color Scheme: The default colors are initially pulled from the registration form. However, can be modified the color scheme according to merchant preference, including light and dark modes options within the portal.

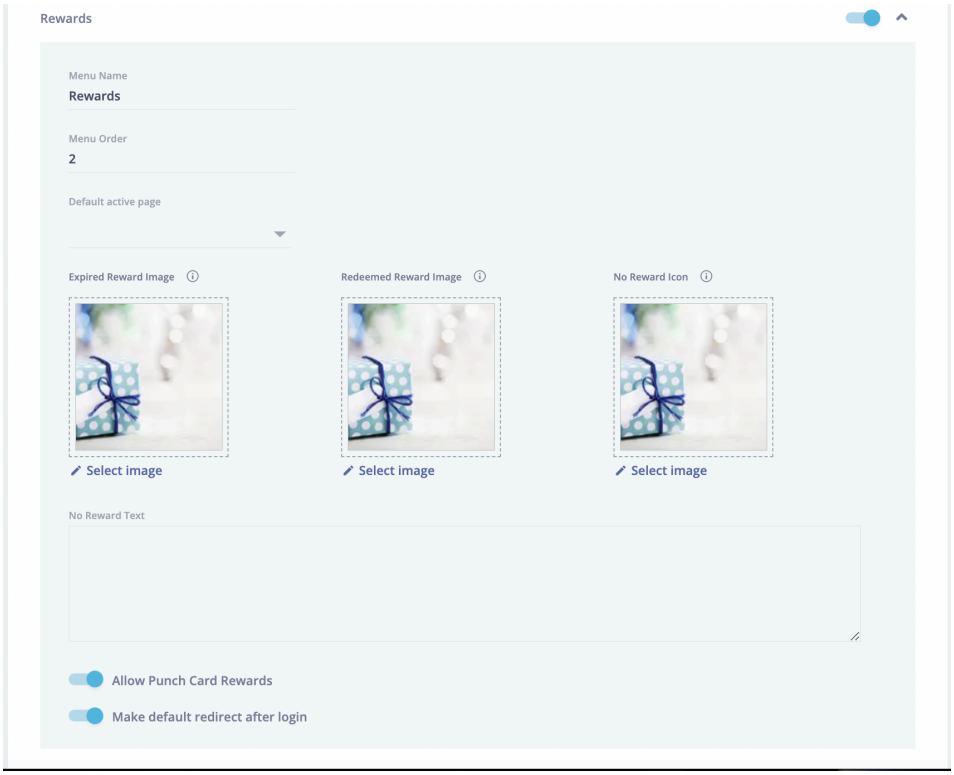


Login Screen: Merchants have the authority to determine the greeting their members receive and the ability to customize the text on the login button, giving them full control over the welcoming experience for the users.



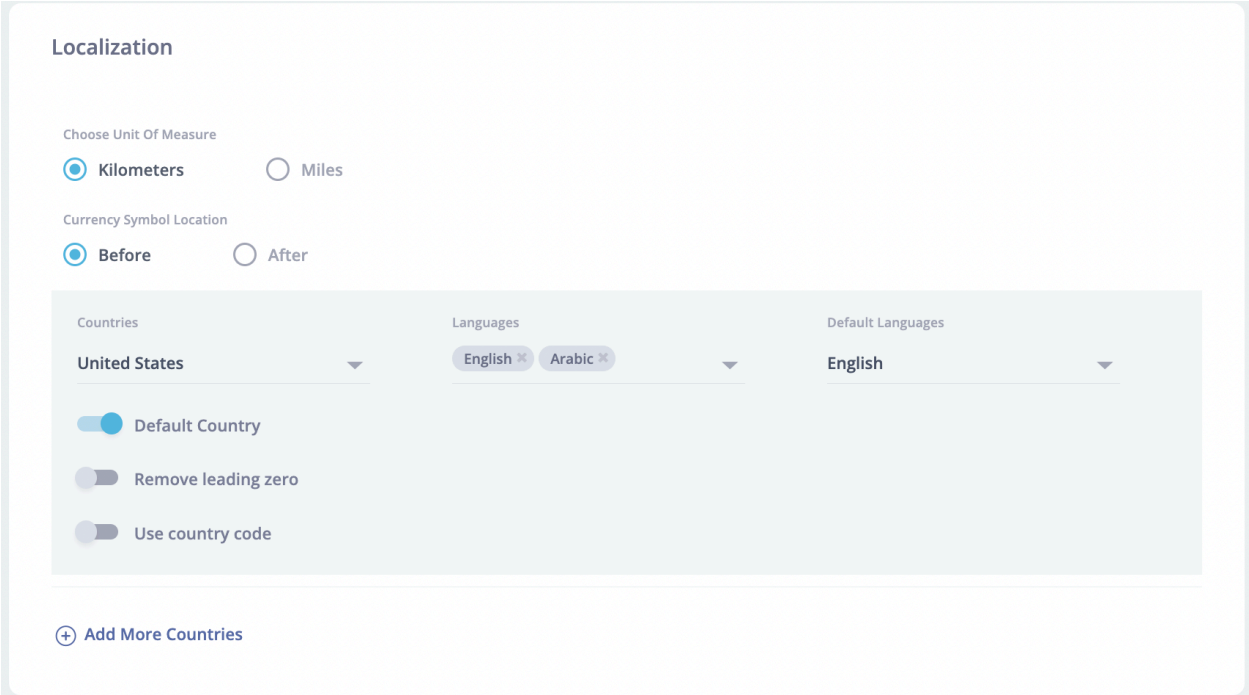
Menu & Features:

Merchants gain the ability to manage the screens presented to the club members. Within the reward screens, you have the flexibility to select which types of rewards to display—whether it's all rewards, active ones, deactivated ones, future rewards, or those that have been redeemed or expired. Additionally, merchants can customize the friend referral screen, point shop, and locations, and even include custom screens for their website or online ordering, among other options.



Localization:

Merchants can configure settings for multiple countries and languages, providing them with the flexibility to customize their brand's presence on a global scale.

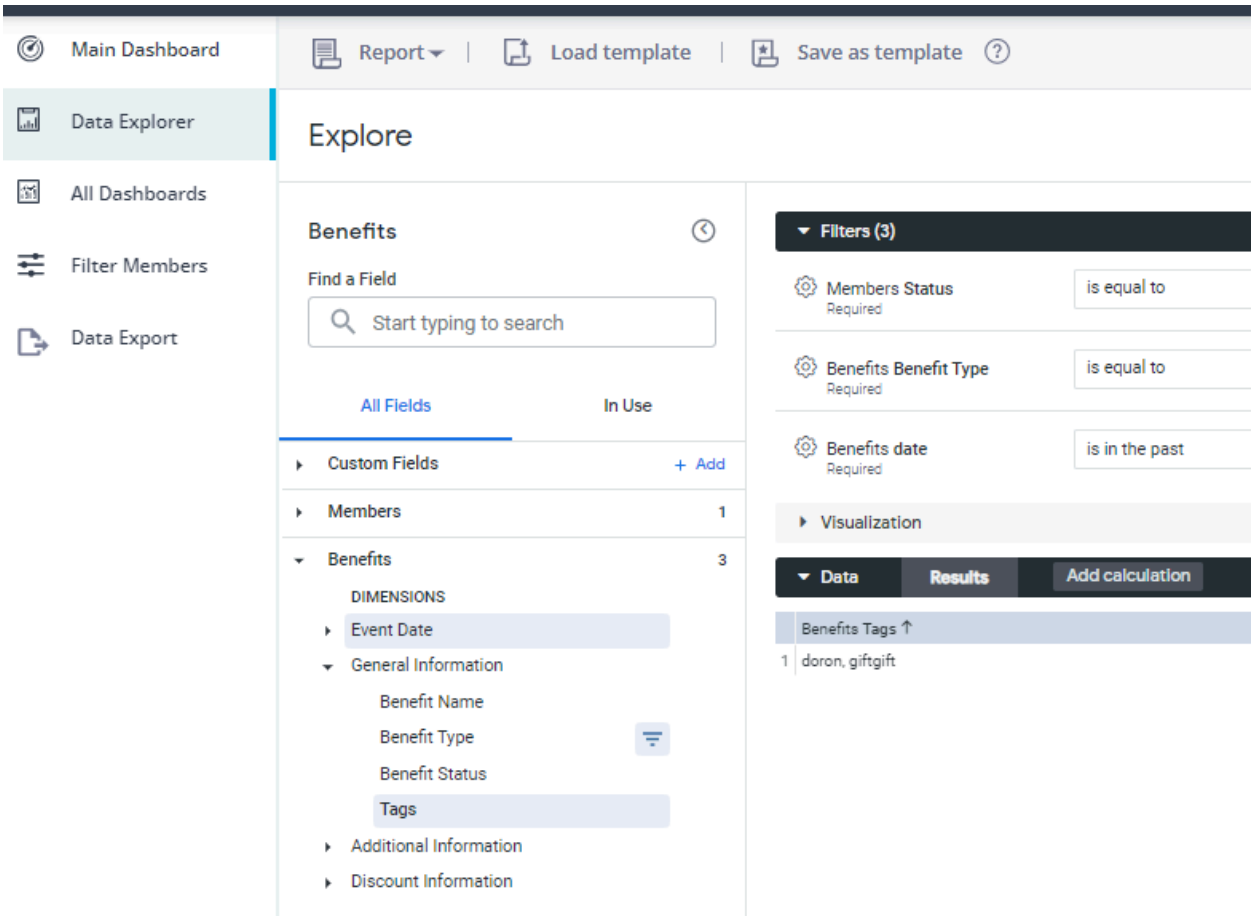


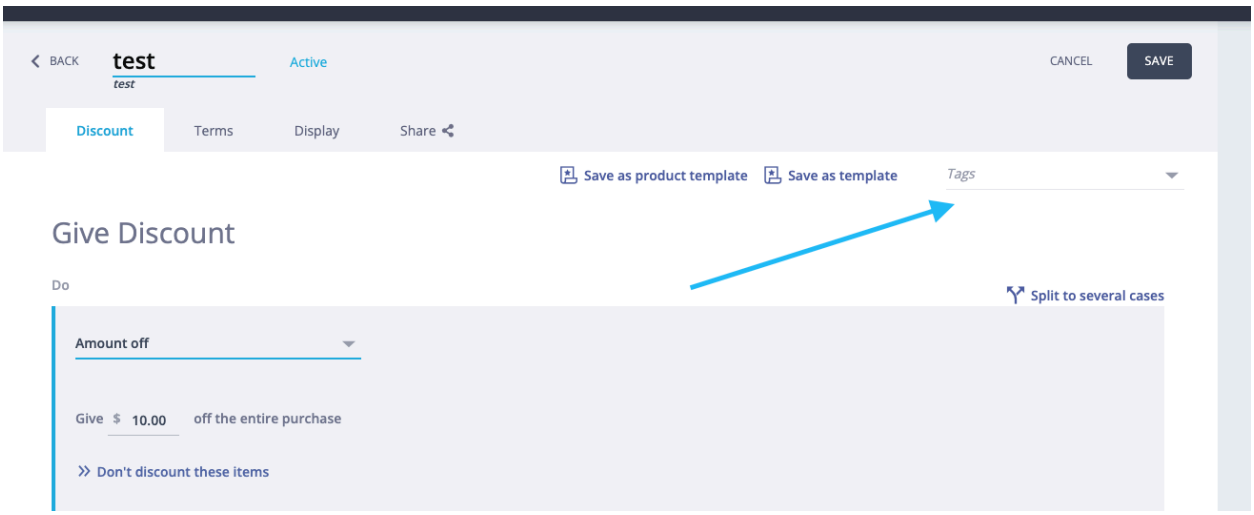
DATA & BI

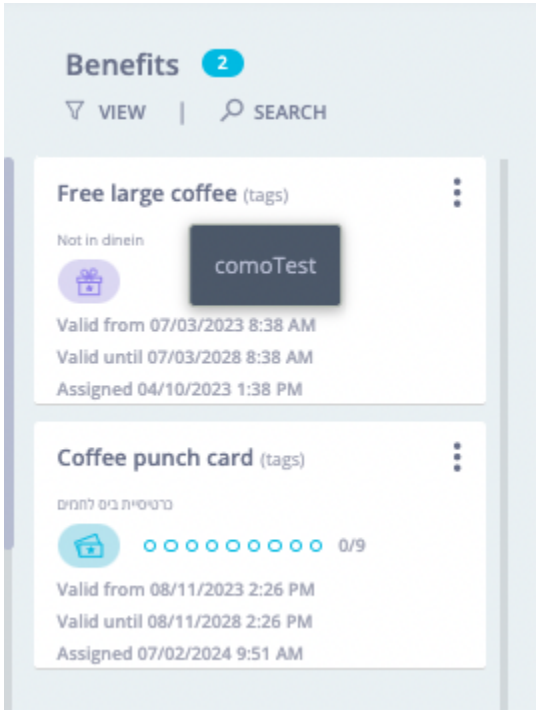
Asset Tags

Asset tags, including Gifts, Promo codes, and Punch cards, have been integrated into the Campaign Center. Moreover, the recently introduced Gift tags in the HUB are now easily accessible and visible within Looker. This enhancement empowers businesses to send the same asset to multiple tiers and filter specific insights within their desired segments.

For example, franchisees can send the same gift to multiple franchises, apply tags, and then filter the benefit report based on the applied tags so they keep track of usage for billing or monitoring.



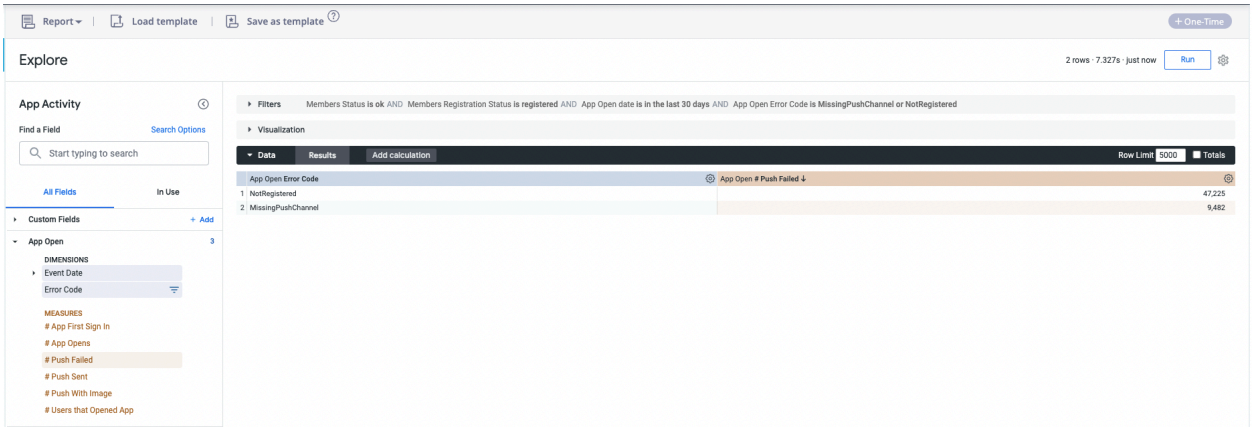

BACK
test
test
Active
CANCEL
SAVE
Discount
Terms
Display
Share
Save as product template
Save as template
Tags
Give Discount
Do
Split to several cases
Amount off
Give $ 10.00 off the entire purchase
Don't discount these items


Benefits 2
VIEW
SEARCH
Free large coffee (tags)
Not in dinein
comoTest
Valid from 07/03/2023 8:38 AM
Valid until 07/03/2028 8:38 AM
Assigned 04/10/2023 1:38 PM
Coffee punch card (tags)
0/9
Valid from 08/11/2023 2:26 PM
Valid until 08/11/2028 2:26 PM
Assigned 07/02/2024 9:51 AM

Push Notifications Error Code

The Push Notifications Error Code now appears in the app activity report on Looker. This error code will assist in investigating members who are experiencing issues with receiving push notifications.

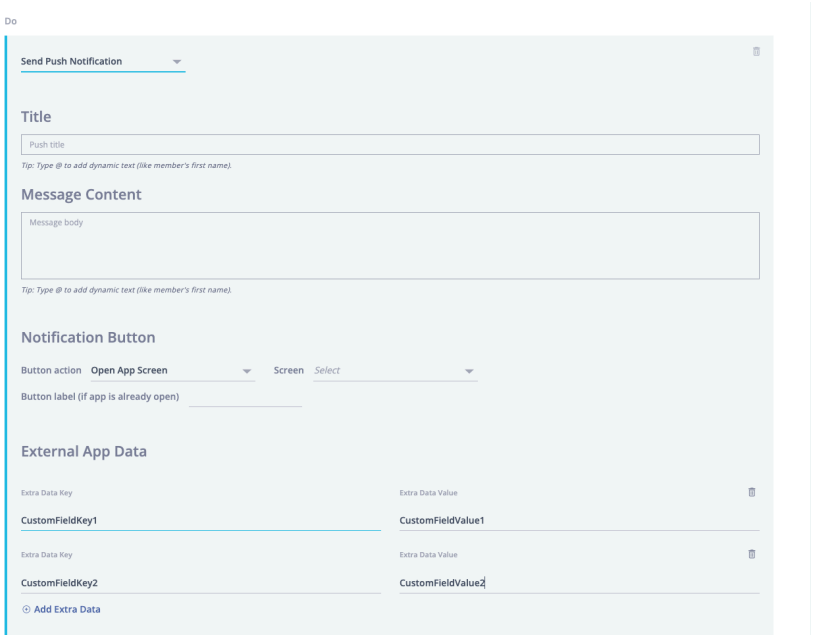
Error Code	Description
MissingPushChannel	It means the user has 'push enabled' but there is no token. Reinstalling the app will solve the issue.
NotRegistered	Usually means that the app has been deleted from the device (such as our signal for Uninstall). This can also occur if multiple registrations are happening and a second registration invalidates the push token that Como receives.



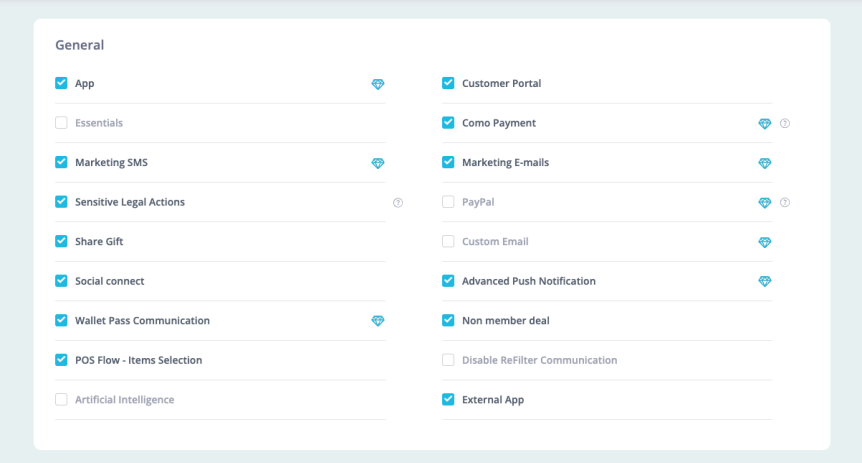
API

Push Notification Extra Data

Push notification extra data can enable the transformation of additional data for an external app. Businesses can leverage this feature to redirect push to open specific pages in the app, open web pages, etc.



This option is accessible only when the external app flag is enabled on the Features & Add-ons screen.



Before utilizing this feature, our recommendation is to consult with the app developer for more additional details.

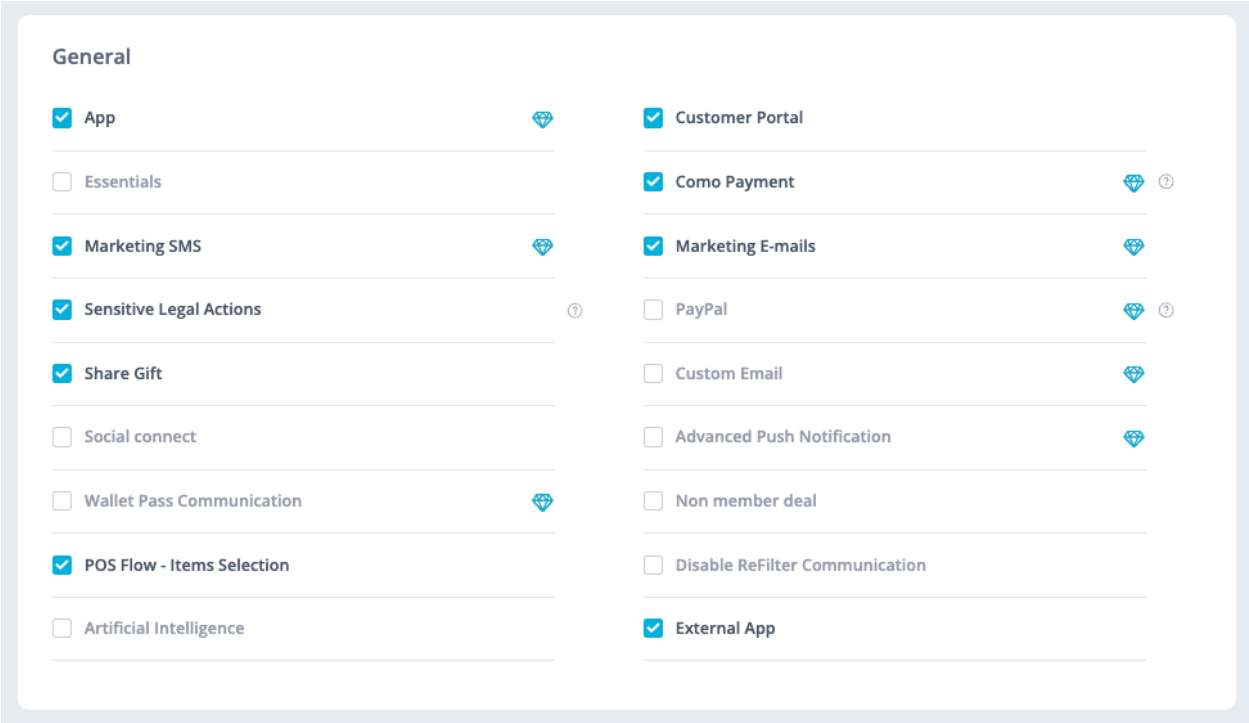
Item Selection

Introducing a new method for reporting to the POS on gifts that consist of multiple items, which enhances the POS system by improving its efficiency when members redeem gifts during a purchase. The POS presents which items are eligible for redemption, and it can also be used to upsell.
Additionally, allow the integration in POS to add the item automatically to the cart.

Note: Please check with the integration team regarding the availability of the feature with POS.

How Does it work?

Ask partner support to enable the feature in Features & Add-ons screen.



How does it work?

When creating a new promotion, activate the item selection mode. Choose the discount type for a specific item or opt for a promotion such as 'Buy X, Get Y' for each qualifying purchase/spend.

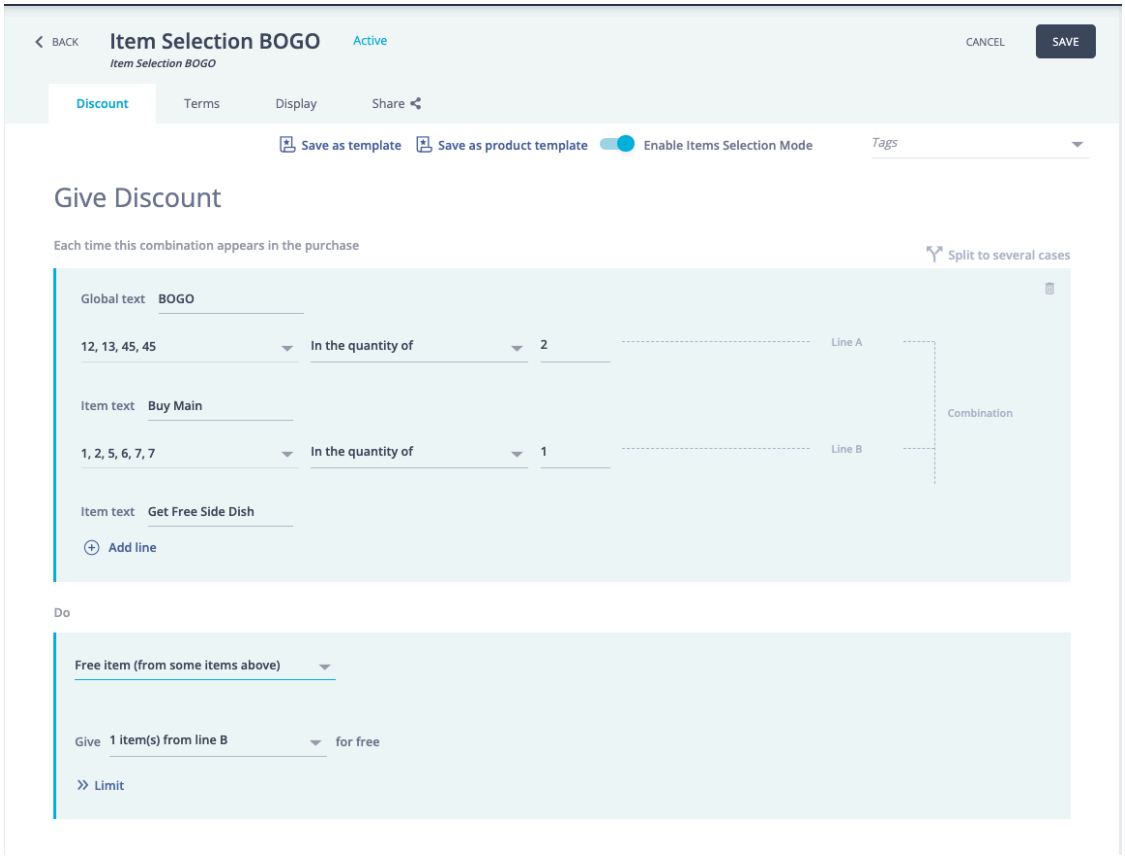
Include global text to enable the POS to display universal instructions, such as 'Buy One Get One.'

Additionally, insert item codes or department codes and set item text for more personalized instructions. For instance, the POS can display friendlier instructions like 'Buy 2 main dishes from Line A and get a free side dish from Line B,' as illustrated in the example.

When using Buy X, Get Y please remember to choose the line item to which the benefits apply.

Note:

- Item selection is available on a specific item or combination of items.
- Saved group and advanced criteria are not available when item selection is on.



APP

Latest Version

Android Version: 3.0.11 - (minimum Android version supported - 5)
IOS Version: 3.0.11 - (minimum iOS version supported - 12)

Phoenix Version: 2.2.91 - new version

- **Minimum binary version iOS: 3.0.11**
- **Minimum binary version android: 3.0.11**

Bug Fix:

- Fixed the typeError on app launch
- Preload webview reload on home click (resto labs multi hit)
- Fixed issue where openApp api call is not triggered
- Fixed the issue where the catalog widget description was not shown correctly
- Fixed wrong date on purchase receipt
- Fixed the gift on click crash
- Removed the token from the app - secure api calls
- Fixed the point shop reload issue
- Fixed the crashing on app opening for logged in users
- Fixed the allow notification issue for android version greater than 12
- Fixed the valid until date for active gifts
- Fixed the Expiration, ValidFromDate, valid until date in RTL app
- Fixed the call issue on android
- Fixed the issue where the registration form in RTL app was showing in LTR
- Fixed the issue where for a business the webview has issues redirecting the correct URL after submitting the code in the webview (added support for greek language)
- Fixed the issue where for a business the webview has issues redirecting the correct URL after submitting the code in the webview
- Fixed the issue where the validFrom date was not shown correctly in RTL mode
- Fixed the issue where video in the webview starts playing automatically when you visit that page
- Fixed the catalog issue where in carousel all the items instead of particular category was shown
- Show the timestamp on redeemed rewards too
- Fixed the double click to login button
- Remove token from openApp request in como.js
- Fixed the Splash screen issue where it was showing on closing the Webview
- Fixed the bug on iOS where if there is a video on the web page it starts playing automatically.