

RELEASE NOTES

November 2019 | Sprints 60-63



Version

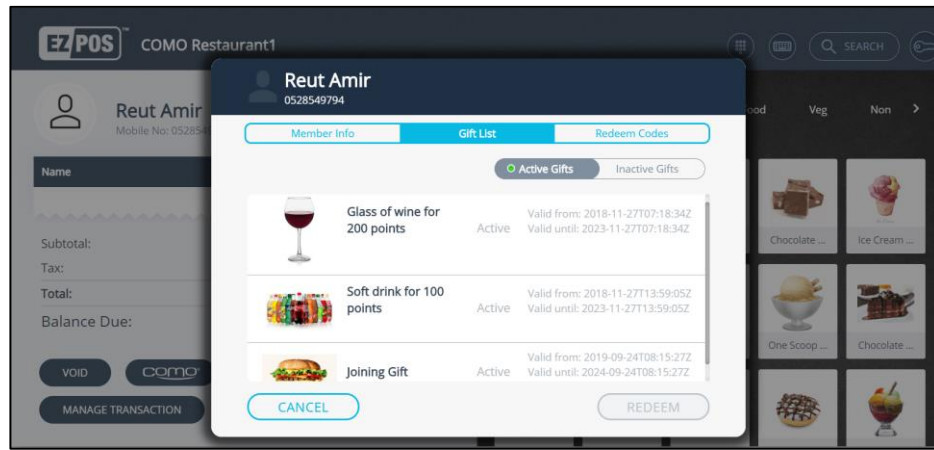
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Loyalty

Points Shop at POS –Mobile App Unneeded

Encourage your members to redeem their points by purchasing Point Shop Items via the POS. Point Shop Items are available for members based on their point balance, which will be displayed to the cashier once the member has been identified at the POS. The cashier can then offer the member to purchase the item in exchange for their points and to redeem it within the same purchase. [Read more.](#)



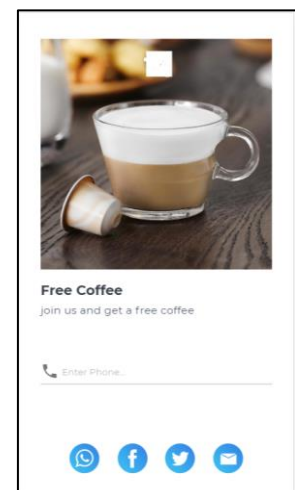
Notes:

1. This capability is supported for API v2.8 and v4.0, with no change in the POS integration.
2. Your Point Shop should be set-up within Hub 2.0 Campaign Center in order to enable it at the POS. [Learn about migration steps.](#)
3. This capability is not supported for Zapp apps.

Traffic Acquisition Coupon

Recruit new members and bring more customers to your business by setting- up a Traffic Acquisition Coupon and share it on Facebook or other social media. Customers that will view the post and enter their phone number, will be automatically registered to your loyalty program and receive the free gift. [Read more.](#)

Note: This feature is not supported for businesses who charge for membership.



Share Gift

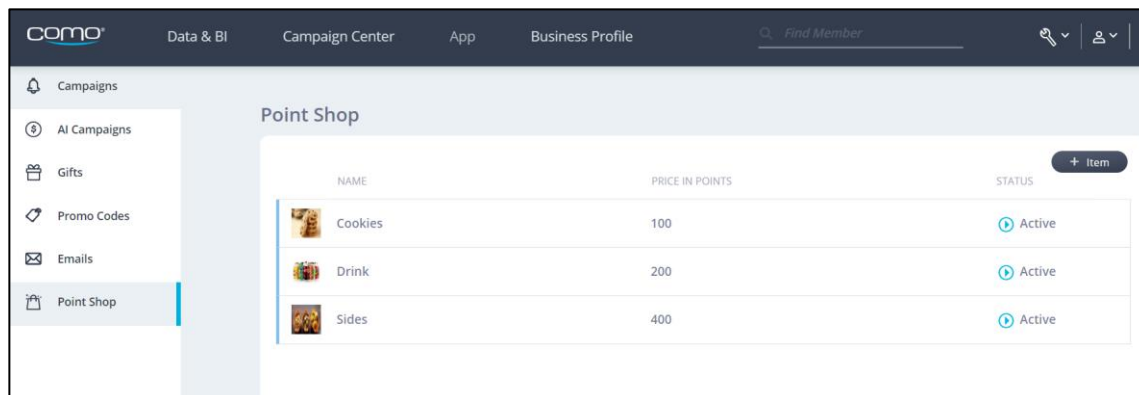
Improve your online marketing activities by generating a gift landing page from the Campaign Center in 5-clicks which can be shared it on your social media. Registered members will receive the gift automatically. Customers that will view the landing page and enter their phone number will be automatically registered to your loyalty program and will receive the free gift.

Campaign Center







Hub 2.0 Points Shop: Faster & Easy Setup

Set- up your Point Shop from the Campaign Center using a modern and user- friendly interface. [Click to see the full set- up steps.](#)

You can also add a Membership condition or Dates condition on Point Shop Items. For example, offer a special Point Shop Item only to your VIP members, or special Point Shop Item for Christmas time.

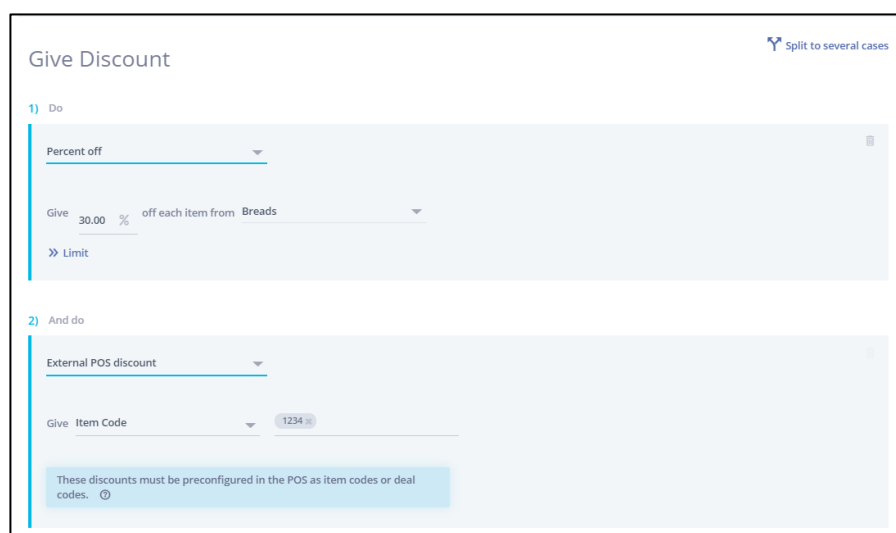


The screenshot shows the 'Campaign Center' tab in the Como Hub 2.0 interface. On the left is a sidebar menu with options: Campaigns, AI Campaigns, Gifts, Promo Codes, Emails, and Point Shop (which is highlighted). The main area is titled 'Point Shop' and contains a table of items. A '+ Item' button is in the top right corner of the table.

NAME	PRICE IN POINTS	STATUS
 Cookies	100	 Active
 Drink	200	 Active
 Sides	400	 Active

New Structure for Discount (Deal, Gift, Custom Punch Card, Promo Code)

The structure of the 'Discount' component (Deal, Gift, Custom Punch Card, Promo Code, ...) was changed to allow you to add multiple actions from different type. It means that it is possible now to set- up two discount actions, one that give a discount on specific item, and another one that return item code/ deal code.



The screenshot shows the 'Give Discount' configuration screen. It has a title bar with 'Give Discount' and a 'Split to several cases' button. The configuration is divided into two sections: '1) Do' and '2) And do'. The '1) Do' section has a 'Percent off' dropdown, a 'Give' field with '30.00 %', and an 'off each item from' dropdown with 'Breads' selected. There is a 'Limit' button. The '2) And do' section has an 'External POS discount' dropdown, a 'Give' field with 'Item Code', and a text input field with '1234'. A blue information box at the bottom states: 'These discounts must be preconfigured in the POS as item codes or deal codes.'

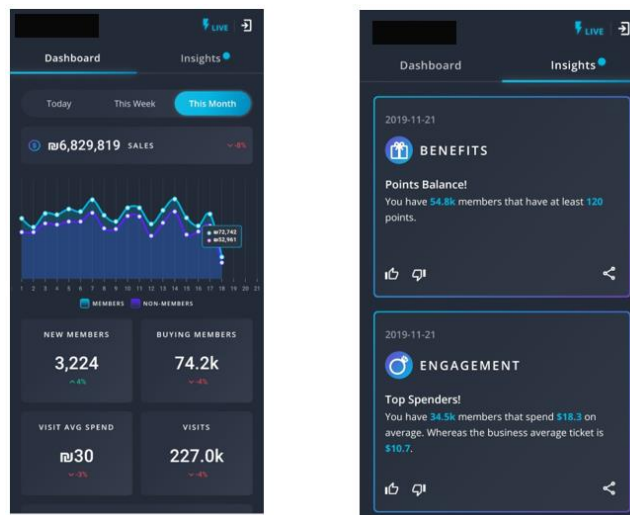
Campaign Center Improvements

- It is possible to view only one activity (Rule, Deal, One- Time, Punch Card) or only one status (Active, Future, ...) value in one click.
- All gift images changed to be square to correspond the image displayed on the new generation app.
- Gifts will be created by default without a redeem code on App. User will be able to configure whether they want the gift to be displayed on App with a redeem Code.
- SMS Simulator – the simulator that shows the (estimated) number of charged messages, is now adjusted to count the number of charged messages according to the business's SMS provider.

Business Growth through Data

Como On-the-Go

Track your business to see how you're doing today by viewing today's sales, visits, and new members. With a sleek, mobile-optimized interface, **Como on the Go** lets you view valuable data and insights from anywhere. The Dashboard updates in real-time, allowing you to keep track of purchases, visits and loyalty, while the Insights view provides data-driven tips to boost customer engagement.



Comillia AI Campaign Improvement

It is now possible to define multiple gifts for Comillia AI campaigns. The AI algorithm was enhanced to send every member the gift that will work the best for them.

Looker Data Explorer

Scheduled Reports [\[Add-On\]](#)

Define a scheduled interval – Daily, Weekly or Monthly – to get your dynamic report via e-mail.

Note: this service is an add-on and offered for an extra charge.

Looker New Reports

New reports were added to the Data Explorer:

DIDN'T PURCHASE

New negative filters allow you to see the number of members who didn't purchase a certain item or didn't purchase at a specific location.

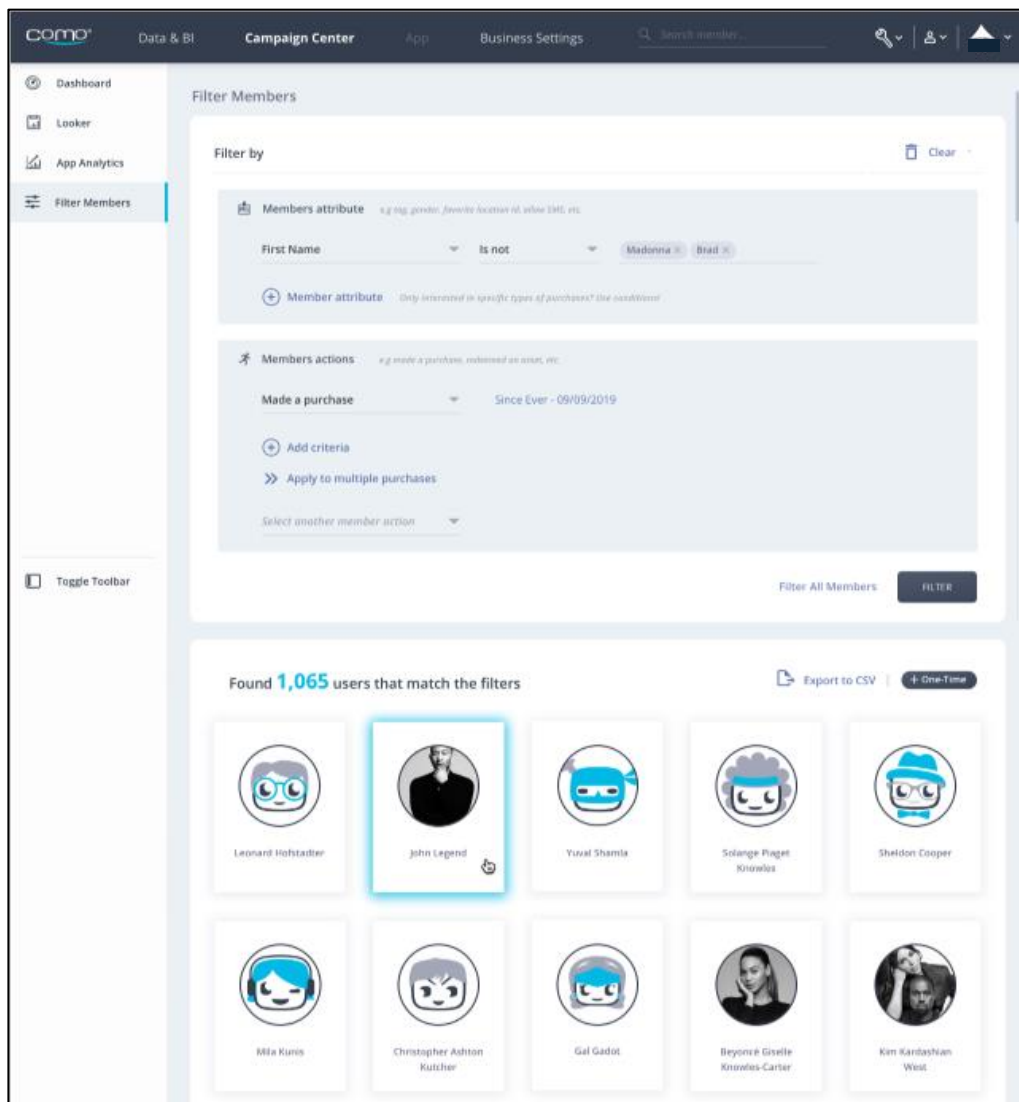
PROMO CODE

View measures of Promo Codes to analyze their success, such as how many times a Promo Code was redeemed, the total discount given to customers, and more.

Hub Platform Usability

Filter Members

Search for members based on member actions and member attributes, is now available on Hub 2.0 (new platform.) It is also possible to view multiple member profiles and to perform a One-Time activity on the results.



Business Profile – Continue

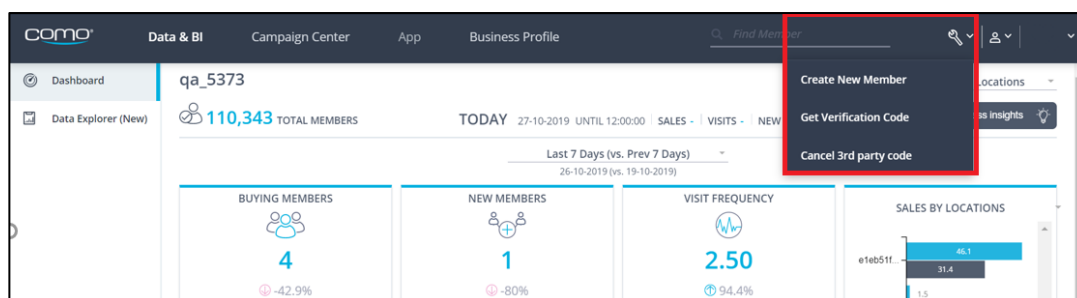
'Business Profile', the area in the Hub that encapsulates all the general business information, settings and preferences, was enhanced to include two new sections:

- | | |
|-------------------------------|---|
| COMMUNICATION | define and customize all your communication settings, such as Operational and Marketing SMS, Marketing E-mails and Push Notifications |
| FEATURES & ADD-ONS | view the features and add-ons that are available to your business, according to your commercial plan and POS restrictions.
Como Support team can switch-on/ switch-off a feature or add-on per demand. |

Tools for Business Support

All the tools and actions that required your business to provide an excellent customer service to your members, are placed now in one drop down:

- Get Verification Code – provide the verification code for login/ registration over the phone, for members who facing problems with receiving the verification code on SMS.
- Cancel 3rd party code via Hub – cancel specific 3rd party codes that are suspected as used for fraud.
- Create New Member - manually register new members directly from Como Hub.



New Generation App

Point Shop

It is possible to view and purchase via the Mobile App Point Shop Items that were set- up on Hub 2.0 new platform.

Navigation Design option

You can now set the color of the selected navigation bar icon to be the same as the unselected navigation items.

Deprecated

Deprecated Features

The following functionalities on Hub 1.0 (old platform) are deprecated and will be removed by the end of this year (Dec 31st, 2019):

1. Filter Members - Hub users can use Hub 2.0 Filter Members on Data & BI tab.
2. Find Members - Hub users can find a specific member using the search box on Hub 2.0 header, or filter a group of members based on their attributes and actions within Hub 2.0 Filter Members.

The following functionalities on Hub 1.0 (old platform) are deprecated and will be removed immediately:

1. Create New Member - Hub users can use "Create New Member" capability that is available on Hub 2.0 header ("Tools" icon).
2. E-mail templates – Hub users can create advanced e-mail templates using Hub 2.0 e-mail editor that is available on the Campaign Center. Templates that were available on Hub 1.0 old platform will be deleted.
3. Get Verification Code - Hub users can use "Get Verification Code" capability on Hub 2.0 header ("Tools" icon).
4. Campaign Center → Rules:
 - a. Installed the App trigger is not well functioning feature, and will no longer be available.
 - b. The following triggers, that are related to Zooz Payment Solution, are no longer available:
 - i. Pay with App Credit Card;
 - ii. App credit card payment is declined;
 - c. "Register Member" action is no longer available within Rule (Campaign Center).
5. Campaign Center → Membership condition (Rule, Deal, etc.):
 - a. It is no longer possible to configure the membership status. 'Pending' and 'Non-Registered App User members' statuses have been deprecated. All activities will be applied by default on 'Registered' members.
6. Automatic Notifications – Hub users can create a scheduled report on Data Explorer for fraud detection.

Bugs

The following bug fixes will be released:

- [CNP-16646](#) - Gifts are not being burned- REVEL
- [CNP-16681](#) - Xiaomi - MIUI SMS links doesn't appear as links
- [CNP-17486](#) - purchase doesn't record on a member after App Client Id expiration time
- [CNP-17576](#) - Unable to change month in campaign
- [CNP-17620](#) - redeem get benefits code not showing in BQ
- [CNP-17636](#) - Credit balance missing in Dynamic text for Email Templates
- [CNP-17664](#) - When we try to enter completed One-time we get an error
- [CNP-17808](#) - HUB "Super User" not applied when creating HUB user with just email
- [CNP-17868](#) - Gift Card - deactivation status doesn't appear in the balance check
- [CNP-17879](#) - leading 0 for app client id (and server codes in general) should be avoided
- [CNP-17918](#) - Punch cards that still appear after we turn them (the automation) off.
- [CNP-17599](#) - Unable to send consent from hub 2
- [CNP-17613](#) - User profile not loading in HUB 2
- [CNP-17905](#) - Hub 2 - submitted purchase - cut text
- [CNP-17560](#) - Date format
- [CNP-17678](#) - Auto-archived activities are not shown when toggled-on in view
- [CNP-17761](#) - Unable to Unsubscribe via SMS from HUB 2
- [CNP-17923](#) - Member Profile - Points balance should round down

[App Infra bugs that deployed as hotfix are listed here](#)