



## EngageOne Connect Release Notes

### EngageOne Connect 2.2 May 2018

#### Release Highlights

- **Significantly Improved Email Sending Performance**  
Including email and ICP composition, email sending, encryption and security, email attachment performance and more
- **New CK-Editor (styling menu for text, images etc.)**  
Enhances UX with more styling options, styling menu now floats next to the element, better and faster UX, compatibility with the newest browser versions
- **Multi-Schema Support**  
Admins can now configure multiple data schema (e.g. Credit Card, Mortgage, Retail). Schema is selected during template design and when creating a communication
- **System Configuration UX**  
Admins can now configure the system with a new Settings → Configuration page that control all system configuration variables through a UI
- **GDPR Compliancy**  
New API allows deleting an end user from the system (personal info, tracking, output), digital consent is displayed when registering to the AutoOpen cookie
- **User Interaction Auditing**  
User interactions (template, communication, settings changes) will be captured and logged in SysLog
- **Skining Support for the ICP Authentication Page**  
User can customize the ICP Authentication Page skin using a custom CSS at the communication

level delivery settings

## Usability Enhancements

- Significant UX improvements for data mapping and data schemas
- Significant UX improvement for element style editing in the studio (CK Editor)
- Highlight Dynamic Objects button now highlights also Text, Link, Images with Data Connect fields
- When uploading resources (typically images) in the studio, system will check resource size and alert on size limit based on the relevant template type
- Email cell size can now be viewed/modified using the cell property window
- Images are now always imported with the image's original proportion
- Document Links for ICP can now be applies to email images
- In Communication design phase, only selected channels will be displayed in the studio as design tabs
- Improvements to dragging horizontal layout grids (e.g. 3x1) in email
- Custom objects are now responsive when using responsive.css (11232)
- Active breakpoint is now highlighted in both Email and ICP
- Email: Double click on a cell border restores default cell height and width (10781)
- Improved the analytics dashboard charts when there are many actions reported
- Added First Name and Last Name to Open Email reporting in the dashboard
- An element or cell inside another cell will not affect the size of the containing (outer) cell
- Improved wording on communication send page to make it more user friendly

## EngageOne 2.1 December 2017

### Release Highlights

- **Analytics of Email Actions**  
Designer can now add Analytics Tag on actions in email templates. Actions (CTRs) will be tracked and displayed in the Analytics Dashboard
- **New and Enhanced APIs for Analytics**  
APIs for ICP's open analytics and email and ICP actions (CTRs), including the capability to get actions analytics by communication, date/s, recipient ID/s and a specific analytics tag/s.
- **Personalization (logic driven content) in Email**  
Email now supports adding personalization (logic driven content) on text, images and links with analytics tags for tracking
- **Direct Integration with Vault**  
Emails can now be sent directly to Pitney Bowes Vault for archiving – including all attachments

and configurable needed indexing metadata for easy retrieval

- **Dashboard Only Users**  
Groups can be created in the system and specific Dashboard users can be created and assigned to groups. A dashboard user will only see the dashboard page upon login and in the dashboard only communications that were assigned to the same group
- **Basic Responsive and Advanced Mobile design modes in email**  
Two distinguished design modes in email:
  - Basic Responsive (Fluid email methodology with desktop and mobile breakpoints). For responsive design that is supported by all email clients
  - Advanced Mobile (Responsive email methodology). For truly mobile first email design approach – enhances the basic responsive design. Works on clients with media query support
 Includes a comprehensive knowledge based wizard explaining each design method, designer capabilities and supported devices.
- **Advanced Email Preview**  
New preview button in email including desktop email preview and side by side comparison for mobile preview - comparing between responsive and fluid (how the email will open on devices that support email queries and those who do not)
- **Enhancement of Responsive ICP**  
ICP elements size and location now change responsively according to % of breakpoint width. This provides a best fit experience for device resolutions that are between breakpoint and also makes the design experience smoother. Advanced responsive properties (min, max size etc.) were also added
- **Background Image for Cells in Email**  
Designer can now set a background image on cells in email – enabling dynamic text/link/button on top of an image
- **ICP Document Link on Images**  
Document link for ICP can now be set on images
- **Significantly Enhancing Email Designer User's Experience**  
Major improvements of email designer user's experience:
  - Make moving borders between cells in email grid more intuitive
  - Easier to navigate email table hierarchy using an "Up" button
  - Improve UX for inserting grids layout in email
  - Improve email grids – add gray spaces on inactive areas. Make sure cell border is clear and visible when selected.
  - Horizontal and Vertical Grid elements now behave the same way (can add, not just for dividing existing cells)
  - Finer control of elements properties (font size, element z-index etc.)

### Known Limitations

- Resizing in email of elements aligned to Center sometimes requires a few passes until the cell is at the desired size. Workaround: align element to Left, resize and align to Center

- Exporting a report from the Dashboard will export data for all channels in the communication and not just the chosen channel
- If a word is larger than the breakpoint width, the word will not wrap but get cut (no automatic word split)
- A change in a text element in email will apply across all breakpoints. Workaround: to apply different text or styling in a specific breakpoint – use Hide on the original text element and insert a new text box with the modified text
- Creating a text in email that exceeds the border of the table can cause unexpected behavior
- Imported external html templates for ICP or email are not editable in the studio
- Assigning Dashboard user to a group is not supported with ActiveDirectory
- Background images for cells in email will get cut by some email clients. It is recommended to only use abstract patterns for background images
- Android 5 and 6 native email clients do not support background images
- PDF attachments on email opened in Outlook app for iPhone sometimes do not display well
- The product use is officially supported with Safari and Chrome  
When designing templates, work with full screen and 100% browser zoom
- Data format supported for import: CSV using the UI and JSON using APIs
- tabs - recommended to set tab titles before adding elements otherwise title sometimes becomes un-editable
- When adding a video or an image without setting the source image/url and saving the document - the sample image will disappear after save and only the frame remains.
- Some actions cannot be undone using the undo button
- Charts – when using a chart that expects a date input field - date format in CSV/JSON must be identical to requested date format in chart settings
- When copy-pasting an HTML text - use the element properties menu “Paste as Plain Text” button instead of the OS paste option (ctrl/cmd+V).
- Custom Objects that take time to load (e.g. calling external web services) will affect the template load time in the designer studio
- Custom Objects are not responsive by default. For a responsive custom object you will need to write a responsive JS/CSS in the CO IDE
- Tracking for mobile push notifications is not working
- While the output of email and ICP is fully responsive, the designer studio itself is not. Designers should work with 100% zoom and full screen for best experience
- When using API calls – the authentication token has a lifespan of 20 minutes. When sending large amounts of data this token may need to be regenerated
- Sometimes the correct font size will not be reflected in the font attributes menu in Full breakpoint in ICP

## Bug Fixes

- Some policies were not copied from email gateway to Connect settings
- Not all delivery settings were synchronized with email gateway
- ICP output sometimes won't zoom correctly to breakpoint
- Element alignment in email 480 applies also to 640px
- ICP – Can't hide element after preview
- ICP Studio - Elements jump to other direction at resize/typing
- ICP Studio - Tab title disappears after text border resize
- ICP - Can't unhide an image in Full breakpoint
- ICP - Sometimes after dragging image inside tabs the image disappears
- Email Studio - Elements stay with blue frame
- Email Output - Chart arrives shrunk in Outlook clients
- ICP Studio - Text change location after the second save
- Email Output – various fidelity issues in specific email clients
- ICP - Custom object change location after preview
- ICP Studio - Double click on tab throws the text to the side
- ICP - Sometimes the video disappears from some breakpoints
- Issues with SMS Escalations
- Opening ICP through the Push Notification doesn't work
- Email/ICP - Data connect link on image and Video doesn't work
- ICP - Change the chart color in studio doesn't work in output
- Email studio - Sometimes the user can't resize the cell
- Email studio - Sometimes it's hard to drag element to another cell
- ICP - Resize custom object and then save cause to "not found" error
- ICP - After switch between breakpoints hidden image appears
- CSVs - When we have Space/Sign at the titles, the schema doesn't recognize it
- Email studio - Hard to resize image after increase/decrease margin
- Mac Safari - Custom Object arrives with scroll bar at the output
- Communication - Stuck on "Loading" when you choose ICP first
- Update Delivery settings configurations- not working for PW Policy
- Email studio - Hard to resize Image
- Document Link - The underline has different color in some clients
- Attachment - doesn't give the option for a password
- Email – Export + Import of template, Image losing source
- ICP - Can't see charts in "Test" option
- Login Page - "Forgot Email or Password" doesn't work

- Email studio - multiple "drop here" when dragging layout\element
- Collecting Analytics is not working on different timezones
- Email - If you'll move fast through the breakpoints the element disappear
- email - canvas of table not aligned width ruler when the browser window is not maximized
- ICP - "Test" brings an empty email
- Chart - "Yip beta ;)" as Title
- Email - Document Link Cannot be set on just part of a text, but not all
- Email - Undo\Redo includes "Insert Here" step
- EMAIL - Chart Design with background (background not showing)
- Text "Strikethrough" not working
- Studio allows pressing on links
- Email Template - Cannot split horizontal cell with vertical cell
- Email - After we import template(icp+email) the document link disappears
- Mac - Safari - spaces disappear after data connect elements in output
- Upgrade which is not on C:\ drive not working
- Undo/Redo sometimes cause unexpected behavior in images
- Font size in the font property menu sometimes differs from the actual font size
- Image in ICP looks bigger after Clone and Undo
- Dragging tabs after Undo/Redo in ICP causes problems
- Image height in Studio is not proportional when changing window size
- Some loss of responsive behavior in ICP after moving elements with arrows

## Version 2.0.1 (Service Pack) Changes and Additions

### Usability Enhancements

- Uploaded image to a default-size image element now dictates the default aspect ratio. Shift-drag bottom-right corner to resize proportionally. If you resize the image element and then upload an image, the image will resize to fit the image box you created
- Undo/Redo keys are now available in ICP. You can also use keyboard shortcuts for these actions
- Moving elements with arrow keys is now fully supported
- Copy-paste from external source (HTML, MS Word etc.) will now paste as plain text to save template HTML tags integrity
- Some labels and messages were improved for clarity
- When opening a large ICP on a smaller end-device screen (example, a 4K ICP on a regular laptop screen) that is larger than the largest defined breakpoint (i.e. will use the Full breakpoint layout) – the large ICP will show with scroll bars. Use zoom-out to fit the entire ICP on the screen as you would any other large HTML page

### Known Limitations

- Resizing in email of cells aligned to Center sometimes requires a few passes until the cell is at the desired size. Workaround: align cell to Left, resize and align to Center
- Hiding a Chart in Safari sometimes won't work. Workaround: in the breakpoint you want the chart to appear, move the chart a bit and then delete the chart from the master breakpoint (or use Chrome)
- Properties bar sometimes won't pop up on Custom Object. Workaround: Delete the CO and place it again
- ICP Tabs cannot be resized after using the New button to create a new tab. Workaround: set tabs size and only then use the New button to add additional tabs
- Exporting a report from the Dashboard will export data for all channels in the communication and not just the chosen channel
- When aligning a cell (L, C or R using the Cell Properties) it will apply across all breakpoints
- If a word is larger than the breakpoint width, the word will not wrap but get cut (no automatic word split)
- A change in a text element in email will apply across all breakpoints. Workaround: to apply different text or styling in a specific breakpoint – use Hide on the original text element and insert a new text box with the modified text
- Creating a text in email that exceeds the border of the table can cause unexpected behavior
- Charts - when changing number of columns, it won't reflect in the data connect wizard
- Tracking for mobile push notifications is not working

## Bug Fixes

- Some policies were not copied from email gateway to Connect settings
- Not all delivery settings were synchronized with email gateway
- ICP output sometimes won't zoom correctly to breakpoint
- Element alignment in email 480 applies also to 640px
- Email - fluid behavior sometimes breaks
- Win7 Outlook email output
- Cell borders sometimes appear in email output
- Allow moving elements with keyboard arrows
- Load template info to studio after Save
- Enable elements move and resize after save in Email
- Enable Hide/Unhide after Save in Email
- Issues with studio canvas zooming out
- Custom Object frame gets too small when moving to 320px
- Can't edit Custom Object after save
- ICP - cannot move between breakpoint after save
- Custom Object "data not found" error
- Disable breakpoint editing after design start
- Video element sometimes not showing in frame in studio
- Email - Cell/Row properties sometimes won't show
- Email - Data Connect elements sometimes not added to text
- ICP Login on IE - remember me and save cookies not working
- Data Connectivity - Typo inside "Help"
- Edit Template - Save doesn't give any pop up message
- make sure we can logout from all system pages
- Install - Connect Upgrade does not override files that were manually modified
- Email - in some cases can't insert a layout to the top of the table
- Email - when dragging a row layout, it is getting multiplied sometimes
- Email - Text in 480 shows as if it is behind the cell (and hence gets cut)
- Email - Text moves behind the cell after save (and hence gets cut)
- S/MIME – not always working
- ICP - Changes image location when you switch to Email and then back
- Email - resizing the rows in horizontal 3x1 has problems
- Email - border of cell disappears
- Email - some email clients loose element alignments



- Custom Object disappear from full in preview
- Email- undo button sometimes not working
- Email - moved text shows twice in yahoo
- Fix Import Template button color
- Email - The Image comes smeared in some Outlook clients
- Email - The 1x2 layout top cell overrides the other
- ICP - Image change position in 480 after the second "Preview Template"
- Email - last horizontal row height not shown as in studio
- Some communications having trouble loading the studio
- ICP - Text - Jumping to another place after save/preview/next
- Dashboard – sync refresh bottom for correct analytics
- Email - Two "Drop Here" after erase the first cell and pressing undo
- Custom Object - You need to press few times for getting out of the editor
- ICP - You cannot "Undo" after the first element
- Email - Images disappear after send (Android 6.0)
- Email - Can't resize chart element
- Email - Dragging text element after undo creates duplication
- Email - Unhide button doesn't work
- ICP and email resources should be encapsulated per communication (security)
- ICP - tab bug with image elements (images hides tab in output)
- ICP Data table - user must choose all data table fields before saving the ICP
- Email - Image covers the cell after resizing
- Save in the studio - sometimes "no changes were made" message appears even after changes were made
- Email- sometimes empty cells don't break well below 640px
- Import data page with will not change Logo using a skin
- Image size does not appear correctly in Email Test
- Custom Object sometimes jumps after save/preview
- Email – cannot unhide elements in specific cases
- ICP – text box get white “div” frame after hide and unhide
- Images and text keeps “hidden” properties after hide and unhide

## EngageOne Connect 2.0 March 2017

### New Features

- **Responsive Email Designer**  
Email studio designer now supports three responsive resolutions (breakpoints): 640px (default); 480px and Full (>640px). Mobile devices will typically display the 480px or 640px view per the supported resolution of their email client. Desktops email apps/web-clients who support media queries will display the full view while those who do not support media queries will display the default view (640px)
- **Custom View Breakpoints in ICP**  
ICP now supports changing the default breakpoints and adding additional custom breakpoints. This allows for utmost support for any device in the market. Breakpoints can be defined in the template level while default system breakpoints can be defined in the global settings
- **Live Charts Editor in ICP**  
The Chart element in the studio now integrates with a library of over 90 charts. Selecting a chart opens a live chart editor with gives the designer ultimate control over the chart and legend look and feel. Once design is complete, chart will integrate with the selected data tables to create an interactive data driven chart in the ICP
- **Live Charts Editor in Email**  
A Chart element has been added to the email basic elements palette. Chart will use the live chart editor as described above for ICP. The resulting output would be a static image of the data drive chart (email clients do not support interactive elements due to security)
- **Enhanced and Redesigned Dashboard**  
Analytics Dashboard has been completely redesigned and enhanced with additional analytics and communication actions such as Pause/Resume/Cancel send. User can now also switch between a bar chart view and a pie chart view
- **Enhanced Custom Objects**  
Custom Objects now support integration with Data Connect fields, which allow for custom object personalization and data driven content
- **Advanced NDR (Bounce-Backs) Handling and Automated Next Actions**  
A new NDR Escalations was added in global settings. In this page one can define advanced NDR Escalations, each escalation can be comprised of one or more NDR Actions. The default actions are Retry Email and Send SMS. Additional actions can be developed using the NDR Action plugin mechanism. Multiple NDR Error Groups can be defined and assigned with the appropriate NDR Escalation. These groups and actions assignment can be overwritten in the communication level
- **Template Export and Import**  
Templates can now be exported from the template library. Exported template will include all resources, including images, rules, custom objects etc. Exported templates can be imported to another server

- **SaaS Multi-Tenancy Support (Beta)**  
Product can now be installed on private/public cloud with a custom New Tenant Onboarding site to create new instances on the requested cloud infrastructure (AWS, Azure, Rackspace etc.). This allows serving service providers/bureaus that needs to serve the product to multiple customers

## Usability Enhancements

- Email grid further enhanced with vertical split and row alignment options
- Default Breakpoints in ICP are now 320px, 480px, 800px and Full and can be adjusted by administrator using the Settings menu
- Changed the default mandatory UserID DB field to RecordID for clarity
- Mandatory DB fields names can now be configured in the system level
- Improved error message handling when uploading CSV files
- Analytics numbers in Communicate tab are now accumulative
- Users' Page UI improved
- Product info (version number, installation date) added in settings → help
- New Template button UX improved (less clicks needed)
- Custom Objects are now easier to scale and move. To edit a custom object select it and click the Edit Source button
- SMS performance improvements
- Data Connect button added to Custom Object
- Easier move and scale of Custom Object and a new Edit Source and Hide buttons
- Email Cell Background color picker now changes per selected cell's color
- Improved inserting email layout grid user's experience

## Known Limitations

- When designing templates, work with full screen and 100% browser zoom
- Templates made on a large screen can't be modified on a small screen
- Document Link in Email font color cannot be modified from blue
- Data format supported for import: CSV using the UI and JSON using APIs
- Do not move elements with cursor - only use the mouse
- Problem with IE 11/edge - recommend using Chrome on all platforms
- tabs - recommended to set tab titles before adding elements otherwise title sometimes becomes un-editable
- Element properties menu sometimes won't pop up. workaround: either save and reload template or delete and place the same element again
- When moving to mobile breakpoint sometimes Custom Object frame gets smaller than the CO and you cannot resize. Workaround place CO in mobile view first.

- When adding a video or an image without setting the source image/url and saving the document - the sample image will disappear after save and only the frame remains.
- Some actions cannot be undone using the undo button
- Charts – when using a chart that expects a date input field - date format in CSV/JSON must be identical to requested date format in chart settings
- When copy-pasting an HTML text - use the element properties menu “Paste as Plain Text” button instead of the OS paste option (ctrl/cmd+V).
- Preview scroll bar is not active in all breakpoints
- Custom Objects that take time to load (e.g. calling external web services) will affect the template load time in the designer studio
- Cannot drag an element from one cell to another in 480px. Workaround: Hide in one cell and add to the other cell

### Bug Fixes

- Improve Communicate and Template tabs load times
- Various issues with imported email templates
- Zoom browser in Mac sometimes cut the template
- Hide Data Connect element does not remove it from the required schema
- Tabs don't always scale to the size of the contained items
- Some of the elements in tabs disappear in responsive design
- Links not working in Preview/Test
- Problem with un-hide of hidden elements
- Resizing custom object sometimes changes the position
- Problem with SMS reports on the dashboard
- Communications with 3 channels create reporting problem in the dashboard
- Text elements duplications in email
- Text elements get duplicated using the hide/unhide in ICP
- Image sometime cut after Clone in different breakpoint
- Some typos in GUI and messages

## Version 1.5.2 Changes and Additions

### New Features

- **Custom Objects (Enhanced Design Elements)**  
An advanced Custom Object IDE lets you create or import (via code copy-paste) custom design objects and save them to the template or as reusable design elements in the studio. The IDE has advanced coding, debugging and live preview features
- **Enhanced Import and Editing of External Email Templates**  
Smooth and semi-automatic import process for email templates. Imported templates are editable in the email studio
- **Redesigned Flexible Layout Grid for Email Templates**  
Completely redesigned email layout grid lets you add grid cells, choose cell color, split cells, drag cell borders to scale and more for a flexible email layout
- **Enhanced Role-Based Users Management, Including LDAP Support**  
Added users' groups; Added new users' roles; Allow integration with LDAP including automatic and manual users' role mapping
- **Improved Text Editing**  
Finer control of text styles and attributes in text boxes. Including setting attributes, links and styles to only the selected text instead of the entire text box
- **Improved Install and Upgrade Process**  
Smoother install process. In addition, Installer now supports seamless upgrades from previous versions

### Usability Enhancements

- Add Data Connect buttons to SMS and PN
- Add Data Connect to a Link Element
- Double-click on a data field in Data Connect will insert it into the template
- Improved Preview will notify which fields are missing sample data for preview
- Remove "put your text here" place holder automatically when user inserts data to the text element
- Do not close error/notification messages automatically. User needs to acknowledge these and close them
- Remove bottom empty space when saving an ICP or an Email template
- Prevent user from choosing the primary (general) table for charts and tables
- Enable user to change Link text style
- Add 1x1 Email grid layout by default
- Improve Done button UX in studio

- Improve behavior of "New Template" button in Templates tab
- Add Undo/Redo buttons for ICP
- Load the most recently selected Communication with data in the Dashboard
- Redesigned the Send Page to be more user friendly
- improve UX in Delivery Configuration page under Communication
- improve UX in Users page under Settings
- Improved NDR escalation handling (e.g. send an SMS for certain NDR codes)
- Enhanced APIs and updated Swagger SDK
- All studio buttons are now colored according to the UX design guide
- Make Preview in tabs (a tab for each screen resolution)
- In Email editing, prevent user from scrolling to areas without an email grid
- Integrate Pitney Bowes Digital Delivery with all SMS profiles type

### Bug Fixes

- Phone preview in SMS does not update as you write SMS your text
- Occasional problems with images size when switching to mobile design
- Tab doesn't change height correctly with Data Table
- Clone Communication is not working
- System does not support communications with long names
- Z-index (depth) for elements resets after sending the template
- Dragged image in email does not save the style after sending it
- Dashboard page error when loading resources and search arrow not show
- Templates list in studio loads with no tab marked
- Add document link sometimes not working correctly
- Cannot add a document link after one was deleted
- When moving to mobile design mode, image sometimes becomes bigger than the layout
- In Send page, a future send date is not saved
- Delivery page under settings sometimes crashes
- Prevent duplication in analytics when using Pitney Bowes Vault
- import schema not working on IE 11
- Fixed many Firefox specific bugs – Firefox is now stable though not officially supported yet

## Version 1.5.1 Changes and Additions

### New Features

- **Connect Delivery Engine**  
Delivery engine now has pluggable capabilities to add new channels in a very easy way. Using this new feature, new channels or delivery components can be plugged in without efforts.
- **Connect Analytics Collector**  
Analytics collector for the email and SMS channels
  - Advance and pluggable analytics of end user email information (e.g. open certification, clicks).
  - SMS/Text messages analytics
- **Improved Responsive editing in Connect studio designer**  
Studio UI now shows improved grid for responsive design of ICP
- **Extended Email templates library**  
Added new email templates to the built in template library
- **White label/OEM capabilities**  
Added configuration options and advanced skin mechanism to make the system easy configurable for external custom white labeling. This is also useful for service providers who want to skin the system for their customer
- **External fonts upload to the studio**  
You can now upload external fonts to the system that were not included in the system out of the box. These fonts will be available for the studio designer as well as for the skin mechanism
- **System Users Management**  
Added functionality to add and manage system users
- **Analytics for each Communication Run launch**  
New analytics capabilities per each communication run launch
- **Encrypt all system passwords**  
Now all system passwords (not only user passwords) are encrypted in the repository
- **E-messaging plugins for SMS and Email (Pitney Bowes configurations only)**  
Added new plugins to connect to Pitney Bowes e-Messaging product

- **Delivery setting per plug-in gateway (Pitney Bowes configurations only)**  
Added the capability to set specific settings for each gateway separately. This is relevant to sending emails and SMS via Pitney Bowes e-Messaging.

### Usability Enhancements

- Show Email Grid by Default
- Improved Personalization Wizard for Text and Link Objects
- Add Search capabilities for Templates and Communications
- Improved Show/Hide feature on mobile device view

### Bug Fixes

- Preview template with sample data now works correctly
- Personalization on image was showing the image incorrectly
- Auto-Open email encryption didn't work - threw "invalid base64 array" error
- Reset password using the email is now sent correctly
- Delivery gateway now removes the campaign Id from subject correctly
- Upload image in the studio works
- Image position on the page (when sending the template) is in place
- Text issue design revised
- Drag and drop image to template size 0 problem resolved.
- Tabs element now works as expected.
- Email editing style on image now works as expected
- Hide button in the studio on specific scenarios now works as expected
- Font and color style in page after send that was failing to show, now works as expected.
- Delivery configuration – not all fields were saved
- Email editing – now has a better layout
- Dashboard data time convert from UTC
- Support All channels and single channel sending
- Preview button not working when template not saved
- Recipient list (audience) not working in communication (Removed)
- Unhide element popup option not showing
- Saved Templates disappear after save in Communication
- Pressing Delete (Back) button on Mac causes template changes to be lost
- Often have to log out to continue working (Session Timeout)
- Sub folders in Templates and Communicate tabs not working (Removed)



- Push Notifications preview banners not working (Removed)
- Not possible to add images to PN (Removed)

### Known Issues

- Zoom-in on the page still doesn't work as expected
- Email editing alignment
- Adding new layout for edit
- Add Sample data support feature only in Connect studio and not always saved properly
- Communication list view in IE 11 needs UI improvements
- When editing a template in communication mode and press the "save" button, the system does not link the template to the communication (next button needed).

## EngageOne Connect 1.5 July 2016

### New Features

- **Connect Studio**  
Now you have rich capabilities to enhance the email body as well
- New extended UI support for the Non-Delivery Report (NDR) Retry
- Data tables are now working with connected data as well
- **New Charts object in Connect studio**  
Now you can add rich charts as objects in your ICP
- Added analytics for open Email actions.
- **New OTP mechanism**  
Enables you to open your next emails, after one successful authentication, without entering your key/password

## Baseline Features from Version 1.0.0

### High level functionality

- Upgraded ICP Design studio
- Added Dashboard with Analytics and Tracking for email
- Improved Push notification and SMS channels support
- Integrated support for ICP AutoOpen to the Dashboard (ICP opened and actions)
- Advanced API for automation
- Full backward compatibility with previous releases in all major aspects – data formats, templates, settings and API.

### Studio Designer

Web based designer for email (semi-wysiwyg), HTML5 ICP (fully wysiwyg), SMS and push notifications, including responsive grid support for mobile design for ICP. The studio designer allows integrating data fields into the templates, making them personalized or allowing for easy customization and versioning support. Auto-Link features created a link from the push channel (email, SMS or PN) to the ICP

- Email Template Designer
  - General Features: delete element, show/hide alignment grid, undo/redo last action, import existing email template, reset template, test (send email test)
  - Define Email Grid: set basic grid matrix for email layout
  - Add/Edit Text Element: text font/style editor, text object from data connect field, scale text box, text box alignment in grid cell
  - Add/Edit Image Element: define image source file/URL, scale image box, set image box alignment in grid cell, define image link (click on image action)
  - Add/Edit Link Element: define part of a text as a link to a URL, email or anchor in the text. Define target behavior (new window, popup, iFrame, same window etc.)
  - Add/Remove DocumentLink: define a link in the email that will open the interactive communication page (ICP)
- ICP Template Designer
  - General Features: Show/Hide mobile grid, Show/Hide alignment grid, Edit ICP source, Reset ICP, test, preview template with sample data, delete element, clone element, undo/redo last action, show/hide hidden elements
  - Responsive Design: allows to define different template layout and hide/show selected elements when switching between full web and mobile template
  - Personalization Wizard: allows to add personalization of image, text and links based on logic rules and database fields
  - Add/Edit Text Element: text font/style editor, text object from data connect field, scale text box, text alignment in text box, show/hide element
  - Add/Edit Image Element: define image source file/url, scale image box, define image link (click on image action), show/hide element
  - Add/Edit Link Element: define part of a text as a link to a URL, email or anchor in the text. Define target behavior (new window, popup, iFrame, same window etc.)
  - Add/Edit Video Element: define video source, scale video element, show/hide element
  - Add/Edit HTML5 tab Element: add and remove new tab headers, set tab labels –

- static or from data connect field, scale tabs, add elements to tabs
- Add/Edit Data Table Element: set table data source table, choose columns, set column headers, define max number or rows, define scroll bar, set color scheme, set alternative row colors, set border colors, scale table container
- Add/Edit Pie/Line/Bar Chart Element: set chart source data table, set nominal data field, set numerical data field
- SMS Template Designer
  - Add/Edit SMS static text or manually add data connect fields using the \${} syntax
  - Basic SMS Preview
- Mobile Push Notification Designer
  - Add/Edit PN static text or manually add data connect fields using the \${} syntax
  - Set PN image icon
  - Basic PN preview on lock screen, alert and notification center

### Communication Management

Create and manage communications, select push channels touch points, choose templates for each touch point, select delivery and security options, choose target audience and data for communication binding and composition

- Create New Communication
  - Set audience and communication channels: Email, SMS, PN & ICP
  - For each channel, select preexisting template or start from a blank template
- Communication Delivery Options and Sending
  - Define delivery settings: setup email from/to settings, personalize To and Email Subject fields with data connect objects, add disclaimer and unsubscribe link, set attachment settings and encryption, set AutoOpen authentication method, set delivery rules and digital signature for outgoing emails
  - Send communication Page: preview or test communication, edit sample data, set data connectivity mapping or upload a recipient list and other needed tables as CSV files for sending or testing the communication, send now or schedule send

### Dashboard and Analytics

A unified communications dashboard that tracks and analyses push channel sent, emails and ICP opened, ICP actions, NDR and more. Also allows for exporting reporting for follow up actions

- Push Channels Sent
  - Email and SMS push messages sent numeric and % out of total
  - Emails opened and on which devices/OS/browser
  - Export opened email report
- ICP Actions
  - Tracking of ICP actions (clicks on links, images, etc. within the ICP page)
  - Device/OS/browser specific info
  - Export Actions report
- Non-Delivery Report
  - Report of non-delivered (bounced) emails, separated by non-delivery reason
  - Non-Delivery follow up actions
  - Export NDR report

### General/Admin System Features

System control and configuration capabilities, including users management, abstract data connection layer and mapping options, delivery and security options and system customizations options

- Users Management Page
  - Add/Remove/Manage system users
- Default Delivery Settings
  - From/To settings, Attachments settings, AutoOpen Authentication, Delivery rules with advanced NDR handling mechanism, SMTP server settings, Digital Signatures: certificates, Domain Keys and S/Mime signature
- Data Mapping
  - Define and Manage abstract data connection layer between Connect designer available fields and the enterprise data (flat file, relational data support, JSON, APIs)
- Skin Mechanism
  - Upload/Edit custom Connect skin for white label/OEM systems
- Font Uploader
  - Upload custom fonts to the Connect Design studio or to use in custom skin

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