



Customer Engagement

EngageOne[®] Digital Delivery

Version 2.4

Release Notes

US English Edition



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About EngageOne Digital Delivery

EngageOne Digital Delivery is a complete, enterprise class, solution for managing in- and out-bound customer communications. Digital Delivery leverages and extends existing Pitney Bowes Customer Engagement software components including Designer, Generate, EngageOne Interactive, Vault and Data Flow. It can be used stand-alone or with one or more of these components.

Digital Delivery allows organizations to manage email and SMS customer communications in a flexible, streamlined, efficient, interactive, and trustworthy manner. Digital Delivery can deliver personalized transactional and marketing content from any source via email and SMS. It provides the same level of deliverability management, reporting, and bounce management as the leading email marketing service providers but is able to process any content, including transactional content without requiring content redesign. All aspects of messages sent by Digital Delivery can be personalized on a message by message basis - e.g. message bodies, attachments, subject lines, attachment names and so on can all be personalized. Built-in digital signature support provides recipients of email messages the assurance that an email is from the sender that it appears to be (e.g. their bank) and that the content has not been tampered with on route.

Digital Delivery leverages Vault solutions to provide an up to the minute and customer-centric view of messages that have been exchanged with customers. Besides outbound messages, inbound messages are also auto-indexed and archived providing improved customer service and compliance with record keeping requirements. Beyond archiving messages, Digital Delivery streamlines the response processing for inbound messages with its automatic content based categorization and content based routing features. This allows inbound messages to be routed to appropriately skilled teams in a contact center or be used to trigger relevant automated responses.

Localization

The user interface for EngageOne Digital Delivery is available in the following languages:

- English
- French (Canadian)
- German
- Portuguese (Brazilian)
- Spanish (Unified)

The language displayed depends on the default language setting of the Web browser that accesses the EngageOne Digital Delivery web application. To change the language displayed, please see the "Browser Configuration" section in the *EngageOne Digital Delivery Reference Guide*.

New language interfaces can easily be added to EngageOne Digital Delivery and instructions for this are provided in the "Language Resource Bundles" section of the *EngageOne Digital Delivery Reference Guide*. Digital Delivery can process inbound and outbound messages containing any language that is supported by Unicode (UTF-8) encoding, regardless of the language settings of the Digital Delivery user interfaces.

The EngageOne Digital Delivery User's Guide is available in the following languages:

- English
- French (Canadian)
- German
- Portuguese (Brazilian)
- Spanish (Unified)

All other guides are only available in English.

Security

License keycodes

The functions and features that are available with EngageOne Digital Delivery software are controlled by an XML license file. Your XML license file information will be supplied to you (separately from other release material) typically as an e-mail attachment.

You will need to make your keycode file available as part of the installation or upgrade processes.

Should you experience any difficulties with your keycodes please contact your Digital Delivery supplier.

Optional MAC address validation is executed when Digital Delivery is run. When a MAC Address is included in an environment section of G1Keys.xml, then Digital Delivery will only run on a computer with the specified MAC address. When the MAC address field is omitted from an environment section of G1Keys.xml then Digital Delivery works regardless of the MAC address of the computer. The support for old G1Keys.xml license files which do not include MAC addresses is also maintained.

Compatibility

The EngageOne Digital Delivery application can process content coming from Generate versions that support the Document Interchange Journal (DIJ) and prepare content for archiving in versions of Vault that support the 'collection' format. Please refer to the *EngageOne Digital Delivery Reference Guide* for additional details on the compatibility of Digital Delivery with early versions of Generate.

Content that has been formatted by systems other than Generate can also be processed by Digital Delivery. Please contact Pitney Bowes Software Professional Services for details.

Environments

This EngageOne Digital Delivery release has been tested on the following combinations:

Platform	Application Server	Database
Windows Server 2008 R2	Tomcat 8.5.16	SQL Server 2012
Windows Server 2016	Tomcat 8.5.16	SQL Server 2016
Windows Server 2012 R2	WebSphere 8.5.5.9	SQL Server 2014
Red Hat Linux 6.6	WebLogic 12c	Oracle 12c

Documentation

The following manuals are available with EngageOne Digital Delivery 2.4:

EngageOne Digital Delivery Document	Issue
EngageOne Digital Delivery Installation Guide	2.4 Issue 1
This guide is intended to guide you through the installation and initial set-up of Digital Delivery. This document is provided as PDF in English only	
EngageOne Digital Delivery User Guide	2.4 Issue 1
This guide provides information about all Digital Delivery features that are accessed or configurable through the Digital Delivery user interface. This document is provided as PDF in English, French (Canadian), German, Portuguese (Brazilian), and Spanish languages.	
EngageOne Digital Delivery Reference Guide	2.4 Issue 1
This guide is intended for administrators of the Digital Delivery environment. It explains interfacing Digital Delivery with other Customer Engagement Suite components, interfacing with third party solutions (e.g. workflow) and property settings that can customize the behavior of the Digital Delivery. This document is provided as PDF in English only.	

Updates to the User Guides

All manuals are also available from the DOC1 Support Net Website. Corrections and updates to the manuals will also be published on this site. Amended versions of the manuals (as distinct from new issues) are identified with a modified issue number – usually with a letter appended to the issue number.

Terminology

The term Windows is used to mean Microsoft Windows Server 2008 and Microsoft Windows Server 2012 (32-bit and 64-bit).

Conventions used in this document

<i>Italic</i>	User-supplied parameter, e.g. <i>tape number</i>
[...]	Optional parameters. (The square brackets are not typed in) e.g. [-x]
monospaced	Text that you type in, e.g. <code>lsattr -E -l rmt0</code>

Changes in this release

Features & enhancements in the 2.4 release

This section shows changes made for Digital Delivery 2.4 release. Details of these features and enhancements are in the user guides issued with this release.

Inbound Performance Improvements

This release includes significant performance improvements to inbound email processing; specifically, bounce, reply and new emails. Inbound processing can be configured to run in the newly introduced async mode (multi-threaded) or the existing sync mode.

The inbound processing mode is set via the ***inbound.process.type*** property found in the ***inboundAsync.properties*** file. Note that the default processing mode setting is ***sync***. Refer to the inboundAsync.properties section in the EngageOne Digital Delivery Reference guide.

Mobile Push Notification support for iOS devices

This release enhances the capability of the Mobile Push notification features by including support for iOS devices. In the last release, the ability to send push notifications to Android devices was introduced. Failure notifications and status tracking capability is not yet available. This feature is exposed through REST APIs only; traditional DIJ file based input is not supported.

TLS version/cipher configurability

This release supports configuration of the TLS version and cipher suite (encryption algorithm) for SMTP, POP3, IMAP, SMPP and JDBC connection to MS SQL Server. This feature is configurable either through properties files or, using system properties when starting the application server. For detailed information refer to Appendix H of the EngageOne Digital Delivery Reference guide.

Dashboard for Mobile Push Notification

This release includes a new dashboard section for Mobile Push Notifications. Today's statistics and summary information based on different filters (similar to the Email/SMS dashboards) is presented. Failure reporting is not extensive in this release, a limited set of errors are captured.

Minor enhancements and bug fixes

In addition, there are few minor enhancements and fixes in the release:

- Hyphen (-) support for email user name in inbound profile.
- Some of the external resources were being called in HTTP mode even if application was running in HTTPS mode. This has been fixed.
- Email signing failing due to special character (+) before email address in digital certificate

Known issues or limitations

In this release, following are the known issues:

- Reply management and new inbound emails are not supported for AWS SES gateway.
- AWS SNS SMS status tracking is not supported.
- Mobile Push Notification - Failure/status tracking not yet supported.
- System information download is not available on WebSphere 8.5.5.9

EngageOne Digital Delivery

Please refer to the EngageOne Digital Delivery Installation Guide for:

- Hardware requirements
- Third party software requirements
- Installation instructions

If you are upgrading from an earlier version of Digital Delivery then you may need to upgrade your operating system, application server and database to a new version before you can run this version of Digital Delivery. Check the Installation Guide for the versions of third-party software that the version of Digital Delivery requires.

Note: If you are upgrading from a previous version and have customized the log4j.xml and security.xml settings in your previous version, then you will need to apply your custom settings to the new log4j.xml and security.xml respectively after the upgrade is complete. It may be useful to note that when upgrading, the installer will have copied your old log4j.xml and security.xml files to the *<Digital Delivery install dir>*work folder.