pitney bowes

Customer Engagement

EngageOne® Deliver

Version 2.5

Release Notes

US English Edition

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About EngageOne Deliver

EngageOne Deliver is a complete, enterprise class, solution for managing inbound and outbound customer communications. Deliver 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.

Deliver allows organizations to manage email and SMS customer communications in a flexible, streamlined, efficient, interactive, and trustworthy manner. Deliver can process 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 also able to process any content, including transactional content without requiring content redesign. All aspects of messages sent by Deliver 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.

Deliver 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, Deliver 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 Deliver 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 Deliver web application. To change the language displayed, please see the "Browser Configuration" section in the *EngageOne Deliver Reference Guide*.

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

The EngageOne Deliver 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 Deliver 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 Deliver supplier.

Optional MAC address validation is executed when Deliver is run. When a MAC Address is included in an environment section of G1Keys.xml, then Deliver 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 Deliver 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 Deliver 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 Deliver Reference Guide* for additional details on the compatibility of Deliver with early versions of Generate.

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

Environments

This EngageOne Deliver release has been tested on the following combinations:

Platform	Application Server	Database
Windows Server 2008 R2	Tomcat 8.5.29	SQL Server 2012
Windows Server 2016	Tomcat 8.5.29	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 Deliver 2.5:

EngageOne Deliver Document	Issue
EngageOne Deliver Installation Guide This guide is intended to guide you through the installation and initial set-up of Deliver. This document is provided as PDF in English only	2.5 Issue 1
EngageOne Deliver User Guide This guide provides information about all Deliver features that are accessed or configurable through the Deliver user interface. This document is provided as PDF in English, French (Canadian), German, Portuguese (Brazilian), and Spanish languages.	2.5 Issue 1
EngageOne Deliver Reference Guide This guide is intended for administrators of the Deliver environment. It explains interfacing Deliver with other Customer Engagement Suite components, interfacing with third party solutions (e.g. workflow) and property settings that can customize the behavior of the Deliver. This document is provided as PDF in English only.	2.5 Issue 1

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

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

Changes in this release

Features & enhancements in the 2.5 release

This section shows changes made for the Deliver 2.5 release. Details of these features and enhancements are in the user guides issued with this release.

Database table partition support for SQL Server

This release includes support for database table partitioning for SQL Server. The primary benefit of table partitioning is to aid the maintenance of larger tables and to optimize loading and removal of large volumes of data from database tables. This support facilitates the purging of database tables, thus reducing the maintenance window and improving the availability. Additionally, in certain scenarios, this support improves query performance.

Note that partition support requires the Enterprise edition of SQL Server

This feature has been tested on SQL Server 2014 Enterprise edition. Existing non-partition scripts for database creation are also available. This provides the ability to create normal or partitioned enabled schemas. Scripts are also provided for database maintenance from the partition perspective. Refer to the EngageOne Deliver Installation Guide for further details.

Inbound SMS relay to third party applications

This release adds support for forwarding inbound SMS to third party applications through API calls. An example use case for this functionality is direct forwarding of user generated SMS messages to EngageOne Converse (chatbot) to support 2 way communication over SMS whilst making the integration easier.

This feature supports GET and POST calls. Inbound SMS received by EngageOne Deliver through its inbound profile on SMPP/HTTP protocol are available for forwarding. Refer to the EngageOne Deliver Reference Guide and User Guide for further details.

Invoking batch processing through API calls

This release enhances the batch processing feature by including support for invocation through the REST API. Previously, this invocation was available only through the Command Line Interface over the RMI protocol. For detailed information refer to EngageOne Deliver Reference guide.

Performance benchmarking & Mobile Push improvements

This release includes performance improvements for the Mobile Push functionality. Mobile Push benchmarking has also been included in the Performance White Paper shipped with this release. Inbound (Bounce/New Email/SMS) performance benchmarking statistics are also included in the Performance White Paper.

Tomcat 9/Java 9 support

This release has also been tested on Tomcat 9 with Java 9. The bundled Tomcat version has also been upgraded to Tomcat 8.5.29

Minor enhancements and bug fixes

Additionally, some minor enhancements and fixes are included in this release:

- Issues related to messages being dropped, this occurred with time-out errors while sending the message. This issue has been resolved by adding retry support configuration based on settings/time interval (EMSG-2220)
- One database query (with lower function) was creating CPU spikes and high memory consumption, this was reported in earlier release. The fix has been rolled over to this release (EMSG-2222)
- In certain circumstances records were not updated in database; this was observed when sending mobile push notification with unregistered device token at FCM
- MO Inbound messages were not being updated. This was due to a null value in the auto notification column in the inbound profile (EMSG-2218)
- This issue was observed with async processing where the mail type for sending was behaving inconsistently (same mail type cached for all mail types) - EODE-500

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 is not supported.
- System information download is not available on WebSphere 8.5.5.9

EngageOne Deliver

Please refer to the EngageOne Deliver Installation Guide for:

- Hardware requirements
- Third party software requirements
- Installation instructions

If you are upgrading from an earlier version of Deliver then you may need to upgrade your operating system, application server and database to a new version before this version of Deliver can be run. Check the Installation Guide for the versions of third-party software that the version of Deliver 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 <*Deliver install dir*>\work folder.