



Customer Engagement

EngageOne[®] Deliver

Version 2.6

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 8.5.33	SQL Server 2012
Windows Server 2016	Tomcat 9.0.x	SQL Server 2016
Windows Server 2012 R2	WebSphere 8.5.5.9	SQL Server 2014
Red Hat Linux 6.6	WebLogic 12c	Oracle 12c
Red Hat Linux 6.6	WebLogic 12c	Oracle 12c
Windows Server 2016	Tomcat 8.5.33	SQL Server 2017

Documentation

The following manuals are available with EngageOne Deliver 2.6:

EngageOne Deliver Document	Issue
EngageOne Deliver Installation Guide	2.6 Issue 1
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	
EngageOne Deliver User Guide	2.6 Issue 1
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.	
EngageOne Deliver Reference Guide	2.6 Issue 1
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.	

Updates to the User Guides

All manuals are also available from the EngageOne® Deliver Support. 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, 2012/R2 and 2016.

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 2.6 release

This section shows changes made for the Deliver 2.6 release. Details of these features and enhancements are provided in the user guides issued with this release.

Product Features / Enhancement

This release includes major product feature and enhancements. The focus is to enrich the overall usability and experience of the Deliver product and entire communication suite.

Here are the highlights of this release:

- **Click through tracking** – this release sees the provision of links (URLs) to enable click tracking. To support this, a URL shortening service has been added. Refer User Guide and Reference Guide for Details
- **Device / OS reporting** – an additional dashboard is available for reporting OS/Browser statistics for e-mail open and link clicks.
- **Google Analytics (GA) integration** – this major feature allows for e-mail open and link click events to be pushed to the Google Analytics service. The GA open track URL is embedded in the e-mail body for e-mail opens. For link clicks, the original URL is enhanced with necessary parameters required for the GA service. The resultant URL page (website page) should embed an equivalent JavaScript snippet for this functionality to work end to end.
- **URL Shortening Service** – to enable click-through tracking, a URL Shortening service has been developed in this release. This service is available for independent use by any 3rd parties through API integration, irrespective of whether Deliver is used for sending communications. With this service, they can obtain shorten URL and embed that in their Digital communication. For this to work, Deliver shortening service should be hosted on internet accessibility.

User Experience

This release has been designed in line with Pitney Bowes Design System 4.1 for UI pages. Pages within this design paradigm will offer a more pleasing look and feel. The application now provides improved navigation with the use of tabbed presentation, breadcrumbs, list pagination, etc.

Integration / Platform Support

Reporting APIs on Node.js Platform – with this release, new reporting APIs written on Node.js platform are provided:

- 3rd party applications can now fetch all reporting data available in EngageOne Deliver database and present dashboard/reports as required. Report APIs are available in two categories, Summary and Detail reports. A number of simple API endpoints are provided to facilitate integration.
- The reporting APIs will run separately from base EngageOne Deliver (Java based) application. A mirror schema can be created from the EngageOne Deliver application's production database. The APIs can be connected to the mirrored (near time replica) database in read-only mode. **Note:** these APIs cannot insert or update any database data.
- Because the APIs are run outside of base Deliver application and point to a mirrored database, there is no performance impact on the base application. You can, if required use the APIs to run against the live production database since the connection is read-only.

SQL Server 2017 support – in this release, support for SQL Server 2017 database server has been added.

Tomcat 8.5.33 update – the bundled Tomcat version has been upgraded to 8.5.33

Minor enhancements and bug fixes

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

- Long SMS (2x length) was giving issues for Clickatell gateway. Fix of this issue is merged in 2.6 version also (EMSG-2255)
- SMS status update was giving issues for error code 009 for Clickatell gateway (EMSG-2258)
- There was an error in processing email with compound HTML file with name-space in html start tag. This issue is fixed and merged with 2.6 (EMSG-2254)

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 - installation and upgrade

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.