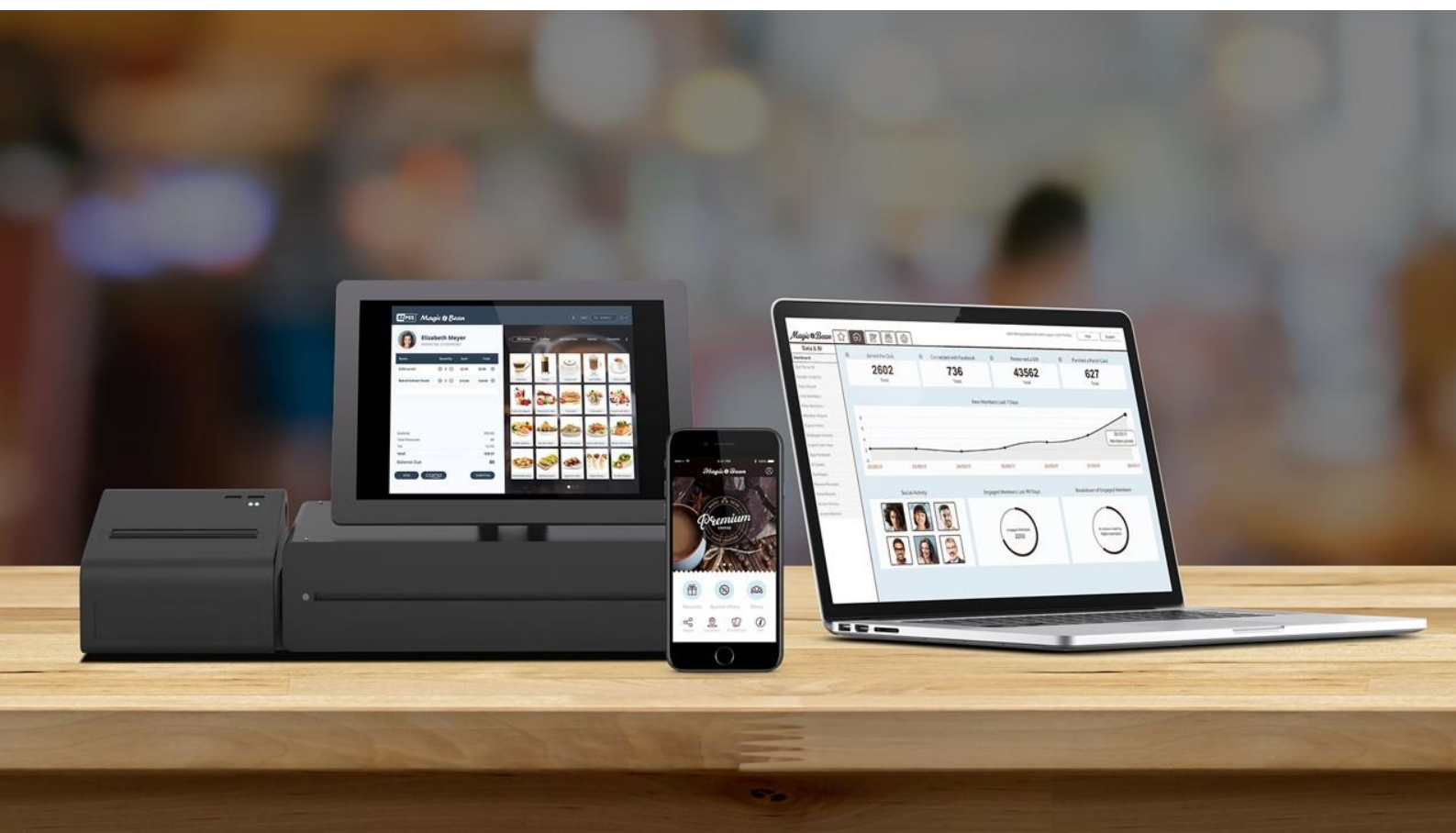


RELEASE NOTES

March 2023



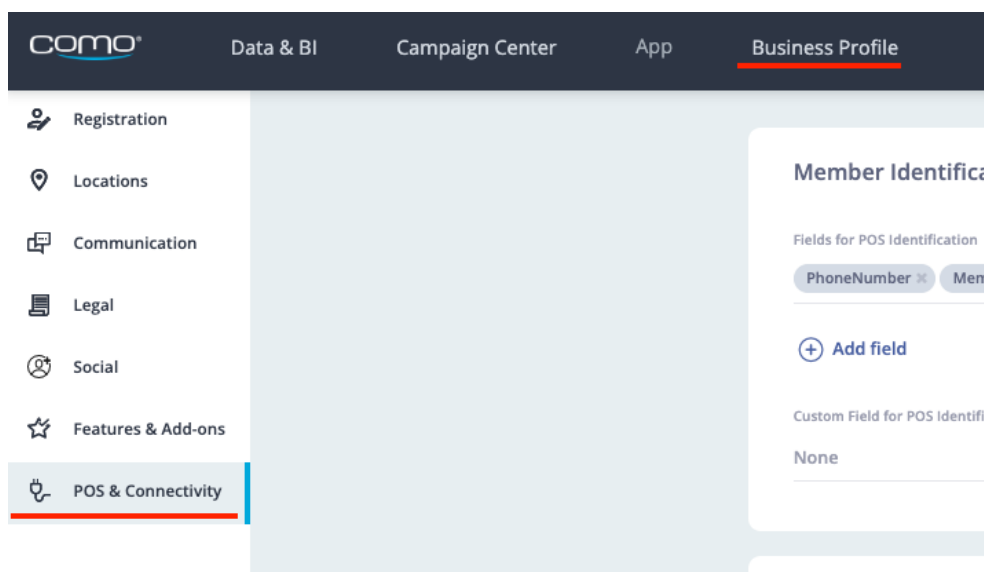
Version Content

Table of Contents

Migration of POS settings in HUB 2.0	3
SMS Optimization	4
Hint for “Joins the Program” Trigger	5
New Tag: Top-Visitor	5
Unsubscribe from Email Trigger	6
Support for Deals to include Non-Members and All Customers	7
Update Member Details from Submit Event	7
SMS Monthly Limitation:	10
Source-Type and Source-Name Conditions	10
Only 1 Benefit in Comillia AI	11
Deal Analysis	11
Wildcard Search on Email Condition	12
Multiple purchase combinations	13
Bug Fixes	14

Migration of POS settings in HUB 2.0

Within the POS & Connectivity option in Hub 2.0, you will find all the settings have been successfully merged over from Hub 1.0.



In addition, to all the standard settings a few additional settings have been added such as enabling Pointshop at the POS, enabling check-redeem option for Pointshop items*, and lastly enabling the auto-consent flag for joining.

*When this feature is enabled, the POS will only show Pointshop items available for redemption if the transaction meets condition of that particular gift, instead of just the point value.

Test redeem for Point Shop Item

Yes No

Can give consent ?

Inactive

Point Shop at POS

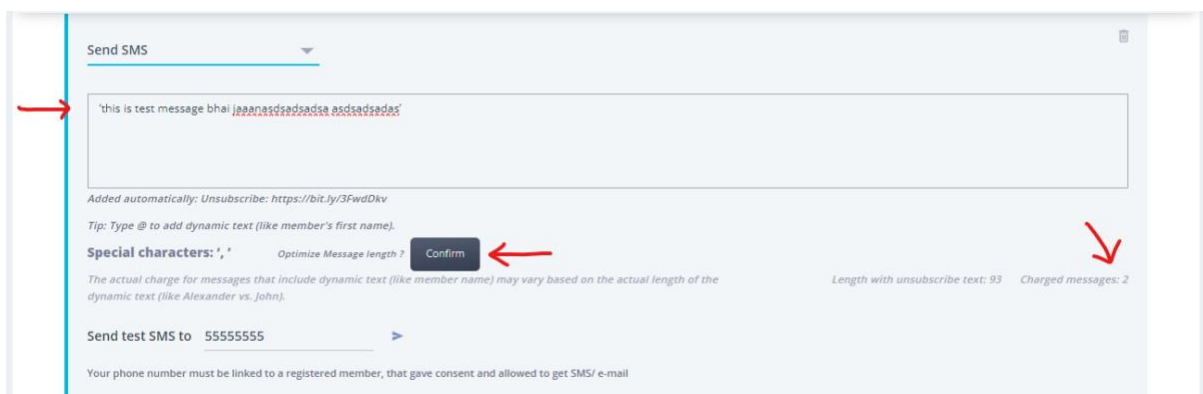
Available Not Available

SMS Optimization

A new button has been added right beside the special characters in the SMS section. This button will give the ability to optimize the message content. Generally, Unicode messages are split into more billing segments in comparison to GSM (Global System for Mobile Communications). If a pasted SMS message contains opening/closing curly quotes or double opening/closing curly quotes (' , ' , " , ") , then we can change those curly quotes to straight single quotes ('). This can change the message from unicode to GSM and reduces the SMS charge.

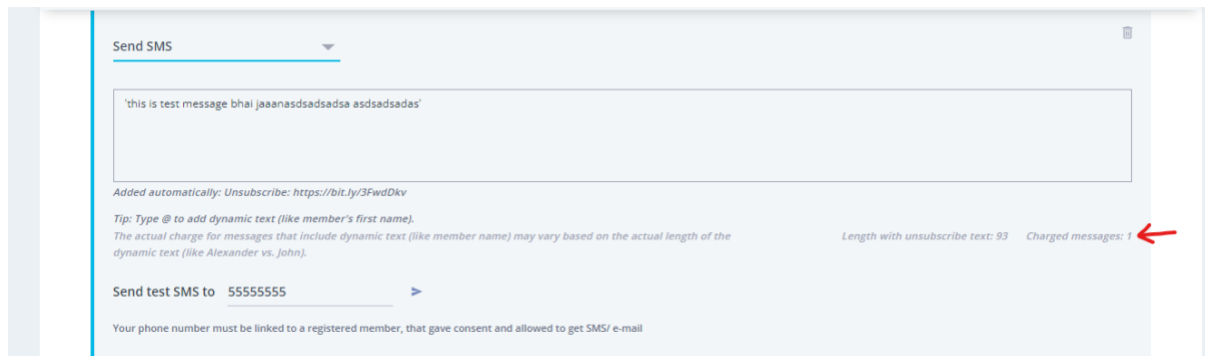
The button will only appear when a message can be converted from unicode to GSM after removing the curly quotes.

Before optimizing the SMS content:



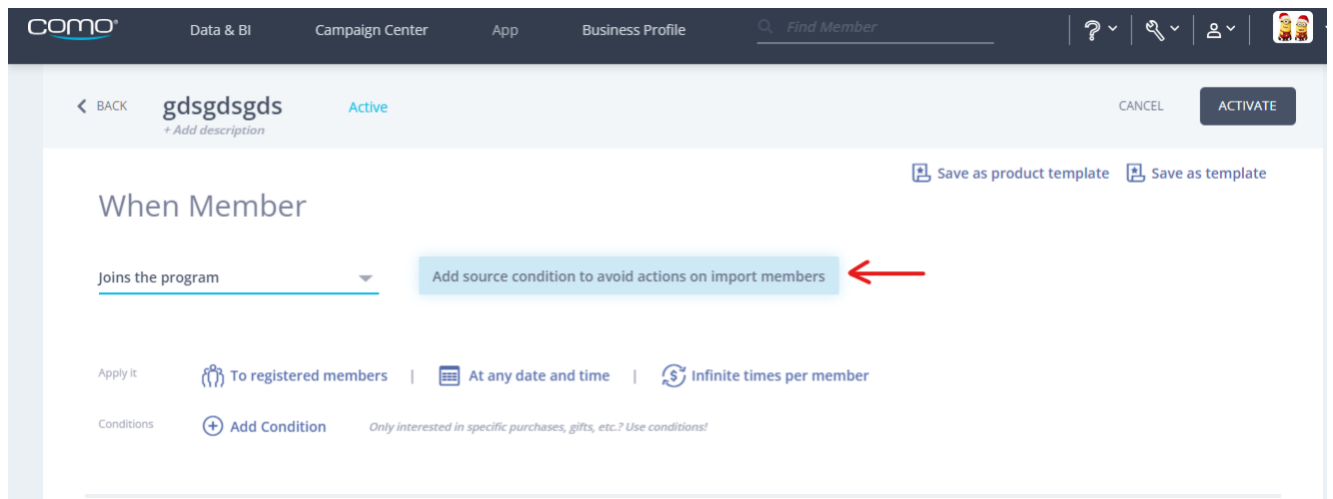
The screenshot shows a 'Send SMS' interface. At the top, there is a dropdown menu labeled 'Send SMS'. Below it is a text input field containing the message: "this is test message bhai jaganasdsadsadsa asdsadsadas". A red arrow points to the left side of the input field. Below the input field, there is a line of text: "Added automatically: Unsubscribe: <https://bit.ly/3FwdDkv>". Below that is a tip: "Tip: Type @ to add dynamic text (like member's first name)". The main section is titled "Special characters: ', '" and includes an "Optimize Message length?" button with a "Confirm" sub-button. A red arrow points to the "Confirm" button. Below this section, there is a note: "The actual charge for messages that include dynamic text (like member name) may vary based on the actual length of the dynamic text (like Alexander vs. John)". To the right of this note, it says "Length with unsubscribe text: 93" and "Charged messages: 2". At the bottom, there is a field "Send test SMS to" with the number "55555555" and a right-pointing arrow. A footer note states: "Your phone number must be linked to a registered member, that gave consent and allowed to get SMS/ e-mail".

After optimizing the SMS content:



Hint for “Joins the Program” Trigger

When selecting the "join the program" trigger under rule, a new hint will appear with the text "Add source condition to avoid actions on import members".



New Tag: Top-Visitor

The Top-Visitor Tag will be assigned to the members with the most visits for each business at a given time. To be considered for this tag, a user's membership must be at least 2 months old.

For each member who made a purchase in the past 13 months the total number of purchases are calculated. Each member is assigned to a percentile, and those in the top 3% will be tagged as Top-Visitor. This is different than RFM as Top-Visitor only considers Frequency.

The screenshot shows a member profile for Ana Villa. On the left, there's a summary card with a profile picture, a refresh button, and an '+ Action' button. Below this, it says 'Ana Villa' and 'Since 29/08/2022 - 6 months'. There are icons for 'MEMBERSHIP KEY' and 'USER KEY'. Statistics show 545 Spent, 9 Visits, 0 Points, and 0 Credits. Below the stats are tabs for 'BASIC INFO', 'TAGS', and 'NOTES'. The 'TAGS' tab is active, showing 'RFM: Champion', 'Days Since Last App Open: not_during_last_year', 'Preferred Location: 10010', 'Visits: Top-Visitor' (highlighted with a red underline), and 'New Member X'. The main area is titled 'Activities' with a 'VIEW' dropdown and a 'FILTER BY DATE' button. A list of activities follows, including 'Tagged as **Behavior|RFM|Champion**', 'UnTagged as **Behavior|RFM|Big Spenders**', 'Purchase of 47.00 (Member 1)', 'Membership details update', 'Consented to T&C', 'Tagged as **Behavior|Visits|Top-Visitor**' (highlighted with a red underline), 'Tagged as **Behavior|RFM|Big Spenders**', 'UnTagged as **Behavior|RFM|Champion**', 'Tagged as **Personal|Preferred Location|10010**', and 'UnTagged as **Personal|Preferred Location|10005**'.

Unsubscribed from email trigger:

A new trigger of "Unsubscribed from email" within rules has been added.

The screenshot shows the 'Enter rule name' screen in the Como platform. The top navigation bar includes 'Data & BI', 'Campaign Center', 'App', 'Business Profile', and a search bar for 'Find Member'. On the right, there are icons for help, search, user profile, and a globe. The main content area has a 'CANCEL' button, a 'SAVE AS DRAFT' button, and an 'ACTIVATE' button. A modal window is open, displaying a list of triggers. The 'CONNECTIVITY' section is expanded, showing 'External event submitted', 'Unsubscribes from SMS', and 'Unsubscribe From Email' (highlighted with a blue background and a red arrow). Other triggers include 'Receives points', 'Uses points', 'Claims shared points or credit', 'Points or credit claimed by their friend', 'Has a member anniversary', 'Tagged', 'Untagged', and 'Consented to T&C'. At the bottom of the modal, there is a 'See less' link and a 'No Delay' icon.

Support for Deals to include Non-Members and All Customers

Only POS that have implemented API 4.0 will be able to support non-member deals. In addition, The POS must send the getBenefits call even when no customer is identified- while not all do. From our main POSs:

Name	Type
Hertland	POS/Online
Dood	Online
WRS (Datasyem)	POS
CLYO	POS
Micros Symphony (configuration)	POS
Flyx	Kiosk
Beecomm	Kiosk
Aigens	Online
Restolabs	Online
BITSmartsoft	POS
Revel OOXT	Online
TCPOS	POS
KERZZ	POS
PixelPoint (Tecseris) (configuration)	POS

The feature must be enabled within the Features & add-ons section within the HUB.

The screenshot shows the 'Features & Add-ons' section of the HUB interface. The left sidebar lists various categories: Registration, Locations, Communication, Legal, Social, Features & Add-ons (highlighted), and POS & Connectivity. The main content area is titled 'General' and contains a list of features with checkboxes and status icons. The 'Non member deal' feature is checked and highlighted with a red underline. Other features include App, Essentials, Marketing SMS, Sensitive Legal Actions, Share Gift, Social connect, Wallet Pass Communication, Customer Portal, Como Payment, Marketing E-mails, PayPal, Custom Email, and Advanced Push Notification.

A Business can now choose when setting a deal if it should be applicable to only members, to only non-members, to all customers or to specific members.

Terms Apply

Apply to Members

This activity applies to:

- Only members
- Only non members
- To all customers (incl. non-members)
- Specific members

Cancel SAVE

Please note, in a case where a Business creates one deal for just members and another for all customers, both deals will apply to members. In a case where 2 or more deals are applicable to a member within a given purchase, the deal discounts will stack.

Update Membership fields through an External Event

We have added the ability to update member's info upon an external event.

For a used Business case example, let's suppose a Business has an external form outside of Como which allows them to collect certain information on their members. One of the fields on this form is a member's favorite Color. The Business can now send this information to Como through a submit event API call which will contain a field value of the user's favorite color. This value can also update on the user's profile should the business choose.

Step 1: Create the Field on the Como registration form using a Generic Field

Field configuration for 'Color' (GenericString5):

- Optional Description: _____
- External Registration Field Name: GenericString1
- List Options: [+ Add Option](#)
- Show in update details
- Show in the registration form
- Required

Step 2: For our system to accept this new information of **GenericString1** from submitEvent API request, we would need to define a rule in the hub under the **"External event submitted"** trigger and a new action called **"Update Membership fields"**.

When Member

External event submitted

Apply It: To registered members | At any date and time | Infinite times per member

Conditions: [+ Add Condition](#) *Only interested in specific purchases, gifts, etc.? Use conditions!*

Perform Actions

Do

Update membership fields

Field lists

GenericString1

[+ Add Membership field](#)

Field values

StringValue1

The Value which is sent over in the API call for String Value 1 will be added to user's profile for the field of Generic String 1.

SMS Monthly Limitation:

The amount of sent SMS as well as the monthly limitation can now be seen visibly in the HUB. Please note, the calculation is only based on SMS sent in one-time actions. We will also block any Onetime actions with an SMS if the business is over the monthly limit.

The monthly limit is calculated by Monthly subscription (200\$*locations)

The limit can be easily increased upon request to Partners Support or by the CSM (it will require a written confirmation from the business), but we recommend you to check your accounts if you know there are accounts that usually communicate in high volumes.

SMS

Sms Monthly Limitation

1,000,000

Sms Monthly Usage

61,760

Source-Type and Source-Name Conditions

We have added more support within an external event. The Conditions of the headers for source-type and source-name have been added for more flexibility.

External event submitted

Apply it



To registered members



At any date and time



Infinite times per member

Conditions

Source type



is one of



Jeremiah

Source name



is one of



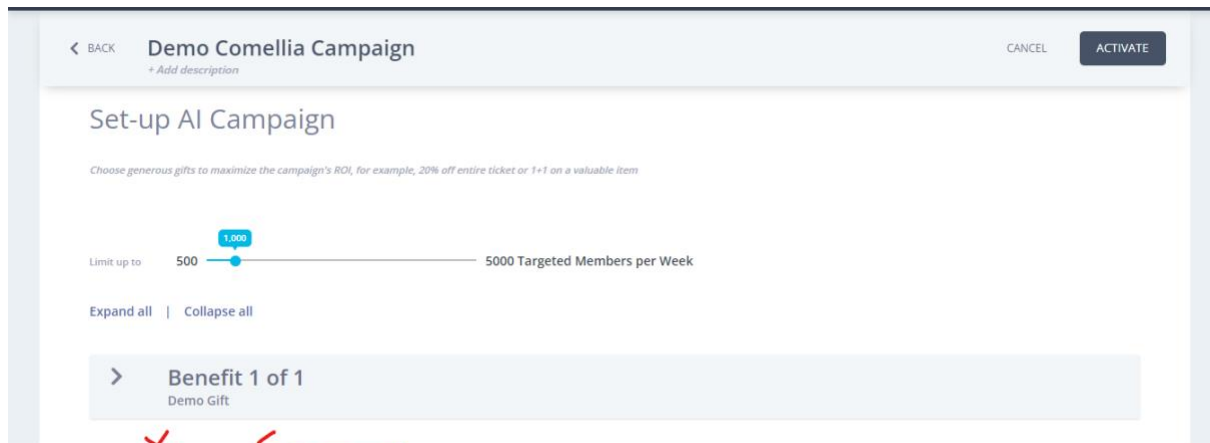
Test-1



Add Condition

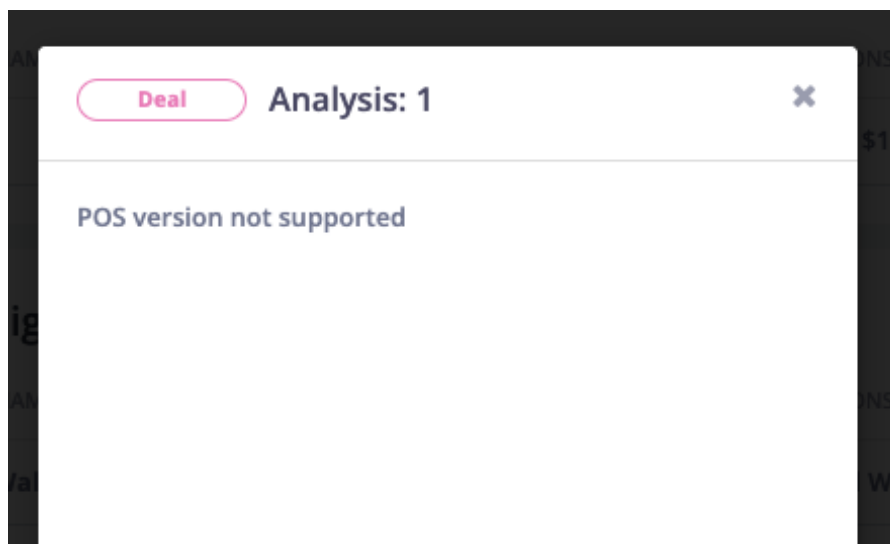
Only 1 Benefit in Comillia AI

For all new Comillia AI campaigns, only one benefit can be defined within the campaign. For all existing AI campaigns where there are more than 1 benefit defined, they will continue to use those as normal. This change is to manage the technical complexity of the AI campaign.



Deal Analysis

Deal Analysis will not be shown for businesses where POS API version is not 4.0 due to incorrect calculations.



*Important note, please ensure your business is showing the accurate details with the features and add-on section.

POS

API 2.8

API 4.0

Pay with Budget call

Discount

Shopping Cart on Submit Purchase

Shopping Cart on Redeem and GMB

Gifts that burn from App (No- POS Gifts)

Pos Connectivity

Wildcard Search on Email Condition

When creating a rule with an "update membership details", there is a new criteria for email address condition. This new criteria of "contains" allows the business to do a wildcard search on email address conditions. This is useful should the business want to set a specific rule when the email contains a specific domain as an example "como.com"

Updates membership details

Apply it



To registered members



At any date and time



Infinite times per member

Conditions

Email

changed from Any value

to Any value

+ Add Condition

Perform Actions

Do

Say what should happen

- Any value
- Empty value
- Specific value

contains

como.com

Cancel

DONE

Multiple purchase combinations

Multiple purchase combinations are possible now under Repeat mode action under "Makes a purchase" trigger rule.

The screenshot displays the configuration interface for a 'When Member' trigger rule. The trigger is set to 'Makes a purchase'. Under 'Perform Actions', 'Repeat mode' is selected. The 'Repeat mode' section includes a table for defining purchase combinations. The table has two rows, 'Line A' and 'Line B', each with a product ID and a quantity of 1. An 'Add line' button is located at the bottom of the table.

When Member

Makes a purchase

Apply it: To registered members | At any date and time | Infinite times per member

Conditions: [Add Condition](#) Only interested in specific purchases, gifts, etc.? Use conditions!

Perform Actions [Split to several cases](#)

Simple mode

Repeat mode
Repeat the action each time certain quantities or spend appear in the purchase. E.g., Send a gift every time they buy 2 drinks or spend \$20.

Each time this combination appears in the purchase

3333	In the quantity of	1	Line A	Combination
2222	In the quantity of	1	Line B	

[Add line](#)

APP

Android Version: 3.0.6 - new version (minimum Android version supported - 5)

iOS Version: 3.0.6 - new version (minimum iOS version supported - 12)

Phoenix Version: 2.2.43 - new version

- Minimum binary version iOS: 3.0.6
- Minimum binary version android: 3.0.6

Features

- Redirect user to verify screen if already registered while registering
- Webview enhancements.
 - Replaced back icon with closed icon for user clarity
 - WebView Performance and configuration improvements.
 - WebView bottom navigation bar now includes theme defined background color.
 - Enabled in WebView navigation when the hardware back button is pressed.
 - Enabled the ability for web views to be preloaded based on logged in state defined in the configuration.
 - Fixed reloading of temporary token if the token expires.
 - Fixed the bold font issue with the android devices like Samsung ultra 22
- Enabled Recaptcha for Login, Registration (WebView) and Verify screen
- Added account deletion link on Profile Screen

Bug Fixes

- App - Rate app bug - The Rate app in-app messages are not working, when sending an inApp message with a button to open a rate app Issue with PN for iOS users
- The navigation button opens the categories and Each category has a subcategory. Some sub-category has button action set to web views but it is not working.
- App Crashes when the point shop is in the bottom Bar while navigating to other tabs and coming back to point shop
- Fixed App Crashing when navigating from side menu to home screen
- Fixed Title not changing when pressing the back button in catalog
- Fixed no action behavior when in category of a catalog

