

Horizon 3.0.33

New Features, Improvements & Bug Fixes



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Objective

This document provides a brief overview of the features, updates and bug fixes included in the **Horizon 3.0.33** release. This document **does not** replace the technical release note.

What's New

The following new features have been delivered with Horizon 3.0.33:

Triggered message off loyalty account status changes

Several releases ago we introduced a standard loyalty account status flow - PENDING, ACTIVE, WITHDRAWN, CLOSED.

We've now introduced the ability to trigger messages to a member based on their transition through these different states; this gives users more opportunity to provide relevant context to their customer engagements.

The new triggered messages now supported are:

- Loyalty account status changed from ACTIVE to SUSPENDED
- Loyalty account status changed from SUSPENDED to ACTIVE
- Loyalty account status changed from ACTIVE to WITHDRAWN
- Loyalty account status changed from WITHDRAWN to ACTIVE
- Loyalty account status changed from WITHDRAWN to CLOSED

Retrieving offers, rewards & behaviours by tags for an organisation

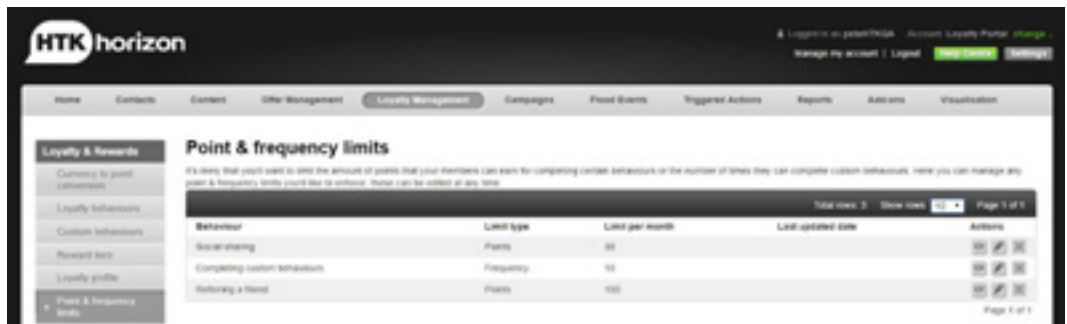
It's been possible to retrieve offers, rewards and behaviours for a member based on public tags, we've now added the ability to do this at an organisation level. For example, you may want to return all 'Family' based offers that are active for Creased Jeans rather than just the ones relevant to John Smith.

Point & frequency limitations

The ability to limit the amount of points a member can earn from social sharing has been in the product awhile. However, social sharing is not the only element of a program that you might want to limit or control.

It made sense to introduce a central location where users could manage all the elements of the program where it's appropriate to limit either the amount of points earned, or the frequency, of a particular action.

To access this screen go to Loyalty Management > Point & frequency limits.



It's possible to control the limitations of social sharing, referral and completion of custom behaviours.

Ability to award points for redeeming an offer or reward

It is now possible to award a member with points when they redeem a personalised offer or a tiered reward. This is easy to setup and achieved by setting the new 'Award points for redemption' checkbox on the add/edit offer page.



Once this checkbox is set it's then possible to specify how many points should be awarded and the transaction activity description that will appear in the members loyalty transaction feed.



Improvements

The following are some key improvements have been delivered with HTK Horizon 3.0.33:

1. **Sorting & filtering of transaction activity in customer service portal** — We've added the ability for users in the customer service portal to sort and filter the loyalty transaction activity.
2. **Sharing images on Twitter** — It's now possible to share images to Twitter as part of our social share capability.
3. **Increased supported field types and activity for Relationship Scores** — Relationship Scores (ELVIS) now supports the ability to monitor checkboxes, radio buttons and the submission of general feedback.
4. **Group membership enhancements** — We made some enhancements to group membership around the ability to handle the setting of 'business name', as well as the ability to remove a suspended member's point balance from a group point balance total.

Fixes

The following customer affecting issues have been resolved in Horizon 3.0.33:

1. **On saving a list group over 500 contacts, the group count changes to 500 contacts** — a customer had identified that their list group was not showing the correct number of contacts after an import; we've now resolved this problem.
2. **Import Wizard email validation allows multiple email address in a single cell** — solved the problem of the Import Wizard allowing imports of multiple email addresses separated by a space, comma or slash in a single cell.
3. **Adding an offer through API-R throws a 500 Internal Server Error** — users can now successfully create offers using the Integration API.

4. **Problem uploading large numbers of voucher code** — when uploading large voucher sets, it appeared that the upload had failed due to an error message being displayed; however, the import was still in progress. This erroneous message has been removed.
5. **Loyalty Transaction Advanced Search - all filters return no results** — fixed an issue whereby advanced searches on loyalty transactions weren't returning any data.
6. **Issue with date-time fields and search criteria** — an issue was identified whereby selecting 'after' on a date-time field for a contact's custom field that was set to the next day would also bring up contacts with the current date; this has been resolved.
7. **Can't add custom field radio buttons to a form in Form Builder** — this has now been resolved.
8. **Import Wizard does not support radio buttons** — this has now been resolved.
9. **Multiple @ symbols allowed in email addresses (Import Wizard)** — a restriction has now been put in place to prevent this.
10. **Contact Note fails to save if reason is missing** — fixed an issue whereby contact records were not saving if a note had been added without a reason.