

LiveEngage Release Notes: March 2018 Part 3

These release notes include new features arriving to LiveEngage towards the end of March. Exact delivery dates may vary, and brands may therefore not have immediate access to all features on the date of publication.

***Please contact your LivePerson account team for the exact dates on which you will have access to the features.**

Note: The timing and scope of these features or functionalities remain at the sole discretion of LivePerson and are subject to change.

New Features

Category	Name	Relevant for messaging?
Report Builder	Mobile App Messaging in Funnel Reports (76625)	Yes
User Management	Disable Users (81061)	N/A
Apple Business Chat Connector	Group and Intent flag on/off (84179)	Yes

Enhancements

Category	Name	Relevant for messaging?
Report Builder	Funnel by Entry Point (Location) added to the Business Activity dashboard (73005)	Yes
User Management	Support 18K users per account (77081)	N/A
Account Configuration	LiveEngage timezones: Support India Standard Time (83000)	N/A
Apple Business Chat Connector	Apple Business Chat Messaging Gateway Performance Enhancements (74869)	Yes

LIVEENGAGE RELEASE NOTES - MARCH 2018 PART 3

Bug fixes

Category	Name	Relevant for messaging?
Engagement Window	Bug fixes related to the engagement window	Yes
Apple Business Chat Connector	Bug fixes related to the Apple Business Chat Connector	Yes

New functionality

Report Builder

Mobile App Messaging in Funnel Reports (76625)

Web Messaging	Mobile App Messaging	SMS	Facebook	ABC	Line	Google My Business	Chat
No	Yes	No	No	No	No	No	No

LiveEngage Campaigns currently track visitors on the web. The introduction of Campaigns for Mobile App Messaging will mean LiveEngage users will be able to create Engagements within Campaigns which connect consumers to non-web sources. This now includes Mobile App Messaging engagements; additional sources, such as Facebook, SMS etc, are planned to be supported in the future. This connection allows the brand to target different groups of consumers by configuring the Target Audience, as well as enabling the selection of specific Engagements based on the consumer's Entry Point (formerly known as Location) and Visitor Behavior. This will result in accurate skill routing, configured per engagement.

Today, Report Builder offers a set of operational and funnel reports which provide visibility into campaign and agent performance against campaign goals. These reports currently cover both Chat and Messaging conversation types from Web sources.

Now, the content of a selection of dashboards has been expanded to reflect the performance of campaigns to include a mix of engagements from web and non-web sources.

This expansion includes:

1. Opening the Business Activity dashboard to additional sources (non-web = App, Facebook, SMS, etc.).
2. Aligning goal tracking from non-web sources to the existing web-based attribution model.
3. Adding source type filtering to the Business Activity, Goal Tracker, and Agent Activity dashboards.
4. Aligning the terminology of funnel metrics to serve all sources.

For further information, please refer to the following documentation:

1. [Report Builder Glossary](#)
2. [Report Builder Predefined Dashboards](#)

Changes applied to the Business Activity dashboard

- Following the opening of funnel metrics to campaign activity generated from the mobile app, a SOURCE TYPE filter (attribute) has been added to support viewing the funnel from each engagement source, including currently supported “Brand App” and “Web”
- Funnel metrics referencing a specific source type in their title have been consolidated. For example: MESSAGING EXPOSURES has been removed. The user may filter the metric EXPOSURES by SOURCE TYPE and CONVERSATION TYPE to view exposures for Messaging vs Chat and Website vs. Mobile App.
- Metrics with the term “SITE” in their name have been renamed to “BRAND”
- Metrics with the term “LOCATION” in their name have been renamed to “ENTRY POINT” to align with changes to the LE Campaign setup interfaces

Updates to Conversion metrics

Overarching goal: When measuring agent conversions, all dashboards should align to the same figures (with respect to the filters applied!).

In addition to the Business Activity dashboard, Conversion metrics are currently available in the Goal Tracker and Agent Activity dashboards. In both dashboards, the following apply:

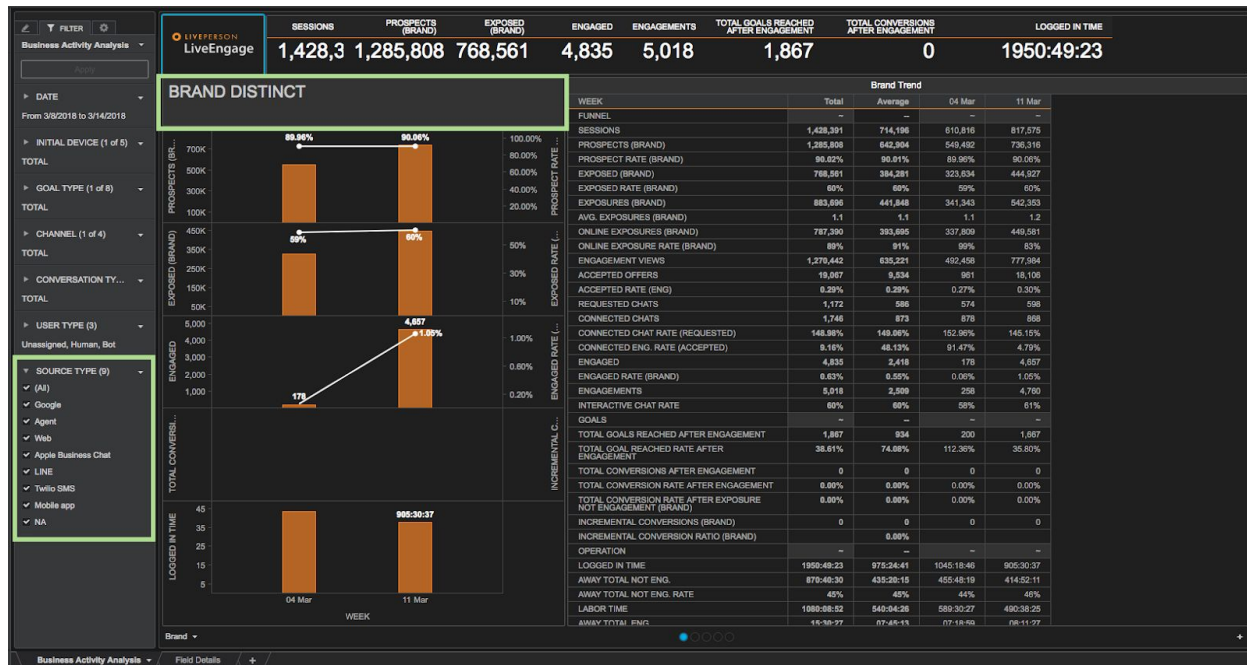
- Conversion metrics are open to all source types connected to LE Campaigns
- SOURCE TYPE filter has been added (same as in the Business Activity dashboard)
- Attribution model and Cross-session window, set up in the LE Campaign interface, apply to conversions from originating from the app. Read more in the “Reporting on Campaigns funnel from Messaging Engagements” section of the [Report Builder Predefined Dashboards guide](#).

How to enable

1. Enable Campaigns for Mobile App Messaging.
2. “Reporting on Campaigns funnel from Messaging Engagements” section of the [Report Builder Predefined Dashboards guide](#).

If you have existing copies of the Business Activity, Agent Activity, or Goal Tracker dashboards, it is highly recommended to review the following detailed [impact guide](#).

LIVEENGAGE RELEASE NOTES - MARCH 2018 PART 3



User Management

Disable Users (81061)

Web Messaging	Mobile App Messaging	SMS	Facebook	ABC	Line	Google My Business	Chat
N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A

A new async scheduler checks which users to disable, based on the number of days they have been idle. The number of days after which the user will be disabled is configured within the account's login policy.

Apple Business Chat Connector

Group and Intent flag on/off (84179)

Web Messaging	Mobile App Messaging	SMS	Facebook	ABC	Line	Google My Business	Chat
No	No	No	No	Yes	No	No	No

*This feature is only available to select customers who are part of Apple's Business Chat launch program. Please contact your LivePerson account team if you would like to enable this feature.

When looking to enable skill routing only by Business IDs, brands are able to decide to ignore group and/or intent IDs if those attributes are not relevant.

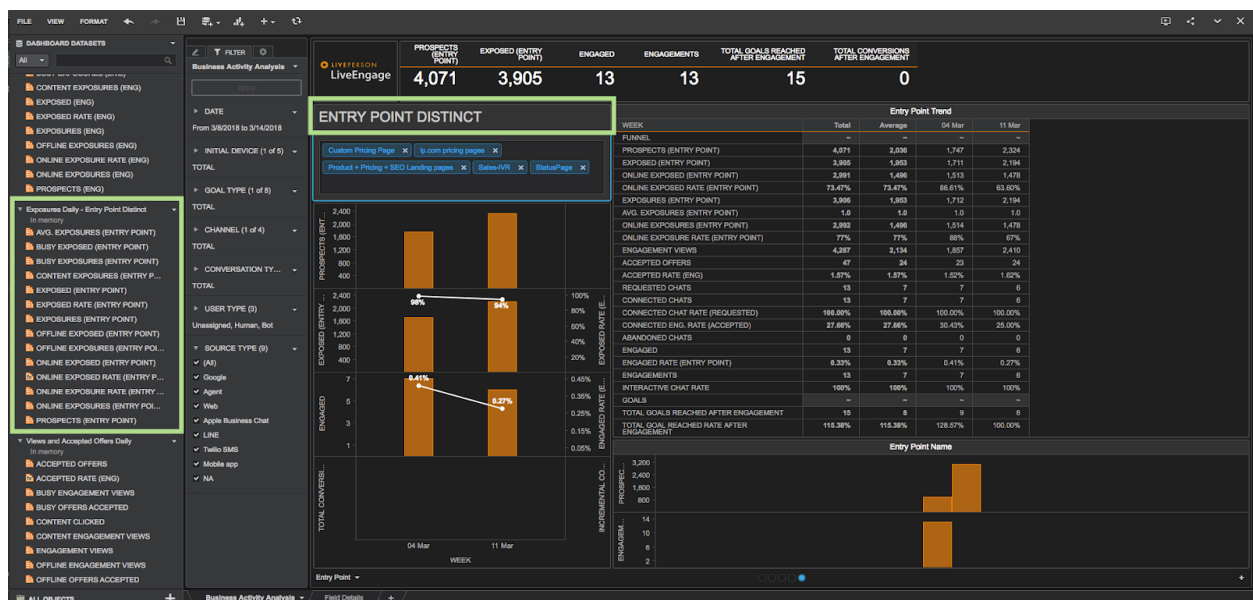
Enhancements

Report Builder

Funnel by Entry Point (Location) added to the Business Activity dashboard (73005)

The Entry Point is a section on your website or mobile app. On each entry point, setup in a LiveEngage Campaign, consumers are targeted and engaged. As your LiveEngage implementation grows, consumers arriving to an Entry Point may be targeted by several campaigns, effectively competing with each other towards the same or even different business goals.

Use the Business Activity by Entry Point to analyse the traffic on each website section or mobile app section. Are your campaigns covering all the visit sessions to this entry point? Are prospects being offered an engagement? Take the opportunity to optimise your targeting and engage with enough and the right consumers.



User Management

Support 18K users per account (77081)

Web Messaging	Mobile App Messaging	SMS	Facebook	ABC	Line	Google My Business	Chat
N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A

*Please contact your LivePerson account team to enable this feature.

The ability to manage thousands of agents on LiveEngage is critically important for brands operating large scale contact centers. Starting from this release up to 18,000 users can be configured per account.

Account configuration

LiveEngage timezones: Support India Standard Time (83000)

Web Messaging	Mobile App Messaging	SMS	Facebook	ABC	Line	Google My Business	Chat
N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A

LiveEngage now supports an additional time zone: India Standard Time (GMT +05:30). Brands can use this timezone in order to set the account timezone and campaigns timeframe.

LIVEENGAGE RELEASE NOTES - MARCH 2018 PART 3

VISITORS CAMPAIGNS USERS
LiveEngage
1 PROSPECTS
0 EXPOSURES
3 ENGAGEMENTS
0+0 CONVERSIONS

Campaign time frame

Select the date and the time when the campaign is scheduled to run.

Start date: 6 Mar. 2018
 End date: No end date

March 2018

Su	Mo	Tu	We	Th	Fr	Sa
				1	2	3
4	5	6	7	8	9	10
11	12	13	14	15	16	17
18	19	20	21	22	23	24
25	26	27	28	29	30	31

Operation hours: All hours From 12:00 am to 12:00 am

Time zone: (GMT-05:00) Eastern Standard Time

- (GMT+05:00) Uzbekistan Time
- (GMT+05:00) Pakistan Time
- (GMT+05:00) Tajikistan Time
- (GMT+05:00) Turkmenistan Time
- (GMT+05:30) India Standard Time
- (GMT+06:00) Myanmar Time
- (GMT+06:00) Bangladesh Time
- (GMT+06:00) Kirgizstan Time
- (GMT+07:00) Indochina Time

VISITORS CAMPAIGNS USERS
LiveEngage

Users

Create and manage users and their permissions.

NAME	NICKNAME	LOGIN NAME	ROLES	PROFILES
<input type="checkbox"/> Brian	Brian	slvand@liveperson.com	Administrator +3	Administrator +3
<input type="checkbox"/> Sarah	Sarah	Sarah	Administrator +3	Administrator +3
<input type="checkbox"/> adlb	adlb	adlb	Administrator +3	Administrator +3
<input type="checkbox"/> slvand	slvand	slvand	Administrator +3	Administrator +3

Your LiveEngage account's interface language is English and the time zone is (GMT-05:00) Eastern Standard Time. Users will be notified every 8 hours. Default max number of messaging conversations per agent: 20.

- (GMT-05:00) Eastern Standard Time
- (GMT+05:00) Uzbekistan Time
- (GMT+05:00) Pakistan Time
- (GMT+05:00) Tajikistan Time
- (GMT+05:00) Turkmenistan Time
- (GMT+05:30) India Standard Time
- (GMT+06:00) Myanmar Time
- (GMT+06:00) Bangladesh Time
- (GMT+06:00) Kirgizstan Time

Apple Business Chat Connector

Apple Business Chat Messaging Gateway Performance Enhancements (74869)

Web Messaging	Mobile App Messaging	SMS	Facebook	ABC	Line	Google My Business	Chat
No	No	No	No	Yes	No	No	No

Additional performance, security and monitoring enhancements.

Bug Fixes

Engagement Window

Danish translation of “You” (70606)

Web Messaging	Mobile App Messaging	SMS	Facebook	ABC	Line	Google My Business	Chat
Yes	No	No	No	No	No	No	Yes

Above messages that the visitor sends to agents, it say "Du kl" (should be “You” in Danish). This was changed to "Dig".

Window header disappears in landscape mode on mobile (58311)

Web Messaging	Mobile App Messaging	SMS	Facebook	ABC	Line	Google My Business	Chat
Yes	No	No	No	No	No	No	Yes

When a user is chatting/messaging on a mobile device, and rotates the screen to landscape mode, the header disappears, and the user cannot return to the page.

This was fixed by ensuring the header also displays in landscape mode.

Agent sees 'secure form received' notification twice (70431)

Web Messaging	Mobile App Messaging	SMS	Facebook	ABC	Line	Google My Business	Chat
Yes	No	No	No	No	No	No	Yes

When a secure form is sent to a visitor, an `LeSecureFormReceivedEvent` is written; another event is written when the visitor clicks the link to open the form. On the agent's side, the message that says the form was received appears twice.

This bug has been fixed; the notification now only shows once.

Chat JS SDK can't dispose of chat when exit survey is not submitted (80196)

Web Messaging	Mobile App Messaging	SMS	Facebook	ABC	Line	Google My Business	Chat
No	No	No	No	No	No	No	Yes

Usually when the visitor receives the "state":"ended" (onStop) event the SDK stops sending periodic "Retrieve Chat Events" requests. However, if the client implements the `getExitSurvey()` method in their onStop callback these requests continue, only stopping once the `submitExitSurvey()` method is called.

If `submitExitSurvey()` is never called these requests continue forever and can't be stopped. Neither `endChat()` nor `disposeVisitor()` have any effect.

This bug has been fixed.

Apple Business Chat Connector

Consumer conversations intermittently fail to trigger (82095)

Web Messaging	Mobile App Messaging	SMS	Facebook	ABC	Line	Google My Business	Chat
No	No	No	No	Yes	No	No	No

A bug from Apple Messaging Gateway 1.0 meant that Business Chat consumer conversations were intermittently failing to trigger in LiveEngage. When a consumer tried to reopen an old conversation, the messages would be marked as 'delivered' on the consumer's device but would not appear in LiveEngage.

The bug has been fixed in Apple Messaging Gateway 1.5.

This document, materials or presentation, whether offered online or presented in hard copy ("LivePerson Informational Tools") is for informational purposes only. LIVEPERSON, INC. PROVIDES THESE LIVEPERSON INFORMATIONAL TOOLS "AS IS" WITHOUT WARRANTY OF ANY KIND, EITHER EXPRESS OR IMPLIED, INCLUDING, BUT NOT LIMITED TO THE IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE.

The LivePerson Informational Tools contain LivePerson proprietary and confidential materials. No part of the LivePerson Informational Tools may be modified, altered, reproduced, stored in or introduced into a retrieval system, or transmitted in any form or by any means (electronic, mechanical, photocopying, recording, or otherwise), without the prior written permission of LivePerson, Inc., except as otherwise permitted by law. Prior to publication, reasonable effort was made to validate this information. The LivePerson Information Tools may include technical inaccuracies or typographical errors. Actual savings or results achieved may be different from those outlined in the LivePerson Informational Tools. The recipient shall not alter or remove any part of this statement.

Trademarks or service marks of LivePerson may not be used in any manner without LivePerson's express written consent. All other company and product names mentioned are used only for identification purposes and may be trademarks or registered trademarks of their respective companies. LivePerson shall not be liable for any direct, indirect, incidental, special, consequential or exemplary damages, including but not limited to, damages for loss of profits, goodwill, use, data or other intangible losses resulting from the use or the inability to use the LivePerson Information Tools, including any information contained herein.

© 2018 LivePerson, Inc. All rights reserved.