



Release Notes for the Cisco CMX Engage Release 3.2.12

Release Month: May, 2018

Contents

This document describes the enhancements, resolved issues, and open issues for the Cisco CMX Engage Release 3.2.12. Use this document in conjunction with the documents listed in the [“Support” section on page 5](#).

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Introduction to the CMX Engage

The CMX Engage is a location intelligence, digital customer acquisition and multi-channel engagement platform that enables companies to connect, know, and engage with visitors at their physical business locations.

The major features of the CMX Engage 3.2.12 release are as follows:

- Revamped the Reports feature with new reports such as Device Onboarding, Customer Acquisition, Visitor, Behavior, and Visitor Engagement.
- Dashboard support to display “Privacy Policy” along with “Terms & Conditions”.
- Dashboard support for T&C 2-click.
- Dashboard support for Age gating.



- Dashboard and Runtime support to configure whether the “Opt In” check box must appear as checked by default in the captive portals.
- E-mail validation enhancement to display the errors only after exiting the E-mail field (Runtime).
- Efficient loading of the captive portals.

New Features

CMX Engage Dashboard

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CMX Engage Runtime

- [Efficient Loading of the Captive Portals, page 4](#)

CMX Engage Dashboard

The following new features are added to the CMX Engage Dashboard:

Reports

The Reports section in the CMX Engage is completely revamped. The CMX Engage now provides the following type of reports:

Device Onboarding-The Device Onboarding report provides information about the devices that have connected to your SSIDs from the selected location during the specified period. This section includes the count of unique devices connected to the SSIDs, unique devices viewed the captive portals, unique devices that clicked the menu buttons, and the unique devices for which the internet is provisioned. The Report also includes the daily trend for new and returning devices, Menu Button clicks in the captive portals, and the clicks for “Promotion and Offers” menu buttons.

Customer Acquisition-This report provides insights on the unique customers identified newly from the selected location during the specified period, and the data (personal and demographic) collected from the identified customers. The report includes the count of new customers identified, and count of newly identified customers who have opted in and completed the Data Capture form. Also, the daily trend of customer acquisition, and the count of personal data such as phone number, e-mail ID that are captured from the customers are shown in this report. This report also provides the country, language, and gender count of the customers.

Visitor Behavior-The Visitor Behavior report shows the behavior of the visitors in the specified location such as the time the visitors spent in the locations, the day of the week with number of visits, and so on. The report shows the count for new visitors, returning visitors, total visitors and visits, average dwell time, and total time spent by visitors. The report also includes the daily trend for new and returning visitors, daily trend of visits, dwell time distribution details, tags created, and the Profile Rule reports.

Visitor Engagement- The Visitor Engagement report shows the count of engagements with the visitors based on the Engagement Rule you have configured. This report includes total engagements during the selected period, and engagements through various notification modes such as SMS, E-mail, and push notifications. This report also includes daily trend of engagements, and Engagement Rule reports.

Right Now- No enhancement is made for this section. The Right Now report displays the information of the visitors currently present at your locations.

GDPR-Age Gating Support

The CMX Engage dashboard now supports Age gating. This feature enables you to restrict customers below certain age accessing the internet through your captive portals.

To support this feature, in the captive portal, a “Enable Age Gating” check box is added to the “Terms and Conditions” window. If the “Enable Age Gating” check box is selected, an “Age Gating Type” area appears with the following radio buttons:

- **Strict Mode**: If you choose this option, during customer acquisition, the customer has to specify the month and year of the birth to access the internet. If the customer provides the age as less than 16, an alert message is shown, and the customer cannot proceed further to access the internet. However, the customer will be provided an option to change the age, if required.
- **Moderate Mode**: If you choose this option, during customer acquisition, the customer has to acknowledge that the age is 16 or above to proceed further.

Privacy Policy Support

The CMX Engage dashboard now supports to add “Privacy Policy” in the captive portals.

To support this feature, in the captive portal, a “Enable Privacy Policy” check box is added to the “Terms and Conditions” window. If the “Enable Privacy Policy” check box is selected, a rich text editor appears where you can enter the privacy policy.

The Privacy Policy expiry period will be same as the “Terms & Conditions” expiry period.

T&C 2-Click Support

The CMX Engage dashboard now supports “T&C 2-click”. If “T&C 2-click” is enabled for a portal, in addition to the current “Accept Terms and Continue” button, there will a check box adjacent to the T&C link, which the customer has to check to proceed further.

To support this feature, in the captive portal, a “User Accepts Terms in” area is added to the “Terms and Conditions” window with the following radio buttons:

- **1-Click**- Only the “Terms and Conditions” link is displayed in the captive portal.
- **2-Click**- A check box also appears with the “Terms and Conditions” link in the captive portal. The customer has to select the check box to accept the “Terms and Conditions”.

CMX Engage Runtime

The following new features are added to the CMX Engage Runtime:

Efficient Loading of the Captive Portals

The CMX Engage is now enhanced to load the captive portals faster by reducing the page size of the captive portal. This also reduces page loading issues on iOS CNA where size of the page has an impact. This is achieved by lazy loading of “Terms & Conditions”.

Enhancements

CMX Engage Dashboard

- [Opt In Check box Behavior, page 4](#)

CMX Engage Runtime

- [Email Validation Error Message Enhancement, page 4](#)
- [Opt-In Check box Behavior, page 4](#)

CMX Engage Dashboard

The following enhancements are made to the CMX Engage Dashboard:

Opt In Check box Behavior

The CMX Engage now supports to configure whether the “Opt In” check box must appear as checked or unchecked in the captive portals.

In the captive portal, when you select the “Allow users to opt in to receive message”, a “Default Opt-In Check box Behavior” area appears. The following options appear in this area:

- **Checked**- If you choose this radio button, the “Opt In” check box appears as checked by default.
- **Unchecked**-If you choose this radio button, the “Opt In” check box appears as unchecked by default.

CMX Engage Runtime

The following enhancements are made to the CMX Engage Runtime:

Email Validation Error Message Enhancement

For the E-mail field in the in the captive portals, now the errors in the entered e-mail ID, if any, are displayed only after moving to the next field. This is applicable for the e-mail ID for E-mail authentication, and Data Capture form. Previously, error messages were displayed immediately after an error is detected, even before the customer finishes typing. For example, an e-mail ID without “@”.

Opt-In Check box Behavior

The CMX Engage runtime now supports the default states for the “Opt In” check box in the captive portals. The “Opt In” check box will be displayed as checked or unchecked based on the configuration made for that captive portal in the CMX Engage dashboard.

Resolved Issues

Table 1 *Resolved Issues in the CMX Engage 3.2.12*

Description
CMX Engage Dashboard
For Access Code Manager, in the “Location” drop-down list, if the locations are filtered using the search option, cannot select a location from the filtered list using the touch pad.
Not allowing to put space between words in the SMS text editor in the Engagement Rule.
For Engagement Rule with sense type as “Beacon”, the rule was not getting executed if user activity is specified as present at location at a particular time.

Open Issues

Table 2 *Open Issues in the CMX Engage 3.2.12*

Description
There are no open issues for this release.

Support

You can access the support documentation using the Help button in the CMX Engage Dashboard.

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