Release Notes & Updates
November 30, 2020

These are the new features and updates for our last release for November.
If you have any questions about these or any features, please contact us at help@ce21.com

ACCOUNTS

- **Accounts > Customers: Merging Accounts**
  Added the ability to merge speaker records and also merge a speaker record with a customer record

CATALOG

- **Add sitemap for all active and future tenants**
  Added sitemaps to all current tenant catalogs
- **Duration slider on catalog has a maximum of 20,000 hours**
  Updated the Duration Slider to max at the highest number of hours a program contains

GROUPS

- **Groups > Groups List > Add/Edit Member Group > Renewal Policy Tab: New Setting "Reactivate" Option for Suspended Members**
  Added a "reactivate" option for suspended members to reactivate their account without having to call staff
- **Accounts > Customers > Customer Details > Membership Tab > Invoices & Payments: Add Paid Offline**
  Added the ability to mark group invoices as Paid Offline
- **Groups > Groups List > Add/Edit Member Group > Settings > Group Admins: Group Moderators Not Receiving Emails Notifications**
  Fixed an issue where group moderators were not receiving email notifications
- **Group > Calendar update 3: Allow a user to add an item to multiple group calendars at once**
  Added the ability to add an event to multiple group calendars at once
- **Groups > Groups List > Add/Edit Membership Group > Members Tab: Add Fields to Column Chooser**
  Added standard and custom customer fields to the column chooser on the Members tab inside of groups
- **Sales > New Order > Add Group Button: Update Process to Allow the Price to be Changed**
  Added the ability to change the dues amount when manually adding a member to a group, groups that renew only

CHAT

- **Viewer > Chat 2.0 > Email Transcript - Contextual to Filter - Only email the filter**
  Added a Contextual filter when emailing the transcript of a chat
- **Viewer > Chat 2.0 > Amongst Moderators - Who Rejected a chat**
  Added details when a moderator rejects a chat
- **Viewer > Chat 2.0 > Rejected Messages - to Moderator show Truncated (Except in Rejected Filter)**
  Truncated the display of rejected chats for moderators
- **Viewer > Chat 2.0 > Display Current Connections / Registrations at bottom of Moderator section**
  Chat moderators can now see the number of active people in a chat and the total number of registrants
- **Viewer > Chat 2.0 > Moderator ability to mark (and unmark) a chat comment as "Q&A"**
  Chat moderators can now mark a chat comment as Q&A
- **Viewer > Chat 2.0 > Click into chat and change colors like we used to have**
  Added the ability for customers to highlight specific chats
- **Viewer > Chat 2.0 > Attendees should get All and @Me filter - and moderators**
  Added @Me and All filters in chat
- **Viewer > Chat 2.0 > Text tweaks**
  Updated the chat UI
- **Manager > Viewer Settings > Chat Widget > New Feature - "Add Faculty to Moderation"**
  Added the ability for faculty to be auto added as moderators if chat is enabled

PRODUCTS

- **Catalog > Products > Edit Product > Virtual Conference > Marketing Tab: Campaign Pricing Not Used in Payment Plans**
  Fixed an issue where payment plans were not calculating the correct price when used in campaigns for classrooms
- **Customers > Completion data for duplicate programs in users' accounts are reporting incorrectly**
  Fixed an issue with time tracking when a customer had purchased a product multiple times
- **Viewer > Allow Resuming for Archives of webinars, replays, webcasts**
  Added the ability to archive viewing to be resumed where a customer left off
- **Catalog > Products > Edit Product > Information Tab: Option to Count Pending Orders as Registrants**
  Added the option to display pending orders in the list of registrants on the Info tab

REPORTS

- **Reports > Reports List: Add a New Report "GL Totals Summary Report"**
  Updated the data pulled on the GL Totals Summary Report to be more accurate
- **Reports > Completion Report > Add Duration column to this report**
  Added Duration column to the completion report
- **Reports > Registrant and Completion Report > Please add Registrant Type, Registrant Answers, and Price Adjustment**
  Added Price Adjustment, Reg Type, & Reg Type Answers as columns to the Registrant & Completion reports
- **Reports > Report List > Product Sales Summary report should include all the same delivery formats as the PSR**
  Added all delivery formats to the Product Sales Summary report

SHOPPING CART

- **Issue: Credit Card Number Invalid Error Needs to Be Updated**
  Updated the error message when incorrectly entering a credit card number to provide better information

LISTS

- **Lists > Cert Reqs > Evaluations > New setting on eval questions: Show question in the speaker portal**
  Added a setting to Evaluations for questions to be displayed in the speaker portal

ORDERS

- **Inquiry: Sales > Orders > Edit Order: Order Paid Offline?**
  Added details to the sales order when marking an order as Paid Offline
- **Unable to authorize a refund on a payment plan after marked dead, seems to be a tax issue**
  Fixed an issue that would not allow refunds on a payment plan if it was marked dead

NOTIFICATIONS

- **Inquiry > Email related to unassigned products**
  Added an email reminder template to be sent to customers who have unassigned products

VIEWER

- **Viewer > Badge Clean up on Tabs**
  Updated the badges in certain viewer tabs to be more clear