Here are your highlights for Release 23.16. Please check Page 4 for all our new features and updates.
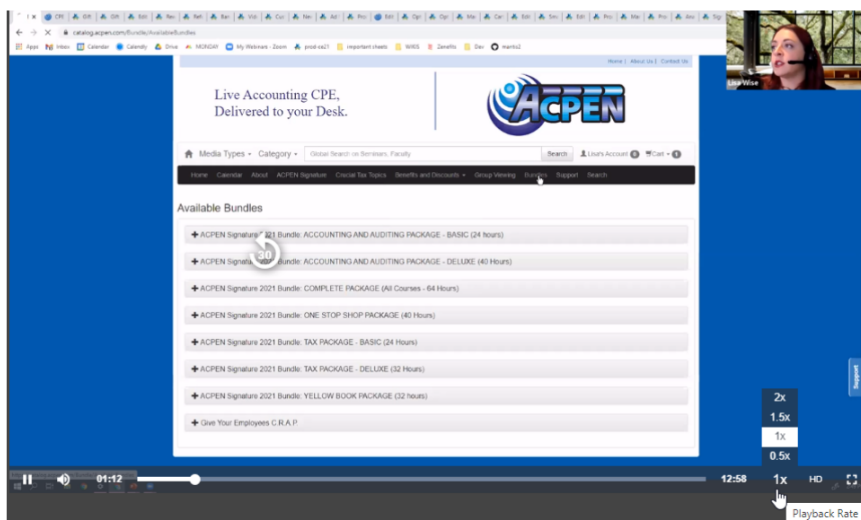
Lisa Wise
VP Product

Multiple Speeds on Video Playback

Due to popular demand, we have now created the ability for your users to speed up or slow down the video playback (0.5x, 1x, 1.5x, and 2x) in the following situations:

1. If your On Demand program does not enable time tracking as a certificate requirement.
2. If your user has already completed the program and received credit and is now just rewatching the content or the archive.

Webcasts, webinars, and replays will not have the option while the course is airing, and for now, unless the user has completed the webinar, webcast, or replay, they cannot speed up that archive. We will fix that soon so that they can speed up the video if you allow them to watch the archive only for informational purposes (no credit) or if you don't have time tracking enabled as a requirement. We also plan to add more options for the different speed choices.

As we all are becoming more familiar with speeding up the playback to get through videos more quickly, it has become something more and more of you have asked for. We are happy to provide you with this solution!
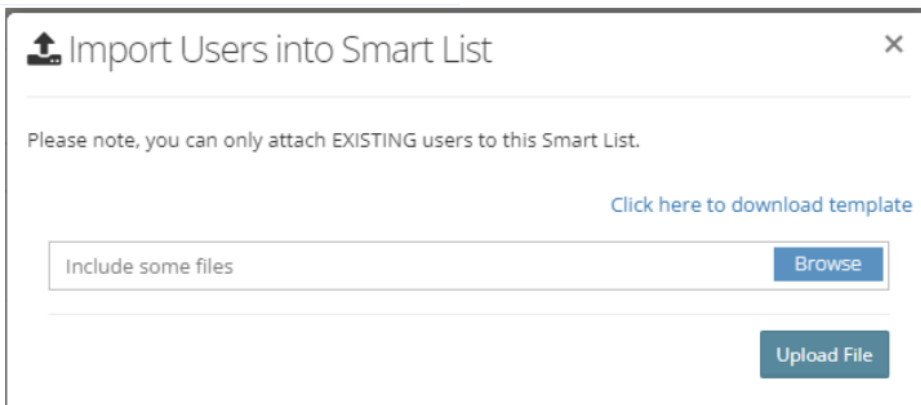

If you have any questions or concerns about this, please don't hesitate to reach out.

Manual Smart List update

Since Email Marketing tools use smart lists, there have been times when you have asked to be able to simply import a list of users that you want to email. This is a common feature in other email marketing tools. While we love that our query-based Smart Lists change as the users' information changes, we also recognize that sometimes you just want to tell us who the users are. We've created two new solutions to make that possible. Below, we will cover adding existing users to your smart lists.
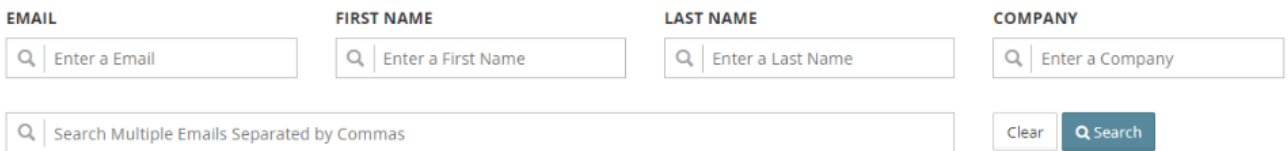
NEW! Import your users

The first new way to add existing users in bulk is to import those users. Once you've created your Smart List, set it as a manual list, and saved your changes, you will see that the email search and import tools now appear on the page. To import your users, click on the "Import Users into List" button. This will allow you to download the single-column template with the email address field. You will fill that out and import it using that tool.

NEW! Search and Add users manually

The second new way is to manually add them from a set of results you can find using new filters. Below the Import Users button, you will find a set of search filters that you can use to find certain users.

You will find that the bottom search filter will even allow you to enter a list of users' emails separated by commas to add multiple people at once. Once you've found your user(s), either use the "Plus" tool in the far right column to add that user individually or select and use the operation to add all selected into the smart list with the button "Add Selected to Smart List".

IMPORTANT NOTES:

- If you search for users already included in the smart list, they will not appear in the search results. Only people you've not already added will show in your results.
- You can only add EXISTING users to the smart list. If they do not already exist in CE21, you must create a user account for the person before manually adding them to the smart list.

- You cannot mix and match the kinds of smart lists you're creating. You cannot have a query-based list with additional users added manually or vice versa.

From Accounts search

Another way you can add users to the Smart List is by searching within the Customer or Speaker search pages and finding your users, selecting them, and adding them to a Smart List using the bulk operation tool found there. You can only add them to the manual type of Smart Lists, not the query-based ones.

In the user's account, the Smart Lists tab

The last way to add a user to a list is from within their account in the manager. Sometimes, when working with a user, you must add them to a smart list. You can do that quickly within the Smart List tab. Use the Add Smart List button to choose which smart list they belong to. You can only add them to the manual type of Smart Lists, not the query-based ones.

Solutions Updates and a How-To

We have been working on updating the way that your users access their FAQ and support articles over the last several months, making it easier to use and adding a few features. You can find full documentation of the Solutions feature in the link below. We hope you'll take the time to review and update your support articles occasionally to ensure your users are getting the best information.
To that end, we have a tool in the Support menu to add solutions to your catalog that help explain commonly asked questions. Common examples would be posting about your refund policy, common

technical questions, or linking them directly to another location on your website where they can find what they're looking for.

To set up or edit solutions, go to the Support > Solutions area, where you create categories such as Technical Support and Membership Questions before adding articles. You can choose from pre-existing CE21 solutions, write your own, or create a quick hyperlink to your site. Publish the solutions with keywords, category, visibility, status, and other options. In the catalog, solutions appear in the blue "Support" widget on the right or in the catalog's footer under "Support Center." Users can search for solutions or open support tickets. **Click here to find our detailed FAQ**.

New Features and Updates for the (23.16) Release

If you have any questions about any of the features or functionality of this release, please submit your comment or question via the Help Bucket in the Manager, and a CE21 Team Member will be in touch.

Accounts

- When an end user's account is deleted, any products for which they are registered or any memberships to which they belong will be removed as part of the deletion. If you undelete that user, they will not get re-registered for the programs (all products will remain deactivated) and will not be re-added to the groups.

Certificates/Requirements

- Fixed an issue with some certificates showing as two pages instead of one when downloading rather than emailing the certificate to yourself.

Companies

- Fixed the issue with the Company fields not showing on the membership question sets.

Imports

- Fixed an issue with Customer import not recognizing the Customer Custom Field values or columns.

Live Events

- Fixed Live Event Agenda message tokens that worked with Agenda Attendance Confirmation but not the Customer Attendance Confirmation certification requirement.
- Fixed the agenda-based and overall evaluations display order to show correctly in the Certificate window.

Manager

- There have been several updates recently to the Solutions area in your catalog as we clean up the styling and functionality. The most recent update is the addition of simply linking to any URL. This lets you jump your end-users to another page by clicking on one of your solutions.

Products

- Fixed the Add-On issue where the end user could still receive the discounted item if they removed the original item from their shopping cart that triggered the Add-On discount.
- Fixed an issue with the Registration module when the Registrant type had no question set.

Reports

- Fixed a timezone issue on the Product Sales report.
- We have made several updates to the Product Grid that make it easier to use. You can now delete views that you've saved when you no longer need them. If you use the tool to edit one of the products, it will open in a new tab so you don't lose your search. We've made most of the columns sortable, searchable, and filterable. We now show the type of "Other Media" and fixed a few column labels.

Sales

- Fixed an issue with the bundle flags not showing when they should have.
- Fixed an issue that allowed some end-users to reuse the money on their gift cards.
- If the order is Paid Offline, you can now Refund that order (offline), and the reports will be updated to reflect that activity.
- Removed "Pending orders" (only those started by your staff but not marked as paid in any way) from the Accounts Receivable report as they are not truly invoiced items.

Smart Lists

- Attach a CSV or search to find end-users to add to a smart list. This is only for a manual smart list.

Videography

- For programs without time tracking, where the end-user has already gotten credit, and On Demand products where time tracking is not mandatory, you can now change the playback speed on your videos when played through our viewer!