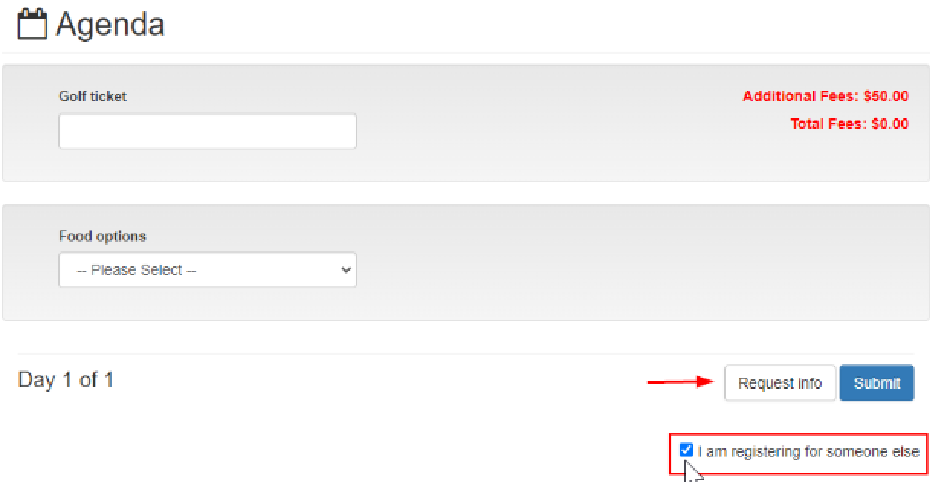
Here are your highlights for Release 24.08. Please check Page 5 for all our new features and updates.

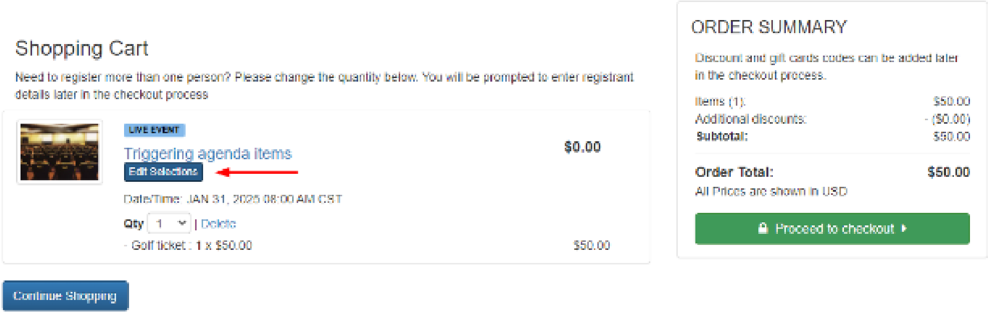
Lisa Wise
VP Product

Multiple Registration Update

When registering for a Live Event and completing the agenda information, users now have the option to register for someone else when the agenda registration pops up. They can either input the other user's information themselves or request it from the user. Upon reaching the Registration Confirmation page in the Shopping Cart, the "registering for someone else" option will be automatically selected, and the user's account information can be entered.

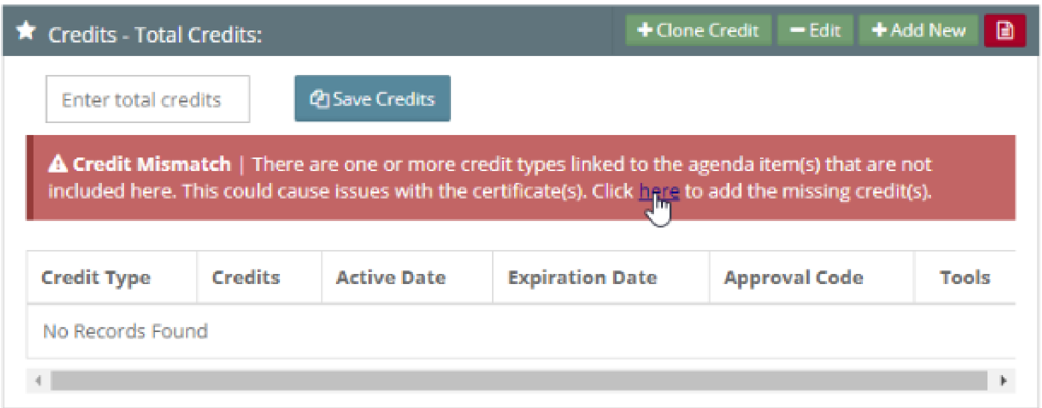


We have added an Edit Selections button to the shopping cart, allowing users to edit Agenda or Registrant Type selections and make any necessary changes.



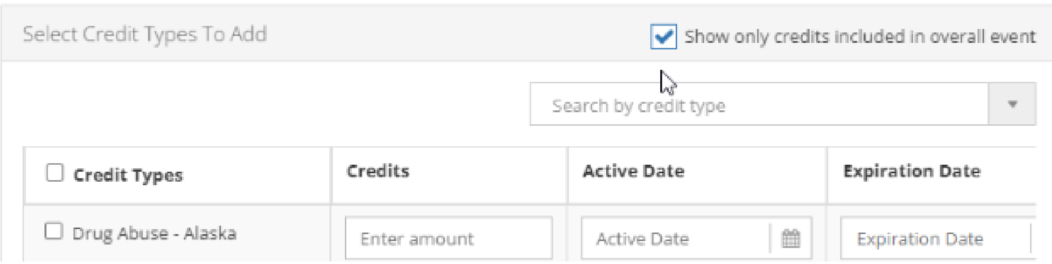
Agenda Item Credit Updates

We've made it easier to add credit to your agenda items by removing a previous limitation. Now, you can add credit to your agenda items before adding them to the overall live event. It's important to note that credit for the overall event is still crucial for your certificates, but you now have the flexibility to add agenda item credit first. When you return to the product, you'll find a convenient tool available to quickly add any credits. This tool will consider the credit types added to the agenda items and allow you to enter the quantity for those specific credit types only.

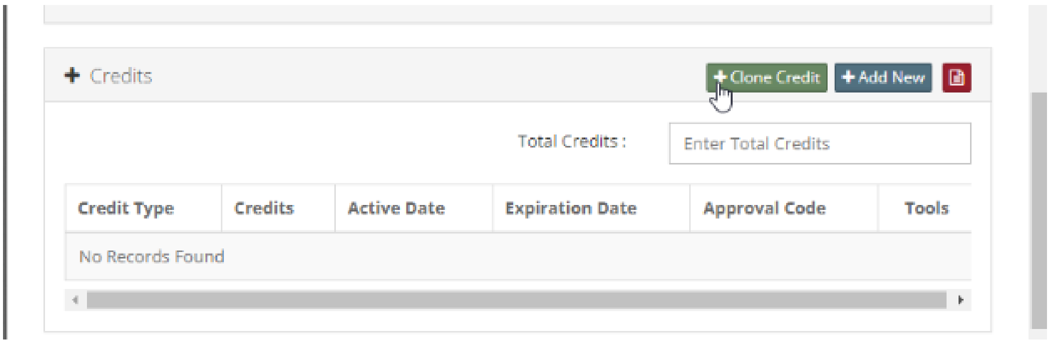


This is the credit area in the overall Live Event if the credits do not match what the Agenda items have added to them.

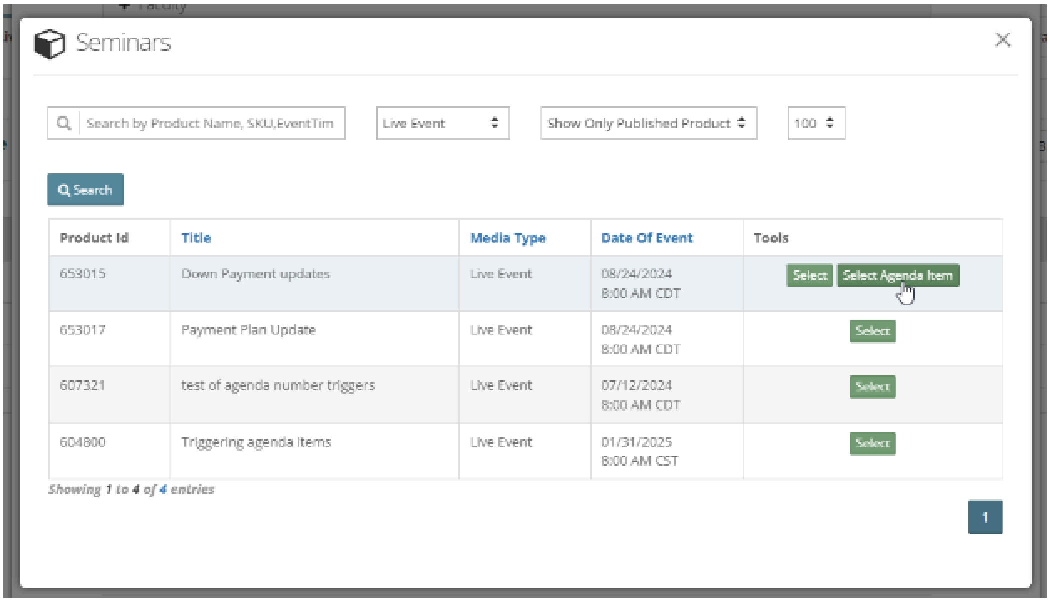
If you typically add credits to the product before adding them to the agenda item, you may find it helpful to use the "Show only credits included in overall event" feature if you have a long list of credits. This feature will restrict the list of credits you can add to only those that you've already added to the overall event.



Another update to the Agenda items credit tools allows you to clone the credit from another event or the agenda item of a different event. In the credit tools, you will now see a “Clone Credit” button.



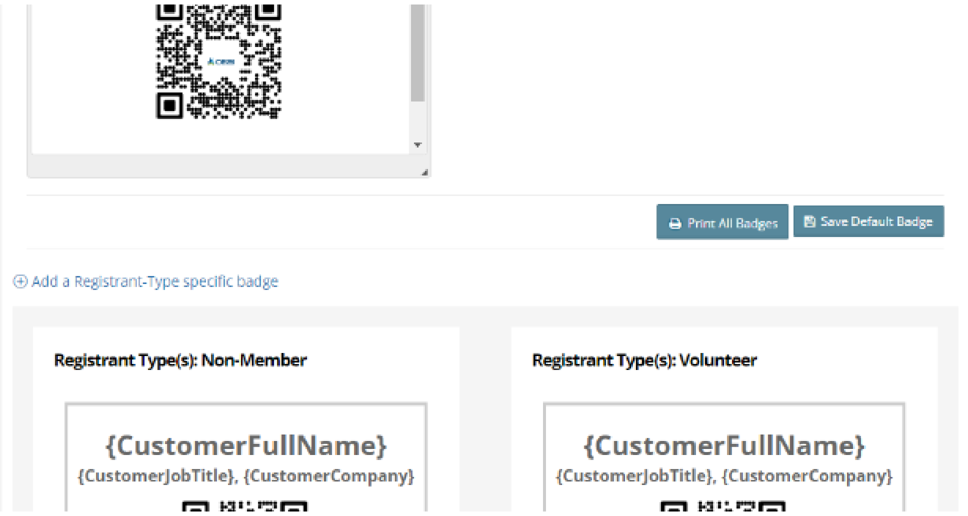
Use the search page provided to find the product or the agenda item of a different product. You will have the opportunity to review and edit the credit information before adding it to your agenda item.



You cannot clone from agenda items within the same product. However, if you want to simplify the setup in that manner, be sure to use the clone agenda item to make the process easier.

Multiple Badges in a Live Event and Print all from the Badges Tab

You can now create multiple badges for a live event and base those on the user's Registrant Type. Below the area where you set up the Badges now, you will find an option to “Add a Registrant Type specific badge”. The first. default badge in the product is for anyone not otherwise specified in the Registrant Type specific badges created below.

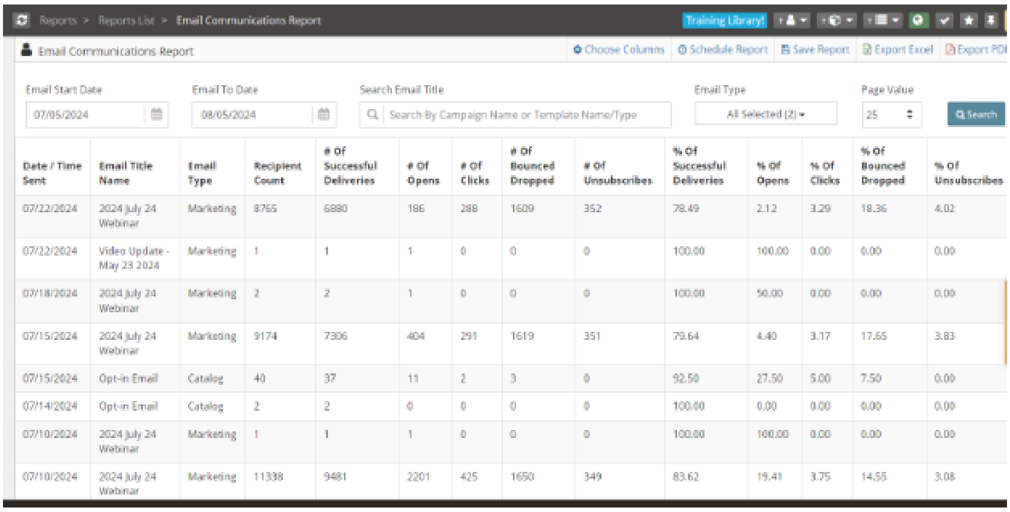


We have linked this to Registrant Type because you can modify it for users after registration. It's also applicable when a person signs up for your program. You can select any registrant type you've created in the system, not just those associated with Price Adjustments for this product. This allows you to create unique badges for sponsors, non-members, volunteers, and others!

The best part? There is a Print All Badges option right there in the Badges tab, so you can print your badges quickly and preview that the badge layout is working for all of your registrants.

Email Communications Report

A new report, the Email Communications Report, is now accessible on the Reports list. This report provides insights into email reminders attached to products, emails sent through the "Email Registrant" or "Email Members" tool in groups, Product Notifications (Opt-In Emails), and email marketing campaigns sent using our Email Marketing services. The columns show both the count and percentage of Successful Deliveries, Opens, Clicks, Bounced/Dropped, and Unsubscribes.

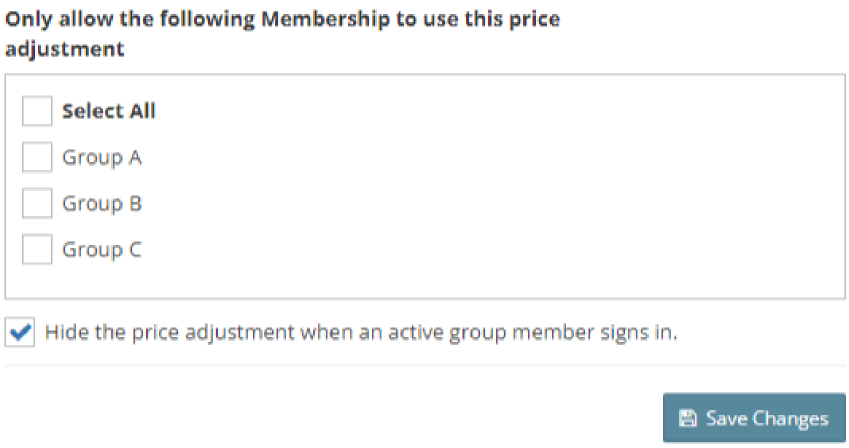


Date / Time Sent	Email Title Name	Email Type	Recipient Count	# Of Successful Deliveries	# Of Opens	# Of Clicks	# Of Bounced Dropped	# Of Unsubscribes	% Of Successful Deliveries	% Of Opens	% Of Clicks	% Of Bounced Dropped	% Of Unsubscribes
07/22/2024	2024 July 24 Webinar	Marketing	8765	6880	186	288	1609	352	78.49	2.12	3.29	18.36	4.02
07/22/2024	Video Update - May 23 2024	Marketing	1	1	1	0	0	0	100.00	100.00	0.00	0.00	0.00
07/18/2024	2024 July 24 Webinar	Marketing	2	2	1	0	0	0	100.00	50.00	0.00	0.00	0.00
07/15/2024	2024 July 24 Webinar	Marketing	9174	7306	404	291	1619	351	79.64	4.40	3.17	17.65	3.83
07/15/2024	Opt-in Email	Catalog	40	37	11	2	3	0	92.50	27.50	5.00	7.50	0.00
07/14/2024	Opt-in Email	Catalog	2	2	0	0	0	0	100.00	0.00	0.00	0.00	0.00
07/10/2024	2024 July 24 Webinar	Marketing	1	1	1	0	0	0	100.00	100.00	0.00	0.00	0.00
07/10/2024	2024 July 24 Webinar	Marketing	11338	9481	2201	425	1650	349	83.62	19.41	3.75	14.55	3.08

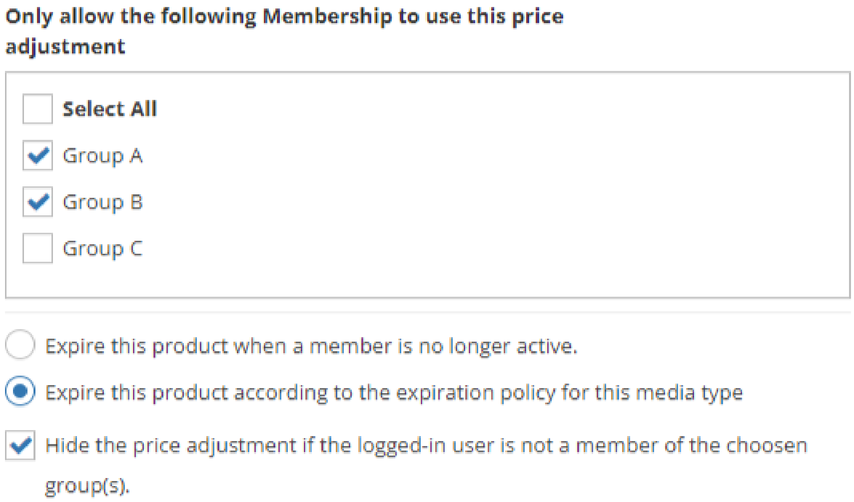
New Price Adjustment Setting

We have introduced a new feature that allows you to hide price adjustments from specific users when they are logged in. This means that you can choose not to show certain prices to members who are logged in and viewing the product.

For example, let's say you don't want to show the non-member rate to any members who are logged in and reviewing the product. On the Non-Member price adjustment, where you've not selected any groups to limit it to, you can now choose the option to hide from any logged-in group members. Notice the new "Hide the price adjustment with an active group member signs in." checkbox in the image below.



Perhaps you would like to hide the price adjustment from members in Group C to make their registration experience less confusing. You would set it up like this:



You can now hide price adjustments from certain user groups, making the registration experience less confusing for them. It's important to note that the user must be logged in for us to determine which price adjustments they have access to. Until then, the visibility of price adjustments is based on the group settings you have established under Price Settings.

New Features and Updates for the (24.08) Release

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

Catalog Appearance

- We fixed the issue where not all custom attributes were shown in the catalog's product widgets.
- We now have a price adjustment setting that allows you to hide a price adjustment for any group member who gets a better price. This setting can limit the number of price adjustments end users see when logged in. *Refer to the detailed instructions above*.
- If you group your products on your catalog (using the catalog setting), we will show those different versions of the same product in the following order: Live Event, Webcast, Replay, Webinar.

Certificates/Requirements

- If you set a quiz to appear at a specific time during an on-demand video, the setting will now lock the quiz, requiring you to complete or pass it before continuing. Please note that you cannot pause or replay live programs.
- We have fixed the Classroom Certificate button to work like all other product types when you choose the "No Certificate: No button" or "No Certificate: Show button" option.

Classifieds

- We fixed the issue where the Classified Ad Fee Plans did not recognize the Catalog setting that shows the prices as a price range.
- We fixed the issue where the duplicate button for Classified Ad Fee Plans was not working.

Donations

- When users donate, they are often given the choice to renew the donation annually or make a one-time donation. Instead of defaulting to a one-time donation, we have changed the selection process to radio buttons, requiring users to choose before proceeding. This change will encourage more people to sign up for multiple years of donations and ensure that users are making the proper selection for themselves.

Imports

- You can now import the user's company during the sales import process. Please note that if the user is already an employee of a company, we will not change that information.

Live Events

- We have simplified adding credit to agenda items for live events. You can now add credit to agenda items before adding credit to the overall event. However, it's crucial to include the overall credit on the live event for certificates to work properly. We have also made it easy to return and add any missing credit to the overall event. You can also clone the credit from an agenda item in a different live event. If you want to clone from the event you are currently in, use the clone agenda item feature. *Refer to the detailed instructions above*.
- You can now create multiple badges for a live event and base those on the user's Registrant Type. Remember that you can also change a user's Registrant Type after registration to group people who need the same badge, even if they registered using different price adjustments. *Refer to the detailed instructions above*.
- We have updated agenda item registration for live events so that the person registering can request that the person for whom they are registering fill out the form. Users can now edit their agenda items or registrant question sets in the shopping cart. *Refer to the detailed instructions above*.

Memberships

- We have added a new Membership status: "Staff Rejected" now indicates when a staff member rejects a user's membership application.
- The company name, location, and date on the Group Forum page are all in one line, separated by dots to clean up the layout. The forums also now allow for #tags when typed into a post. When people click the highlighted hashtag, they are taken to a search with that tag preselected.
- On the Group Forum page, you can now manage your settings using the gear at the top. This allows your members to set their notification settings and change their image or name in the forums.

Products

- For our partners who distribute content to other tenants they manage: There is an update to alert you when something is missing in the downstream distribution to the tenant. When you fill in these details, that warning will go away. The system will have that mapped in future distributions to the same tenant.

- A defect prevented speakers with hyphens in their email addresses from being added to products is now fixed.

Reports

- A new report is available on the Reports list: the Email Communications Report. This will show you the email reminders you've attached to products, any emails you sent using the "Email Registrant" or "Email Members" tool in the group, any Product Notifications (Opt-In Emails), and any email marketing campaigns you've sent using our Email Marketing services. This report shows information related to deliveries, bounces, unsubscribes, and more! *Refer to the detailed instructions above*.
- We have added a new column to the Product Detail Report: ABA Program ID. If you have integrated with the ABACLE system in CE21, this column contains the ABA Program IDs you've added to the products.
- You can pull multiple evaluations on the Eval Completion and Summary Reports. However, if the first evaluation in your selection is blank, the report in the Manager is returned blank. When you download the report, those evaluations with answers will appear, but it looks like an error because the report on the screen is missing. Instead of returning that blank report, we will show the next in the list of evaluations with a value.

Sales

- We fixed some Pending Check defects related to separately purchased CE.
- You can now hide canceled PO, check, or pay-later orders from your users' transaction tabs. This action helps you clean up any accidental orders you started that you want to remove from the user's view.
- To make the transaction tab within a user's account easier to read, we have collapsed the individual registrant's agenda questions into accordions, which they can expand for more details. When the user registers multiple people for one program, previously, we showed one program and detail for each registrant, creating a long order list in the user's Transaction tab. We now combine all registrants under one product and increase the quantity and price to show the total amount of all registrations within that product. We have made no changes to the Order Confirmation or printed-out receipts.

Settings

- To meet PCI Compliance needs, all catalogs will now require any newly created password to be complex. We have not changed any existing passwords, nor are we forcing anyone to change them. Any new accounts or updated passwords will require the new password rules. The rules are: at least six characters, one upper case, one lower case, one special character, and one number. This information is presented to the user when adding or updating their password.

Smart Lists

- We added a copy feature for search Criteria (individual details) and Condition blocks to make building complex Smart Lists easier.

Viewer/Presenter

- We fixed a minimal issue with the in and out-points in the presenter not always being adhered to when playing back in the viewer.