Unica Centralized Offer Management V12.0 Release Notes

Contents

Chapter 1. System requirements and compatibility

Unica Centralized Offer Management operates as part of the HCL Marketing Software suite of products. Unica Centralized Offer Management requires Unica Platform 12.0 and Unica Campaign 12.0.

This section provides the following information for this release of Unica Centralized Offer Management:

- Where to find system requirement and compatibility information
- Changes in support for third-party software

Unica Centralized Offer Management supports 64-bit operating systems only.

Where to find complete system requirement and compatibility information

For a list of HCL Marketing Software product versions compatible with this product and a list of third-party requirements for this product, see the Unica Recommended Software Environments and Minimum System Requirements document.

Chapter 2. About the product

Unica Centralized Offer Management is centralized solution for Unica customers for creating and managing offers and using it across Unica's suite of products. As a strategy, the future requirements of Unica customers, related to the offer management, will be made available using the Unica Centralized Offer Management application.

For the 12.0 release, Unica Centralized Offer Management is not mandatory. Customers upgrading to 12.0 can still use the existing offer management capability that they are using. However, customers using Unica Campaign's offer management capability are strongly advised to evaluate, and switch, to the Unica Centralized Offer Management for the following reasons:

New capabilities	- Creating offers without a template - Adding attributes to existing offers - Save offer as a template - Adding attributes to in-use offer templates - Support for additional attribute types: - Boolean - Integer - URL
Improved user experience	
Improved performance	
REST APIs	All capabilities of Unica Centralized Offer Management are available as a part of the REST API so that you can enable custom integration and implement custom use cases. For API specification, see the following Swagger URL: `http(s)://`

	`<host>:<port>/Offer/swagger-ui.html`
Integration with Content Management System	Out-of-the-box integration with HCL Digital Experience (DX) and Adobe Experience Manager, and an open framework to connect with any other Content Management Systems.

Customers using Unica Plan (formerly Marketing Operation) for their Offer management requirements, should evaluate the Unica Centralized Offer Management, but are requested to continue using Plan for its offer management capability in the 12.0 release. In subsequent releases, the capabilities of Unica Centralized Offer Management will be enhanced to be on-par with the offer management capabilities of Unica Plan.

Creating offers without a template

Use the **Offer without template settings** feature to create an offer without the hassle of having a custom template. You can use the Basic options and Offer codes to quickly create an offer. An administrator can enable this feature for offer users so that it will be available for all the users of that partition.

Adding attributes to existing offers

You can add attributes in the parameterized section of an existing offer. With this feature, if there is a business requirement for a few more attributes in the offer, users can add these attributes so that the responses can be tracked against the same offer but using different offer versions.

Adding attributes to in-use offer templates

An administrator can add new attributes in the parameterized section of the template, even if the offers are created using the template. The attributes added, automatically becomes available in all the offers associated with the template.

Saving offer as a template

An administrator can create an offer template using any independent offer ("Offer without template"). Depending on the permissions assigned to the offer user, the Save as template option will be available.

Support for additional attribute types

- **Boolean**

  You can use the Boolean attribute type to select or deselect a checkbox (for example TRUE or FALSE) for the attribute.

- **Integer**

  You can use the Integer attribute type to fill numeric data without decimal places.

- **Picker - URL**

  You can define the attribute of type URL. When integrated with Asset Picker, you can provide a URL for searching content from target content management system.

Integration with Content Management Systems

Provides out-of-the-box integration with HCL Digital Experience (DX, formerly known as IBM® WCM) and Adobe Experience Manager, and an open framework to connect with any other Content Management Systems.

BIRT reports

Unica Centralized Offer Management shows object-specific reports (in the Analysis tab of offer) integrated with Unica out-of-the-box reporting solution (BIRT). All other reports under Campaign analytics, dashboard portlets, or custom reports should continue to work.

Chapter 3. Known issues

The following table lists the known issues in Unica Centralized Offer Management 12.0

Issue	Issue ID	Description
Breadcrumbs are not getting displayed correctly if an offer is created inside a folder or moved to a folder or sub-folder.	HMA-303073	
`Offer.war` does not start if configuration of datasource is missing.	HMA-303713	In Unica Platform configuration section, within the Offer node, if a datasource for `UA_SYSTEM_TABLES` is not configured, the Offer application fails to start in the application server.
Additional fields, for the relevant products search, are not getting displayed on the UI when creating or editing offers.	HMA-304946	If you have added additional fields for the relevant products search, you cannot use these fields to search for products when you are creating an offer or editing an offer.
Currency symbol not getting displayed on UI	HMA-305620	The currency symbol is not being displayed for any attributes of type Currency.

Chapter 4. Known limitations

The following table lists the known limitations in Unica Centralized Offer Management 12.0

Issue	Issue ID	Description
No option to add partition template.	HMA-305808	Sometimes it has been observed that the partition template is not registered for the Unica Centralized Offer Management. If you observe this behavior, manually register it using the following command: ```configTool.bat -vp -p "Affinium" -f "<Offer_Home>\conf\offers_configuration.xml"```
Offer is not getting started in cluster environment	HMA-304291	Unica Centralized Offer Management does not support deployment in a clustered environment.

Chapter 5. Before you contact HCL technical support

If you encounter a problem that you cannot resolve by referring the documentation, your company's designated support contact can log a call with HCL technical support. Use these guidelines to ensure that your problem is resolved efficiently and successfully.

If you are not a designated support contact at your company, contact your HCL administrator for information.

Information to gather

Before you contact HCL technical support, gather the following information:

- A brief description of the nature of your issue.
- Detailed error messages that you see when the issue occurs.
- Detailed steps to reproduce the issue.
- Related log files, session files, configuration files, and data files.
- Information about your product and system environment, which you can obtain as described in "System information."

System information

When you call HCL technical support, you might be asked to provide information about your environment.

If your problem does not prevent you from logging in, much of this information is available on the **About** page, which provides information about your installed HCL applications.

You can access the **About** page by selecting **Help > About**. If the **About** page is not accessible, check for a `version.txt` file that is located under the installation directory for your application.

Contact information for HCL technical support

For ways to contact HCL technical support, see the HCL technical support website:

https://www.hcltech.com/products-and-platforms/contact-support