

IBM Interact Opportunity Detection
Version 9 Release 1
October 25, 2013

Release Notes



Note

Before using this information and the product it supports, read the information in "Notices" on page 3.

This edition applies to version 9, release 1, modification 0 of IBM Opportunity Detection (product number 5725-D16) and to all subsequent releases and modifications until otherwise indicated in new editions.

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Introducing IBM Interact Opportunity Detection

This section introduces the first release of IBM® Interact Opportunity Detection.

Interact Opportunity Detection provides enhanced pattern recognition capabilities for your IBM Interact implementation.

Interact Opportunity Detection provides enhanced time windows for the three basic Interact patterns:

- Match All—Pattern fires if all of the specified events occur
- Counter—Pattern fires if specified events occur a specified number of times
- Weighted Counter—Multiple specified events are each assigned a score, and the pattern fires if a specified total score is reached

After integration has been configured, you configure the enhanced patterns within the Interact design environment, and you do not have to perform any tasks in Interact Opportunity Detection to deploy or use them.

Note: Integration is supported only for Interactive Channels defined within partition1. This is important to remember if you have an environment with multiple partitions.

Enhanced patterns saved from Interact to Interact Opportunity Detection are synchronized as follows.

- When you create, edit, or delete a pattern in Interact, it is created, updated, or deleted in Interact Opportunity Detection.
- If you load a deployment version from deployment history in Interact, patterns are updated appropriately in Interact Opportunity Detection.
- If a deployment fails, Interact automatically rolls back to the last successfully deployed version.

Synchronization is accomplished with no system downtime.

See the *IBM Interact Administrator's Guide* and the *IBM Interact User's Guide* for complete details on the integration.

Where to find complete system requirement and compatibility information

For a list of IBM EMM product versions compatible with this product and a list of third-party requirements for this product, see the *Recommended Software Environments and Minimum System Requirements* document. This document is posted under Detailed System Requirements on the IBM Support Portal website: (<http://support.ibm.com>).

Note: To access the IBM EMM documentation from the Support Portal, you must log in with an IBM account. This account must be linked to your IBM customer number. To learn more about associating your account with your IBM customer number, see **Support Resources > Entitled Software Support** on the Support Portal.

You can also access this document by selecting **Help > Product documentation** when you are logged in to IBM EMM.

Known issues

This section describes the known issues in the 9.1.0 version of Interact Opportunity Detection.

Re-deploying an interactive channel in Interact and then reverting to a previous version causes a synchronization error in Interact Opportunity Detection	RTC95460	If you make changes in a deployed interactive channel in Interact, deploy your modified interactive channel, and then reload the original interactive channel in Interact, the component list in Interact Opportunity Detection does not show the currently deployed versions of patterns, and offers are generated based on the previously deployed version, not the latest version. The workaround is to reload to design time from the deployment tab in Interact.
The status of interactive channel deployment is not accurately reflected in Interact Opportunity Detection	RTC995461	When an interactive channel deployment fails in Interact, its status is shown as successful in Interact Opportunity Detection. The status in both should match.

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