

Unica Journey V12.1.2 Release Notes



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Chapter 1. System requirements and compatibility

Unica Journey is part of the Unica suite of products. Unica Journey version 12.1.2 requires Unica Platform 12.1.2.

Where to find complete system requirement and compatibility information

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

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

Prerequisites for using Unica Journey

Before you begin using Unica Journey, confirm that your environment meets the following requirements:

- For an improved user experience, use at least a 21-inch screen.
- For an improved user experience, set your screen resolution to 1600x900. Lower resolutions can result in some information not being properly displayed. If you use a lower resolution, maximize the browser window to see more content.
- A mouse is best for navigating in the user interface.
- Do not use the browser controls to navigate. For example, avoid using the Back and Forward buttons. Instead, use the controls that are in the user interface.
- If pop-up blocker (ad blocker) software is installed on the client machine, Unica Journey might not function properly. For best results, disable pop-up blocker software while running Unica Journey.
- Ensure that the technical environment meets the minimum system requirements and the supported platforms. For more information, see the *Recommended Software Environments and Minimum System Requirements* document.

- The correct browser and versions must be used. For more information, see the *Recommended Software Environments and Minimum System Requirements* document.
- Clear the browser cache after installation. This only needs to be done once, after the application is updated.



Important: Do not use any other method to open multiple sessions. For example, do not open a new tab; do not open another browser session from the Start menu or desktop icon; and do not use **File > New Window** in Microsoft Internet Explorer. These methods can corrupt information that is shown in the application.

Unica Journey documentation roadmap

Unica Journey provides documentation that helps users like marketers, administrators, and developers to get their hands on the product functionality.

Table 1. Get up and running

Task	Documentation
Find out about the new features in the product	For the first release, all new features are available in the <i>Unica Journey User Guide</i>
Find out about the known issues and limitations	<i>Unica Journey Release Notes</i>
Learn about the structure of the Unica Journey system tables	<i>Unica Journey System Schema</i>
Installation and configuration of Unica Journey	<i>Unica Journey Installation Guide</i>
Upgradation and configuration of Unica Journey	<i>Unica Journey Upgrade Guide</i>

Table 2. Installing and Configuring Unica Link

Task	Documentation
Installation and configuration of Unica Link	<i>Unica Link Installation Guide</i>
Installing Unica Link connector app for Journey	<i>Unica Link Installation Guide</i>
Installing Unica Link connector – MailChimp	<i>Unica Link Mailchimp Connector User Guide</i>
Installing Unica Link connector – Mandrill	<i>Unica Link Mandrill Connector User Guide</i>
Installing Unica Link connector – Twilio	<i>Unica Link Twilio Connector User Guide</i>
Installing Unica Link connector – Salesforce	<i>Unica Link Salesforce Connector User Guide</i>

Table 3. Integrate Unica Campaign with other HCL products

Task	Documentation
Integration of Unica Campaign and Unica Journey	<i>Unica Campaign Administration Guide and Unica Campaign User Guide</i>
Integration of Unica Campaign and Unica Interact	<i>Unica Interact Administration Guide</i>
Integration of Unica Deliver with Unica Journey	<i>Unica Journey User Guide</i>
Integration of Unica Centralized Offer Management and Unica Journey	<i>Unica Journey User Guide</i>

Table 4. Get Help

Task	Documentation
Unica Journey documentation	You can get Unica Journey product documentation while you logged in Help > Product documentation.

Unica Journey when installed with other Unica suite products

Before you start installation of Unica Journey you can refer to below sections to plan Journey installation.

Unica Journey delivery engines for Email

Unica Journey supports Unica Deliver and Unica Link for email delivery. You can use any of these integration as per your requirements. Please refer to documentation map section for appropriate documents to refer on this integration.

Unica Journey stack support

Unica suite product support to third party software like databases, operating system, application server etc., is not exactly same support with Unica Journey. Please refer to Recommended Software Environments and Minimum System Requirements guide.

For example, If your existing Unica products are installed on stack as below:

- Operating System - AIX 7.1
- Application Server - WebSphere
- Database - DB2

You can install Unica Journey on supported environments as mentioned in Recommended Software Environments and Minimum System Requirements guide and it would be compatible with existing Unica products.

Upgrading Unica products and Installing Journey

If you are upgrading from older Unica product version to 12.1.2, you can complete your upgrade and then install Unica Journey 12.1.2.

Where to find documentation

You can find the documentation here.

- PDFs: <http://doc.unica.com/products/index.php?showFolder=RW50ZXJwcmlzZQ==&folder=am91cm5leS8xMI8xXzlvZW5fdXM=>
- Online Help: <https://help.hcltechsw.com/unica/Journey/en/12.1.2/index.html>

Chapter 2. Prerequisites for Unica Journey Installation or Upgrade

Before installing Unica Journey version 12.1.2, you have to ensure that a few prerequisites are met.

If you are a new user, and if you have HCL OneDB, MariaDB, or Microsoft SQL Server as the database, you can directly install Unica Journey 12.1.2. Ensure that Unica Platform version 12.1.2 is operating correctly.

The supported upgrade path for Unica Journey 12.1.2 are as follows:

Table 5. This table describes the topics that are included in the Unica Journey Upgrade Guide and the list of sub-topics in the second column.

Base Journey version	Upgrade path	Tasks to be performed
Unica Journey 12.1.0 or 12.1.0.x or 12.1.1.x (with system tables on Oracle, MS SQL Server, OneDB, MariaDB)	In place upgrade to Unica Journey 12.1.2	<ol style="list-style-type: none">1. Upgrade Unica Marketing Platform to 12.1.22. Run upgrade Unica Journey to 12.1.2 installer3. Configure Journey application4. Deploy Journey application5. Run Journey application
Clean Installing Journey on existing Unica environment when you have system tables as OneDB, MariaDB and SQL Server databases	In place upgrade to Unica Journey 12.1.2	<ol style="list-style-type: none">1. Upgrade Unica Marketing Platform and required Unica products to 12.1.2 except Journey.

Table 5. This table describes the topics that are included in the Unica Journey Upgrade Guide and the list of sub-topics in the second column. (continued)

		<ol style="list-style-type: none"> 2. Run clean installer of Unica Journey 12.1.2 3. Configure Journey application 4. Deploy Journey application 5. Run Journey application
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Note:

1. If users do not have Journey already installed on existing Unica environment with Oracle database, then they need to install Journey version 12.1. and then upgrade Unica Journey to 12.1.2. or they need to install Journey version 12.1. then version v12.1.1 and then upgrade Unica Journey to 12.1.2.
2. If you do not have Journey already installed on existing Unica environment with either MS SQL Server, OneDB or MariaDB database then you can install Journey version 12.1.2 directly as clean install.

To prerequisites for installation, or upgrade, of Unica Journey are as follows:

1. Ensure that all users are logged out.
2. Stop Unica Journey, Unica Platform, and all applications that are deployed with it. Also, stop all other components, for example Journey Engine, Kafka server, etc.
3. Undeploy Unica Platform and Unica Journey web application from the application server.
4. Stop the application server and clean the application server cache.
5. Back up the Unica Platform and Unica Journey database and file system directory to any temporary directory.

Chapter 3. New features and changes in version 12.1.2

In Unica Journey 12.1.2, we have introduced some new features, and we have made changes to some existing features or functionality.

The following list mentions the support for new platforms, in Unica Journey 12.1.2:

- Supports IBM WebSphere Application Server and Red Hat JBoss Enterprise Application Platform.
- Supports Kafka on windows operating system. To configure Kafka on Windows operating system, see https://support.hcltechsw.com/csm?id=kb_article&sysparm_article=KB0085551.

The following list mentions the new features, and the changes to existing features, in Unica Journey 12.1.2:

- **Integrated Contact Management-Global Contact Policy in Journey**

Contact Center is a place for marketers to define the contact preference, customer preference, privacy management in different geo e.g. Business Hours, Business days, Holidays etc in different geographies. Journey now allows configuration at each touchpoint to follow and execute communications by the Global settings configured in Contact Center with an option to bypass the Contact Center rules.

- **Integrated Contact Management-Channel Capacity handling in Journey**

Capacity per channel (Email, SMS, etc) can be defined in the Contact Center. Journey can now be configured at each touchpoint to process with channel capacity defined in the contact center or bypass it.

- **Support for Nested JSON in Entry Sources**

Journey Data Definition now has support for nested JSON as entry source. Nested JSON is formatted by CIF and can be then mapped to Entry Source in Journey and data can be expected in flat structure in Journeys

- **Custom Kafka Topic Entry Source**

New Kafka topic name can be added. After the entry source is created a new topic of the given name will be created on KAFKA

- **Update the TSM url to REST url**

User need to update the TMS url from SOAP TMS url to REST url.

- **Integrate Mobile Push Channel with Deliver**

Journey now provides a new touchpoint for Mobile Push Messaging – contacting customers on their mobile via Push Messaging. Supports both screen and in-app messaging. Goals and Performance reports are available for Mobile Push. Engagement splits can be added based on SENT, DELIVERED and READ events.

- **Publish audience to the twitter connector**

Journey has a new Twitter connector via Link for uploading audiences to Twitter for advertising. Ability to create new List or add to existing Lists is supported.

- **NBO-Support of Dimension table and Real time attributes not present.**

Journey now supports the dimension table attribute under audience level attributes along with profile attributes. Also, list the real time attributes defined in Interact.

- **Allow adding new fields in DD even if it is in use**

Journey now allows adding new fields to Data Definitions even if the Data definition is in use.

- **Journey Duplication should include all touchpoint configurations**

Journey Duplication now includes all touchpoint configurations including Deliver.

- **Journey templates should save all configuration**

Journey templates now save all configuration information including touchpoints, goals, milestones, data definitions and entry source.

- **Add Search in Templates**

Journey templates can now be searched including Name, Code, Description

- **Add Folder Support in Templates**

Folder support is now provided for Templates and they can be moved to different folders.

- **Data definition should support date formats with delimiters other than space**

Journey data definition date formats now support "." (dots), "/" (slash), "-" (hyphen)

• **Packaging Journey templates**

With this release, Journey has five new templates for different use-cases.

- Prescription Home Delivery Acquisition Journey
 - Convert consumers from filling maintenance medications at retail pharmacies to home delivery.
 - Message Advantages of 3 months supply, Auto Refill, Access to Pharmacists, etc.
 - Message will be to leverage self-serve enrollment options or call into the call center.
 - Set communication timing to be in sync with medication fill dates that come due (ex. The last outbound call should be before the next fill date)
 - Convert consumers from filling maintenance medications at retail pharmacies to home delivery.
- Increase Wallet Share
 - Boost revenue by driving first-time purchase, and increasing upsell and cross-sell purchases. This accelerator leverages gamification strategy to direct customers from their first-time purchase towards a small upsell purchase, then large upsell purchase, and finally a cross-sell bundle purchase. This accelerator can be tailored for any upsell or cross-sell campaign: product upgrades, vacation upgrades and add-ons, account upgrades and add-ons.
- CART ABANDONMENT
 - Increase your conversion rate. Send reminders and incentives to customers who have abandoned their cart or form submission. This accelerator can be tailored for any cart submission, application submission, or form submission: product purchase or inquiries, loan applications, profile updates.
- DYNAMIC eNEWSLETTER

- Build brand awareness through a personalized customer e-newsletter. Incentivize customers to stay engaged by encouraging them to enroll and set personal preferences. This accelerator can be tailored for any enrollment-based newsletter.
- Event Marketing
 - Drive ticket sales for your events. Engage your customers and resellers each step of the way with ticket purchase announcements, reminders, event teasers, and satisfaction surveys, all while monitoring your business goals. This accelerator can be tailored for any reservation-based or ticket-based events centered on specific dates: vacation packages, concerts, conferences, and more

Chapter 4. Fixed Defects

The following table lists the defects fixed in Unica Journey 12.1.2:

Defect ID	Description
HMA-330857	In draft journey User not able to save deliver touchpoint if user adds same offer multiple times in deliver communication.
HMA-330856	Deliver update scenarios support
HMA-330775	Touchpoint edit for Link in upgrade
HMA-330774	Offer Edit for Deliver touchpoint
HMA-329702	Journey Import / Export - Security Permission, Track history/comments, Confirmation popup and QA to Prod import export
HMA-328602	Pause a published journey - Not able to save journey when we delete any touchpoint that had responses

Chapter 5. Known issues

The following table lists the known issues in Unica Journey 12.1.2:

Defect ID	Known Issue
HMA-333396	Journey - Mobile app change from deliver end
HMA-330969	Journey performance regression run 12.1.2
HMA-329896	Journey Performance
HMA-329895	Refactoring of Journey engine and web logs contents- unnecessary journey execution errors/information is getting available
HMA-330727	In Oracle database when you have journey system and reports schema tables are in the same schema then you may face issue with CREATE TABLE AudienceReports SQL. This can be resolved by changing the constraint name "Journey-Audience_json" to some other name for example: "Journey-Audience_json_1"
HMA-334286	Global Preference: For non set communication days on journey stats its showing waiting reason as "Invalid communication time"
HMA-334480	Facebook version for 12.1.1 and 12.1.2 is V11.0
HMA-334130	Journey system schema procedure need to compiled manually on Oracle Database.
HMA-334459	Zookeeper installed by Journey installer is not getting started.
HMA-334560	offsets.topic.replication.factor=1 property from the kafka server.properties get commented in clean as well as overwrite installation.

Defect ID	Known Issue
HMA-334549	Edit issue when single external source is mapped to same journey entry source
HMA-334598	Deliver email touch point: Unable to map PF fields while deliver email template is changed and PFs are added / removed on Deliver side
HMA-334597	Deliver - Advance editor - PFs not available in Journey for email template with personalization fields in subject line variables
HMA-334614	When Journey that has preferences configured on Journey or in any touchpoints and then template is created from this Journey and new Journey is created the Journey will not have any preferences retained
HMA-334653	Facebook, GoogleAds, Salesforce data is stuck after upgrade when we send the new data
HMA-334679	MariaDB - 12.1.2 -clean installation - In installation log showing db script error
HMA-334677	For One db clean installation showing sql script error in logs
HMA-334692	Audience stuck in at journey event topic after upgrade
HMA-334725	Control Center- If Channel capacity is not available for any channel - in journey its not showing message for capacity - its showing message regarding invalid time
HMA-334613	Journey with preferences configured on timezone and channels - When template is created with this journey , new journey does not have the preferences at journey level nor at the touchpoints
HMA-334611	REGBB- Journey is not getting completed with date based goal

Defect ID	Known Issue
HMA-333490	REGBB- (Docker Tomcat) For linkedin not showing states count
HMA-332068	Getting Folder does not exist on Template listing page
HMA-334727	Journey not recommends to edit the global preference time zone in Contact center if that GP is configured with Journey

Chapter 6. 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>