

Unica Contact Central Release Notes



Contents

Chapter 1. System requirements and compatibility.....	1
Chapter 2. About the product.....	2
Chapter 3. Known issues.....	4
Chapter 4. Before you contact HCL technical support.....	5

Chapter 1. System requirements and compatibility

Unica Contact Central system requirements and compatibility details.

This section provides the following information for this release of Unica Contact Central:

- Where to find a quick summary of system requirements and prerequisites
- Where to find system requirement and compatibility information

Unica Contact Central supports 64-bit operating systems only.

Where to find a quick summary of system requirements and prerequisites

For a quick summary of system requirements and prerequisites, see the Unica Platform Installation Guide

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 Contact Central is a centralized tool to configure and maintain regional preferences and communication channels based on regional preferences. In Unica release 12.1.2, Unica Contact Central integrates with Unica Interact and Unica Journey

New Features in Release 12.1.2

Channel Preferences

The **Channel Preferences** tab lists all the communication channels available for sending marketing communication to customers.

The available channels are:

- Email
- SMS
- Push
- WhatsApp

You can use **Channel Preferences** to:

- View all communication channels.
- Set a limit for sending communications in each channel.
- View a report of the daily capacity consumed, per channel.
- View a report of the products that sent marketing communications using a communication channel.
- View a list of all regional preferences using a communication channel.

Regional Preferences

Use the **Regional Preferences** tab to set region-based preferences for sending marketing communications.

You can use **Regional Preferences** to:

- Create, view, modify, and delete region-based preferences for marketing communications.
- Search existing region-based preferences.
- Set marketing communication channels for region-based preferences.

Chapter 3. Known issues

The following table lists the known issues in Unica Contact Central 12.1.2

Issue ID	Description
HMA-334593	When the date changes for the channel capacity time-zone, instead of resetting the charts, the chart displays incorrect numbers for total communications sent and capacity.
HMA-334439	Contact Central does not support ISAM login in version 12.1.2.
HMA-334409	If you navigate to the Channels tab for the first time, occasionally, the system displays LABELS.CHANNELS instead of Channels.
HMA-334408	The old product name appears in one of the Installation screens.
HMA-334345	In the Installation wizard, the header details are incorrect for the JDBC connection screen.

Chapter 4. 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.

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>