

# **Unica Interact V12.1 Release Notes**



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# System requirements and compatibility

Unica Interact operates as part of the Unica suite of products.

## Upgrade Paths

Users can follow the following Upgrade methods.

- In case of upgrade from version 12.1 onwards, use the in-place upgrade.
- In case of upgrade from versions 8.6.x onwards, use fast upgrade.

For instructions, see the Unica Interact 12.1 Upgrade Guide and Fast Upgrade guide.

## Where to find complete system requirement and compatibility information

For a list of third-party requirements for this product, see the Recommended Software Environments and Minimum System Requirements Guide available under **Help > Product Documentation** when you are logged in to Interact, as well as from the HCL Support Portal website.

## Where to find documentation

You can find the documentation here.

- PDFs: <http://doc.unica.com/products/index.php?showFolder=RW50ZXJwcmlzZQ==&folder=aW50ZXJhY3QvMTJfMV8w>
- Online Help: <https://help.hcltechsw.com/unica/Interact/en/12.1.0/index.html>

# New features and changes in version 12.1

Unica Interact 12.1.0 includes a number of new features and changes. These are listed underneath.

## **FlexOffers**

An alternative way for designing segmentation and offer arbitration rules is introduced to supplement interactive flowcharts and strategies, through which you can create simple rules in a single place.

- User friendly UI for managing simple segmentation and offer arbitration rules.
  - Use expression for dynamic eligibility decision.
  - Use expression for real time score calculation.
  - Personalize offer attributes with expressions that are evaluated at run time.
  - Learning configuration at individual rule level.
  - Eligibility time window for “pre-creating” rules.
  - Support of batch updating and creating multiple rules.
- Capability of importing and reusing existing offers-by-SQL data
- Capability of importing such rules developed using common spreadsheet tools.
- Remove the dependency on the complexity of setting up flowcharts and strategies.
- Relieve users from the need to design database tables and write SQL queries.

The traditional interactive flowcharts, strategies, and table driven features are still supported. However, they are not required if FlexOffers are used in the interactive channel.

## **A/B Testing**

An easy and straightforward method is added into the new strategy UI to support creating A/B testing scenarios based on existing smart rules.

- User friendly UI for managing A/B testing.
  - One click to enable A/B testing
  - A single UI for managing all necessary factors.
  - Intelligence for guiding users through the already intuitive process.

- Capability of using offers as the differentiator.
- Capability of using offer attributes as the differentiator.
- Support of testing time window with the intelligence of handling various scenarios.
- A one-click filter to view and edit only the smart rules with A/B testing enabled.
- Allow the selection of a branch to automatically continue after the testing conclude.

## **Integration with Unica Journey**

Together with the release of a new Unica product, Journey, Interact provides the out-of-the-box support of the integration with Journey.

- Automatically send the next best offer to Unica Journey based on user behavior.
- Capability of mapping user's profile attributes to Journey fields.
- Capability of mapping offer attributes to Journey fields.
- Capability of targeting different journeys.

## **New and Enhanced REST APIs**

- REST API for interactive flowcharts that will support the majority of use cases.
  - Management of Interaction process box.
  - Management of Select process box.
  - Management of Decision process box.
  - Management of PopulateSeg process box.
  - Management of the deployment process of flowcharts.
- REST API for FlexOffers
  - Management of FlexOffers entries
  - Management of individual FlexOffers rules
  - Management of filters built on FlexOffers rules
  - Management of the deployment process of FlexOffers
- REST API for strategies
  - Complete the APIs for managing smart rules
  - Management of A/B testing
  - Management of the deployment process of strategies

## **Improvements to Strategy**

- The new strategy UI enables both market score and predicate score to be set for each smart rule. When this is the case, the predicate score will take precedence over the market score.
- Market score can be used in the expressions for predicate score and eligibility

# Fixed defects

The following table lists defects that are fixed in Unica Interact V12.1.

| Issue ID   | Description  |
|------------|--|
| HMA-305777 | If a user's username or password contained non-ASCII characters, Strategy tab for an Interactive Channel could not be loaded.  |
| HMA-305810 | Only numeric and string literals were supported. So, the corresponding numeric values had to be used instead of a number in the currency format. For example, 12,345.00 was invalid even the system may add it automatically in expression builders, while 12345.00 was valid. Also, the date macro had to be used for transforming a date literal value, which was given as a string. |
| HMA-290911 | If a locale was used while creating a Sample ProcessBox in an interactive flowchart and a different locale was used, the flowchart test run could not behave as expected, if the underlying database was DB2.  |
| HMA-305110 | Offers updated through Common Offer Manager required few minutes to be effective, which caused the changes unavailable in Interact.  |
| HMA-305219 | A strategy created using the old UI with no contents was not visible on the old  |

| Issue ID   | Description   |
|------------|---|
|            | strategy UI. Instead, it was visible on the new strategy UI.  |
| HMA-303363 | After changing the authentication method from UnicaPlatform to LDAP or vice versa on the runtime environment, restart of the run time server was required in order for the change to be affective.  |
| HMA-91765  | <p>In cases, where an offer was suppressed using a dynamic attribute value (attribute value = [auto]) and cross-session response tracking was used, the offer could not be suppressed as expected.</p> <p>Workaround: An attribute value other than [auto] was used. This issue may be addressed in a future release.</p> |
| HMA-302320 | Simulator did not accept audience IDs, if they have hyphen (-) in them.   |



# Known issues

The following table lists issues in Unica Interact 12.1.

| Issue ID   | Description  |
|------------|--|
| HMA-356753 | <p>In the UACI_IntFlowchart table, the <b>FlowchartXML</b> column has the text data type for MariaDB database. This causes an issue when you save or test the run on an Interactive Flowchart and you will see the following error:</p> <pre data-bbox="818 800 1383 884">Data too long for column 'FlowchartXML' .</pre> <p><b>Workaround</b></p> <p>Change the data type of the <b>FlowchartXML</b> column to longtext by running the following query:</p> <pre data-bbox="834 1142 1383 1262">ALTER TABLE UACI_IntFlowchart   MODIFY FlowchartXML longtext;</pre> |
| HMA-351178 | <p>If you are installing Interact on Red Hat Enterprise Linux in GUI mode, the Interact installer executes DB2 scripts instead of executing Oracle scripts.</p> <p><b>Workaround:</b> When installing Interact on Red Hat Enterprise Linux, use the Console mode for installation.</p>   |
| HMA-312397 | <p>The Interact Installer did not ask details again when the installation failed and users selected Retry.</p>   |

| Issue ID   | Description  |
|------------|--|
|            | <b>Workaround:</b> If the Automatic DB scripts execution fails run the script file manually from the desired location.   |
| HMA-312341 | Interact Response files do not have details for setting up automatic databases.<br><br>Workaround: Copy the database details from the Interact Install logs to the respective properties file.               |
| HMA-311535 | On Rule list Segment, search is case insensitive.  |
| HMA-311334 | When EffectiveDate or ExpirationDate is used in a FlexOffers filter condition, the variables used causes runtime error, while using a date constant selected from the datepicker works.                      |
| HMA-311295 | RTAs used in OM filters get deleted.   |
| HMA-310853 | REST API Swagger: Search criteria condition and multiple attribute sorting is not working from Swagger.  |
| HMA-309271 | Unable to create OM by selecting CSV file from swagger.  |
| HMA-306115 | An error occurs while deploying EAR file containing Campaign and Interact.   |
| HMA-306001 | On the new Strategy UI, whNew fields have been introduced for the Interaction List Process box in 12.0 . The old fields 'Predicate ' and 'EnableStateID' should not be shown for a fresh flowchart.en chang- |

| Issue ID   | Description   |
|------------|---|
|            | <p>ing the offer of an existing smart rule, the parameterized offer attributes are reset to their default values as defined in the new offer. In addition, if an offer attribute is used in the eligibility or score predicate, it may become invalid and manual validation and update are required.</p>  |
| HMA-305629 | <p>If an outbound gateway is used for triggered messages, a new set of property files are added to <code>conf\gateways\outbound</code>. The previous property files under <code>OMO\conf\outbound</code> are still effective. However, it is recommended to move those files to the corresponding ones under the new directory and update the gateway parameters accordingly.</p> |
| HMA-305203 | <p>Getting NullPointerException after deleted Jmx_Model node in the Platform configuration.</p>   |
| HMA-304311 | <p>While using expression builders on the new strategy UI, items dragged from the left panel can be dropped only to the end of the existing expression.</p>   |
| HMA-303345 | <p>The new fields added to ILPB personalization screen are not visible or accessible using existing ILPB.</p>   |
| HMA-290177 | <p>Unable to change market score on Strategy Rule Wizard window.</p>  |

| Issue ID    | Description  |
|-------------|--|
| HMA-290149  | <p>An error occurs while initializing the JBOSS application server.</p> <p><b>Workaround:</b></p> <p>In case of the JBOSS Application Server if you get the error "classes are not found" during the Application server initialization, you must explicitly provide a path in the specific Jboss module.xml as per the jar available in Lib.</p> <p>For example: Class name: GetProperty-Action Package Name: com/sun/jmx/mbeanserver Jar name:rt.jar (basically available in jdk) So, add in the Jboss module.xml file at the following location:</p> <pre data-bbox="820 1081 1372 1207">&lt;Jboss_Install_Dir&gt;\modules\system-layers\base\sun\jdk\ main\module.xml</pre> |
| HMA-290084  | Win8-IE11:Expression disappears while adding new branch in flowchart.  |
| HMA- 286951 | <p>When contact and response events are posted in the same batch, they are unable to record the intermediate state for learning that a contact happened but not the response. This is because the learning-data for events is processed asynchronously, thus at the time Interact prepares the contact event for persistence, the response event has already occurred.</p>   |

| Issue ID   | Description   |
|------------|---|
| HMA-286800 | After posting Contact and Reject event the pattern turns true. But in UACI_Offer-Stats table, the patterns attribute value is still displayed as 0 when it should be 1.   |
| HMA-283000 | After a coverage scenario completed with error and the user clicked on 'Export CSV' option, a file downloaded and the 'Download' icon got enabled.  |
| HMA-282764 | The audience search condition is case sensitive for DB2 and Oracle.   |
| HMA-203692 | If there is a constraint on number of times offers can be served in an IC, Interact considers that the limit reaches when the runtime server is restarted.  |
| HMA-172332 | <p>If you create approximately 900 rules by adding one offer and 900 segments with the rule wizard and try to save the strategy, the following error is displayed.</p> <pre data-bbox="820 1318 1299 1350">java.lang.NullPointerException</pre>                         |
| HMA-08870  | <p>If you create a persistent derived field in a flowchart process, then connect the output of that process to a decision process to profile the persistent derived field, the field is not profiled.</p> <p><b>Workaround:</b> Profile the original derived field.</p> |