Email Campaign Manager 2.1
What's New?

An Overview of the New Functionality in Email Campaign Manager 2.1

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Introduction

Welcome to the Email Campaign Manager 2.1

ECM 2.1 release contains multi-lingual support and some usability improvements as well as fixes to issues found in the previous version.

New features

This section contains the new feature added in this release.

Ability to send messages with a multi-lingual support

ECM 2.1 lets you create message versions in multiple languages contents and dispatch the message with multi-language support were the recipients receive the message with language content as per the recipient's preferred language.

ECM 2.1 can be configured to point to the user profile field that represents the preferred language of the recipients.

Ability to create different language content with ease

The language content switch becomes more easily accessible and now helps the user to navigate between different languages content much easier.

With this release it is much easier to duplicate multilingual messages using Duplicate or Save as subscription template actions.

Ability to filter reports by the content languages sent

With ECM 2.1 after a message is being sent to a list of recipients with different preferred languages, users can view and analyze reports for the message based on a selected language that was used while sending the message, or just view the overall performance on all of the languages used.

This will give the user a better understanding of the message performance in regards to the selected message.

A new report is introduced, "Message Performance per Language" to show the message performance metrics per language.

Easier access to the Executive Insight Dashboard

ECM 2.1 enable users to opens up the Executive Insight Dashboard by just clicking on the Dashboard reports like Email Channel Performance Report and Message Performance Report, this enables the users to further view and analyses the message performance.

Issues resolved

This section contains the list of the issues resolved in this release.

- When scrolling recipients for Triggered messages, performance issues could appear (380792).
- After message scheduled for Activation or Deactivate message button can be disabled (380718).
- While message in sending or waiting for A/B testing, Reports on the message can display duplicate data (380509).
- User interface can be broken when 'Save as Subscription Message' action triggered (380451).
- When Page Editor closed without saving changes, no warnings appears (380492).
- If the user clicked on unsubscribe link on old message that were send from ECM 1.3.3 and ECM 1.3.3 was later upgraded to ECM 2.0, then the user will be redirected to a "page not found error" page (380814).
- Page Editor should not be opened for message that has been imported from HTML file (378900).
- Campaign is not created for Triggered message which should have been sent via 'Send Email Campaign Message' action in the engagement plan for a recipient with a wrong e-mail address (381252).
- Incorrect format numbers set for Value, Clicks, Page bounce on Reports tab (380973).
- A notification bar was not displayed when the user changes the message type to Subscription with a notification "the message type was changed to a subscription" (380707).
- Top 10 Best messages report can display a message that has no data (380618).
- Incorrect warning message appears when Target Device is changed (380610).
- When user runs A/B testing with automatic select winner the notification bar in the UI displays wrong status (380512).
- When a recipient is selected for "previewed for recipient", the preview pane disappears from Message tab (380505).
- When App Center is not configured, exception appears during message dispatch (380503).
- When Reports dropdown is opened for email preview or spam check, unexpected minimize button displayed in the right upper corner (380500).
- When the message is sent, the clients button is enabled on Preview tab for Email Preview and Spam Check. (380499)

- When additional variant is added, it is not possible to add an attachment; user needs to refresh the page to edit it again (380471).

- Attachment may disappear from Message tab after Recipient list is added to the message (380469).

- User interface of Infospot panel may be broken in Message Type section (380248).

- When SAC endpoint is not set, 'Email Preview' and 'Spam Check' tabs shouldn't contain any controls to be used (378587).

- When config setting languageEmbedding set to "never" linkProvider generates incorrect links (386058).

- There is no recipient listings appears in the dialog of "Edit Email Audience" while editing the engagement automation action in Email Campaign Manager (382709).

- When the message body is modified via Page Editor, changes are not applied directly on Message tab (374435).

- Cancel button is not working in Duplicate Message dialog (386313)