

iService[®]

Release Notes

Version 5.1

*Updates to the iService
customer interaction solution.*



Improving the Release Notes

We need your help. The purpose of this document is to provide a release history for users and implementers of iService. This document contains the original request for change along with developer or tester notes regarding how the change was implemented. User interface changes are described within the User Interface Changes section.

You should use this document to:

- Become familiar with the changes in the system since your last release. Some changes may require user training because of a new interface or workflow.
- Develop a test plan for implementing the new release. Your test plan should cover the new functionality introduced within this release.

This release document is intended to help our users effectively utilize iService and we would like your feedback on whether it is helpful and how we can improve. Please send your comments to support@1to1service.com or contact your account manager directly. Thank you in advance for your help!

Sincerely,

The One-to-One Service.com Team

Please send your comments to: support@1to1service.com

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Release Overview

iService5 includes a major new functional enhancement: Email Marketing. This new functionality is within the Admin Tools > Mailing tab and is by default accessible to CSR Managers and Administrators. However, all of the features within this section of iService can be granted or restricted through UserTypes as desired.

For a complete description of the email marketing capabilities of iService5, see the iCentives [Overview User Guide](#).

Major Enhancements

ID	Type	Description	Category	Details
1302	Feature	Add "Variable" and "Stock Responses" picker	Admin Tools – Mailing Msg Queue – My Queue	A new Variables and Stock Responses picker has been added to the Mass Mailing>Messages page, and also to the My Queue page when composing responses. This provides immediate access to all of the variables available (Name, Company, Phone, etc.) and to the Segment and Agent stock responses.
1342	Feature	iService.info help and training site	Website	A new video tutorial site has been launched for training new agents. The site is assessable from http://iService.info .
1301	Feature	Mailing Variables	Admin Tools – Mailing	A new Link.aspx page is included that supports the following variables. Link Unsub – removes the recipient from the associated mailing list. Link URL – tracks when a recipient clicks through on a link in the message. Linking Viewed – tracks when a message is opened and images are accepted. For details on usage of these variables, see the iCentives® User Guide .
1331	Feature	Contact Subscriptions Page	Customer Info – Contact – Subscriptions My Account – Subscriptions	A new subscriptions tab was added to allow contacts to view mailings lists, and manage the type of mail they receive. The My Account page only displays public lists, which are list that have Shown in My Account selected in the list details. The Customer Info – Contacts – Subscriptions page is used by agents and shows all lists, including private lists for things like service notices. The subscription tab indicates whether the contact is a member of a list, and the agent accessible page indicates

1312	Features	Store Message Template Only for Mass Mailing	Admin Tools – Mailings	whether the contact has opted-out of a list. When a mass mailing is executed, the template used for the mailing (e.g., the Message) is saved and linked to each contact that received the message. This is viewable from within the contact's History tab along with other interactions with the contact.
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Minor Enhancements and Bug Fixes

ID	Type	Description	Category	Details
1286	Feature	CSS change for scrolling list boxes	Website	The list boxes within Admin Tools have been converted to scrolling lists. This makes it easier to manage page that have a long list of items, such as a large number of agents.
1307	Feature	Display mailboxes in mailing based on message topic	Admin Tools – Mailing	The list of available mailboxes to be used in the From address is not dynamically displayed based on the topic of the selected message. The topic determines the message's segment, and the segment drives the available mailboxes.
1318	Bug	Display Segment Membership list in alphabetical order	Customer Info – Contact – Details	The list of segments is now displayed in alphabetical order.
	Bug	Various Cache Changes	Web Interface	Various pages were revised to eliminate the cache of information. This cache was causing some pages to display cached data for a few minutes or until the page was forced to refresh.

Significant Interface Changes

Customer Info > Contacts > Subscriptions page

This page allows agents to see all of the contact’s subscriptions.

e-shop
the best place for shopping

Customer Info | Message Queue | Find Answers | Ask a Question | My Account

Hello, Landlord Administrator! (Logout)

Contact Search Help

John Doe ADD CONTACT

Summary Details **Subscriptions** History Agent Email Create Note Create Ticket

Mailing List Subscriptions

Name	Description	Member Of	Opted Out
Current Customers	List of current e-Shop customers.	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Customer News	Important news items for current customers.	<input type="checkbox"/>	<input type="checkbox"/>
Emergency Notice	Receive notices about emergencies.	<input type="checkbox"/>	<input type="checkbox"/>
Platinum Customers	Our best customers	<input type="checkbox"/>	<input type="checkbox"/>

Indicates mailing lists available, and the lists to which the contact has subscribed. Also indicates whether the contact has opted-out of a list.

Campaign Subscriptions

Name	Description	Member Of	Opted Out
New Customer Welcome	Messages sent to new customers.	<input checked="" type="checkbox"/>	<input type="checkbox"/>

Campaigns available based on the contacts segment membership. Also indicates whether the contact has opted out of a campaign.

Find Answer Article Subscriptions

Topic	Subject	Subscribed
e-shop -- All Topics -- Shipping	Shipping outside the United States	<input checked="" type="checkbox"/>
e-shop -- All Topics -- Shipping	Shipping Methods and Times	<input checked="" type="checkbox"/>
e-shop -- All Topics -- Products -- Televisions	Impact of digital TV	<input checked="" type="checkbox"/>

These are Find Answers articles to which the contact has subscribed for updates.

Save

My Account > Subscriptions page

Contacts can login to the iService My Account area and manage all of their subscriptions.

e-shop
the best place for shopping

FIND ANSWERS ASK A QUESTION MY ACCOUNT

Hello, John Doe! (Logout)

Interaction History My Details **My Subscriptions** Change Password

Mailing List Subscriptions

Name	Description	Member Of
Current Customers	List of current e-Shop customers.	<input checked="" type="checkbox"/>
Customer News	Important news items for current customers.	<input type="checkbox"/>
Emergency Notice	Receive notices about emergencies.	<input type="checkbox"/>

Campaign Subscriptions

Name	Description	Member Of
New Customer Welcome	Messages sent to new customers.	<input checked="" type="checkbox"/>

Save Subscriptions

Find Answer Article Subscriptions

Topic	Subject	
e-shop -- All Topics -- Shipping	Shipping outside the United States	Unsubscribe
e-shop -- All Topics -- Shipping	Shipping Methods and Times	Unsubscribe
e-shop -- All Topics -- Products -- Televisions	Impact of digital TV	Unsubscribe

The My Account > Subscriptions page available to contacts is similar to the page used by agents. The primary difference is that only public lists and campaigns are shown, and the opt-out is implied with the unselection of a list.

Changes to Web Services

The following information is provided for clients that are accessing the iService Web Services directly.

Changes from Release 4.16 to Release 5.1

There are no changes affecting existing web services in release 5.1.