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# Product Release Notes

**WINTER 2017**

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## OVERVIEW

Last year, we moved from two major releases a year to three: Spring, Fall, and Winter. This ensures that we're deploying upgrades and enhancements on a more regular basis, and that your experience with ForeSee is always improving.

With each release, we'll send you an email update with details in a formal release notes document like this. You can also access release notes on the Help & Training site if you're already using ForeSee CX Suite, or in our [DEVELOPER PORTAL](#) for client code updates.

If you have any questions about our new release cycle or this Winter Release, please reach out to ForeSee Support or your account manager.

Highlights of this release are:

- ▶ New ForeSee Mobile App for Android and iOS
- ▶ 19.3.0 Client Code offers more control and self-service features, with major upgrades to survey invitation templates and configurations.
  - > *Note:* This code release is inclusive of our recent [19.2.0 CLIENT CODE RELEASE](#). If you haven't already upgraded to 19.2.0, this is a good time to upgrade and gain benefits from both (e.g., 19.2.0 includes our new mobile invite design in response to Google guidelines.)
- ▶ ForeSee CX Suite will have new global settings related to Replay and hosted code publishing, plus new user permissions. If you're not already using CX Suite, connect with your account manager to learn how.

## FORESEE MOBILE APP

We are excited to introduce the new ForeSee Mobile app, which will make it easier for customer-focused leaders to drive results on their most critical CX issues across the business, even when they're on the go.

The new ForeSee Mobile app will be available to all ForeSee clients, on both iOS and Android. If you have a ForeSee CX Suite log-in, no special permissions are required. Simply search for "ForeSee Mobile" in the [iOS](#) or [GOOGLE PLAY](#) stores, and look for the icon below. If you do not have a ForeSee CX Suite log-in yet, please contact ForeSee Support to request access.



Our first release of the ForeSee Mobile app consists of three main views:



### CX Pulse

This is the home screen, and where you'll get the high-level view of how your business is performing. Go here to see your top recommended priorities across the customer journey, based on ForeSee's patented Priority Index, as well as summary views of CX Measurement and Feedback.

### VOC Feed

Stay connected to the voice of your customer and what they're actually saying in real time. Your VOC Feed gives you a snapshot view of customer verbatims from both CX Measurement and Feedback, and the ability to filter/sort comments by sentiment and scores.

## CX Journey

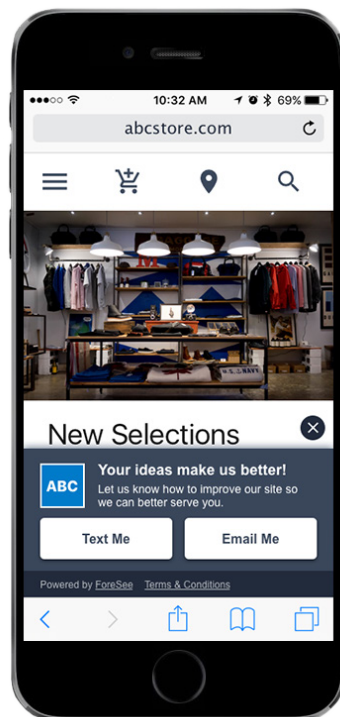
To drill into critical issues, the CX Journey view gives you the deep dive on all your ForeSee CX Measurement surveys. For each touchpoint, see customer satisfaction scores, trend charts, impacts to customers behaviors, and most importantly, recommended priorities by elements.

## 19.3.0 CLIENT CODE

### SURVEY INVITATIONS

The 19.3.0 release brings exciting new survey invitation options. Our invitation templates are now configurable, which allows you to select the color(s) used for background, border, button, and text. You can also select the text font from within the Google supported font directory.

As part of this change, we have also updated the invitation templates. We are no longer supporting the Tuxedo, Ribbon, and Grey Large Desktop invitation templates. However, we are excited to announce the availability of the new Light template for mobile invitations (see the following image).



## VERSION MANAGEMENT

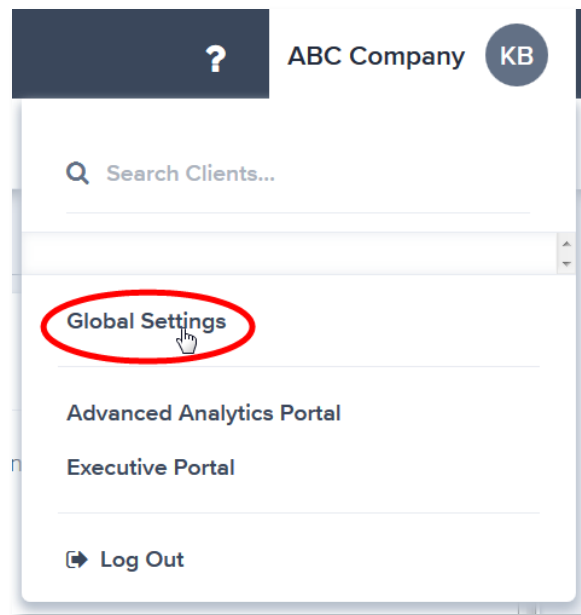
The 19.3.0 release allows you to manage which hosted code version is applied to your staging and production environments for the related product(s). These management options are only available through the Global Settings screen of the new ForeSee CX Suite (If you would like access to CX Suite, please contact ForeSee Support).

Please refer to [GLOBAL SETTINGS – HOSTED CODE VERSION](#) for more information.

## FORESEE CX SUITE

### GLOBAL SETTINGS

A Global Settings feature is now available from the User Menu to provide quick access to your Replay controls and the latest version of ForeSee's Hosted Code. When you click Global Settings on the User Menu, a separate section on the left displays your CX Suite applications and available settings. Settings for other CX Suite applications, such as Case Management and Text Analytics, will be added in the near future. The following section contains descriptions of what settings are available in this release.



## Replay

All functionality remains the same. We have simply moved the Replay project originally under the Surveys tab to the new Global Settings page, which is accessible from the User menu located in the upper right corner of the page. If you are an administrator with appropriate permissions to make changes to hosted code versions, you also have edit rights to the Replay settings.

With Replay Settings you have the following controls:

- ▶ On/off status
- ▶ Exclude any web page(s) from activity monitor
- ▶ Define any special parameters (e.g., device type, personal identification information, browsers)

The screenshot shows the 'Global Settings' interface. At the top, there are three tabs: 'APPS', 'INTEGRATE', and 'SETUP'. Below these, a sidebar on the left contains a list of settings categories: 'CASE MANAGEMENT' (with sub-items 'Email Templates' and 'Response Templates'), 'REPLAY' (with sub-item 'Settings'), and 'TEXT ANALYTICS' (with sub-items 'Data Feeds' and 'Taxonomy Manager'). The 'REPLAY' section is currently selected. The main content area is titled 'Replay Settings' and includes a descriptive paragraph: 'ForeSee Replay pinpoints where your visitors are struggling and it efficiently resolves issues that are negatively impacting your customers experience.' Below this, there are three sub-tabs: 'SITE SETTINGS', 'ADVANCED SETTINGS', and 'PUBLISHING'. The 'SITE SETTINGS' tab is active. It contains a toggle switch for 'MONITOR ACTIVITY ON YOUR SITE' which is currently turned 'on'. Below this, there is a section titled 'CUSTOMIZE WHERE WE RECORD ON YOUR SITE:' with a sub-instruction: 'To block monitoring on specific pages, select "Do not monitor the following page URLs". Use standard URL paths to identify where we should not monitor.' There is a checkbox labeled 'Do not monitor the following page URL's' which is currently unchecked. A note below the checkbox states: 'An asterisk (\*) can be used as a wildcard'. At the bottom of the 'SITE SETTINGS' section is a blue 'Save' button.

## Hosted Code Version

**PREREQUISITE:** You must be on 19.3.0 code version to take advantage of this new feature for self-service hosted code. Please contact ForeSee Support for help.

If you are a technical administrator responsible for managing your company's site, you now have the ability to control what ForeSee code version you would like applied to your staging and production environment.

Select Global Settings from the User menu in the upper right of the page and select `</>` Get Code on the Integrate tab.

With this code snippet, you can perform the following updates to your staging environment:

- ▶ Select one of the supported code version package available (as well as default to always use the latest version).
- ▶ Uninstall any of the following three ForeSee products from loading any new code:
  - > CX Measurement
  - > Feedback
  - > Replay

*Note:* Changes to the code version only occur after any one product makes a publishing update to that environment. After you have saved and verified that all selected products are working as expected in your staging environment, click “Copy Staging to Production” to update your production environment with the same settings.

The screenshot displays the 'Global Settings' page with the 'INTEGRATE' tab selected. On the left, a sidebar shows 'HOSTED CODE PUBLISHING' with a 'Settings' link. The main content area is titled 'Hosted Code Publishing Settings' and includes a 'Get Code' button. Below this, a note explains that the code version package will be applied across all workspaces and that the latest version of ForeSee JavaScript should be used. The settings are divided into two columns: 'STAGING ENVIRONMENT' and 'PRODUCTION ENVIRONMENT'. Both columns have a 'Code Version' dropdown menu set to 'Version 19.2 - 05/21/2016 (Latest Version)'. The 'STAGING ENVIRONMENT' column has a checked checkbox for 'Always keep staging on latest version' and three checked checkboxes for 'Product(s) Installed': 'CX Measurement', 'Feedback', and 'Replay'. The 'PRODUCTION ENVIRONMENT' column has unchecked checkboxes for 'CX Measurement' and 'Feedback', and a checked checkbox for 'Replay'. Both columns have an 'Advanced Settings' link. At the bottom of the 'STAGING ENVIRONMENT' column is a 'Save Changes' button, and at the bottom of the 'PRODUCTION ENVIRONMENT' column is a 'Copy Staging to Production' button.



## NEW USER PERMISSIONS

To increase the security permissions available in CX Suite, we have added two new permission classes based on some of new features in this release.

- ▶ **Feedback – Publish:** Customers can define who can or cannot publish a Feedback survey on their site within their organization. Therefore, the permission to create/edit is now separate from publishing a Feedback survey.
- ▶ **Global Admin Permission – Manage Hosted Code & Replay:** Customers can manage the integration of our code version package applied to their different staging and production environments along with some advanced settings for storage (e.g., microcookie, cookieless).

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## ABOUT FORESEE

ForeSee is the pioneering leader in Voice of Customer (VOC) solutions. Armed with the ForeSee CX Suite, more than 2,000 companies worldwide have transformed their VOC programs into a strategic and rigorous business discipline that delivers economic impact across all channels and touchpoints.

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