Platform Update Release Notes

3.000

2013-03-19

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Overview

cleverbridge announces platform release 3.000, which introduces a redesign of the Commerce Assistant and enhancements to the checkout process, channel management, and APIs/integrations.

For more information about any of the new features and enhancements in release 3.000, contact your cleverbridge client manager.

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Commerce Assistant

We have redesigned the Commerce Assistant (CA) with your needs in mind. It has a new look and feel, and most importantly, an enhanced user experience that gives you more power and agility to manage your e-commerce.

For information highlighting the major changes, see the *What's New in this Version* section within the Commerce Assistant Help Viewer. To access this information:

1. In the Commerce Assistant main menu, select **Help**, **Help Viewer**.
2. Open the **Getting Started** folder to find the **What's New in this Version** information.

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Checkout Process

The following enhancements were made to the checkout process.

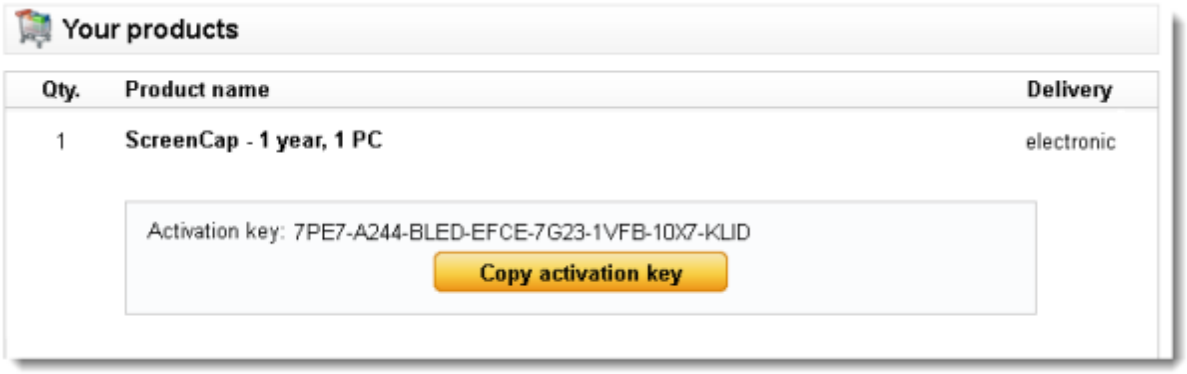
Copy License Key Button

License keys can be long and difficult for customers to manage. Copying and pasting the key is the best way to avoid errors, but explaining this to customers can be challenging. Several clients have already implemented support functionality in their applications to help customers with license keys. This might be a button in the license dialog for copying from the clipboard. Some applications automatically monitor the clipboard for a valid license and use it once found.

In the cleverbridge confirmation page, it can also be difficult to communicate to customers how to mark and copy the license key. cleverbridge has developed a sample key template that includes a button to copy the key. Unfortunately, this button won't work in the HTML confirmation email because email clients don't support the necessary functionality. To address this, cleverbridge supports showing different HTML in the confirmation email.

In initial tests, cleverbridge has found that using the button reduces the contact rate for technical issues by as much as 20%.

If you are interested in using this template, contact Client Management.



Channel Management

The following enhancements were made to channel management.

x-at Parameter Included in Affiliate Sale Notification

`x-at` is an x-parameter that can be used by affiliates to track the source of sales. The parameter can be added to the buy link, the cookie URL that is used for download URLs, or links to your product information pages. Data submitted by this parameter is available to the affiliate in Affiliate Center reports and can be exported.

This tracking information is now included in the email notification that is sent to affiliates when new transactions are generated.

```
PurchaseId=39123437
CreationTime=2013-02-25 17:05:08
PaymentArriveTime=2013-02-25 17:06:21
Language=English
LanguageId=en
State=
StateId=
Country=Germany
CountryId=DE
x-at=test123
```

```
<?xml version="1.0" encoding="utf-8"?>
<cba:AffiliateNotification cba:Id="39123437" xmlns:cba="http://xml.cleverbri
  <cba:CreationTime>2013-02-25T17:05:08.366403Z</cba:CreationTime>
  <cba:PaymentArriveTime>2013-02-25T17:06:21.523388Z</cba:PaymentArriveTime>
  <cba:Language>English</cba:Language>
  <cba:LanguageId>en</cba:LanguageId>
  <cba:Country>Germany</cba:Country>
  <cba:CountryId>DE</cba:CountryId>
  <cba:ExtraParameters>
    <cba:ExtraParameter>
      <cba:Key>x-at</cba:Key>
      <cba:Value>test123</cba:Value>
    </cba:ExtraParameter>
  </cba:ExtraParameters>
```

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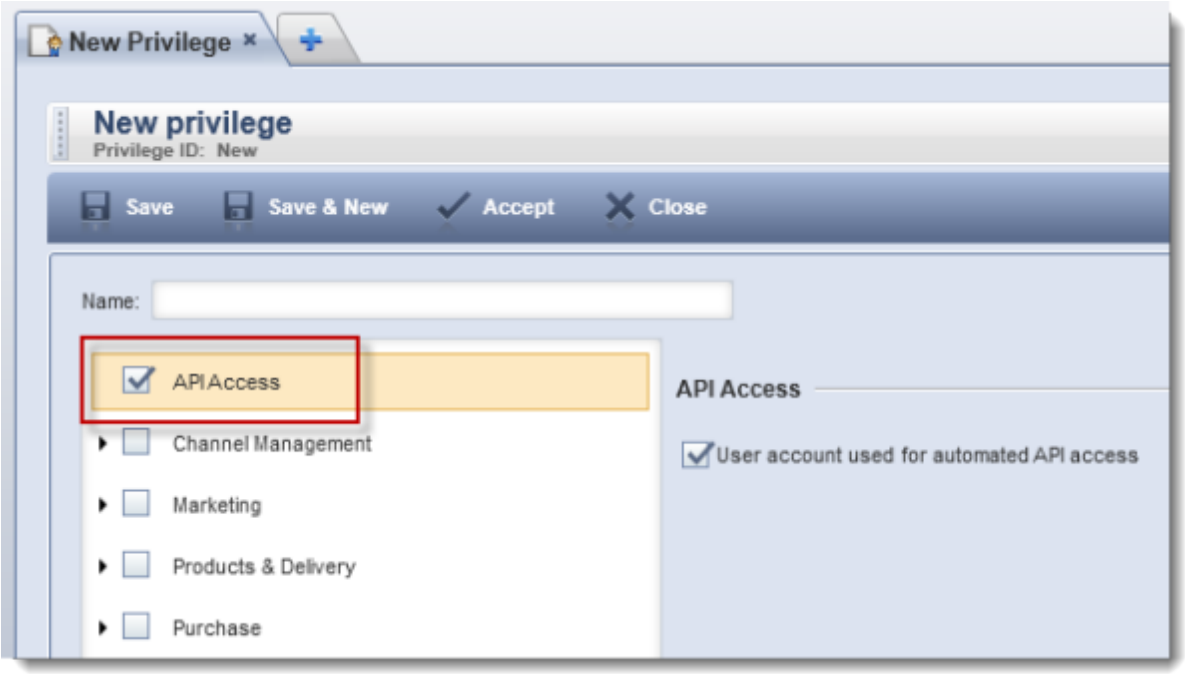
API/Integration

The following enhancements were made to API and integration functionality.

API Access Privilege

In the Commerce Assistant, there is a new privilege called *API Access* that grants users the right to access the API. This privilege should only be assigned to user accounts that are used for automated API access, or temporarily for individual users to access the API for testing or similar purposes. This privilege is not assigned to any other group, including administrators. cleverbridge has automatically assigned this privilege to all users that have accessed the API within the previous few months.



Salesforce.com Integration: Transfer of License Key

Some cleverbridge vendors use Salesforce.com as a CRM tool to support their sales teams, resellers, other organizations, or key accounts. This integration was created to automatically push transactions generated in the cleverbridge platform into Salesforce.com.

As of this release, user license keys can be pushed to Salesforce. This allows clients to use Salesforce for customer support without having to look up additional information in the Commerce Assistant or internal client databases.

To implement this change, clients must create a custom field in Salesforce and then update the field mapping in Salesforce Integration Setup in the Commerce Assistant. For assistance, contact your cleverbridge client manager.

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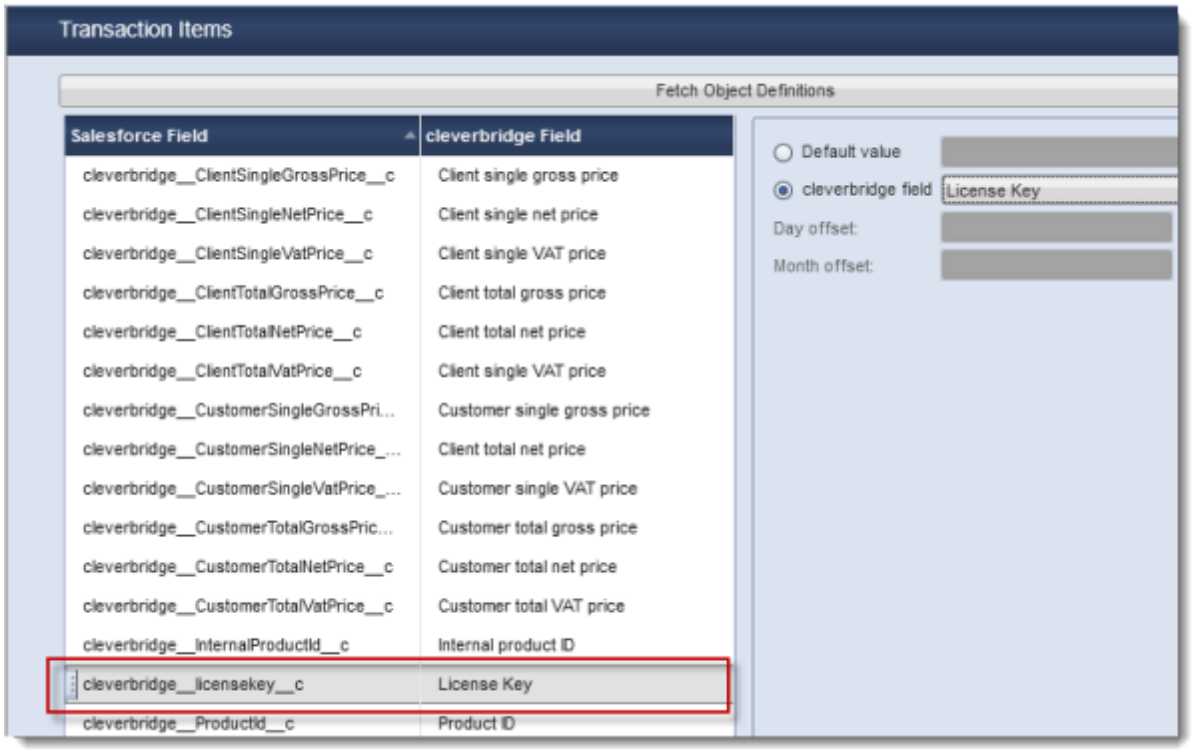

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