



# Platform Update Release Notes

Version 3.10

2015-09-23

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## Overview

cleverbridge announces platform release 3.10, which introduces the possibility to switch the affiliate fee to Yes or No in the Commerce Assistance if the affiliate commission is 0%.

You can now import products with CLP, ARS and PHP as currency to avoid adding prices manually.

Improvements were made to reporting, e.g. added information to the subscription events for better reporting about product changes.

Compliance to tax regulations in South Korea.

The following enhancements were made for the Brazilian market:

- PagBrasil is now supported as provider for Boletão Bancário payments.
- Enhancements were made for different installment plans when paying with Brazilian credit cards.
- As a customer you can choose an installment plan when choosing credit cards on the change payment page.

For more information about any of the new features and enhancements in release 3.10, contact your cleverbridge client manager.

## Charging an affiliate fee

You can charge an affiliate fee if you have set your affiliate commission to 0%. The clearing statement for you as client shows the fee that cleverbridge receives for the completed purchase. To check or test, follow the steps below:

1. Select a product where the affiliate commission is set to 0%. You can do that in **Channel Management, Commission Configurations**.
2. Create a transaction for the selected product and affiliate. Under **Products & Delivery, Products**, enter a product ID in the filter. Right click the row for the selected product. Select **Open Sample Link in Browser, Checkout Process**. A browser window opens. Add `&affiliate={affiliate id}` at the end of the browser URL, then press ENTER.
3. Generate a test clearing document. Go to **Reporting, Generate Client Clearing Document**. Enter **Valid from** and **Valid to** dates to complete the test purchase. Click **Test Only, Generate**. The clearing document is generated.

In the clearing report under **Details, Purchase ID, Marketing Fee**, you can see the fee that cleverbridge receives for the completed purchase.

# Business Intelligence (BI) Churn Rate Report

You can create a churn rate report. The churn rate is the amount of customers or subscribers who canceled your service.

1. Log in to BI using your Client ID. For example, your Client ID is 5.
2. Switch to the **Subscription View** Alternatively, press CTRL+S. In the **Available Measures** section, you find **Churn rate (gross)** and **Churn rate (net)**. Choose **Churn rate (net)**. In the **Available Dimensions** sections, select **Time** and drop this dimension into the **Dimension Group** for X-axis.
3. Click the Refresh button in the upper right corner to run the report. The report is created for a fixed time span and grouped by month. The Report ID is displayed at the bottom of the BI window.

The screenshot shows a BI interface with the following components:

- Selected Measures:** Churn rate (net)
- Available Measures:** Search bar, Affiliate commission (gross), Affiliate commission (net), Affiliate commission (tax), Billing cycle changes, Churn rate (gross), Churn rate (net) (selected), Customer lifetime value, Discounted conversion rate, Downgrades, Fee (gross), Fee (net)
- Dimension Group:** X-Axis: From 2014 to 2015 by month; Relative: This Month; Absolute Level: Year; Begin: 2014; End: 2015; Group: Month; Y-Axis: Drop here; Dimension Filter: Drop here; Filter Tags: Place tags here
- Available Dimensions:** Most common, All; Affiliate, Client, Country, Currency, Language, Old product, Parameter key, Parameter value, Phase, Product, Subscription interval number, Time (selected)

The main table displays the following data:

X-Axis	Churn rate (net)
Januar 2014	15,13%
Februar 2014	13,22%
März 2014	16,42%
April 2014	13,70%
Mai 2014	19,23%
Juni 2014	13,55%
Juli 2014	15,95%
August 2014	20,45%
September 2014	11,11%
Oktober 2014	15,73%
November 2014	13,77%
Dezember 2014	12,21%
Januar 2015	15,76%
Februar 2015	13,76%
März 2015	18,45%
April 2015	17,31%
Mai 2015	15,02%
Juni 2015	14,66%
Juli 2015	9,52%
August 2015	0,00%
September 2015	0,00%
Oktober 2015	
November 2015	
Dezember 2015	

Report ID: 4571ed7a6c3d603954c25ae06171 | 8:44 Seconds

## Business Intelligence (BI) Displaying the Report ID in the Report Result Viewer

You can display the Report ID in the Report Result Viewer.

1. Log in to BI using your Client ID. For example, your Client ID is 5.
2. From the **Perspective** drop-down list, switch to **Subscription View**, select measures, then select **Country** as dimension and drag it into the **Dimension Group**. Click the Refresh button in the upper right corner to run the report. The Report ID is displayed at the bottom of the BI window.

If there are no results, then a dialog is displayed including the Report ID.