



Live Commerce March 2023 Releases

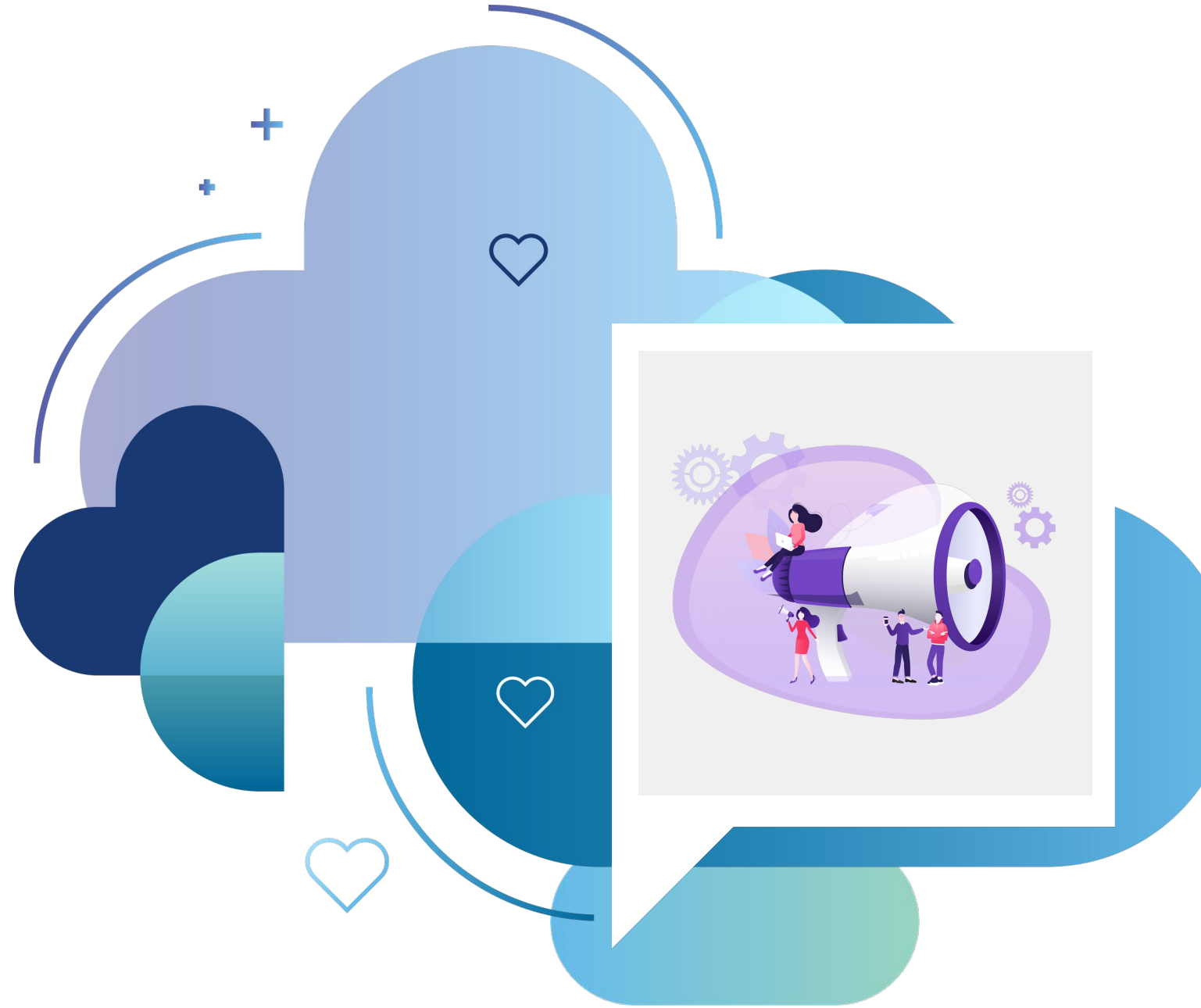


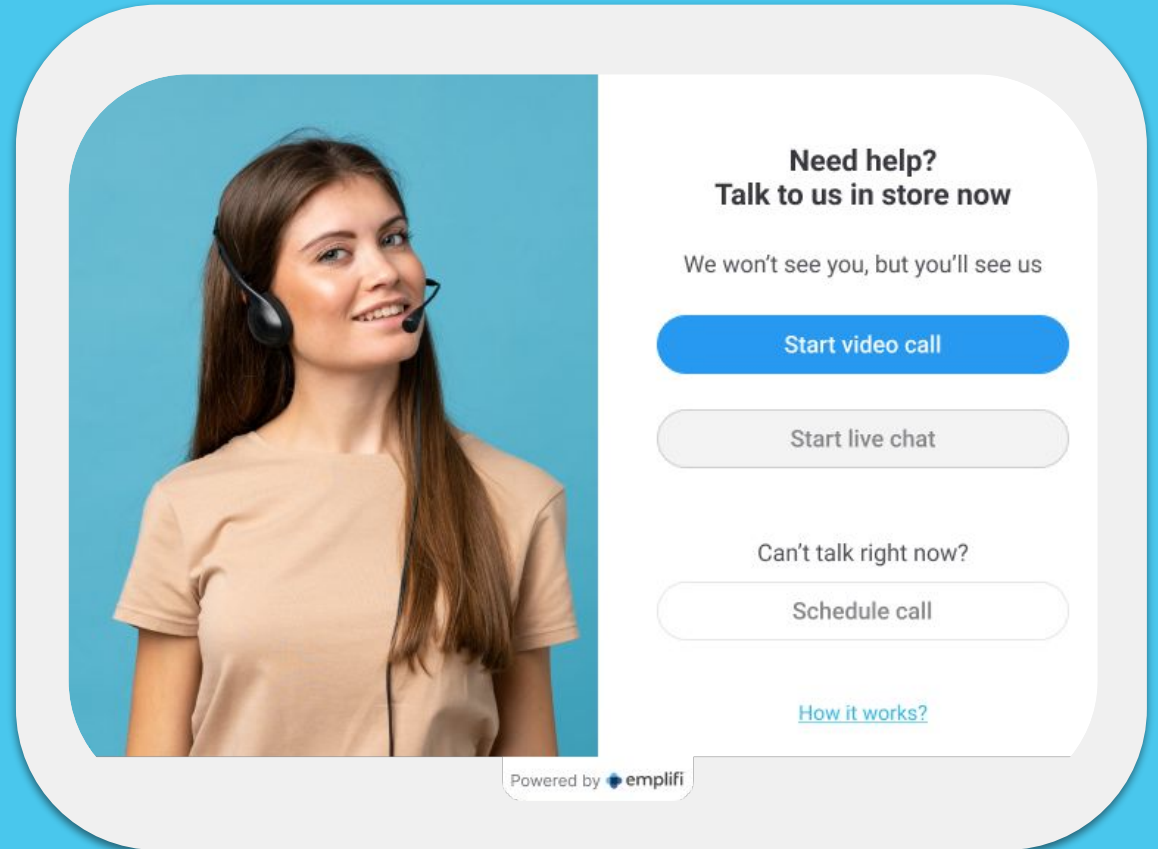
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Front End Updates

- **Bug Fixes** We've fixed some bugs to ensure the customer experience is the best it can be.
- **New Features** → **Coming Soon!** We're working on some exciting new features that will be released in the coming months, including a templated page to host your broadcasts with Emplifi Live Stream. Keep an eye out for more details coming soon!



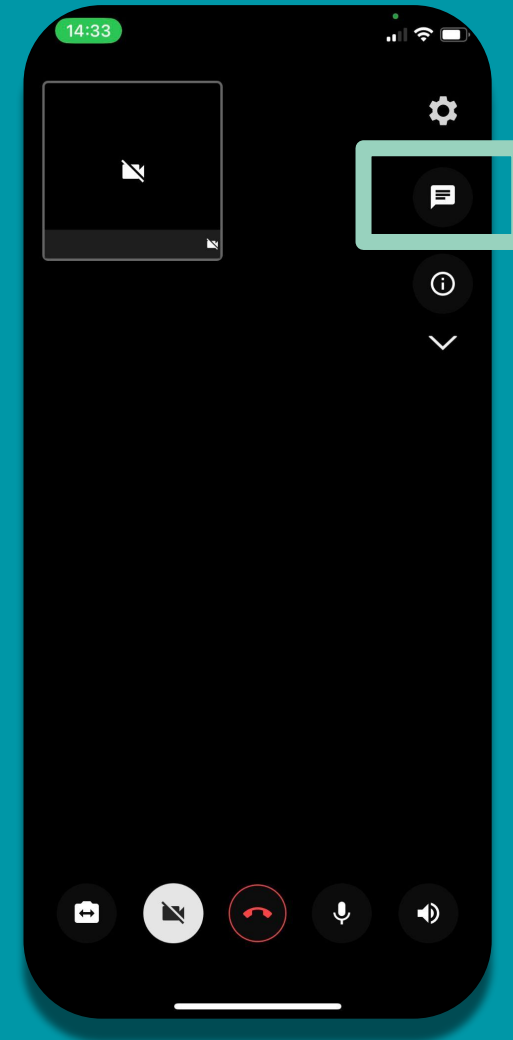
Mobile Updates

iOS and Android

- **In-Call Chat** To better show when a customer on the video call has sent a message via in-call chat, we've moved the chat icon to the top of the in-call menu.

[Check it out →](#)

- **Bug Fixes** We've fixed lots of bugs to ensure the service is quick and stable.
- **Coming Soon** We're working on some really useful features that will be released in the coming months, including:
 - An additional way to present products using add-to-basket
 - A training mode where Advisors can practice using all available features





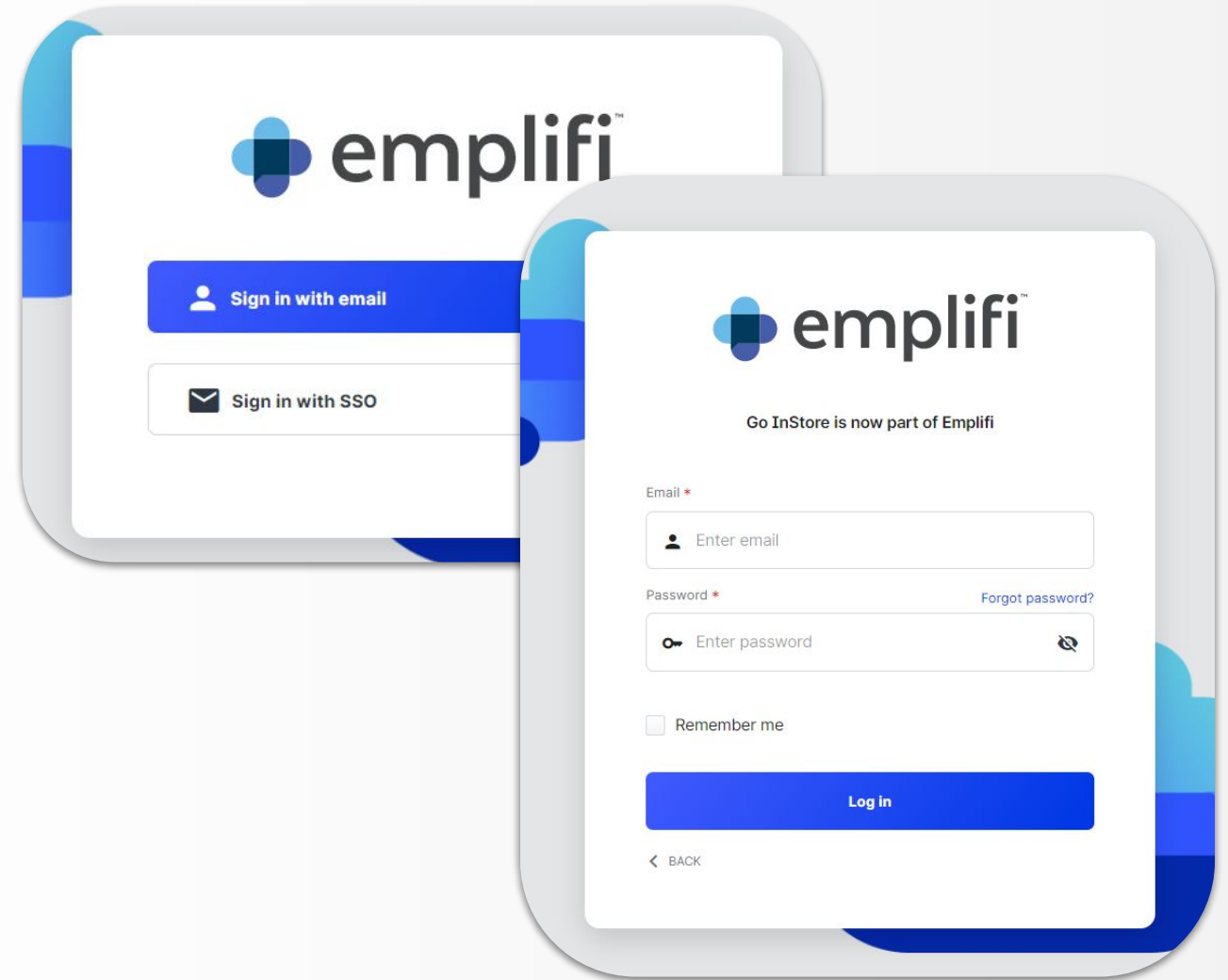
Portal – The new view

- **Branding Updates** Remember to use your email address to log-in to the newly branded Emplifi Portal!

Check it out →

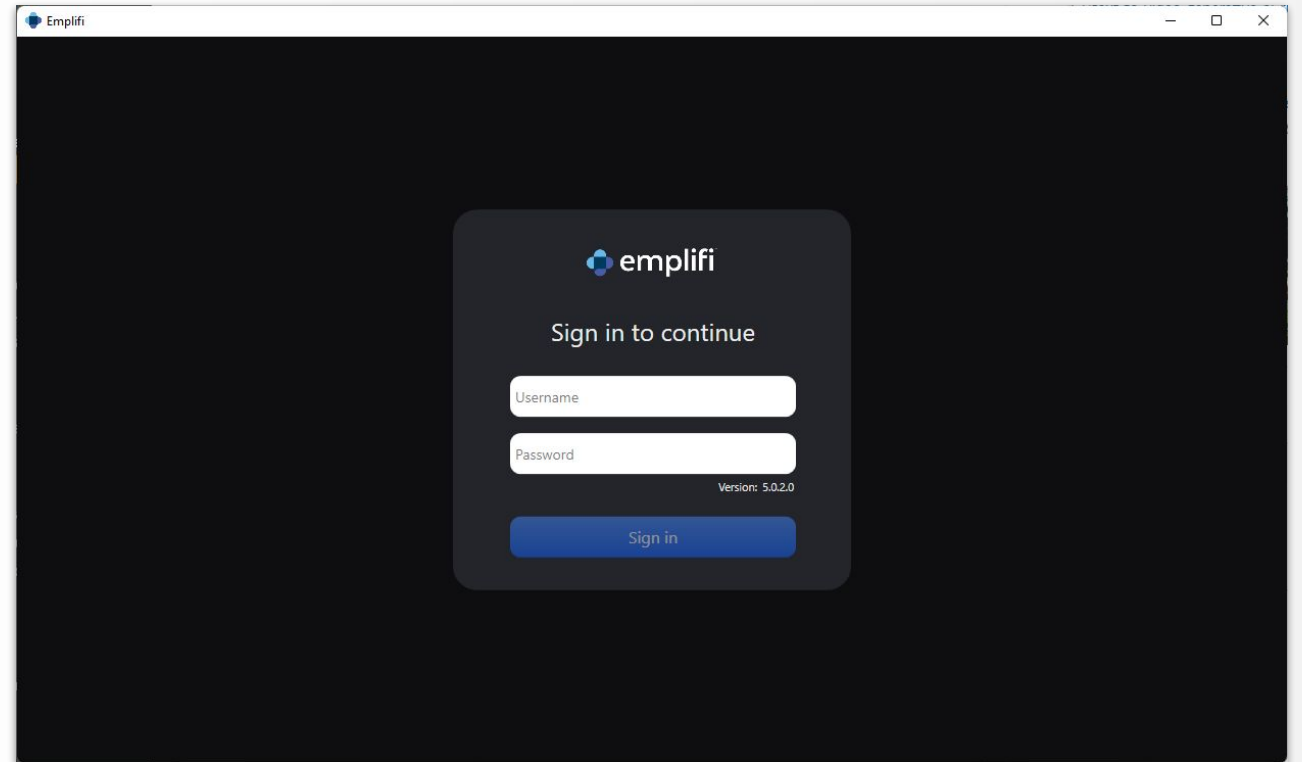
- **Emplifi Platform** We'll soon start migrating accounts to the Emplifi Platform. You'll be able to take advantage of SSO log-in, analytics dashboards, and more!

Speak to your CSM about what's needed to start your migration.



Windows Updates

- **Multi-Party Appointment Support** Windows App users now have the ability to host a multi-party appointment, where the advisor can see all participants' camera streams.
- **New Branding Updates** The Go Instore brand has now been updated to reflect the Emplifi brand. Same great functionality, new and improved look!



When are the updates?



Core Service Version 1.102.0

29 March 2023

Android Version 2.7.6

29 March 2023 (Phase 1)

4 April 2023 (Phase 2)

Windows Version 5.0.6.0

29 March 2023

iOS Version 1.32

4 April 2023

Front End

The core of the service is deployed as a SAAS solution so there's no need to do anything. Some features may need to be enabled and configured. Your Customer Success Manager will help you with any questions you may have.

Portal

Our Portal is a smart beast and updates automatically. But we do recommend that you open a new browser session that day to clear any cache and cookies.

iOS App

Once the App is available in the App Store, it will be deployed as per your configured deployment process.

Android App

Upgrading to this version is easy. Simply sign out and sign in on the app and you will be notified of the update and prompted to download and install it.

When should I update the Emplifi App?

The best time to update is at the start of the working day, before going available. What if the App update fails? Our service support is here to help with any issues updating the iOS app. You can reach us at support@goinstore.com

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What version of App should I be on?

Ideally you should be on the most up to date version of the App to benefit from all the new features and upgrades available. For full SLA support we recommend everyone to be on the latest or 2nd latest versions of the App.

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Thank you



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