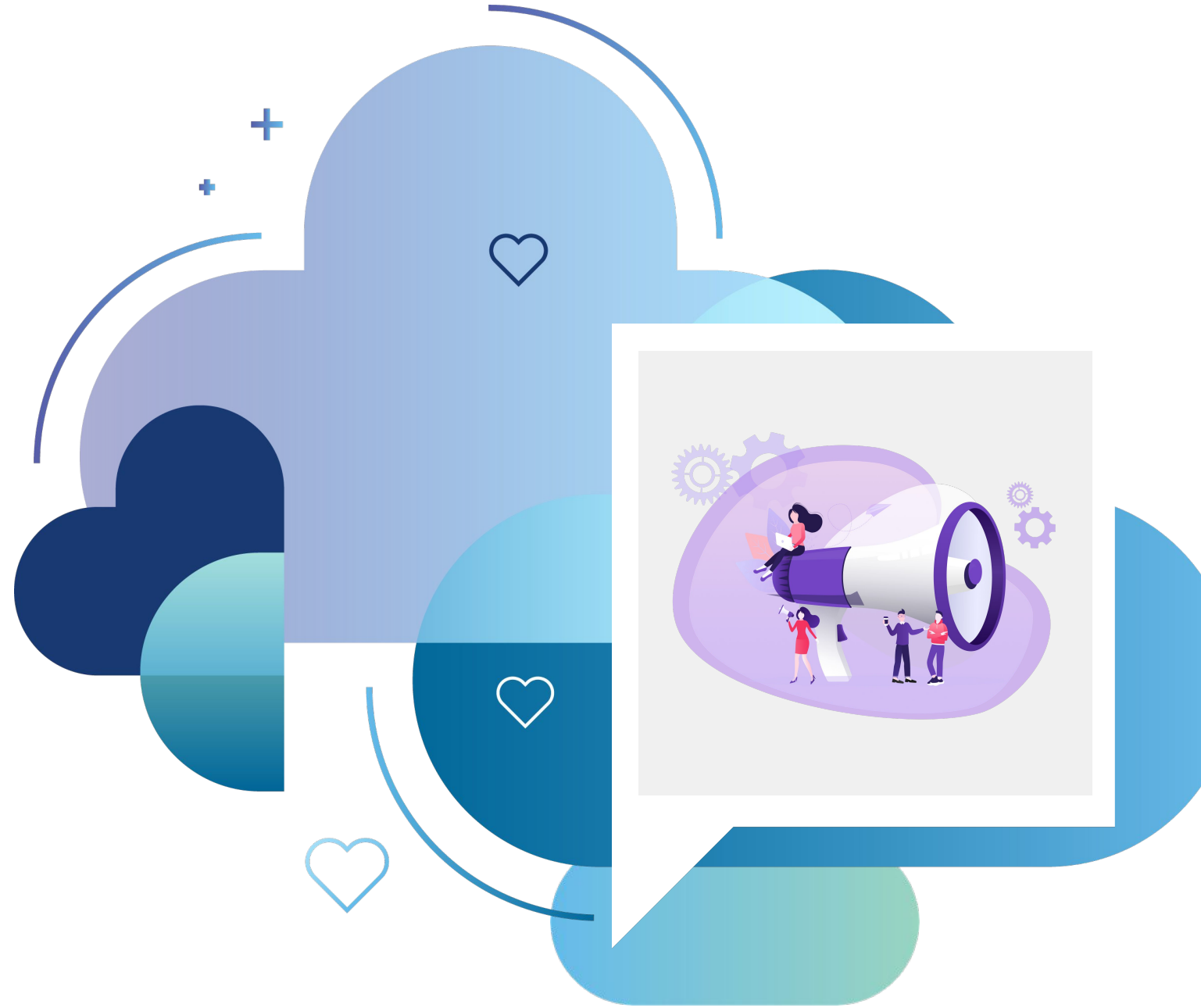# Live Commerce June 2023 Releases

Live Advisor Updates

- **New Customer Journey Designs:**
  - The "end call" confirmation pop-up at the end of a call has been updated. It's now similar in style and design to the other pop-ups within the Live Advisor customer journey.
  - The "mic share" screen has a new look on desktop and mobile. This will help make it clearer to the customer why we're asking for permission to use their mic. This should help reduce the number of users who drop off at this stage of the journey. Changes include:
    - The image has been removed from the mobile design to make the text larger
    - The mic and video icons are new
    - The wording on the prompt has changed.
- **New Customer Journey Optimisation:** When a pop-up is visible, we've disabled all the functionality behind it, helping ensure the pop-up content is read. When the pop-up is closed, regular functionality restores.
- **New Reporting Feature:** Added the capability to see if a user schedules a call, then makes a call on the same day (or later on). Helps measure the effectiveness of the 'schedule a call' feature.
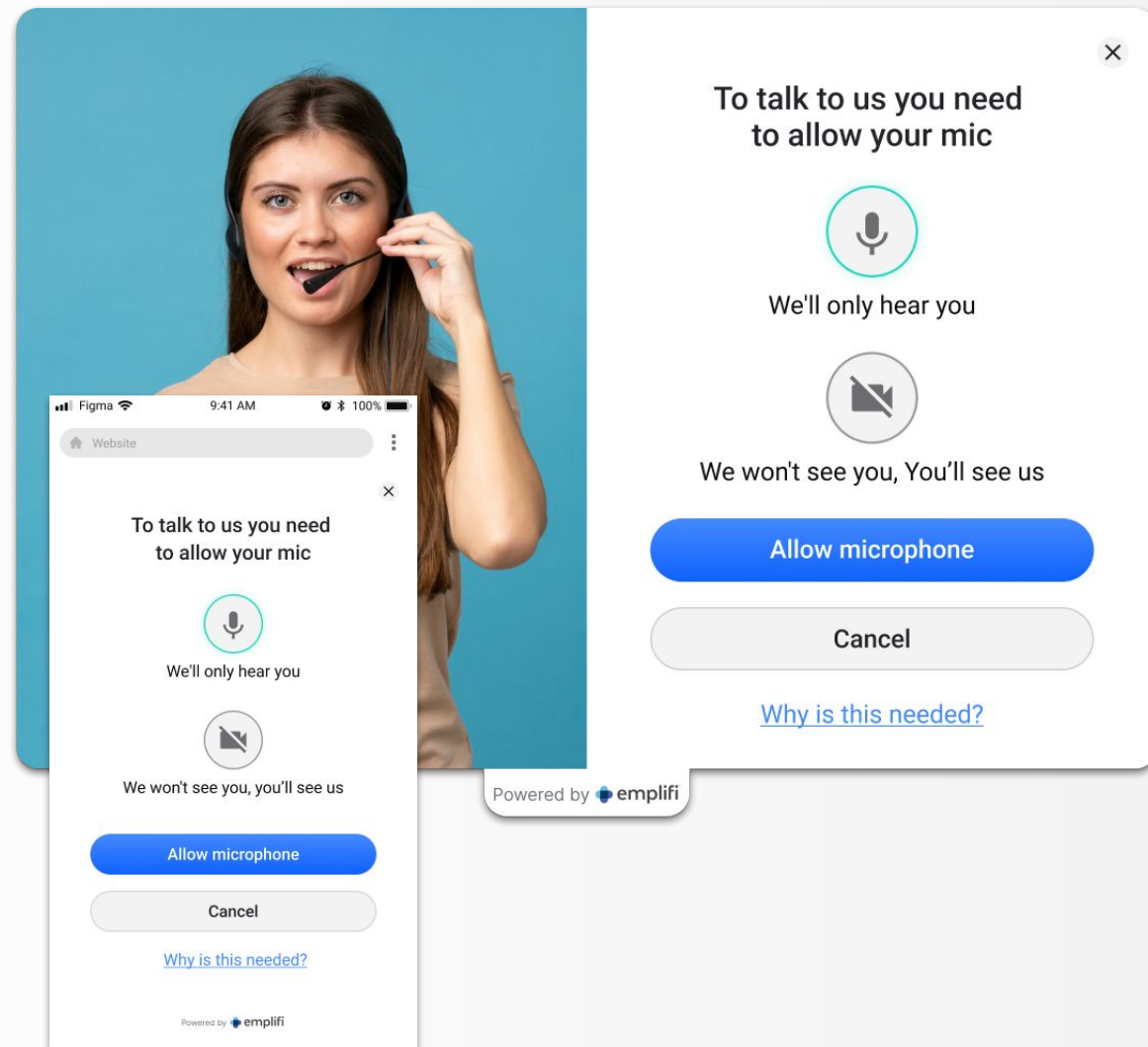
Live Advisor: Coming in Q3 2023

- **Advisor Training Mode:** Advisors will soon be able to test out features like add to basket, screen share, etc. before using it live with customers. This is helpful to train new hires, test new features, and build confidence before taking a Live Advisor call.
- **Advisor and Customer Typing Indicator:** Users of the chat-first feature will soon see a typing indicator when either the customer or advisor is typing a response. This will hopefully reduce disengagement and help in initiating more video calls.
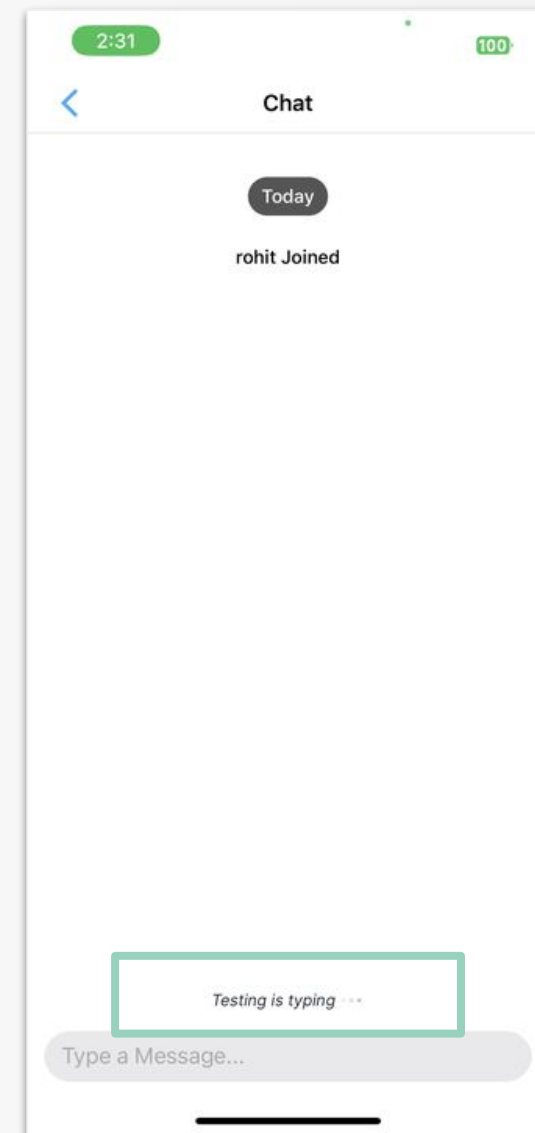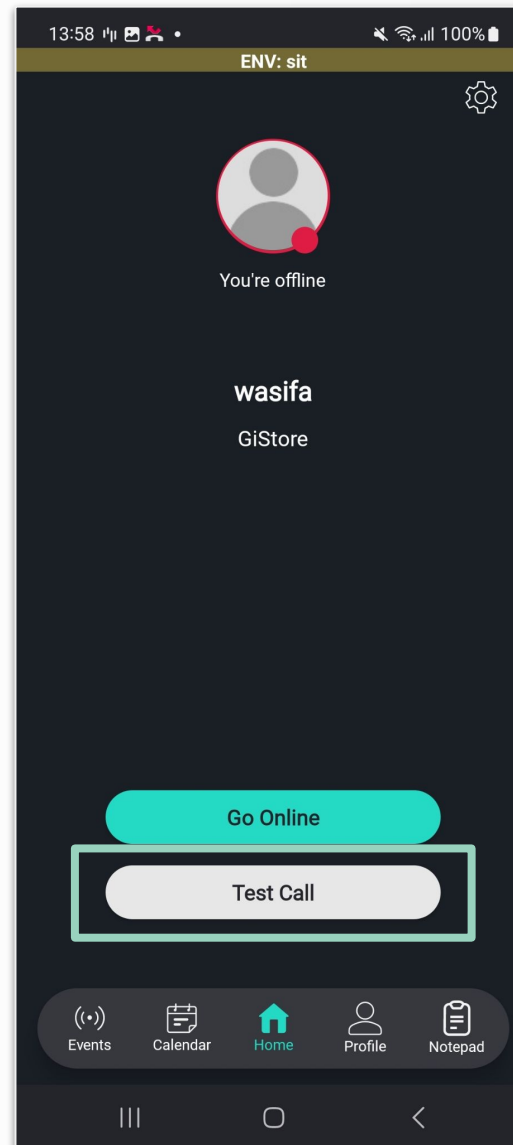
Live Stream Updates

- **iOS and Android Streamer updates**: Streamers using the mobile Apps will see a few key functionality updates when live streaming, including:
    - A single list view of events that are assigned to you, making it quicker and easier to go live!
    - Queued products for the livestream, before starting the broadcast
    - A new & improved video interface for both the preview and live views
    - An updated event summary after ending a live event.
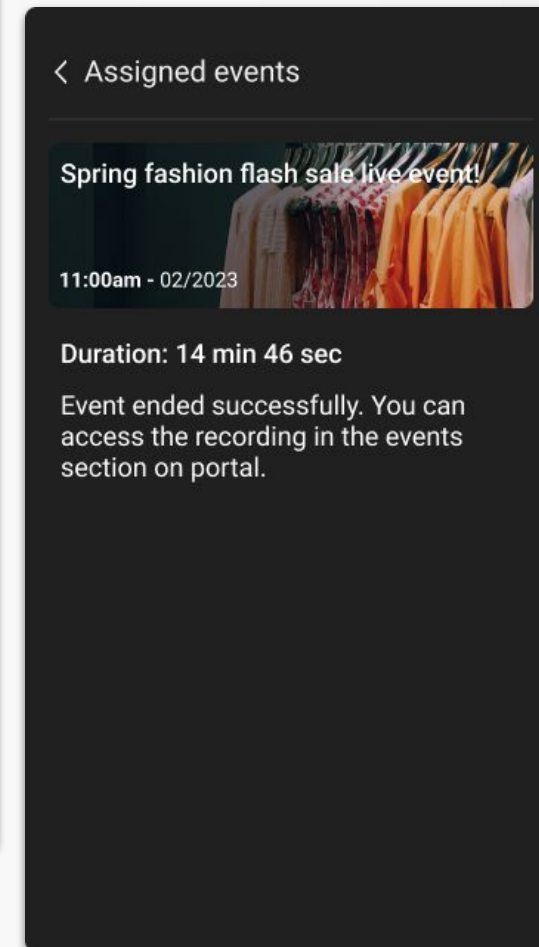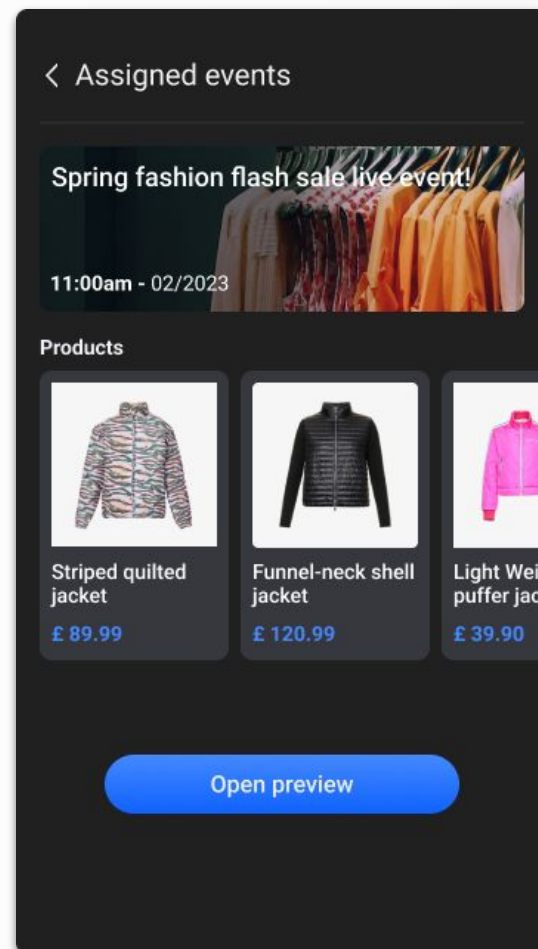
Live Commerce Core Platform Updates

- **Emplifi Portal Integration:** As you might have seen in earlier release notes, we're now integrating the former Go Instore Portal to Emplifi's unified engagement platform. Accessing the Portal from Emplifi unlocks new features like SSO login and flexible dashboard reporting.
  - Keep an eye out for an email from your CSM to start planning your migration on a timeline that works for you.
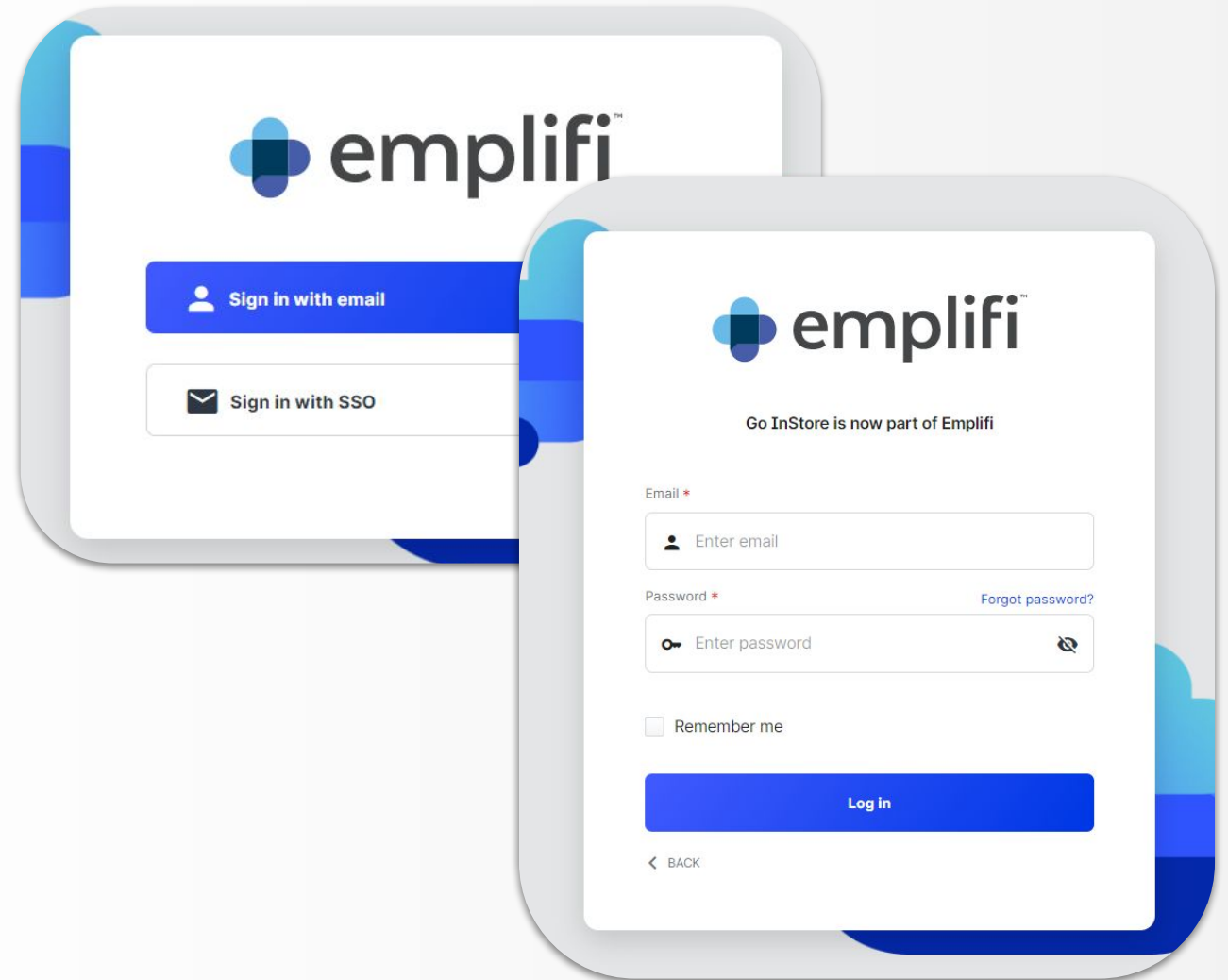
Core Service Version 1.105.0
20 June 2023

Portal Version 6.7
07 June 2023

Android Version 2.7.12
20 June 2023 (Phase 1)
27 June 2023 (Phase 2)

iOS Version 1.35
27 June 2023

How to upgrade

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.

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

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.

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

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.

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.

Terms & Conditions
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Thank you