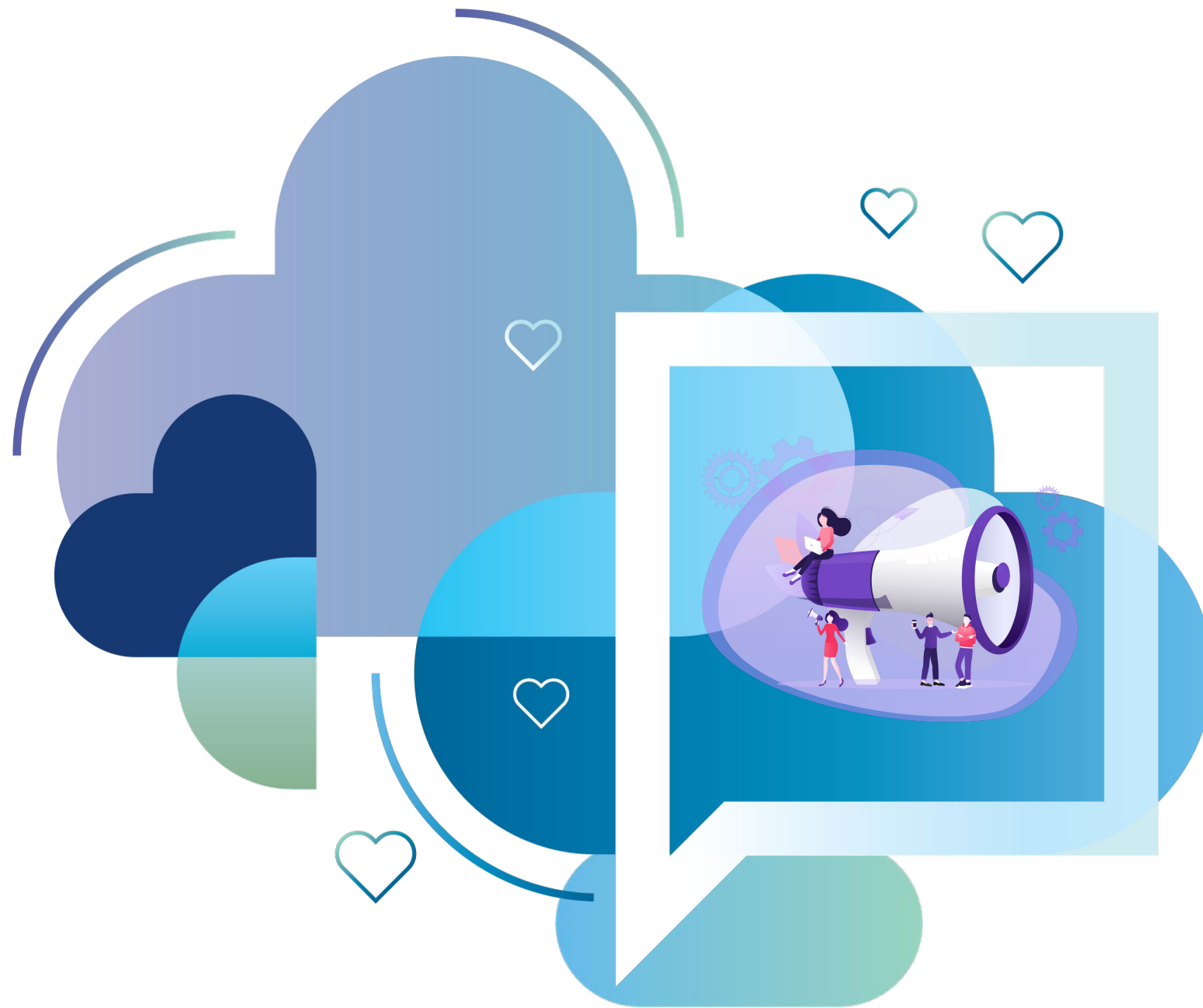




## Emplifi Live Commerce

October 2022 Release Notes



This month, we're excited to share two new features and a use case you may not have thought of before that can help elevate your Live Commerce strategy to the next level.

## NEW EARLY ACCESS

### Calls from Social

Deliver authentic experiences within social apps so customers can stay on their preferred channel.

- Customers are turning to Facebook and Instagram to research and buy products; now, they can engage with a Live Advisor via a roundel or link right on their social platform of choice. Talk to your CSM about activation.

## NEW

### Virtual reality with rich media

Merge physical and digital with interactive rich media virtual reality

- Use the power of rich media and screen sharing to showcase more products online than what's in store, boosting likelihood of conversion and potentially increased AOV.

## Live Care

### Video capability for post-purchase

Provide convenient, personalized care and support via live video

- Lots of tech provides solutions like Bots, chats, and other platforms for customer care but those often take too long. The power of live video is quicker and more effective to easily resolve customer care on social.

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# Front End updates 99.3



**Connect Screen Updates** We've added a button to the connect screen and unavailable screen for the persistent CTA journey only. The button can be configured to close our connect screen and open an external customer service chat UI.

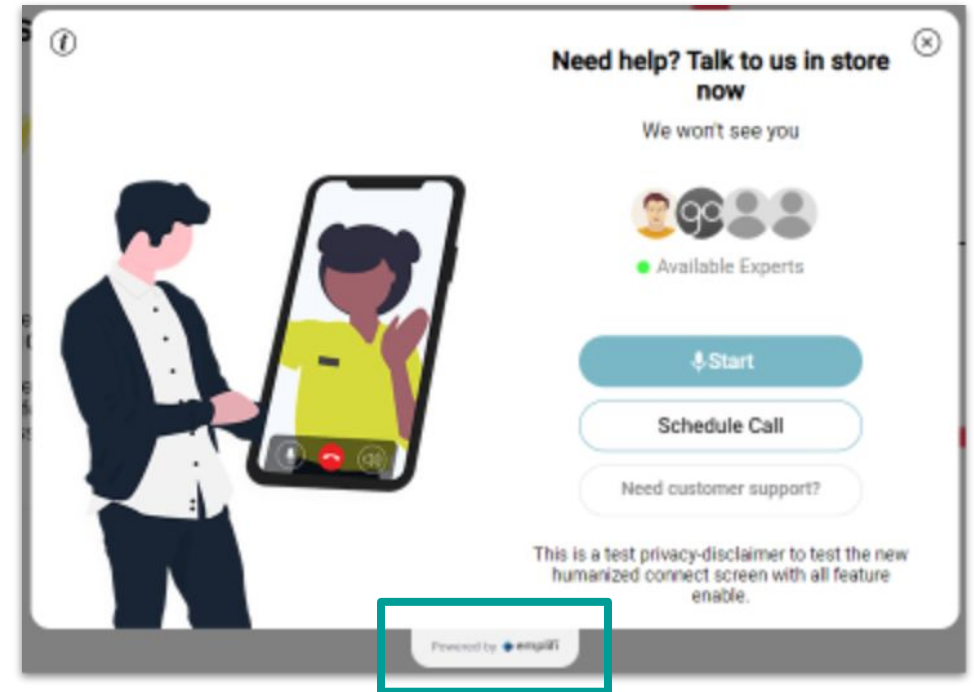
**Updated branding** You'll notice a new logo on the connect screen; we've updated the "⚡ by GoInStore" to now say "Powered by Emplifi"

## ShopStream

**Improved functionality in product carousel** Users can now add, remove, change, or reorder items in the product carousel and the change will be reflected on the front end to viewers in real time (updated with the Portal release).

**New chat feature in replay** A chat transcript will be displayed alongside a video replay and product carousel.

**Updated replay options** We've added a progress dot to the progress bar and aligned the position of the video time in the video player.



# Mobile updates



## *iOS updates 1.29*

**Now supporting iOS 16** We have ensured the app works with the current version of the iOS 16 software release.

**In-call chat available for appointments** We have ensured that In call chat works for iOS appointments.

**Bluetooth improvements** Bug fixes on how iOS manages bluetooth.

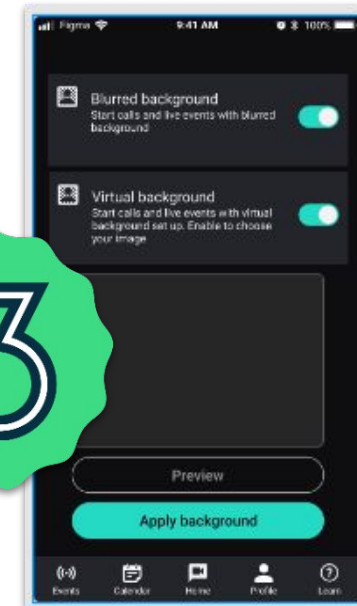


## *Android updates 2.6.50*

**Now supporting Android 13** We have ensured that the app works with the current version of Android 13.

**Added virtual background** We have added the virtual background settings to the outside of call setting menu.

**Updated two-way video menu** We have improved the 2 way video menu to make it easier to use.



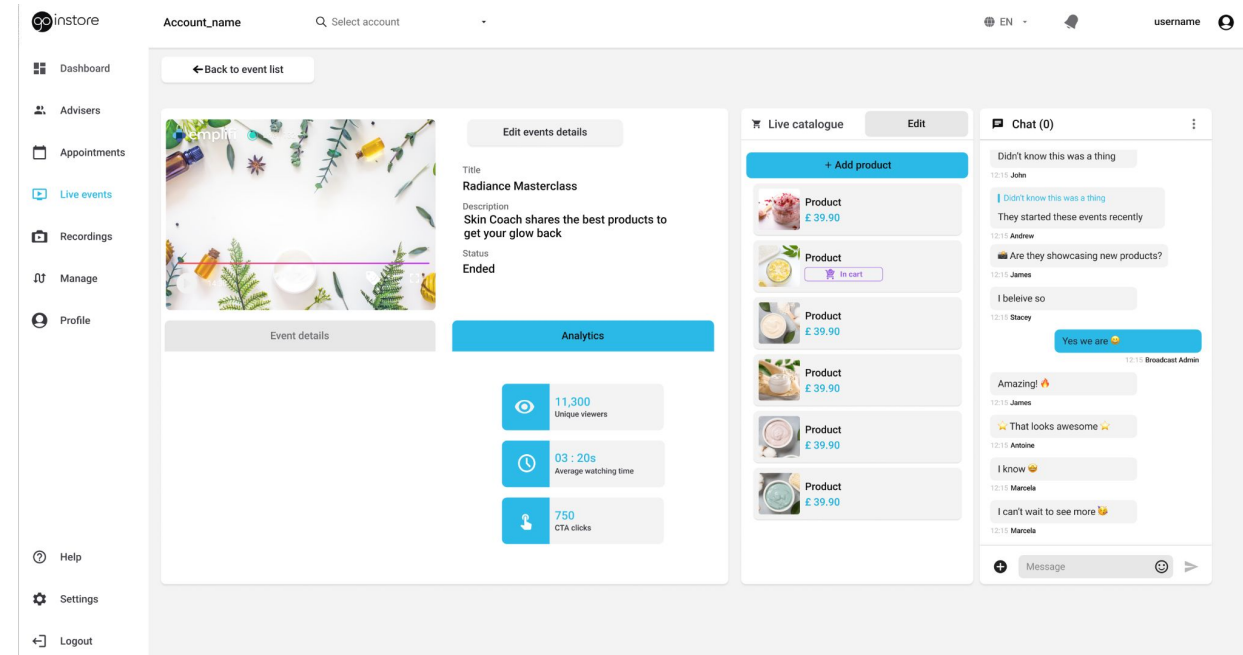
# Portal updates 6.5



**Recover an ended event** Recover a generated URL from an ended event, so if something goes wrong you can stream from the same URL.

**Updated product carousel in real-time during a ShopStream** The product carousel seen by the customer will automatically update (without the need for a page refresh) if a moderator makes changes to the carousel in the Portal, i.e.:

- If a moderator edits an existing product's details (URL, description, SKU, etc)
- If a moderator adds a new product
- If a moderator removes a product
- If a moderator rearranges the order of the products.



# When are the updates?



## **Core Service Version 99.3**

19 October 2022

## **Portal Version 6.5**

08 November 2022

## **Android Version 2.6.50**

19 October 2022 (Phase 1)

25 October 2022 (Phase 2)

## **iOS Version 1.29**

25 October 2022



## 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 Go Instore 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](mailto:support@goinstore.com)

## What if the App update fails?

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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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