



Live Commerce February 2023 Releases



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Front End 1.101.1 Updates

- **Chat first localisations** All the strings in the UI (buttons, pop ups, headers, chat widget, etc.) can be translated into all 30 of our supported languages.
- **Chat first and in-call-chat optimisations** - For those using chat, it will be a smoother experience.

Supported languages:

- English
- German
- French
- Chinese (traditional & simplified)
- Italian
- Finnish
- Swedish
- Norwegian
- Romanian
- Russian
- Czech
- Dutch
- Malay
- Hindi
- Turkish
- Slovak
- Spanish
- Danish
- Polish
- Hungarian
- Japanese
- Korean
- Greek
- Portuguese
- Vietnamese
- Arabit (Kuwait)
- Indonesian
- Thai

Mobile Updates

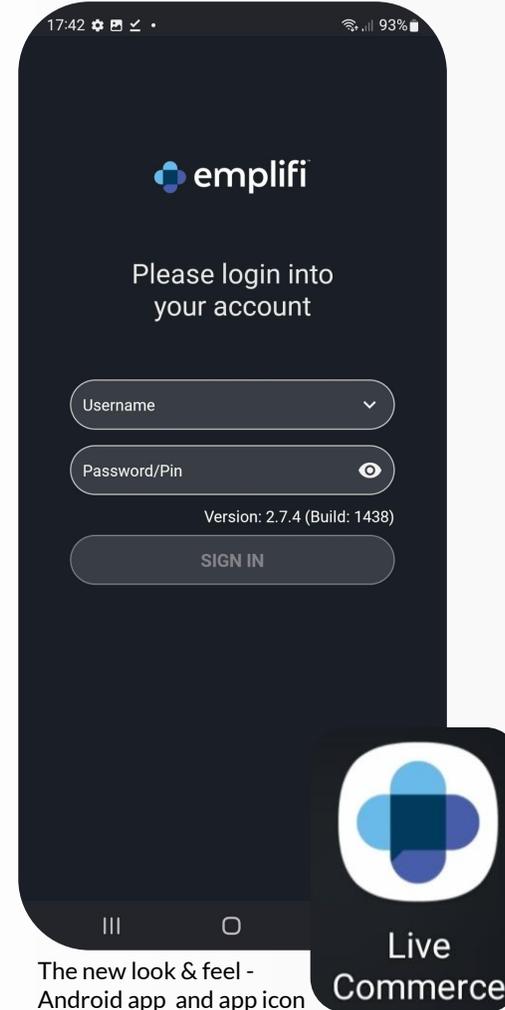
iOS 1.31 and Android 2.7.4

- **Emplifi Branding** We're introducing Emplifi branding to the App image and within the app itself. It's the same great service, now rebranded as Emplifi Live Commerce.

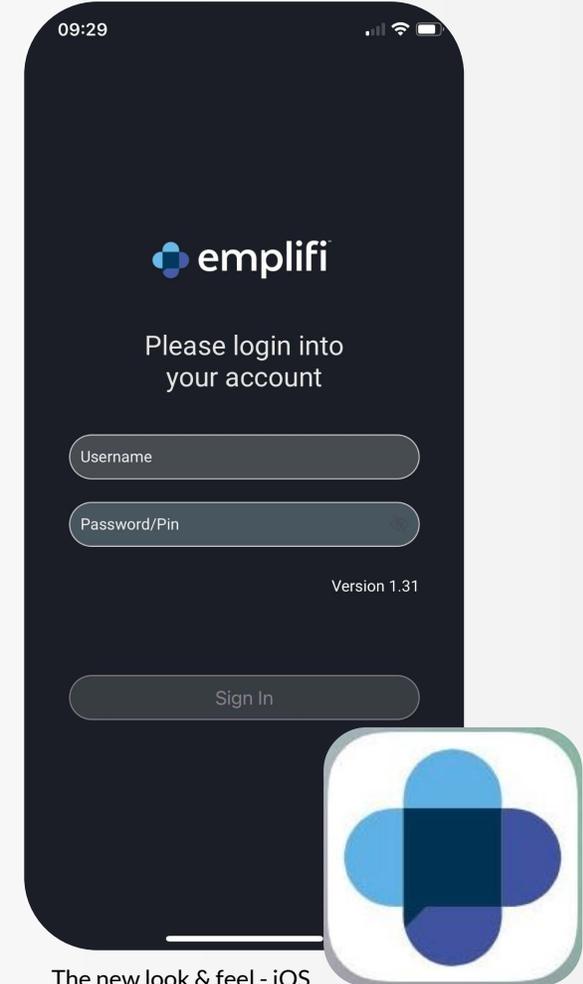
Check it out →

- **New Advisor Notifications** With this release, we've introduced notifications. Advisors will now receive a notification when any important changes are rolled out within the app, including when new features are available. To start, Advisors will see a notification about the branding updates.*

**Signature of new Emplifi Unified T&Cs is required for this update*



The new look & feel - Android app and app icon



The new look & feel - iOS app and app icon

Portal 6.6 Updates

Portal integration into Emplifi Platform Soon, you will be able to access the Portal from within the Emplifi CX platform.

- This unlocks new features like SSO login and will include flexible dashboard reporting later in the year.

New Login Process With this release, clients will now have a new login process. Instead of inputting your username, you'll now need to use your registered email address to login.

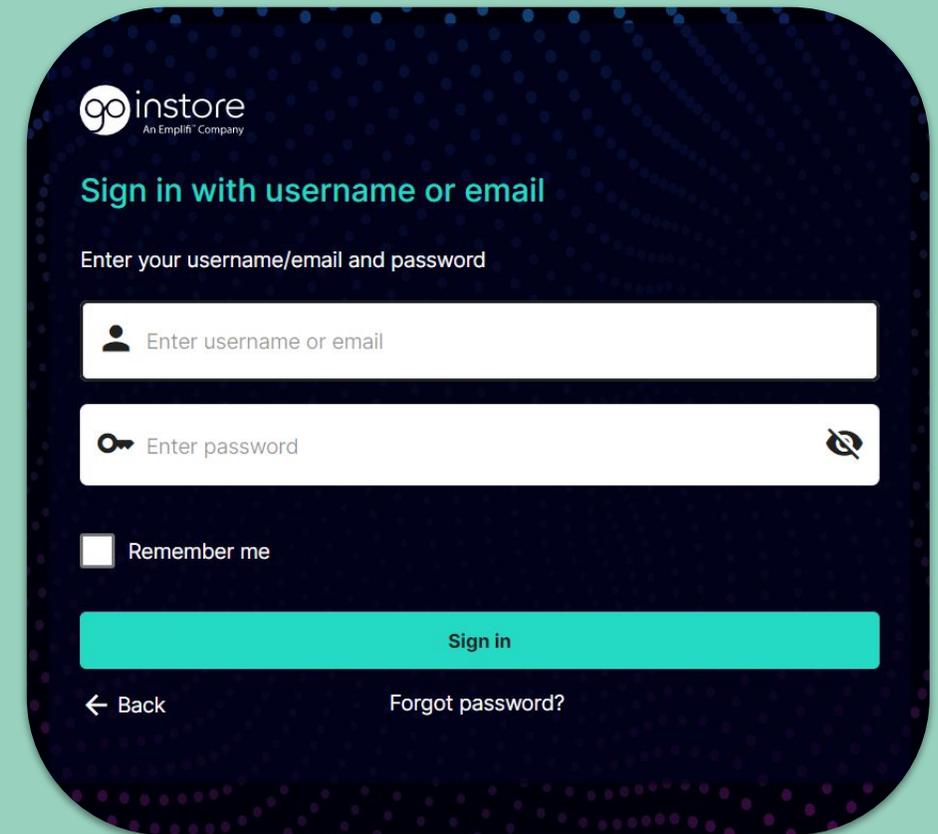
- Your password remains unchanged.

New Branding Updates You'll also notice that the Go Instore brand has now been fully updated to reflect the Emplifi brand.

The old view →

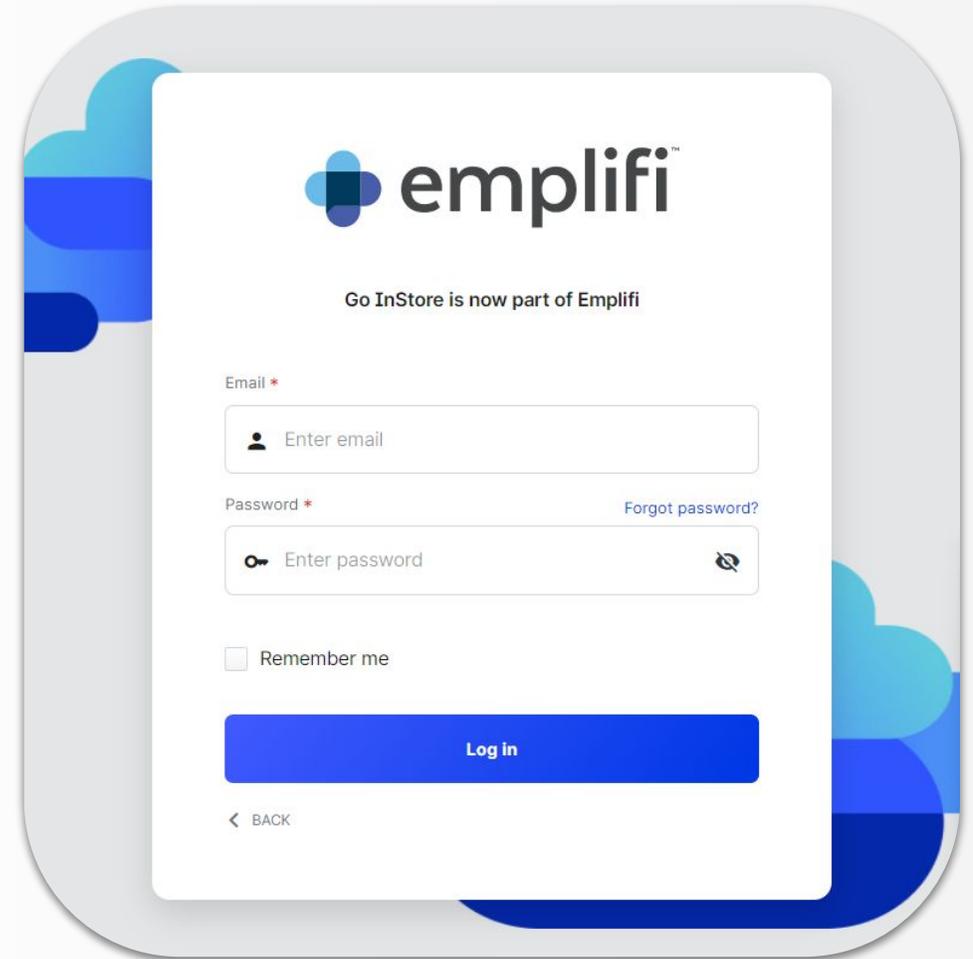
What's next? Your Customer Success Manager will be in touch soon with the timeline for moving your account to the Emplifi CX platform.

**Signature of new Emplifi Unified T&Cs is required for this update*





Portal – The new view



When are the updates?



Core Service Version 1.101.1

1 March 2023

Portal Version 6.6

14 March 2023

Android Version 2.7.4

07 March 2023 (Phase 1)

14 March 2023 (Phase 2)

iOS Version 1.31

14 March 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

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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