Camp & Class Manager 9.11 Release Notes

Release Date	Tuesday, September 3rd, 2019
Release Overview	Communication 1.1
	Enhancements
Market/Strategic Goals	Product milestones and usability enhancements
Target Customers	Lite and Plus Customers

Contents

Communications 1.1

Download Email Report

To allow agencies to target individual recipients for future campaigns, on the **Email report** page, agency users can now download and view email reports for the last three years with recipient email addresses grouped by email delivery status and recipient action.

Email delivery status report:

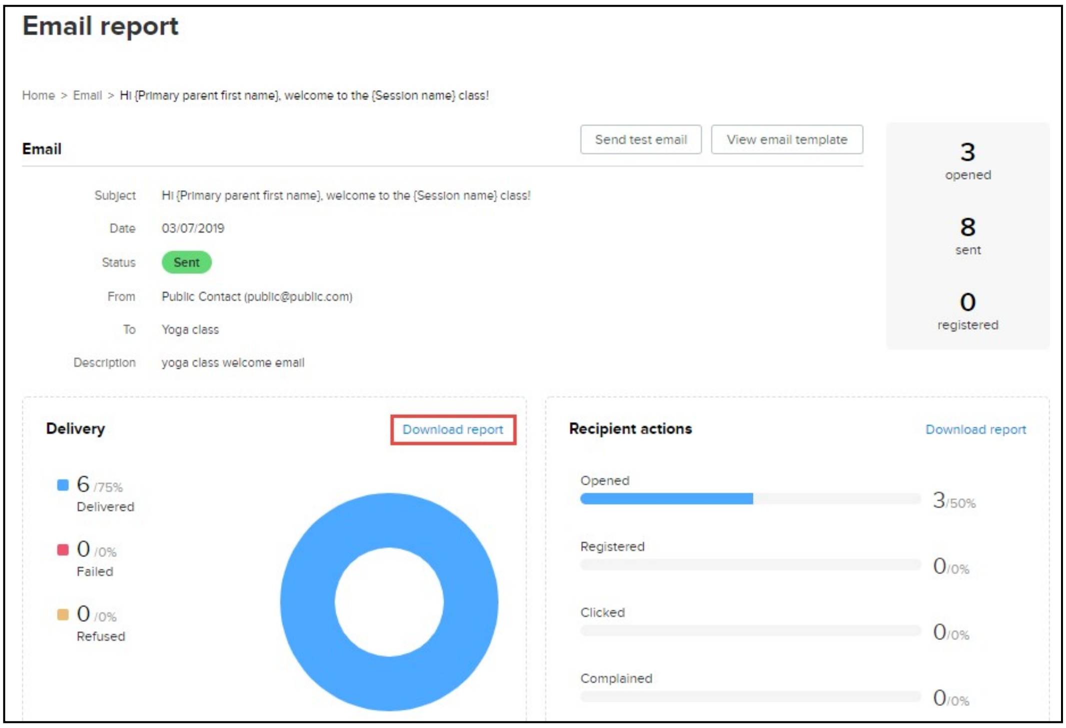
Location: Admin Site > **Email** tab > **Sent** link > a required email > **Delivery** section > **Download report** link

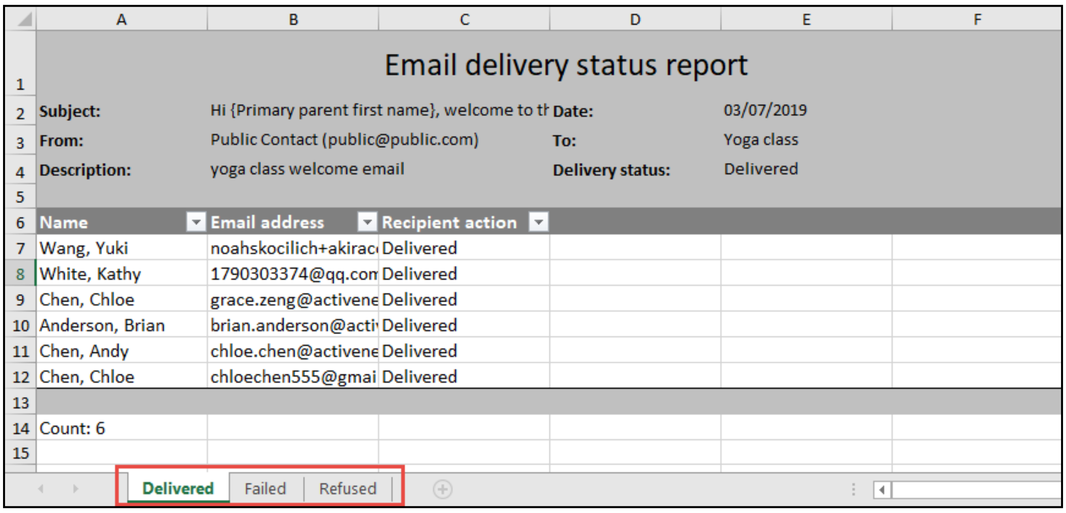
In the **Delivery** section, the previous **Download bounce report** link has been replaced by the new **Download report** link. Agency users can click this link to download an Excel-formatted **Email delivery status report** which includes the following information (note: delivery status information is not available immediately after sending a message; agency users must wait until this link is enabled to download the report):

- **Subject** of the sent email
- **From** (the sender)
- **To** which recipient group
- **Date** the email was sent
- **Description** of the email (configured during email setup)
- **Delivery status** of the sent email

Recipient email addresses are grouped by delivery status and listed under the following tabs:

- **Delivered** (number of unique and valid email addresses to which the message has been delivered.)
  Note: This number can be different from the **Sent** number on the **Email report** page, which is the total number of valid email addresses (including duplicates) to which the message has been sent.
- **Failed**
- **Refused**





Email delivery status report				
Subject:	Hi {Primary parent first name}, welcome to th	**Date:**	03/07/2019	
From:	Public Contact (public@public.com)	**To:**	Yoga class	
Description:	yoga class welcome email	**Delivery status:**	Delivered	
Name	**Email address**	**Recipient action**		
Wang, Yuki	noahskocilich+akirac	Delivered		
White, Kathy	1790303374@qq.com	Delivered		
Chen, Chloe	grace.zeng@activene	Delivered		
Anderson, Brian	brian.anderson@acti	Delivered		
Chen, Andy	chloe.chen@activene	Delivered		
Chen, Chloe	chloechen555@gmai	Delivered		
Count: 6				

__Email recipient action report__:

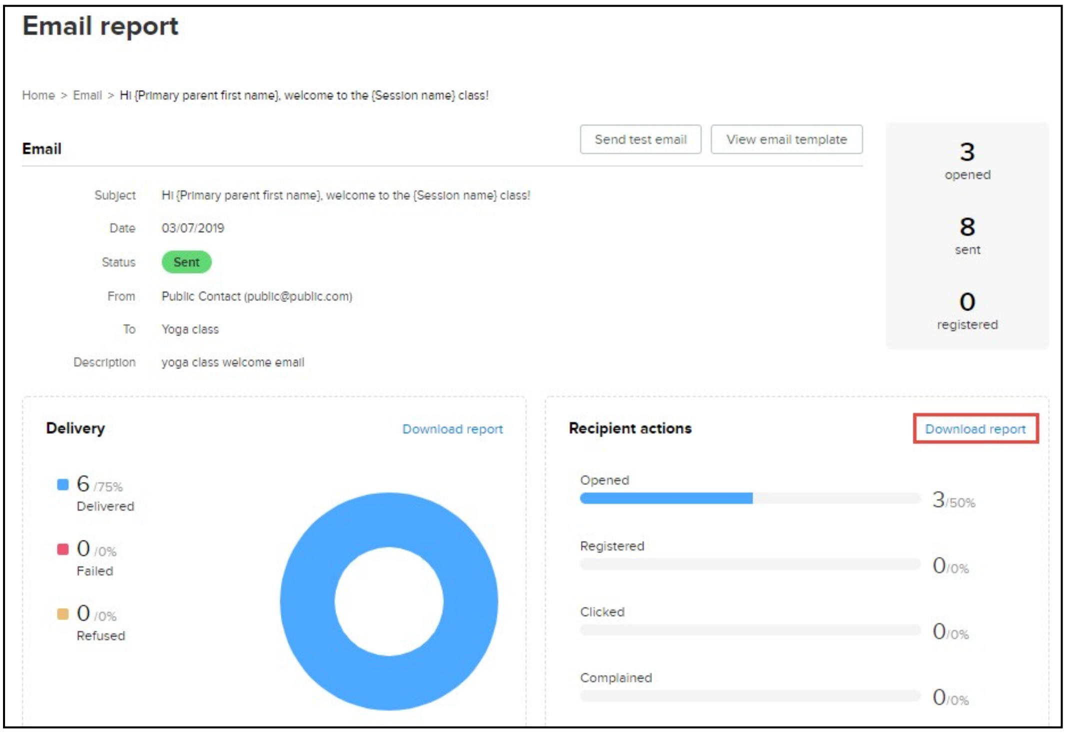
Location: Admin Site > **Email** tab > **Sent** link > a required email > **Recipient actions** section > **Download report** link

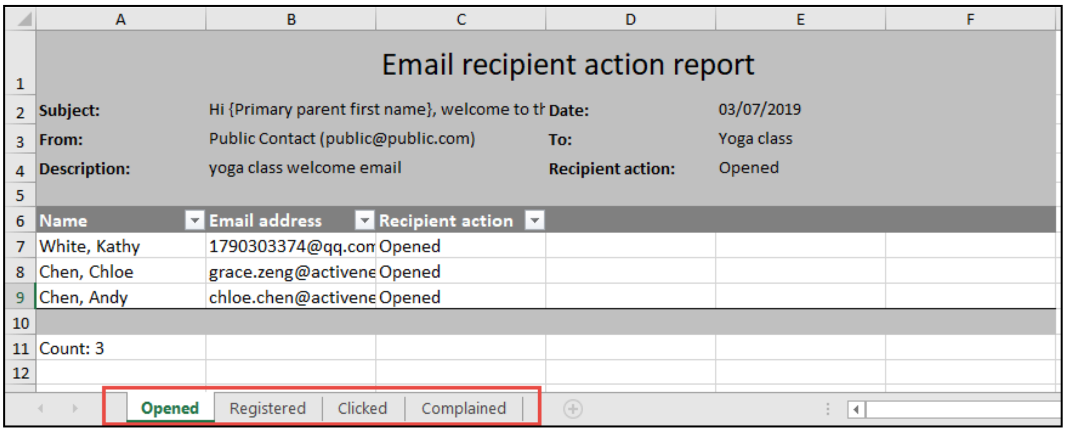
Agency users can click the above link to download an Excel-formatted **Email recipient action report** which includes the following information (note: if there is no recipient action data for the selected email, then this link is disabled):

- **Subject** of the sent email
- **From** (the sender)
- **To** which recipient group
- **Date** the email was sent
- **Description** of the email (configured during email setup)
- **Recipient action** for the sent email

Recipient email addresses are grouped by recipient action and listed under the following tabs:

- **Opened**
- **Registered**
- **Clicked**
- **Complained**





Email recipient action report

Subject:	Hi {Primary parent first name}, welcome to th	Date:	03/07/2019
From:	Public Contact (public@public.com)	To:	Yoga class
Description:	yoga class welcome email	Recipient action:	Opened

Name	Email address	Recipient action
White, Kathy	1790303374@qq.con	Opened
Chen, Chloe	grace.zeng@activene	Opened
Chen, Andy	chloe.chen@activene	Opened
Count: 3		

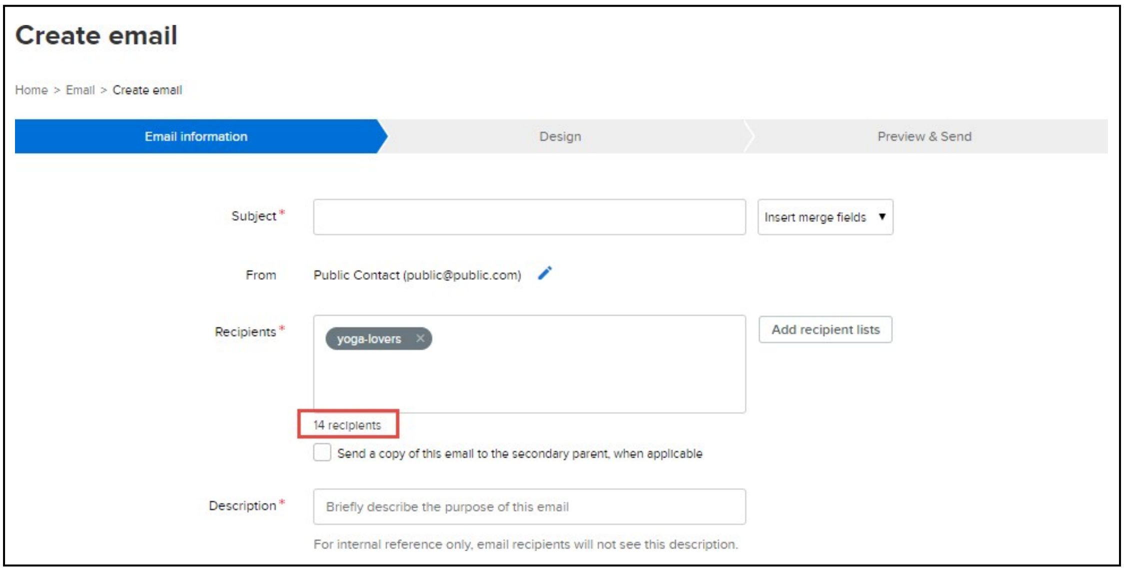
Note:

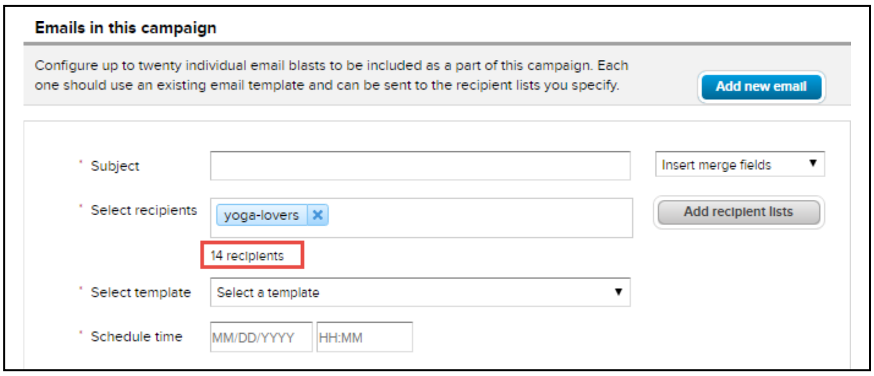
- For non-adult consumers, the **Name** and **Email address** fields list their parent or guardian's name and email.
- For imported email recipients, the **Name** field is blank.

Enhancements

Communication Workflow Wording Improvements

When creating a new email or campaign, after adding the required recipient lists, the previous "X unique recipients" message is now "X recipients", as X is the total number of recipient email addresses, including duplicates.

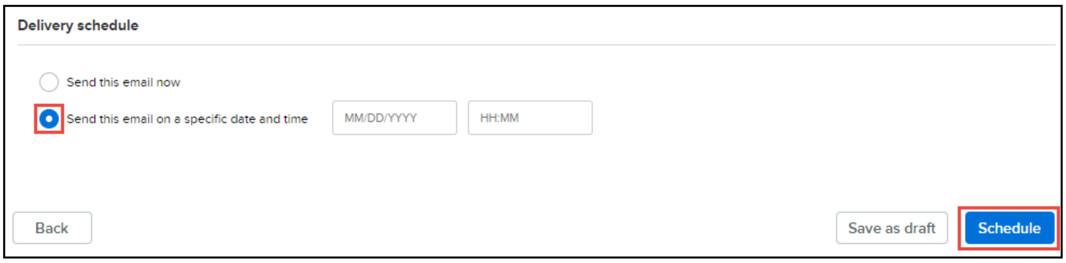




When creating an email that can either be sent now or scheduled to be sent later, in the final **Preview & Send** step, the following labels have been improved to avoid confusion:

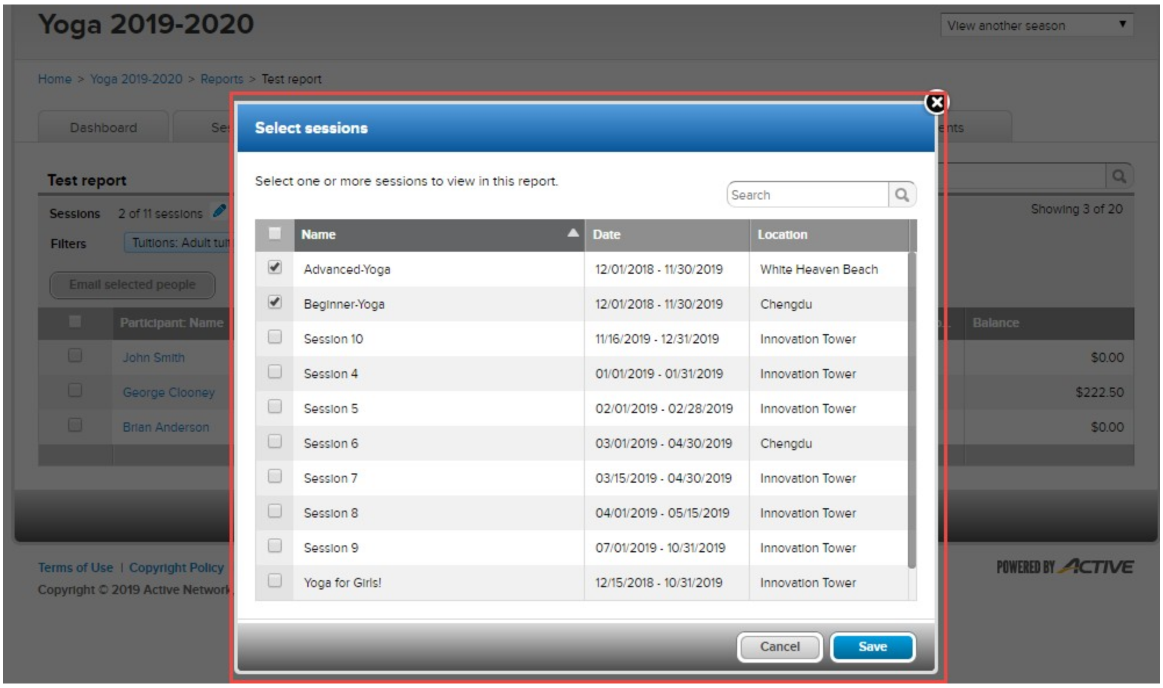
- When the **Send this email now** option is selected, the previous **Send by now** button is now relabeled to **Send**. After clicking this button, an **Email sent** message is displayed.

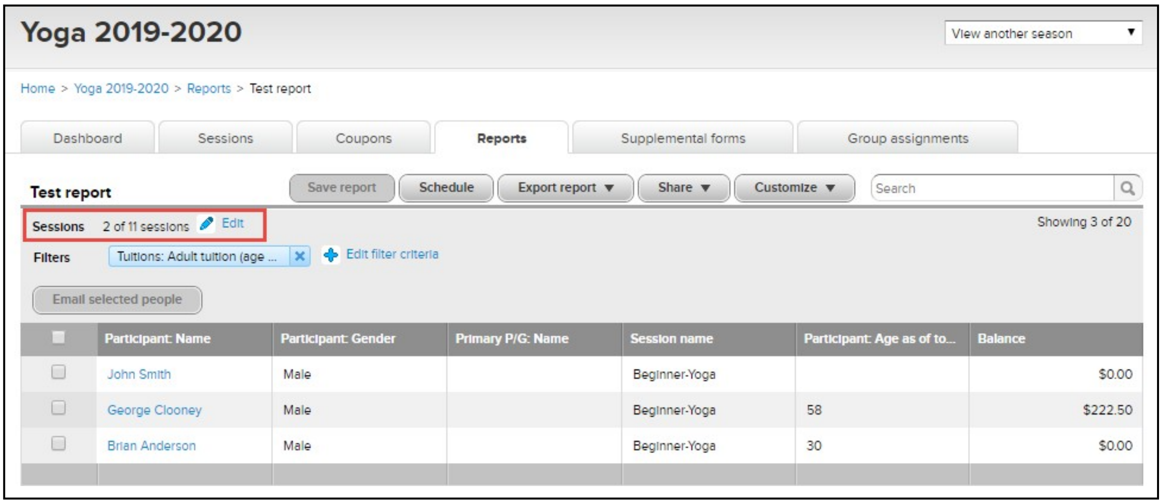
- When the **Send this email on a specific date and time** option is selected, the previous **Send on schedule** button is now relabeled to **Schedule**. After clicking this button, an **Email scheduled** message is displayed.



Custom Report Session Setting Enhancements

Now, when saving a season custom report, its **Sessions** setting will be saved with other settings/filters for the report, so that agency users no longer have to reselect the sessions every time they open the report. For example:





Note:

If user privileges have changed since the custom report was last saved, then when reopening the report, the **Sessions** setting will only include sessions to which the user has access.

For example, for a season with five sessions (1, 2, 3, 4 and 5), a user with access to sessions 1, 2 and 3 and a custom report configured with **Sessions** including sessions 1 and 2 (displayed as “2 of 3 sessions”), if the user’s privileges change to:

- All five sessions, then when opening the saved report, the **Sessions** setting displays “2 of 5 sessions” and results from sessions 1 and 2 are listed.
- Only session 1, then when opening the saved report, the **Sessions** setting displays “all sessions” and only results from session 1 are listed.

- Only session 4, then when opening the saved report, the **Sessions** setting displays “0 of 1 session” and no results are displayed (because the previously-saved setting includes sessions 1 and 2 that the user no longer can access).
- Only sessions 1 and 2, then when opening the saved report, the **Sessions** setting displays “all sessions” and