Product Release Notes for ACTIVEWorks – March 17, 2020
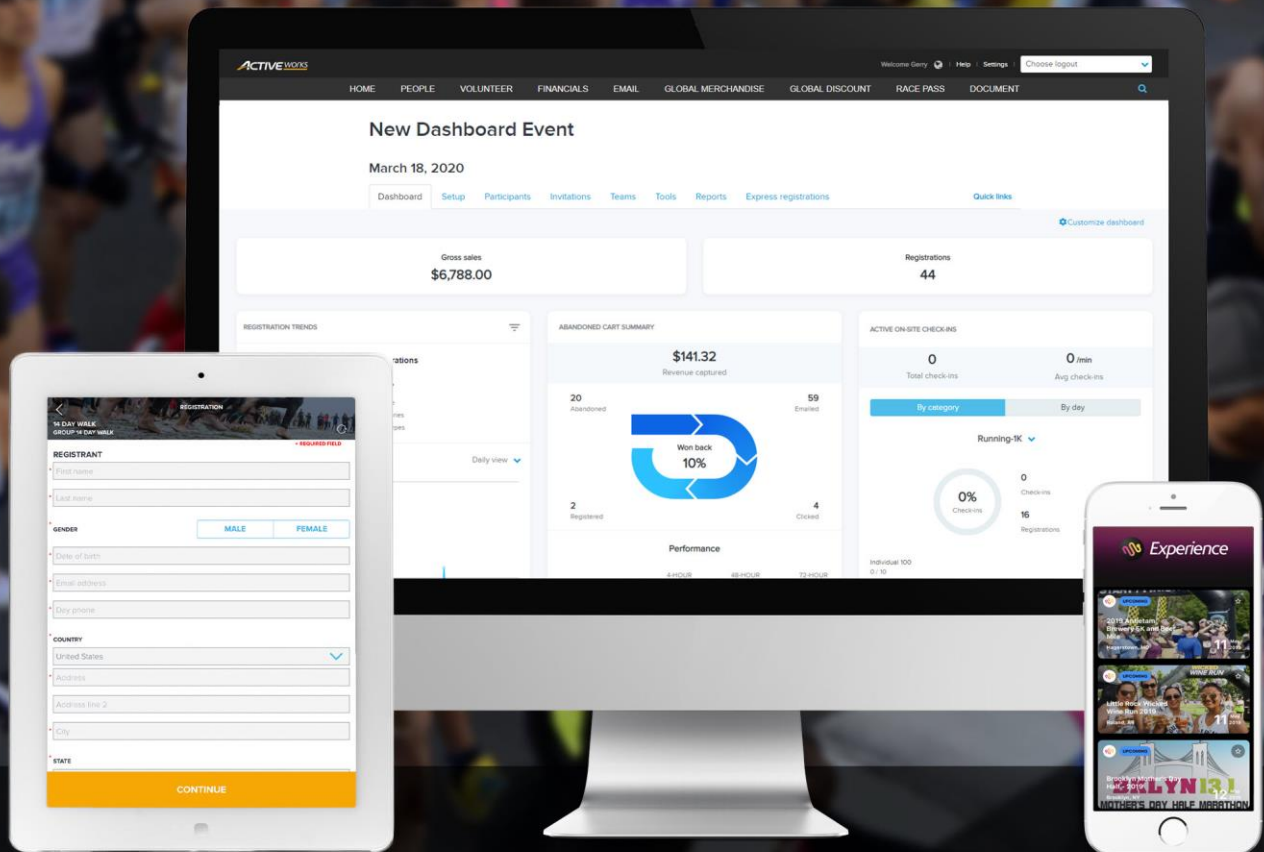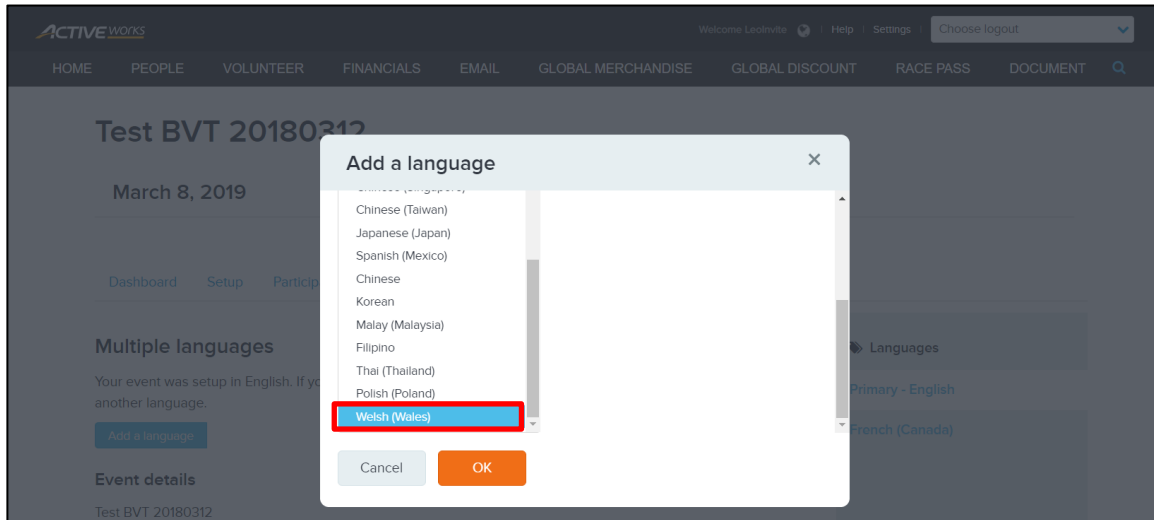
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Welsh-language support

To help you reach out to more customers, you can now use the **Multiple languages** tool (a Premium-tier feature) to provide Welsh translations of your event's registration categories and questions:

And after your Welsh-speaking customers have registered for your events, they now have the convenience of managing their registrations in Welsh in the **My Events** site:
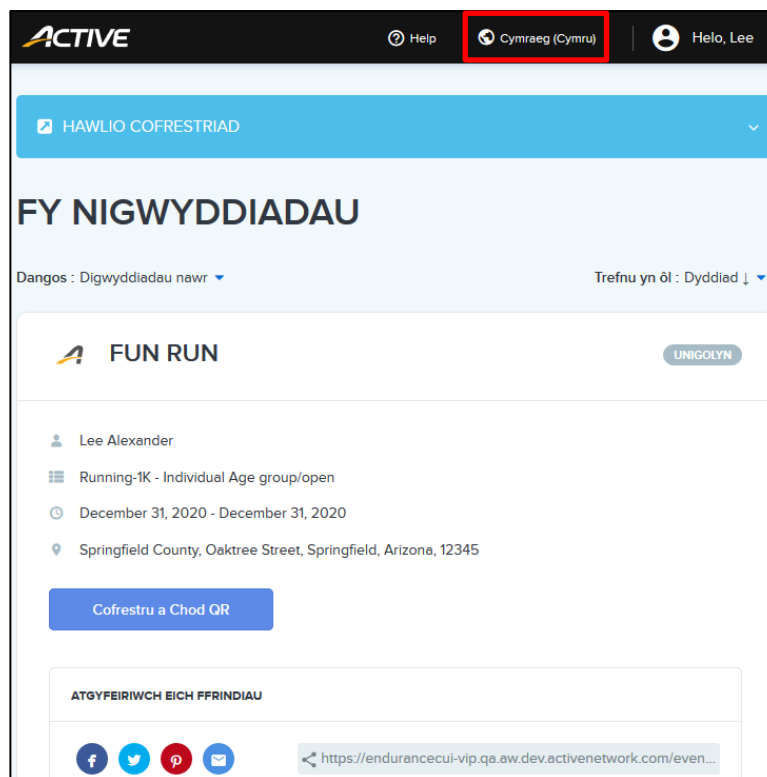
Drop-down custom questions: search for an option

If you're using our drop-down custom question feature with a large number of options (from our previous release), then we've made it quicker and easier for your customers to find the right answer.

On the registration > **COMPLETE FORM** step, for a drop-down custom question with more than 40 options, registrants can now search for an answer by entering keywords in the **Search by keywords** box:

Desktop: Mobile:

Front Desk Registration: unrestricted purchasing of custom-segment-restricted add-on merchandise

In the Front Desk Registration (**Register someone**) workflow, when your sales staff enter a registration on behalf of a customer, they can now see all add-on merchandise items for the event, including items that would be hidden from the customer in the online registration site due to custom-segment restrictions (a Premium-tier feature). Your sales staff can also purchase these restricted items on behalf of the customer, giving them the flexibility to better serve VIP or repeat customers who register in person or by telephone.

Online registration:

HOME tab > **Actions** > **Register someone**:

ACTIVE Results enhancements

In the ACTIVE Results website:

- After a brief suspension to resolve a technical issue, we've resumed sending of issue report emails to timers when participants contest a result.
- For timers who import results to the site, we now support importing participants' total cumulative times at each split. ACTIVE Results can now automatically calculate the split times from the difference between total cumulative times at each consecutive pair of splits. For example, if you upload an 18-minute cumulative time at the 5K split and a 38-minute cumulative time at the 10K split, then ACTIVE Results will display a 20-minute split time between the 5K and 10K splits. ACTIVE Results will now do the math if only cumulative total times are available.
- A data caching issue prevented changes to participant times from being displayed promptly in the rankings. The fix in this release now allows spectators to see rankings and changes without delay.

Dashboard: Net revenue component

Our **Dashboard** (a Premium-tier feature) offers you both at-a-glance metrics of event health and far deeper insights into your events' registrations, customers and finances.

In this release, in addition to the existing at-a-glance **Gross sales** and **Registrations** components, you and your staff (with the **Event financial reports** permission) can now also see the event's **Net revenue** and its 7-day trend and actual/percentage changes:
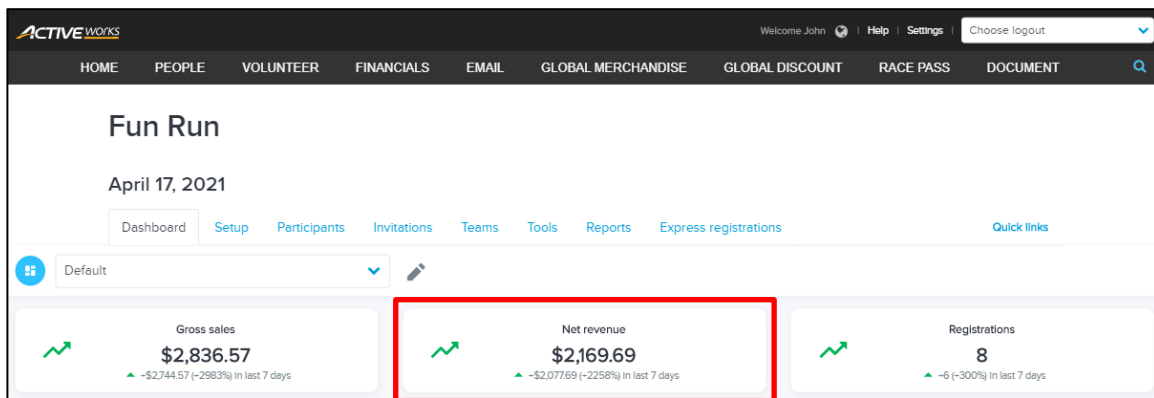

Registration trends: sold out flags and event comparison

In this release we've enhanced the **Dashboard** > **REGISTRATION TRENDS** component (a Premium-tier feature) to flag when a price type, category or event has sold out, so that you can easily correlate changes in registration trends with these occurrences:
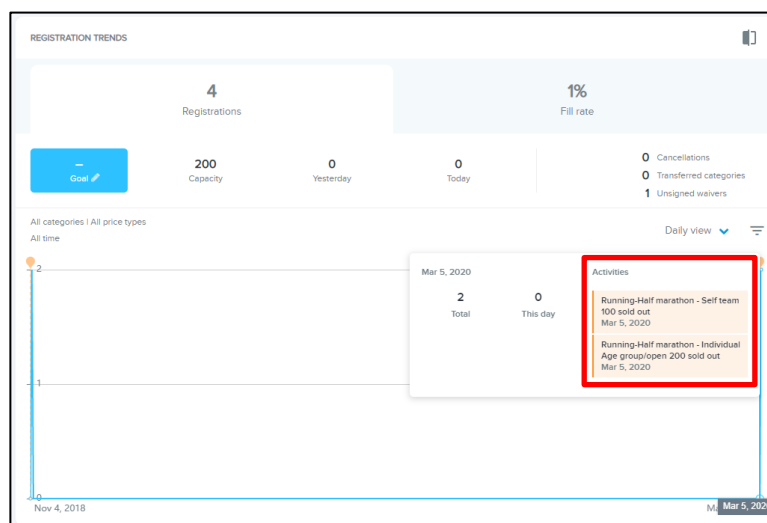
And continuing from our event **REVENUE** comparison feature from the last release, you can now benchmark month-by-month registrations for your events against each other with our new **REGISTRATION TRENDS Comparison** feature. Compare an event's registration trends with up to two other events by clicking the ⬚ icon:
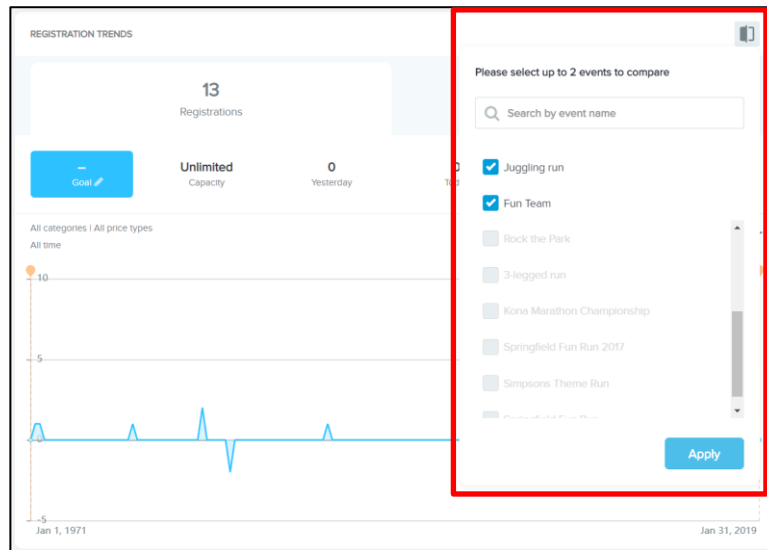
In the **Comparison** view, the registration trend lines for the events are superimposed on a single chart. As the dates of the events might not overlap (for example, when comparing this and last year's events), the line chart starts at the first registration month and presents a month-by-month comparison of registrations:
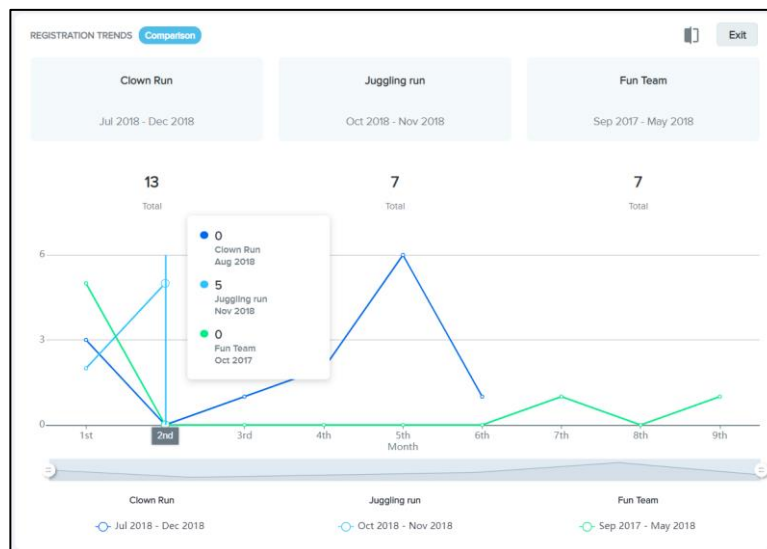
Hover the cursor over a point on the line chart to display the corresponding event name, month/year and number of registrations in that month for each of the events.
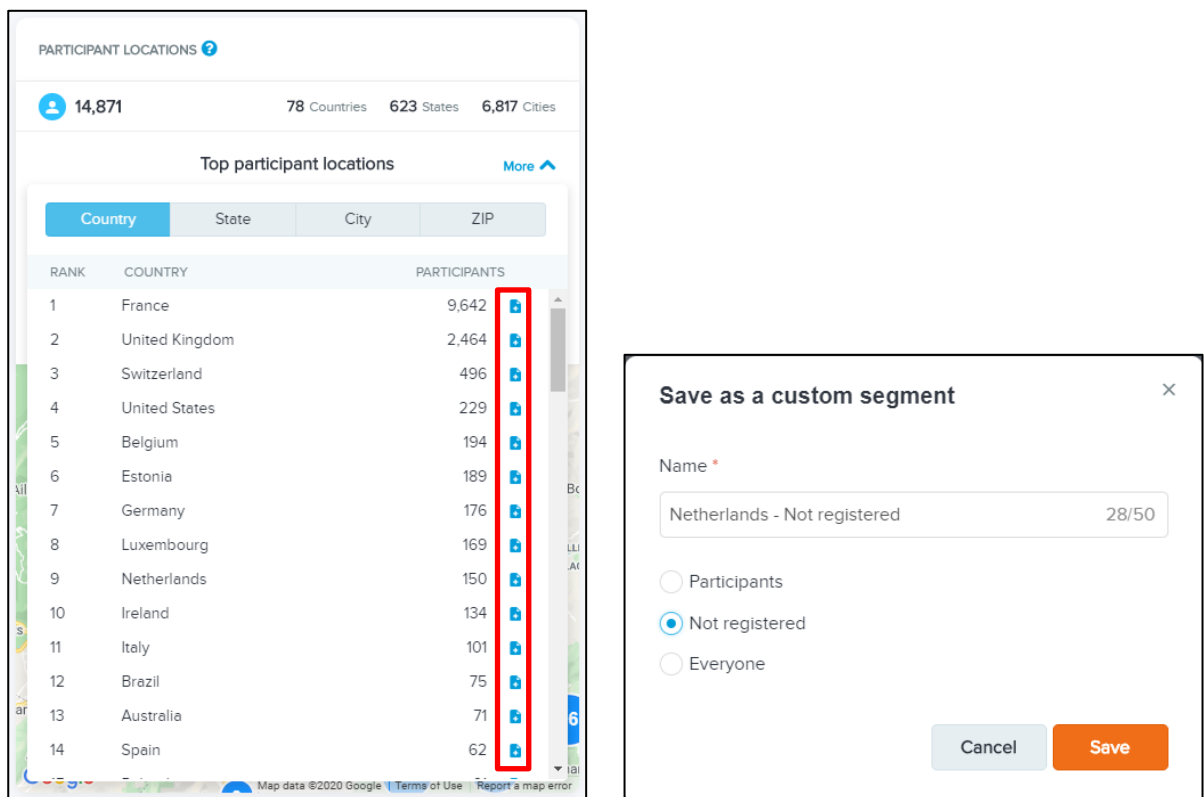
Change the displayed date range by clicking-and-dragging the **=** controls below the chart. Click an event in the legend (at the bottom of the component) to toggle the corresponding line between visible and hidden.

To close the **Comparison** view and return to the current event, click the **Exit** button.

Participant locations: save a location to a custom segment

Our **Dashboard** > **PARTICIPANT LOCATIONS** component (a Premium-tier feature) gives you insights into the locations of your customers. In this release, we now make this information easily actionable by saving customers at a location to a new custom segment.

Simply click the icon next to the required **Country**, **State** or **City**, enter the name of the custom segment and then select to include **Participants**, **Not registered** or **Everyone**:

Once the custom segment is saved, it can be edited under the **PEOPLE** tab > **Custom segment** tab and more importantly, added to the recipient list of an email. Imagine being able to:

- Promote your event to only unregistered customers in locations near the event.
- Notify participants at a location of specific travel arrangements or local partner businesses.

ACTIVE Network, LLC

About ACTIVE Network, LLC

ACTIVE Network, LLC is a technology and media company that helps millions of people find and register for things to do and helps organizations increase participation in their activities and events.

For more information about ACTIVE Network, LLC products and services, please visit ACTIVEnetwork.com.

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