

2021

October 26, 2021

Resolved an Issue with Special Characters in Engine API Requests Throwing 500 Errors

Corrected an issue that caused special characters in Engine API requests to result in 500 errors instead of the 200 status.

Resolved an Issue Causing the Recommendations Overview Dashboard to Incorrectly Report Recommendations Experiences

Corrected an issue that caused the Recommendations Overview dashboard to report active recommendations experiences along with recommendations experiences that ran during the selected lookback period when in fact the account had no live recommendations experiences and vice versa.

Fixed an Issue with Warning Messages in Product Finder

Corrected an issue in the Product Finder wizard that was preventing the appearance of the pop-up message warning a user about unsaved changes.

October 12, 2021

Resolved an Issue with ID Collectors

Corrected an issue that prevented a user from deleting an ID Collector.

Resolved an Engine API Issue Involving Incorrect IP Address Location Information

Corrected an issue in which the Engine AP was inaccurately identifying the country of origin for some IP addresses received from a client in data sessions.

Fixed an Issue with Filters in Product Finder

Corrected an issue with filters used in Product Finder questions that was causing some customers to see the same products regardless of how they answered the questions.

Resolved an Engine API Issue Causing Truncated Variant Labels

Corrected an issue that was causing variant label responses to be truncated in Engine API responses.

Implemented Run-Time Criteria-Type Filter for Recommendation Strategies

Users can now create a filter for a recommendation strategy that uses the value from a specified custom variable that is passed at run time.

Added Scarcity Messaging Option to Social Proof Actions

A Social Proof action can now be configured so that no message appears when the product's inventory reaches a designated level.

September 28, 2021

Added Support for General Filters with Recommendations Precompute

General filters and recommendation filters are now applied when calculating precompute.

Modified Recommendation Strategy Preview Message

The default message about previewing a recommendation strategy has been modified to inform users that a preview is not available for strategies configured with recommendation algorithms that rely on data calculated in real time, such as Recently Viewed and Replenishment.

Implemented Additional Product Attribute-Based Action Conditions

The **On product page** category of action conditions now includes options to target or exclude pages for products based on a product attribute-based filter.

Implemented 90-Day Limit for Behavioral Triggers Extract Update History

The Update History table for a Behavioral Triggers Extract dataset is now limited to the previous 90 days. The table had previously displayed all results.

September 14, 2021

Added 'No Results Found' Notice in Product Finder

Product Finder now notifies a customer with a "No Results Found" message when it cannot return recommendations based on the customer's answers to the questions in the Product Finder questionnaire.

Implemented Product Finder API Integration

Implemented a new Product Finder action type for Omnichannel experiences that can be returned by the Engine API.

Implemented Precompute and Markets for Viewed and Also Viewed, Purchased and Also Purchased Recommendation Algorithms

The Viewed and Also Viewed and the Purchased and Also Purchased recommendation algorithms have been added to precompute so that they can make use of market-level data.

Fixed UI Issue for Editing Target Names

The button users click to edit the name of a target now works so that users can edit a target's name and save that change.

Added 'Quantity' Field to Product Catalog

The product catalog specification now supports the `quantity` field so that clients can pass inventory counts to the platform using their product catalogs.

August 31, 2021

Fixed Issue with Product Viewed WHO Target

Corrected an issue that was preventing the **Product viewed** WHO target from working with product IDs that contain special characters.

Added Social Proof Messaging for More Page Types

Users can now use the Social Proof Messaging feature on product listing pages, search results pages, and cart pages.

Added Maximum Threshold Setting for Social Proof Messaging

The **Maximum Threshold** setting on the Social Proof Messaging action template enables the user to manage shoppers' perception of products becoming too popular by optionally configuring the maximum number of social media messages that can appear and what happens when the threshold is met.

August 17, 2021

Made Merchandise Tab of Action Builder Available to Clients with Recommendations

Clients who have purchased the Recommendations add-on now can access the **Merchandise** tab in Action Builder.

August 3, 2021

Fixed an Issue with Recommendation Strategies Using Last Item Viewed Algorithm

Corrected an issue that was preventing recommendation strategies based on the Last Item Viewed recommendation algorithm from returning products to populate the recommendation slider.

Fixed 'Data Pending' Issue with Recommendation Strategy Processing

Corrected an issue of data getting stuck in the pending state, so now recommendation strategies process consistently.

Fixed an Issue with Locations Manager Partial Upload

Corrected an issue that caused data retention failure when using the **Partial Upload Only** option to update Locations Manager.

Added Ability to Preview Recommendation Strategy Results

The new Preview modal allows users to see up to the first 10 recommended products returned by a recommendation strategy. Users access the modal by clicking a button on the strategy's configuration page.

Improved Recommendation Strategy Configuration Page UI

The UI of the recommendation strategy configuration page has changed so that the **Base Recommendation on** setting for collaborative recommendation algorithms has been replaced with two settings: the **Base Recommendation on Items** setting for selecting the type of customer behavior on which to base the recommendations, and the **From** setting for selecting the session scope from which to draw the customer behavior data. These changes give the user a better experience when configuring a recommendation strategy.

July 20, 2021

Improvement in Datasets List Page

Improved the UI for the Datasets list page that appears for clients that have the one-click **DATASETS** option in the top navigation bar.

Fixed Internal Server Error for Product Finder

Corrected an issue that was throwing an internal server error when trying to delete a Product Finder questionnaire.

July 6, 2021

Added Ability to Edit Market Name

Users can now edit a market name and save it. If the same name is already in use for another market, then the change is not saved and a warning appears.

June 22, 2021

Fixed Bug: Unable to Duplicate Experience

An issue was fixed that was preventing a user to duplicate an experience.

Fixed Issue: Custom Lists for Badging

Products can now be badged using custom lists.

Implemented Return Recommendations Tokens to Return with Product Recommendations

These return recommendations tokens that are returned with recommendations are used for reporting.

Implemented Affinity Scores for Onboarded Recommendations Datasets

These affinity scores allow onboarded Recommendations datasets to work with the randomization setting and with Boost and Bury in recommendation strategies.

Implemented Activation Confirmation on Experience List Page

An experience is now activated only if the user confirms the activation on the Experience list page. This step prevents a user from accidentally turning on an experience just by clicking **ACTIVATE** on the Experience Editor page.

Implemented Contains Filter with Multiple String Values

The **Contains** filter in recommendation strategies now supports multiple values.

Added Delete Functionality for Markets

With the delete functionality, retailers can now delete unused markets as well as edit and create them.

June 8, 2021

Fixed Bug: Recommendations Throws Error Despite Catalog Loading Without Error

Recommendation were throwing an error due to special characters in spite of the catalog loading properly. This error was fixed such that recommendations can evaluate the data properly.

Improved Boost and Bury Randomize Recommendations Toggle UX

Relocated the **Randomize Recommendations** toggle to a better location below the lookback period configuration.

Implemented Subsequently Purchased Premium Recommendation Type

Subsequently Purchased premium recommendation type implemented to be used for cross-selling and re-engagement purposes.

General Availability for Markets

With the removal of the feature flag, clients can now access the Markets feature without having to request access to it for the account.

Fixed Issue: Deleting a Recommendation Strategy

Retailers can now delete a recommendation strategy.

Fixed Issue: Catalog Email Notifications Not Being Sent Earlier

Personalization users who have enabled the option to receive the catalog email notifications now receive the emails for catalog changes across the retailer.

Implemented New Recommendation Strategy Report

New recommendation strategy report provides marketers a view into the performance of different strategies.

May 25, 2021

Fixed Bug with Duplicating Automated Personalization Experiences

Corrected a bug that occurred when duplicating an Automated Personalization experience with a single variant holdout that caused it to change to random assignment

Improved Content Type Search in Content Stack CMS Redirect with Transforms

Expanded search capabilities to include a type ahead and increases the maximum number of results returned.

Added Archive Ability to Custom Lists

Added the ability to archive custom lists in recommendation strategies, action conditions, and WHO targets.

Improved Endcap Reporting

Extended session length to capture all views and clicks for endcaps.

May 11, 2021



Contact your Client Success Manager (CSM) for more information about premium capabilities.

Boost and Bury—New (Premium) Capability

Boost (push products to the top) or Bury (push products to the bottom) based on the product attribute of your choice in a product recommendations strategy.

- [Create a Recommendation Strategy](#)

Fixed Error During Creation of Automated Personalization Experiences

No error should appear when creating an Automated Personalization experience.

Fixed Naming of Fields for Automated Personalization Experiences

The Custom Target Name should now be shown to the end user in the analytics report for an Automated Personalization experience.

Account Search Improvements

Improvements to speed while searching for or switching between accounts in the Kibo Personalization UI.

Fixed Bug Regarding Duplicate Products by PIDs

Deduplicate products based on PIDs instead of SKUs.

Additional Filter Option for Product Type Match

Allows user to set a recommendation filter with `product_type` to match the exact entry in the product catalog.

- [Create a Recommendation Strategy](#)

April 27, 2021

Fixed Error Messaging For Non-Unicode CSV File Upload

Uploading a CSV with non-Unicode characters now returns an appropriate error message

Fixed the Homepage URL When Duplicating an Experience

Duplicating an experience with a Product API or product ID now has the correct homepage URL

Added Current Cart Value to Insert Dynamic HTML Action

Current Cart Value is now a valid choice when creating an Insert Dynamic HTML action

March 16, 2021

Bug Fix — Product Count Is Empty

Description: On the dataset detail page for product catalogs, the "Products: ###" display showing the total count of products in the catalog was unintentionally removed in a previous update. It has been restored.

Bug Fix — Custom Reports Outdated Message

Description: When creating a custom report in the platform and the WHEN is configured to pull data for "all days available" we display the following message: This time range includes data from before and after Monetate's session update on May 1, 2016. All Analytics remain actionable.

Bug Fix — HTML Countdown Timer—Wrong End Time

Description: When creating an HTML Countdown Timer and select the next day as the end time for the countdown timer, the HTML renders an incorrect end time. For example, creating the HTML Countdown

Timer today 2/9/2021 and selecting tomorrow same time for the end time, the HTML renders: There are 51 years, 7 weeks, 3 days, 22 hours, 47 minutes.

Bug Fix — Engine Insights: Internal Server Error

Description: Engine Insights tab is rendering an Internal 500 Error and not loading.

Issue — Implement Certona Trending v2

Description: The Trending strategy identifies products that have recently started converting at a higher rate. It captures the period of time in which products are becoming popular, before they become top sellers. - This algorithm looks at the sales volume (quantity of items sold) over the past 7 days (short period) compared to the 30 days (long period) before that and returns results ordered by largest increase. This is available under Premium Models feature flag and clients that have access to advanced recommendations module will be able to use it.

Issue — Replace Dynamic Test Number on Dashboard Page

Description: The Dynamic Test summary on the Dashboard currently includes text like this: Dynamically allocated 1.3M sessions to higher performing variants. However, we observed that the Druid query that calculates that number is not performant, so we updated the dashboard text in this summary: Dynamically allocated 1.3M sessions

Issue — Show No Data State for Product Catalog Search Tab While Results Are Still Populating

Description: After a product catalog is updated and the data is ingested, it takes a few minutes before that data is made available for search in the UI. On the search tab, rather than showing a blank page during this time, we have added a message that indicates that the data will be available soon.