



Release Announcement, June 2015

What is new in unblu 3.5?

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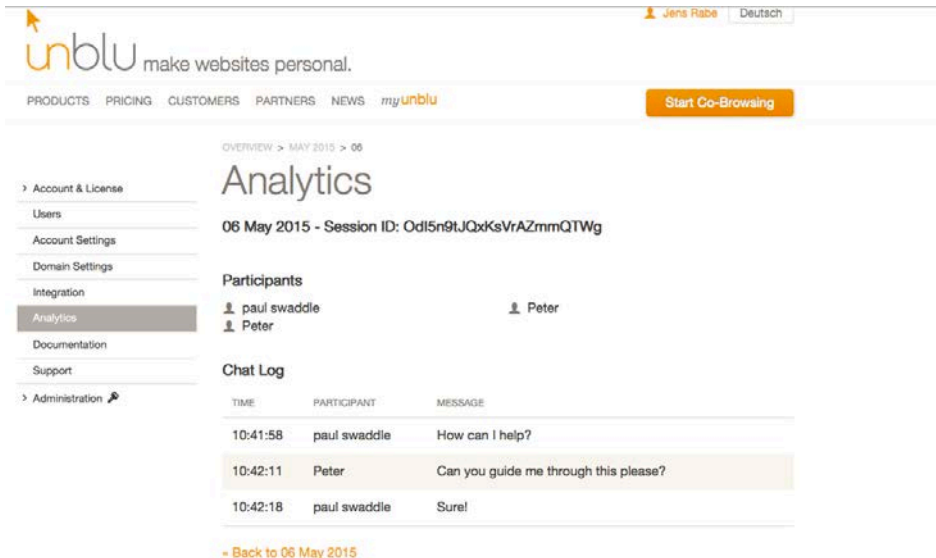
We are excited to announce the release of the latest version of unblu, the world's most advanced co-browsing and live customer engagement system. This document will provide you with an overview of the newly available features and capabilities.

New and Enhanced Features in this release

The following features were either added to the system or are enhancements of the previous version:

All cloud product editions:

- Analytics in Admin Application now featuring chat transcript and visitor name. We have integrated the chat history into our analytics overview. Simply enter the Admin Application and click on Analytics, then drill through to the session you are interested in and click “view log” to get the session transcript.



The screenshot shows the unblu Admin Application interface. At the top, the unblu logo and tagline "make websites personal." are visible. The navigation menu includes "PRODUCTS", "PRICING", "CUSTOMERS", "PARTNERS", "NEWS", and "myunblu". A "Start Co-Browsing" button is present. The main content area is titled "Analytics" and shows a session overview for "06 May 2015 - Session ID: Od15n9tJQxKsVrAZmmQTWg". Under "Participants", two users are listed: "paul swaddle" and "Peter". A "Chat Log" table displays the following messages:

TIME	PARTICIPANT	MESSAGE
10:41:58	paul swaddle	How can I help?
10:42:11	Peter	Can you guide me through this please?
10:42:18	paul swaddle	Sure!

A "Back to 06 May 2015" link is located at the bottom of the chat log.

- The analytics in the Admin Application is now featuring .csv based file download. To make the analysis of your session simpler, we are now

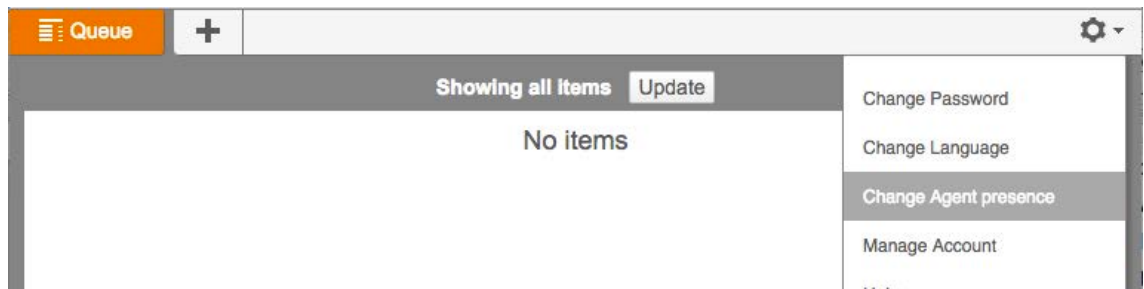
providing for the ability to download session details as a .csv file. You can then open the file in a spreadsheet application.

- There now are more ways to configure the behavior of your account and your registered domains. We have placed detailed explanations on all the settings, which are available to you. Also make sure that all domains from which you would like to start co-browsing are listed in the domain registration, as otherwise you will experience difficulties starting a session from that page (even if the unblu code snippet is embedded in the page).
- Performance enhancements: We have further optimized our code and our cloud deployment model to provide an even faster co-browsing experience. Try it out and see for yourself.
- Security enhancements: Please note that unblu will now strictly map session requests onto the domains registered in your account profile. This means that even if you generate a valid PIN code for your account and your website visitor enters this account into the PIN entry field, the session will not be established if the domain from which you are trying to start the session is not registered in your account. Please note that you have to register http:// and https:// domains separately.

Business Line:

- Engagement Tab samples: You may have noticed a dynamic engagement tab on the unblu homepage, which allows starting a session with a chat engagement. If you are interested to use our sample implementation and adjust it to your liking, you can find the sample description [here](#).
- Agent availability on account level: You can now set the availability of your agents on an account level through the Gear Menu in the Agent Desk. The value of this setting is stored in your account profile and is accessible via API. You can use this function to switch a custom engagement User Interface on/off, which is useful if agents are

temporarily not available to take inbound requests. As an example, check out the chat user interface on www.unblu.com which is managed through this function. The engagement tab sample described



in the first bullet makes use of this function to switch the tab on and off via the agent desk.

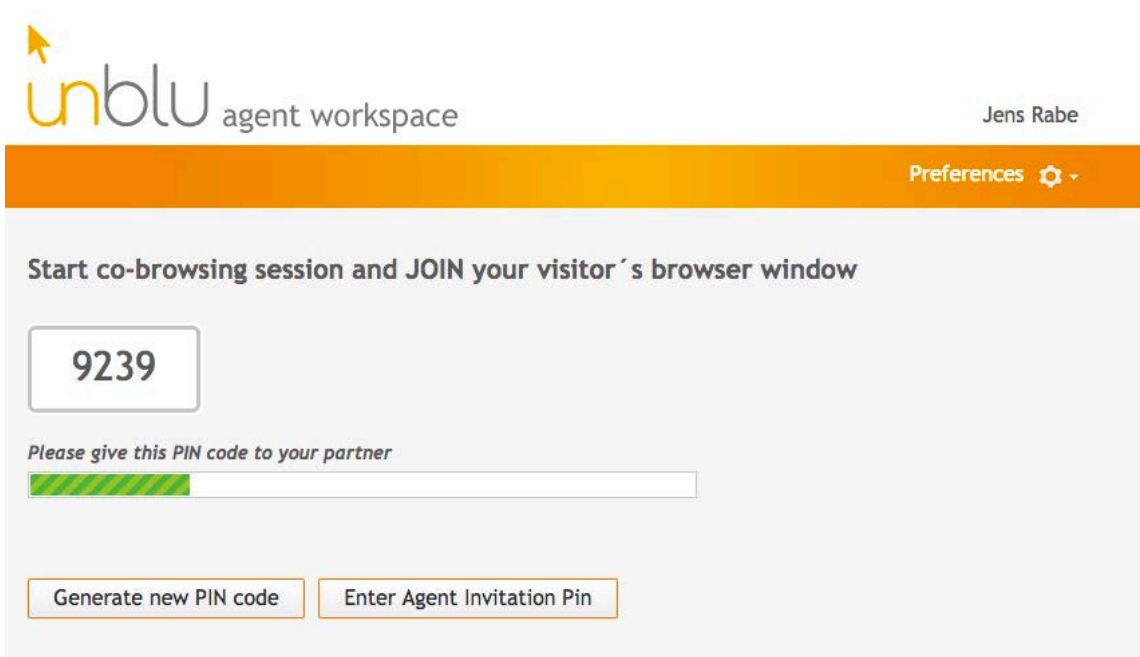
- **Content Protection:** We have now introduced a new way of ensuring vital private content can be protected from being visible in a co-browsing session. Through a simple Java Script function you can now detect within your web application whether a page is being delivered to an unblu co-browsing server. With this function you can protect highly private information such as credit card fields from being visible within a co-browsing session, thereby introducing an additional level of compliance for our Business Line products. All you need to do is to add this API call and some custom logic to your web application and then you no longer have to rely on customers activating the privacy function manually. For details please refer to our API reference [here](#).
- **In context session migration for http only secured sessions:** We have also introduced a mechanism through which “http only” secured sessions, where the session ID cannot be extracted through java script and consequently standard session migration does not function, can also be migrated into a co-browsing session. Our online documentation will tell you how to achieve this [here](#).

Enterprise Line:

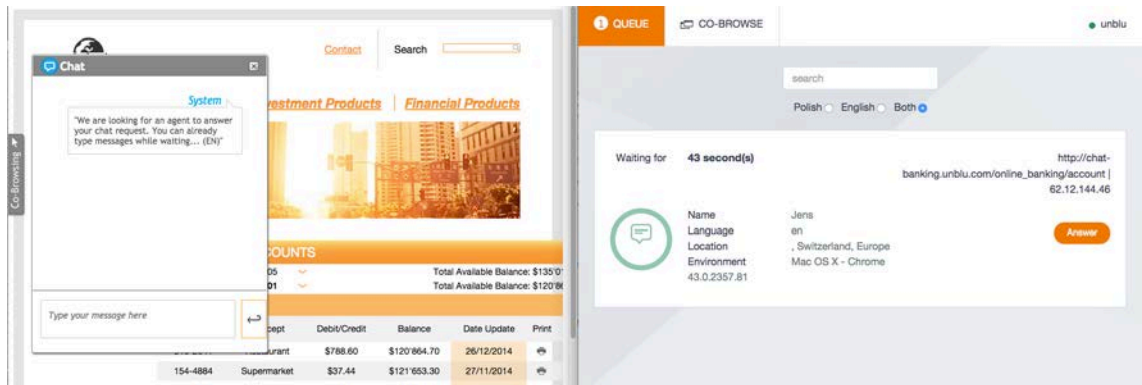
- Session transfer between agents: Version 3.5 introduces the ability to transfer a session from one agent to another agent while the visitor stays in the session. This function can be activated through configuration and allows an agent to generate a second PIN code from within an active session through which the second agent can join the session.



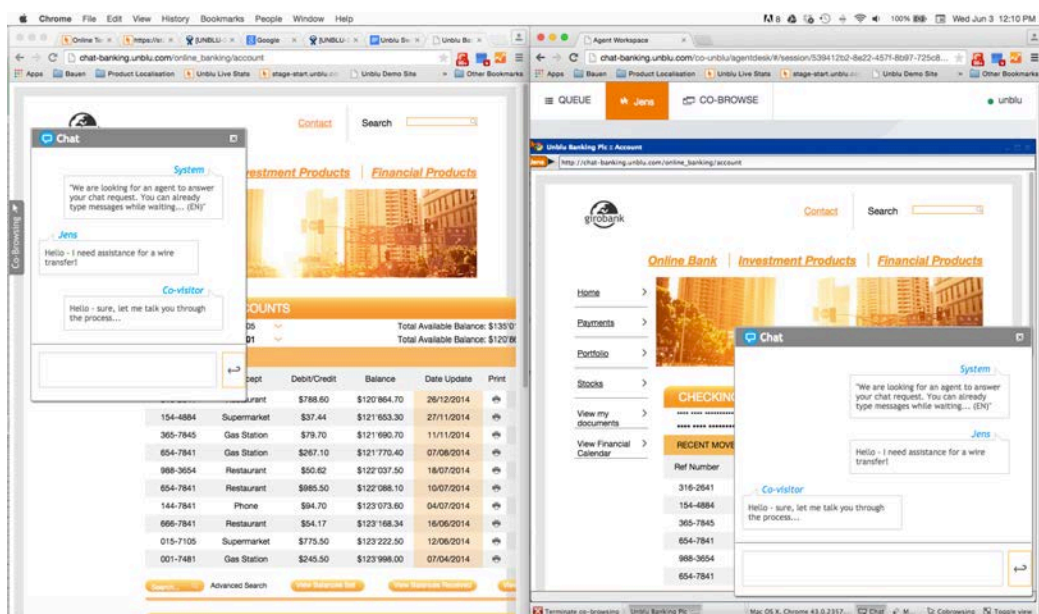
Subsequently the second agent is able to join the already running session, using the “Enter Agent Invitation PIN” function in the agent desk and the first agent can then leave the session.



- Custom Agent Desk with Live View Chat: With release 3.5 we are introducing the ability to use unblu enterprise on premise with a custom agent desk.



The custom agent desk allows to start an enterprise collaboration session with chat only, while relaying a preview of the content the website visitor is looking at to the agent. This capability will be rolled into the standard agent desk with unblu 4.0. While only the chat session is active, no collaboration or co-browsing is possible and no second mouse pointer appears in the browser of the visitor. If you are interested to use this additional capability, please contact our support department at support@unblu.com



- Role based access control / Black Whitelisting of resource access: With unblu 3.5 we are introducing a role based access control concept for unblu on premise implementations. With this, you can now administer access to domains based on the privileges that a user has. This is especially helpful if you are serving a variety of sites with the unblu server setup and not all agents should have access to all resources accessible to the server itself. Details can be found in our online documentation [here](#).