6/15/2022

P&G CXH Users

We have identified some fixes and improvements that are needed within the platform as we continue to meet with the various customer teams/users. We wanted to provide you with an update on the items that are open and being worked. If you have any questions, we have additional office hours this week, and will be scheduling additional office hours through the end of June. You can also reach out to the Syndigo team via the “Help” link in the left navigation within the platform.

**P&G Taxonomy/Private Attributes**

* Due to a configuration change for the P&G Canada account the P&G taxonomy attributes (P&G Category, P&G SubCategory, P&G Brand, P&G SubBrand) are no longer appearing on the P&G US account as of 6/10/2022. We have reinstated the P&G taxonomy fields in the US account as of 10am EST on 6/15 but the attributes don’t currently save when being added as columns. We are working to restore that functionality as well as ensuring the scheduled reports also restore those columns. We will communicate when the resolution is deployed into CXH.

**Manage Digital Assets Modal**

* **Null Overrides** – There is an enhancement being deployed today (6/15) which will allow you to assign a Null as the Recipient Override in the Digital Asset Modal, as well as applying Null in a slot you moved an image from by clicking through the 3 ellipses control on the image slot.
* **Drag and Drop Images** – There was a scenario where you aren’t able to drag and drop an image as a Recipient Override, for a position where there is a P&G feed sourced image and a Recipient Override was not already set. There is an enhancement being deployed today (6/15) which will resolve this issue.

**Compare with Live (CWL)**

* **Product Statuses** - As of 6/8/2022, we are now using a per attribute match threshold setting when determining Match status, which should help with achieving overall content match status when there are minor differences in the content. On 6/14 we also released an improvement to update the Product Status field immediately after importing values with CWL. Previously you had to manually refresh the page to see the updated status. (COMPLETE)
* **Comparison Errors** – While viewing CWL an error message appears at the top of the page stating there is an error in running the comparison. The CWL process doesn’t complete. We have a fix queued up that is going through QA and Dev review at the moment. We will communicate when the resolution is deployed into CXH.
* **Re-Importing New Assets** – There are instances in which importing assets don’t get saved. We have identified a fix for this and is currently in review. We will communicate when the resolution is deployed into CXH.
* **Image Ordering** – There are instances in which images from the live site are not being presented in the correct order within CWL. We are currently investigating this issue. An update will be provided following our review.
* **Re-Imported Image Not Matching 100% -** When importing images, it is expected that the image matches 100%. We are seeing scenarios when CWL are presenting lower match percentages. We have a fix queued up that is going through QA and Dev review at the moment. We will communicate when the resolution is deployed into CXH.
* **Compare with Live (CWL) Configurations –** We are working on ensuring the CWL configurations are enabled correctly per recipient.
  + Amazon
    - Warnings is not appearing on the CXH column
  + Sam’s
    - Working to add Highlights bullets in CWL
  + CVS
    - Product Name attribute is currently not appearing
    - Warnings is not appearing on the CXH column
  + Instacart
    - Live site data for Marketing Copy has bullets also presented. Will remove those and have bullets listed as separate
    - Warnings is not appearing on the CXH column
  + Stop and Shop
    - Working to add Directions in CWL
  + HEB
    - Warnings is not appearing on the CXH column
  + Albertsons, Family Dollar, Walgreens, Shoprite, Wegmans, Big Lots
    - We’re reconfiguring these so that fields not on the live site, aren’t appearing for CWL comparisons as empty field values to compare with

**Analytics**

* **Search Data Outage** – We experienced a data outage for Search terms from June 1 through June 8. We are currently restoring that data in the system, and will be available by 6/16
* **Report Filtering –** We recommend while creating reports in report builder to apply product/site filters in order to optimize your report output.The Syndigo team is currently reviewing scheduled reports in the system to make sure the reports configured have the appropriate filtering applied.
* **Report Scheduling –** We recommend scheduling your reports to run after 12pm EST if you are pulling data for today. Due to data processing completion timelines your report may not include the latest data if run earlier. We are continuing to optimize this data processing completion window and have a major update that will be deployed by the end of July 2022.
* **Filter Configuration –** There is a bug that doesn’t reflect the configured product/column filters applied to Report Builder reports in the UI. The reports generated will still apply the configured product/column filters in reports that were saved though. We are actively working to correct this issue.