What's New

CoreMedia Content Cloud v12

CMCC Distribution 12.2406.0.0

CoreMedia Content Cloud Distribution 12.2406.0

The new product features and enhancements highlighted in this document are part of CoreMedia Content Cloud v12, release 2406.0. For more details about the included products and components, please refer to our distribution download site at https://go.coremedia.com/cmcc-12.

The CMCC-Service features are part of the upcoming infrastructure release, which will be rolled out end of June. These features are independent from the used CMCC version unless otherwise noted.

Studio Enhancements

Studio In-App Guides for Self-Managed Customers

When looking for specific information, depending on the learning type, some users find it too "time-consuming" to browse lengthy manuals for web help. For this audience, in-app guides might be the solution.

We introduced them for CMCC-Service customers in the previous AEP. From this version (12.2406.0.0) on, guides together with usage analytics are bundled for all customers, including self-managed.

If you want to learn more about our in-app guides, have a look at the What's New from the 2404 release or here: https://documentation.coremedia.com/whats-new/#studio-enhancements---studio-in-app-guides-in-cmcc-service
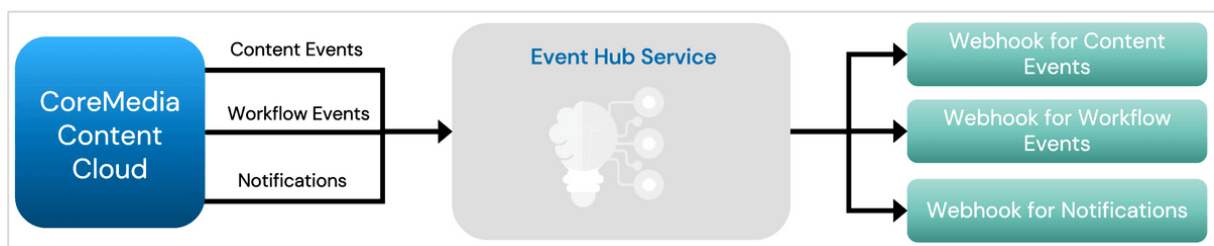
Event Hub

Event Hub for Self-Managed Customers

CoreMedia Event Hub enables you to reuse content outside your CoreMedia system and keep external systems up to date with content events without customizing CoreMedia's specific code.

Additionally, content creators can be notified about changes to workflows or other editorial actions outside of Studio.

While CoreMedia Event Hub was only available to CoreMedia Content Cloud Service customers, it is now also available for self-managed installations. Moreover, the Docker Container with the Event Hub Listener is available for download as well as documentation for setup and configuration.

Extended Event Hub Filtering Capabilities

A filter test page is now available on the documentation site with comprehensive example events to test your filter expressions. These enhancements allow filtering by abstract event types for *Content*, *Notification*, and *Workflow* Events.

To learn more, visit https://documentation.coremedia.com/services/event-hub-service/event-hub-filter-test-page/

Spring Boot Update

Update to Spring Boot 3.3

2406.0 comes with the latest Spring Boot 3.3 that has Open Source Support until May 2025. All relevant 3rd party libraries have been updated to ensure up-to-date and secure setup.

Integration of Engagement Cloud A/B Testing with Content

With CoreMedia Engagement Cloud, you can now use a/b testing campaigns to determine the best working content. You can create so called Experience content in Studio and will see all the a/b testing campaigns from your connected Engagement Cloud account.
You can assign content for each of the a/b tests variants.
The rendered content will be automatically calculated when delivered on your website through the Engagement Cloud JavaScript tag integration. Plus, you can easily switch to the Engagement Cloud interfaces to edit the a/b tests setup.
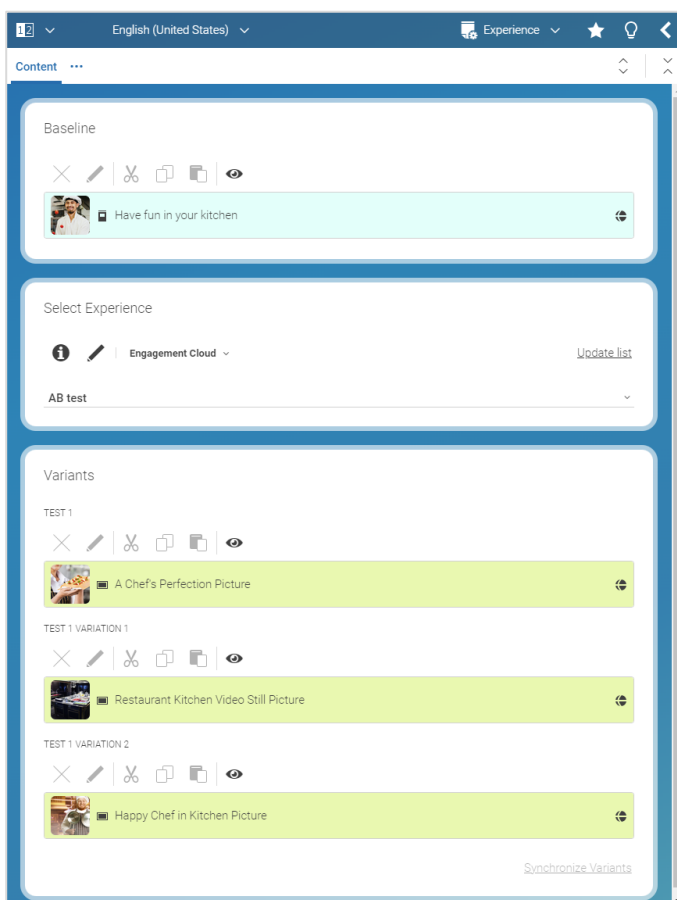
Content Cloud – Service

CMCC–Service now supports CoreMedia Content Cloud 12.2404.x for all environment types.

# Engagement Cloud: New App for Audio Management

The Audio App is an application within the CoreMedia Contact Center and Analytics Studio which allows you to centrally manage your audio files.

Here are the advantages and functionalities available with the Audio App:

- **Beyond Business Hours:** Manage audio messages informing customers of operating hours.
- **Intro Audio:** Create and manage introductory greetings for customers.
- **Music on Hold:** Organize and deploy background music to entertain and inform customers while they wait.
- **Operator Identification:** Manage audio prompts identifying operators.
- **Voicemail Detection:** Handle audio files for detecting and managing voicemail interactions.

How to Use This App

The Audio App allows you to upload and link audio files to team functions.
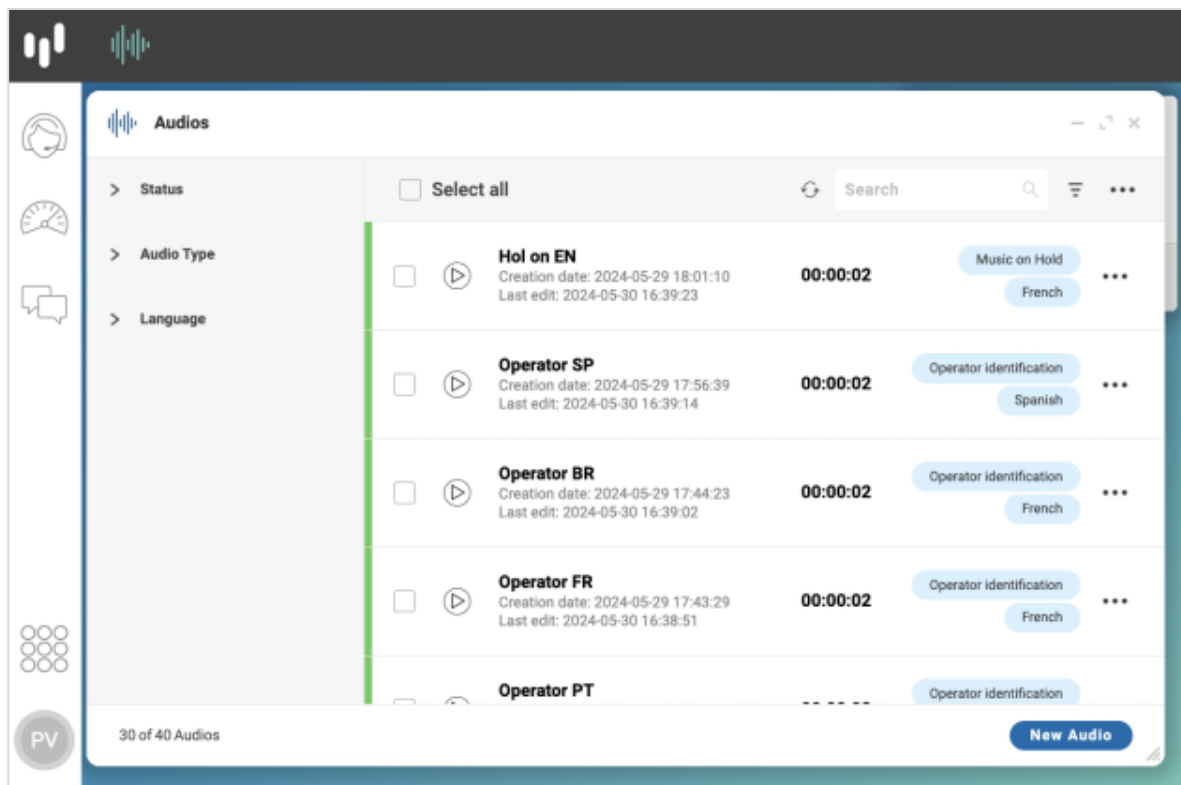
The Contact Center and Analytics Studio then play these files in specific situations, such as music for customers on hold, privacy warnings, or operator introductions.

The Audio App has the following functionalities:

- Upload new audio files
- Associate audios with different languages
- Edit audio file details
- Associate audio files with team skills
- Activate and deactivate audios

Visit our documentation site for more information and useful how-to guides.

Link:

Learn how to upload and associate audio files to be used in teams and skills.