RELEASE NOTES

KNOWLAND

January 7, 2020

RELEASE NOTES

20200107

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ABOUT THIS RELEASE

Knowland will be moving all customers to our new platform in 2020. The first part of this migration is realized in the 20200107 release. Below are the key changes impacting customers migrating on this date.

Knowland 20200107 is the first release with the functionality to support the migration:

- **New Landing Page at Login**
- **New Navigation Bar**
- **Pre-Loaded Saved Search**
- **Trailing Search Functionality**
- **Enhanced Search Bar Functionality**

SUPPORTED BROWSERS

Knowland 20200107 was tested on:

- IE 11.535.18362.0
- Chrome 79.0.3945.88 (Official Build) (64-bit)
- Firefox 71.0 (64-bit)

We recommend the use of Chrome to access the Knowland platform.

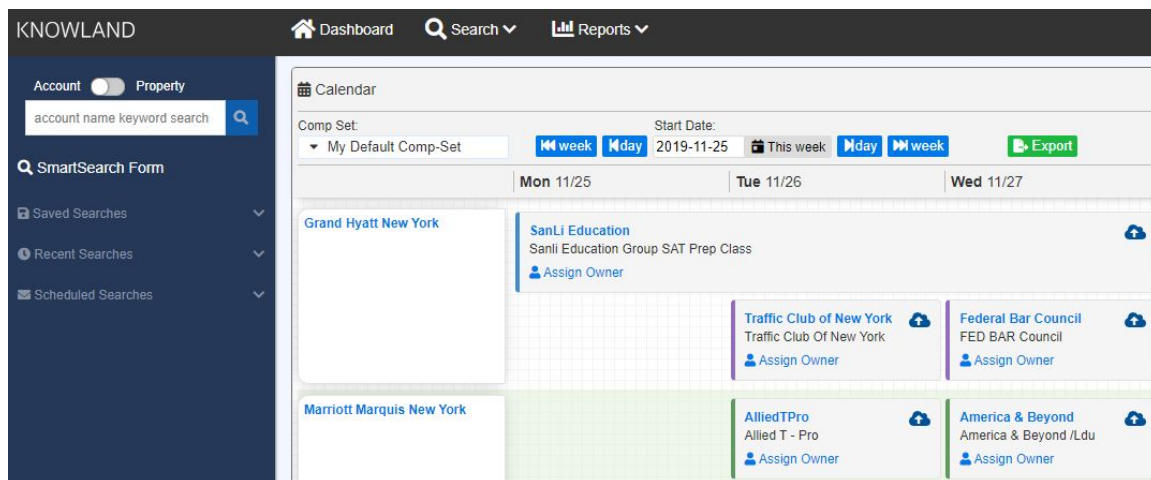# Release Notes

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New Functionality

The following section will cover the new functionality included in this release.

New Landing Page at Login

Users will now be logged directly into the new platform and will no longer be required to click to the Smart Search page via a secondary link.

The landing page will be the calendar screen from prior versions of Knowland. Users will be able to access SmartSearch form, as well as any saved searches, from the left-hand navigation bar.
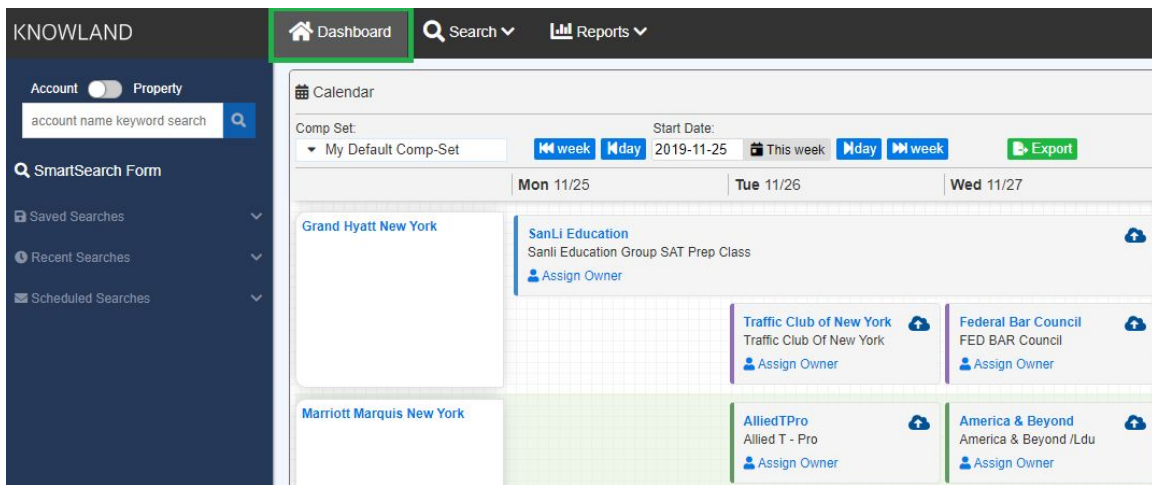
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The navigation bar at the top of the screen has been reworked and separated into five categories:
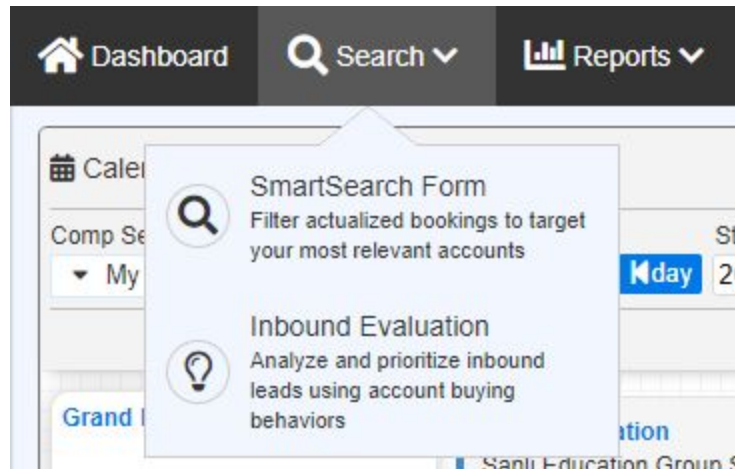
- Dashboard
- Search
- Reports
- Help
- Manage account

Clicking the **Dashboard** option will take the user back to the Calendar screen from initial login.
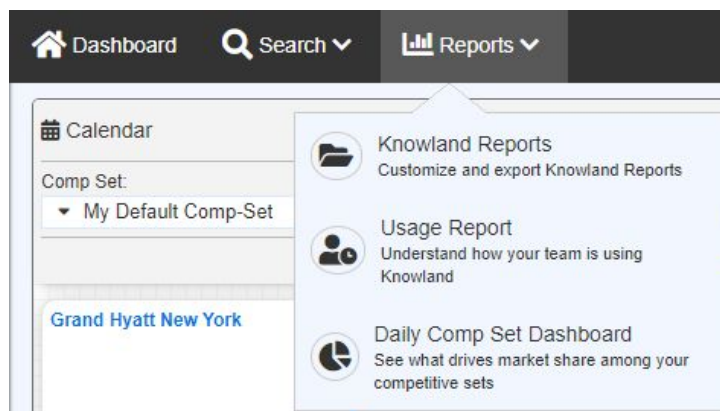
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Clicking the **Search** option will allow the user to start a new SmartSearch form (this can also accessed in the left-hand navigation bar) or access the Inbound Evaluation functionality (Unlimited Access only).

Clicking the **Reports** option will allow the user to do the following:

- Run, customize, and/or export reports
- Access Usage reports
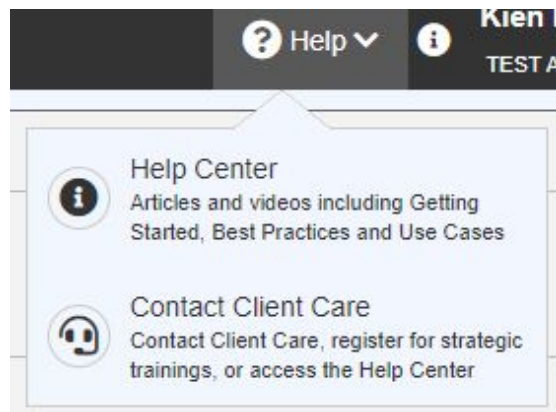- View the **Daily Comp Set Dashboard**

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Clicking the **Help** option will allow the user to do the following:

- Access the **Help Center** in order to learn more about the platform and access training materials as well as useful hints on how to use Knowland.
- Contact **Client Care** for additional help or to register for scheduled training sessions.
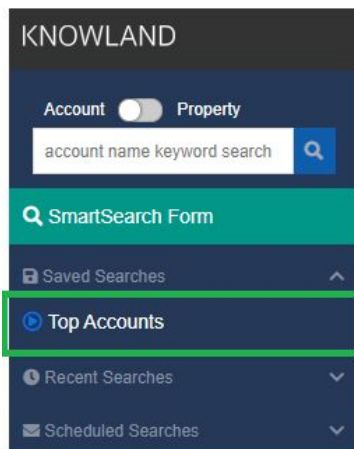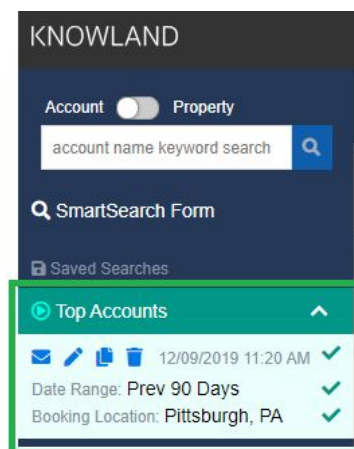
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With the move from the old Insight platform to the Knowland platform, certain pieces of functionality were sunset. One of these was the **Top Accounts Report**. This has been replaced, for all users, by a saved search call **Top Accounts**. This report can be accessed in the left-hand navigation bar under **Saved Searches**.

The default parameters for this search are the following:

- Hotel Market (or base market selected for hotel if different from the Hotel Market)
- Previous 90 days (groups seen in the market in the past 90 days from today's date)

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BOOKING OCCURRENCE TAB

On the SmartSearch form, a new parameter has been added to speed search functionality. Users will now be able to select a series of **Trailing** metrics as a part of their search parameters.

- Day
- 7 days
- 30 days
- 90 days

These metrics can be used in both single searches or saved searches to dynamically look at the same time period without being date specific.
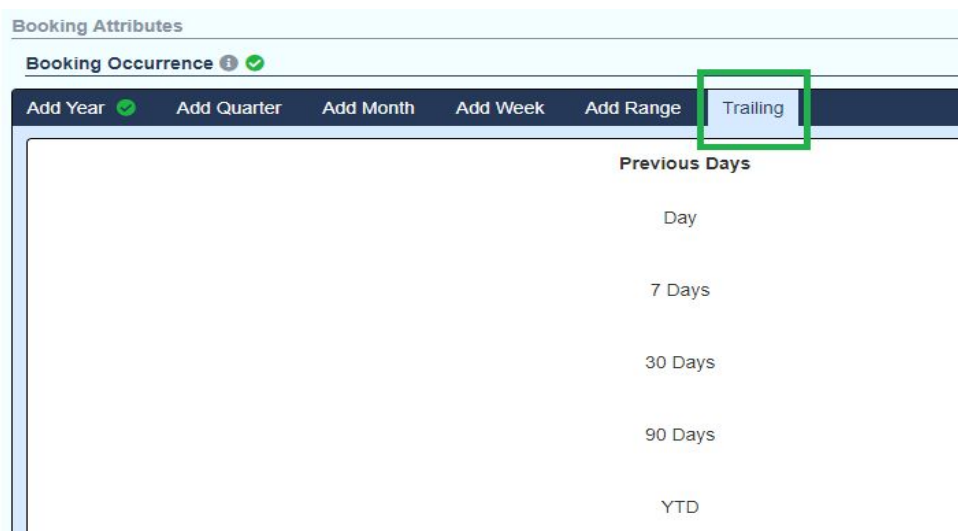
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SEARCH BAR FUNCTIONALITY

Currently users can search directly for a company in SmartSearch in the left-hand navigation bar. With this release, the user will be able to toggle and search for properties directly in the search window. This will only return hotels within your data access.
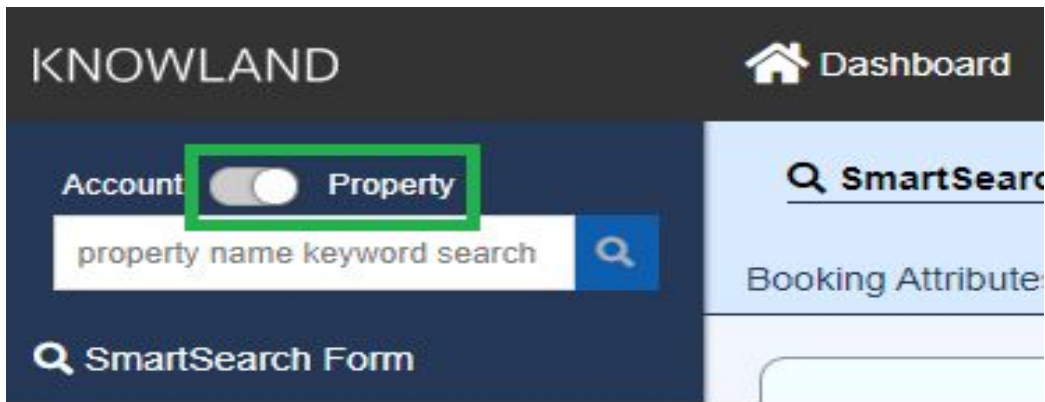
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ENHANCEMENTS

The following section will cover the enhancements included in this release.

INVALID LOGIN CREDENTIALS

If users enter incorrect login credentials, they will now receive a message that their credentials are incorrect. For security purposes, the system will not tell you which credential is incorrect.

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FORGOT PASSWORD

When you click the **Forgot Password** link and choose to reset your password, the system will provide a confirmation that an email has been sent.
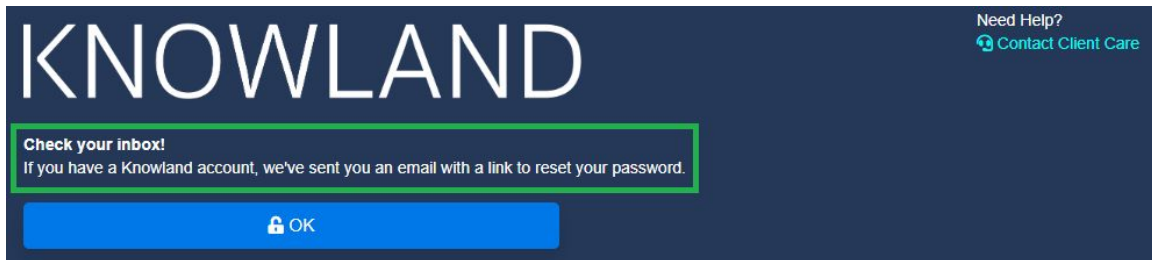
SAVED SEARCH TIMESTAMP

Added a timestamp to the saved searches items in search experience pane annotating the date created.
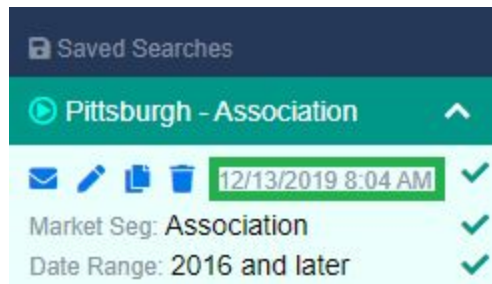
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Changes to Functionality

The following section will cover functionality removed from the platform.

In-Depth Research Requests

This functionality has been removed from the platform for disuse.

Elite Leads

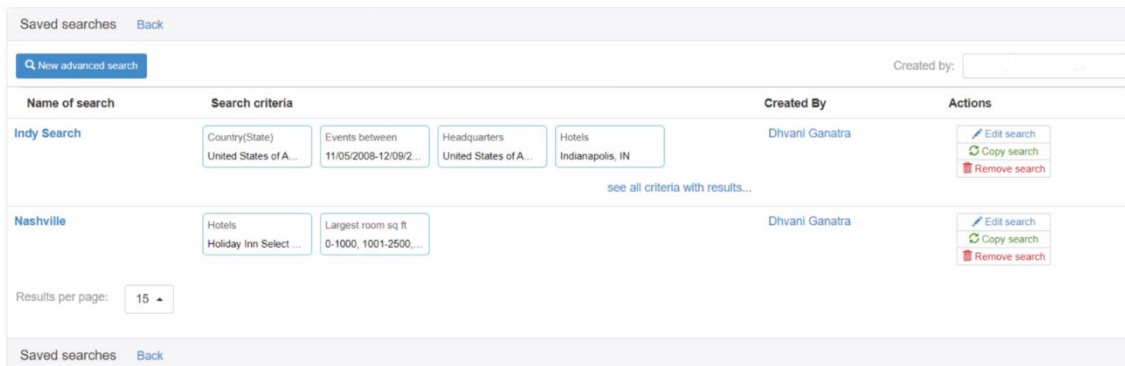This functionality was replaced with SmartSearch.

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Quick Searches

This functionality was replaced with SmartSearch.
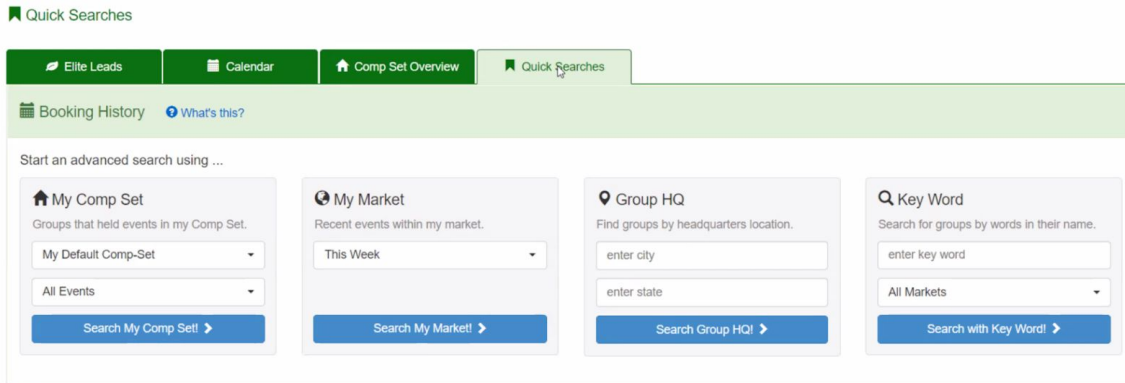
Saved Searches

Saved searches from the old platform will not transfer to the new platform. Users will need to rebuild searches in the new platform. If you require assistance with this, please contact **Customer Care** at clientcare@knowland.com.

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ADVANCED SEARCH

This functionality was replaced with SmartSearch.

COMP-SET OVERVIEW

This functionality has been removed from the platform for disuse.

BUGS ADDRESSED

There were no bugs in the Knowland Platform addressed in this release.