

October

Reward Gateway's Quarterly Product Update October - December 2020

Quarterly product development summary 20 improvements across 7 different products with a lot more happening in the background.



Employee Recognition & Reward

Scheduled recognition

Now you can schedule awards to go out to large employee groups to recognize key milestones that are meaningful to employees and the business, such as long service, special events, public holidays and birthdays! Clients can use this feature for both monetary and non-monetary recognition, and can utilize the segmentation tool to send to specific employee groups.

Nomination approvers can edit nominator's reason for award text

Approvers can now edit award reasons before approving a nomination, for example, to correct typos before sharing.

Customized Social Recognition Wall filters

New filter options for employees

- Create their custom searches using Wall filters, save them and reuse them whenever they like.
- Subscribe to a weekly email digest of public recognition within their saved filters.
- Filter the groups they belong to (e.g. department, location, etc.) through the My Groups filters.
- they are Line Managers)Copy a link to any public recognition post, so they can share it

• Filter recognition written or received by their direct reports (if

with colleagues (e.g. via email, Slack, etc).



Platform

Core

platform into their Yapster instance to receive real-time

Real-time notifications through Yapster integration

notifications about platform activity.

Improved Instagram tile with integration

Clients using Yapster can now integrate their Reward Gateway



Employee Communications

which will allow the tile to properly display all Instagram posts, which also allows employees to click through to the Instagram post.

Improvements to blog announcement alerts and emails

We've made significant improvements to the speed at which blog

announcements - in the form of alerts and emails - get sent out.

We have rebuilt the Instagram tile on SmartHub®. Clients can now

authorize their Instagram account to integrate with SmartHub®

Now, as soon as an author hits the Publish button, the alert will be sent. Plus, the platform will check every 2 minutes for new content. The new release also ensures that the blog author

receives announcement alerts so that they can check that the announcement has sent and delivered successfully.

In order to help keep track of alerts, there is a new status pop-up that the author can review on the published post, which indicates the publish date, and the status of announcements being sent,

mention alerts, and integrations being triggered.

New and improved "Image+Text" tile

Following feedback from clients asking for SmartHub® tiles to reflect their branding but also to look good on mobile phones, we

following new features: • Background color option

Ability to flip image and text position
Bring title and description together on vertical tiles
More text formatting and color options

have given the "Image+text" tile an upgrade, providing the

You can now add, edit or remove survey recipients for an



Employee

Surveys

new recipients, update the existing recipients, or remove recipients. (Note: this applies to file upload surveys only, not

Recipients now editable for file upload surveys

Open Answer character limit increased to 2,000
To enable employees to leave longer answers when required, we have increased the character limit on "open answer" questions to 2,000.

employee survey after it has gone live. After launch, an admin will now have the ability to upload a file that will allow them to add

Easier browsing on the SmartSpending™ app
To further improve navigation and ease of use we have added a new "Weekly Offers" tab on the app homepage, within which



Employee

Discounts

"This week is all about" "Our Picks" "Featured Retailers"

additional browsing options include:



Employee

Wellbeing

"Move" section of the Wellbeing Center. The videos cover the categories Yoga, Barre & Pilates, Abs & Core, Cardio & HIIT, ad Strength & Toning.

Scheduled recognition for unregistered users

We know that not all clients are able to provide email addresses for their employees upfront in order to send out a mass recognition communication or award. So, we've enhanced

ClassPass "Move" videos now available in the Wellbeing Center

Reward Gateway has partnered with ClassPass, a leading fitness and wellness membership service, to further enhance the content

available to our clients' employees via the Wellbeing Center. We've added approximately 200 hours of video content from ClassPass and is available for employees to access from the





Employee

Recognition

& Reward

our Scheduled Recognition tool to make sure unregistered users can receive awards, too.

Here's what clients can expect:
Scheduled recognition will go out to unregistered users, based on the timezone of the program they belong to
They will be notified of their award through an on-site alert, which they will see on their first login
All awards will be available in the users' R&R balance on their

first login

New Global Hotel Card (powered by Expedia) now available

(UK, Australia, Ireland)

IP and Domain settings.



Employee Communications

Employee

Discounts

purchasing Instant Vouchers / eGift Cards to the nearest dollar that they require.

Added option for assigning blog contributors

users can now save an additional 10% on their booking by

The Global Hotel Card provides great savings at over 350,000

hotels and accommodation rentals worldwide. SmartSpending™

We've added a third option in the list of default permissions that

can be assigned to everyone on a blog. Now, blogs have three options: everyone can blog, only those specified can blog, or



This will allow clients to give everyone in their organization the ability to participate in writing blog content while retaining control of when the content gets published. Admins can still keep a schedule of when they have content going live, but they do not

everyone can blog but posts need approval.

Blog counter pop-up improvement
We have made a small but important improvement to the status pop-up by adding a tooltip with further explanation for email alerts as well as a link to a Success Portal article on the bottom to direct a client to information about allowing emails through with

We have introduced the capability for clients to be able to choose

how they want their data exports to be available. There will now be 3 options available and these can be customized through the



Employee

Communications

Core

Platform

Allow data exports only within Safe Listed IPs (Available to all Reports Viewers but only when in Safe Listed IPs) Do not allow any data exports (Not available to anyone)

Security Dashboard for each program:

New, enhanced data export security settings

Do not allow any data exports (Not available to anyone)

Allow all data exports (available to all Report Viewers)

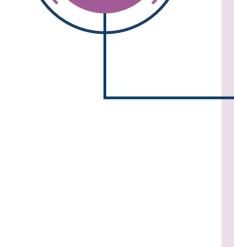
- Making Blog segmentation easier for Authors and Admins
 We have redesigned the segmentation experience so that
 Authors and Admins can be confident the correct population is
- seeing the proper content. Not only have we made the language around segmentation more user-friendly, but we have also included more tooltip information. This improved interface will to

help guide authors in any questions they may have while creating

We know that many of our clients use our Reward & Recognition

"award" to be mentioned in the notification email or the on-site alert. For example, they might want to send a Christmas Bonus or

system to issue monetary gifts or allowances as well as for recognition awards, and therefore may not want the word



December



Employee

Recognition

We also know that not all recognition clients send out is monetary, and so, clients may not always want award values to

be displayed in the communications.

a COVID-19 WFH Allowance.

Email wording improvement

versions.

To account for all of these scenarios, we have removed the system-generated word "award" from the recipient notification emails and on-site alerts for AwardFilePlus and Scheduled Recognition.

Clients now have more flexibility to name their recognition

moments the way they want. The word "award" will not show in these emails and alerts, unless their chosen award name includes

To learn more, contact engage-us@rewardgateway.com