

### **Reward Gateway's Quarterly Product Update** October - December 2020

**Quarterly product development summary** 20 improvements across 6 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

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

they are Line Managers)

- Create their custom searches using Wall filters, save them and reuse them whenever they like.
- their saved filters. • Filter the groups they belong to (e.g. department, location, etc.)

• Subscribe to a weekly email digest of public recognition within

- through the My Groups filters. • Filter recognition written or received by their direct reports (if
- Copy a link to any public recognition post, so they can share it with colleagues (e.g. via email, Slack, etc).

For clients this advancement will allow them to:

• Pre-determine their employees' default view of the Wall when

- they log in (i.e. "Company filter"). For example, they can set it to each employee's own department. • Subscribe all registered users to a weekly email digest of all
  - recognition on the Wall, or within their Company filter Read this Success Article to learn all about them.



**Platform** 

Core

platform into their Yapster instance to receive real-time

Real-time notifications through Yapster integration



**Employee** Communications notifications about platform activity. Improved Instagram tile with integration We have rebuilt the Instagram tile on SmartHub®. Clients can now

authorize their Instagram account to integrate with SmartHub®

which will allow the tile to properly display all Instagram posts,

Clients using Yapster can now integrate their Reward Gateway



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.

#### 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 also

receives announcement alerts so that they can see and check that the announcement has sent and delivered successfully. In order to help keep track of alerts even further, there is a new status popup that the author can review by navigating back to the published post. This will indicate when the post was published, and the status of announcement emails/alerts getting sent,

mention alerts, and any 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

#### have given the "Image+text" tile an upgrade, providing the 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
- Recipients now editable for file upload surveys
- You can now add, edit or remove survey recipients for an 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



**Employee** 

Surveys

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

surveys based on all members or a segment of members.) 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.

additional browsing options include:

'This week is all about'

'Our Picks'

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



**Employee** 

Wellbeing

**Employee** 

**Discounts** 

'Featured Retailers'

ClassPass "Move" videos now available in the Wellbeing Centre

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 Centre. We've added approximately 200 hours of video content from ClassPass and is available for employees to access from the "Move" section of the Wellbeing Centre. The videos cover the categories Yoga, Barre & Pilates, Abs & Core, Cardio & HIIT, ad Strength & Toning.





& Reward

**Employee** 

for their employees upfront in order to send out a mass recognition communication or award. So, we've enhanced

Scheduled recognition for unregistered users

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

• They will be notified of their award through an onsite alert,

We know that not all clients are able to provide email addresses

which they will see on their first login All awards will be available in the users' R&R balance on their first login



on the timezone of the program they belong to

The Global Hotel Card provides great savings at over 350,000 hotels and accommodation rentals worldwide. SmartSpending™ users can now save an additional 10% on their booking by purchasing Instant Vouchers / eGift Cards to the nearest pound or dollar that they require.

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



**Employee** 

Communications

**Employee** 

**Discounts** 

This will allow clients to give everyone in their organization the ability to participate in writing blog content whilst retaining control of when the content gets published. Admins can still keep

need to do all of the blog authoring on their own.

Blog counter pop-up improvement

everyone can blog but posts need approval.

Added option for assigning blog contributors

We have made a small but important improvement to the status popup 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 IP and Domain settings.

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 customised through the

a schedule of when they have content going live, but they do not



**Employee** 

Communications

**Employee** 

Recognition

& Reward

Core

**Platform** 

 Allow data exports only within Safe Listed IPs (Available to all Reports Viewers but only when in Safe Listed IPs)

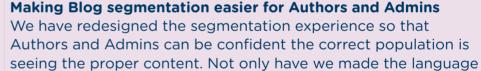
Security Dashboard for each programme:

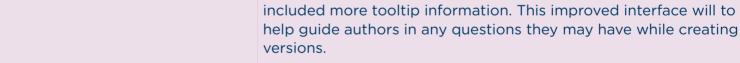
New, enhanced data export security settings

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

around segmentation more user friendly, but we have also

Allow all data exports (available to all Report Viewers)





it.

For more details, visit the Success Portal or contact your Client Success Manager.

**Email wording improvement** We know that many of our clients use our Reward & Recognition system to issue monetary gifts or allowances as well as for recognition awards, and therefore may not want the word "award" to be mentioned in the notification email or the on-site alert. For example, they might want to send a Christmas Bonus or a COVID-19 WFH Allowance.

monetary, and so, clients may not always want award values to

We also know that not all recognition clients send out is

be displayed in the communications.

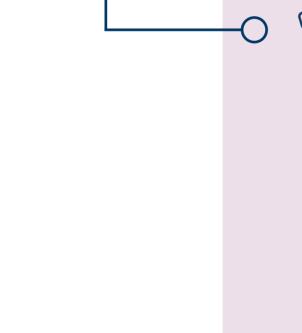
emails and onsite alerts for AwardFilePlus and Scheduled Recognition. Clients now have more flexibility to name their recognition moments the way they want. The word "Award" will not show in

these emails and alerts, unless their chosen award name includes

To account for all of these scenarios, we have removed the system-generated word "award" from the recipient notification

Lastly, we are changing the "See your award" email call to action to "Take a look now". While this is still fixed across all clients, it applies to a wider range of initiatives.

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December