

OpenText™ Communications (Exstream) version comparison chart

Transform customer communications into personalized experiences with new features

Personalized information, delivered in the most optimal and timely way, is at the core of modern customer experiences. Years of legacy communication systems and siloed business processes present challenges for organizations looking to create impactful customer experiences. What if you could go beyond the status quo of customer communications to make compliant, engaging experiences your competitive advantage? Discover the new features in the most recent cloud-native version of OpenText™ Communications (Exstream).

Product features	Benefits	25.2	25.1	24.4	24.3	24.2	24.1	23.4	23.3	23.2
Knowledge-driven GenAI	Leverage trusted content workspaces for GenAI authoring. Always work with the most up-to-date content, adding accuracy while speeding up approval processes and improving productivity.	✓								
Guidewire ClaimCenter accelerator	Resolve claims faster by automating the design and delivery of highly personalized policyholder communications within Guidewire ClaimCenter in the Guidewire Cloud.	✓								
Experience Aviator	Users can easily create personalized content using generative AI to rapidly generate relevant material that can enhance content development productivity.	✓	✓	✓	✓	✓	✓	✓	✓	
HTML5	Low-code HTML5 design empowers businesses to craft captivating, digital-first communications without the need for complex coding expertise.	✓	✓	✓	✓	✓	✓	✓	✓	
PDF design accelerators	Quickly migrate content from PDF	✓	✓	✓	✓	✓	✓	✓	✓	✓
.docx design accelerators	Use Microsoft® Word (.docx) templates to create polished communications.	✓	✓	✓	✓	✓				

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Component export/import	Transfer language layers, graphic/text frames, complex rule management, sections and paragraphs to the Communications Designer with the Design Asset Service (DAS).	✓	✓	✓						
Rationalization tool	Minimize redundancy by extracting and consolidating only the most critical content from PDF format output	✓	✓	✓	✓	✓	✓	✓		
Logical input split	Sorting and bundling of communication set outputs, multi-condition support with flow model deciders	✓	✓	✓						
Design layouts	Allows for shared templates across multiple pages. Sections and Clauses can be used in the design tool to provide easier use of content layout for insurance or contract communications.	✓	✓	✓	✓	✓	✓			
Operational dashboards	Quickly see what's working, what's not, and empower your operations team with data to inform content creation.	✓	✓	✓	✓	✓	✓	✓	✓	✓
Advanced approval workflows	Define multiple approver workflows for greater regulatory control of business content and reduced errors.	✓	✓	✓	✓	✓	✓	✓	✓	✓
Consolidated dashboards (*OpenText Core Journey)	Provide operations managers with real-time status of communications jobs and provide an overview of information to help organizations make data-driven decisions.	✓	✓	✓	✓	✓	✓	✓		
New UX (*OpenText Core Journey)	Empower users to seamlessly create, monitor, and analyze diverse customer journeys, while generating insights and orchestrating follow-up actions based on customers' previous behavior or status.	✓	✓	✓	✓	✓				