

OpenText Communications (Exstream) version comparison chart

Activate 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. But 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 feature	Benefits	26.x	25.x	24.x	23.x
Enhancements to Orchestration	Gain insights into communications generated to ensure compliance and transparency. Learn more OpenText Communications Orchestration .	✓			
Integration with OpenText™ Core Journey with Engagements	Provides a business user with a single UX for creating end-to-end digital engagements including delivery channel management, recipient list identification, communication authoring, journey management, and analytics across every touchpoint. Learn more .	✓			
Support for right-to-left (RTL) languages, including Arabic and Hebrew.	Enables designers to create customer communications in RTL languages, improving compliance and accessibility to Arabic- and Hebrew-speaking audiences. Available in Communications Designer, Content Author, and Interactive Editor.	✓			
PDF Comparison Testing Tool	Accelerates migration that allows customers to test, plan, and upgrade with confidence.	✓			
UX enhancements	Get started faster by creating designs directly from DOCX files and design layouts in the design wizard.	✓			
Accelerators for Guidewire BillingCenter, PolicyCenter, and ClaimCenter	Resolve claims faster by automating the design and delivery of highly personalized communications within Guidewire BillingCenter (26.x), PolicyCenter (25.x), and ClaimCenter (25.x) in the Guidewire Cloud.	✓	✓		
Knowledge-driven GenAI	Leverage trusted content workspaces for GenAI authoring. Always work with the most up-to-date content, ensuring accuracy while speeding approval processes and improving productivity.	✓	✓		

Product feature	Benefits	26.x	25.x	24.x	23.x
AI-assisted flow scripts	Use generative AI to generate flow scripts in orchestration.	✓	✓		
Opacity support	Allows for background images to be seen through tables, text boxes, and container cells for PDF and HTML outputs.	✓	✓		
Support for Core DAM connectivity	Provides integrated connectivity to OpenText™ Core Digital Asset Management for digital content inclusion in communications, including the ability to crop the image.	✓	✓		
.docx design accelerators	Create polished communications using Microsoft® Word (.docx) templates.	✓	✓	✓	
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).	✓	✓	✓	
Logical input split	Sort and bundle communication set outputs, multi-condition support with flow model deciders.	✓	✓	✓	
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.	✓	✓	✓	
Design layouts	Use shared templates across multiple pages. Simplify content layout for insurance or contract communications using Sections and Clauses in the design tool.	✓	✓	✓	
OpenText™ Experience Aviator™	Easily create personalized content using generative AI.	✓	✓	✓	✓
HTML5	Empowers non-technical business users to craft captivating, digital-first communications without the need for complex coding expertise.	✓	✓	✓	✓
PDF design accelerators	Quickly migrate content from PDF.	✓	✓	✓	✓
Rationalization tool	Minimize redundancy by extracting and consolidating only the most critical content from PDF format output.	✓	✓	✓	✓

Product feature	Benefits	26.x	25.x	24.x	23.x
Operational dashboards	Quickly see what's working, what's not, and empower your operations team with data to inform content creation.	✓	✓	✓	✓
Advanced approval workflows	Gain greater regulatory control of business content and reduce errors by defining multiple approver workflows.	✓	✓	✓	✓
Consolidated dashboards (*OpenText Core Journey)	Help operations managers make data-driven decisions by providing them with real-time status of communications jobs and an overview of information.	✓	✓	✓	✓

✓ Features available in this version

*Applicable to OpenText Core Journey customers