

# Platform Release v4.0

Date: 10/14/2025



# **Highlights**

#### What changed in v4.0



# TikTok P0 & P1 paid campaign - BE

Introduced backend support for managing TikTok campaigns (CSA and Platform).



## Roles and permissions management

The new role-based access control (RBAC) system introduces a clear and scalable way to manage user access across madSense products.



# Insight/Competitor agent upgrade

This update centralizes all competitor analysis in one place, provides faster and more accurate insights, and removes dependency on external data sources for a smoother, more reliable experience.



#### New Post/carousel type (img + video) in madSocial Paid.

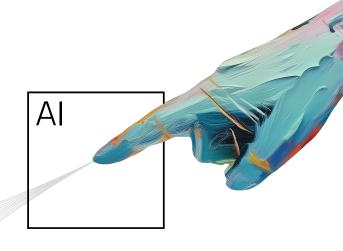
This enhancement enables more flexible and engaging ad formats across supported campaigns.



# Platform v4.0

#### **Updates:**

- TikTok P0 & P1 paid campaign BE
- Roles and permissions management
- Insight/Competitor agent upgrade integration with brand social space
- New Post/carousel type (img + video) in madSocial paid.
- Platform UI & UX upgrades





# TikTok P0 & P1 paid campaign - BE

We've introduced backend support for managing TikTok campaigns (BE for CSA and Platform).

This includes campaign, ad group, and ad creation, with targeting and status sync features now in place.
While not yet available through the UI, this groundwork enables future integration and partner automations.

**TikTok supported campaign types:** Video Views, Traffic, Community Interaction, Reach





### **Roles and Permissions Management**

#### What we did:

The new role-based access control (RBAC) system introduces a clear and scalable way to manage user access across madSense products. It enhances platform security, simplifies maintenance, and ensures users only see and manage what's relevant to their role.

The initial release includes structured roles for admins, campaign managers, viewers, and insights users—covering all core modules such as madSocial, madBuy, and madMail. Each role has predefined permissions to create, manage, or view campaigns and reports, ensuring consistency across teams.

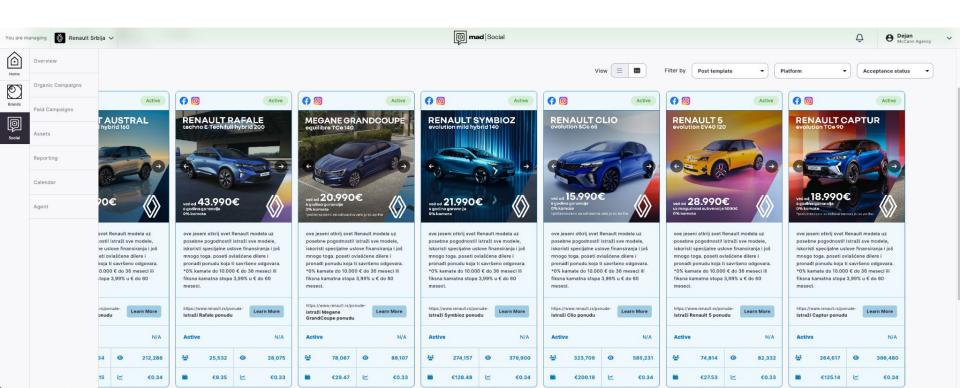
**Customer facing roles:** Social manager, Insights manager, madBuy campaign manager, madBuy reporting.



#### **Role: Social manager**

Full permissions role that enables creation, editing, and managing both Organic and Paid campaigns.

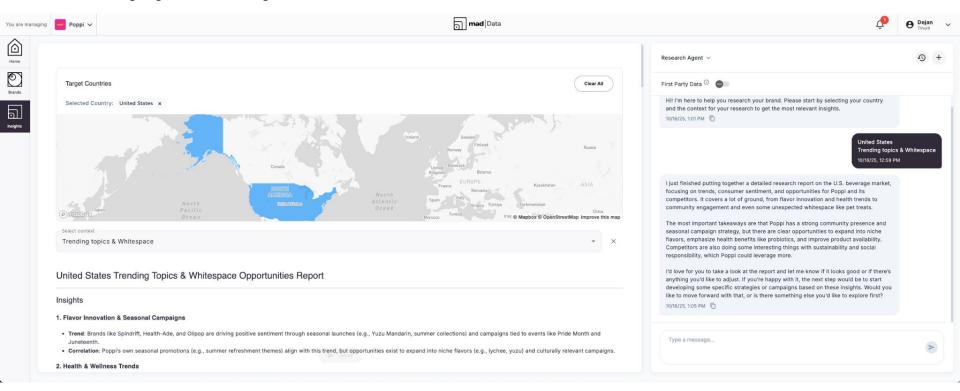
Campaign Managers can oversee campaign setup, updates, performance tracking, and optimization, regardless of campaign type.





#### **Role: Insights manager**

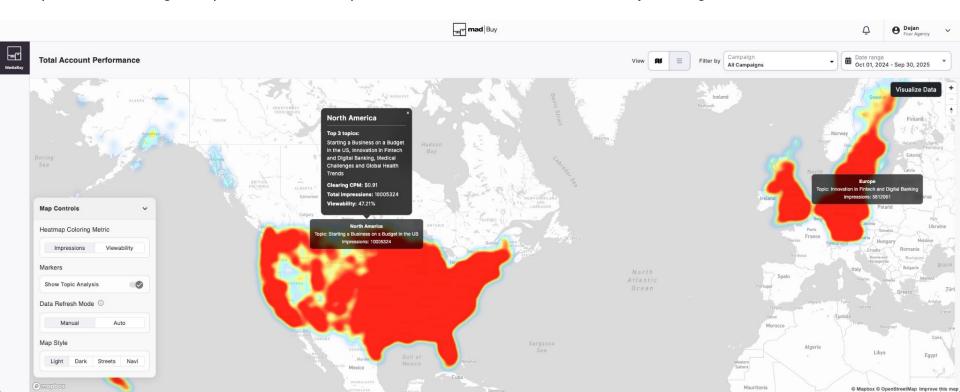
Role with full access to Insights features. It allows users to analyze competitors, run diagnostics, read and edit heat maps, explore insights data, and manage agent-related configurations.





#### Role: madBuy manager

Role with full permissions to create, edit, and manage all madBuy campaigns. Campaign Managers can oversee campaign setup, updates, performance tracking, and optimization across the platform. In addition, this role includes the ability to manage and use CSA.





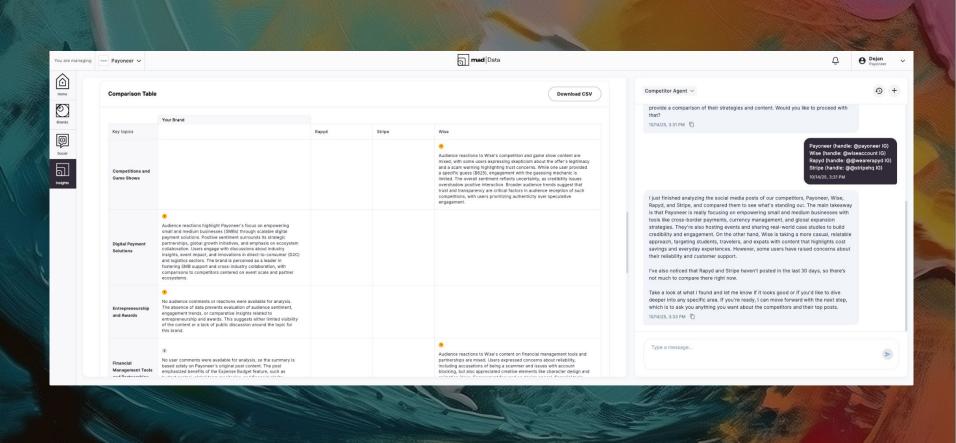
# Insight/Competitor Agent upgrade - integration with brand social space

The Competitor Agent has been fully integrated with Social Space, allowing users to analyze competitors directly from existing brand data—no manual setup or URLs needed.

Users can now select a social network (Instagram, Facebook, or X), view competitor summaries, explore post engagement and sentiment comparisons, and ask follow-up questions through chat.

This update centralizes all competitor analysis in one place, provides faster and more accurate insights, and removes dependency on external data sources for a smoother, more reliable experience.



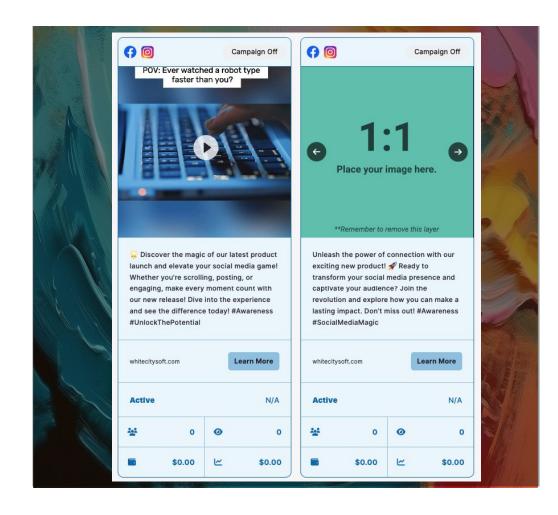




# New Post/carousel type (img + video) in madSocial paid.

#### What is updated:

Following recent updates from Meta, our platform now supports carousel posts combining both images and videos. Internal validation was adjusted, and testing confirmed successful campaign activation. This enhancement enables more flexible and engaging ad formats across supported campaigns.





#### madSense Platform UI & UX Upgrades:

- Catalog selection based on connected pixels; We've implemented a smarter
  way to surface only relevant product catalogs during campaign setup. The system
  now automatically retrieves catalogs that are both accessible to the ad account
  and actively linked to pixels with recent data activity—ensuring a higher likelihood
  of successful campaign delivery.
- Streamlining architecture for network flexibility; We've removed hardcoded
  Meta references from core services and data models to better support future
  expansion to other ad networks (e.g., TikTok, LinkedIn). This structural refactor
  improves maintainability and paves the way for a more flexible, network-agnostic
  campaign setup.
- Exposed company Alt ID in super admin panel; The Company Alt ID is now
  visible in the Edit Company view within the madSense Super Admin dashboard.
  This allows internal teams to easily reference and copy the ID when managing
  operations—no need for additional lookups.
- New visual for neutral sentiment; We've updated the neutral sentiment icon to better reflect its meaning. The old "thumbs up" graphic has been replaced with a more accurate visual for neutral feedback. This improves clarity in sentiment-based insights across the platform.
- Meta Ad account closure detection; The platform now detects and clearly
  notifies users when a Meta Ad Account has been permanently closed. This
  includes a dedicated dashboard alert and email notification to help distinguish
  permanent closures from temporary connection issues.

