
NEON ONE
Neon One
Product Updates
October 2026

Today's Team:



Carlos Deroses

Customer Enablement Consultant

Neon One



Nicole Rodriguez

Customer Enablement Consultant

Neon One



Kaylie Barnett

Customer Support Specialist

Neon One

Neon One Confidential and Proprietary.

Housekeeping:

1. **This is being recorded.** Our webinars are recorded and posted on our Neon One website.

2. **We're here to help!** Drop any questions in the Q&A section, and we'll cover them during Open Office Hours on Fridays at 2 PM Central Time. Need quicker support? Submit a ticket to our knowledgeable team!

3. **Refrain from using the chat for questions.** For best visibility, all questions should be **submitted to the Q&A.**



Agenda:

1. Welcome and Introductions
2. In Case You Missed It
3. Release Overview
4. Demonstration
5. Q&A



Neon One Confidential and Proprieta

In Case You Missed It!

NEON CRM

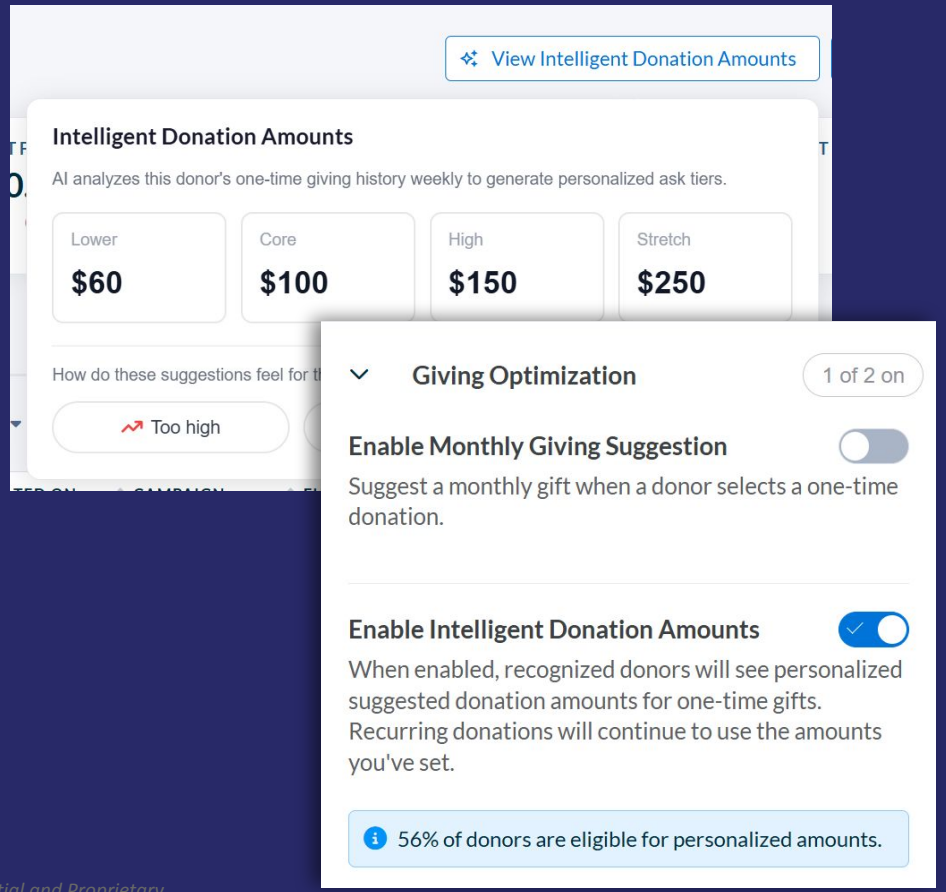
Intelligent Donation Amounts

What Did We Do?

By leveraging an AI model to analyze individual giving history, the platform presents personalized donation suggestions to logged-in donors, ensuring each ask is tailored to the donor's unique capacity and donation history.

What's The Impact?

Previously, static donation amounts would treat all donors the same. With this update, there will now be personalized asks that lead to even greater impact.



Neon One Confidential and Proprietary.

Group Tickets & Per-Ticket Limits

NEON CRM

What Did We Do?

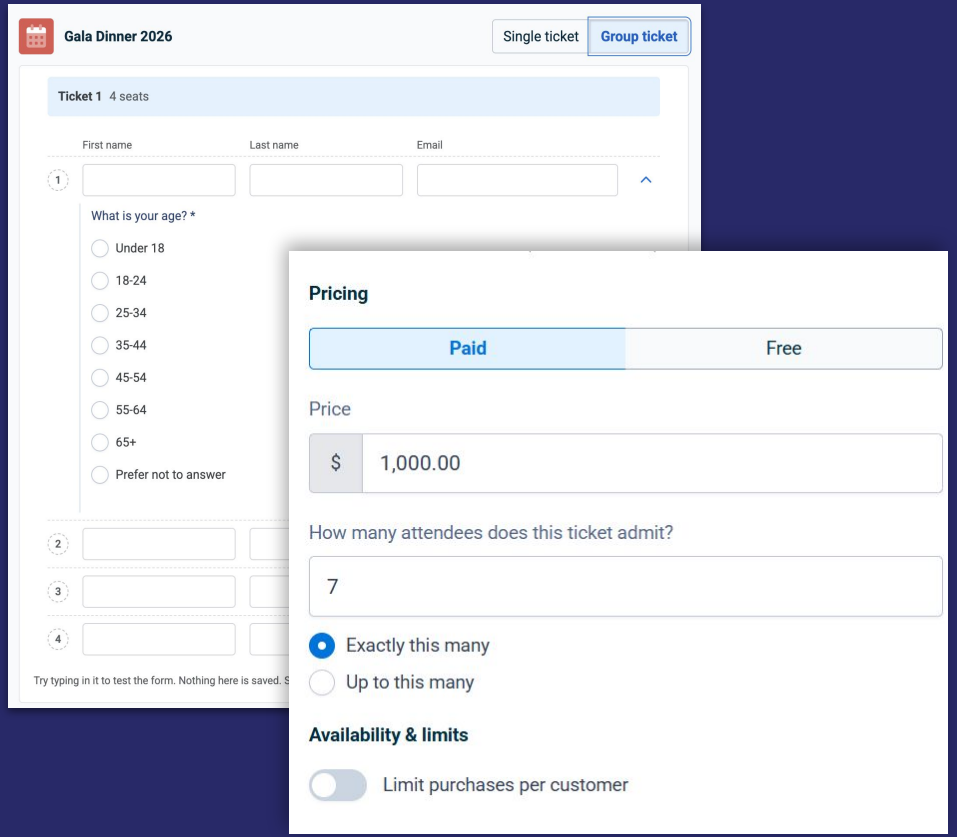
With this update, ticket management in **Next-Generation Events** is more flexible than ever!

You can now configure a single ticket type to admit *multiple attendees*, as well as **set custom purchase limits** to cap the number of tickets a single buyer can check-out with.

What's The Impact?

Say hello to **group ticket and team** sales in Next-Generation Events!

This change streamlines group registration while ensuring every single attendee receives their own **individual ticket and confirmation email**, saving you time and reducing manual overhead.



Neon One Confidential and Proprietary.

Session Locations

NEON CRM

What Did We Do?

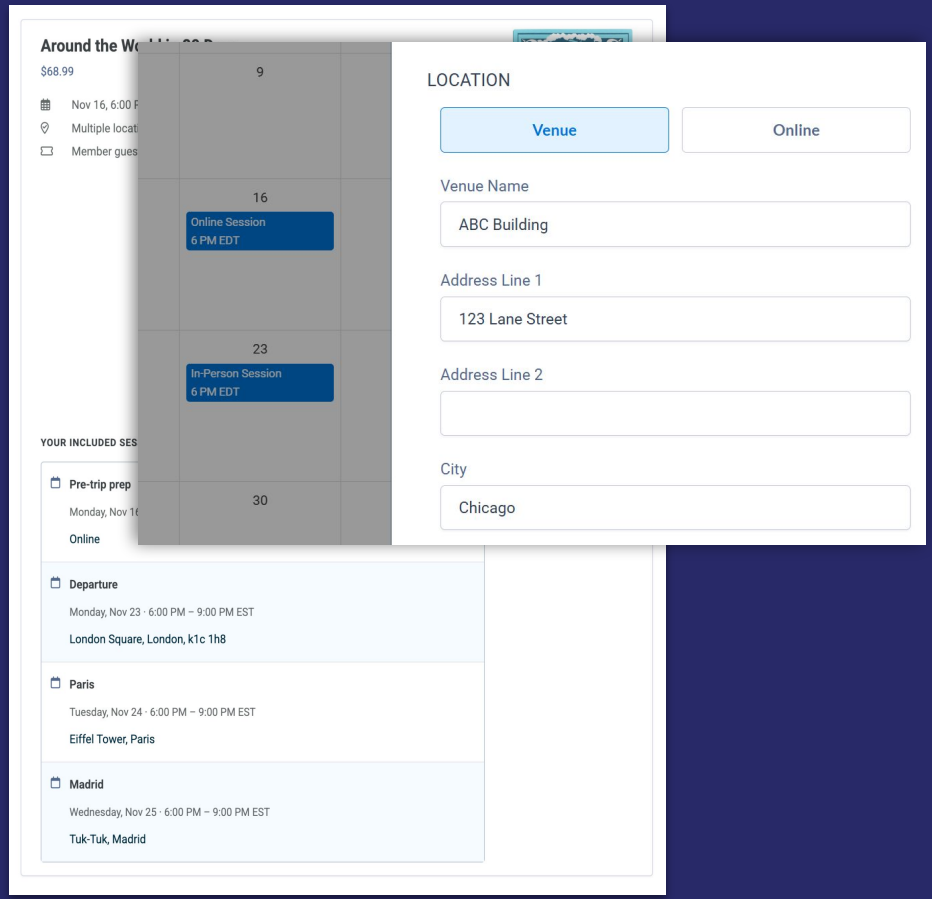
With this update, managing complex event agendas in Next-Generation Events is more accurate than ever!

You can now assign a **unique venue or online meeting link directly to individual sessions**, moving beyond the constraint of a single event-level location.

What's The Impact?

Building multi-venue and hybrid series is now completely seamless!

This change eliminates confusion by ensuring **every attendee's calendar invite** automatically carries the exact location or link for their **specific session**, providing a smooth and reliable experience for everyone.



Neon One Confidential and Proprietary.

Event Reporting Improvements

NEON CRM

What Did We Do?

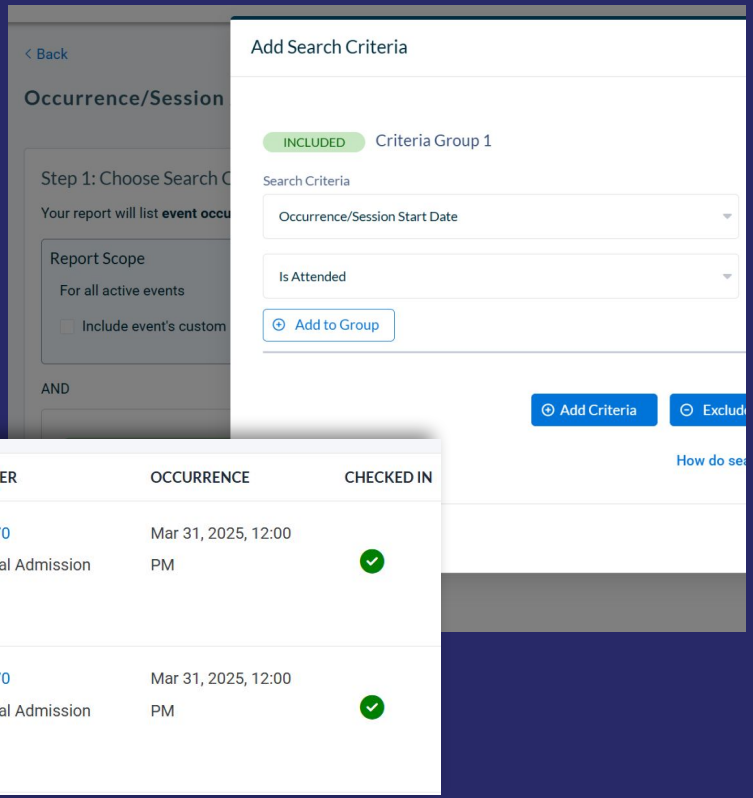
We've address the need for more in-depth event engagement and attendance reporting.

You can now access **Session Names** and the **checked-in status** directly across event reports.

What's The Impact?

No more piecing together data across different tools to figure out who showed up!

This change gives you instant **visibility into session-level attendance**, making it easier to analyze participant engagement, measure session popularity, and run accurate post-event reporting without manual data manipulation.



Neon One Confidential and Proprietary.

GivingTuesday ToolKit

NEON CRM

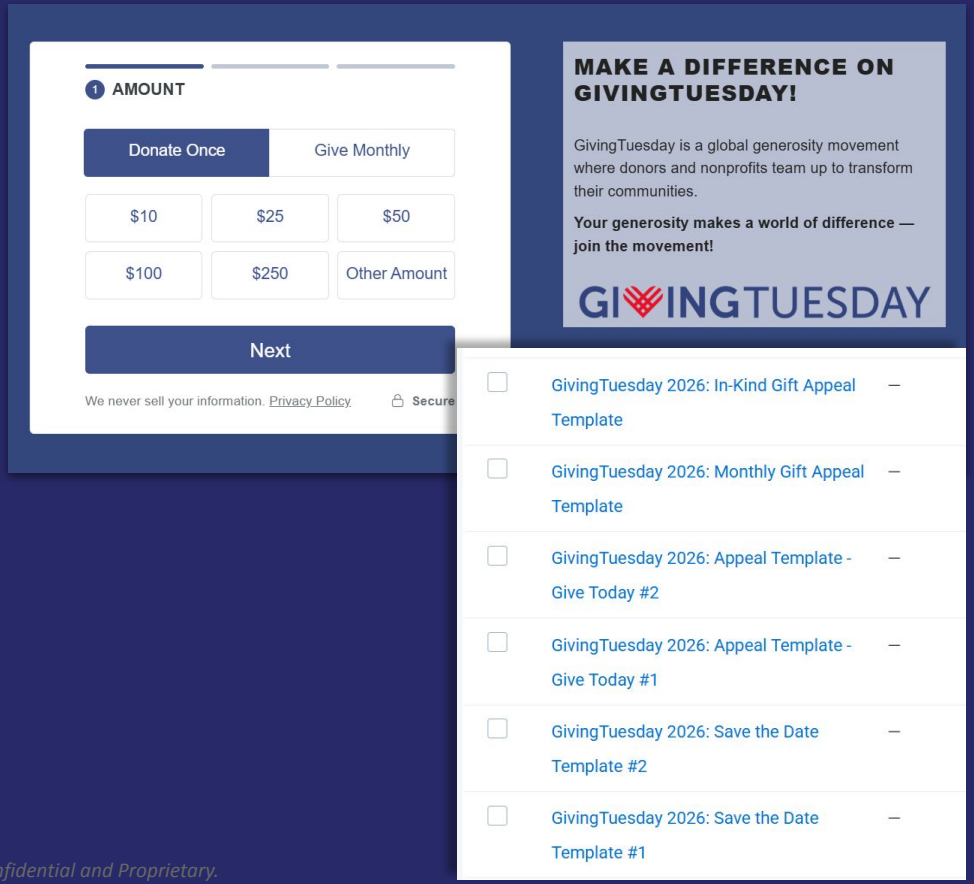
What Did We Do?

Preparing for your biggest fundraising day of the year is now easier than ever with our ready-to-use GivingTuesday kit for December 1, 2026!

These package includes a custom web theme, a dedicated donation form, email campaigns, and receipt/thank-you templates–all pre-populated with your organization's logo, contact info, social links, and direct donation URLs.

What's The Impact?

Say goodbye to building end-of-year campaigns from scratch! This turnkey solution saves your team hours of setup time and ensures a seamless, professional experience for your donors from their first invitation to their final thank-you receipt.



Neon One Confidential and Proprietary.

Other Features in the Release

Forms & Pages

- **Abandonment Retargeting insights:** Forms with this setting enabled now surface more details on how these re-engagement emails are performing, so you can see activity and results for visitors who initially started but didn't complete your form
- View the Abandonment Retargeting section and click on the hyperlinked number to see email activity and re-engagement results
- **Donation & Membership Forms:** You can additionally click on the Recovered Revenue amount to see which transactions resulted from these re-engagement emails
- All forms now allow field sections to be collapsed in the builder, for easier access to different types of custom fields

Legacy Events

- We've improved the system user experience for creating and managing event registrations so that attendee, ticket, and session details are easier to access
- Global Settings > Legacy Events > Multiple Event Registration: This setting to allow or restrict constituents from registering for events in a single transaction has been restored based on your feedback

Communications

- The Donation Anniversary and Birthday system emails now have default settings available for CC and BCC email addresses, matching other system email types
- Various workflows, including account-based workflows (Account Created, Birthday, etc), have updated conditions and tokens lists, matching the available options to related reports and system emails for the same functionality
- Organizations using texting can now publish Neon-hosted Texting Privacy Policy and Terms & Conditions pages, or link their own, from Global Settings > Data Privacy & Consent.

Store

- The store product photo upload now supports .jpg, .jpeg, .png, .gif, and .pdf files
- Add-on donations can now be added and managed within store forms

And Other Fixes!

Neon One Confidential and Proprietary.

Let’s hop into Neon CRM for a Live Demonstration!



Thank you!



Support Options:

Neon Academy

Neon One Client Enablement Team

Neon One Live Trainings

Neon One Support Center

Submit a Support Ticket

Neon One Confidential and Proprietary.

Thank you!



Any Questions?

Use the “Q&A Section” in Zoom and our knowledgeable team will answer your questions!

Neon One Confidential and Proprietary.