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1.24 - Gold Master Version 2.5.....

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Gold Master Version 2.5 is scheduled for November 2023.

List of enhancements and fixes for 2.5 are listed below:

Application

1. Improved performance on loading Visualization page.
2. Corrected issue where the document link on list page not loading

Cases

1. Fixed a UI issue where the user clicks Assign To option in cases, sometimes the screen would freeze.
2. Fixed a UI issue with Email to CC field where the field did not show properly on lower screen resolution.
3. Modified Calculation Services (Force/Real Time) to update the calculation fields on open cases only. This will help to improve the performance of the system.
4. Hopper Subscriber, Case Type Subscriber, and Case Subscriber are now configurable in the Global Email Config. This new configuration will allow admin user to turn off/on the notifications to the subscribers as needed.

Cases Email Config Global ✕

Edit

<p>Case Type ID: <input type="text"/></p> <p>Threshold Duration Second: <input type="text" value="300"/></p> <p>Case Type Alerts: <input type="text" value="Added Notes"/></p> <p>Email to Former Assignee: <input type="checkbox"/></p> <p>Email to Owner: <input type="checkbox"/></p> <p>Email to Hopper Email Address: <input checked="" type="checkbox"/></p> <p>Email to Case Type Subscriber: <input checked="" type="checkbox"/></p>	<p>Email Body: <div style="border: 1px solid #ccc; padding: 5px; font-family: monospace; font-size: 0.8em;"><html> <body> <span style="color: #FFFFFF;-#BEGIN <table border="0" width="800"></div></p> <p>Active: <input checked="" type="checkbox"/></p> <p>Email to Creator: <input type="checkbox"/></p> <p>Email to Assignee: <input checked="" type="checkbox"/></p> <p>Email to Former Owner: <input type="checkbox"/></p> <p>Email to Hopper Subscriber: <input checked="" type="checkbox"/></p> <p>Email to Case Subscriber: <input checked="" type="checkbox"/></p>
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[SAVE](#)

Cast

1. Enhancement: Cases will now be generated when assign to Entity Role Association and Entity Type Association without a base field selected.
2. Fixed some field calculation issues.

Departments

1. Backend performance enhancements
2. Other security enhancements

Email to Cases/Entities

1. Fixed the assign email command: when there is a default assignment set up in the email command, if the user sends in email an override assignment, the system did not take the override assignment. This issue is now resolved.
2. Fixed Email to Entities broken links.
3. Fixed issue where duplicate cases would be created with no title.

Entities

1. In Entities View page, the Case list now will show all related Case Types configured for the entity regardless of if the case type has any cases. This enhancement will allow the users option to filter open, close, or All cases for the selected case type.
2. A photo can now be added to an entity during creating the entity. Prior to this release, the entity must be created before a photo can be added.
3. Disable the Email Address field in User entity type. Email Address is used a User ID to login to the system, this modification will avoid user authentication issues.
4. Modified the Calculation Services (Force/Real Time) to update the calculation fields for active entities only. This change will help improving the performance of the system as inactive entities no longer needed to be updated.
5. Optimize the Calculation Services to improve performance.

Quest

1. Fixed an Entity Role assignment issue when cases are created from Quest.

Standards

1. Optimized image saving in notes to improve performance.

Other

1. Current version of the software is now available on the bottom of the left navigation.
2. Improve user registration and login process.

Thank You ...