



December 2018
Feature Requests
Documentation
14.2.15.x

Table of Contents

1. ServicePRO	3
1.1. Show/Hide the chart legend on homepage chart tile.....	3
1.2. AutoComplete Mode for 'TO' and 'CC' fields.....	4
1.3. Purchase Order – Allows switching asset type when receiving multiple PO items as assets...	6
1.4. Place Order 'Select All' or 'Deselect All' items on grid.....	8
1.5. Associate a discovered hardware device to assets of any type.....	9
1.6. Query Results - Time statistics values can be exported as seconds	11
1.7. Service Request – Setting Asset field as Required, Optional or Hidden	12
1.8. Custom Forms - Deletion of multiple selected custom fields	14
1.9. Custom Fields – Property to specify if data is preset on an FRX field.....	16
2. ServicePRO Web.....	17
2.1. Fast Mode - [Edit] and [New Request] options availability	17
2.2. Save / Submit text labels for saving request.....	18

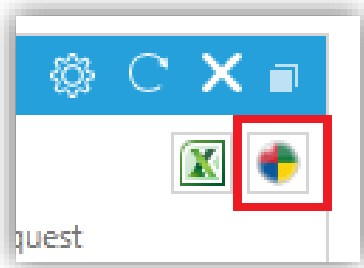
Feature Requests

The following client-requested features have been implemented as of ServicePRO 14.2.15.x version.

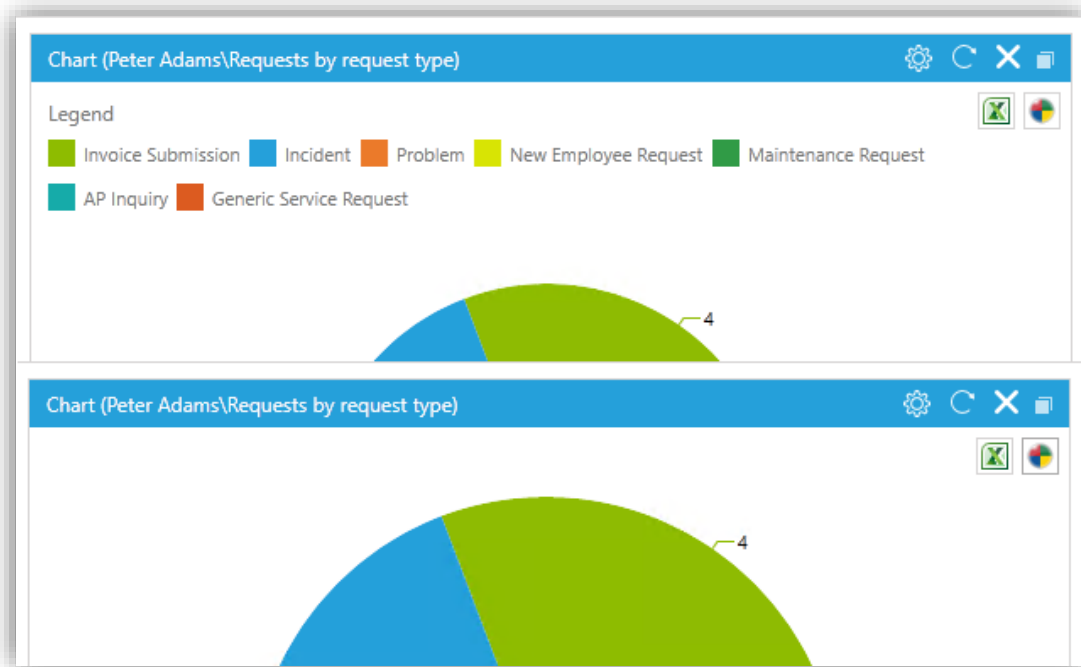
1. ServicePRO

1.1. Show/Hide the chart legend on homepage chart tile

This option will now allow you to hide or show the chart tile legend to allow for better viewing of the chart if there is limited screen space.



Clicking the show/hide legend icon will toggle the chart legend as seen below.

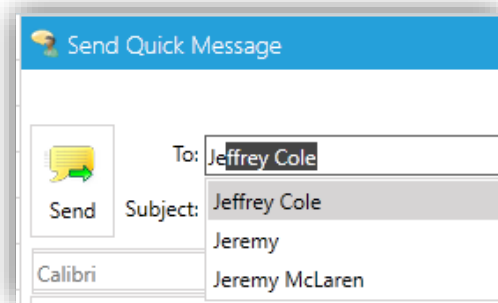


1.2. AutoComplete Mode for 'TO' and 'CC' fields

This feature lets you select how TO/CC user name search selection is performed on related modules. The options can be globally controlled in System Options as well on user level from User Options. The two possible options are:

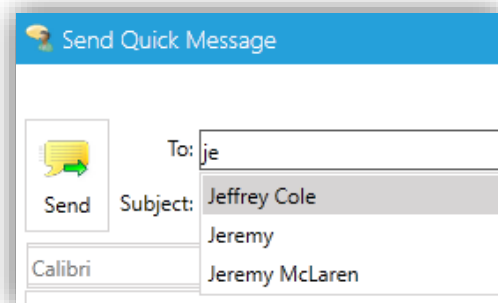
1. Filter and Auto Select

The default selection is **Filter and Auto Select**, which will cause the matching user name to be pre-populated and selected automatically. On most views, the user can hit enter to select the user name, while in others it will auto select the user name shortly.



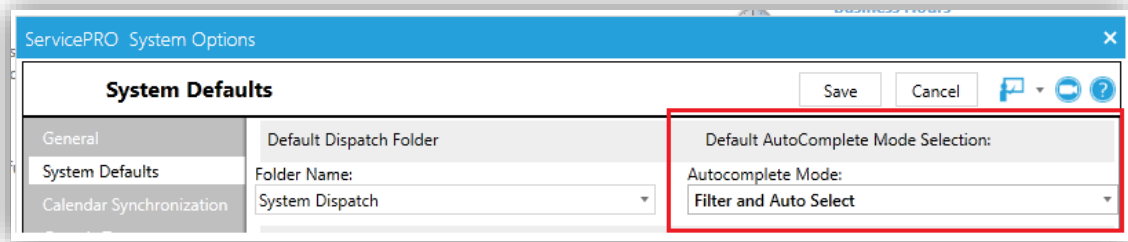
2. Filter Only

Which will show a list of matching users but make no selection and allow user to manually select a user name by scrolling through the list. User name will not be automatically populated or selected on the field when this option is enabled from System Options or User Options.



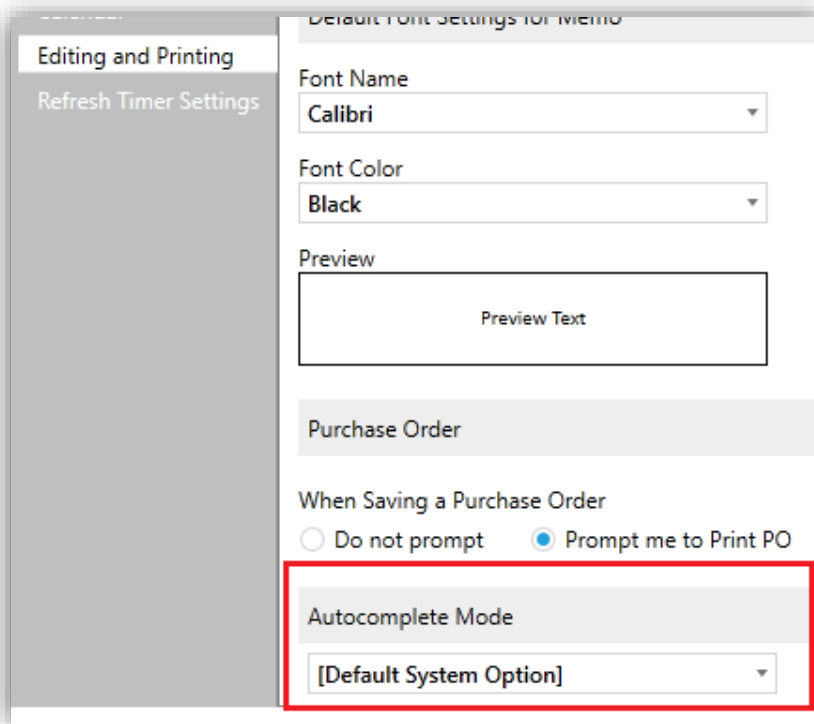
System Options – AutoComplete Mode

The **AutoComplete** mode selection is located under the System Default section. Setting the option will globally set it for all privileged users in ServicePRO, unless they have selected to override the System Option under their User Options.



User Options – AutoComplete Mode

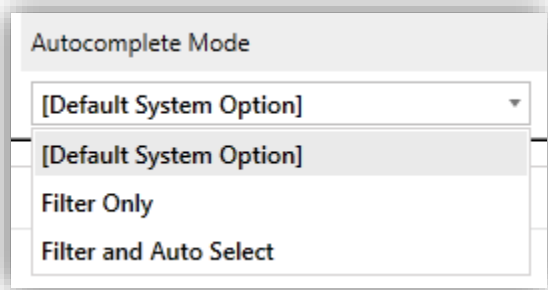
The **AutoComplete** mode selection for individual users is located on the Editing and Printing section of User Options.



From here, users can select three options:

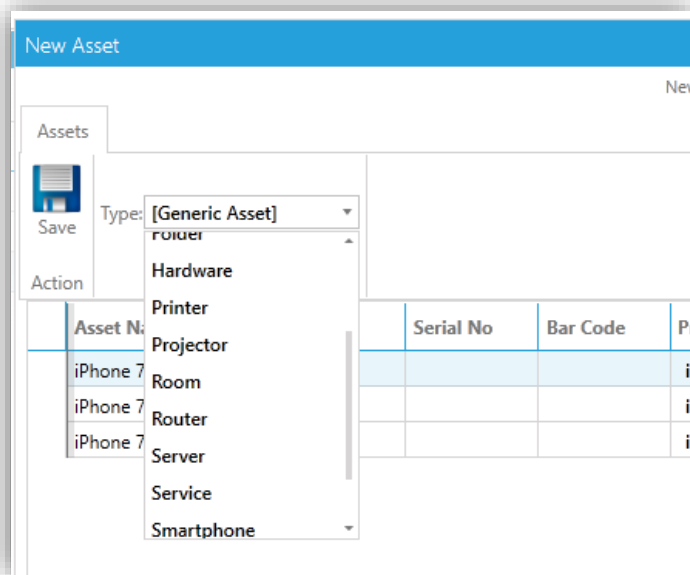
- **[Default System Option]**, which will use the setting specified in System Options
- **Filter Only**
- **Filter and Auto Select.**

Selecting **Filter and Auto Select** or **Filter only** will overwrite the System Options.

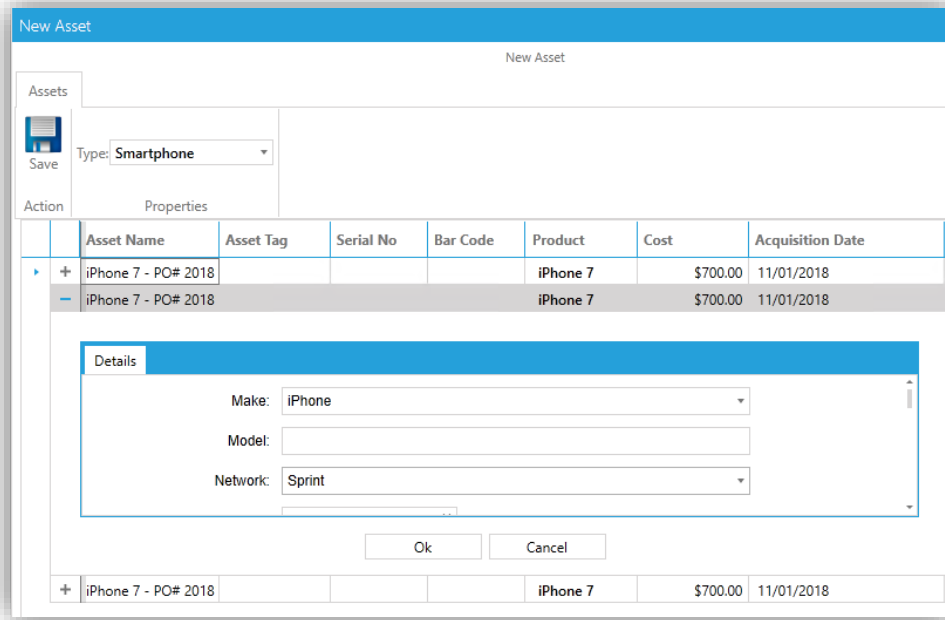


1.3. Purchase Order – Allows switching asset type when receiving multiple PO items as assets.

A new feature is introduced which allows to change the asset type during asset creation while receiving items from a Purchase Order.



Once the asset type is selected, respective custom fields section will be expandable on each asset to fill in the data (if applicable).

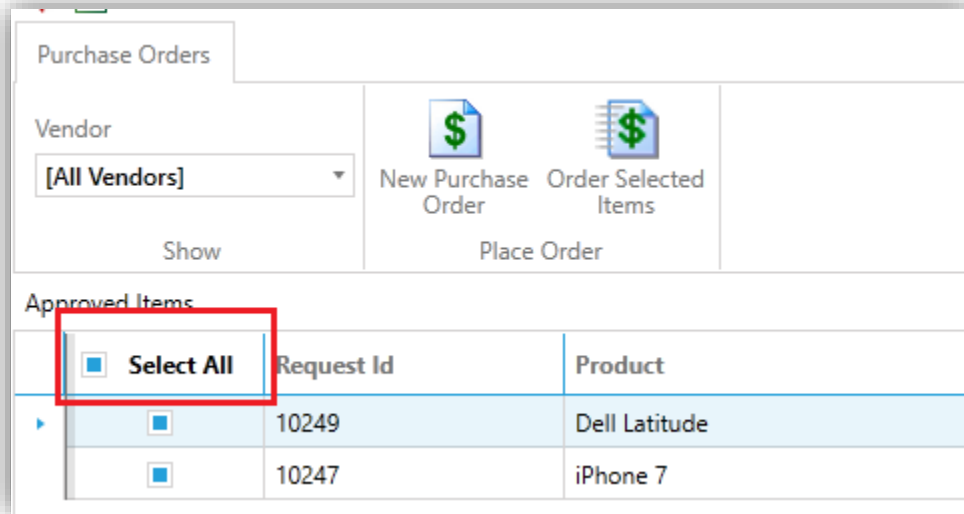


The screenshot shows the 'New Asset' form in ServicePRO. At the top, there is a 'Save' button and a 'Type' dropdown menu set to 'Smartphone'. Below this is a table of assets with the following columns: Asset Name, Asset Tag, Serial No, Bar Code, Product, Cost, and Acquisition Date. The table contains two rows for 'iPhone 7 - PO# 2018'. The second row is selected, and a 'Details' section is expanded below it. This section contains three fields: 'Make' (set to 'iPhone'), 'Model' (empty), and 'Network' (set to 'Sprint'). At the bottom of the details section are 'Ok' and 'Cancel' buttons. The table at the bottom of the form shows the selected asset row again.

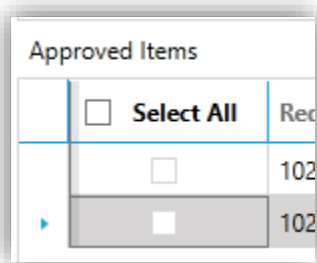
Action	Asset Name	Asset Tag	Serial No	Bar Code	Product	Cost	Acquisition Date
+	iPhone 7 - PO# 2018				iPhone 7	\$700.00	11/01/2018
-	iPhone 7 - PO# 2018				iPhone 7	\$700.00	11/01/2018

1.4. Place Order 'Select All' or 'Deselect All' items on grid

The place order module has a new option to Select All items. When checking **Select All** option, all items for ordering will be selected. Unchecking **Select All** will deselect all items on the list.



When unchecked, all items on the list will be deselected:

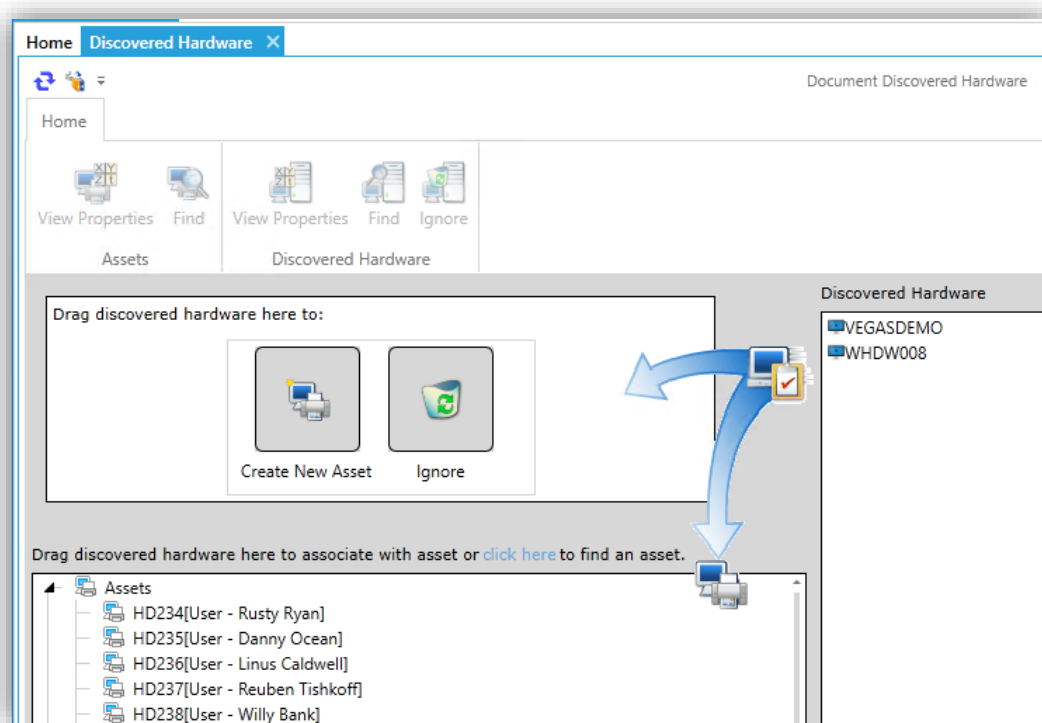


1.5. Associate a discovered hardware device to assets of any type

While creating asset from a discovered hardware, the users now have the ability to set the asset type to any (not only the Workstation or Hardware Asset types). During the asset creation from discovered hardware, user may update the type of the asset to generic asset or any custom asset types available in the system without breaking the association with the discovered hardware.

Existing assets that are associated to discovered hardware can also be updated any time to other asset types without breaking the association to the discovered hardware.

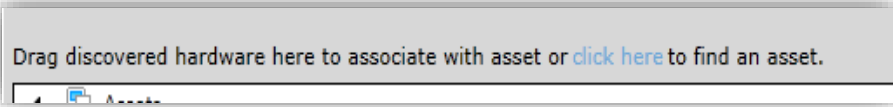
Note: Assets View Properties will list the associated discovered hardware irrespective of the asset type.



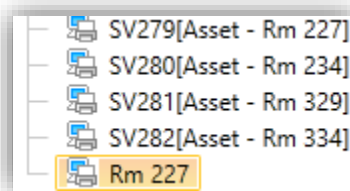
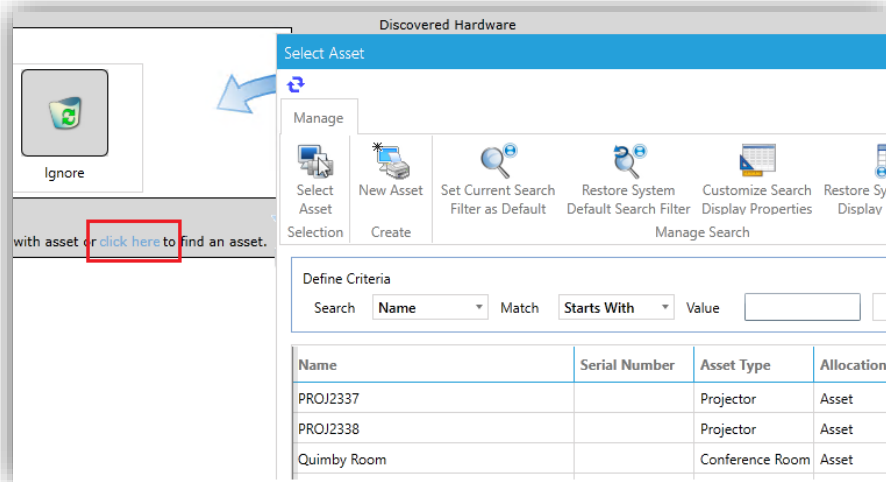
- Discovered Hardware left pane list will still list the following assets when loaded initially:
 - Assets of Workstation type and of system defined Hardware type.
 - Assets that are associated to a discovered hardware will list in the left pane regardless of their type.
- Users can associate any discovered hardware (Workstation, Printer, Firewall, Lan switch, etc.) to assets of type Workstation, Hardware or any other type (By search feature) or overwrite an existing association on the Assets listed on left side list.

Users have the ability to search for assets if they want to associate a discovered hardware to an asset that is not listed on the left pane (i.e. asset that is of a type other than workstation or hardware and that does not have association to a discovered hardware)

- Users can search for other assets in the system by clicking on the **click here** to find an asset link.



- Once user selects an asset from the Find form, it will be added at bottom of the listed assets. The user can drag-drop a discovered hardware on to it from the right pane.



Note: The searched asset is only temporarily listed here. If it does not have an association to a discovered hardware, once the list pane is refreshed, it will be removed from the list.

1.6. Query Results - Time statistics values can be exported as seconds

A new feature is implemented to have exported query results to show the values in seconds for time statistics fields as opposed to formatted strings of hours, minutes and seconds. This option will need to be toggled on or off from the backend. Exported excel will contain value in seconds.

Query Results	
Total Time in Queue	Total Time in Dispatch
0	0
204	0
0	0
0	3083224
0	0
0	3605011

To enable the feature, the optionid 17002 will need to be added to the tbloption table in ServicePRO Database. Use the following sql query to insert the value if it does not exist in the database:

```
insert into tbloptions values(0, 16384, 17002, 1, null, '')
```

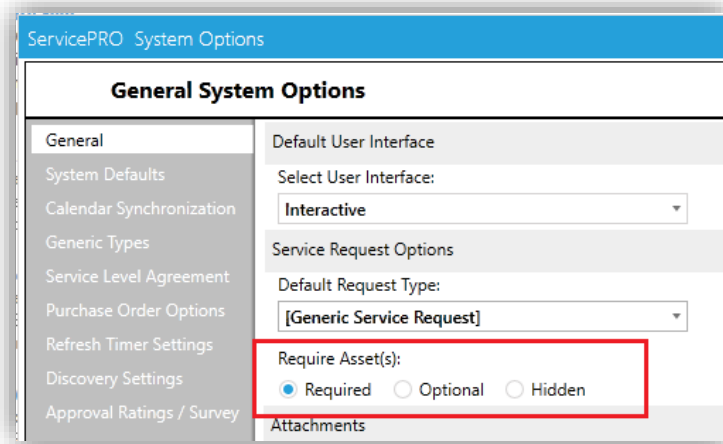
To disable the feature and revert to the original behavior of displaying “hours, minutes, seconds” time format, update the lngvalue to 0 with the following sql query:

```
update tbloptions set lngvalue = 0 where lngobjecttype = 16384 and optionid = 17002
```

1.7. Service Request – Setting Asset field as Required, Optional or Hidden

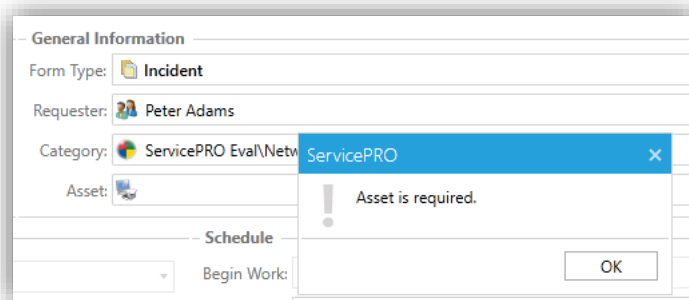
It is now possible to set the Asset field on service request form in ServicePRO and ServicePRO Web as a required or a hidden field.

The asset field behavior for **Privileged Users**, which will take effect on ServicePRO and ServicePRO Web, is set from the 'General' section under 'System Options'. The options are grouped below 'Require Asset(s):' under 'Service Request Options'



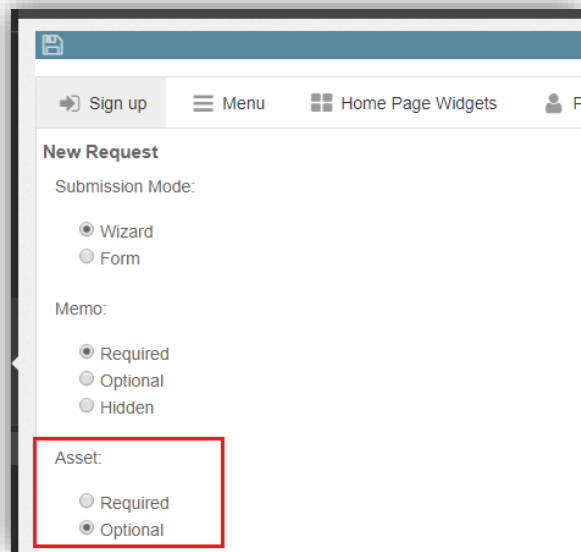
The possible options for Require Asset(s) are:

- **Required** – This will prompt the user on service request to fill in the asset field when saving the request and will be applied to both new and existing requests, which do not have an asset selected.



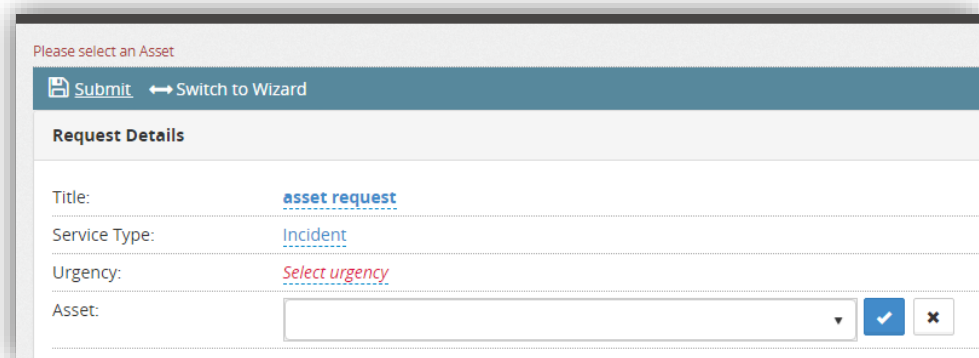
- **Optional** – This will allow saving the request without filling in the asset field, this behavior is the default ServicePRO setting.
- **Hidden** – The asset field will not be shown on the request form.

The asset field behavior for **End Users** is set by logging into ServicePRO Web and opening the Portal Designer -> End User -> Request tab. From the request tab, you will see two new options, **Asset: Required** and **Options**. The asset field behavior for End users is controlled by these 2 new options along with the existing option to set the visibility of Asset field under '[Request – New/Update](#)' group.



The possible options for Require Asset(s) are:

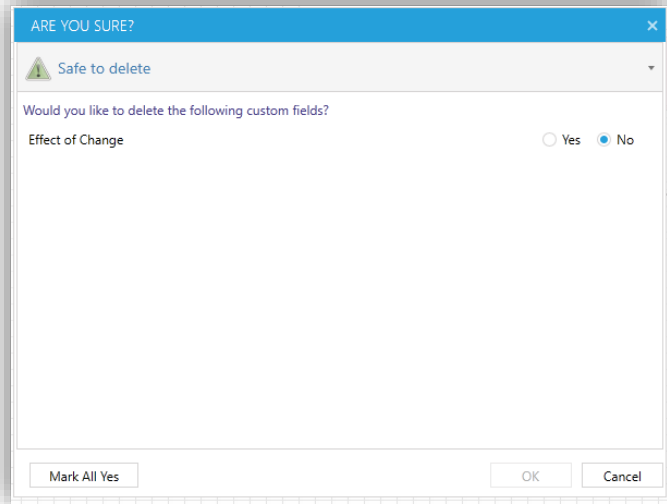
- **Required** – This will prompt the user on service request to fill in the asset field when saving the request and will be applied to both new and existing requests, which do not have an asset assigned. If this option is set, the 'Asset' checkbox option under '[Request – New/Update](#)' group will be automatically checked if it was not checked before.



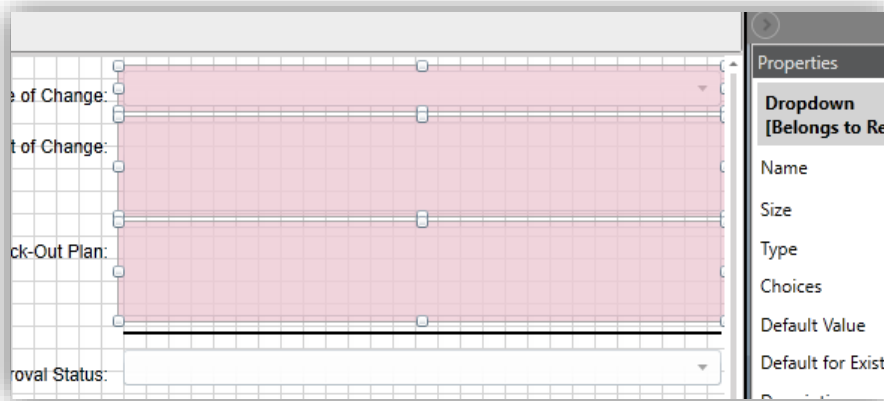
- **Optional** – This will allow saving the request without filling in the asset field, this behavior is the default ServicePRO Web setting.

1.8. Custom Forms - Deletion of multiple selected custom fields

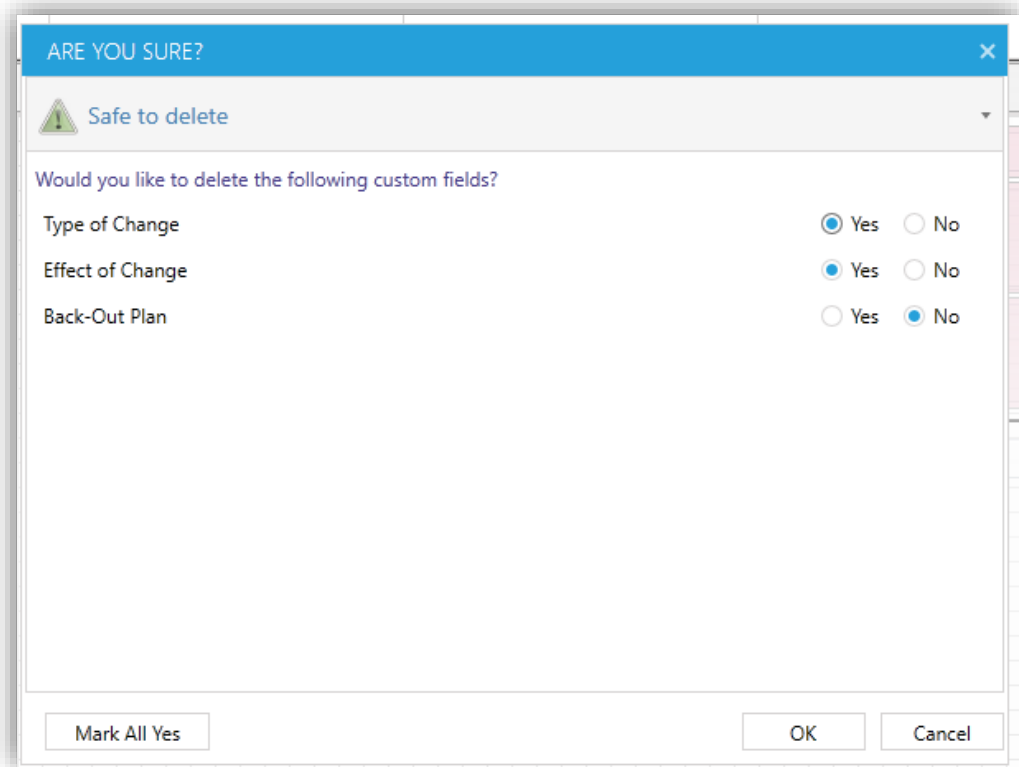
It is now possible to multi select and delete custom fields. The user will be presented with a new confirmation dialog when deleting a single or multiple field(s).



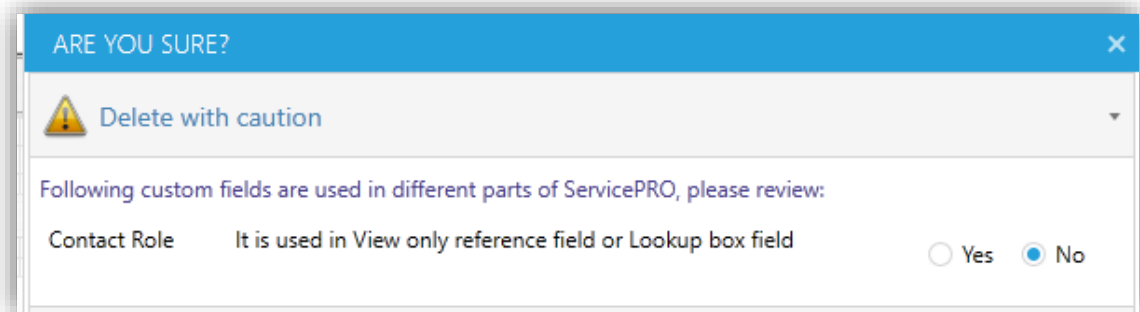
To delete more than one field, select each field either by holding down **Shift key** and clicking on each element or by dragging a bounding box around them. Click **Delete** button from the **Modify Field** section.



You will be presented with the confirmation form. Mark the field you want deleted as **Yes**, and then click Ok. You may also click the **Mark All Yes** to select all available fields for deletion.



The deletion confirmation form will warn you or prevent deletion based on the fields selected. Each type of warning will be grouped under its own section and the reason for the conflict will be shown on the delete confirmation. Some possible reasons would be: field used in a workflow, used in filter condition or reference fields etc...



Cannot be deleted

Following custom fields cannot be deleted due to:

Number of Related Incidents	It is used in workflows of following rules: Increase Incident Count on Problem Decrease Incident Count on Problem
	It is used in filter conditions of the rule 'Set Problem'

Safe to delete

Would you like to delete the following custom fields?

System Affected:

1.9. Custom Fields – Property to specify if data is preset on an FRX field

A new property is added for the custom fields that are FRX fields to prevent the valid value to pre-populate on the field. Default behavior for FRX validation is to preset the first valid value if FRX parent field value matches the validation rule. The new property “FRX – Do not Preset Data” that has been added can be set to **ON** to prevent the field from prepopulating with the first valid value. This property would be useful when the field is marked as required.

To prevent the FRX field from presetting with a value, the **FRX – Do not Preset Data** checkbox has to be checked.

Note: The checkbox will be enabled only if the FRX field has FRX Validation rule(s) set and will automatically be selected if a field is marked as required.

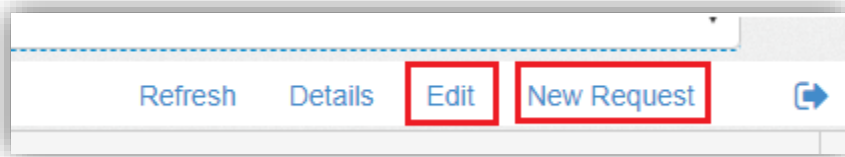
FRX Field	Name 🔍 ✕
FRX Validations	1 rule(s) ⚙️
FRX Visibility	No rule set ⚙️
FRX - Do not Preset Data	<input checked="" type="checkbox"/>
Trace	<input type="checkbox"/>

2. ServicePRO Web

2.1. Fast Mode - [Edit] and [New Request] options availability

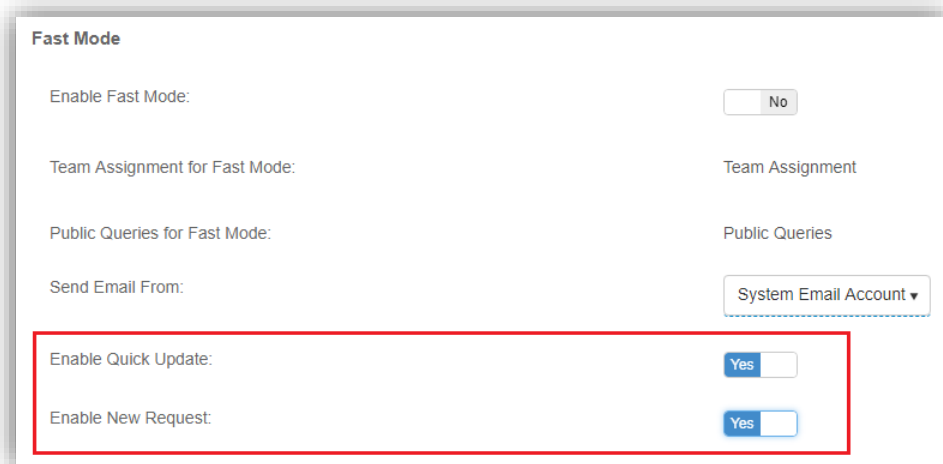
In ServicePRO Web Fast Mode section, “Edit (Quick Update)” and “New Request” ribbon options are now made available based on the settings in [Licensed User Portal Designer](#).

The following menu options for Fast Mode can be shown or hidden via the Licensed User – Fast Mode portal designer section.

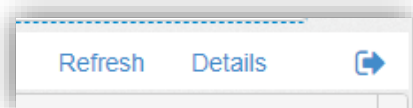


To control the visibility of the **Edit** and **New Request** options in Fast Mode, open the Portal Designer -> Licensed User -> Menu tab:

- Toggle “Enable Quick Update” or “Enable New Request” options to Yes/No to show or hide them in fast mode.



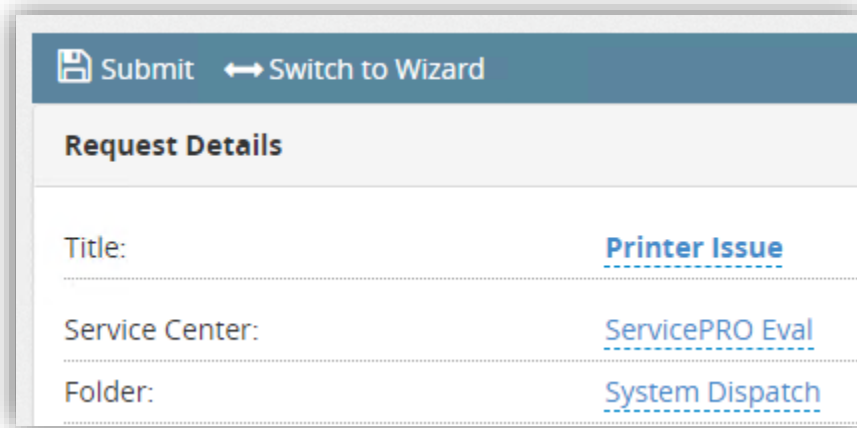
- The Fast Mode will no longer show the ribbon options if they are set to **No**.



2.2. Save / Submit text labels for saving request

On new request form and existing request preview views, the save button now has **Save / Submit** text label added for better accessibility.

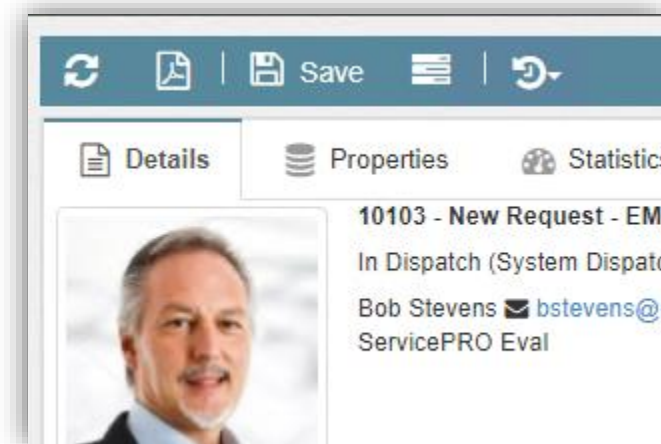
- New request form:



The screenshot shows a form with a dark blue header bar containing a document icon, the text "Submit", a double-headed arrow icon, and the text "Switch to Wizard". Below the header is a section titled "Request Details" with a light gray background. Underneath, there are three rows of form fields:

Title:	Printer Issue
Service Center:	ServicePRO Eval
Folder:	System Dispatch

- Request detail view:



The screenshot shows a request detail view with a dark blue header bar containing icons for refresh, document, save, list, and undo. Below the header are three tabs: "Details" (selected), "Properties", and "Statistics". The "Details" tab shows a profile picture of a man and the following text:

10103 - New Request - EM
 In Dispatch (System Dispatch)
 Bob Stevens ✉ bstevens@
 ServicePRO Eval