



October 2016
Feature Requests
Documentation
14.2.7.2

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Feature Requests

The following client-requested features have been implemented as of ServicePRO 14.2.7.2.

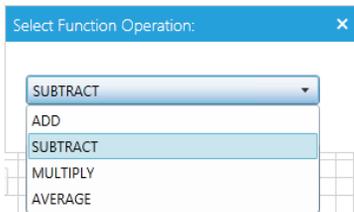
ServicePRO

1.1. Interactive Tiles based Home Page Layout

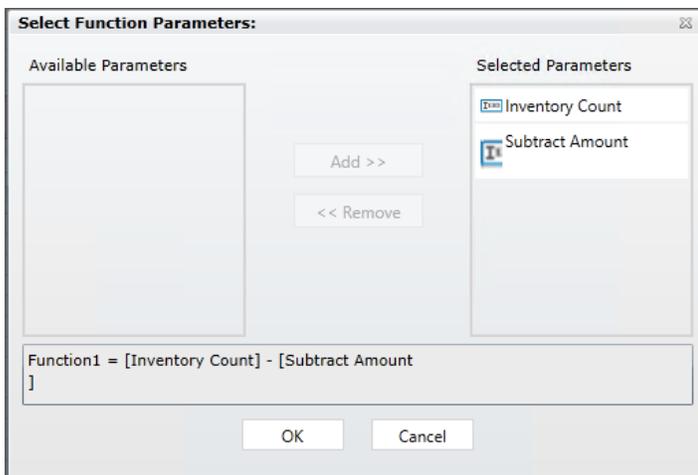
A revised Home Page with customizable Interactive tiles has been implemented. Detailed documentation about the new home page and the options to switch to the older Workbench home page are available in the ServicePRO Wiki (the link to Home page wiki needs to be added in here).

1.2. 'Subtract' operation added to the Function Custom Field

ServicePRO's Object Designer Function field now features the operator option for subtracting values. The newly added operation can be configured in the same way as the existing Add, Multiply and Average operators.



To use the **Subtract** operation, a minimum of two numeric fields must be present in the current tab. After selecting the operation from the *Select Function Operation* pop-up, select the parameter fields to be used in the operation.



In the Custom Fields tab, after entering values into the Function Parameter fields, the Subtract Operation will be applied. The calculated value will be displayed in the Function field.

Inventory Count:

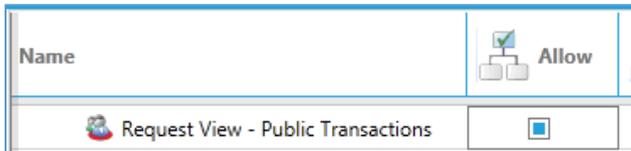
Subtract Amount:

Total:

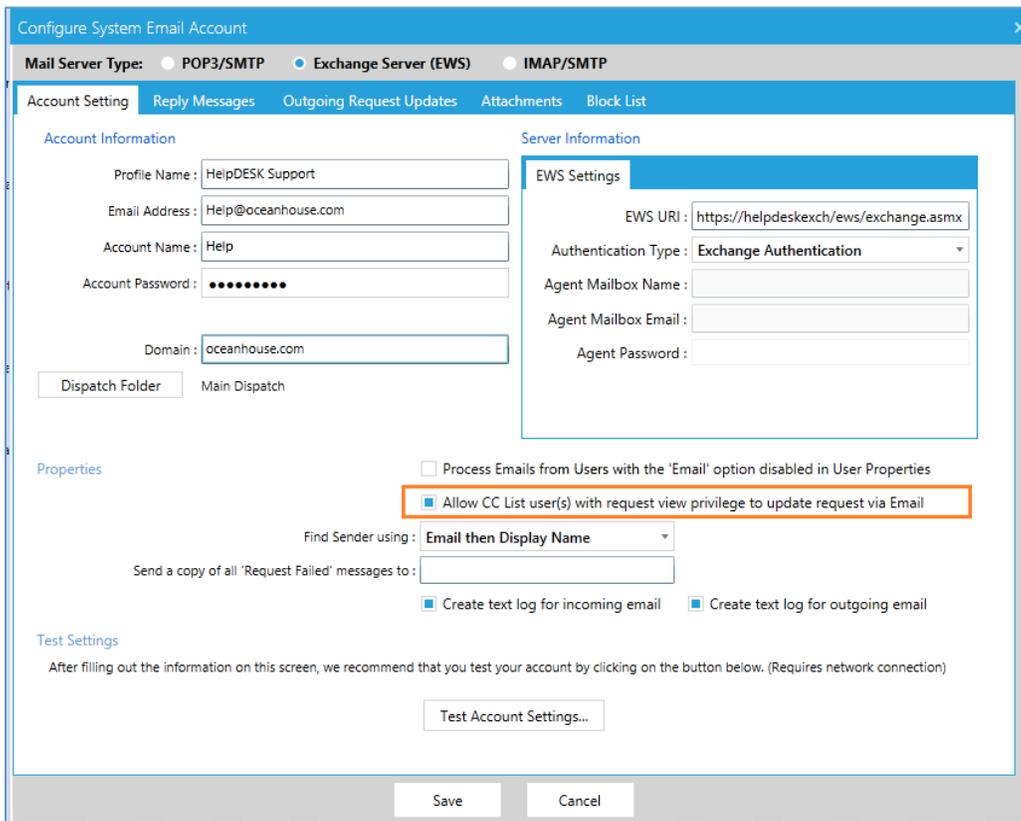
1.3. Allow CC Recipients to update a requests via email reply

A new feature has been added for email replies, allowing users who are part of the CC'd list in request notifications to update a service request via email.

Users who have the minimum request view privilege (i.e. 'Request View - Public Transactions') on the request will be allowed to update that request through the reply email.



The CC recipient update feature can be enabled from a new option added to the System Email Accounts, under the Configure System Email Account form.



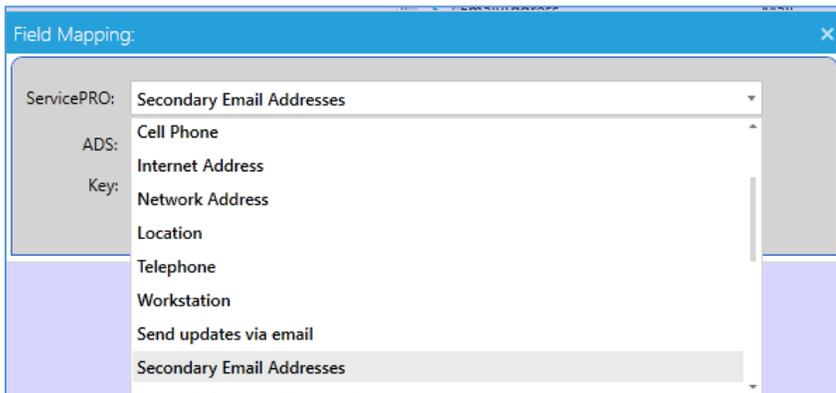
When the **'Allow CC List user(s) with request view privilege to update request via Email'** checkbox is selected, any user with the correct roles on that request (minimum required role - 'Request View - Public Transactions') and who is part of the CC Recipient list will be able to update the request by replying to emails sent from that request.

NOTE: The client may use a Floating license to utilize this feature.

1.4. Mapping AD Field to ServicePRO user object's Secondary Email Addresses

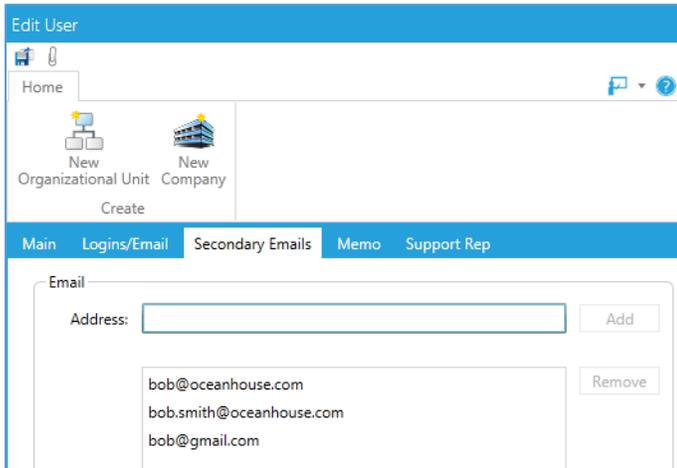
The Active Directory Sync field mapping section has been enhanced to allow mapping AD fields to the user Secondary Email Address field.

In the Field Mapping tab, an additional option is now available, allowing to sync email address values from AD to the secondary email address field for users.



Please note that it is possible to import one or several emails from the AD field being mapped. The value being synced can contain multiple email addresses, separated by comma, to allow multiple secondary addresses to be imported for the user.

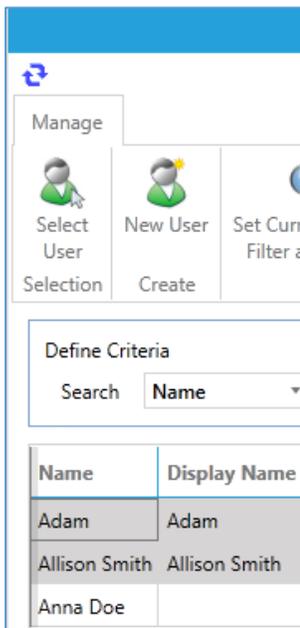
ex. **bob@oceanhouse.com,bob.smith@oceanhouse.com,bob@gmail.com**



1.5. Ability to multi-select users in the Select User form for TO/CC fields

It is now possible to add more than one user at a time by selecting multiple users in the Select User form launched from TO/CC fields. This feature applies to notification Email Templates and request Send Email form.

To start, click on the **To** or **CC** buttons on the email-related form. In the **Select User** form, hold down CTRL, and select user names on the list to select multiple users to be added to the To or CC lists. When finished, click the Select User ribbon button and the selected user names will be populated on the To or CC fields.



After selection is made and Select User button clicked, the users are added to the To or CC fields.

To	Adam × Allison Smith ×
CC	

1.6. Enhancements to the SNMP Signatures function and SNMP auditing

In the Manage SNMP Signatures function, enhancements have been implemented in order to allow specify the following:

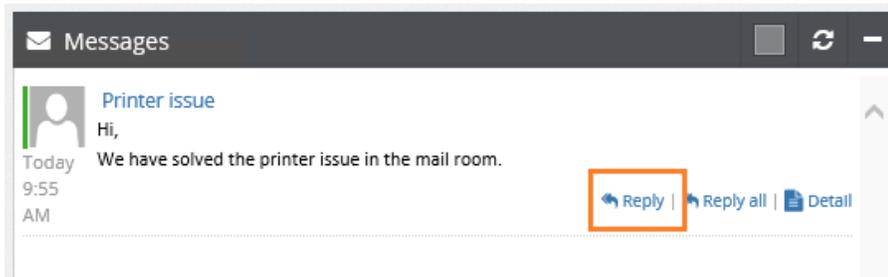
- Custom Community names for SNMP
- Custom security parameters for v3
- Custom port
- Custom region name.

SNMP audit has been improved to support SNMP versions 3 and 2c, in addition to v1. In addition, SNMP audit has been improved to discover more devices if ICMP is disabled.

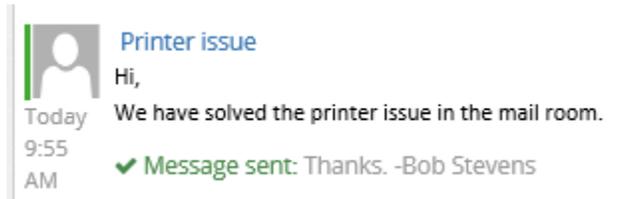
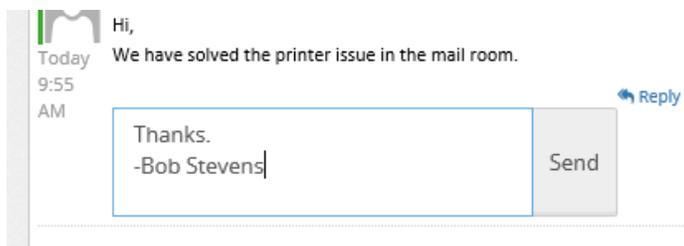
Cloud 9

1.7. Reply to sender on Recent Messages widget

The ability to reply to only the message sender has been added to the Cloud9 homepage Recent Messages widget. This can be done by clicking on the 'Reply' hyperlink on the widget.



In the message body field, enter your message and click Send.



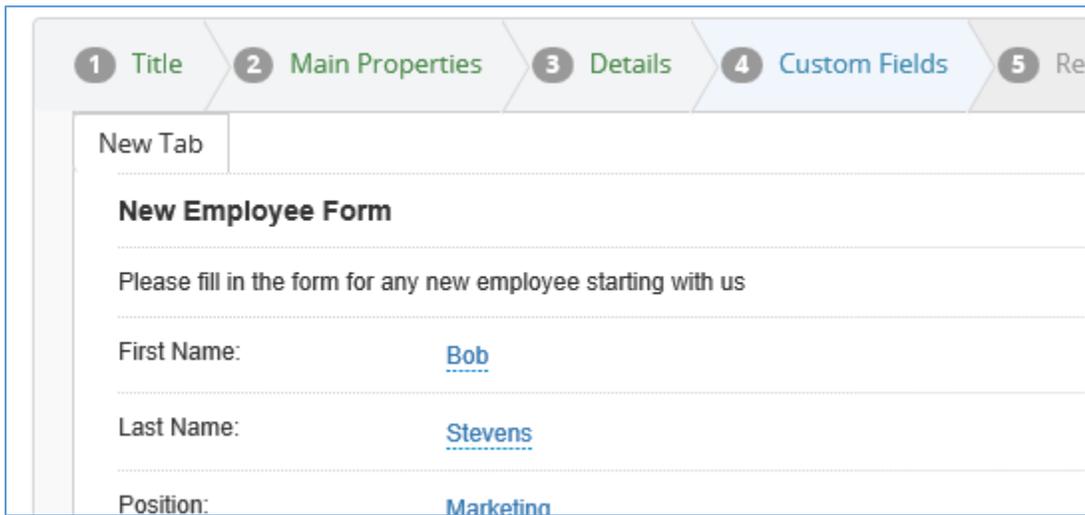
The 'Reply all' feature will continue to function as before, sending a reply to all message recipients.

1.8. Improved Custom Fields label rendering

Rendering improvements for custom field labels have been made to allow the label to span across the entire row. This will allow label fields with longer content to show across the entire row.

The label field will only span across multiple columns if it is the only field in the row, and when Cloud 9 is viewed on Large and Medium screens. If viewed on Small and Extra Small screen sizes, such as mobile devices, only one field per row will be present, and no changes to the rendering are made.

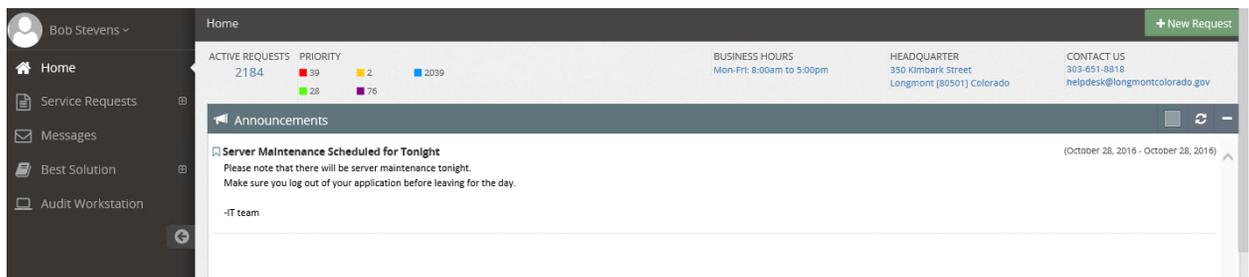
Below is a sample of a label field in Cloud 9 which spans across the columns.



1.9. Homepage widget (if only one configured) will expand across entire home area

Changes to the homepage widgets have been made and how they behave if a single widget is displayed on homepage.

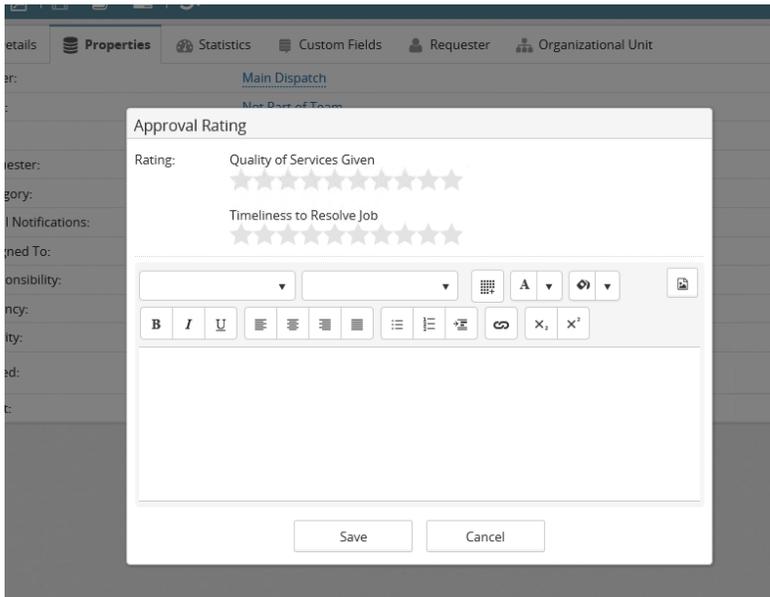
If only one widget is loaded on homepage, it will expand to fill the entire horizontal area on the homepage.



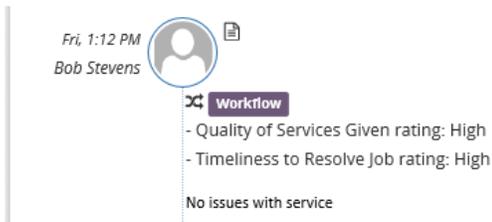
1.10. Approval Rating user experience improvements on requests

Approval rating for requests from Cloud9 has been improved and will now feature a pop-up rating form with improved visibility to end users. Please note that this only applies to users who rates the requests via email approval rating links, as well as when the end user closes a request in Cloud9. This does not apply if the end user launches a request that is already closed in the preview/update mode.

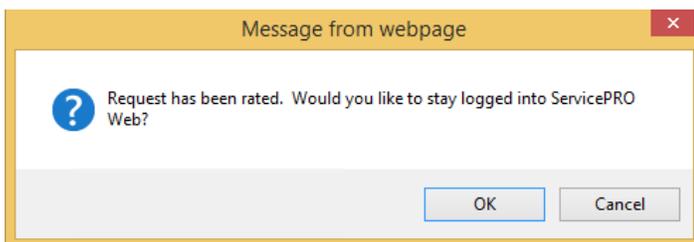
After a user clicks on the approval rating link sent via email, and successfully logs into Cloud9, they will be presented with the **Request Detail View - Properties Tab**, and a new pop-up rating form, similar to the one seen in ServicePRO.



From the Approval Rating form, users can rate the request for quality and timeliness and enter a memo. Once they are done filling in the rating form, clicking on ‘Save’ button will commit the rating and update the request to a rated status.



After the rating is saved, user will be prompted if they wish to remain logged into Cloud9.



Clicking *OK* will return the user to the request detail view. Clicking *Cancel* will log off user and return the user to the Login page.

The user will be presented with the new approval rating pop-up carrying the pending updates from the request preview page in the rating memo section, under the following conditions:

- The User is already logged into Cloud9
- The User loads a request that is not closed in the preview/update view
- The User then sets this request to 'Closed' status,

When clicking on the 'Save' button, the following is saved:

- Pending updates from request preview
- Rating details
- Rating memo

After saving, the ratings pop-up will be closed, and the request preview page will be refreshed with recently saved information.

If the user is already logged into Cloud9 and loads a closed, unrated request, rating functionality will remain as it is in previous Cloud9 versions. Rating options will be presented in the Properties tab, allowing the user to select a rating and save from top ribbon button.

Closed:

Rating:

Quality of Services Given

★★★★★

Timeliness to Resolve Job

★★★★★

1.11. Append IP address to first memo of a new request

A client specific customization has been implemented to append the IP address of the current system from where the request is being logged in Cloud9. The IP address will be added to the end of the first memo and applies to End Users as well as Privileged users. The format will be: IP Address – *xxx.xxx.xxx.xxx*

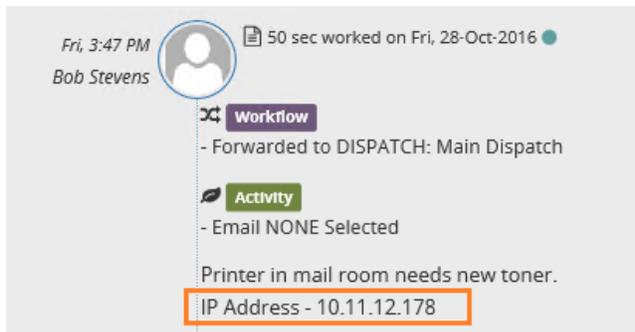
This feature is not enabled by default. The following SQL script will need to be run in the HS2000CS ServicePRO database to enable the feature. You may also need to recycle the app pool for the Cloud9 portal and advise users to log out log back into Cloud9 for the changes to take effect.

Please always take a backup of the database before running any SQL scripts.

```
If not exists(select * from tblOptions where LngObjectType = 16384 and OptionId = 16757)
  Insert into tblOptions values (0, 16384, 16757, NULL, 'true', '')
```

```
else
  update tblOptions set TxtValue = 'true' where LngObjectType = 16384 and OptionId =
16757
GO
```

After the above SQL script is run, the feature will begin to work and start to append the IP address on all first memos of newly logged requests created from Cloud9.



At any time if the client wishes to disable this feature. The following SQL script can be run to disable the feature.

```
update tblOptions set TxtValue = 'false' where LngObjectType = 16384 and OptionId = 16757
```