ServicePRO

Angular Rewrite

July 2024 *Beta Release*

Release Notes

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ServicePRO Angular Rewrite Beta Release – July 2024

With the beta release for the ServicePRO new User Interface, the development of all ServicePRO modules and features are completed, including the End user Self Service functions.

The System Integration Testing by our Quality Assurance team, bug fixing for the reported issues, and UI/UX fine tuning for some application areas are currently in progress. Before the production release, all the discovered Critical priority bugs and High priority bugs will be resolved.

This release notes document also lists the Design Changes and limitations in the ServicePRO new user interface, in comparison to the current ServicePRO application.

1. ServicePRO Modules and Features

The following privileged user functions have been developed and available for review in the beta release for ServicePRO new user interface -

- ServicePRO Login / Application Authentication
- Home Page Interactive Tile Interface (Work Bench Interface is not supported in ServicePRO New User Interface)
- Theme Customization
- Application Top Menu, Navigation Menu
- Service Request Management and Service Request Views
- Analytics
- Solutions
- Documents
- Find
- Training Center
- Management
- Administration
- Setup
- Design
- Assets
- Purchase

The following end user functions have been developed and available for review in the beta release for ServicePRO new user interface -

- End User - Home Page
- End User - Submit Requests
- End User - My Requests
- End User - Knowledge Base
- End User – Messages

Help Desk Technology

1.1.Known Critical Issue

- While running from a browser on mobile devices, there are some User Interface / User Experience issues.

2. Active Work in Progress

- Fine tuning and improvements for the UI/UX while running on mobile browsers are currently in progress.
- Development of Fast Mode for Support Reps is currently in progress.
- Quality Assurance and System Integration Testing, Bug fixing and Stabilization are actively in progress for all the application modules. Before the production release, all the discovered Critical priority bugs and High priority bugs in the application will be resolved.

3. Design Changes and Limitations

For the design changes and limitations in the ServicePRO new interface in comparison to the current ServicePRO application (i.e. in comparison to the versions 14.2.22.x and below), please review the document for "**Design Changes and Limitations" (ServicePRO-Angular-Rewrite-version14.3.1-Design-Changes-and-Limitations.pdf)** available under the following section in the ServicePRO Wiki - https://servicepro.wiki/SiteSettings/Wiki/Index/28?title=Technical-Documents#ServicePRO-Angular-Rewrite-Release-Notes