



April 2015

Maintenance Release

Release Notes

14.0.78.7

Table of Contents

ServicePRO – April 2015 Release – Release Notes	2
Notifications.....	2
Learning Materials	2
ServicePRO Cloud9.....	2
Project Templates and Quick Request Templates	2
Interface Changes	3
Request Property Editor.....	3
Client Bug Fixes	4
Service Requests, Project Requests, Quick Requests, Workspace & other Views.....	4
Email Inbox.....	4
Knowledge Base Management	4
Object Designer / Custom Fields Editor	4
Project Template Designer.....	4
Calendar, Calendar Synchronization	4

ServicePRO – April 2015 Release – Release Notes

The latest update for ServicePRO 14.0.78.7 is now available. Please advise all users to clear their browser cache whenever ServicePRO is updated to the latest release.

Notifications

- ServicePRO will not be supported with latest versions of Google Chrome. Google Chrome is phasing out support for NPAPI, and thus, the Microsoft Silverlight plug-in.
 - For additional information:
<http://www.chromium.org/developers/npapi-deprecation>
- ServicePRO will continue to work fine with Internet Explorer and other browsers that support Silverlight plug-in.

Learning Materials

- ServicePRO Wiki is now available as a learning resource for clients using ServicePRO application:
<http://www.servicepro.wiki>
- **ServicePRO Help Documentation** has been replaced with **Show Me Videos** which are training and tutorial videos embedded in the application itself.

ServicePRO Cloud9

- New Self Service Portal and Mobile Portal are now available
- Detailed User Guide Documentation is also available at the Wiki under the Cloud9 section:
<http://www.servicepro.wiki/wiki/1133/cloud9-mobile-portal>

Project Templates and Quick Request Templates

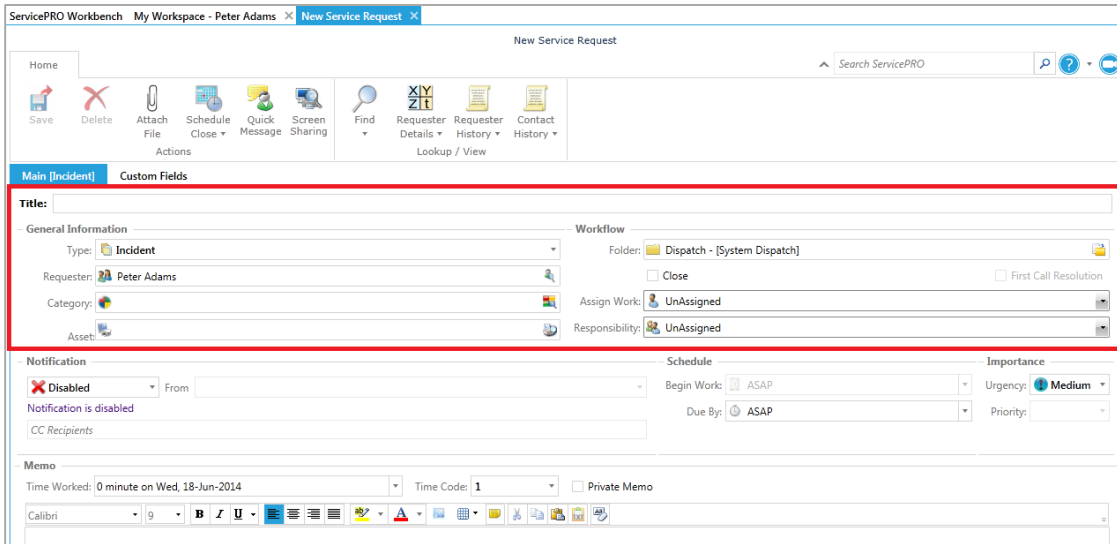
- Project Templates and Quick Request Templates are now segregated by Organizational Units for ServicePRO Enterprise Edition.
 - For additional information, please view the ServicePRO Wiki documentation on Project Request templates and Quick Request Templates
<http://www.servicepro.wiki/wiki/1097/project-template-designer>
<http://www.servicepro.wiki/wiki/1100/quick-request-templates>

Interface Changes

Request Property Editor

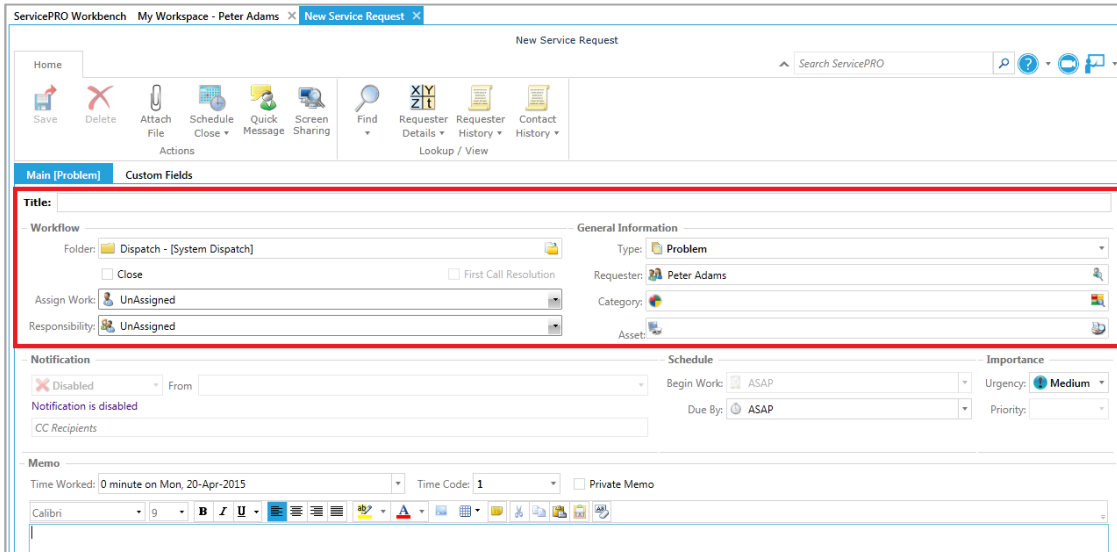
- The Service Request Property layout has been updated. The **Workflow** section is now arranged on the left side, while **General Information** is now on the right. This change is applicable to the following screens:
 - New Service Request
 - Updating an existing request
 - Business Rules Designer
 - Project Template Designer
 - Quick Request Template Designer

Old Interface (General Information on the left, Workflow on the right)



The screenshot shows the 'New Service Request' form in the old interface. The form is divided into several sections. The 'General Information' section is on the left, containing fields for Type (Incident), Requester (Peter Adams), Category, and Asset. The 'Workflow' section is on the right, containing fields for Folder (Dispatch - [System Dispatch]), Assign Work (UnAssigned), and Responsibility (UnAssigned). Other sections include Notification (Disabled), Schedule (Begin Work: ASAP, Due By: ASAP), Importance (Urgency: Medium, Priority), and Memo (Time Worked: 0 minute on Wed, 18-Jun-2014).

New Interface (Workflow on the left, General Information on the right)



The screenshot shows the 'New Service Request' form in the new interface. The form is divided into several sections. The 'Workflow' section is on the left, containing fields for Folder (Dispatch - [System Dispatch]), Assign Work (UnAssigned), and Responsibility (UnAssigned). The 'General Information' section is on the right, containing fields for Type (Problem), Requester (Peter Adams), Category, and Asset. Other sections include Notification (Disabled), Schedule (Begin Work: ASAP, Due By: ASAP), Importance (Urgency: Medium, Priority), and Memo (Time Worked: 0 minute on Mon, 20-Apr-2015).

Client Bug Fixes

Below is a list of noted bug fixes. Additional client-specific bug-fixes have been addressed, and clients have received detailed communication on these fixes.

[Service Requests, Project Requests, Quick Requests, Workspace & other Views](#)

- **Purchase Order Items** are no longer cleared out when navigating between parent and child tickets in a project tree
- When setting **Reminders**, the change in time is reflected properly
- The **Last Owned By (Rep)** filter now shows the correct result when running the Query
- When a closed request is reopened by the End User via email or from the Self-Service Portal, the request will be moved to Dispatch with its Priority reset to “Undefined”. The dispatcher will be required to select the Priority before re-routing the ticket.
- **Request Logged** time now show seconds (format is HH:MM:SS)

[Email Inbox](#)

- When creating a new request from the **Email Inbox** and closing it at the same time, the link to the email pulled into the request will work as expected.

[Knowledge Base Management](#)

- You can now save a **Knowledge Base** article with only an image in the memo editor.

[Object Designer / Custom Fields Editor](#)

- In **Object Designer – Lookup Field Validation**, when the 'Organizational Hierarchy Type' is selected, it now loads the correct values in the value drop down.

[Project Template Designer](#)

- Assigning work in child requests that share the same queue as the parent request will now work as expected.
- When modifying existing Project Templates with a new or existing notifications, the save button will be enabled.

[Calendar, Calendar Synchronization](#)

- Calendar Synchronization is now working as expected for Appointments Recurring 'Every Other Week'.