



April 2016
Feature Requests
Documentation
14.2.5.10

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ServicePRO Feature Requests

The following client-requested features have been implemented as of ServicePRO 14.2.5.10.

ServicePRO

1. Merge Users

1.1. Trace Memos for Merge Actions

Trace Memos will now be added to Service Requests to indicate when the Requester has been merged into another user.

- E.g. “User A” is the Requester of a Request
- “User B” is a separate user
- “User A” is merged into “User B”, leaving only User B
- All of User A’s requests now belong to User B
- Trace Memos will be added to all of User A’s requests, indicating a merge action was performed on the user.
- Please note that User B (the base user’s) requests are unaffected – these traces will only be applicable to the original requester who was merged into another User A’s requests.

2. Views

2.1. Time Scheduled Columns

In any **Views** where “**Time Schedule**” columns are present, and a selected request does not have a schedule set (e.g. set to “Waiting for Response” or “Suspended”), the request will be listed as “Not Scheduled”.

2.2. In Queue View

In the ‘In Queue’ Service Requests view, drag and drop functionality has been facilitated for moving the requests between folders.

2.3. Service Requests Views (Workspace)

Single-request operations (such as “Rating”, “Schedule” or “Close”) are now disabled when users select multiple requests in the Workspace Grid.

- I.e. A user can hold shift to select multiple requests; right-clicking on multiple requests will not allow for any single-request operations

3. Discovery

3.1. Discovered Item Queries

Enhancements have been made to Discovered Item Queries, to accommodate changes made to the existing Discovery Service:

1. **Changes in the Summary Information node**
 - New fields have been added to Discovered Item Queries, along with their selectable Criteria:
 - **Discovered Item Type** – Computer, Printer, Router, Firewall, Firewall-Gateway, UPS, Monitor
 - **OS Architecture** – Bit32, Bit64
 - **OS Type** – None, Windows, MacOS, Linux
 - Computer Name has been changed to Discovered Item Name.
2. **Changes in the Installed Software node**
 - Discovered Items have been added to the Installed Software node:
 - **Application Architecture** – Bit32, Bit64
3. **Changes in the Disk Drive node**
 - **Disk Drive** has been renamed **Disk Drives/Printer Supplies** in order to accommodate Printer-related items:
 - **Drive Type** has been renamed **“Drive Type or Toner Name”**
 - **Free Space** has been renamed **“Free Space or Toner Level”**

3.2. Discovered Hardware – Asset Creation

Asset Creation in Discovered Hardware has been updated in the following ways:

- When a user selects multiple hardware items of the same type, and right-clicks to open the context menu, the Create New Asset option will appear for the user.
- Conversely, if a user selects multiple hardware items of different types (i.e. Computers, Routers, Printers), and attempts to create assets using the right-click context menu, the “Create New Asset” option will not appear for the user.
- The full list of affected hardware types are listed:
 - Computer
 - Printer
 - Scanner
 - Switch
 - Router
 - Firewall
 - Gateway
 - UPS
 - Monitor
- When Assets are created by dragging from the Discovered Hardware window, or using the right-click context menu, assets will be created in the Asset Tree. When users “clear associations” with the asset tree, the item will be added to the Discovered Hardware section, and removed from the Asset Tree.
- Assets will default to the “Hardware” custom Type if the asset is created from Discovered Hardware types other than workstations. Users will be able to change the asset type based on preferences, but the asset will still maintain its association with the Discovered Hardware.
- When updating assets created from Discovered Hardware types that are not workstations, the application will not clear the association with the Discovered Hardware when changing the Asset type.
- Users can clear Discovered Hardware associations of assets by selecting the “Clear Association” option from the Discovered Hardware user interface.
- Asset Custom Field types cannot be deleted from the object designer if it is associated with any discovered hardware. Users will be notified if any associations are present when attempting to delete these Custom Types from the Custom Object Designer.

3.3. Discovery Service Improvements

- The Discovery Service will continue to run if an incorrect schedule was entered (i.e. a schedule with an invalid start and end time, such as a start time later than the end time).
 - The Service will skip over the invalid schedule, and log the issue in the log file (ServicePRO.Discovery.Service.txt), and the schedule will no longer force the service to restart. It will move onto the next schedule in the list.
 - Users will no longer be required to restart the Discovery Service in response to running an incorrect schedule.
- Whenever a new Discovery Schedule is configured from the Service, it is no longer necessary to restart the Discovery Service in order for the new schedule to be picked up.

3.4. Configure Discovery Schedule – Audit by Domain Tree

Updates have been made to Auditing functionality in the Domain Tree:

- When the user selects a domain as the type of the audit, the checkbox "Allow to scan SNMP devices" will become visible and checked.
- When the user selects a Domain (DC) in the domain tree, the checkbox will remain checked.
- When the user selects an Organization Unit or Company in the domain tree, the checkbox will be unchecked; users can choose to check it again if needed.
 - If the checkbox is checked, SNMP devices in the entire domain will be discovered/scanned as well.
 - If the checkbox is unchecked, the SNMP devices in the domain will not be discovered/scanned.

3.5. Discovered Items – Exporting Item Query Results as Linear CSVs

Users can now export Linear CSVs of Item Query Results in Discovered Items from the ribbon toolbar, in addition to the original Grouped CSV format. Selecting the “Export to CSV” option will now open a dropdown with the following options:

- **Grouped** – Exported CSVs display Asset Query Properties in a grouped format; this displays Discovered Item Queries in a table that emulates the layout used in ServicePRO. Previously, all CSVs would export in this format.
- **Linear** – Linear CSV export will arrange all device property columns horizontally, in a single table format. See below for an example of a Linear CSV:

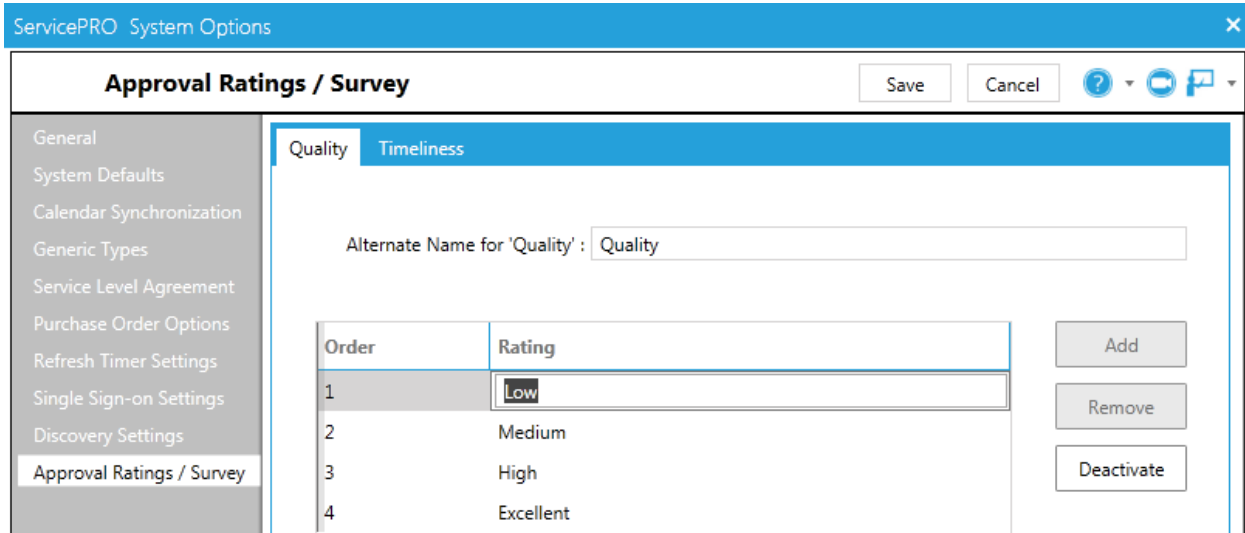
	A	B	C	D	E	F	G	H	I	J	K	L
1	Time Clos	Ref#	Title	Status	Wait State	Email Acc	Team	Time Clos	Ref#	Title	Status	Wait State
2	11/16/201	695241	SP Error: F	Closed	ASAP		[NONE]	11/16/201	695241	SP Error: F	Closed	ASAP
3												

4. Surveys

4.1. Survey Customization

Approval / Survey Ratings for both timeliness and quality can be customized from System Options.

Administrators will be able to customize the labels for timeliness and quality ratings, as well as the labels for ratings themselves.



System Options Menu

System Options now features customization functionality for Approval Ratings and Surveys. Tabs for customizing “Timeliness” and “Quality” will be available.

- Both tabs will load the default timeliness and quality ratings available in the system.
- Users will be allowed to perform the following actions under both ‘Timeliness’ and ‘Quality’ tabs:
 - **Alternate names** for Timeliness / Quality
 - **Edit Rating Text** (Text Fields) for existing ratings
 - **Add** new ratings to the bottom of the list (highest ranking order)
 - **Remove** ratings from the listing
 - If **no** Service Requests currently use the selected rating, “Remove” will be allowed, and will delete the rating without issue.
 - If the rating is currently in use in any Service Requests, users will be prevented from removing the rating.
 - **Deactivate** – Allows users to disable the Rating, setting it as “Inactive”. Inactive ratings differ from “Removed” ratings, as requests given this rating will continue to show the correct rating in Reports and Properties view.
 - **Reactivate** – Only available for “Inactive” Rating labels. Users will not be able to edit Inactive Rating labels, or select them for use in Request Surveys.
- Users can add up to a maximum of 10 Quality Ratings (including inactive ratings)

- Users can add up to a maximum of 10 Timeliness Ratings (including inactive ratings)

Example screenshots:

Quality, with Ratings Edited from the Default

Quality
Timeliness

Alternate Name for 'Quality' :

Order	Rating	
1	Poor	<div style="text-align: center; margin-bottom: 5px;"><input type="button" value="Add"/></div> <div style="text-align: center; margin-bottom: 5px;"><input type="button" value="Remove"/></div> <div style="text-align: center;"><input type="button" value="Deactivate"/></div>
2	Decent	
3	Good	
4	Great	
5	Excellent	

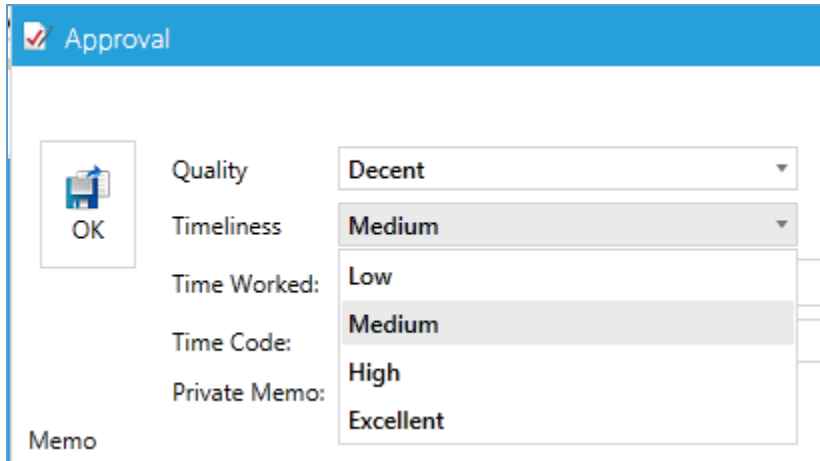
Timeliness, with Default Rating Settings

Quality
Timeliness

Alternate Name for 'Timeliness' :

Order	Rating	
1	Low	<div style="text-align: center; margin-bottom: 5px;"><input type="button" value="Add"/></div> <div style="text-align: center; margin-bottom: 5px;"><input type="button" value="Remove"/></div> <div style="text-align: center;"><input type="button" value="Deactivate"/></div>
2	Medium	
3	High	
4	Excellent	

Quality and Timeliness Ratings in Closed ServicePRO Requests



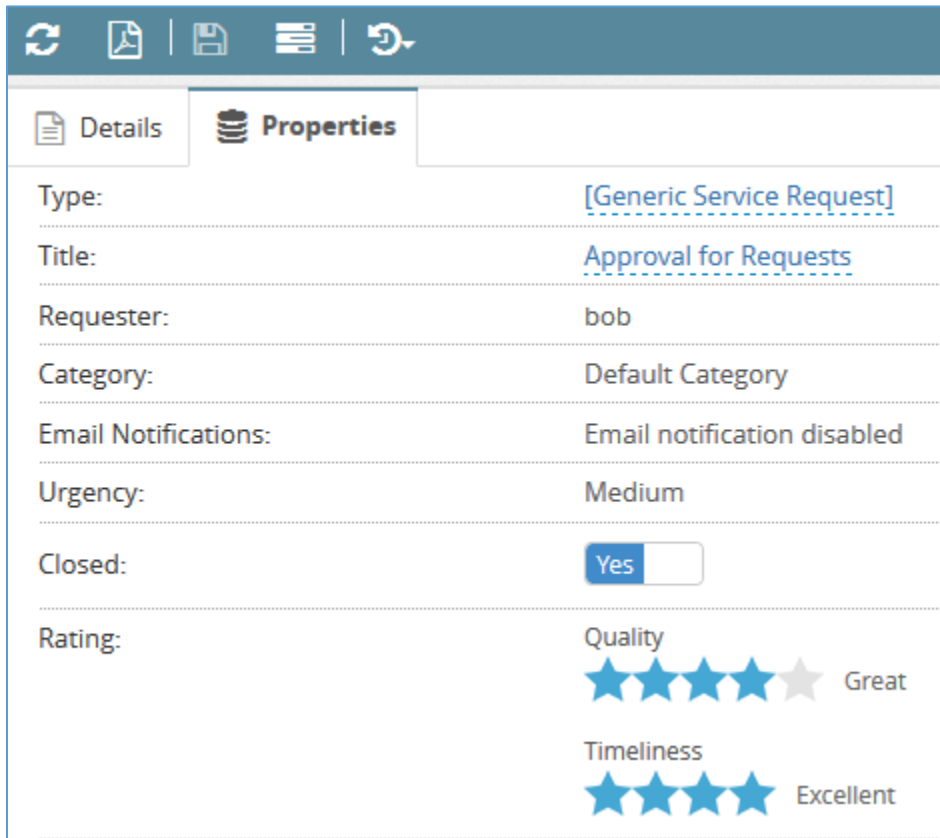
The screenshot shows an 'Approval' window with the following fields and options:

- Quality:** Decent
- Timeliness:** Medium
- Time Worked:** Low
- Time Code:** Medium
- Private Memo:** High
- Excellent:** (checkbox)

There is also an 'OK' button and a 'Memo' field at the bottom left.

Any customizations made to the 'Quality' or 'Timeliness' labels and Rating names will be reflected in the Approval Rating window.

Quality and Timeliness Ratings in Closed Cloud9 Requests



The screenshot shows the 'Properties' tab of a request with the following details:

- Type:** [Generic Service Request]
- Title:** Approval for Requests
- Requester:** bob
- Category:** Default Category
- Email Notifications:** Email notification disabled
- Urgency:** Medium
- Closed:** Yes
- Rating:**
 - Quality:** 4 stars (Great)
 - Timeliness:** 5 stars (Excellent)

Any customization to 'Quality' / 'Timeliness' labels and the customized rating options will be reflected in the Rating section in Cloud9.

Functions Affected by Customizable Labels

- Customized ratings will take effect in the following options and views, as they are associated with Survey Customization:
 - Request Approval from both ServicePRO, Cloud9 and Legacy End User Portal – users performing ratings will see customized labels for Timeliness and Quality. In addition, Customized Ratings will appear in the dropdown menu.
 - Request Properties Preview in both ServicePRO & Cloud9
 - Query Designer
 - User Satisfaction Reports
- When the user rates a request and saves it, a trace will be created that uses these labels and values.

5. Data Analysis

5.1. Service Statistics – Tracking time at Current Priority

A new Service Statistics field is made available in Queries and Reporting, based on the current amount of time the request has stayed at its **current** priority.

- Current Time in Current Priority:
 - Tracks time the request has stayed in the Current Priority in business seconds, starting from the last time priority was switched
 - This timer is paused whenever the request switches from 'ASAP' to 'Suspended', 'Scheduled', or 'WFR' wait states. The timer resumes when the request is switched back to ASAP.
- These metrics work similarly to service statistics such as *TimeInQueue* and *TimeInService*.
- The new Service Statistics fields are available for use in the following:
 - Query Designer
 - Rule Designer, Filters Tab
 - Chart Designer
 - Custom Report Designer

6. Data Analysis – Reporting

6.1. Custom Reports – Blank Report Designer

Users can now create and edit Custom Reports from scratch using a blank report template. These blank templates use a SQL Connection to the ServicePRO Database as a data source, allowing for free and flexible report creation from within ServicePRO.

Users can initiate Blank Template report creation under Custom Reports; the existing “New” option in the ribbon toolbar now offers two options for Custom Report creation:

1. **Blank Report** – Creation of new Custom Report functionality from scratch, with no templates; newly implemented
2. **Using Template** – Creation of Custom Reports using base templates; previously the only report creation option in Custom Reports

When creating Custom Reports from a blank template in the Custom Report Designer, the following tabs will not be loaded:

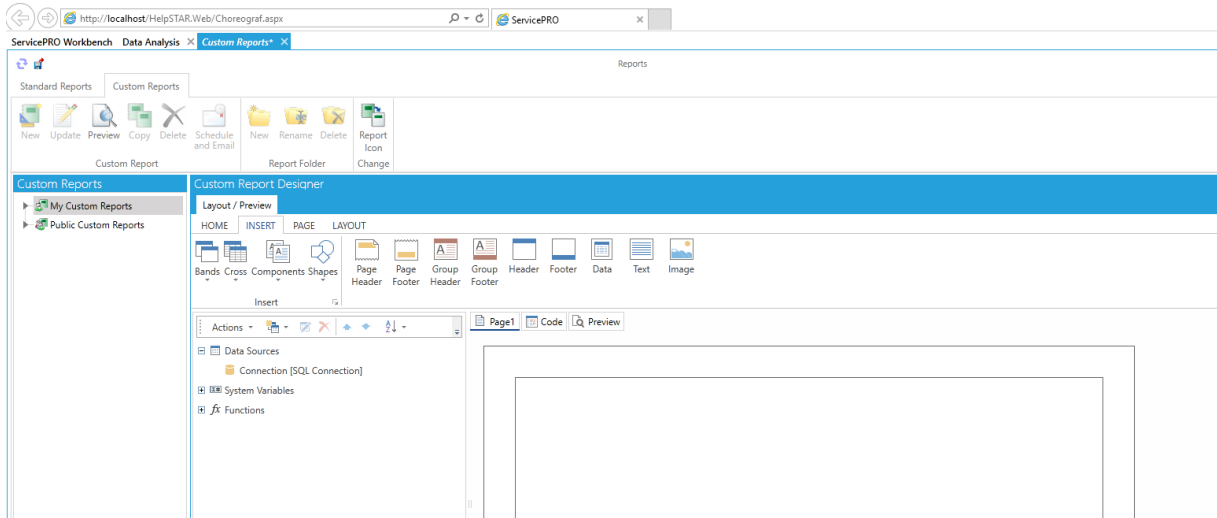
- Base Report
- Filters
- Custom Fields
- Grouping
- Header and Footer

Layout/Preview Tab

In the Layout/Preview tab, the Stimulsoft Silverlight Report Designer component will be loaded with the Report Dictionary prepopulated with SQL connection to ServicePRO Database as Data Source in order to make it readily available for the user to use.

SQL Connection Strings will be formed based on Authentication configured for ServicePRO; this can be retrieved from DataConfiguration.Config (SQL or NT).

The user will not be allowed to edit the pre-populated Data Connection, or create a new one. The option to create a New Connection will be disabled.

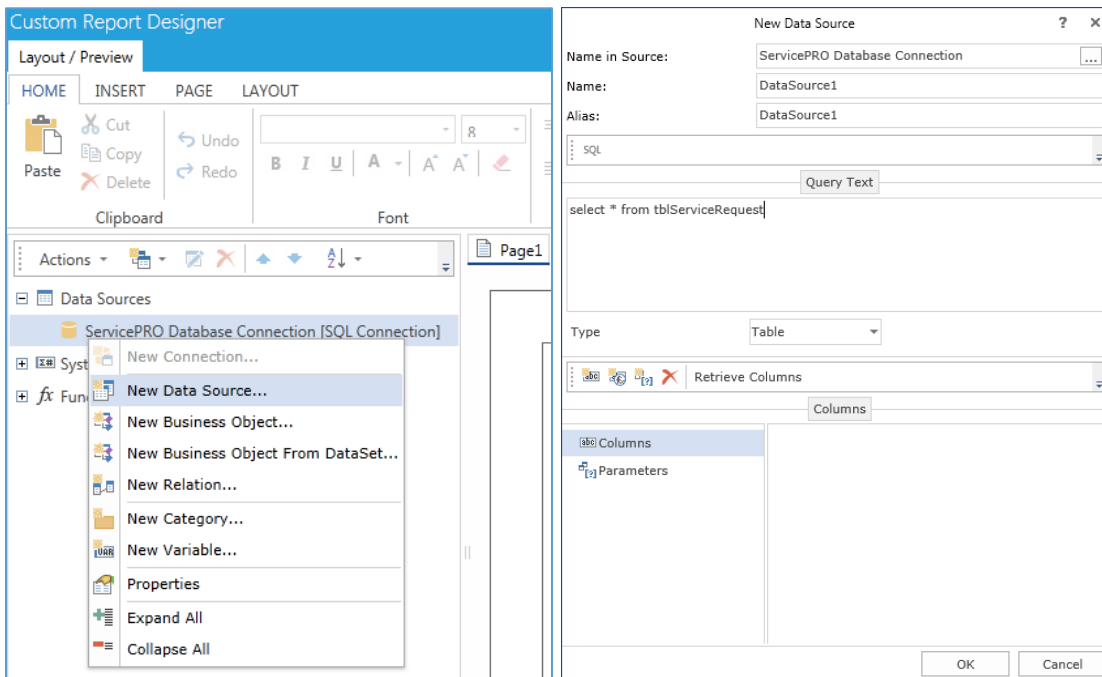


Blank Report Creation

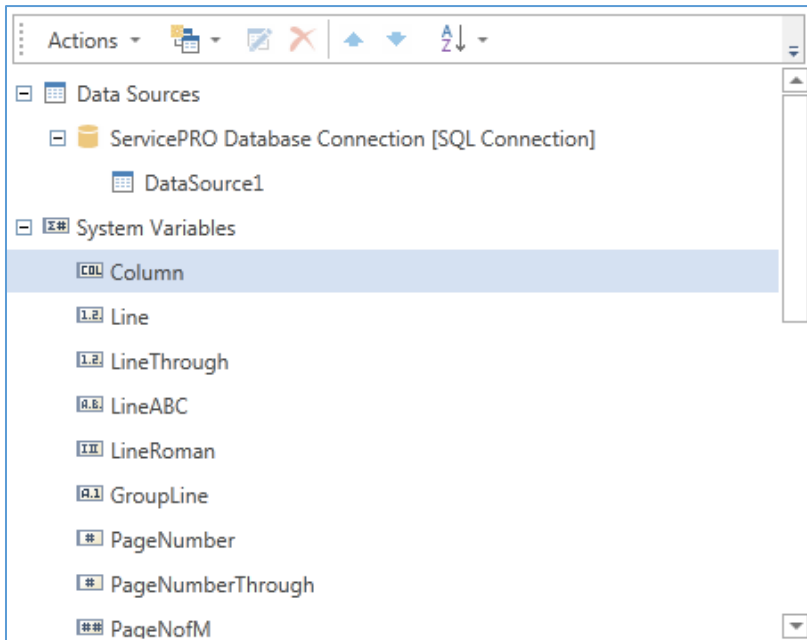
Under the Layout/Preview tab, the Stimulsoft Silverlight Report Designer component will be loaded with the Report Dictionary, prepopulated with SQL connection to ServicePRO Database as Data Source.

Screenshots below outline the steps involved in creating a Blank Report:

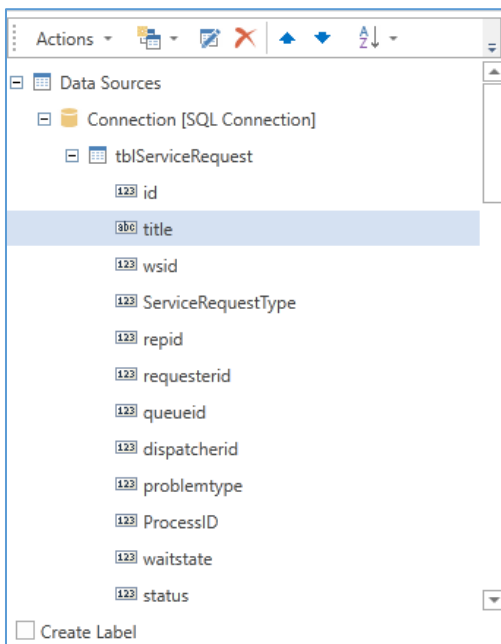
1. The user will need to write a SQL query for creating the Report Data Source.



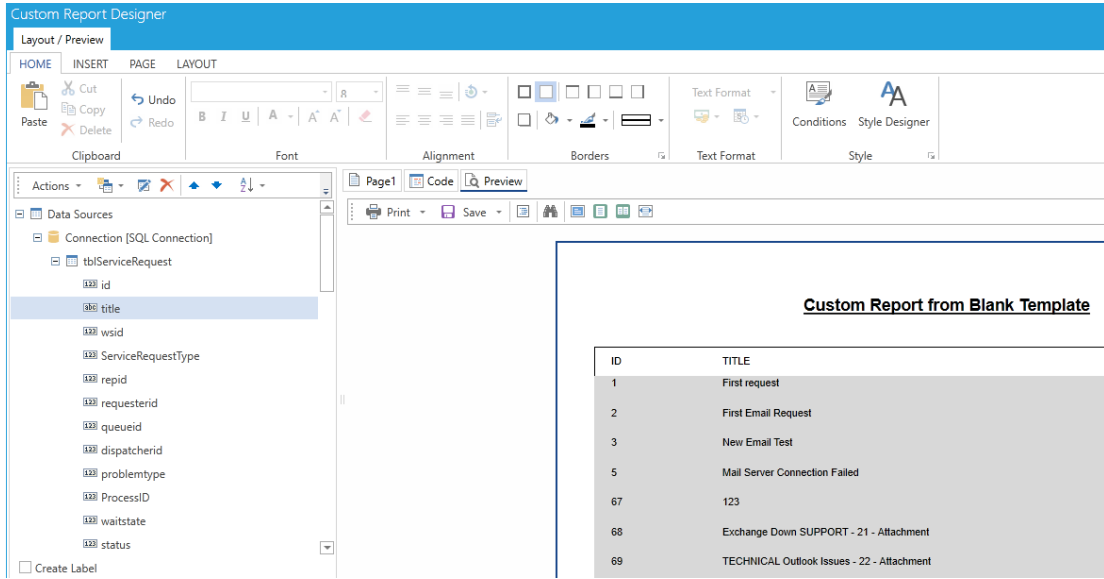
2. The Report Dictionary will be populated with fields from the executed SQL query.



3. The user can begin designing the report; they will be able to choose fields from the report dictionary for placing in the report designer.



4. The user can preview the report to verify if the SQL query validates correctly, and ensure the designed report works as intended.



5. Save the report.

As users will be writing their own SQL queries to retrieve data, there is no way to restrict access to requests using RBAC as is normally the case for the templated reports.

A user that is running/creating the report can view all requests regardless of whether they have permission on the queue folder the request resides in.

Therefore, users creating reports should be careful which requests are displayed in the reports and who has access to view these reports.

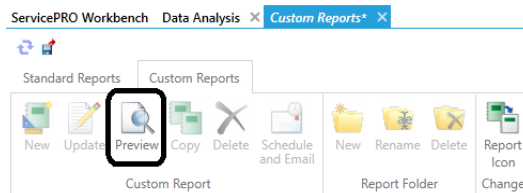
Report Records Limit

System Options settings for the maximum allowed report records will be created and used in the same manner as reports created from a base template. When a report is rendered:

1. The record count of each Data Source in the dictionary will be retrieved from the database, regardless of whether the data source is used in the report design or not. This count will contribute to the total record count for the report.
2. The total record count is then compared with the number set in System Options to check if it exceeds that number.
3. If this value is exceeded, a message will be displayed to the user. The same method will be used to check if the report has no records.

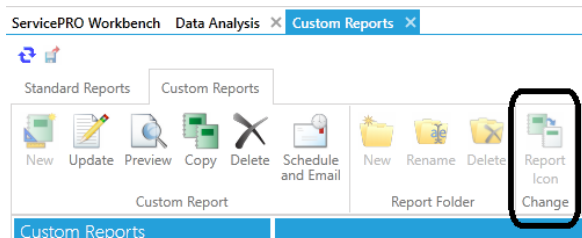
Previewing Custom Reports Created from a Blank Template

Previewing a Custom Report created from a blank template is functionally similar to previewing reports created from a base report. Users should select the report from the custom reports tree, then select the “Preview” button in the ribbon toolbar. The report will be generated and the preview will be rendered in a new tab using the Stimulsoft Report viewer.



Change Report Icon

The ‘Change Report Icon’ ribbon menu option will be disabled for Custom Reports created from Blank Templates, as these reports have no default icon attributed to them for editing.



Limitation

Stimulsoft Charts will continue to work as intended with the custom reports created using ServicePRO pre-defined Report templates. However, the Charts component is currently unsupported for reports created using Blank templates.

6.2. Double-click to Generate/Preview Reports from listing

Users can now generate or preview a report from the Custom Report Listing by double-clicking it.

6.3. Line Item Summary Custom Report – Additional time statistics fields available for selection

New Time-related data fields have been added to Line Item Summary Custom Reports. These fields can be selected from the Report Dictionary in the Custom Report Designer.

Newly added fields are listed below:

Cumulative Service Statistics

- Time in Dispatch
- Time in Queue
- Time in Service
- Time Active
- Time Active
- Time in Suspense
- Time Waiting for Response
- Time Open

Response Time Statistics

- Time Logged to First Memo
- Time Logged to Dispatch
- Time Logged to Support Rep
- Time Logged to Queue
- Dispatch to First Memo
- Dispatch to Support Rep
- Dispatch to Queue
- Queue to First Memo
- Queue to Support Rep
- Support Rep to First Memo

6.4. User Satisfaction Custom Report - Request Title and Reference Number fields

Two new fields are available in Custom User Satisfaction Reports:

- Request Title
- Reference Numbers

7. Active Directory Sync

7.1. Configuration – Active Directory Sync function for Public Cloud Clients

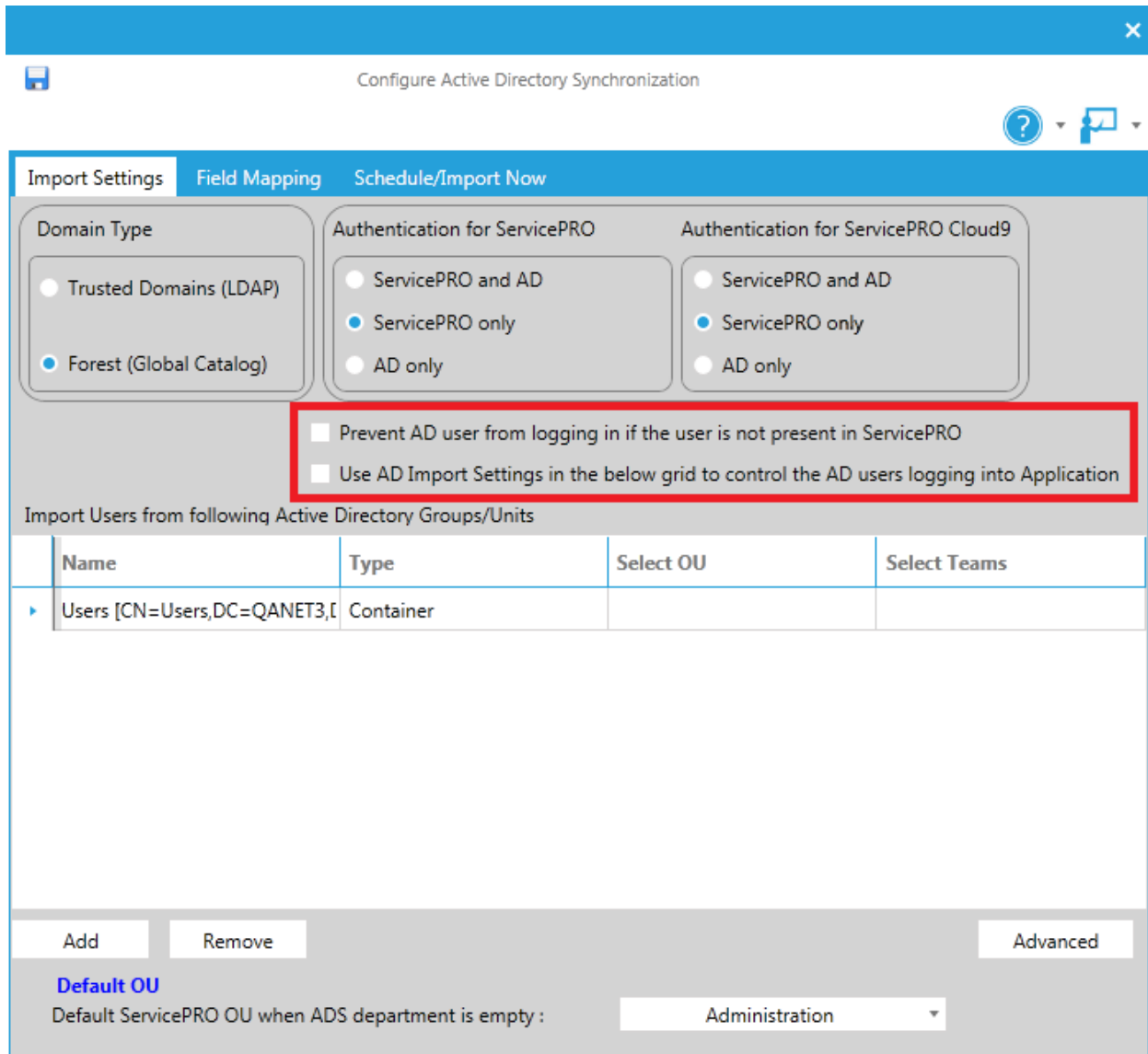
AD Configuration functionality is now available for ServicePRO Public Cloud clients. For Public Cloud Clients:

- Users will only be able to select “ServicePRO Only” for ServicePRO and ServicePRO Cloud9 Authentication.
 - “ServicePRO and AD” and “AD Only” settings will not be selectable.
- **Import Settings Tab** – Selecting ‘Add’ opens the “Active Directory Organizational Units/Containers/Groups to Import” view. Here, Users will be allowed to add active directory groups or units to Import, but the only option available will be to 'Enter Active Directory Path manually'.
 - To add items to import, Administrators will need to manually enter in the “AD OU/Container/Group path” field
- **Field Mapping Tab** – “Add” operations are not available from this UI; new field mappings will need to be set up directly from the database by running SQL Scripts
- **Schedule/Import Now Tab** – “Import Now” options will be disabled because the ServicePRO Application hosted in Public Cloud cannot access Active Directories for performing user synchronization.

7.2. Active Directory Accounts – Login

Two new checkbox options are available in **Setup/Administration > Configure Active Directory Synchronization**, in the Import Settings tab, under the “Authentication” section:

1. Prevent AD user from logging in if the user is not present in ServicePRO
2. Use AD Import Settings in the below grid to control the AD users logging into the application



Configure Active Directory Synchronization

Import Settings | Field Mapping | Schedule/Import Now

Domain Type

- Trusted Domains (LDAP)
- Forest (Global Catalog)

Authentication for ServicePRO

- ServicePRO and AD
- ServicePRO only
- AD only

Authentication for ServicePRO Cloud9

- ServicePRO and AD
- ServicePRO only
- AD only

Prevent AD user from logging in if the user is not present in ServicePRO

Use AD Import Settings in the below grid to control the AD users logging into Application

Import Users from following Active Directory Groups/Units

Name	Type	Select OU	Select Teams
Users [CN=Users,DC=QANET3, Container	Container		

Add Remove Advanced

Default OU
Default ServicePRO OU when ADS department is empty : Administration

Option 1 will prevent AD Users from logging in if the user is not present in ServicePRO’s database, and will prevent users from being created automatically at login. This option will be disabled by default, and must be manually enabled by the system administrator if they opt for this behavior.

Option 2 will use AD Import Settings set up in the Active Directory Groups/Units grid, at the bottom of the Import Settings tab to control the AD users logging into the application.

- If the user already exists in ServicePRO, then authentication will occur.

- If the user does not exist in ServicePRO, and if the user is successfully authenticated by AD, the following will occur:
 - If the user does not belong to any of the Domains, Organizational Units or Groups selected in the AD Import configuration settings, then the user will not be created in ServicePRO; this user will not be allowed to login to the application.
 - If the user belongs to any of the Domains, Organizational Units or Groups selected in the AD Import configuration settings, then the user will be created in ServicePRO and hence the user will be allowed to login to the application.

If Option 1 is enabled by the Administrator, Option 2 will be disabled. This is because Option 2 is ignored during AD Login processing.

8. Passwords

8.1. Password Reset

The A/D and Windows Password Reset feature has been updated to support the following operating systems:

- Windows 7
- Windows 8
- Windows 8.1
- Windows 10

8.2. Password Reset Portal – User Interface

The Password Reset Portal's user interface has been updated visually.

9. Manage Users

9.1. Password Fields

When Managing Users and editing login information for the user, Password fields will now display dummy masked characters as a placeholder for passwords.

10. OneLogin Integration

10.1. Increased Import Users limit to over 1000 Users

OneLogin's API for retrieving users has been updated to fetch over 1000 users. OneLogin User Import functionality will import all the users from the OneLogin to ServicePRO.

11. License Agreement

11.1. Updated Agreement

The License agreement for ServicePRO has been updated to reflect recent changes to company information.

12. Service Request – Update

12.1. Asset Selection in Service Requests

Enhancements have been made to the Asset Selection field in Service Requests, under the General Information section:

- Users can search for valid assets by typing into the field, and press Enter or click on the Search button. The asset selection window will open with the search phrase already entered into the field, and a search will automatically be performed in this view with the entered information.
 - If a selection is made, the Asset will appear in the Asset field as a selectable link.
 - If no selection is made or cancelled, the search window is closed, and entered text will be cleared.

13. ServicePRO Webtop Client

13.1. ServicePRO Webtop – AD Authentication

ServicePRO Webtop will now handle AD Pass-through authentication automatically; clients will no longer need to open ServicePRO in Internet Explorer first.

14. Business Rules

14.1. New Business Rule Criteria

- Added a Query Designer / Rule Criteria to include requests, only if every memo in the request satisfies the stated criteria.
- The criteria can be used in either of the following ways:
 - If a specific phrase is NOT present in all memos of a request, that request will be included in the listing
 - If a specific phrase IS contained in all memos of a request, that request will be included
- Criteria conditions:
 - 'Every Memo' - Do not contain – phrase
 - 'Every Memo' - Contain – phrase
- When this criteria is selected from its node in the Business Rule criteria side bar, the user will not be allowed to select any fields under "All Memo" node for showing the field or for criteria. This is to avoid any conflicts associated with having both criteria running at the same time.

15. Field Properties in Cloud9

15.1. Updated “Empty” Field Properties to state relevant placeholders

In Service Request Properties, empty fields will now use context-relevant placeholders instead of “Empty”. Some examples include:

- *Title* field – “Enter title”
- *Subject* field – “Enter subject”
- *To* and *CC* fields – “Select recipient(s)”
- *Category* field – “Select category”

16. Knowledge Base

16.1. Improved knowledge base editor – Window size and visibility

The Knowledge Base editor window now occupies the full screen in all areas, instead of a smaller dialog box in the center of the screen.

17. ServicePRO – My Responsibility

17.1. My Responsibility Folder visibility updated

In Workspace, the My Responsibility node will now only show requests that the User has been assigned responsibility to. The folder tree structure in the My Responsibility node has been removed to simplify user experience.

Cloud9

18. Custom Text Fields Editor for ServicePRO and Cloud9

18.1. Spellcheck in Custom Fields and Custom Fields Editor

Spellcheck functionality is now available for Custom Fields in both ServicePRO and Cloud9.

In ServicePRO:

- Spellcheck is now available as a right-click Context Menu option in both Single line and Multi-line text fields. Spellcheck is manual, rather than automatic.

In Cloud9:

- Spellcheck is automatic in Cloud9; it will work as the user types for both single and multi-line text fields.

18.2. Field Placeholders

Custom Field text placeholders will change based on the following criteria:

- If the Field Caption contains text entered by users, this text will be used as a placeholder.
- If the Field Caption does not contain user-entered text, the default, pre-defined Type name will be used to form the placeholder for the field. Default placeholder text is listed below:

Data Type	Default Placeholder Text
Datetime	Please enter a valid datetime value
Date	Please enter a valid date value
Decimal	Please enter a valid decimal value
Mask Input	Please enter a valid masked value
Numeric	Please enter a valid numeric value
Text	Please enter a valid text value
Mask Input	Please input value based on the Mask
Radio button	Please select a value from the radio button field
Drop Down	Please select a value

19. Cloud9 – Service Requests

19.1. Request Submission Pop-up

Removed the “Cloud9” text label preceding the notification pop-up for when a request has been logged.

20. Cloud9 Webpage Titles

20.1. Title Labels

In browsers, webpage titles will accurately reflect the current view loaded in Cloud9.

Some examples of title labels include:

- Cloud9 – Home Page
- Cloud9 – Messages
- Cloud9 – My Requests
- Cloud9 – Time Sheet
- Cloud9 – Request Preview: #####

21. Cloud9 – Requester Properties, Requester Company/OU Properties for Privileged Users

- In the “Request Preview” view, if the logged in user is a Privileged User, the following tabs will be available:
 - “Requester”, displaying requester’s properties
 - If the Requester is an Internal User, “Requester Organizational Unit” will display the requester’s Organizational Unit properties
 - If the Requester is an External User, “Requester Company” will display the Requester’s Company Properties
- When Users select the “Requester” tab in Request Preview, the properties for the requester will display the following information
 - Main Tab with Properties for the user
 - Custom Field tab, if the user belongs to a Custom Object Type
 - Documents Tab, if attachments are associated with the user
- The Requester Tab will feature the following menu options:
 - Refresh
 - Export to PDF
- When Users select the “Requester Company” tab in Request Preview, the properties for the requester’s company will display the following information
 - Main Tab with Properties for the company
 - Custom Field tab, if the company belongs to a Custom Object Type
 - Documents Tab, if attachments are associated with the company
- The Requester company Tab will feature the following menu options:
 - Refresh
 - Export to PDF
- When Users select the “Requester Organizational Unit” tab in Request Preview, the properties for the requester’s OU will display the following information
 - Main Tab with Properties for the Requester OU
 - Custom Field tab, if the OU belongs to a Custom Object Type
 - Documents Tab, if attachments are associated with the Organizational Unit
- The Requester Organizational unit Tab will feature the following menu options:
 - Refresh
 - Export to PDF

Requester Properties Tab for Privileged Users

Name:	Doug
Display Name:	Doug
Organizational Unit:	Administration
Company:	Help Desk Technology Corp.
User Type:	Default User
Telephone:	

Requester Organizational Unit Tab (Available when the requester is an internal user)

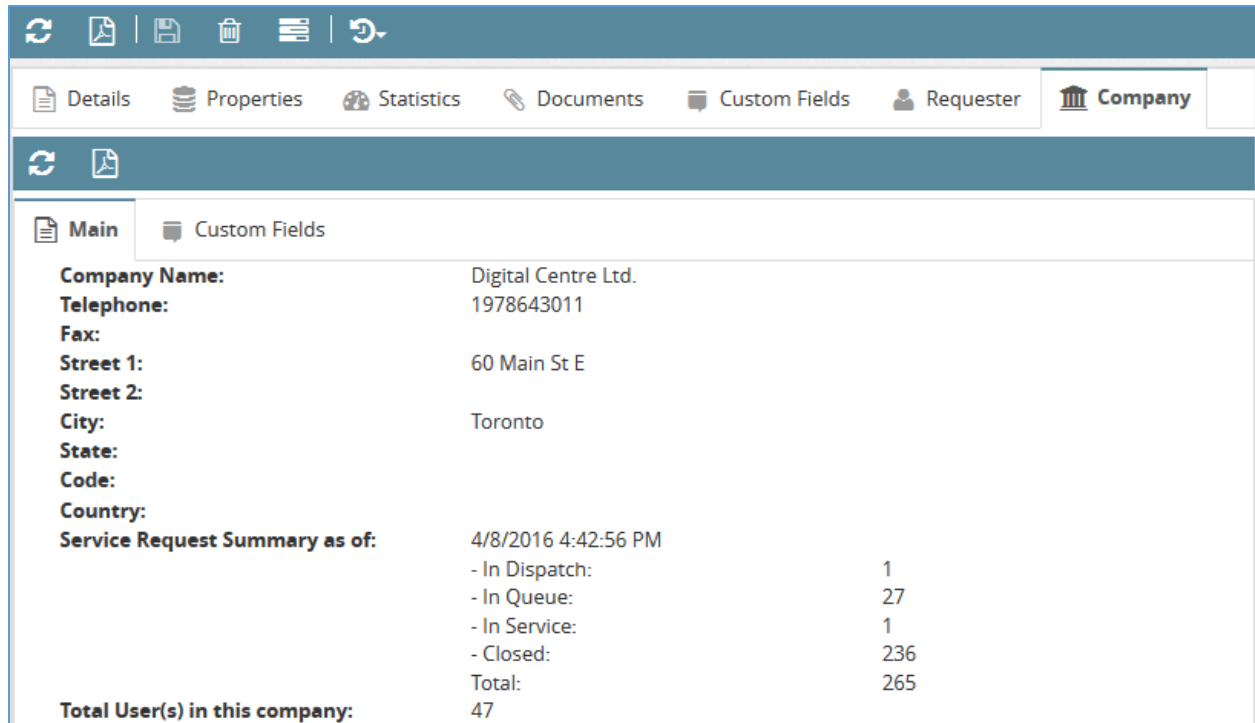
Organizational Unit Name:	Administration
Service Request Summary as of:	4/7/2016 4:52:24 PM
- In Dispatch:	14
- In Queue:	2574
- In Service:	15
- Closed:	11306
- Approved:	5
Total:	13914

Assets allocated to this Department:

- Lacie DVD Replicator
- HD356
- HAL9000

Total User(s) in this organizational unit: 1417

Requester Company Tab (Available when the requester is an external user)



The screenshot displays the 'Company' tab in the ServicePRO interface. The top navigation bar includes 'Details', 'Properties', 'Statistics', 'Documents', 'Custom Fields', 'Requester', and 'Company'. Below this, the 'Main' tab is active, showing the following information:

Company Name:	Digital Centre Ltd.	
Telephone:	1978643011	
Fax:		
Street 1:	60 Main St E	
Street 2:		
City:	Toronto	
State:		
Code:		
Country:		
Service Request Summary as of:	4/8/2016 4:42:56 PM	
	- In Dispatch:	1
	- In Queue:	27
	- In Service:	1
	- Closed:	236
	Total:	265
Total User(s) in this company:	47	

22. Cloud9 – Workspace View

22.1. Entire Workspace view options

The “All Workspaces” View is now available to privileged users in Cloud9, under the “Service Requests” option in the navigation sidebar. When selected, the Entire Helpdesk view will be generated and displayed.

Roles

“All Workspaces” will be available to Privileged users with any of the following roles assigned, along with what the role allows:

- **Data Analysis/Report** – Ability to run reports on a request
- **Data Analysis Designer/Report Designer** – Ability to use the Report/Layout Crystal Designer to further customize reports
- **Update All** – Ability to update a request without the ability to take ownership
- The option to invoke ‘All Workspaces’ view will be placed under ‘Service Requests’ option in the left navigation panel

All Workspaces Preview

- When the view is initially loaded, the ‘Workspace Folders’ tree will be shown briefly (same as with ‘My Workspace’ view).
- On Desktop systems, the All Workspaces will feature 2 main sections:
 - **Left grid view** – The entire helpdesk view will be shown here, with requests based the following selections:
 1. The currently selected user (i.e. Entire Helpdesk, or a specific support rep or a specific team)
 2. The currently selected folder
 3. Currently selected Status/Wait State filters.
 - **Right request preview panel** – Previews the currently selected request in the left grid.

Mobile Functionality

- On Mobile Devices, the right request preview sidebar will not be shown; users will need to select the Request # hyperlink to view request details.

Toolbar Menu Options

- In this view, the user will be provided with the following tool bar options:
- Refresh
- Show
 - Show/Hide Support Reps/Teams Tree – Entire Helpdesk is the default option
 - Show/Hide Workspace Folders
 - Include Subfolders
- Status/Wait State Filters

Refresh

- Refreshes the entire helpdesk view based on:
 - Selected Support Rep/Team
 - Selected Workspace folder node
 - Selected Status/Wait State filters

Show Option

- Selecting this tool bar option will show the following submenu options:
 - **Support Reps/Teams** – Shows or hides the Support Reps and Teams tree depending on whether or not it is visible. When the view is initially loaded, the 'Entire Helpdesk' option will be selected by default in this tree.
 - **Folders**
 - **Include Subfolders** – When this option is checked, the view will list the requests under the currently selected folder, in addition to its subfolders. When this option is unchecked, the view will list the requests under the currently selected folder only.

Status/Wait State Filters

- This tool bar option will show a menu listing of all the Status and Wait State Filters.
- Based on the selected Status and Wait State filters, the requests in the view will be filtered. By default, all Status and Wait State filters will be checked.

23. Cloud9 – My Responsibility

23.1. My Responsibility Folder visibility updated

In Workspace, the My Responsibility node will now only show requests that the User has been assigned responsibility to. The folder tree structure in the My Responsibility node has been removed to simplify user experience.

24. Cloud9 – Response Time Statistics

24.1. Customization of Home Page Items for End Users

Administrators can now disable Key Performance Indicators and other Response Statistics for End Users. This can be done in Portal Designer > End User Options > Home Page Widgets.

The following additional options for end users can be enabled or disabled from the Portal Designer - End User Options:

- Banner Notifications
- Opened Requests KPIs (Key Performance Indicators)
- Urgency KPIs
- Average Response Time KPIs for End Users.

25. Cloud9 Logo Sizes


25.1. Increased size limits on logo sizes up to 100 kb

- Increased the limit for Logo file size from 20 KB to 100 KB.
- Logo height/width can be adjusted
 - Width and height +/- icons go up to a maximum of 150 x 100 px

Header Logo

Image file size must be under 100 kb. Recommended dimensions for the image is 130 x 30 pixels. Larger images will be resized.

Logo Preview



Width 150

Height 30