



Angular Rewrite

October 2023 Alpha Release

Release Notes

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ServicePRO Angular Rewrite October 2023

Alpha Release

1. List of Modules and functionalities available for Previewing

1.1.Login / Application Authentication Types

- ServicePRO login
- Active Directory login
- ADFS login.

1.1.1. Known Issues

Token based authentication, which is used for Survey Links has some issues.

1.2.Application Top Menu

- Display of all icons in Application Top Menu
- Recent items and Pinned items
- Contextual Sensitive Help across the modules

Excluding the following functionalities:

1. *Global Search*
2. *Messages*
3. *Alerts*
4. *Reminders*

1.3.Theme Customization by user

- Theme customization will apply only for the current session. In the Beta Release, the selected theme will persist for the user when the user login next time.

1.4.Service Request Management

- Add/Update Service Request
- Add/Update Quick Request
- Add/Update Project Request

Excluding the following functionalities:

1. *Meetings and Appointments setup and association for Service Request.*
2. *Sending Quick Message from Service Request*
3. *Find Suggested solution in Service Request*
4. *Screensharing functionality*

1.4.1. Known Issues

1. The UI/UX for all the dialogs / popup windows are currently being revisited for a better user experience, in order to allow re-sizing.
2. Has issues on Service request submission in the Mozilla Firefox browser.

1.5.Views [Service Request Views]

- My Workspace
 - All Workspaces
 - Other Workspaces
 - Requested By Me
 - Timesheet
 - In Dispatch
 - In Service
 - Recurring requests
 - Opened
 - Updated
 - Closed
 - Custom Views
 - In Queue
 - Overdue

Excluding the following functionalities in all the above Views:

1. *Meetings and Appointments setup and association to Service Request.*
2. *Sending Quick Message from Service Request*
3. *Find Suggested solution in Service Request*
4. *Screensharing functionality*

1.5.1. Known Issues

1. The UI/UX for all the dialogs / popup windows are currently being revisited for a better user experience, in order to allow re-sizing.
2. There are some issues with submitting a Service request from Mozilla Firefox browser.

1.6.Management Module

- Manage Users
- Manage Team and End user groups
- Manage Roles
- Manage Companies
- Manage Categories
- Manage Organization Hierarchy
- Manage Products
- Manage Assets

- Manage Vendors
- Manage Manufacturers
- Manage Announcements

1.6.1. Known Issues

1. The UI/UX for all the dialogs / popup windows are currently being revisited for a better user experience, in order to allow re-sizing.
2. Pagination issue is present when user tries to change the display count after the first page in Find Module.

1.7.Asset Module

- Asset Explorer
- Discovered Hardware
- Discovered Software
- License Compliance
- Configure Discovery Schedule
- Manage SNMP Signatures
- Discovered queries

Excluding the following functionality:

1. *Audit Current Work Station.*

1.7.1. Known Issues

1. Pagination issue is present when user tries to change the display count per page in Asset Module.
2. There are some known issues with the count of assets shown in the Asset Explorer.

1.8.Purchase Module

- Add/Update Purchase request.
- Purchasing tasks Views
- Purchasing Requests Views
- Purchase Order
- Assign Product / Vendor
- Configure Purchase Order Options

1.8.1. Known Issues

1. Print Purchase Order is not working.

1.9.Administration Module

- Role Based Access Control /Assign Support reps to queues.

- Merge Users
- Merge Companies
- Re-activate ServicePRO Objects
- Home page Designer
- License
- Purge
- Purge by Folder
- Shutdown
- Recycle
- Users Currently Logged In
- Floating license User Sessions

Excluding the below functionality

1. *Send Access Code in License*
2. *Update License option in License*
3. *Floating License User Sessions*

1.10. Design Module

- Canned Responses
- Business Rules
- Email Rules
- Templates
- Project Templates

1.10.1. Known Issues

1. The UI/UX for all the dialogs / popup windows are currently being revisited for a better user experience, in order to allow re-sizing.
2. The time scheduled is displayed in UTC in the Project templates instead of client time zone.

1.11. Find Module

- Request
- User
- Organizational Unit
- Company
- Queue Folder
- Support Rep
- Team
- Product
- Asset

- Purchase Order

1.11.1. Known Issues

1. The UI/UX for all the dialogs / popup windows are currently being revisited for a better user experience.
2. Pagination issue is present when user tries to change the display count after the first page in Find Module.

1.12. Documents Module

- My Documents
- Authored by Me
- Edited by Me
- Waiting to Check Out
- Available to Check Out
- Currently Checked Out

Excluding the following functionality in all the above Lists:

1. *Sending message when waiting for checkout*

1.12.1. Known Issues

1. The UI/UX for all the dialogs / popup windows are currently being revisited for a better user experience.
2. Available to checkout displays all the documents instead of the documents that are only available to checkout.
3. Pagination issue is present when user tries to change the display count after the first page in Documents Module.

1.13. Analytics Module

- Standard Reports
- Queries
- Organizational Hierarchy Load
- Support Rep Load
- Team Load
- Dashboard
- Charts

Excluding the following functionality:

1. *Custom Reports.*

1.13.1. Known Issues

1. The UI/UX for all the dialogs / popup windows are currently being revisited for a better user experience, in order to allow re-sizing.
2. In Charts when User and/or Request properties grouping is combined with Time/Date grouping, then there are some issues with the display of graph data, and in the drill down list of service requests.
3. Issue with saving the other user's public chart into currently logged in user's folder.
4. In Charts advanced filter, the Find windows for Queue, Requester's OU, Requester's Company, closed by and Category fields filters are not displaying the selected options on revisiting it.

1.14. Training Center Module

- Training Center