



Angular Rewrite

March 2023 *Preview Release*

Release Notes

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ServicePRO Angular Rewrite March 2023

Preview Release

1. List of Modules and functionalities available for Previewing

1.1. Management Module

- Manage Users, *excluding the following functionality:*
 - Grant Access
- Manage Team and End user groups, *excluding the following functionality:*
 - Grant Access
- Manage Roles, *excluding the following functionality:*
 - Grant Access
- Manage Companies
- Manage Categories
- Manage Organization Hierarchy, *excluding the following functionality:*
 - Grant Access
- Manage Products
- Manage Assets
- Manage Vendors
- Manage Manufacturers
- Manage Announcements

1.1.1. Known Issues

1. The UI/UX for all the dialogs / popup windows are currently being revisited for a better user experience, especially the Find dialogs.
2. We are in the process of revising the presentation of Top Menus in some of the Manage Objects screens in order to optimize the usage of space on the screen, and to show more records in the lists.
3. The UI/UX for the Define Criteria (Simple & Advanced Find) is being revisited at present.

1.2. Find Module

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

1.2.1. Known Issues

1. The UI/UX for all the dialogs / popup windows are currently being revisited for a better user experience.
2. We are in the process of revising the presentation of Top Menus in some of the Manage Objects screens in order to optimize the usage of space on the screen, and to show more records in the lists.
3. The UI/UX for the Define Criteria (Simple & Advanced Find) is being revisited at present.

1.3. 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*

1.3.1. Known Issues

1. The UI/UX for all the dialogs / popup windows are currently being revisited for a better user experience.
2. The checkout symbol in the document is partially visible.

1.4. 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. *Drag and Drop functionality for Service Request move operations.*
2. *Purchase request in all the above views*

3. *Meetings and Appointments setup and association to Service Request.*
4. *Send Email from Service Request*
5. *Sending Quick Message from Service Request*
6. *Update Asset in Service Request*
7. *Find Suggested solution in Service Request*
8. *Automatic Email update Notification in Service Request*
9. *Screensharing functionality*
10. *Memo by filter has not been implemented correctly as yet*

1.4.1. Known Issues

1. The UI/UX for all the dialogs / popup windows are currently being revisited for a better user experience, especially the Find dialogs.
2. We are in the process of revising the presentation of Top Menus in all the Request Listing Screens in order to optimize the usage of space on the screen and to show more records in the lists.
3. There are some alignment issues with the information presented under “Request Properties” tab.
4. When Requester link or Organizational unit link in the ‘Request Properties’ tab is clicked, the properties windows open in a separate browser tab as opposed to opening in a panel on the right.
5. There are some known issues in the Document tree in the Documents tab, with respect to Rename, Delete and Move To option.
6. When the Activity type filters are set and saved, it is throwing an error.
7. In the Memo Editor Dialog, the Paste option is not working and showing error.
8. In the Edit Memo dialog, when the Time Worked dropdown is opened, the calendar that shows up cuts off.
9. Customizing Views have some known issues at this point.
10. In Mobile browser the requests display has some issues.

1.5. Service Request Management

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

Excluding the following functionalities:

1. *Meetings and Appointments setup and association for Service Request.*
2. *Send Email from Service Request*
3. *Sending Quick Message from Service Request*
4. *Update Asset in Service Request*
5. *Find Suggested solution in Service Request*
6. *Automatic Email update Notification in Service Request*
7. *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, especially the Find dialogs.
2. The display format for the Request properties in Update request form has some known issues.
3. The page is currently not responsive.
4. 'Begin Work' and 'Due By' fields radio buttons are not aligned in Service request.
5. While setting recurrence, there are known issues in saving the following field values: 'Occurs Once at', 'Starting at', 'Ending at' and 'Range Start' date fields.
6. A redundant confirmation pop-up shows up after saving a new Service Request.

1.6. Analytics Module

- Standard Reports Excluding the following:
 - *Custom Reports*
- Queries *Excluding the following:*
 - *Purchase request type selection.*
 - *Schedule and Email function*
- Organizational Hierarchy Load
- Support Rep Load
- Team Load
- Dashboard

1.6.1. Known Issues

1. The UI/UX for all the dialogs / popup windows are currently being revisited for a better user experience, especially the Find dialogs.
2. In the 'Report Preview' for Standard Reports, there is 'Trial' watermark which will be removed in the beta release.
3. In the Query Designer, the parent node selection in tree does not select all the child node options in query designer.
4. In the mobile browser, there are few critical UI issues in the Queries Listing and Query Designer screens.

1.7. Design Module

- Canned Responses

1.7.1. Known Issues

1. The UI/UX for all the dialogs / popup windows are currently being revisited for a better user experience, especially the Find dialogs.

1.8. 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.

1.9. Application Authentication Types

- ServicePRO login only, and additional authentication types are coming soon.