

# iSupport® 18.1 Release Notes

This document includes new features, changes, and fixes in iSupport v18.1. The Readme.txt file included with the download has a list of known issues.

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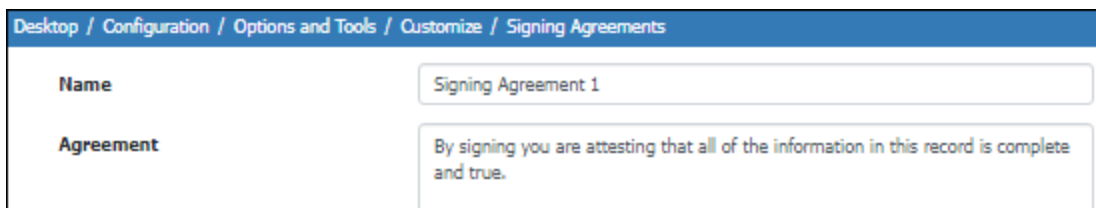
[Before Current Date Options Added To Date Fields In View Designer. View Search Filters](#)

## Work Items

### Signing Agreements

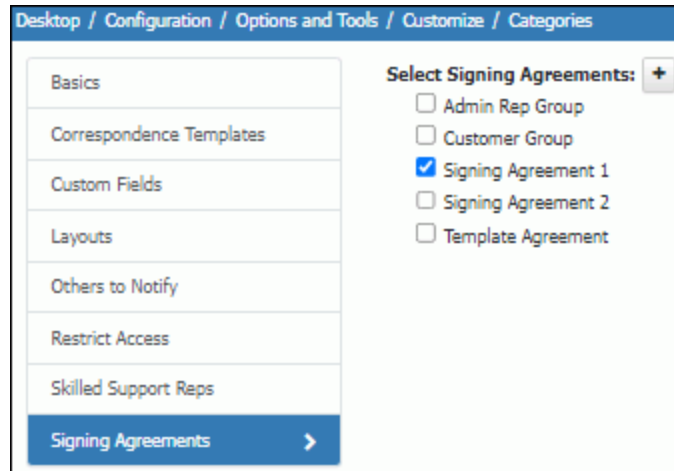
You can now create signing agreements to display details in the Sign dialog in the Incident and Change work item screens. Signing agreements can be associated with customer and support representative groups, categories, and incident and change templates.

Use the Configuration | Options and Tools | Customize | Signing Agreement configuration screen to create a signing agreement.

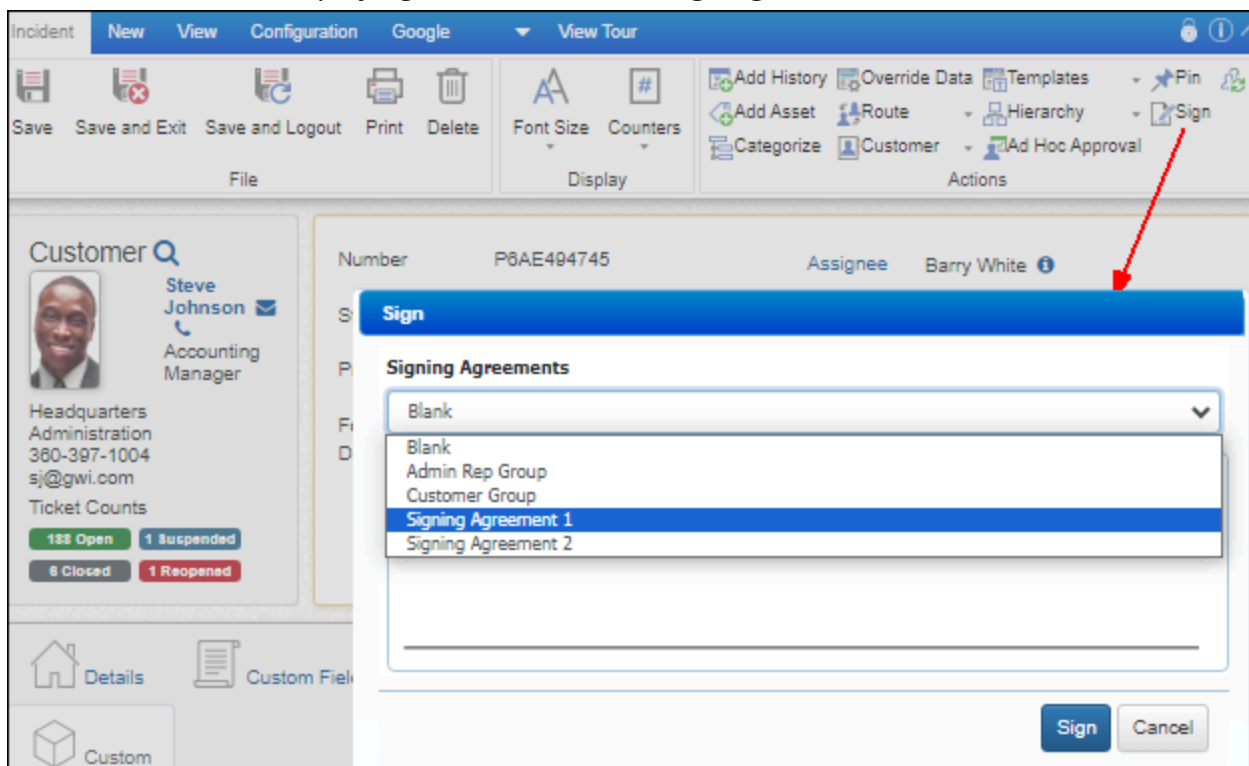


Desktop / Configuration / Options and Tools / Customize / Signing Agreements	
Name	Signing Agreement 1
Agreement	By signing you are attesting that all of the information in this record is complete and true.

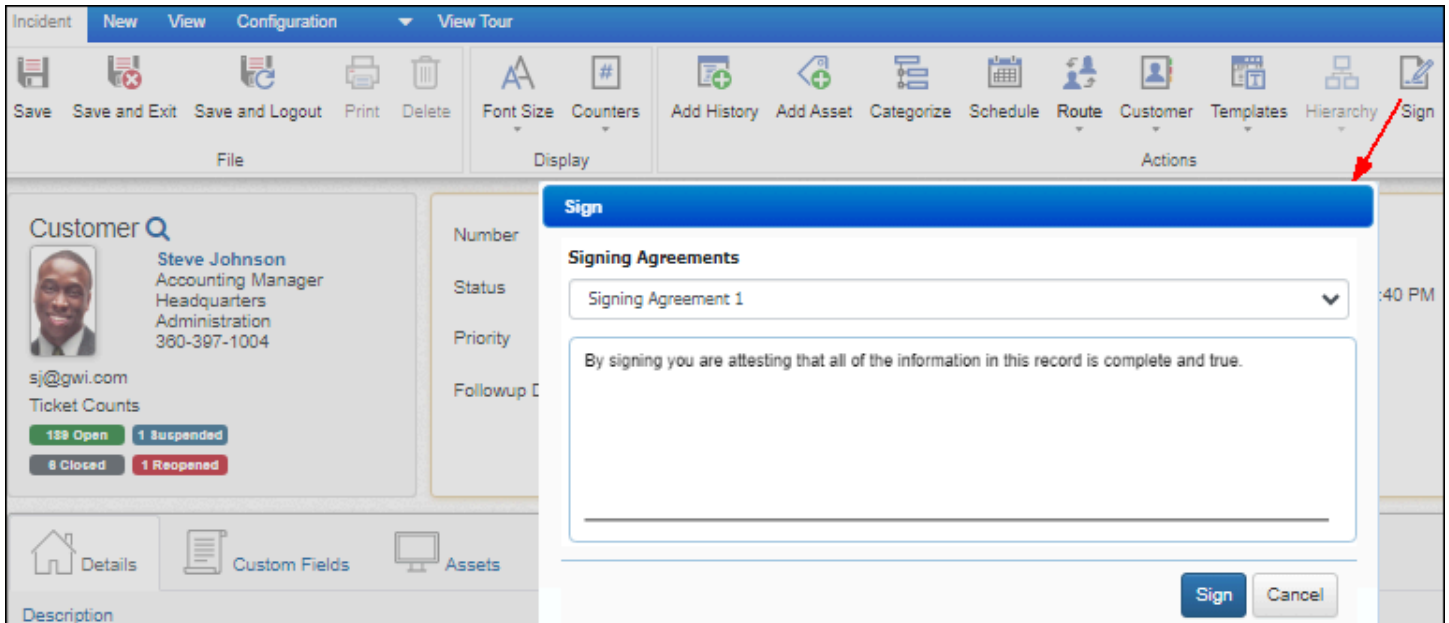
Use the Signing Agreements tab in the applicable Group, Category, or Template configuration screen to associate a signing agreement.



If an incident or change involves more than one associated signing agreement (associated with the group, category, or template), all will be included in the Sign dialog in a dropdown for selection. Note that "Blank" is also included for displaying no text above the signing line.



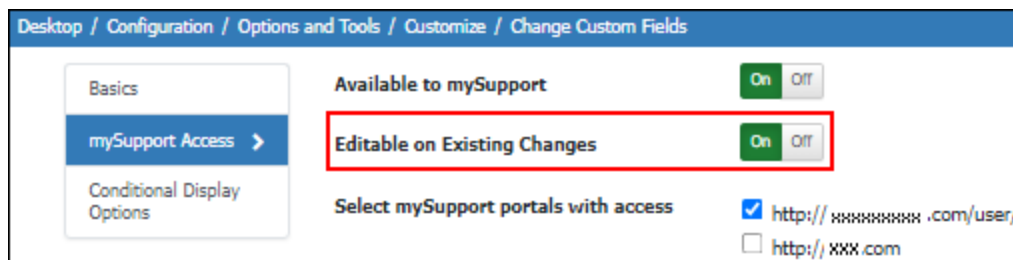
In this example, the signing agreement was associated with a category that was selected in the Incident screen. The text of the agreement appeared when the agreement was selected in the dropdown above the signature line.



When the Sign dialog has been completed by the user, the text and signature are saved as an image in an attachment and a notation with the name of the signature agreement is included in the History field. Note that this feature is not available for mySupport.

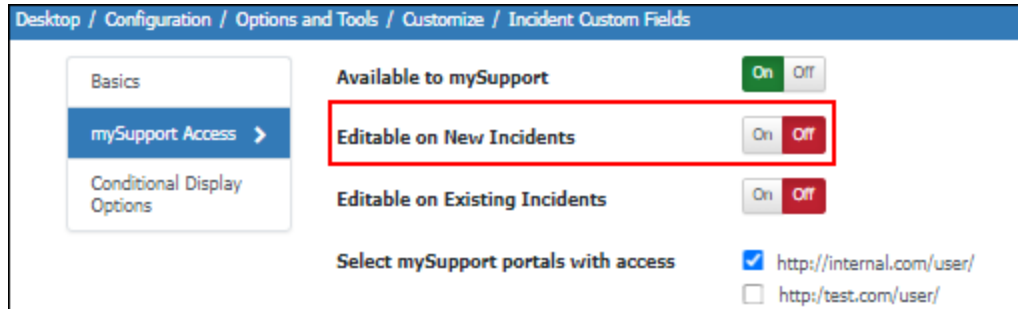
## Customer Access To Custom Field Editing On Existing Changes

Use the Editable On Existing Changes field on the mySupport Access tab in the Custom Field configuration screen to disable/enable an individual Change custom field to be edited by customers with the mySupport Custom Fields Editor permission in their Profile record.



## Editing For Hyperlink Type Custom Fields Now Optional On mySupport

You can now enable/disable the Edit link for Hyperlink-type custom fields on mySupport via the new Editable on New Incidents setting in the Custom Field | mySupport Access tab in the configuration screen. Note: On is the default value; when off, the default text and URL are validated and the Edit link is hidden in mySupport.



Desktop / Configuration / Options and Tools / Customize / Incident Custom Fields

Basics

mySupport Access >

Conditional Display Options

Available to mySupport  On  Off

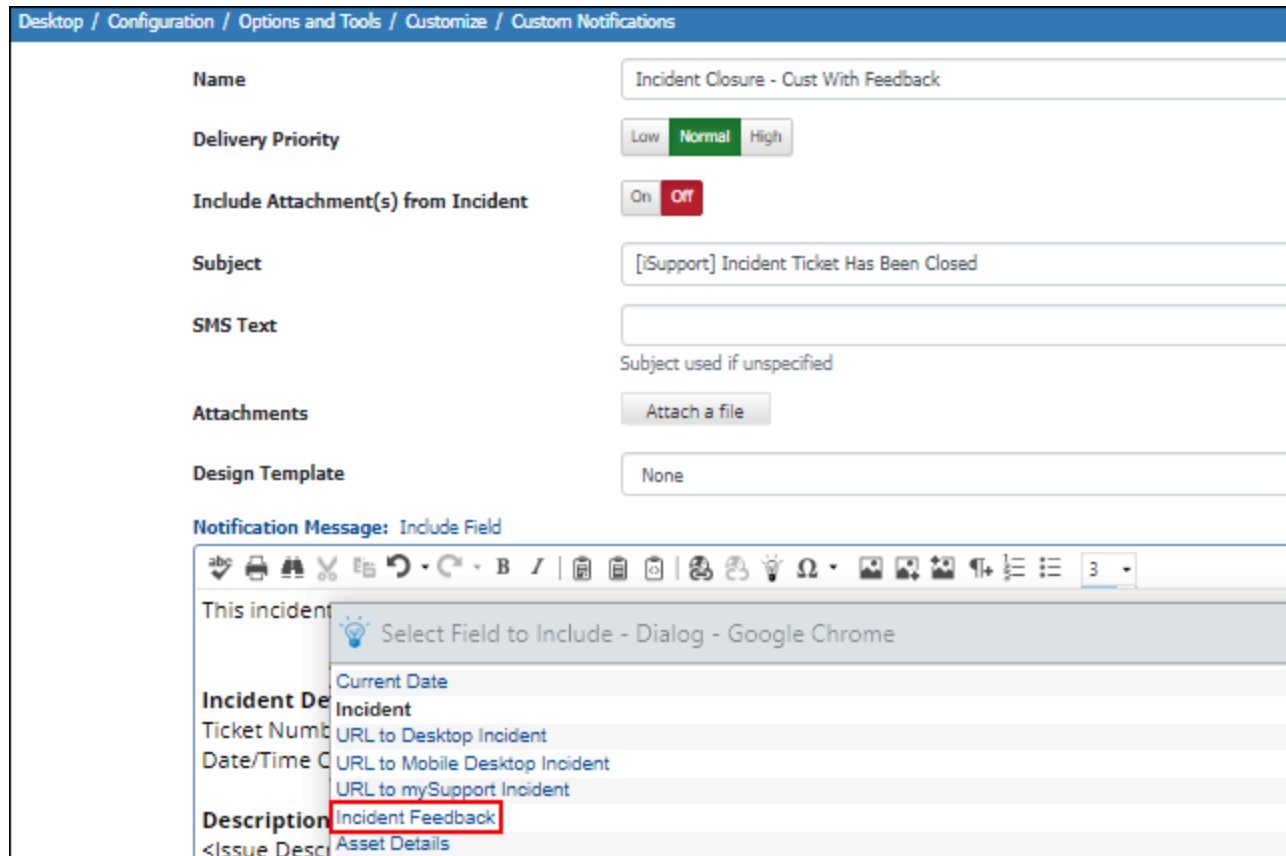
**Editable on New Incidents**  On  Off

Editable on Existing Incidents  On  Off

Select mySupport portals with access  http://internal.com/user/  http://test.com/user/

## Placement of Incident and Change Feedback in Notifications

The Feedback feature for incidents and changes enables you to create one or more questions, each with two response choice image links, for inclusion in a notification (based on a configured rule). Feedback was previously included at the end of the notification; you can now use the Incident Feedback and Change Feedback include fields in the Custom Notification configuration screen to place feedback anywhere in custom notifications.



Desktop / Configuration / Options and Tools / Customize / Custom Notifications

Name Incident Closure - Cust With Feedback

Delivery Priority Low Normal High

Include Attachment(s) from Incident  On  Off

Subject [iSupport] Incident Ticket Has Been Closed

SMS Text

Attachments Attach a file

Design Template None

Notification Message: Include Field

This incident

Incident Feedback

Ticket Number

Date/Time Closed

Description

<Issue Description

Select Field to Include - Dialog - Google Chrome

Current Date

Incident

URL to Desktop Incident

URL to Mobile Desktop Incident

URL to mySupport Incident

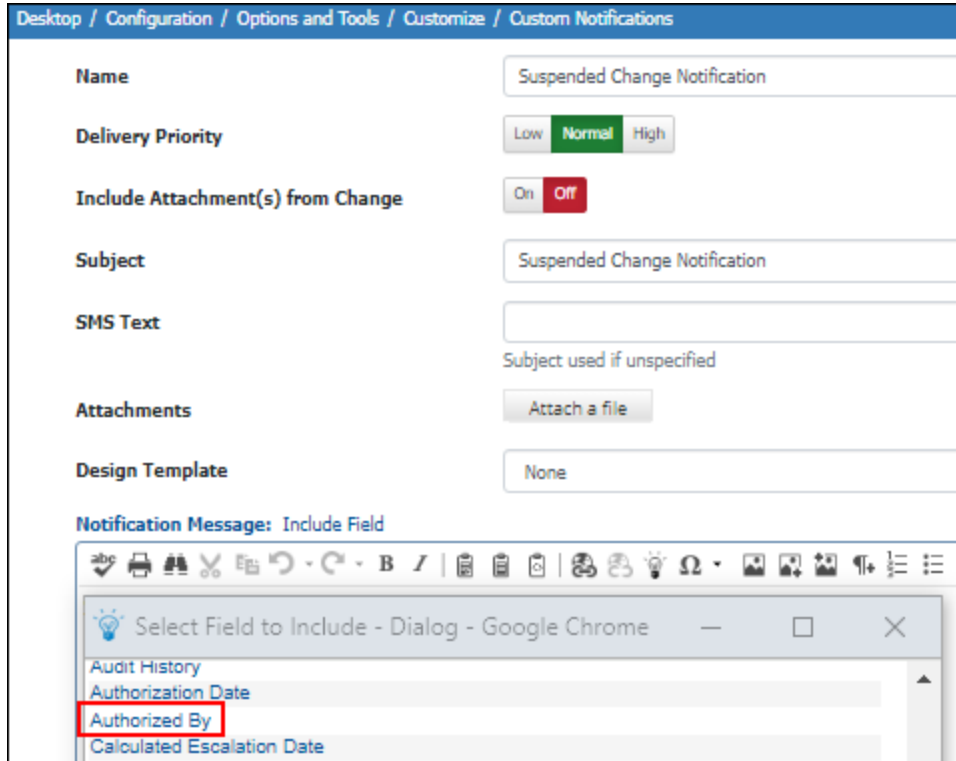
Incident Feedback

Asset Details

Feedback text is included in a notification via the Include Feedback option in the Rule screen. Feedback include fields are added to the include field list if the Feedback feature is enabled via Feature Basics. If the custom notification contains the <Incident or Change> Feedback field but the Feedback option isn't enabled on the rule, the field will be ignored. If the <Incident or Change> Feedback field does not exist for a custom notification but the Feedback option is enabled on a rule, the feedback will be appended to the body of the message.

## Authorized By Include Field Added To Change Custom Notifications

An Authorized By field has been added to the list of available include fields for Change custom notifications.

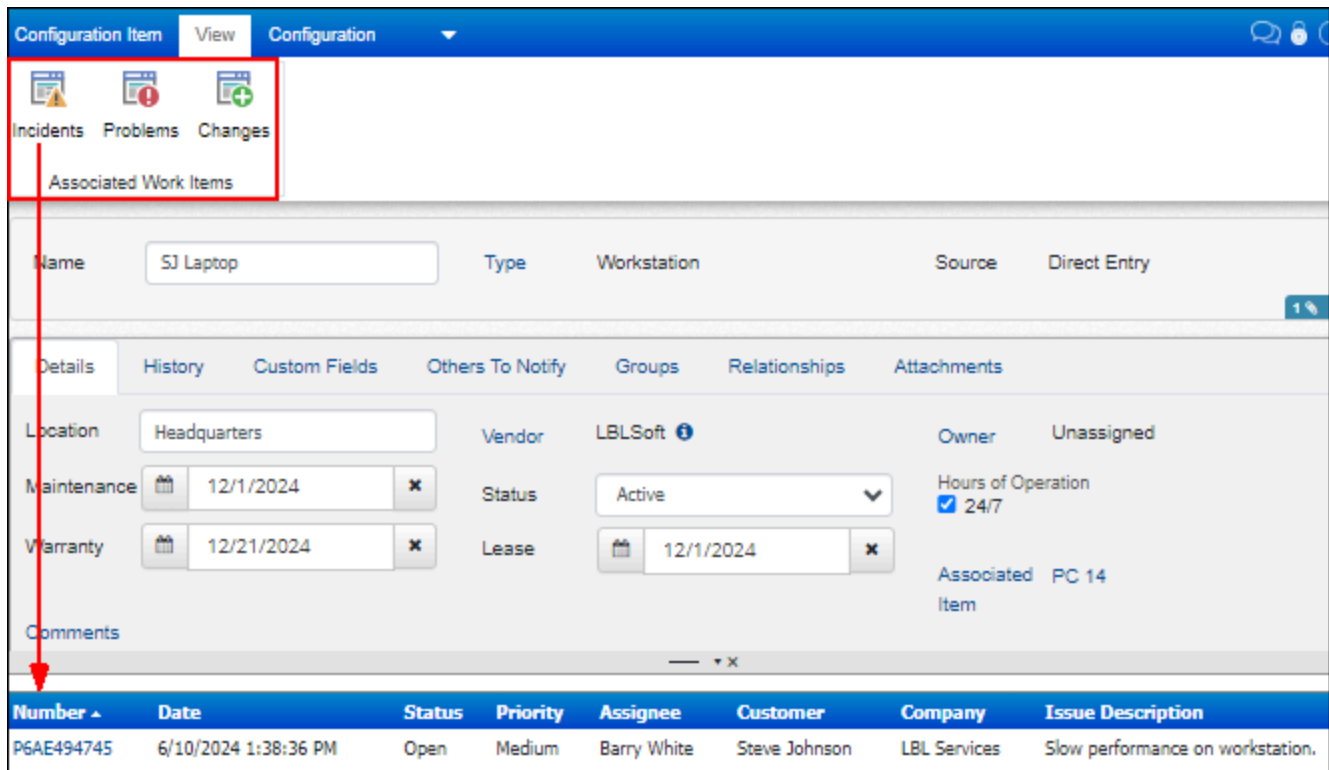


## Multiple File Attachment Upload

For both iSupport and mySupport, you can now select multiple files at a time to attach to a work item.

## View | Associated Work Items Menu Added To Configuration Item Screen

A View | Associated Work Items menu has been added to the Configuration Item screen for displaying associated incidents, problems, and changes in the View frame at the bottom of the screen.



The screenshot displays the Configuration Item screen for 'SJ Laptop'. At the top, there is a navigation bar with 'Configuration Item', 'View', and 'Configuration' tabs. Below this, a menu is visible with icons for 'Incidents', 'Problems', and 'Changes', and a new 'Associated Work Items' menu item. A red box highlights this menu, and a red arrow points from it to the bottom of the screen. The main content area shows details for the configuration item, including location, vendor, status, and warranty information. At the bottom, there is a table of associated work items.

Number	Date	Status	Priority	Assignee	Customer	Company	Issue Description
PGAE494745	6/10/2024 1:38:36 PM	Open	Medium	Barry White	Steve Johnson	LBL Services	Slow performance on workstation.

# Manufacturer and Model Added To Asset List Field Setting On Work Item Layout Options

Manufacturer and Model fields have been added to the Asset Grid Fields setting on work item layout options.

The screenshot displays the 'Incident Layouts' configuration page in iSupport. The breadcrumb trail at the top reads: Desktop / Configuration / Options and Tools / Customize / Layouts / Incident Layouts. The page has three tabs: 'Layout', 'Colors', and 'Custom Menu Actions'. The 'Layout' tab is active, showing settings for a layout named 'Default'. The 'Tutorial' is set to 'None' and 'Default' is checked. The 'Customer Details' section includes fields for 'Title' (set to 'Customer'), 'Display Avatar' (set to 'Left'), and 'Display Microsoft® Skype/Lync® Status' (set to 'Yes'). A list of available fields includes (Display Name), (Title), (Location), (Department), (Phone), (Email Address), and (Incident Counts). The 'Main Layout' section shows a tree view of fields under 'Basics' and 'List Items'. A 'Details' panel is visible, showing 'Number', 'Status', and 'Priority' fields. A 'Configure Field' dialog box is open, showing settings for the 'Assets' field. The 'Asset Grid Fields' section in the dialog has 'Manufacturer' and 'Model' checked, which are highlighted with a red box. Other checked fields include Name, Type, Tag Number, Serial Number, Open Work Items, and Warranty Expiration. The 'Count Enabled Asset Grid Fields' section has 'Count Used', Name, Type, Tag Number, Serial Number, Unit Label, and Unit Cost checked. The dialog has 'OK' and 'Cancel' buttons at the bottom.

## View Designer Data Sources

### Location and Department Fields Added To Owners Section In Asset View Designer Data Source

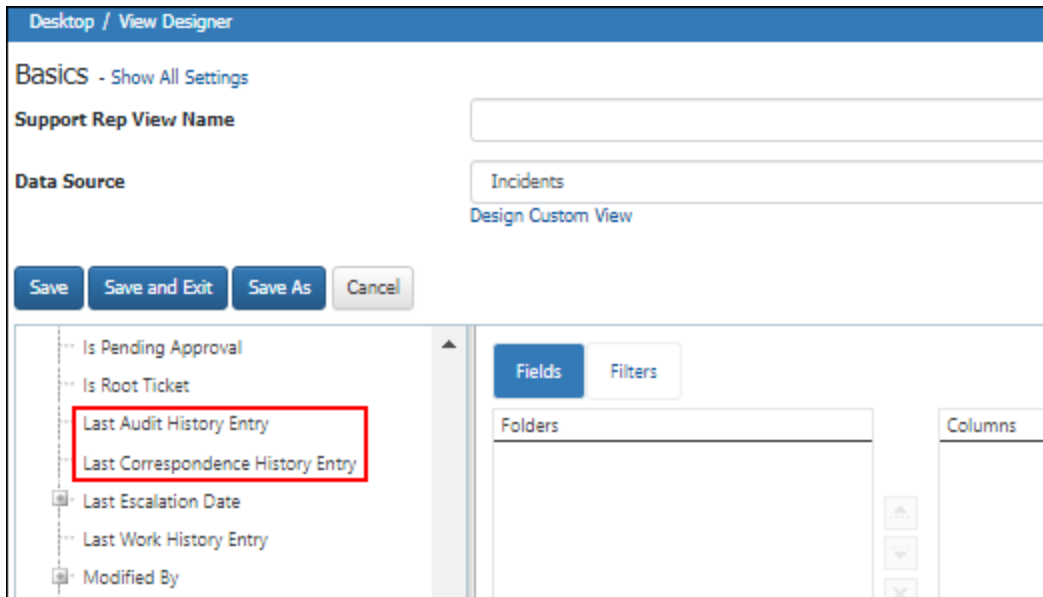
Location and Department fields have been added to the Owners section in the Asset View Designer data source.

The screenshot displays the 'View Designer' interface for an 'Asset' data source. The top navigation bar shows 'Desktop / View Designer'. The main area is titled 'BASICS - Show All Settings'. Under 'Support Rep View Name', there is an empty text input field. The 'Data Source' is set to 'Assets', with a 'Design Custom View' link below it. Below these fields are four buttons: 'Save', 'Save and Exit', 'Save As', and 'Cancel'. The left sidebar shows a tree view of 'Asset fields' with the following items: Associated Configuration Item, Comments, Company, Custom Fields, Groups, History, Is Inventory Type, Is Pending Deletion, Location, Maintenance Expiration Date, Manufacturer, Model, Name, Owners, Count, Company, Department (highlighted with a red box), Email, and Location (highlighted with a red box). The right pane has tabs for 'Fields' and 'Filters'. Below these tabs are two empty panels labeled 'Folders' and 'Columns'. A 'Preview' section at the bottom of the right pane contains the text: 'Preview - You can drag a column heading to resize column width or reorder columns.'



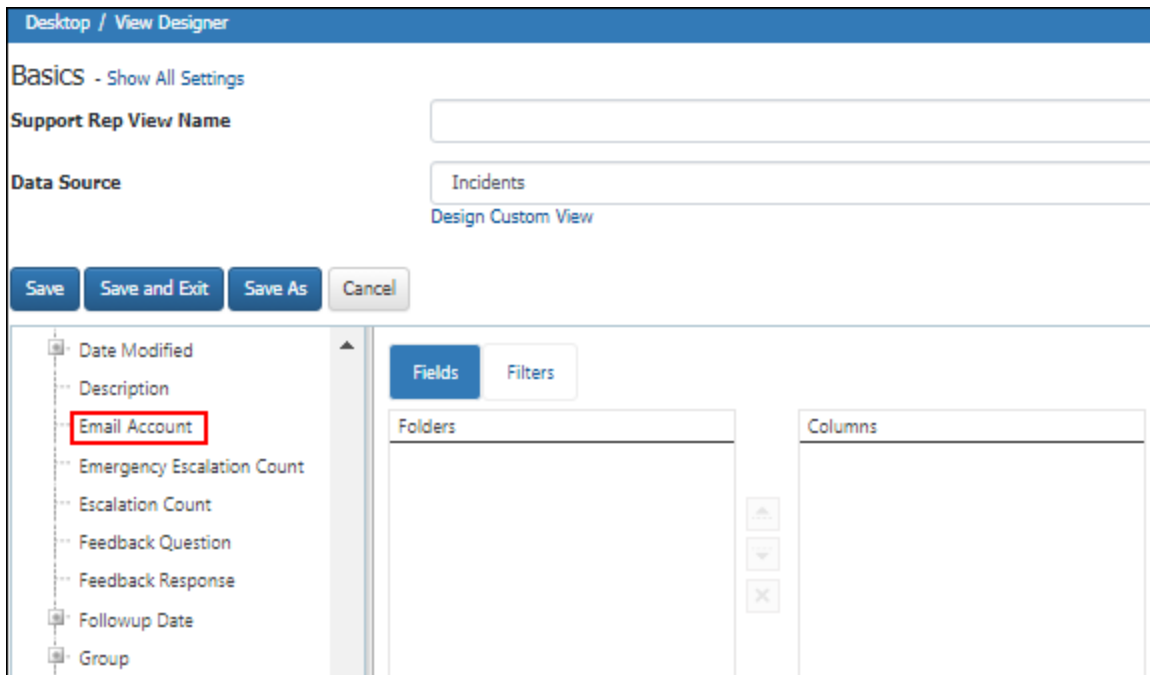
## Last Audit History Entry and Last Correspondence History Entry Fields Added To Work Item View Data Sources

Last Audit History Entry and Last Correspondence History Entry fields have been added to the Incident, Change, Problem, and Purchase work item data sources in the View Designer.



## Email Account Field Added to Work Item View Designer Data Sources

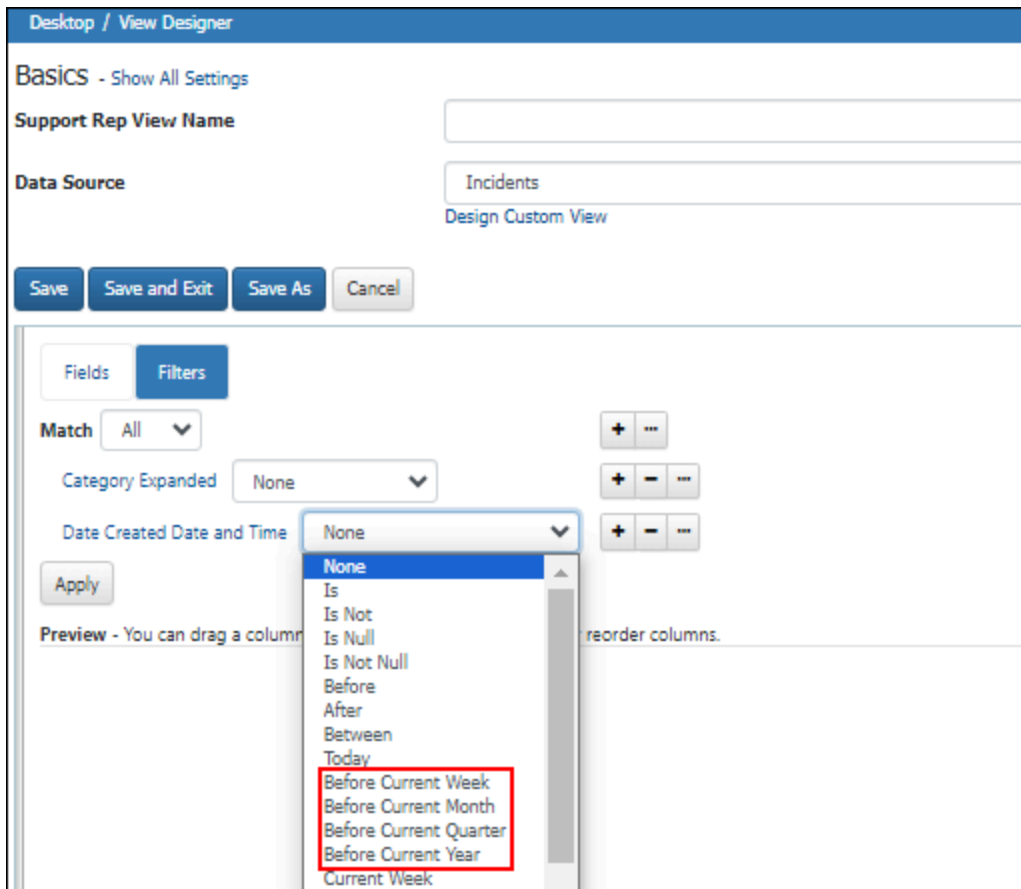
An Email Account field has been added to the View Designer work item data sources for including an email account name in a view.



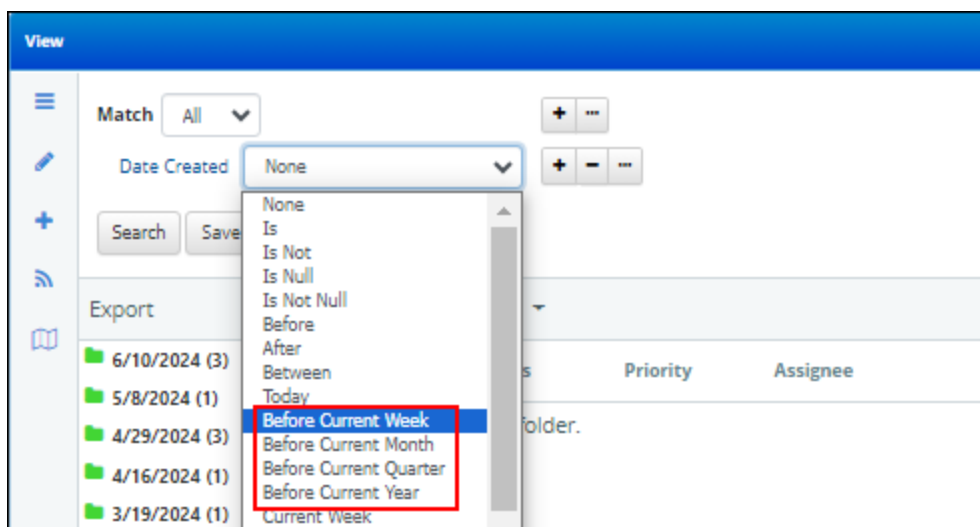
## Before Current Date Options Added To Date Fields In View Designer, View Search Filters

Before Current <Week/Month/Quarter/Year> options have been added to date fields in the View Designer and view search filters.

### View Designer:



### View Search Filter:



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