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.

Work Items
Signing Agreements
Customer Access To Custom Field Editing On Existing Changes
Editing For Hyperlink Type Custom Fields Now Optional On mySupport
Placement of Incident and Change Feedback in Notifications
Authorized By Include Field Added To Change Custom Notifications
Multiple File Attachment Upload
View | Associated Work Items Menu Added To Configuration Item Screen
Manufacturer and Model Added To Asset List Field Setting On Work Item Layout Options

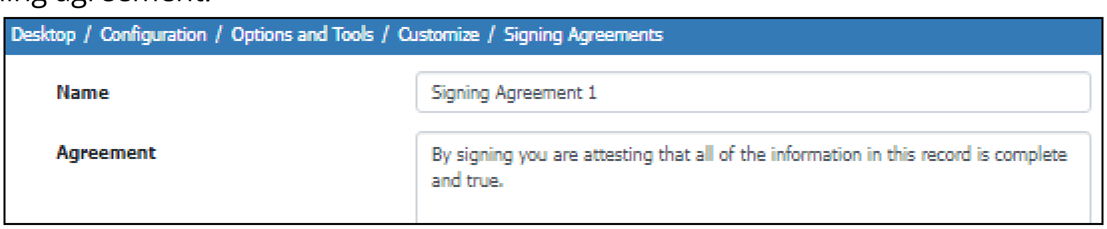
View Designer Data Sources
Location and Department Fields Added To Owners Section In Asset View Designer Data Source
Last Audit History Entry and Last Correspondence History Entry Fields Added To Work Item View Data Sources
Email Account Field Added to Work Item View Designer Data Sources
Before Current Date Options Added To Date Fields In View Designer, View Search Filters

Work Items

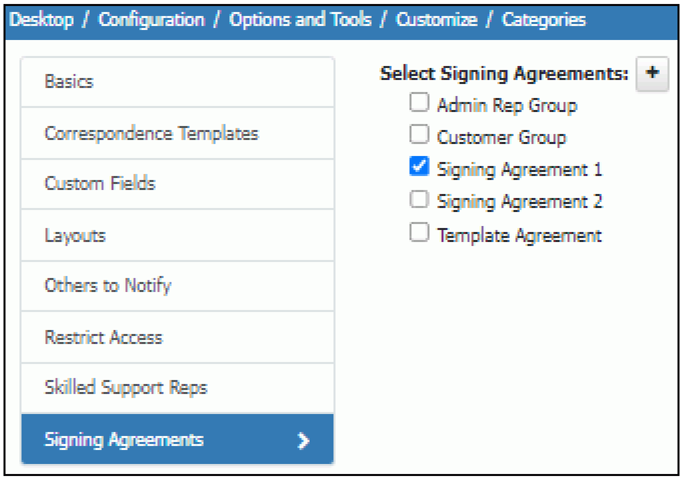
Signing Agreements

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.

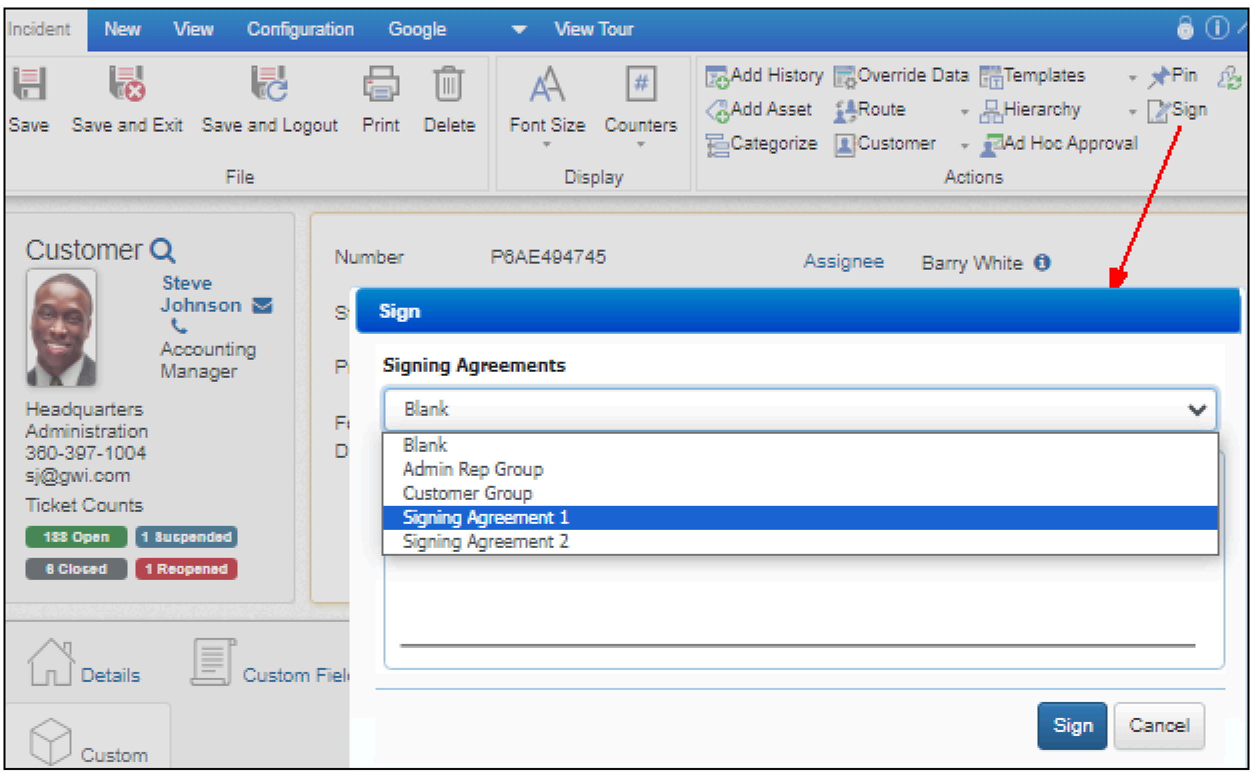
Use the Configuration | Options and Tools | Customize | Signing Agreement configuration screen to create a signing agreement.



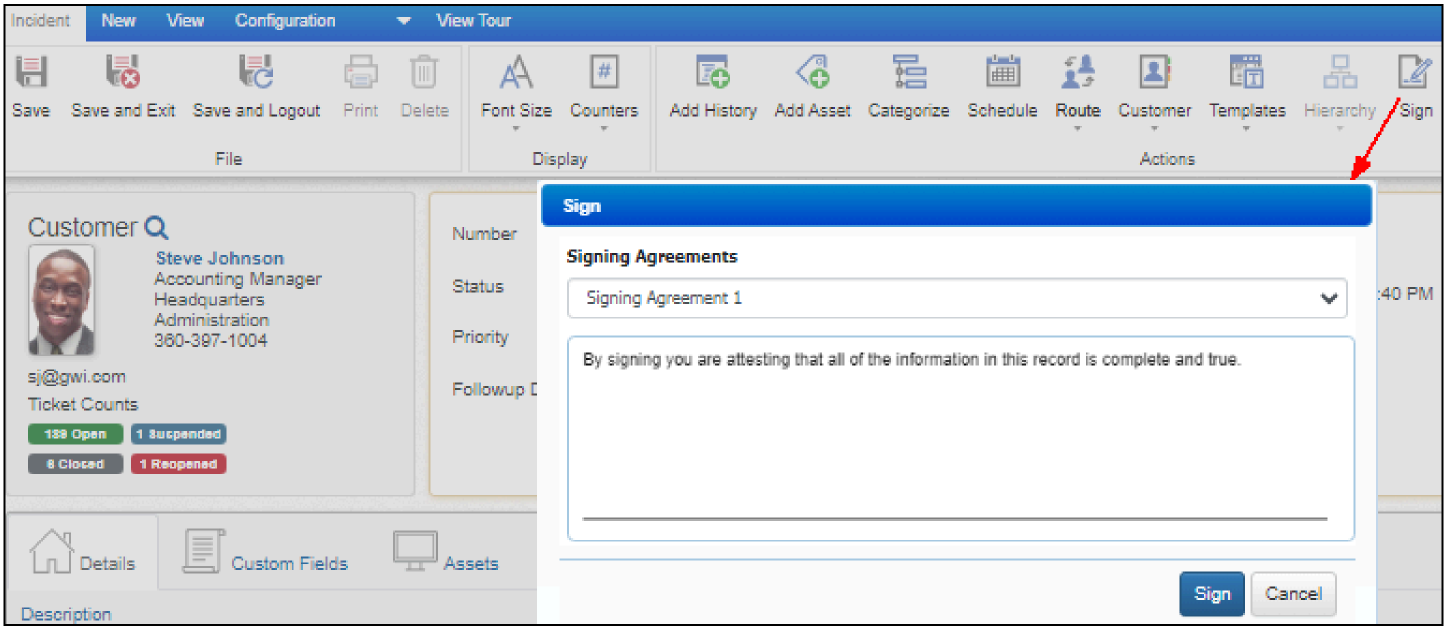
Use the Signing Agreements tab in the applicable Group, Category, or Template configuration screen to associate a signing agreement.



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.



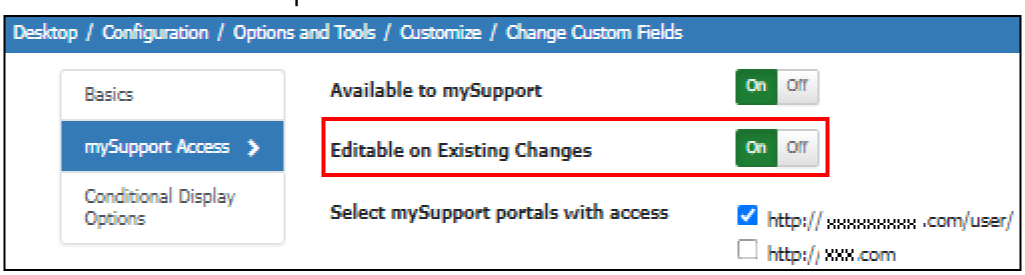
In this example, the signing agreement was associated with a category that was selected in the Incident screen. The text of the agreement appeared when the agreement was selected in the dropdown above the signature line.



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.

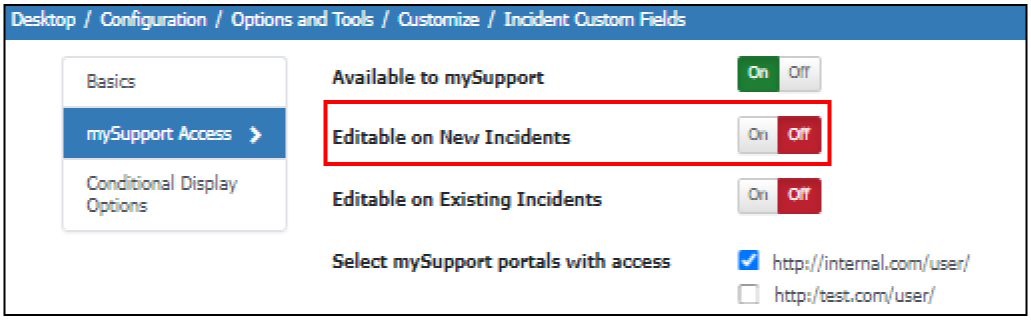
Customer Access To Custom Field Editing On Existing Changes

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.



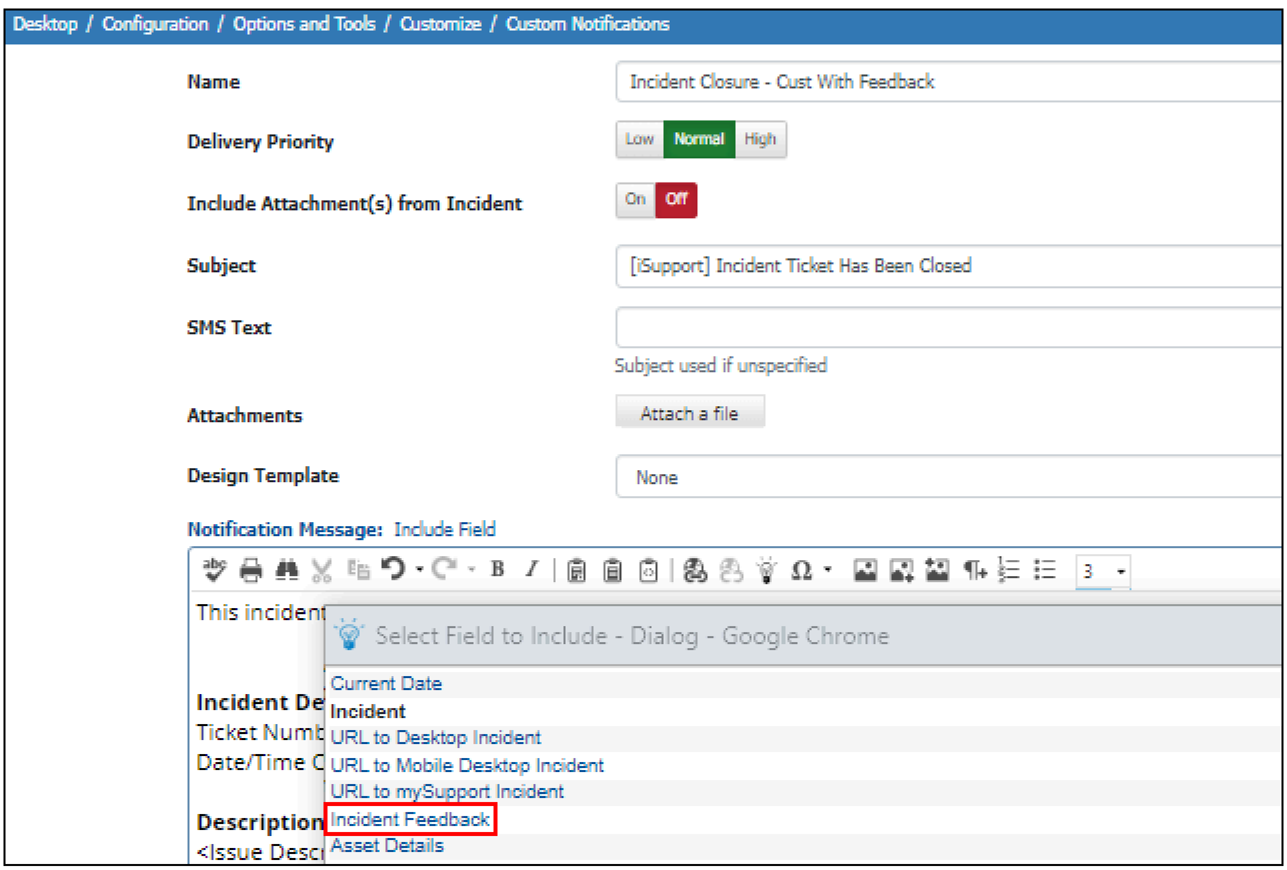
Editing For Hyperlink Type Custom Fields Now Optional On mySupport

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.



Placement of Incident and Change Feedback in Notifications

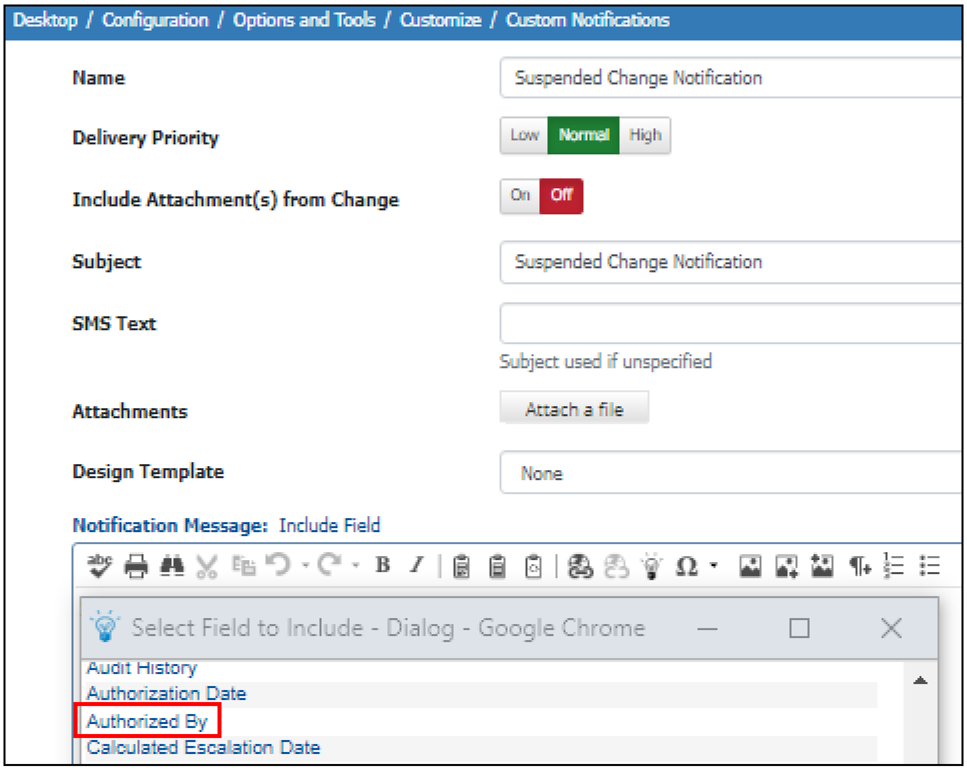
The Feedback feature for incidents and changes enables you to create one or more questions, each with two response choice image links, for inclusion in a notification (based on a configured rule). Feedback was previously included at the end of the notification; you can now use the Incident Feedback and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



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.

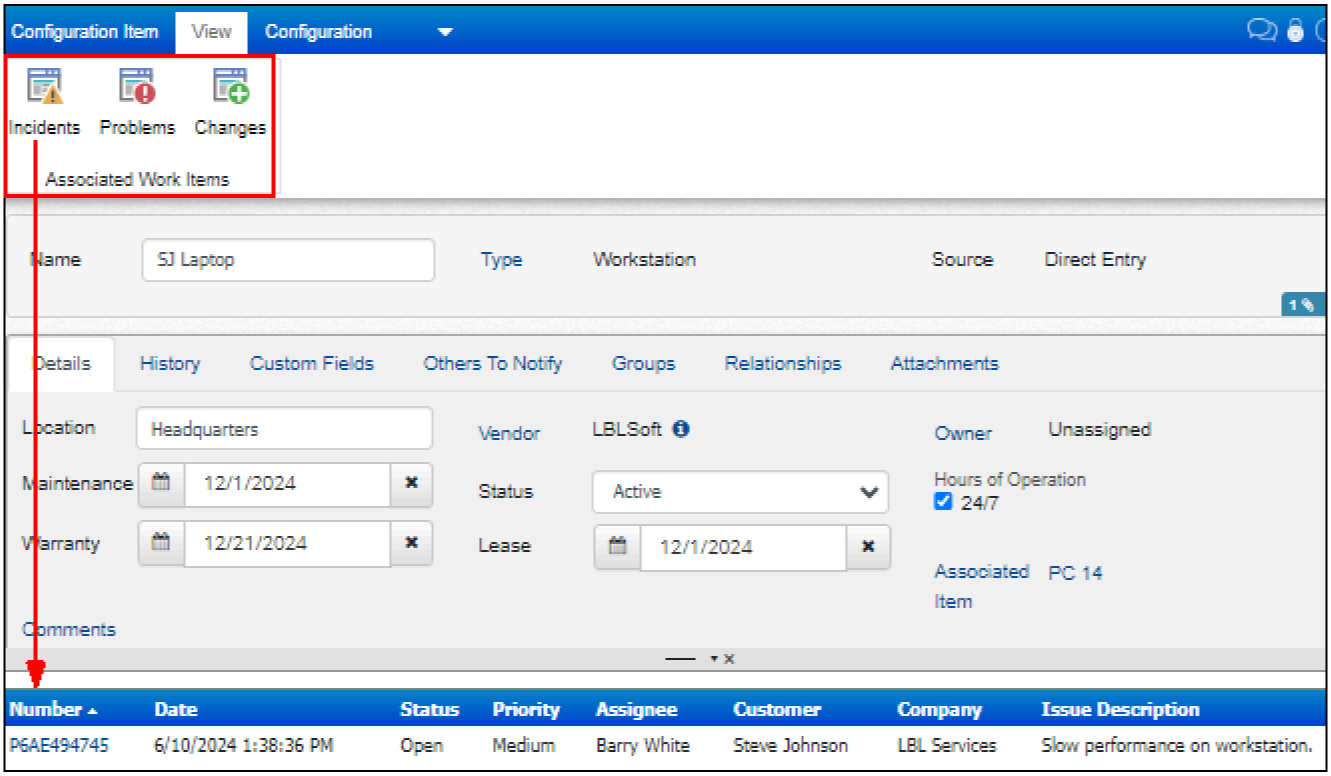


Multiple File Attachment Upload

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

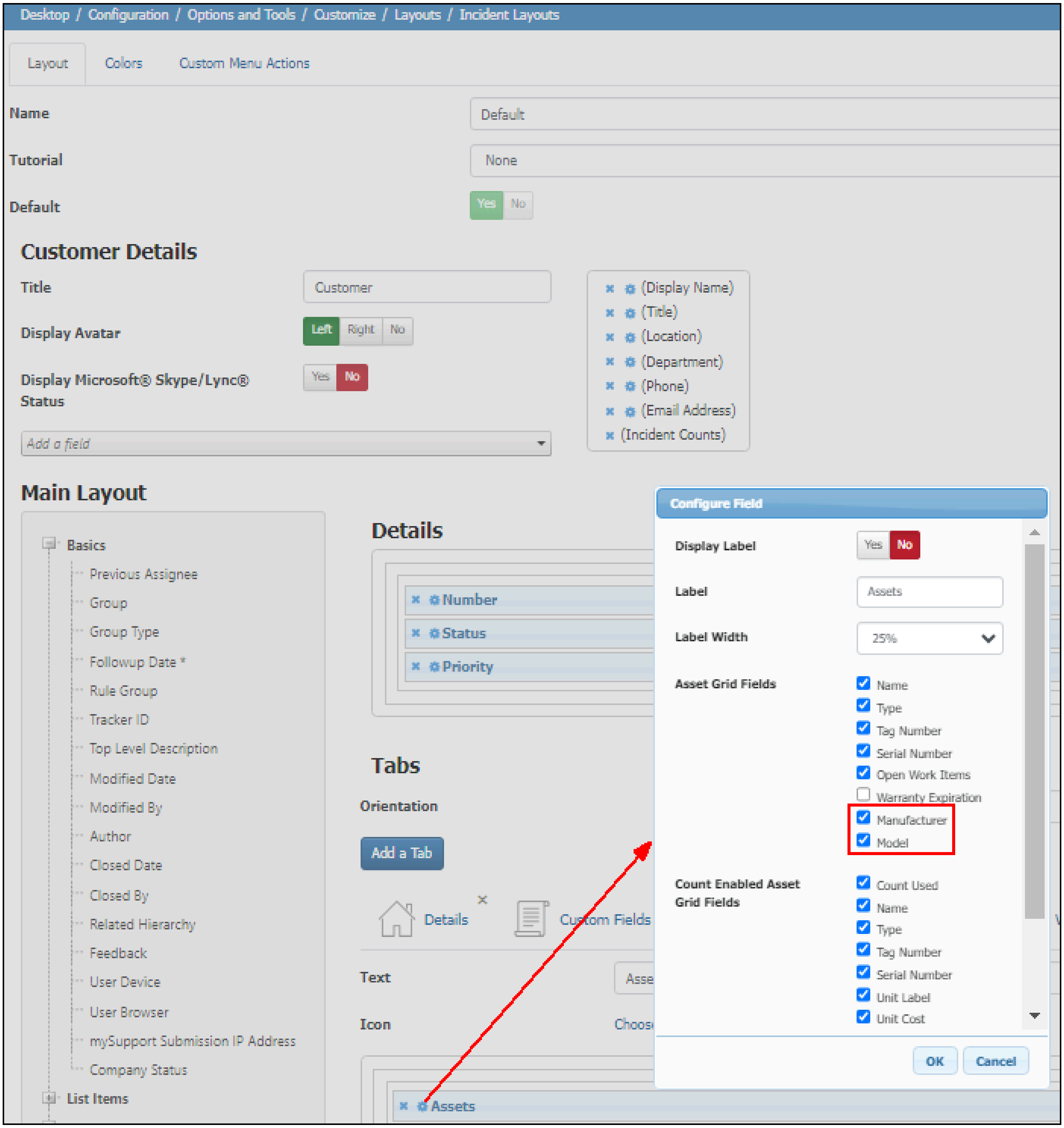
View | Associated Work Items Menu Added To Configuration Item Screen

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.



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

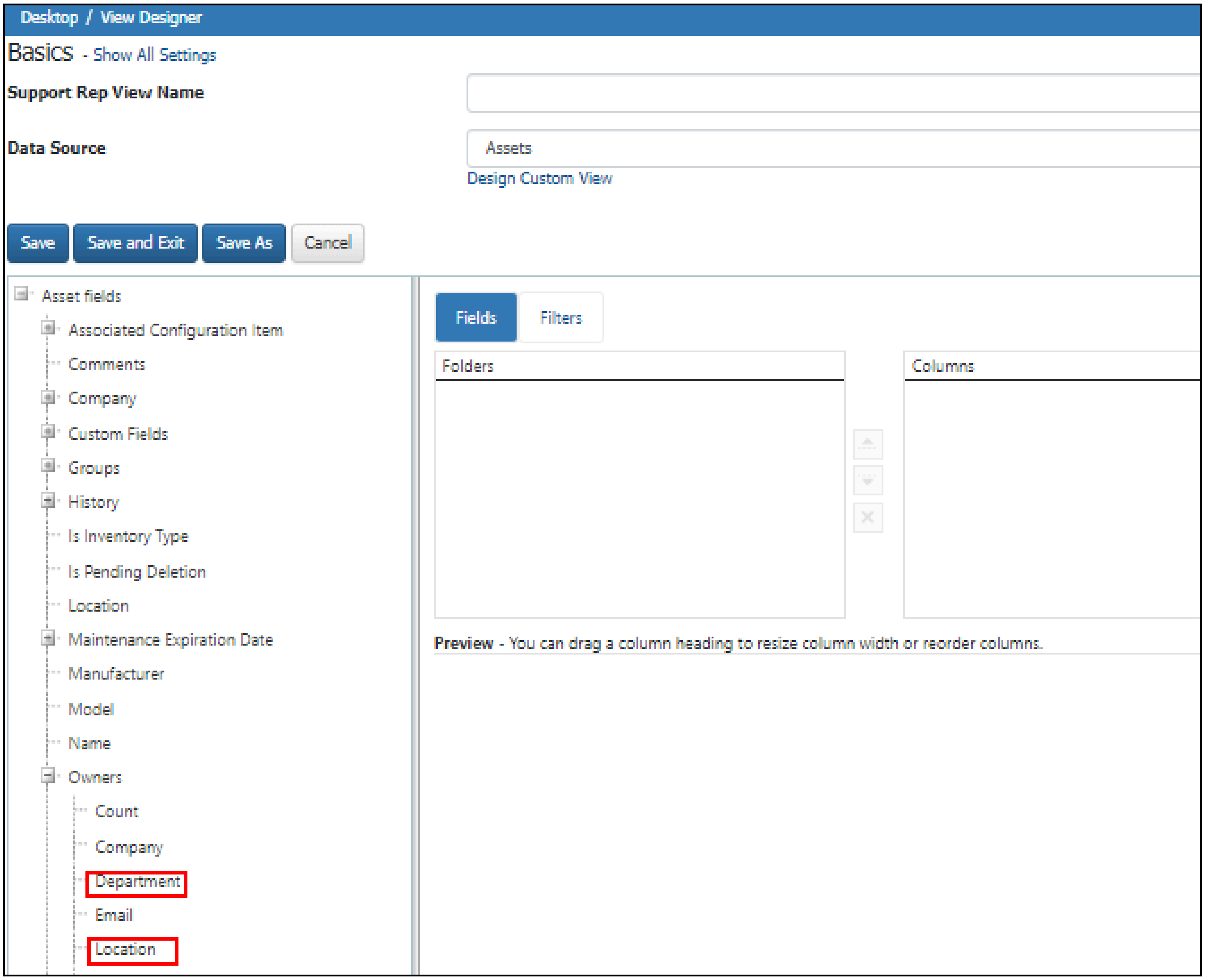
Manufacturer and Model fields have been added to the Asset Grid Fields setting on work item layout options.



View Designer Data Sources

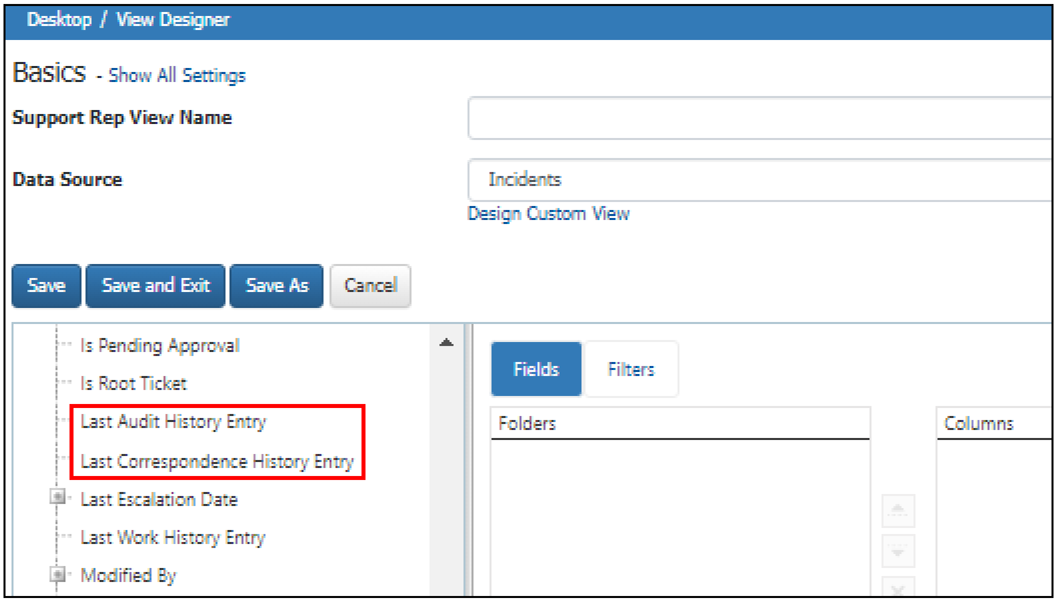
Location and Department Fields Added To Owners Section In Asset View Designer Data Source

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



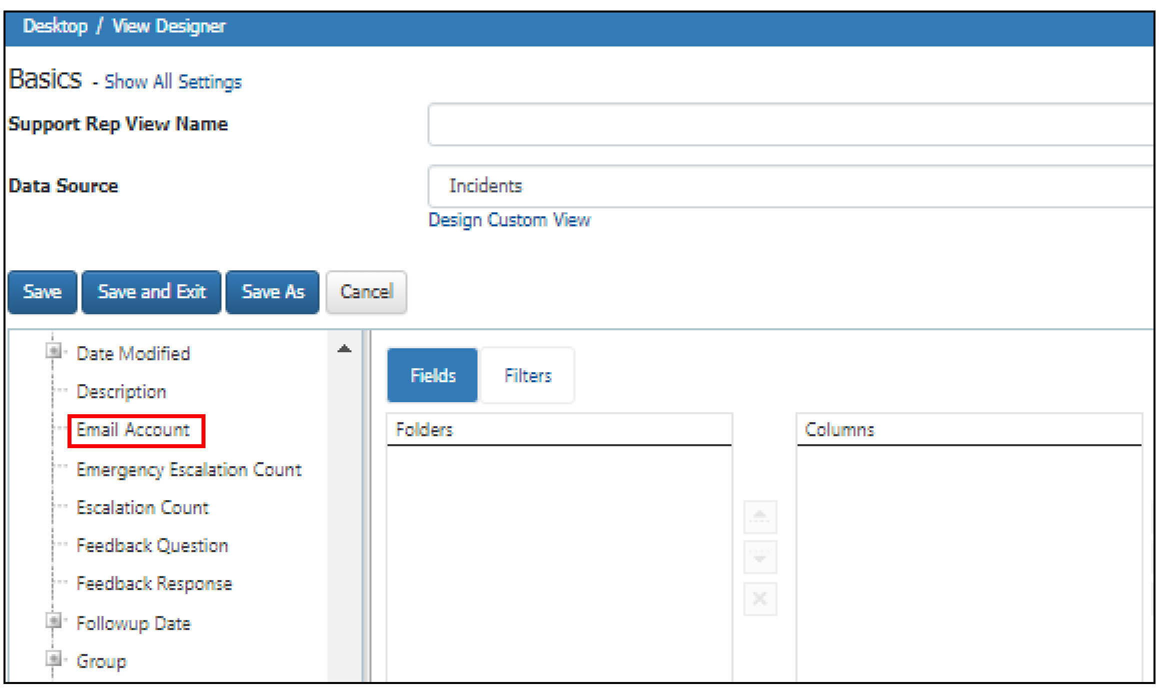
Last Audit History Entry and Last Correspondence History Entry Fields Added To Work Item View Data Sources

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

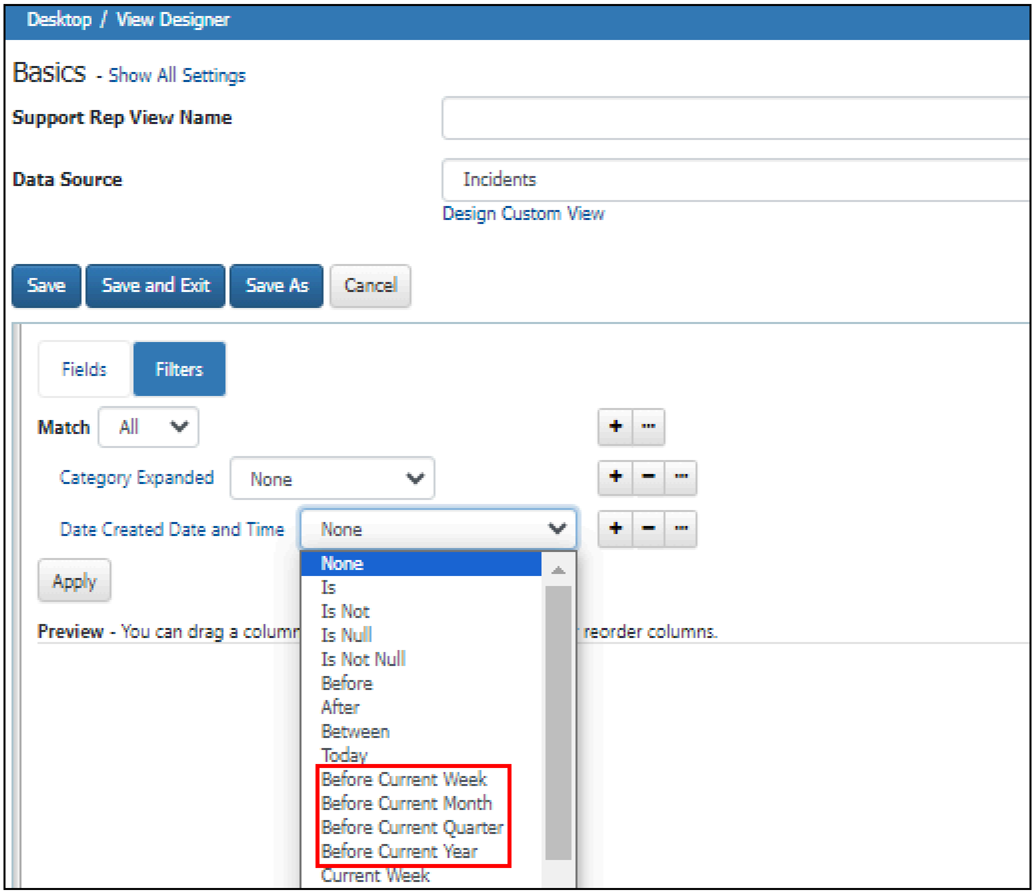
An Email Account field has been added to the View Designer work item data sources for including an email account name in a view.



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: