

iSupport® 18.0 Release Notes

This document includes new features, changes, and fixes in iSupport v18.0. The Readme.txt file included with the download has a list of known issues.

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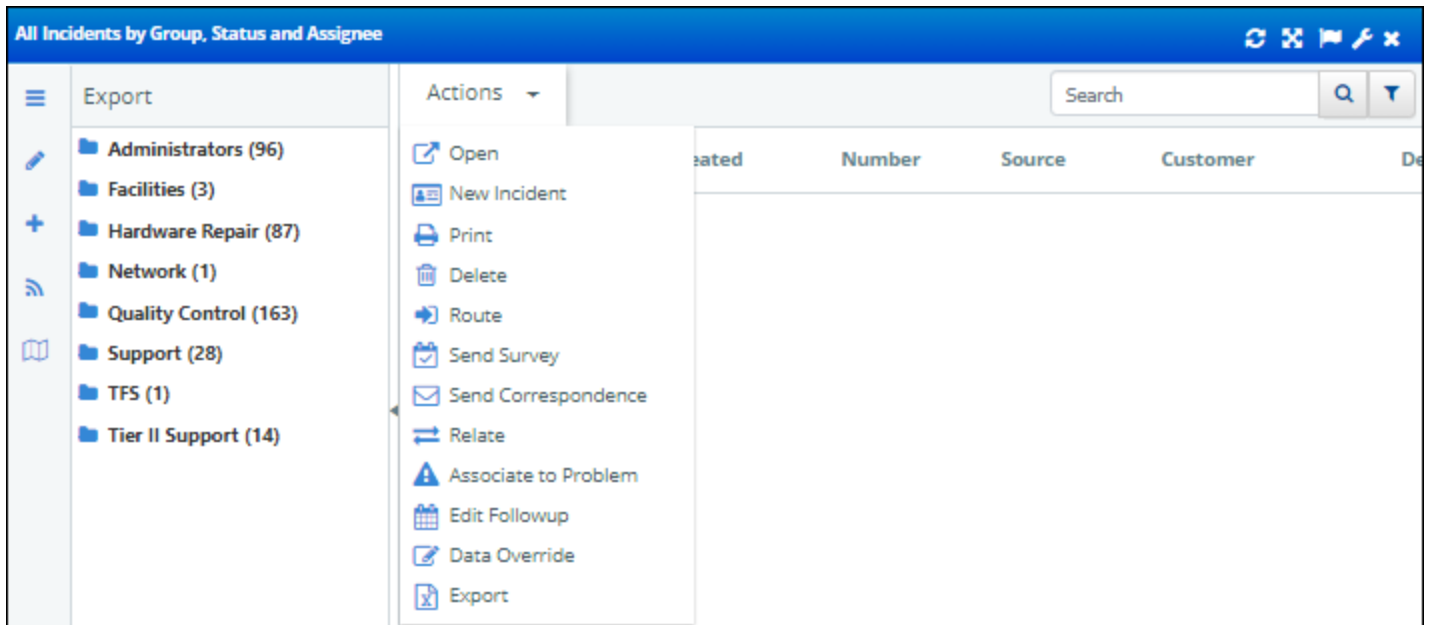
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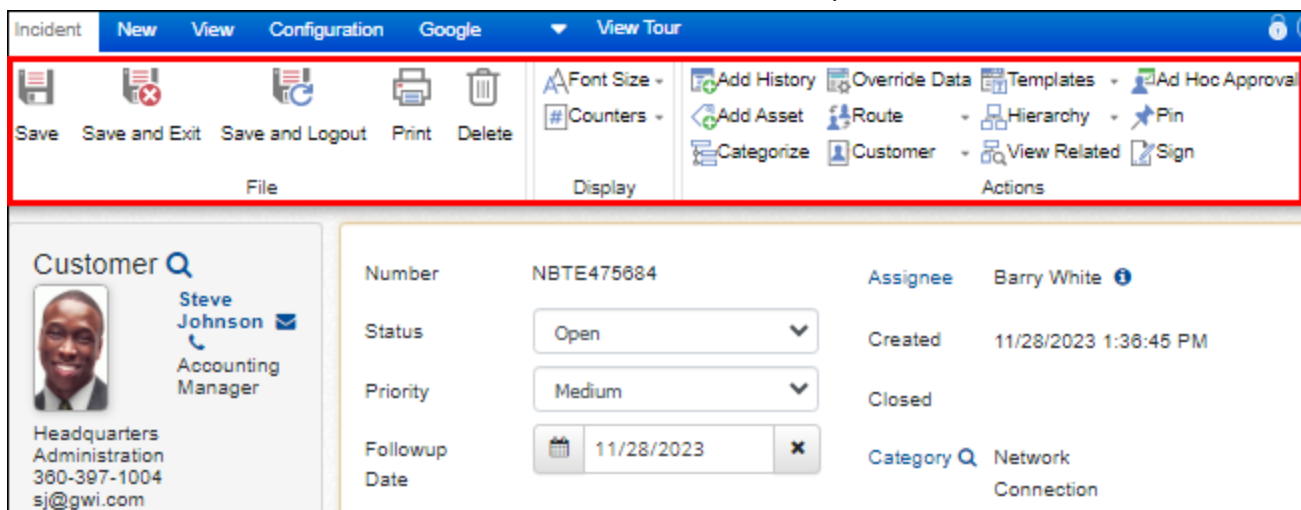
Interface

Icons On Work Item Screen Toolbar, Desktop View Component Action Menu Updated

The icons on the Action menu in the Desktop View component have been updated.

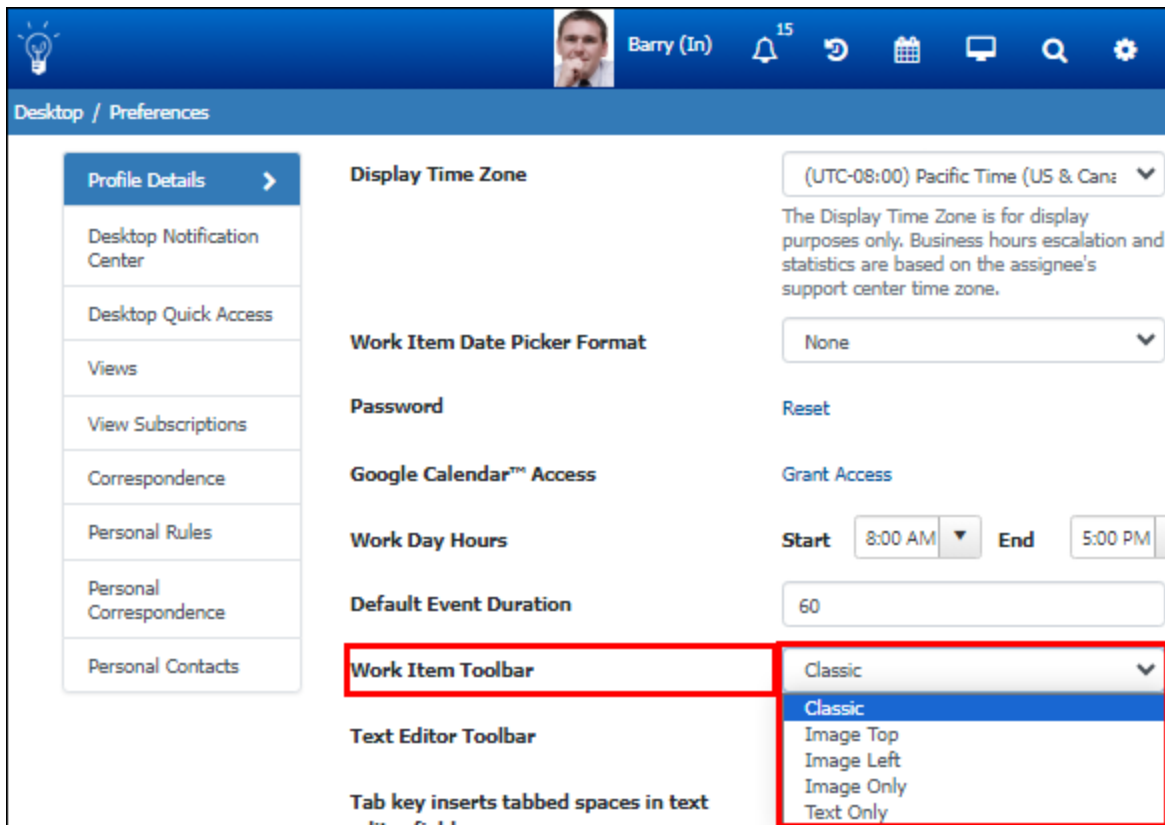


The icons on the ribbon toolbar in work item screens have been updated.



Configurable Work Item Toolbar Display

Use the new Work Item Toolbar field in the Desktop Preferences screen to select how to display the icons and text in the toolbar on work item screens.



When resizing the window, use the  menu to display the rest of the options.

Image Top:



Image Left:

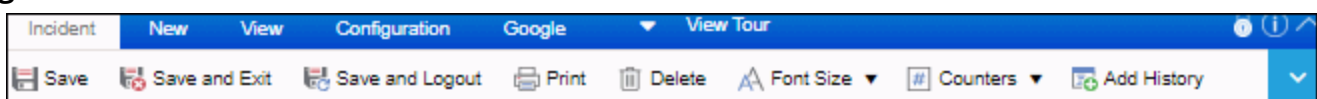
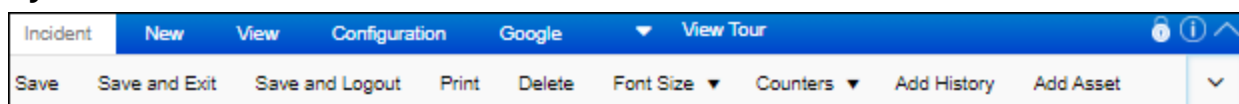


Image Only:

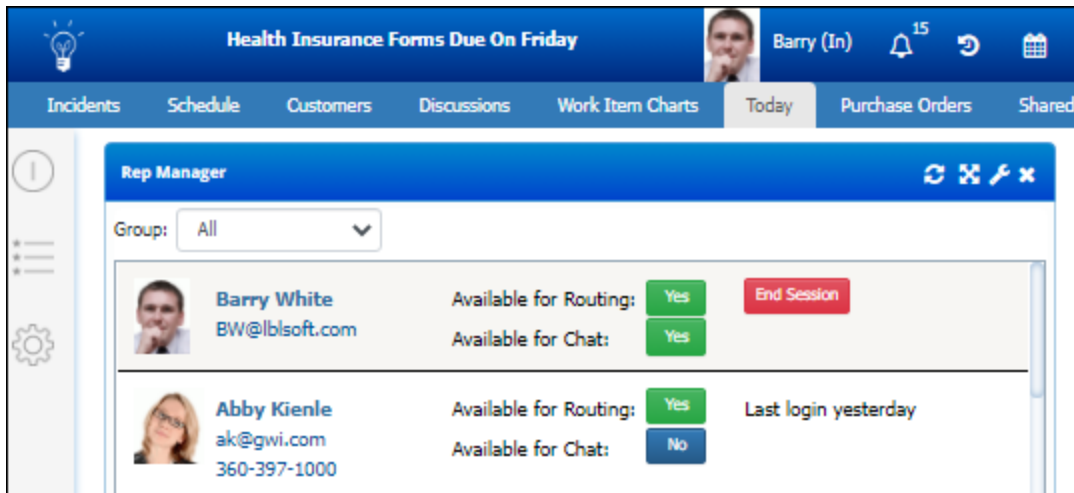


Text Only:



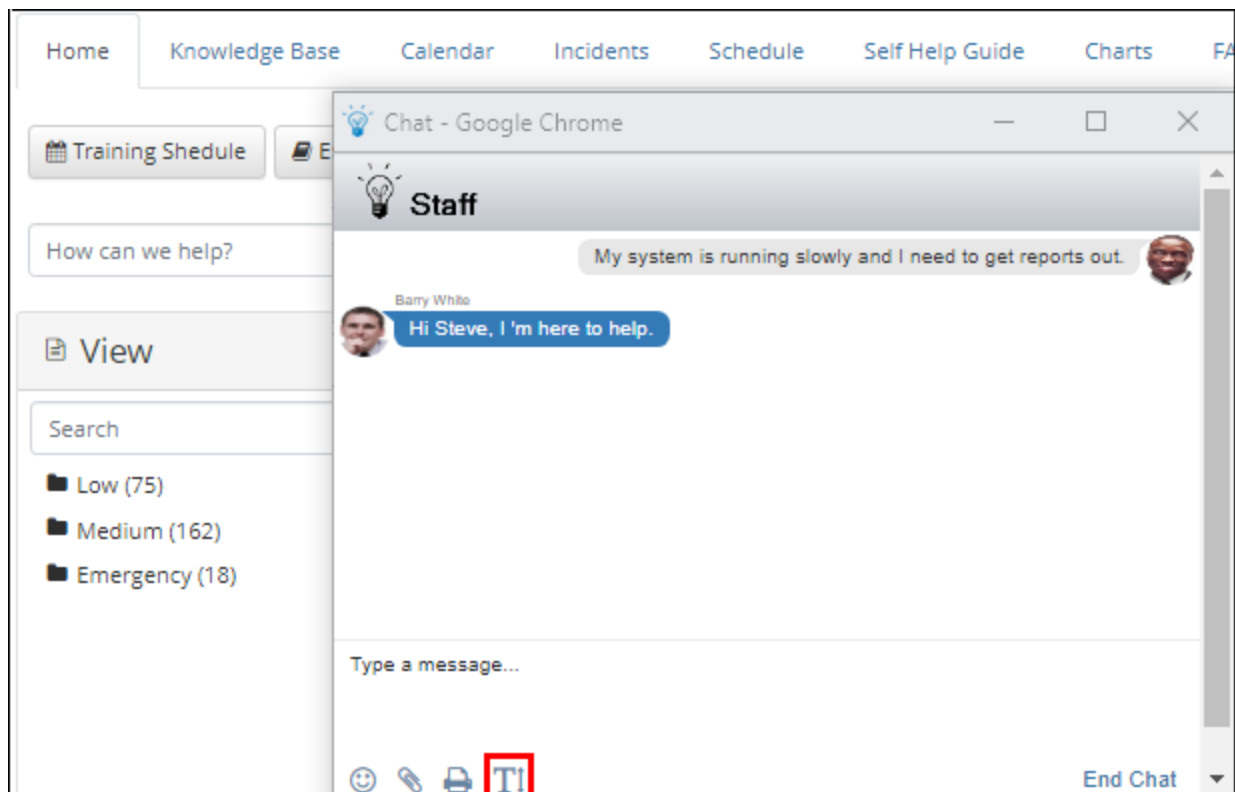
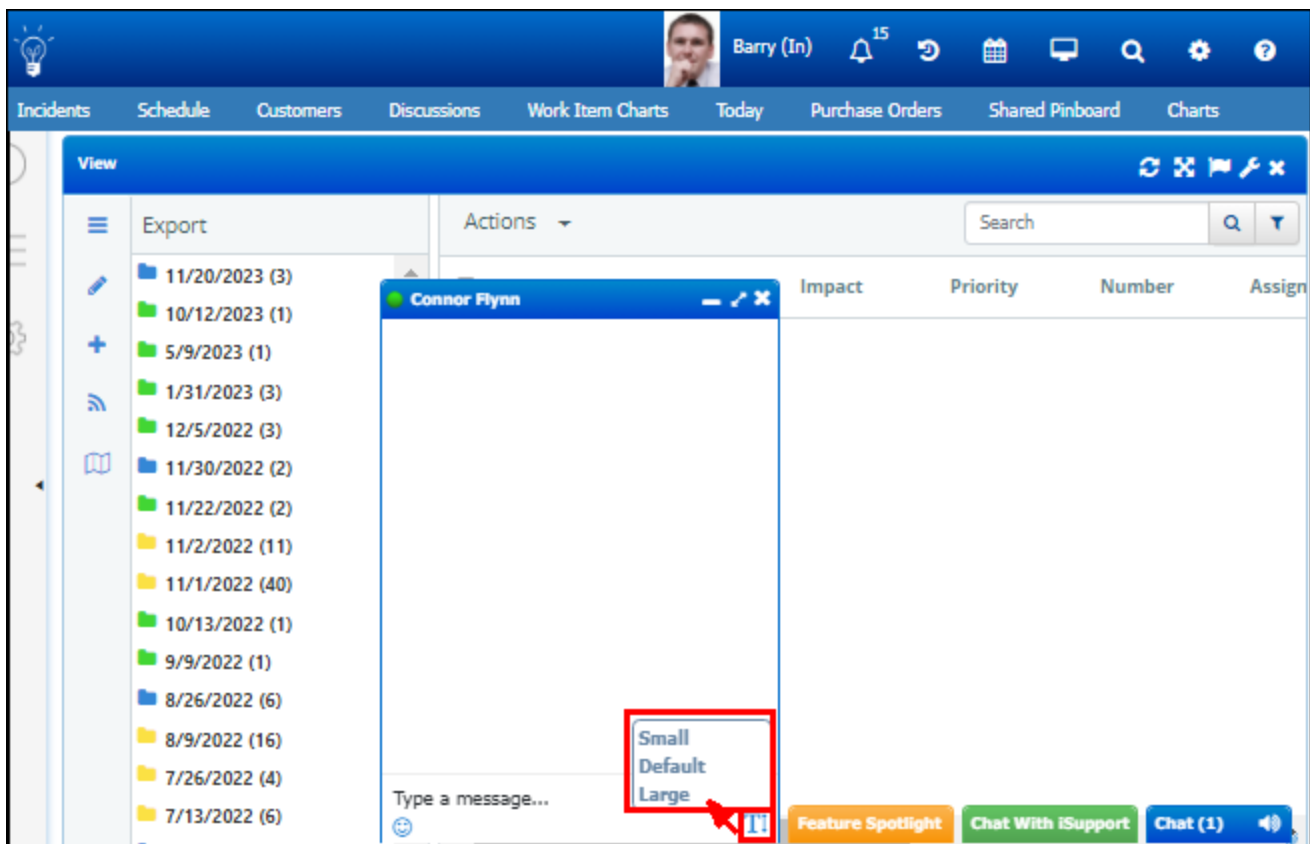
Rep Manager Component Now Uses Signal R To Show Changes In Rep Availability

The Rep Manager dashboard component now uses Signal R and is updated when a displayed support representative's availability has changed.



Font Size Option Added To Chat Dialog

A Font Size option has been added to Rep and User chat dialogs for increasing/decreasing the font.

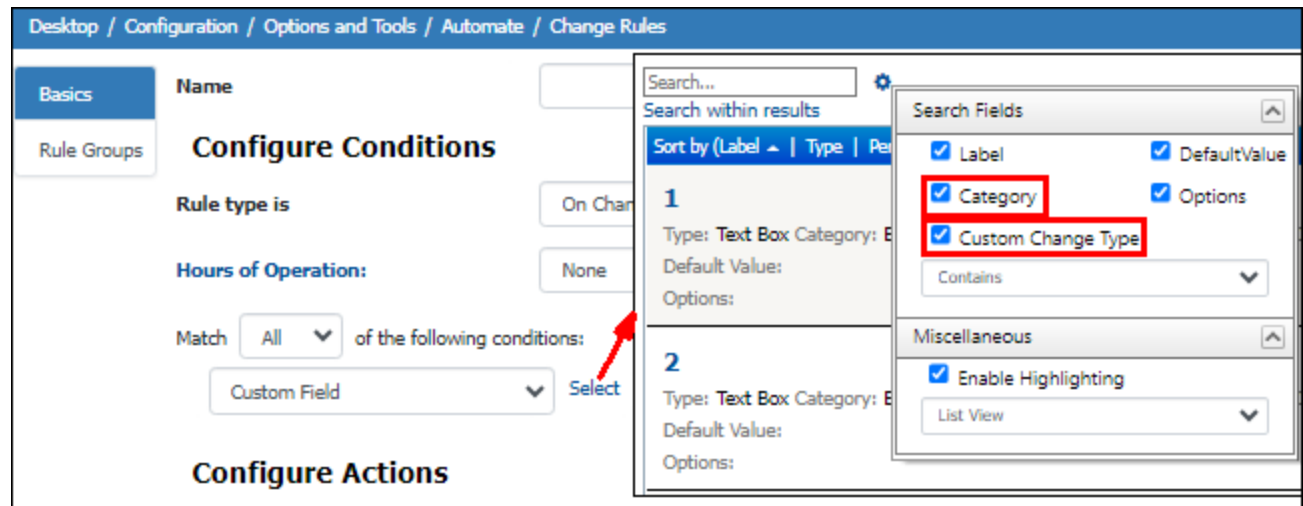


Rules

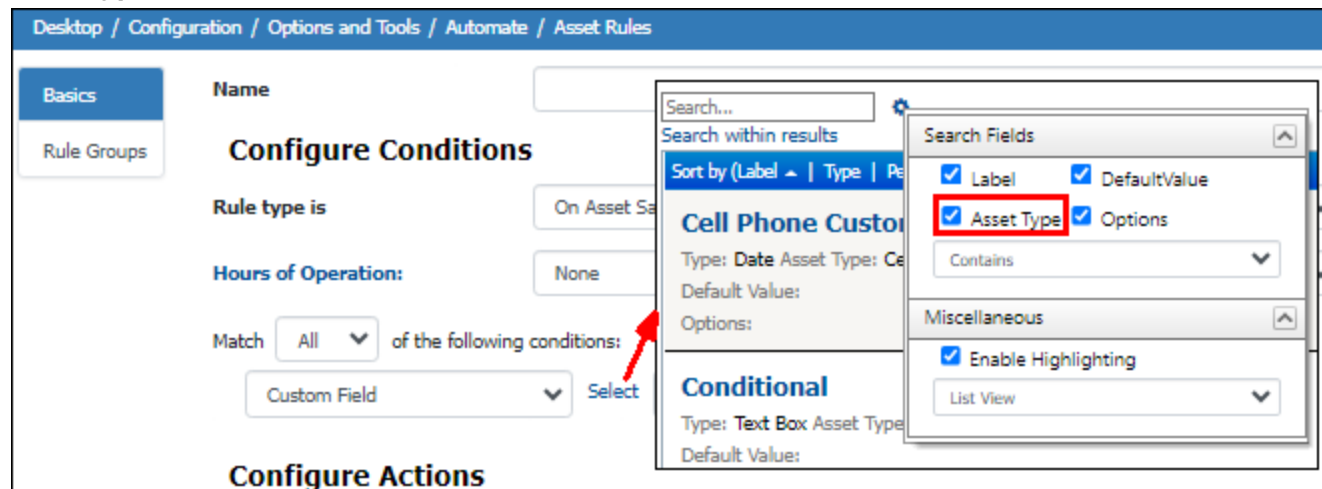
Field Types Added For Searching Custom Fields In Rules

Category, Change Type, and Asset Type fields have been added to the Select Custom Field dialog that appears in the Rules screen when you select custom fields on a Custom Field rule condition or Change action.

Category and Custom Change Type Fields:



Asset Type Field:



Related Work Item Option For Incident and Change Rules

An As Related Work Item option has been added to the Create From Template rule action for incidents and changes; select Yes to relate incidents or changes that are created from the template to the incident/change from which the rule executes.

Desktop / Configuration / Options and Tools / Automate / Incident Rules

Basics

Rule Groups

Configure Conditions

Rule type is: On Incident Save

Hours of Operation: None

Match: All of the following conditions:

Assignee Is Atlas, Tony

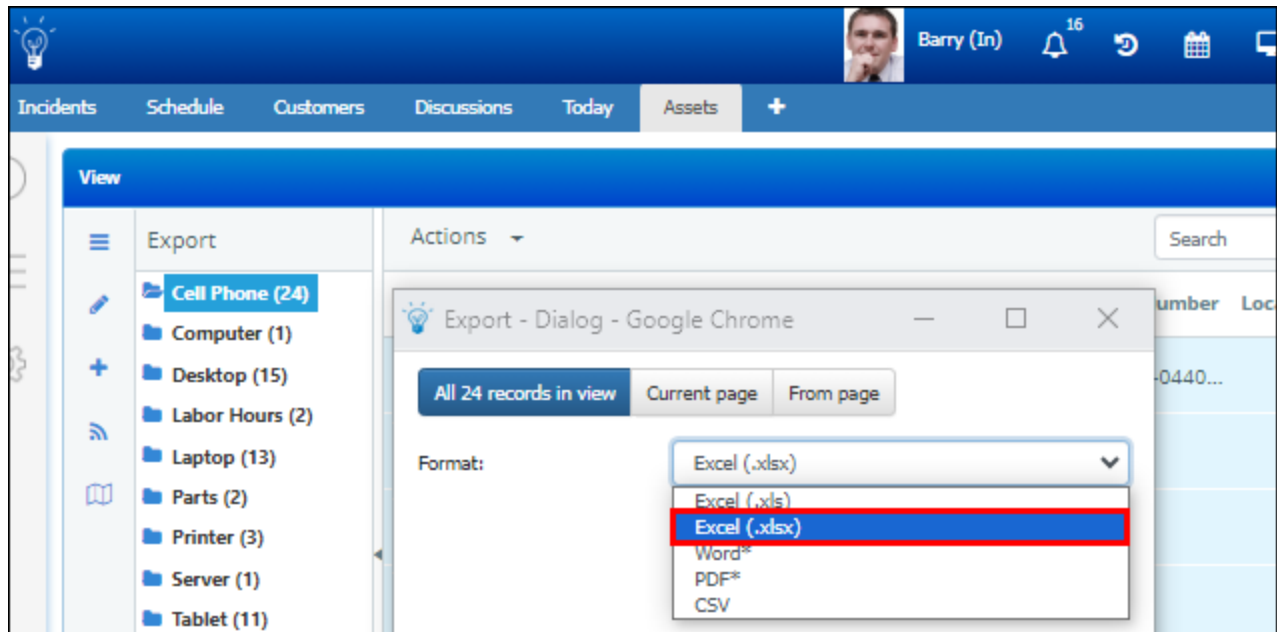
Configure Actions

Create Incident From Template To Cannot Connect to Admin Server (Hierarchy) As Related Work Item **Yes**

Views

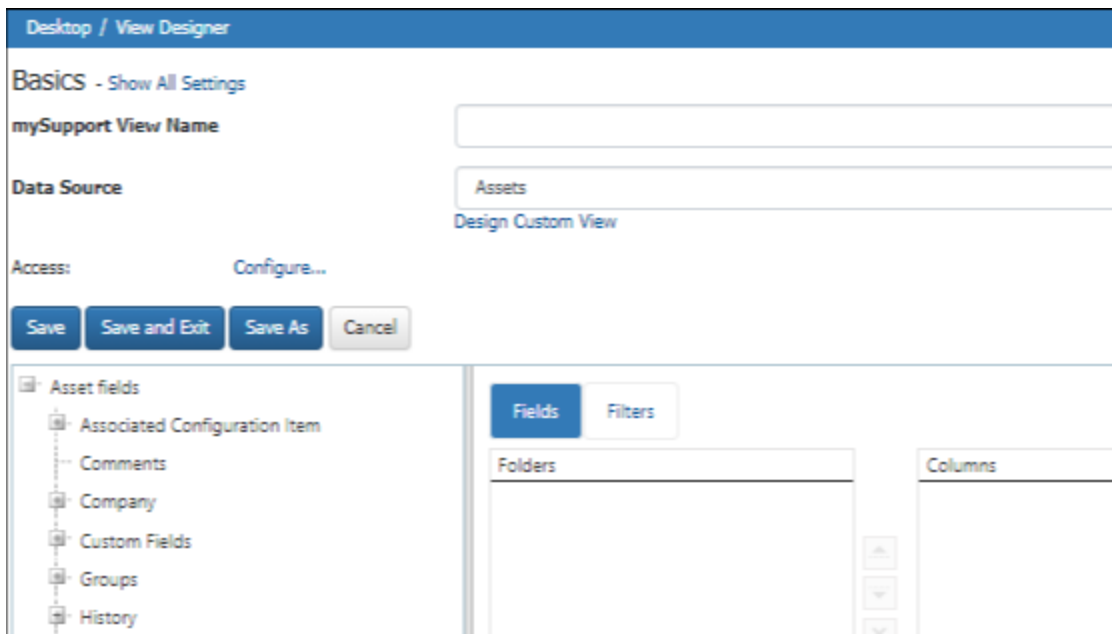
Option For Exporting View Data To Excel .xlsx Format

Microsoft Excel .xlsx format has been added as an option for exporting view data.



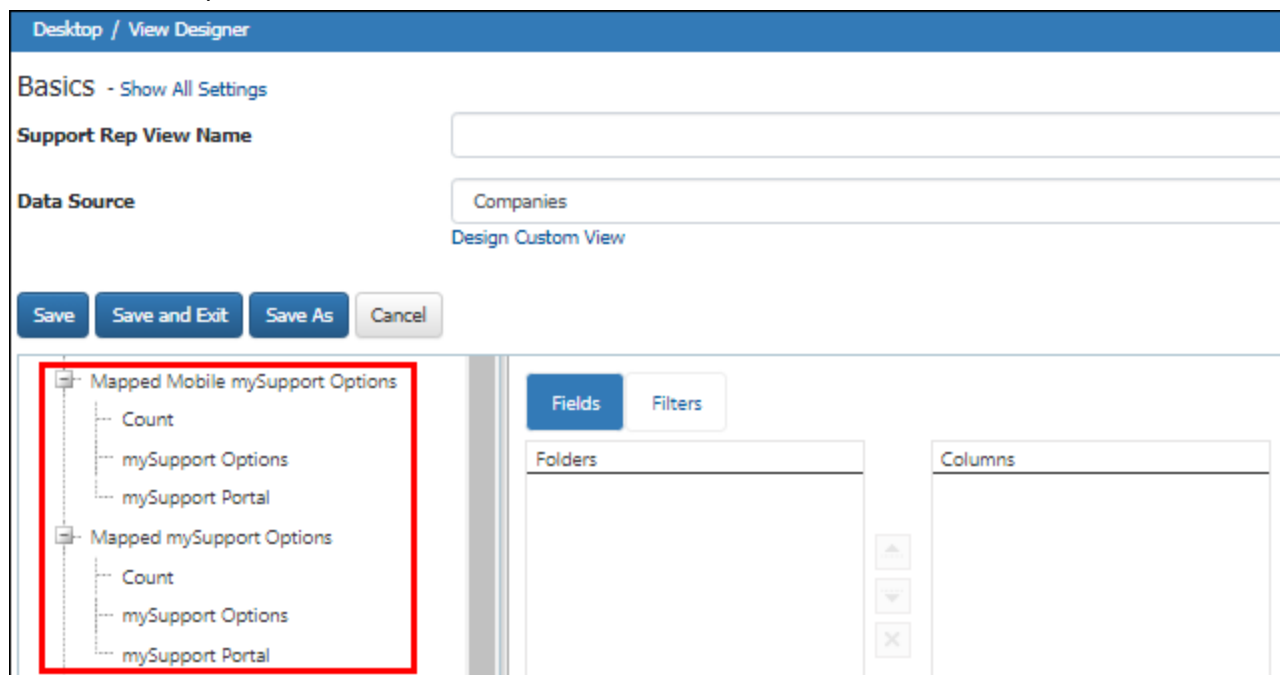
Asset Data Source Added To mySupport View Designer

An Asset data source has been added to the mySupport View Designer for creating views that enable customers to see a list of their owned assets on a mySupport portal. The view will filter based on the Can View Items For field on the customer profile and will also consider the mySupport portal setting to allow customers to view all assets.



Mapped mySupport Options, Mobile mySupport Options Fields For Customers and Companies Data Sources

The Mapped Mobile mySupport Options and Mapped mySupport Options fields are now included in the Customers and Companies data sources.



Work Item Layouts

mySupport Custom Field Editor Permission For Editing Custom Fields On mySupport Display Layouts

Customers can edit custom fields on mySupport display layouts via the new mySupport Custom Fields Editor setting in the Customer Profile screen.

The screenshot shows the 'Customer Profile' screen with the 'mySupport' tab selected. The user details for Steve Johnson are displayed. The 'mySupport Custom Fields Editor' permission is highlighted with a red box and set to 'Yes'.

mySupport	History	Groups	Attachments	Work Item Related Fields	Notification Related Fields	Custom Fields
User Name	Steve Johnson			Can View Service Cost	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	
Secondary User Name				Can Submit Purchase Request	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	
Password	Reset			Can Search Incident Archive	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	
Approved to Access	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No			Can View Items For	5 items checked	
mySupport Editor	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No			Can Add Others to	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	
mySupport Custom Fields Editor	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No					

Use the Editable On Existing Incidents field on the mySupport Access tab in the Custom Field configuration screen to disable/enable an individual work item custom field to be edited by customers with the mySupport Custom Fields Editor permission.

The screenshot shows the 'Incident Custom Fields' configuration screen. The 'Editable on Existing Incidents' field is highlighted with a red box and set to 'On'.

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

Basics

mySupport Access >

Conditional Display Options

Available to mySupport ☒ On ☐ Off

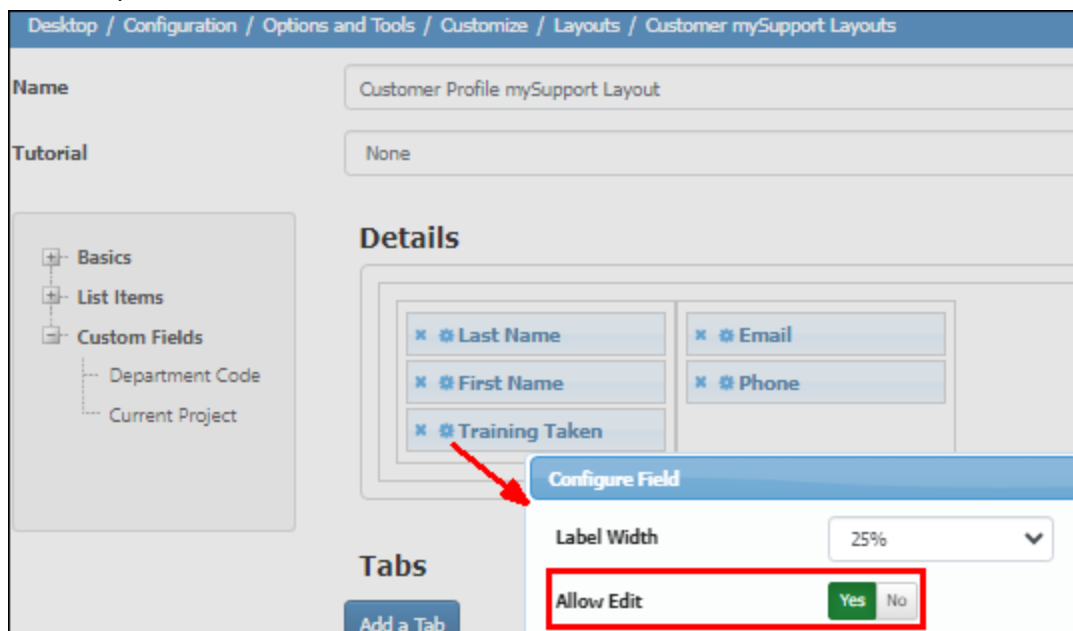
Editable on Existing Incidents ☒ On ☐ Off

Select mySupport portals with access

☒ http://xxxxxxxxx.com/user/

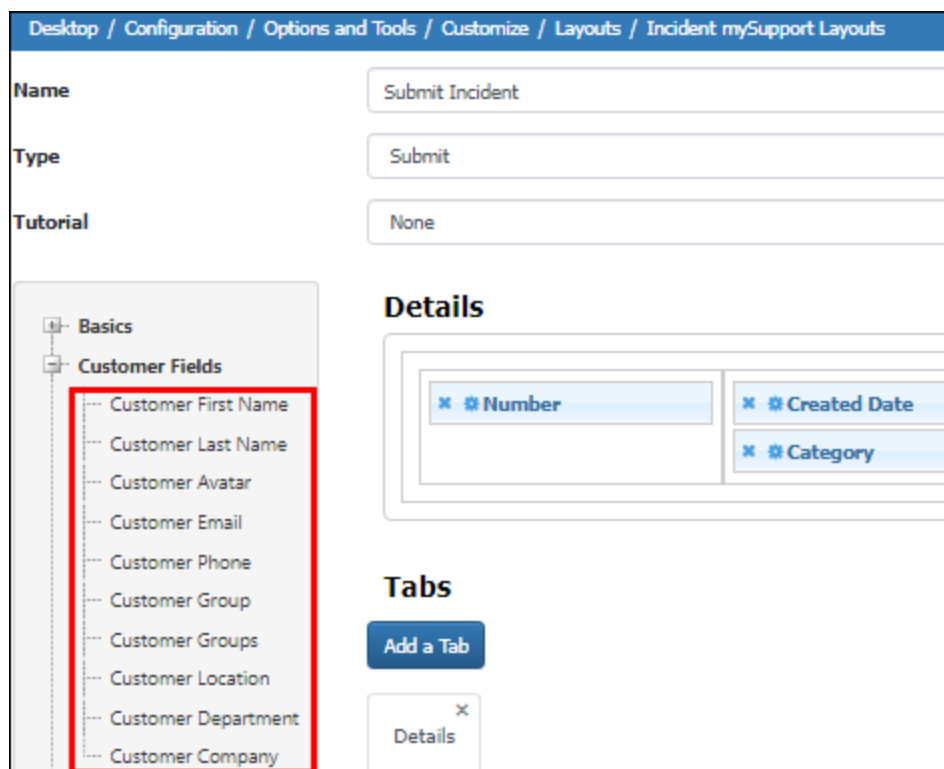
☐ http://xxx.com

Use the Allow Edit field in the Configure Field dialog for custom fields on mySupport display layouts to disable/enable an individual Customer Profile custom field to be edited by customers with the mySupport Custom Fields Editor permission.



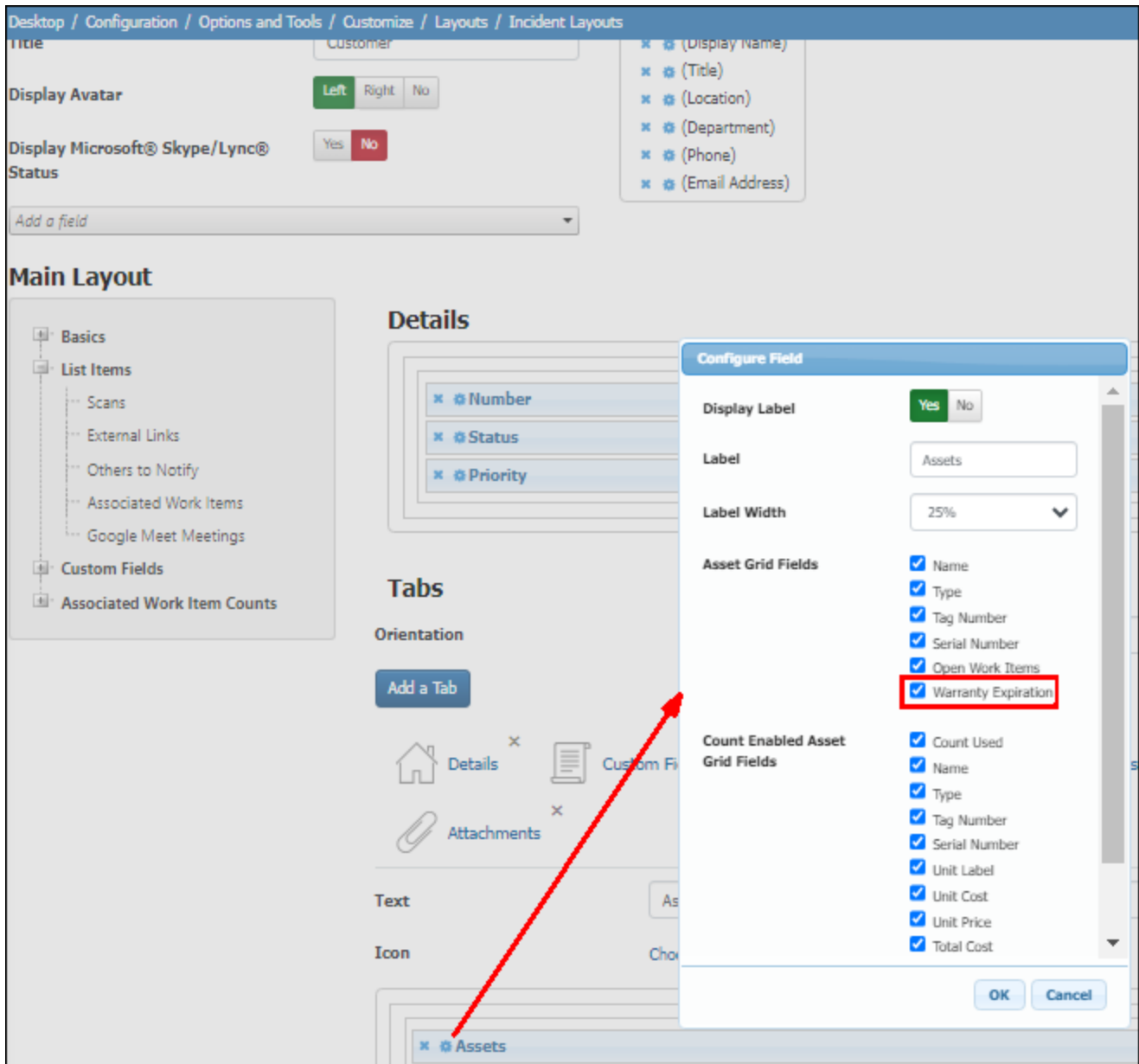
Additional Customer Profile Fields Available For Inclusion On mySupport Incident and Change Display/Submit Work Item Layouts

Customer Profile fields such as Phone, Email, and Location can now be individually placed on mySupport work item layouts.



Warranty Expiration Added To Asset List Field Setting On Work Item Layout Options

A Warranty Expiration field has been added to the Asset Grid Fields setting on work item layout options.



Control Of Search Results For mySupport Incident/Change Work Item Submission

When the Category field is added to a mySupport Incident or Change work item submission layout, you can now enable/disable the Search option as well as display of any results until the user has started typing.

The screenshot shows the iSupport configuration interface for 'Incident mySupport Layouts'. The main area displays a layout with fields for 'Name' (Submit Incident), 'Type' (Submit), and 'Tutorial' (None). A 'Details' section shows a list of fields: Customer, Customer, Customer, and Category. A 'Configure Field' dialog box is open for the 'Category' field, with a red arrow pointing to it. The dialog box has the following options:

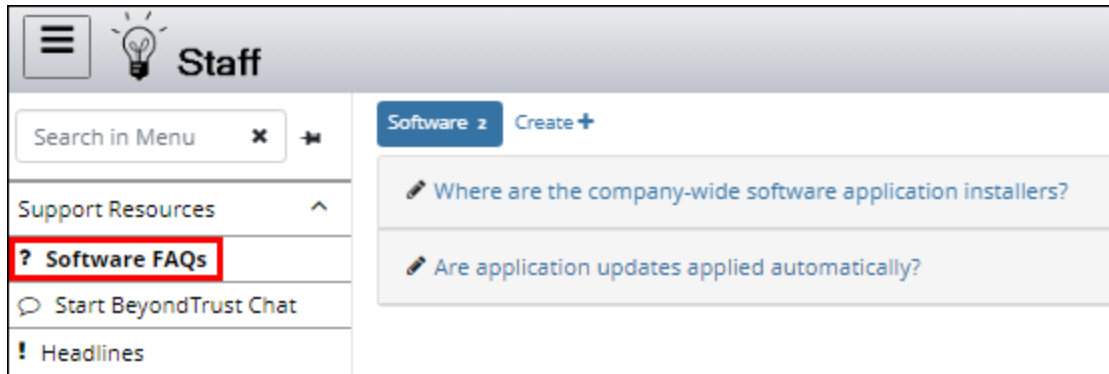
- Override Label: Yes (selected), No
- Label Width: 25% (selected)
- Prompt: Yes (selected), No
- Show Search: Yes (selected), No
- Require Search Text for Results: Yes (selected), No

The 'Show Search' and 'Require Search Text for Results' options are highlighted with a red box.

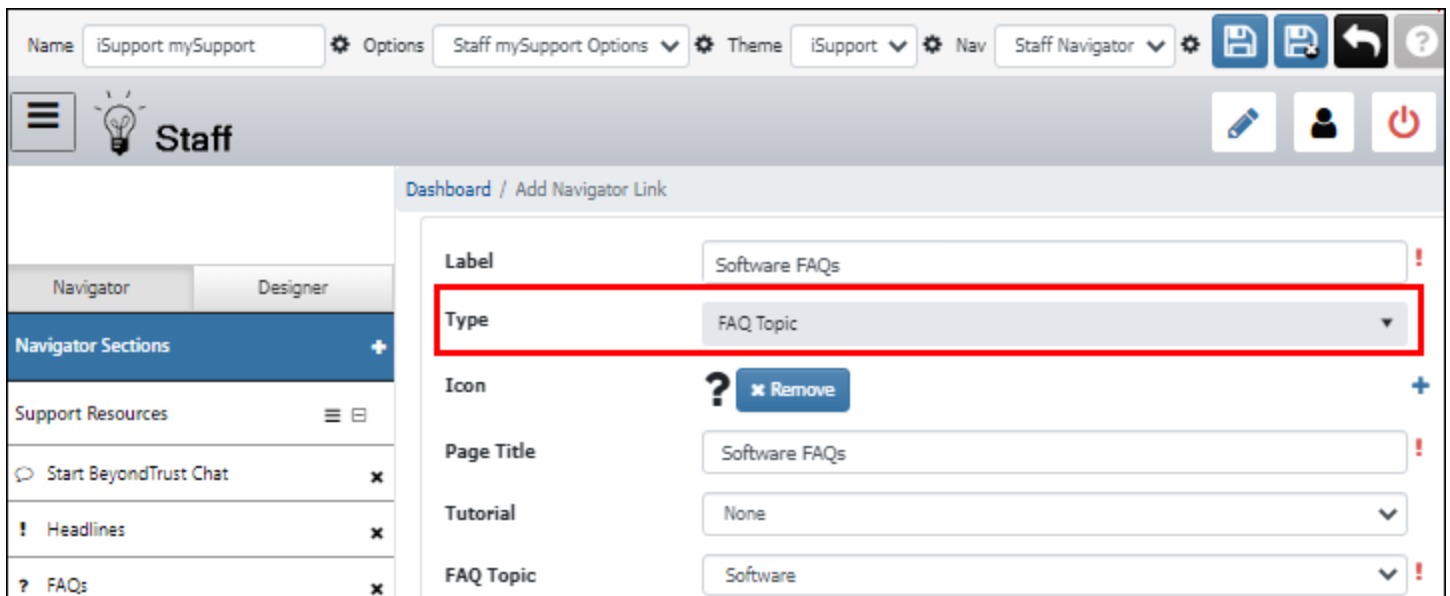
Miscellaneous

FAQ Topic Option For mySupport

Direct links for specific FAQ topics can now be added to a mySupport portal.





Use the new FAQ Topic navigator link/component type in the mySupport Portal Configuration screen to configure this feature.



Component Type In Designer:

Name iSupport mySupport ⚙ Options Staff mySupport Options ▼ ⚙ Theme iSupport

 Staff

Dashboard / undefined Settings

Navigator Designer

Buttons

Event Calendar

Chart

Facebook Monitor

FAQs

FAQ Topic

Name FAQ Topic

FAQ Topic Software

Header ☒ Yes ☐ No

Border ☒ Yes ☐ No

Style Default

Refresh ☐ Yes ☒ No

Bulk Update Of Asset Records Via Excel

You can now mass update Asset records via the Update Sync field, Perform Duplicate Name Check On Update field, and Update button in the Asset Import screen. If the Update Sync Field key is defined and an imported row matches an existing iSupport record, the existing record will be updated.

Desktop / Configuration / Options and Tools / Integrate / Asset Import

Select spreadsheet to import No file chosen

Worksheet

Attempt Asset Type Mapping

Default Asset Type

Attempt Asset Owner Mapping

Default Owner

Update Sync Field

Perform Duplicate Name Check on Update

Import Source	iSupport Columns	Mapped Columns
	NAME COMMENTS MFG MODEL LOCATION TAG_NUMBER SERIAL_NUMBER DT_PURCHASE DT_WAR_END DT_MAINT_END UNIT_COUNT ITEM_COST_PRIC	

Event Calendar Enhancements

Multiple options have been added to Event Calendar settings, including Work Day Start/End Time, Events Per Day, Default Event Duration, and Adaptive Slot Height.

Desktop / Configuration / Options and Tools / Customize / Event Calendars

Calendar Settings

Name Meeting Calendar

Work Days

- Sunday
- Monday
- Tuesday
- Wednesday
- Thursday
- Friday
- Saturday

Work Day Start Time 8:00 AM

Work Day End Time 5:00 PM

Events per Day 2

Default Event Duration 30

Adaptive Slot Height Yes No

Use the Default Event Duration field in the Desktop Preferences screen to enter the amount of minutes for the calculation of the length of time between the default start time and default end time in the New Appointment dialog for event calendars.

Desktop / Preferences

Profile Details

- Desktop Notification Center
- Desktop Quick Access
- Views
- View Subscriptions
- Correspondence
- Personal Rules
- Personal Correspondence

Display Time Zone (UTC-08:00) Pacific Time (US & Cana)

The Display Time Zone is for display purposes only. Business hours escalation and statistics are based on the assignee's support center time zone.

Work Item Date Picker Format None

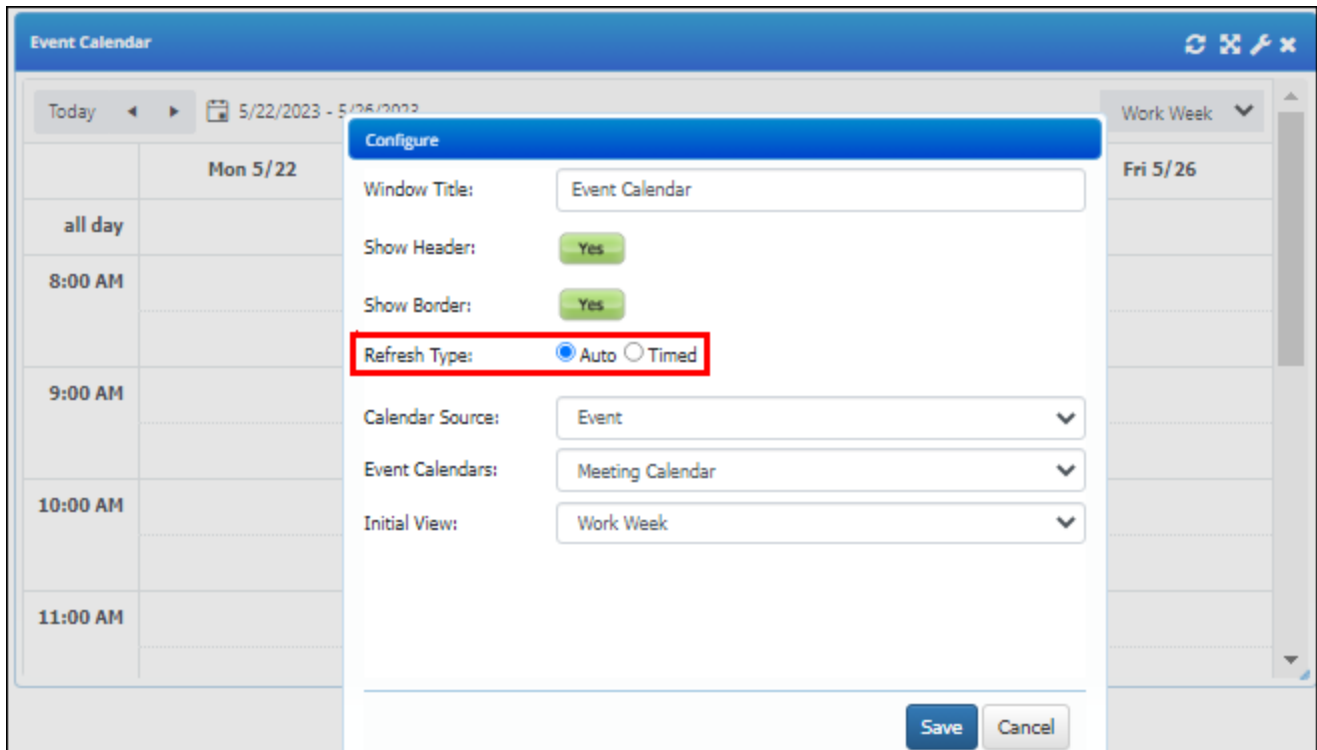
Password Reset

Google Calendar™ Access Grant Access

Work Day Hours Start 8:00 AM End 5:00 PM

Default Event Duration 60

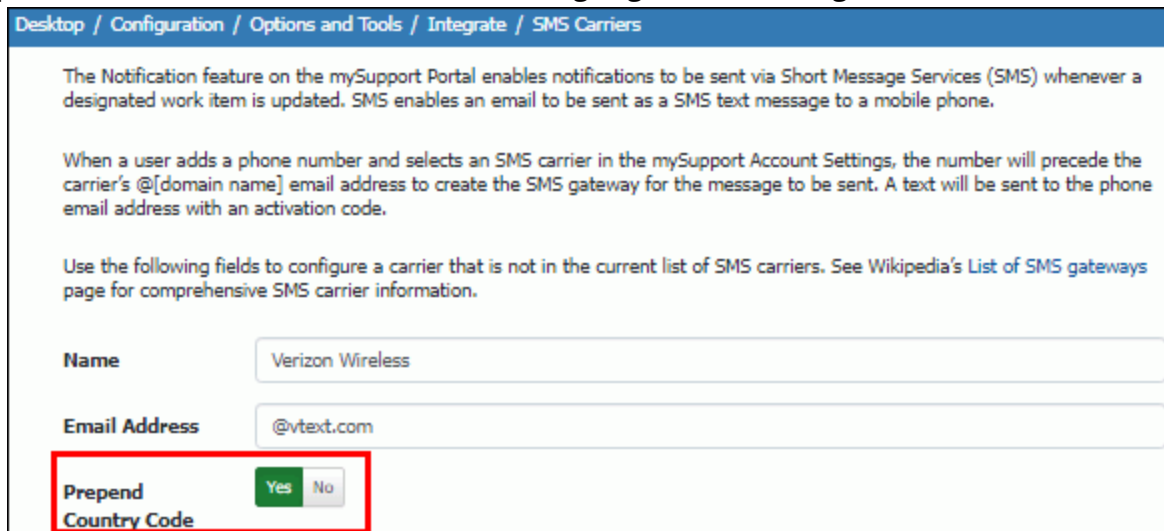
A Refresh Type setting has been added to the Event Calendar component settings.



The screenshot shows the 'Event Calendar' configuration window. The 'Refresh Type' setting is highlighted with a red box, showing 'Auto' selected over 'Timed'. Other settings include 'Window Title' (Event Calendar), 'Show Header' (Yes), 'Show Border' (Yes), 'Calendar Source' (Event), 'Event Calendars' (Meeting Calendar), and 'Initial View' (Work Week). The background shows a calendar view for Monday, May 22, 2023, with a time slot from 8:00 AM to 11:00 AM.

Prepend Country Code Field Added For SMS Carrier Configuration

A Prepend Country Code field has been added to the SMS Carriers screen; when enabled, the country code will precede the mobile number in SMS messages generated using the mobile number/SMS carrier.



The screenshot shows the 'SMS Carriers' configuration screen. The 'Prepend Country Code' field is highlighted with a red box, showing 'Yes' selected over 'No'. Other fields include 'Name' (Verizon Wireless) and 'Email Address' (@vtext.com). The screen also contains explanatory text about the SMS feature and instructions for configuring a carrier.

Customer Profile Field Character Size Limit Increased

To better support Active Directory synchronization, the character size limit for Customer Profile fields has increased from 50 to 65 characters.