



Help Desk Release Notes

PV640 SV100

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Release PV640 SV100

The theme of this release is enhancements to Security, Categories, and Ticket Detail modifications.

Prerequisites

- This solution is compatible with OneStream Platform v8.
- This release requires a minimum 6.4 Platform release.

Deployment

- This release requires an Uninstall UI for previously installed releases. Any modifications to business rules must be redone.
- When migrating to PV640-SV100 from a previous version of Help Desk, existing support tickets created in previous releases are assigned a sequential number based on the creation date and time (earliest to latest) on the existing tickets.

New

- Updated Ticket Creation dialog allows users to provide a subject, description, and attachments when submitting tickets. (MP3-52)
 - Tickets can be assigned up to three user defined categories for additional filtering capabilities. Sub-categories can be defined to each category based on customer grouping preferences. (MP3-69, MP3-2055)
- A global setting named Security Role [Manage Tickets] allows Administrators to assign a group specifically to manage support tickets. (MP3-56)
- User Preferences Setting allows the user to modify the time zone based on their location. (MP3-128)

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- A Ticket Request Page that is managed using Admin vs non-admin permissions for enhanced support ticket security for more efficient viewing. User can only edit a ticket's subject, description, priority and category. Administrators can edit all fields. (MP3-184, MP3-186)
- The Ticket Request page includes a column that indicates whether the support ticket includes attachments. This information also displays in the Ticket Analysis window when viewing support tickets by status or priority. (MP3-185)
- Within the Ticket Request Page, a ticket details section displays when a support ticket is chosen to allow modifying fields when necessary. (MP3-120)
 - Add commentary to any ticket details to increase communication between the support ticket creator and the assignee throughout the life of the support ticket. (MP3-120)
 - An attachments section lets you upload, download, and delete attachments or update fields for any support ticket. (MP3-29)
- The Ticket Analysis Page shows a graphical view of active tickets by default. A check box for Closed ticket is available on the page if graphical representation of Closed tickets is needed. (MP3-2014)
- The Default Ticket Owner setting in Global Options is enhanced to allow individuals belonging to either the Manage Tickets or Manage Help Desk security roles to be selected as the default ticket owner. (MP3-1713)
- Once submitted, support tickets are assigned a ticket number for enhanced searching and tracking capabilities. Existing tickets are assigned numbers when installing this Help Desk release, and new tickets automatically generate a sequential ticket number. Ticket numbers display on the Ticket Request page and ticket analysis details. (MP3-65, MP3-176)

Changed

- Enhanced user interface of the Ticket Analysis page. (MP3-830)
- Users and Administrators can only delete their own comments or attachments to prevent unintentional deletions. (MP3-2126)

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- Only Administrators can change any information related to a closed ticket. (MP3-2135)
- An error message displays if you attempt to save a duplicated sub-category within a category in the Help Desk Settings. (MP3-1921)
- A dialog box allows you to confirm the deletion of a support ticket, a support ticket attachment, or a support ticket comment. (MP3-1954, MP3-1952, MP3-1987)

Fixed

- Help Desk stopped responding during interaction when scrolling horizontally while viewing support tickets on the Ticket Request page (MP3-615).

Known Issues

None

Contacting Support

OneStream Support can be contacted at any time by first registering at our support site at <http://support.onestreamsoftware.com> or by emailing support@onestreamsoftware.com.