












PULSE BUSINESS SOFTWARE

Cloud-based software that drives your business.

Release Notes - Version Warthog Dev (August 2022)

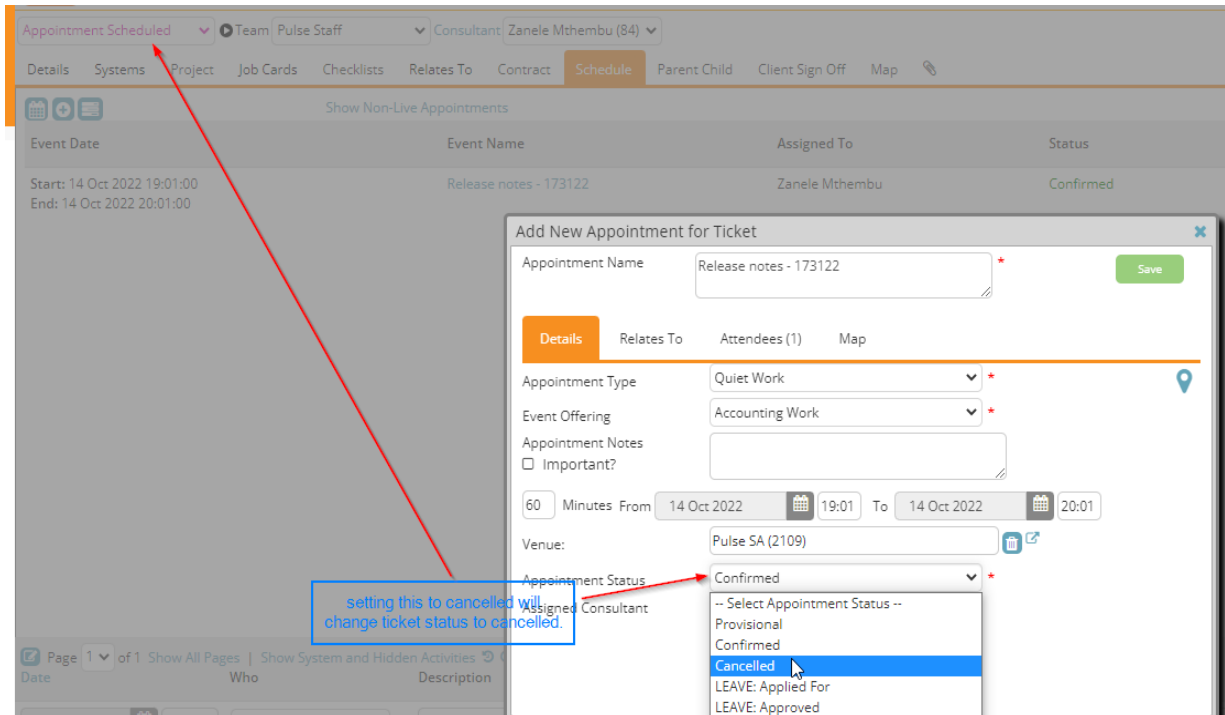
Highlights

- Service**  Cancelling Service Requests can Cancel Appointment
- Service**  Office 365 oAuth mail pickup
- Service**  Purchase Order Approval email notification
- Service**  EWS Calendar Integration connects using OAuth
- Service**  Travel Time in Mobile App
- Service**  New oAuth 2 Connections for O365
- Inventory**  New Import for Catalogue Item Options
- Sales**  Dead and Cancelled Opportunities
- Core**  Enhanced monitoring

Service

★ Cancelling Service Requests can Cancel Appointment

It is now possible to set Pulse to cancel any linked live appointments if a service request is cancelled.



★ Office 365 oAuth mail pickup

Changes to the mail pickup to use the oAuth2 processes for Office 365

★ Purchase Order Approval email notification

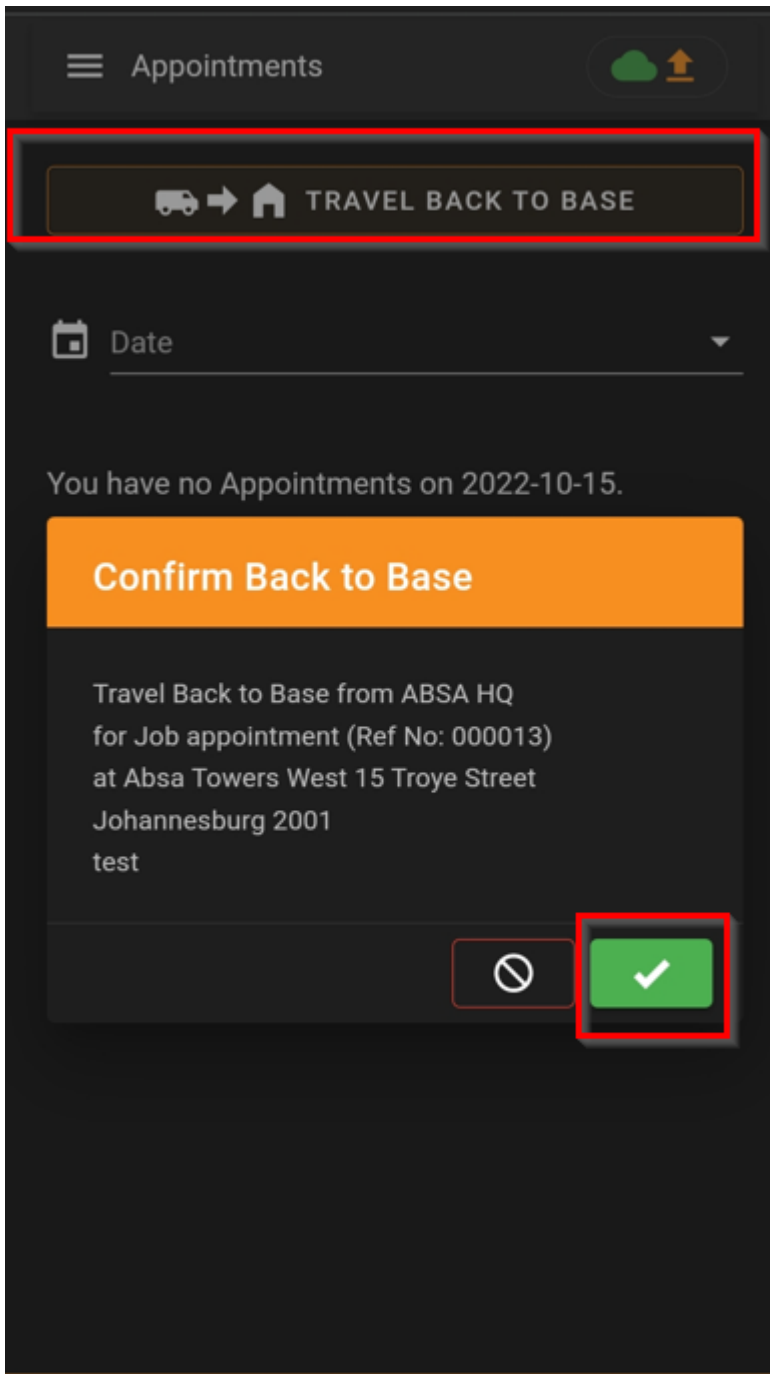
When purchase orders are approved, an email notification can be sent to the recipient that is set to receive the notification with a note of who approved the Purchase Order.

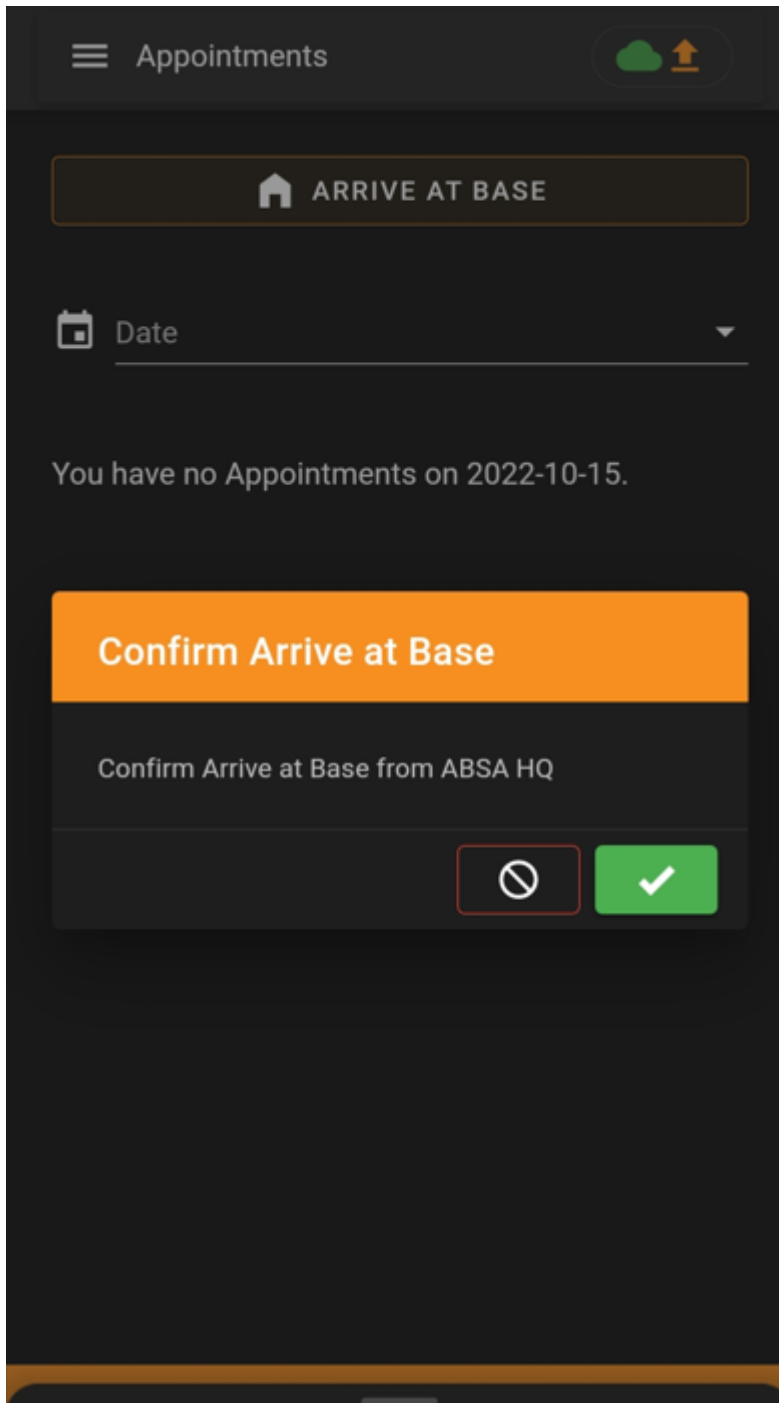
★ EWS Calendar Integration connects using OAuth

The EWS Calendar Integration Service now uses OAuth to connect to Office 365

★ **Travel Time in Mobile App**

Travel Time in Mobile App with start/end travel to site and start/end travel back to base.





★ **New OAuth 2 Connections for O365**

In keeping with modern security practices, we have changed the way Pulse connects to Office 365. As of October 2022 we will no longer connect using basic authentication but will rather connect via Microsoft Graph using OAuth 2. This applies to sending email, receiving email and calendar integration.


Service Requests Linked To System Shown

If a Service Request is linked to a System via a Stock Movement Document it will show on the Service Requests tab of the System.

☑ Active ☐ Hidden Last Heartbeat Never seen

Details System Contracts Settings Descriptors **Tickets** History Checklists Children Category 📎

3 Tickets 📄 Page 1 of 1 Show Non-Paged | Open ▾ | Show only parent Client Tickets

| FireBar | Ref No | Reporting Date | Client | Appointment | Subject | Description | Assigned Const |
|---------------------------|--------|-------------------------|----------|-------------|---------------|-----------------------|--|
| No SLA (Age: 00:00:00) | 173122 | 14 Oct 2022 12:37:09 | Pulse SA | | Release notes | Uploads release notes |  Zanele Mth |

Inventory

★ New Import for Catalogue Item Options

There is now an importer for Catalogue Item Options, allowing advanced quoting of bundled products.

Select Multiple Systems to Move

To move multiple systems under a client, select the first one and then hold the Shift key while selecting the last one. All systems between the two will then also be selected for you.

Search 🔍 Move Add New Device

| Serial Number | Identification | Warranty End | Active | Contract | Surveys | Move |
|------------------------|----------------|--------------|--------|----------|---------|-------------------------------------|
| 5887 - GP814660618 BER | 5887 | | ✓ | | Surveys | <input checked="" type="checkbox"/> |
| DLIK 4C900 1004 BER | | | ✓ | | Surveys | <input type="checkbox"/> |
| 5000E63D BER | | | ✓ | | Surveys | <input type="checkbox"/> |
| 5000EA0A BER | | | ✓ | | Surveys | <input type="checkbox"/> |

holding the shift key and clicking the last item will select all items

Sales

Dead and Cancelled Opportunities

When setting an opportunity to dead or cancelled you will no longer be required to complete mandatory fields.

Core

Enhanced monitoring

We have enhanced the ability of the Pulse mothership to get data from customer installations. We expect efficiency and reliability improvements as a result.

Email Pickup Log available in setup menu

Email Pickup Log available in setup menu.