



**PULSE BUSINESS SOFTWARE**

Cloud-based software that drives your business.

## Pulse Release Notes – Version 21.07

### Highlights

**Service**



Service Requests Logged By Email Ignore Mandatory Categories if Not Set on the Client

**DIY Reports**



Performance Optimisations

## Service



### Service Requests Logged By Email Ignore Mandatory Categories if Not Set on the Client

Currently, if a category is mandatory on the service request but it is not set on the client, Pulse assigns a random value. This change means that it will not be set, and the first person to work on the service request must set it.

### Child Client Service Requests Count

If a client has children, the count of service requests for those children is visible on the parent.

The screenshot shows the Pulse software interface. At the top, there is an orange navigation bar with menu items: Manage, Service, Inventory, Reports, Search, and Help. Below this is a breadcrumb trail: /PULSE/SCRM - KP-SCRM / Job (Service / Job). A secondary navigation bar contains: Customer Details, Service (highlighted), Inventory, and Customer Financials. Below the navigation is a summary bar showing '1 Jobs', 'Page 1 of 1', 'Show Non-Paged', and 'Open'. A button labeled 'Show 7 child Customer Jobs' is highlighted with a blue box. Below this is a table with columns: FireBar, Ref No, Reporting Date, Appointment, Reported Fault, Description, Assigned Team Member, Status, and C. A filter dropdown is visible above the table. The first row of data shows: In SLA [Time to Received] Target: 8 Sep 2021 15:00:00, 058392, 07 Sep 2021 07:59:40, Install gate motor, Install gate motor, a team member icon, and NEW JOB.

### Improvement to Excel Exports - RefNo

When exporting a grid including Service Request Reference Numbers, there is no longer a line break after the Reference Number. This was causing problems when creating reports in Excel.

### System Archive

As Pulse is used over the years, the database and file system items grows in size. As with any system this may impact performance. We are now able to archive old data into a collection of files so that the core application continues to function optimally.

## DIY Reports

### ☆ Performance Optimisations

We have optimised the way DIY reports function in the back end, resulting in noticeably faster rendering. Where DIY reports are used extensively, the whole Pulse application will benefit from the speed increase.

We have also added a new option that allows paging of the reports, so that less data is sent to the browser resulting in faster rendering.

Page: 1 of 3 [Show UnPaged View](#)

AccountNo	CompanyName	Account Manager	Last Invoiced
* ALL *			
400000	Business 000	Riaan	
000000	Adapt (Physical)	Keith	Sep 2021
400000	400000 Control Services	Riaan	
400000000	Business 000	Keith	Sep 2021
400000	Business 000 (Physical)	Keith	Sep 2021
000000	000 Solutions (Control)	Riaan	
000000	Business 000 (Control)	Riaan	
00000	00000000	Keith	
000	000000000000	Riaan	
000000	Business 000 (Physical)	Keith	Sep 2021
400000000	000000000000 (Physical)	Vaughn	Sep 2021
0000	Business 000 (Physical)	Keith	Sep 2021
000000	0000	Riaan	
00000	Business 000 (Business)	Keith	Sep 2021

## Core



### Database-level optimisations

We have been working hard learning and applying database tricks to make Pulse run faster and smoother than ever before. You should notice an improved experience when you upgrade to 21.07.

#### **Pulse No Longer Sends Email to the System Email Address**

You will now be prevented from saving the system email address against any entity in Pulse. Furthermore, should historical records include this email address, Pulse will not send any emails to it.

This is to prevent potential logical loops where Service Requests are repeatedly logged or updated by sending an email to the system email address.

#### **Behind the scenes improvements to help us help you**

We have made a range of enhancements that are not immediately visible to you, but which improve both the application and our ability to support it, and therefore enable us to deliver better service all round.

An inexhaustive list includes:

- More definitive logging of events in the system
- Various optimisations
- Automated testing with every build to test speed enhancements
- Multiple enhancements to our monitoring of your site