





PULSE BUSINESS SOFTWARE

Cloud-based software that drives your business.

Release Notes – Pulse Version 21.03

Highlights

- Service**  Display a list of possible addresses for a UK postcode, in client portal and in consultant New Incident Quick Add
- Core**  Show the Scheduled Appointment Date and Time in Lists

Service

★ Display a list of possible addresses for a UK postcode in New Incident Quick Add

It is now possible to get a list of possible addresses for a UK postcode, in client portal and in consultant New Incident Quick Add.

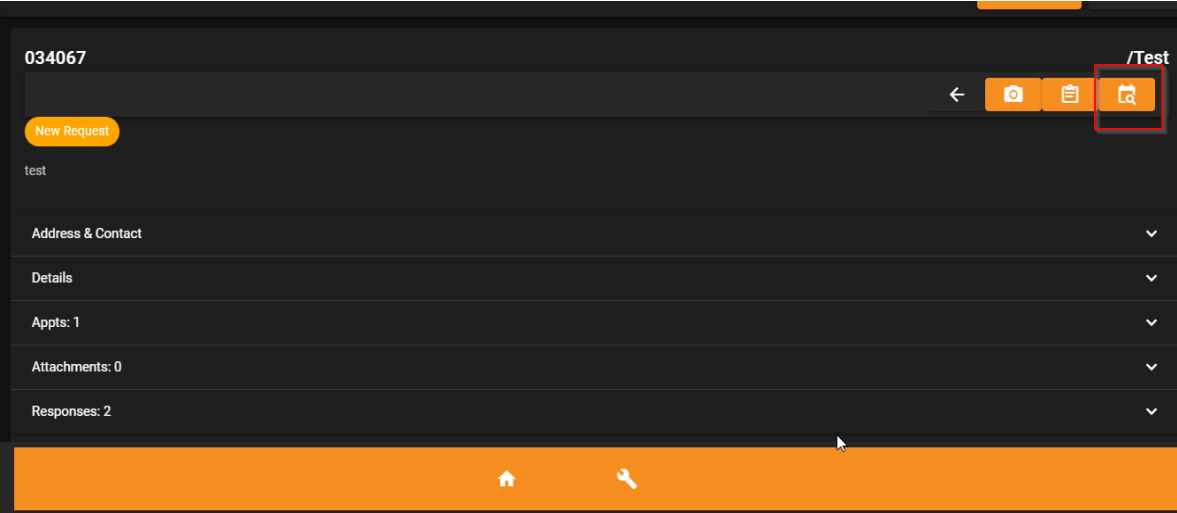
The screenshot shows a web browser window with the URL `ics.pulse-software.co.uk/common/menu.aspx`. The application interface includes a navigation bar with icons for home, menu, calendar, flag, list, help, and lock. A search bar contains the text "Customer Search" and a search icon. The main content area is titled "New Job Quick Add" and includes a radio button selection for "Business" (unselected) and "Domestic Customer" (selected). Below this is the "Domestic Customer Information" section with the following fields:

- Parent Client: A dropdown menu showing "- No Parent Selected -".
- First Name: A search input field with a magnifying glass icon and a plus sign.
- Surname: A text input field.
- Telephone (Search): A search input field with a magnifying glass icon and a plus sign.
- Telephone: A text input field with a plus sign.
- Mobile No: A text input field with a plus sign.
- Postcode: A text input field containing "sn160ng" and a plus sign.
- Home Address: A dropdown menu showing a list of suggested addresses for the entered postcode:
 - Fred Flintstone (Fred Flintstone) (SN160HT)
 - Roan van Rooyen (Roan van Rooyen) (SN160HT)
 - STEPHEN HARVEY (STEPHEN HARVEY) (SN160HT)
 - TEST new user (TEST new user) (SN160HT)
- Email: A text input field with a plus sign.

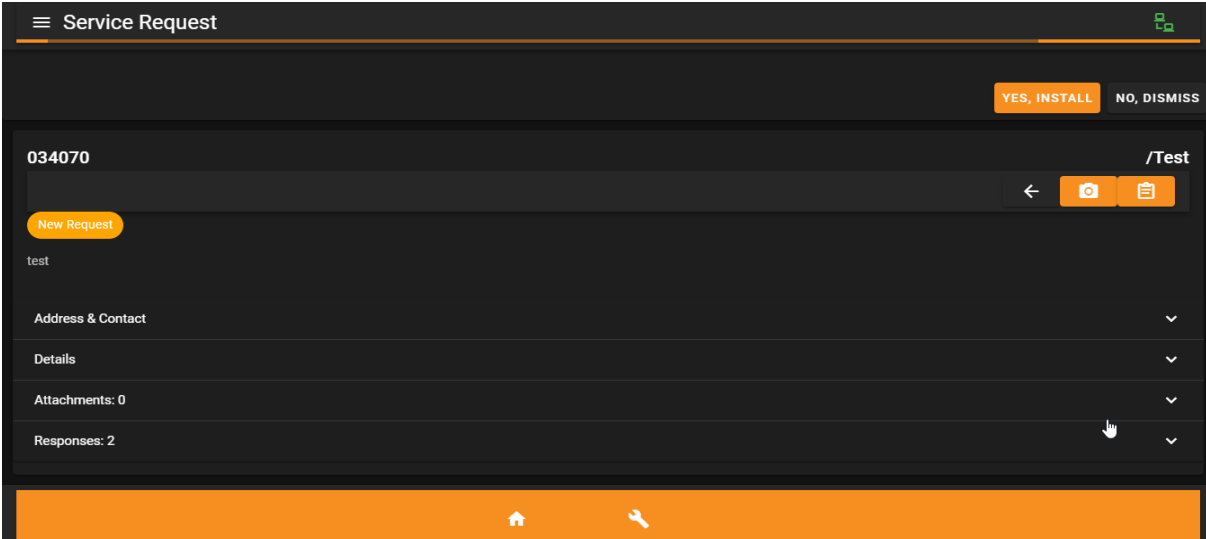
Offline Mobile can be Configured to Hide Appointments and Stock

If a job doesn't have any appointment scheduled the icon doesn't show when opening the job. It will only show if that job has an appointment scheduled.

Ticket with appointment



Ticket without appointment



Surveys Not Mandatory When Cancelling a Service Request

When cancelling a ticket with survey mandatory rules no longer apply.

Inventory

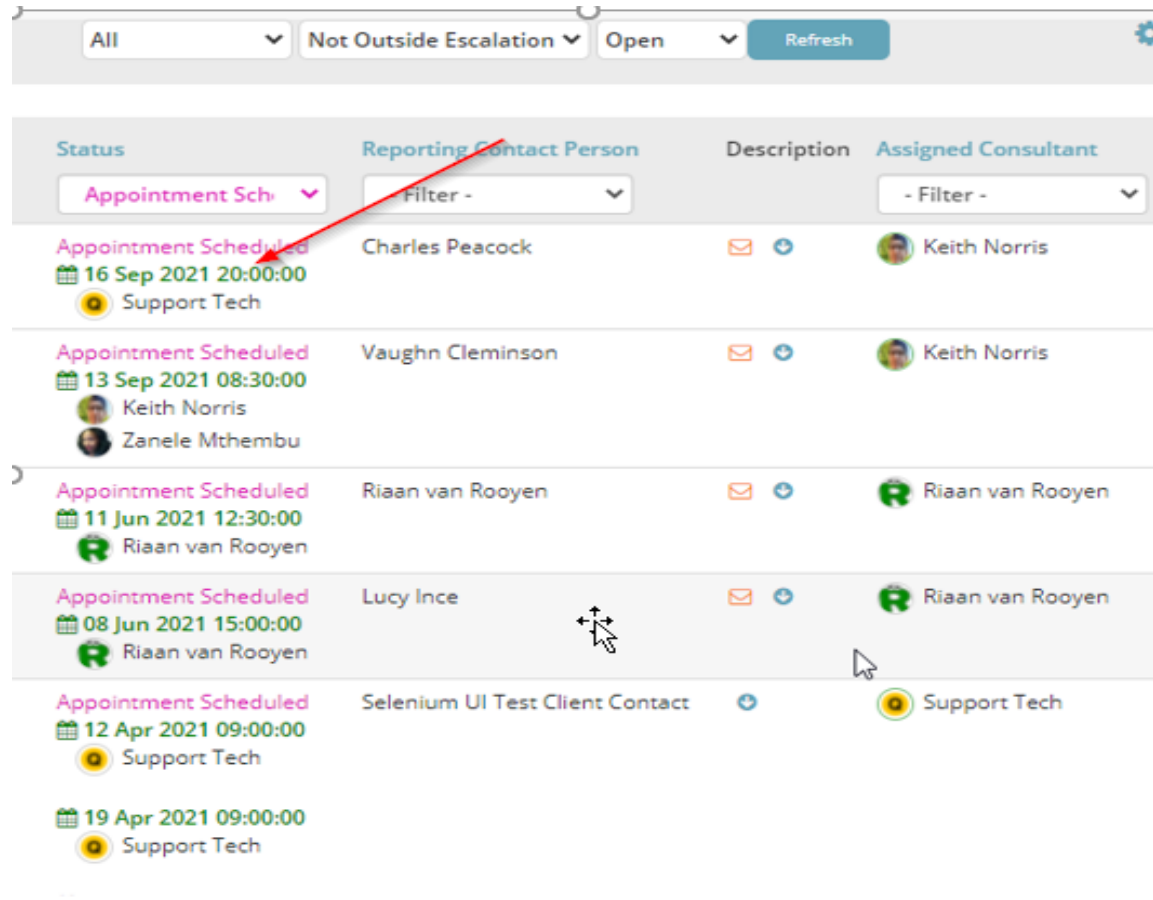
Stock Movement Document List Under Consultant

Stock movement documents listed under consultant record have been updated to be consistent with the rest of the application.

Core

Show the Scheduled Appointment Date and Time in Lists

Date and time are now visible on the ticket list.



The screenshot shows a ticket list interface with the following elements:

- Filters: All, Not Outside Escalation, Open, Refresh button, and a settings gear icon.
- Columns: Status, Reporting Contact Person, Description, and Assigned Consultant.
- Filters for columns: Appointment Sch (Status), Filter - (Reporting Contact Person), and - Filter - (Assigned Consultant).
- Table rows showing appointment details:

Status	Reporting Contact Person	Description	Assigned Consultant
Appointment Scheduled 16 Sep 2021 20:00:00 Support Tech	Charles Peacock	[Email icon] [Down arrow icon]	Keith Norris
Appointment Scheduled 13 Sep 2021 08:30:00 Keith Norris Zanele Mthembu	Vaughn Cleminson	[Email icon] [Down arrow icon]	Keith Norris
Appointment Scheduled 11 Jun 2021 12:30:00 Riaan van Rooyen	Riaan van Rooyen	[Email icon] [Down arrow icon]	Riaan van Rooyen
Appointment Scheduled 08 Jun 2021 15:00:00 Riaan van Rooyen	Lucy Ince	[Email icon] [Down arrow icon]	Riaan van Rooyen
Appointment Scheduled 12 Apr 2021 09:00:00 Support Tech	Selenium UI Test Client Contact	[Down arrow icon]	Support Tech
Appointment Scheduled 19 Apr 2021 09:00:00 Support Tech			

Faster Client Search

We have refactored the client search functionality in Pulse, and you should find the responsiveness improved as a result.