PULSE BUSINESS SOFTWARE

Cloud-based software that drives your business.

Release Notes – Pulse Version 21.06

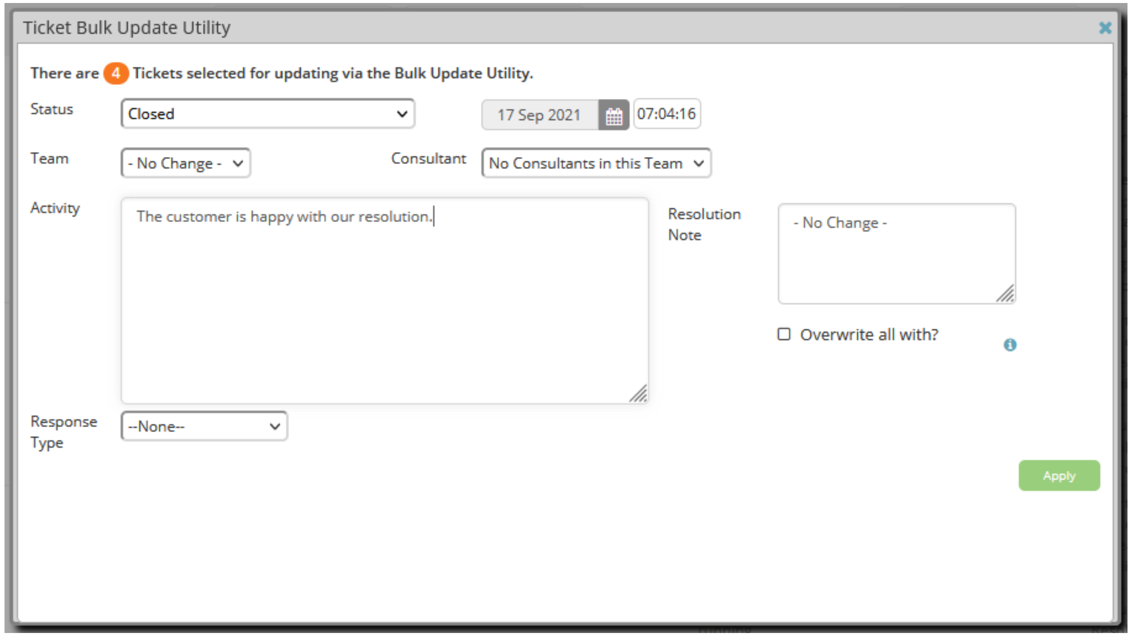
Highlights

Service	☆ Allow capturing of the response date on the bulk update
Service	☆ Custom Fields can be mandatory before close
Service	☆ Copy Service Request – Choose New Parent
Service	☆ Cyclic Service Reqiuest Improvement
DIY Reports	☆ PulseSA DIY Report Open URL
Core	☆ Drag-drop Assignment
Core	☆ Retiring the old Client Portal

Service

Allow capturing of the response date on the bulk update

The Service Desk bulk update now allows capturing of the response date. Previously this was the date time that the bulk update was run.



Custom Fields can be mandatory before close

Categories (dropdowns) could previously be set as mandatory before close. Custom fields (text, numeric, date etc) can now also be mandatory before closing the Service Request.

Copy Service Request – Choose New Parent

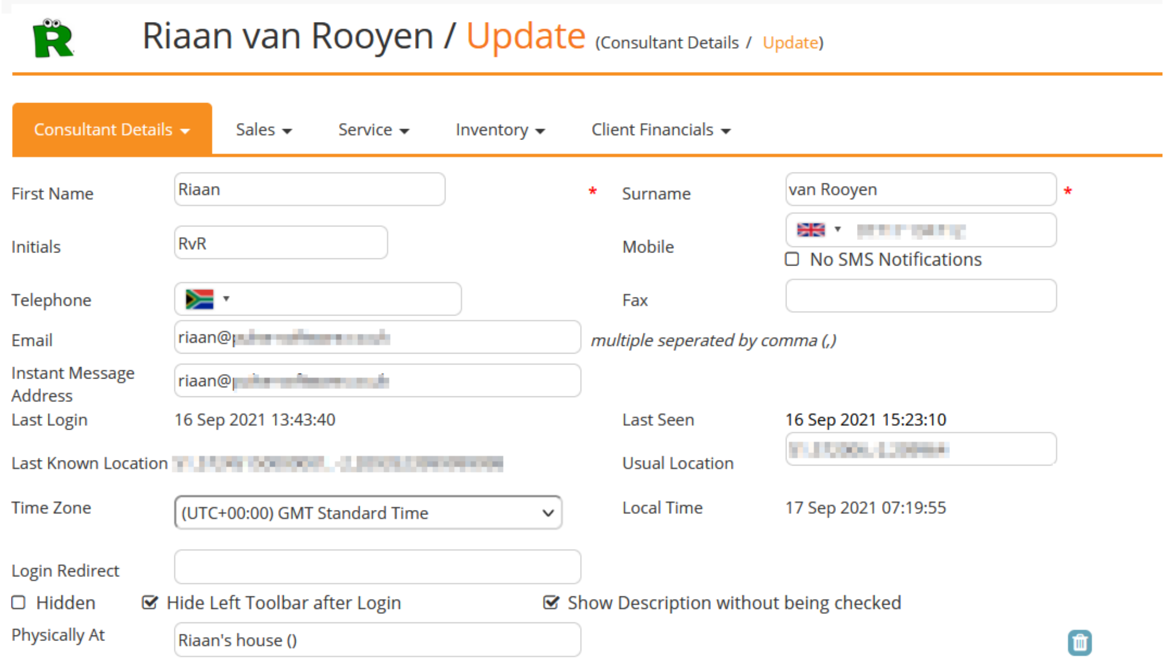
In some contexts it is useful to have a client available under more than one parent. If this functionality is enabled then copying a Service Request allows you to simultaneously choose a new parent. The client is then duplicated under the new parent, and the copy of the Service Request linked to the new client.

Cyclic Service Request Improvement

Cyclic Service requests have, in the past, been unable to catch up if adverse network or server conditions prevented them from being made. With this release they will be made even if their date has passed, ensuring nothing is missed.

Show Consultant Local time on their profile

When using timezone functionality, Pulse now shows the local timezone of a consultant on their profile.



DIY Reports

PulseSA DIY Report Open URL

It is now possible to designate a URL for a field on a DIY report to open. Data from the report can be passed in the querystring.

Core

☆ Drag-drop Assignment

We have built the first iteration of Drag-drop Service Request Assignment. Filter the Service Requests by status, and choose a team. You can then drag the Service Requests to assign them to the consultants.

Give it a go and let us know what you think. What enhancements would you like to see?

☆ Retiring the old Client Portal

As of 21.06 the old client portal has been retired. If you don’t hear from us then it means that you are not affected as you have already transitioned to the new client portal.

Behind the Scenes Improvements

In this release we have made a number of changes that affect how we deploy our code. This is in preparation for a fully-fledged continuous integration / continuous deployment framework.