










PULSE BUSINESS SOFTWARE

Cloud-based software that drives your business.

Release Notes – Pulse Version 21.06

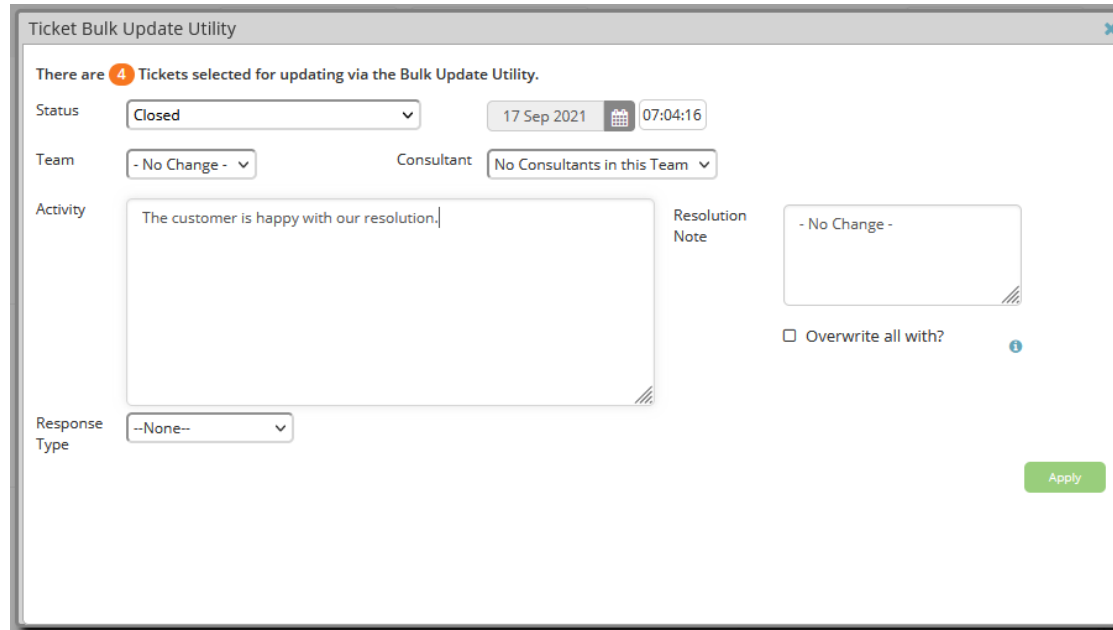
Highlights

- 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 Request 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.



The screenshot shows the 'Ticket Bulk Update Utility' window. At the top, it states 'There are 4 Tickets selected for updating via the Bulk Update Utility.' Below this, there are several fields for configuration:

- Status:** A dropdown menu set to 'Closed'. To its right, a date and time field shows '17 Sep 2021' and '07:04:16'.
- Team:** A dropdown menu set to '- No Change -'. To its right, a 'Consultant' field is set to 'No Consultants in this Team'.
- Activity:** A large text area containing the text 'The customer is happy with our resolution.'.
- Resolution Note:** A smaller text area set to '- No Change -'.
- Response Type:** A dropdown menu set to '--None--'.


At the bottom right of the window, there is a checkbox labeled 'Overwrite all with?' and a green 'Apply' button.

★ 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.


Show Consultant Local time on their profile

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

 **Riaan van Rooyen / Update** (Consultant Details / Update)

Consultant Details ▾ Sales ▾ Service ▾ Inventory ▾ Client Financials ▾

First Name	<input type="text" value="Riaan"/>	* Surname	<input type="text" value="van Rooyen"/>	*	
Initials	<input type="text" value="RvR"/>	Mobile	<input type="text" value=""/>		
Telephone	<input type="text" value=""/>	Fax	<input type="text" value=""/>		
Email	<input type="text" value="riaan@pulse.rooyen.co.za"/> <i>multiple seperated by comma (,)</i>				
Instant Message Address	<input type="text" value="riaan@pulse.rooyen.co.za"/>				
Last Login	16 Sep 2021 13:43:40	Last Seen	16 Sep 2021 15:23:10		
Last Known Location	<input type="text" value=""/>			Usual Location	<input type="text" value=""/>
Time Zone	<input type="text" value="(UTC+00:00) GMT Standard Time"/>	Local Time	17 Sep 2021 07:19:55		
Login Redirect	<input type="text" value=""/>				
<input type="checkbox"/> Hidden	<input checked="" type="checkbox"/> Hide Left Toolbar after Login	<input checked="" type="checkbox"/> Show Description without being checked			
Physically At	<input type="text" value="Riaan's house ()"/>				



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.