



Release 4.11

ONE-TO-ONE SERVICE.COM[®]
iService[®] Customer Interaction Solution

iService[®]

Release Notes

Release Notes – Version 4.11

Improving the Release Notes

We need your help. The purpose of this document is to provide a release history for users and implementers of iService. This document contains the original request for change along with developer or tester notes regarding how the change was implemented. User interface changes are described within the User Interface Changes section.

You should use this document to:

- Become familiar with the changes in the system since your last release. Some changes may require user training because of a new interface or workflow.
- Develop a test plan for implementing the new release. Your test plan should cover the new functionality introduced within this release.

This release document is intended to help our users effectively utilize iService and we would like your feedback on whether it is helpful and how we can improve. Please send your comments to support@1to1service.com or contact your account manager directly. Thank you in advance for your help!

Sincerely,

The One-to-One Service.com Team

Please send your comments to: support@1to1service.com

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Release Overview

Major Enhancements

None

Minor Enhancements and Bug Fixes

ID	Type	Description	Category	Details
1166	Bug	Question body not saved for new articles	Find Answers	The question text for a new article was not being saved in certain scenarios.
1172	Bug	Selecting "Question and Answer is HTML" causes the question body to disappear.	Find Answers	The new HTML body fields were causing the question to be hidden. This was corrected.
1148	Bug	Lack of skills may prevent new message assignment	Admin Tools - Skills	When a message is in My Inbox from a topic that has no required skills, the forward to agent drop-down did not list any agents (at least when logged in as a CSR). This is related to having more than 1000 unanswered interactions, because the query was limited to determine matching items. This has been corrected.
1139	Bug	In the Supervise view, an AAQ submitted by an agent while logged in showed assigned to that agent	Msg Queue - Supervise	An Ask a Question submitted by an agent while logged in showed up with the Agent as the Operator, rather than unassigned. This has been corrected.
971	Bug	Change label for Save and Resolve records in interaction history.	Interaction History	Within interaction history, the label used on Save and Resolve actions displayed a type of Note. This was confusing, because it was unclear how the original interaction was resolved. They are now labeled as Resolve Note.

Significant Interface Changes

No significant interface changes.

Changes to Web Services

The following information is provided for clients that are accessing the iService Web Services directly.

Changes from Release 4.10 to Release 4.11

There were no changes to existing web services between release 4.10 and 4.11.