



Release 4.12

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

iService[®]

Release Notes

Release Notes – Version 4.12

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

© 2009 One-to-One Service.com, Inc.

All Rights Reserved

PO Box 2231 • Champaign, IL 61825

Phone 217.398.MAIL (6245) • Fax (866) 557-2545

One-to-One Service.com, iService, and the One-to-One Service.com logo are registered trademarks of One-to-One Service.com, Inc.

Table of Contents

Release Overview	2
Major Enhancements	2
Forward external answer page simplification	2
Allow forward external answer page from Agent Notify email	2
Allow filters to set interactions as available for agent email reply	2
Enable the \$NotifyResponseID\$ and \$NotifyResponseBody\$ variables for Forward External Message Queue option	2
HTML Auto Responses	3
Minor Enhancements and Bug Fixes	3
Send agent notify only when interaction is available	3
Save And Resolve should save as Public Note, not Private Note	3
Message Properties panel does not size properly in IE7	3
Incoming reply from agent via email not getting to customer	3
Wrong email displayed when creating new contact and sending agent email	4
Sending Supervise response as secure msg	4
Supervise page does not display prior question	4
Blank articles not allowed	4
Default view of Find Answers should include all sub topics	4
Update CSS to allow wrapping of text in auto response page	4
Significant Interface Changes	5
HTML Auto Responses	5
Changes to Web Services	6
Changes from Release 4.11 to Release 4.12	6

Release Overview

Major Enhancements

ID	Type	Description	Category	Details
1155 / 1184	Feature	Forward external answer page simplification	Msg Queue	<p>Made changes to the forward to external answer page (forward.aspx) to make it simpler to use and more cross browser compatible. It currently does not work on IE6 or any non-java script browsers.</p> <ul style="list-style-type: none"> * Removed the Login button * Removed the Find Answers and Ask a Question links * Replaced the sprite image with simple graphics and a standard submit button * Eliminated javascript so the page works on most smartphones
1159	Feature	Allow forward external answer page from Agent Notify email	Admin Tools - Autoresponses	<p>We now allow the forward to external answer page (forward.aspx) to be accessible from agent notification emails. This will allow the agent recipient to forward the notification to any third party for answering without logging into the site.</p> <p>To enable this feature, a filter must be used to create a GUID for incoming messages that allow external answering. To enable all messages, simply use the expression “.” for subject and body within a filter. A new filter action of Forward External is available to create the GUID.</p> <p>To create the URL within the agent notification that allows direct access to the external answer page, a URL can be constructed as follows:</p> <p>http(s)://websiteURL/forward.aspx?id=\$ForwardGUID\$</p>
1183	Feature	Allow filters to set interactions as available for agent email reply	Admin Tools - Filters	<p>Interactions must be assigned a GUID for the forward external link to function. To include the forward external link in auto responses, we need the ability to set this GUID in a filter when a message arrives. The URL for this must be set in the auto response as shown in the item above.</p>
1181	Feature	Enable the \$NotifyResponseID\$ and \$NotifyResponseBody\$ variables for Forward External Message Queue	Msg Queue - My Queue / Supervise	<p>Prior to release 4.12, the ability to answer a contacts question via email was limited to the auto response sent to agents via the Agent Notification process. These auto responses used the \$NotifyResponseID\$ and</p>

option			<p>\$NotifyResponseBody\$ variables to embed the original question and provide a space in the email reply where the agent could type their answer.</p> <p>This enhancement provides the same functionality to the Forward External process invoked by agents from within the Message Queue pages. This allows the agent to forward any message to any email address, and provide the recipient a way to respond without logging into iService or opening a web page. For recipients that might not have access to a web browser, this provides a convenient way for them to provide an answer.</p>
Feature	HTML Auto Responses	Allow Multipart Auto Responses	<p>Auto Responses now allow auto responses to be send in multipart form, supporting both plain text and HTML bodies. A new label for variables (\$) is now supported in addition to the <> label to simplify the editing of HTML response content.</p> <p>Note: Release 4.13 includes full support of agent initiated HTML messages in addition to auto responses.</p>

Minor Enhancements and Bug Fixes

ID	Type	Description	Category	Details
1182	Bug	Send agent notify only when interaction is available	Admin Tools - Autoresponses	We previously sent the agent notification whenever an agent had matching skills / segment access and notify enabled. However, contact replies are automatically assigned to the original agent and not available to others. Agents are now only notified about the new message when it is not automatically assigned to another agent. The assigned agent still receives the notification.
1034	Bug	Save And Resolve should save as Public Note, not Private Note	Interaction History	Save And Resolve are now labeled as Resolve Note in the Interaction History, rather than Note.
1004	Bug	Message Properties panel does not size properly in IE7	Msg Queue - My Queue	In My Queue, the Message Properties panel did not resize properly when the window shape was changed to certain widths.
1201	Bug	Incoming reply from agent via email not getting to customer	Mail Processor	<p>The problem occurs in the following scenario:</p> <ol style="list-style-type: none"> 1. Customer submits via Ask a Question 2. iService routes message to agent via Agent Notify 3. Agent answers via Forward External interface link

				<p>4. Customer receives reply and replies back via email</p> <p>5. iService routes message to agent again via Agent Notify</p> <p>6. Agent now answers via email after the "Begin Message" portion, blanking out some lines for clarity first.</p> <p>7. Message arrives at iService, and is recorded as a Private Email.</p> <p>8. The customer never gets this email.</p> <p>This scenario has been corrected.</p>
1171	Bug	Wrong email displayed when creating new contact and sending agent email	Cust Info - Contacts	If you created a new contact after viewing the details of a prior contact, the Agent Email tab displayed the prior contact email is address as the contact label.
1187	Feature	Sending Supervise response as secure msg	Msg Queue - Supervise	Secure messages were previously only supported in My Queue. They now work within the Supervise page.
1188	Feature	Supervise page does not display prior question	Msg Queue - Supervise	The Supervise page now displays the prior question, which makes the Forward External functional from the Supervise page in addition to the My Queue page.
1173	Feature	Blank articles not allowed	Find Answers	We disallow the saving of articles that have no subject, body, or answer.
1156	Feature	Default view of Find Answers should include all sub topics	Find Answers	Set the default view of Find Answers to have the include all sub topics selected.
1199	Bug	Update CSS to allow wrapping of text in auto response page	Admin Tools - Autoresponses	Allow text to wrap for long URLs within the text and html text boxes to prevent unreasonably wide cells.

Significant Interface Changes

HTML Auto Responses

Auto responses may now be sent including an HTML body. The Auto Response screen was revised as shown below.

the best place for shopping

CUSTOMER INFO MESSAGE QUEUE FIND ANSWERS ASK A QUESTION MY ACCOUNT ADMIN TOOLS

Hello, Landlord Administrator! (Logout)

Segments Websites Skills Agents User Types Additional Details Departments Alerts Contact Summary Help

Segment Name	Standard
er-stop	True
Human Resources	True
IT Compliance	True
Power Company	True
Property Management	True
Sales	False
Travel	True

New Segment

Details Contact Properties Interaction Properties Mailboxes **Auto Responses** Stock Responses Topics Filters

Auto Response Name

- Account Creation
- Agent Notify
- Alert Notice
- Forward External
- Password Reset
- Secure Response
- Shipping**
- Std Response
- Tech Support

New Auto Response Delete Auto Response...

Response Name: Shipping

Description: Response to shipping question

Subject: Shipping answer:

Response Body:

Dear <Name>,
We received your question regarding shipping, and believe we have your answer. Please click on the link below to view the answer.
<https://eshop.iservicecrm.com/FindAnswers.aspx?>

Use No-Reply From address

Html Response Body (Optional):

```
<div style="width: 775px; background-color:#eedd82; layer-background-color:#eedd82; float:left; visibility: visible">  
<p></p>  
<p>Dear $Name$,</p>
```

Auto responses now have a Plain Text and HTML body. The HTML body can be left blank to send a plain text only response.

Changes to Web Services

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

Changes from Release 4.11 to Release 4.12

There were no changes to existing web services between release 4.11 and 4.12.