



**Release 4.15**

ONE-TO-ONE SERVICE.COM<sup>®</sup>

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iService<sup>®</sup> Customer Interaction Solution

**i**service<sup>®</sup>

Release Notes

# Release Notes – Version 4.15

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## 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](mailto: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](mailto:support@1to1service.com)***

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## Release Overview

### Major Enhancements

ID	Type	Description	Category	Details
1237	Feature	<b>Add \$Contact Property\$ substitution variable</b>	Contact Properties	<p>Contact properties can now be added to an auto response or an agent answer using the contact property variable.</p> <p>The variable should be entered using one of the three formats below:</p> <ol style="list-style-type: none"> <li><b>1) \$contact property\$</b> - This will display all contact property values for the contact in a list format. For example:           <p>Property Name1: Value Property Name2: Value Etc. ...</p> </li> <li><b>2) \$contact property#\$</b> - This will display only the specified contact property value that corresponds to the property ID number. For example:           <p>\$contact property1\$ would display the contact's first name. If the property is null or an invalid property number is specified, nothing will be inserted (just blank).</p> </li> <li><b>3) \$contact property-'PropertyName'\$</b> - This will display only the specified contact property value that corresponds to the property name. For example:           <p>\$contact property-'First Name'\$ would display the contact's first name. If the property is null or an invalid property number is specified, nothing will be inserted (just blank).</p> <p>A future enhancement will present all of the variable options from a new drop down menu in the Msg Queue page.</p> </li> </ol>
1259	Feature	<b>Add "thread" checkbox to Set Interaction Property action step</b>	Admin Tools> Filters	<p>Added checkbox to Set Interaction Property action step, allowing the root of the thread to have its property set.</p>

1260	Feature	<b>Action step to change interaction's thread based on equal property value</b>	Admin Tools> Filters	The "Change Interaction Parent" option is now added to the Filters area. It takes interactions with the same interaction property value and sets the parent of those transactions to the one with the oldest (lowest) reference number. It also sets the topic for each to match the one of the new parent, where necessary.
1119	Feature	<b>Read values out of email to set interaction properties</b>	Admin Tools> Filters	<p>The Set Interaction Property action step can read the expression matched in the filter to determine what value to set.</p> <p>Example: Filter expression: ^Product:\s*(.*)\$</p> <p>Set Interaction Property – Property: Product Name</p> <p>Set Interaction Property Value – Value: /exprmatch 1</p> <p>When an email with the line "Product: Blah" is received, it will set the interaction property called Product Name to the value of "Blah".</p> <p>"/exprmatch" is the command name, "1" is the parameter which tells it which regular expression group index to look for. Index 0 is the entire matched string. In the example above, index 1 is the part inside the parenthesis.</p> <p>With this feature filters can be made to automatically set interaction property values on form submitted emails.</p>
1233	Feature	<b>Add sign-in to all pages</b>	All Pages	Converted the sign-in to a horizontal section at the top of each page. The login section now appears on all pages until the user logs in, and then is replaced with the logout link with a slight shrinking of the page. This allows users to return to a previous page if their session is timed out, and to link directly to places inside of iService.

### Minor Enhancements and Bug Fixes

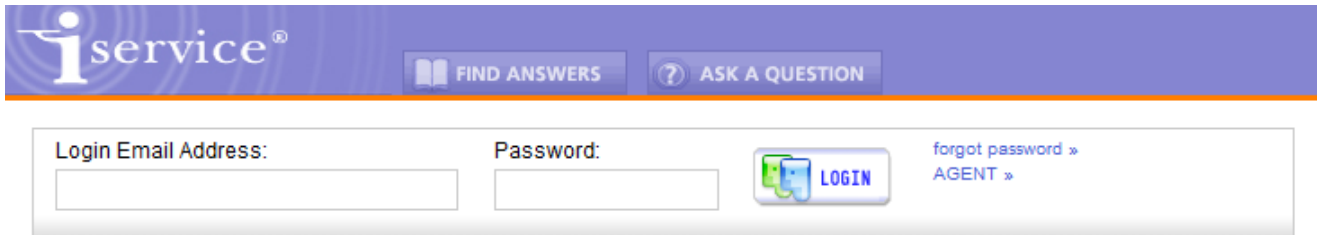
ID	Type	Description	Category	Details
1116	Bug	<b>The sort link opens the first article in list</b>	Find Answers	When clicking the title (Subject) link in the find answers page to sort a list of articles, the first article in the list is opened. The link will now sort the list without opening any articles.
	Bug	<b>Error creating alert</b>	Admin Tools –	When modifying an alert, the following error

			Alerts	was generated: "Invalid step ID specified: 1. ID must be blank or match an existing step ID." This may have been fixed for several releases.
1140	Bug	<b>Error sending message from My Queue when reassigned via supervise</b>	Msg Queue – My Queue	When a supervisor reassigns and finishes a message an agent was still working on, a server error would occur. We now present a more user friendly error message indicating the message has been resolved.
1145	Bug	<b>Empty article shown on deletion</b>	Find Answers	Confirming deletion of an article temporarily displayed a blank article until a screen refresh occurred.
1177	Feature	<b>Display file name instead of full path</b>	Find Answers	Find Answers wrongly showed the original path of an attachment instead of just the file name.
1225	Bug	<b>Remove interaction property-based skills from Topic page</b>	Admin Tools – Topics	Admin Tools -> Topic page no longer shows skills related to Interaction Properties. Such skills are not meant to be assigned to topics.
1230	Bug	<b>Eliminate box spread on Draft Body</b>	Msg Queue – My Queue	In the Msg Queue > My Queue page, a long URL or text without space caused the TextArea of the draft body to spread. This affected the layout of the page in IE. We converted the display area of the Draft Body to improve display of long text strings.
1240	Bug	<b>Prevent Alert from using non-standard segments</b>	Admin Tools – Alerts	Alerts can no longer improperly use a non-standard segment.
1241	Bug	<b>Unable to change Alert setting for a change topic for a non-standard topic</b>	Admin Tools – Alerts	Non-standard topics are no longer allowed.
1250	Feature	<b>Add tenant name to log file errors</b>	Web Interface	Adding the name makes evaluating log file errors on a multi-tenant install easier to troubleshoot.
1253	Bug	<b>Forward.aspx submit button says Submit Question instead of Submit Answer</b>	Msg. Queue – Supervise	Interface now shows correct function.
1257	Bug	<b>Logging in as new user shows message only prior ID should use</b>	Ask A Question	Submission response no longer shows for the next logged in user.

## Significant Interface Changes

### Main login

The main login for iService has been redesigned to make better use of space. In addition, this new login will appear on other pages whenever the Login link is clicked.



### Filter enhancements

Two enhancements to Filters were made. Examples of each are in the screen shot that follows.

Change Interaction Parent – The “Change Interaction Parent” option is a new filter action. It takes an incoming interaction with the same interaction property value as another interaction, and sets the reference number of the new interaction to the same as its parent. It also sets the topic for each to match the one of the new parent, where necessary.

This is useful for tying emails with a unifying property into the same thread, when they would otherwise come in under entirely separate threads.

Set Property In Thread Root Interaction – This checkbox allows an Interaction Property to be set on the first item in the thread, even though the value is coming from the latest interaction on that thread.

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

**Filters** | Groups

Filter Name
Property - Item ID
Property - Item ID subject
Property - Listing Fee
Topic - Auctions - invoice
Topic - Auctions - item sold
Topic - Auctions - new listing
Topic - Auctions - payment received
Topic - Buying

New Filter | Delete Filter...

Name:   
Description:   
Expression:   
Match In:  
 Subject  Body  To  From  Contact Properties  
Filter Action:

**Set Interaction Property**

Property:   
Value:   
 Set Property In Thread Root Interaction

Changes Ref # to match the parent of the earliest transaction on which it is matched via its interaction property.

**Change Interaction Parent**

Property:   
The interaction with the lowest reference number having the same value for the chosen property as the target interaction will become the new parent. The topic of the target interaction will be set to match the new parent.

## Changes to Web Services

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

### Changes from Release 4.14 to Release 4.15

There were no changes to existing web services between release 4.14 and 4.15