



Release 4.3

ONE-TO-ONE SERVICE.COM<sup>®</sup>

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iService<sup>®</sup> Email  
and Customer Information  
Management System

**i**service<sup>®</sup>

Release Notes



## Release Notes – Version 4.3

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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 Assistant. 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**

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# Table of Contents

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<b>Release Overview</b>	<b>2</b>
<b>Major Enhancements</b>	<b>2</b>
Support customized css	2
Cannot delete contact properties	2
Confirm deletion and show impact	2
<b>Minor Enhancements and Bug Fixes</b>	<b>2</b>
Create Tenant database import function.	2
Make format changes to Msg Queue	2
Mail loop occurs when "from" address matches an iservice mailbox	2
Agent list should be in table form	2
Timeout in Interaction Search	3
Add pagination to My Message Inbox and Pending	3
Add new agents to same contact segments as its creator	4
Add pagination to History section of Contacts and My Queue	4
Always display interaction properties in Ask a Question	4
Remove canned phrases from Ask a Question	4
Replace "Owner" with "Contact"	4
Revise agent list	4
Error switching from Segment>'Std View' to non-std segment	4
New Mailbox screen is labelled New Contact Property	4
Tickets stored as Ask a Question	4
Topic tree out of order in Alerts Condition box	5
Update label to release 4.3	5
<b>Significant Interface Changes</b>	<b>6</b>
<b>Customized Style Sheets</b>	<b>6</b>
<b>Delete Contact Property</b>	<b>6</b>

## Release Overview

### Major Enhancements

ID	Type	Description	Category	Details
<a href="#">876</a>	Feature	<b>Support customized css</b>	Web Interface	Since users will be adding their own customizations via a css in the website tab, we need to aggregate their changes along with the default style sheet. This will ensure that any buttons or css items added after they make their customization will be supported.
<a href="#">730</a>	Feature	<b>Cannot delete contact properties</b>	Admin Tools - Contact Properties	In Admin Tools tab under Contact Properties there needs to be the ability to delete contact properties.
<a href="#">757</a>	Feature	<b>Confirm deletion and show impact</b>	Web Interface	Whenever we delete an item, we need to show the impact (e.g., show the topics affected when deleting an autoresponse) and require the user to confirm deletion.

### Minor Enhancements and Bug Fixes

ID	Type	Description	Category	Details
<a href="#">906</a>	Testing	<b>Create Tenant database import function.</b>	Desktop App	To be used for loading and debugging tenant databases sent to us from clients.
<a href="#">862</a>	Feature	<b>Make format changes to Msg Queue</b>	Msg Queue - My Queue	Implement the formatting changes included within the attached image.
<a href="#">896</a>	Bug	<b>Mail loop occurs when "from" address matches an iservice mailbox</b>	Mail Processor	A spam message sent "from" info@1to1service.com to info@1to1service.com caused a mailloop because of auto-responses being sent to the iService mailbox. There was code in the iSA3 mailpopper to prevent this from occurring by limiting the number of auto-responses. This code or a similar check for loops needs to be incorporated into the iSA4 mailpopper.
<a href="#">703</a>	Feature	<b>Agent list should be in table form</b>	Admin Tools - Agents	The Agent list should include the following information within the top section, and the cols should be sortable. 1. Agent Last Name 2. Agent First Name 3. Agent Email 4. Segments (separate by commas) 5. Departments (separate by commas) 6. Agent Status (logged in / Logged Out) I assuming sorting on segment will base the sort on the first segment listed. It's going to be important to see agents by segment and department in the list, but given they can be in multiple segments/depts the display will be a little difficult. If necessary, we can leave these out at

				first.
<a href="#">886</a>	Bug	<b>Timeout in Interaction Search</b>	Msg Queue - Search	<p>When doing a search on all interactions (blank search for) for Ref# in a DB with 577,000 total interactions we get the following error. Server Error in '/' Application. -----                  ----- The request was aborted: The operation has timed out. Description: An unhandled exception occurred during the execution of the current web request. Please review the stack trace for more information about the error and where it originated in the code. Exception Details:                  System.Net.WebException: The request was aborted: The operation has timed out. Source Error: An unhandled exception was generated during the execution of the current web request. Information regarding the origin and location of the exception can be identified using the exception stack trace below. Stack Trace: [WebException: The request was aborted: The operation has timed out.]                  System.Web.Services.Protocols.WebClientProtocol.GetResponse(WebRequest request) +314                  System.Web.Services.Protocols.HttpWebClientProtocol.GetResponse(WebRequest request) +4                  System.Web.Services.Protocols.SoapHttpClientProtocol.Invoke(String methodName, Object[] parameters) +172                  iService.iService.MessageSearch(SearchParameter parameter, Int32 numResultsPerPage, Int32 pageNumber, ThreadSortColumn[] sort) +127                  OneToOne.iService4.WebSite.PageObject.MessageQueue.Search.GetMessages(Int32 pageNumber, ThreadSortColumn[] sortOrder) +354                  OneToOne.iService4.WebSite.PageObject.MessageQueue.SuperViseList.Page_LoadComplete() +110                  OneToOne.iService4.WebSite.PageObject.MessageQueue.Search.Page_LoadComplete() +626                  OneToOne.iService4.WebSite.PageObject.MessageQueue.Main.Page_LoadComplete() +268                  OneToOne.iService4.WebSite.MessageQueue.Page_LoadComplete(Object sender, EventArgs args) +63                  System.Web.Util.CalliHelper.EventArgFunctionCaller(IntPtr fp, Object o, Object t, EventArgs e) +15                  System.Web.Util.CalliEventHandlerDelegateProxy.Callback(Object sender, EventArgs e) +33                  System.Web.UI.Page.OnLoadComplete(EventArgs e) +2063076                  System.Web.UI.Page.ProcessRequestMain(Boolean includeStagesBeforeAsyncPoint, Boolean includeStagesAfterAsyncPoint) +1875 -----                  ----- Version Information: Microsoft .NET Framework Version:2.0.50727.1433; ASP.NET Version:2.0.50727.1433</p>
<a href="#">881</a>	Feature	<b>Add pagination to My Message Inbox and Pending</b>	Msg Queue - My Queue	<p>The inbox and pending tab currently grow within the page without limit. We should fix the number of messages displayed to 10 and the other pages should be reference by page number. This will eliminate the impact on the IIS processor as the number of messages in queue grows. Note - the ultimate solution would be an ajax approach where you could scroll through the list and update details in the panel below. The list would only display 10 but would refresh rapidly while scrolling. There are various controls that do this nicely, but we can put that off until a future release.</p>

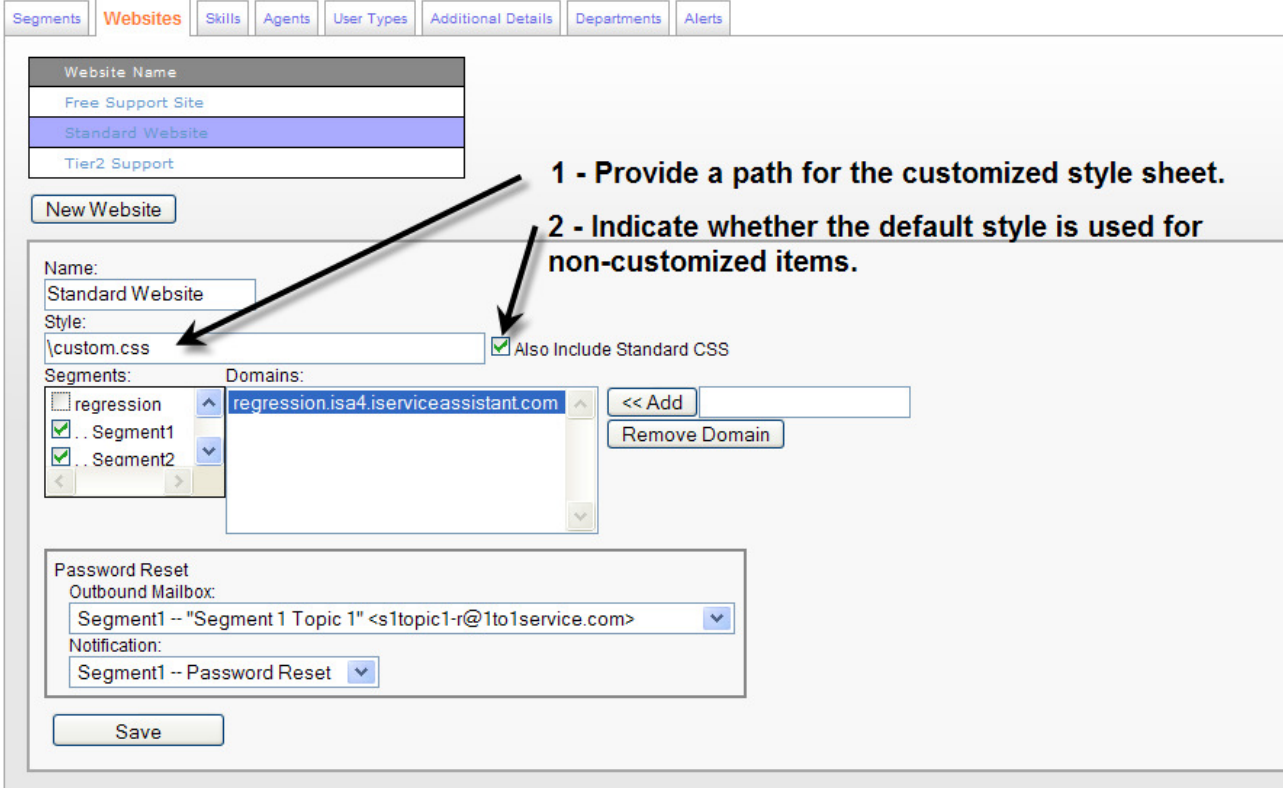
<a href="#">899</a>	Bug	<b>Add new agents to same contact segments as its creator</b>	Admin Tools - Agents	When an administrator or manager creates a new agent, they can grant that agent "segment access" as an agent. However, the newly created agent does not belong to any segments as a "contact". Since the new agent is not assigned to a segment, the Agent Properties tab is not editable. Also, since the agent is not in a segment their contact record can't be searched by the admin or manager that just created them. When creating a new agent, automatically add them to the same segment membership as their creator. This is the same process as creating a new contact in the Customer Info page.
<a href="#">884</a>	Feature	<b>Add pagination to History section of Contacts and My Queue</b>	Cust Info - Contacts	The history within Contacts and My Queue displays an unlimited number of items in the page. This creates a performance issue for contacts with large numbers of items. Limit the display to 100 item, similar to Supervise lists, and provide pagination for the remainder.
<a href="#">903</a>	Bug	<b>Always display interaction properties in Ask a Question</b>	Ask a Question	When an anonymous user selects a topic in the Ask a Question page, the interaction properties are not displayed unless they are "Shared" properties. Since the user will be added to the segment as soon as they ask the question but not before, display all of the Question Interaction Properties for these topics when the page loads for the user.
<a href="#">902</a>	Bug	<b>Remove canned phrases from Ask a Question</b>	Ask a Question	The canned phrases link should not be presented to visitors asking questions. It is currently displayed below the submit button and should not appear on the page.
<a href="#">800</a>	Bug	<b>Replace "Owner" with "Contact"</b>	Admin Tools - Contact Properties	Replace the text Owner viewable and Owner editable with Contact Viewable and Contact Editable.
<a href="#">852</a>	Feature	<b>Revise agent list</b>	Admin Tools - Agents	The agent list in Admin Tools>Agents does not display the email address consistently. If the agent has a name, it is displayed in the email column instead of name. Update this list to include the columns shown in the attached image.
<a href="#">891</a>	Bug	<b>Error switching from Segment&gt;'Std View' to non-std segment</b>	Admin Tools - Mailboxes	When switching between the Segment>Mailbox screen from a standard segment to a Non Standard Segment, an invalid CreateNewMailbox is presented. Upon clicking this button, it creates the new mailbox but can't be fully completed because there are no topics to set for the target. See attached image. We should not present any of the Standard Segment views for Non-Standard segments. This same bug exists with the other standard views including mailboxes, auto responses, canned phrases, topics, and filters.
<a href="#">892</a>	Bug	<b>New Mailbox screen is labelled New Contact Property</b>	Admin Tools - Mailboxes	When you click New Mailbox from Segments>Mailboxes the creation screen is labeled "New Contact Property" instead of "New Mailbox".
<a href="#">880</a>	Bug	<b>Tickets stored as Ask</b>	Cust Info - Contacts	Tickets are labeled as Ask a Question within the interaction history. They should be labeled "Ticket".

		<b>a Question</b>		
<a href="#">866</a>	Bug	<b>Topic tree out of order in Alerts Condition box</b>	Admin Tools - Alerts	When selecting a topic for monitoring in an alert, the topic tree is shown out of order. It should be shown in the standard topic tree order. This appears to be in the Condition box only, not the action box. See attached image.
<a href="#">895</a>	Bug	<b>Update label to release 4.3</b>	Web Interface	Update the website label to release 4.3

## Significant Interface Changes

### Customized Style Sheets

Tenants may now implement a customized style sheet in addition to the standard iService.css style. These changes are made in the Admin Tools>Website page as shown below. The best approach to customization is to extract only the styles that need customization and place them into a separate file. This file must be in a location that is accessible by the iService website.



Version: 4.3.3048.22890 Hello, landlord@mail02.1to1service.com! (Logout)

Segments Websites Skills Agents User Types Additional Details Departments Alerts

Website Name

- Free Support Site
- Standard Website
- Tier2 Support

New Website

Name: Standard Website

Style: \\custom.css

Also Include Standard CSS

Segments: regression Segment1 Segment2

Domains: regression.isa4.iserviceassistant.com

Password Reset

Outbound Mailbox: Segment1 -- "Segment 1 Topic 1" <s1topic1-r@1to1service.com>

Notification: Segment1 -- Password Reset

Save

1 - Provide a path for the customized style sheet.

2 - Indicate whether the default style is used for non-customized items.

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### Delete Contact Property

It is now possible to delete contact properties. When a property is selected from the Admin Tools>Segments>Contact Properties list, a Delete Contact Property button is displayed. All delete functions within the Admin Tools section of iService will follow this same process of confirming impact prior to deletion.

The screenshot shows the iService interface. At the top, there's a navigation bar with 'CUSTOMER INFO', 'MESSAGE QUEUE', 'ASK A QUESTION', 'MY ACCOUNT', and 'ADMIN TOOLS'. Below this, a status bar shows 'Version: 4.3.3048.22890 Hello, landlord@mail02.1to1service.com! (Logout)'. The main content area has tabs for 'Segments', 'Websites', 'Skills', 'Agents', 'User Types', 'Additional Details', 'Departments', and 'Alerts'. The 'Segments' tab is active, showing a table with columns 'Segment Name' and 'Standard'. Below the table is a 'New Segment' button. Underneath are tabs for 'Details', 'Contact Properties', 'Interaction Properties', 'Mailboxes', 'Auto Responses', 'Canned Phrases', 'Topics', and 'Filters'. The 'Contact Properties' tab is active, showing a table with 'Contact Property Name' and 'Text'. Below the table are 'New Contact Property' and 'Delete Contact Property...' buttons. An arrow points to the 'Delete Contact Property...' button with the text 'The new delete property button.'

Segment Name	Standard
regression	False
Segment1	True
Segment2	True
segment with property	False
Segment2.1	True

Contact Property Name	Text
additional detail 1	
additional detail 10	
additional detail 2	
additional detail 3	
additional detail 4	
additional detail 5	
additional detail 6	
additional detail 7	
additional detail 8	
additional detail 9	
cctype	
s1only	
Text	

Clicking on this button will present a list of records that will be affected by the deletion.

The screenshot shows a confirmation dialog box. It contains the following text: 'Deleting this will affect the following:'. Below this, it says 'Number of contact property values of this property: 3' with an arrow pointing to a link. The next line says 'Contact properties that use this property as the Value Type. These properties will have their Value Type set to "Text":' followed by a bulleted list with 'None'. Below that, it says 'Interaction properties that use this property as the Value Type. These properties will have their Value Type set to "Text":' followed by a bulleted list with 'None'. At the bottom, there is a red warning: 'Deletion is immediate and irrevocable upon confirmation.' and a 'Confirm Deletion' button.

Deleting this will affect the following:

Number of contact property values of this property: [3](#)

Contact properties that use this property as the Value Type. These properties will have their Value Type set to "Text":

- None

Interaction properties that use this property as the Value Type. These properties will have their Value Type set to "Text":

- None

Deletion is immediate and irrevocable upon confirmation.

[Confirm Deletion](#)