



Release 4.9

ONE-TO-ONE SERVICE.COM[®]

iService[®] Email
and Customer Information
Management System

iservice[®]

Release Notes

Release Notes – Version 4.9

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 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

1051 1053 1084 1099 1101 1102 1104 1105 1109 900	Feature	Ability to modify existing articles in place / Show recursive view of articles / Article rating / Enhanced search / Limit articles in non-standard segments	Find Answers	<p>Provided the ability to select an article and modify it in place. This includes the ability to add and remove document attachments.</p> <p>Provided the ability to see all articles within the Find Answers page by selecting the parent topic.</p> <p>Articles may now be rated only once by a visitor.</p> <p>Search was enhanced to support a recursive search process.</p>
1042	Feature	Include interaction property values in auto responses	Admin Tools - Autoresponses	<p>Auto responses may now include the interaction properties associated with the question.</p> <p>The <InteractionProperty> auto response variable is used to get all the interaction property names and values of the interaction, separated by newlines. If there are multiple values for a property, the values are separated by commas.</p> <p>To get just a single property's values, add a dash and the property's name in quotes. For example: <InteractionProperty-"Billable">. The property name has to be in quotes with a dash in front. The property name is not included in the substituted text as it is in the general mode.</p>
1112	Feature	Enable Ask A Question filters	Ask a Question	<p>When an Ask a Question form is submitted into a topic, filters can be applied to those messages similar to incoming email.</p>
1119	Feature	Read values out of email to set interaction properties.	Admin Tools - Interaction Properties	<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*(.*)\$ Set Interaction Property - Property: Product Name Set Interaction Property - Value: /exprmatch 1</p> <p>When an email with the line "Product: Blah" is received, it will set the Product Name interaction property to "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.</p> <p>In the example, index 1 is the part inside the parenthesis. With this enhancement, filters can be made to automatically set interaction property values on form submitted emails.</p>

Minor Enhancements and Bug Fixes

ID	Type	Description	Category	Details
1040	Bug	Forwarding a pending message appears to come from customer	Msg Queue - My Queue	When an agent entered a partial response to a message, and then forwarded the unsent response to another agent, their work in progresses was quoted. This change keeps the unsent response separate from the quoted original customer inquiry.
1092	Bug	Autoresponse name replaced with ID number	Admin Tools - Alerts	When you saved an alert, the name of the auto response was replaced with the alert ID number. This was corrected and it now shows the response name.

1082	Feature	Populate Company value in contact search results	Cust Info - Search	Populated the Company field in Search Results.
1097	Feature	"Save and Resolve" needs to save a public note as part of the process.	Msg Queue - My Queue	The "Save and Resolve" action now saves the response textbox as a public note before marking the incident as resolved.
1108	Feature	Message details view should match the list displayed	Msg Queue - My Queue	The message details window should match the items from the message lists above. When switching between My Inbox and Pending, the view should update along with those panels.
832	Feature	Display phone number description and multiple numbers	Cust Info - Search	When a contact has multiple phone numbers, search results now show more than one number along with the description for the number (Work, Mobile, etc.).
1111	Feature	Limit number of agents within each tenant.	Admin Tools - Agents	Added a setting in each tenant that specifies the maximum number of agents that are allowed in that tenant. The value can be set from the Desktop App. A value of zero will allow an unlimited number of agents.

Significant Interface Changes

The feature changes in this release have minimal impact on the user interface.

Changes to Web Services

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

Changes from Release 4.8 to Release 4.9

There were not changes to existing web services between release 4.8 and 4.9.