

EHD4IT/TS: Version 6.5.2 Build 6.300 - Release Notes

1. New Features

1.1 Support for Multiple Incident Management databases within a single overall product implementation to accommodate complete separation of departmental data or to store Problem, or Change Management data separately from ongoing Incident Management data

1.2 Introduction of 'Standard eMail Template' facility within Incident Management for issuing standard responses to recurring issues

1.3 Introduction of a 'First Call Resolution' flag to incident ticket form along with a secondary prompt at point of ticket closure to ensure appropriate recording of incidents resolved at point of first call

1.4 Introduction of an 'Emergency Ticket' and 'Emergency SLA Settings' to allow the designation of a class of tickets that ignore normal working hours and operate purely against 'elapsed time'

1.5 Introduction of enhanced Ticket and Work Order Cost Profiling tab

1.6 Introduction of enhanced Billing & Invoicing functionality within Incident Management dB

1.7 Introduction of 'Requisition Rejection Notifications' within Asset Management to inform those submitting 'Purchase Requisitions' of the need to edit or amend the requisition prior to approval

1.8 The introduction of 'Cost Codes' to Purchase Requisitions

1.9 Implementation of parallel set of 'Closed Incident' views within the Archive dB as exists currently within the live Incident Management dB

1.10 Introduction of a technician notification for whenever an incident classification changes

2. New Incident Management Views

2.1 Rejected Tickets by Technician – View indicates the number of tickets rejected by each technician within any given period along with the 'Rejection Reason'

2.2 Expired Tickets by Technician – View indicates the number of tickets per technician that have expired in any given period

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- 2.3 Expired Tickets by Resolver Group - View indicates the number of tickets per Resolver Group that have expired in any given period
- 2.4 Open Tickets by Resolver Group – View indicates the current spread of open tickets across all resolver groups and thereby indicates workload by resolver group
- 2.5 Closed Tickets by Resolver Group – View indicates the number of tickets closed by resolver group by calendar period
- 2.6 All tickets by Resolver Group – View indicates the overall spread of tickets across all resolver groups indicating overall workload by resolver group
- 2.7 New ‘All Tickets’ view set to display all tickets by Date ie Year/Month and then broken out by Resolver Group or by Technician

3. Upgrades to Existing Features

- 3.1 Enhanced Customer Profiles dB controls allowing simpler deletion of old or outdated Customer Profiles
- 3.2 Upgraded archiving agent ensuring appropriate archiving of all Incident Tickets, Work Orders, Work Order Tasks and ALL associated response documents are archived on schedule
- 3.3 Enhanced ‘inheritance’ of Work Order details within Work Order Tasks to provide automatic inheritance of the necessary summary values at task level thereby minimizing re-keying of data
- 3.4 Suppression of email notifications for Work Order Tasks created via Templates to ensure that the Task Assignment details can be appropriately completed before notifications get sent out
- 3.5 Revised and enhanced ‘Resolved Incident’ form
- 3.6 Revised and enhanced ‘Survey’ form
- 3.7 Re-Introduction of facility to turn off the ‘There are other open tickets for this category’ prompt when categorizing incident tickets