



IssueCentre 2.4.3 Release Notes

Released: September 2011



Version Summary

IssueCentre 2.4.3 is a medium scale release incorporating a number of small and medium scale enhancements. As planned, this release builds on the previous version's new strategy for report building by incorporating Jasper Reports integration to allow template PDF report generation. More development will continue in this vein in the coming releases.

Automated Email Processing

This version adds the capability to either semi or fully automate the processing of inbound emails for ticket creation or updates. Naturally, the option to manually create or update tickets from inbound emails remains a simple process.

Semi-automated processing means that tickets are only created if the email sender is identified as a valid customer contact email address, from the customer list. Likewise tickets are only updated if the email subject is matched with the ticket reference in the required format (which will occur when the contact replies to any email sent by IssueCentre as the reference will be included).

Fully automated processing will create new tickets for all emails received. If the email address is not recognized, a new contact will be created within a default company.

All emails processed in an automated fashion are stored to the audit folders viewable from the Processed Emails folder in the Email Inbox.

The configuration of automated email processing is achieved from the Inbound Routing administration screen, selecting the Email Processing option.

The screenshot shows the 'Email Processing' configuration dialog box. It contains the following fields and options:

- Auto Ticket Creation:** Three radio button options:
 - Manual (all emails routed to inbox)
 - Semi-Automatic (known email address create tickets)
 - Fully Automated (all emails create tickets)
- Subject Matching Rule:** A text input field.
- Ticket Product:** A dropdown menu set to 'Use Brand Default'.
- Auto Ticket Update:** Three radio button options:
 - Manual (all matched emails routed to inbox)
 - Semi-Automatic (matched emails from known addresses update tickets)
 - Fully Automated (all matched emails update tickets)
- Subject Match Example:** A text input field containing '[REF#100900]' with a note '(configured in System Settings)'. Below it is a label 'Subject Match Example:'.
- Update Ticket Status to:** A dropdown menu set to 'Use Brand Default'.
- Add Event as:** A dropdown menu set to 'Use Brand Default'.
- Notification Address:** A text input field containing 'mike.edwards@fosolutions.co.uk'.

At the bottom right, there are 'Cancel' and 'Ok' buttons.

Agent Welcome Screen

New agents logging into IssueCentre will now initially be presented with a new IssueCentre branded Welcome screen. The message presented to the agent on the Welcome screen can be fully configured by an administrator from the Notices administration screen.



Ticket Custom Fields

Custom fields can now be defined and added to tickets. The same flexible means of defining your own fields, as provided for defining Assets is now available to create additional fields for tickets. The creation of the fields is exactly the same as for assets, so existing customers will quickly get to grips with creating these new fields. The custom fields can be viewed and updated on the Ticket View/Edit screen within the Ticket Info panel on the right hand pane.

Ticket Info		Edit
Received By:	Phone	
Id No:	1234	
Start Date:	15/09/2011	

The values of individual custom fields can be searched using the Advanced search or generically using the standard Search by typing any custom field value.

Custom Fields:
 =

Ticket Linking

Related tickets can now be linked together to allow easy viewing from one ticket to another. Ticket links are bi-directional meaning creating a link in one direction automatically links the other ticket in the opposite direction. Likewise deleting a link will delete the link in the opposing direction.

Ticket linking is performed on the View/Edit ticket screen using the Linked Tickets panel on the right hand side. To create a link, click the Add Link hyperlink and perform a Search to find the required tickets. Mark the checkboxes of all of those that apply and click the link at the top to create the linkage.

Linked Tickets		Create Ticket	Add Link
100904	P2 Under Investigation Can't Get In!		<input checked="" type="checkbox"/>
100912	P2 Under Investigation check the sla for this		<input checked="" type="checkbox"/>
100918	P2 Under Investigation Test Custom Fields		<input checked="" type="checkbox"/>
100920	P2 Under Investigation Creating a new linked ticket		<input checked="" type="checkbox"/>

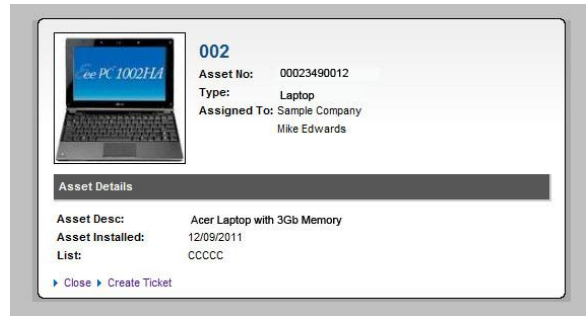
Alternatively, clicking the Create Ticket link will create a new ticket with a link automatically added to the current ticket.

Tickets can be de-linked by clicking on the red cross next to each ticket.



Customer Portal

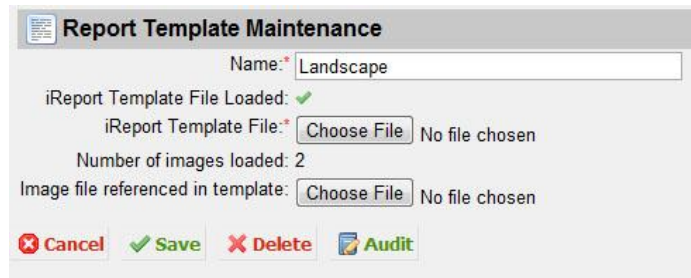
The Customer portal now provides a new panel to display the list of assets that belong to the customer. Clicking on an asset will display a popup panel showing all the details of the asset (excluding any fields marked as private). Clicking Create Ticket from the Asset, creates a new ticket with the asset automatically associated with the ticket.



Report Builder & Query Builder

The functionality previously provided within Report Builder has now been separated out into a new menu item called, Query Builder. This provides the means to create advanced queries that can either be exported as a CSV or stored for use within a Report, from the Report Builder.

The Report Builder provides the ability to create Reports templated using Jasper iReports software using the IssueCentre data provided by Queries created using the Query Builder. The templates created in iReport Designer are uploaded into IssueCentre using the Report Template maintenance within the Miscellaneous Administration menu.



The new Report Builder menu option provides the ability to select a template and the Report query to be used to feed the data into the template to create a report in output in PDF format.

Jaspersoft software products are available as Commercial or Open Source versions, providing an easy means to get started. The Open Source version of the iReport designer can be downloaded free of charge from here: <http://jasperforge.org/projects/ireport>

For details of the commercial version of the products please visit www.jaspersoft.com .

In this release we provide support for the following Jasper chart types: Bar Chart, Pie Charts, 3D Pie Charts, XXX and YYYY. Further report types and the ability to include multiple charts within a single report will be added in future versions.



Minor Enhancements

The following small enhancements are included within this release:

- Some rearrangement and cosmetic improvements to the main menu
- Cosmetic improvements to make the page header (below the menu) more consistent throughout the product
- Cosmetic improvements to the ticket event history to show the historical values of the status, priority and progress at the time of each event.
- Added “Asset:” to Standard search notation to search for tickets with a matching asset
- Added “SLA:” to Standard search notation to search for tickets with a specific SLA



Bug Fix List

This section details the list of bugs that have been fixed in this version.

Ticket	Type	Summary
103432	Asset	Contact was not always being created when using asset import.
103431	Asset	Confirmation message for importing assets should indicate singular / plural.
103312	Asset	Not seeing assets when using asset: in standard search.
103478	Bug Found	Latest version of CKEDITOR is not working re carriage returns.
103445	Bug Found	Campaign maintenance and the date picker
103413	Bug Found	Changing the "route to brand" must show a save request.
103410	Configuration	Engines Started / Not Started – Not always showing correct state.
103412	Cosmetic issue	Replace "contract" with "brand" in routing maintenance.
103411	Cosmetic issue	Inbound routing update icons.
103403	Cosmetic issue	Increase the size of error window.
103395	Cosmetic issue	Priority field is not resetting the colour field. (Maintenance)
103477	Dashboard	SLA monitor dashboard panel doesn't appear to be configurable
103409	Email Inbound	Issue with routing control in IE9 re selecting brand inbox.
103424	Logic/Bug	Need to prevent fields being cleared on Campaign maintenance during form validation.
103408	Notifications	Text replacement with trailing \ character
103464	SLA Management	Priority column should use priority colouring
103443	SLA Management	SLA is ignoring bank holidays
103427	SLA Management	Issues we are seeing with tickets failing SLA
103463	Ticket New/View	Side Panels on Ticket view - Text label doesn't allow dropdown/close
103196	Ticket New/View	Editing an event and changing the event type duplicates event.
102820	Ticket Search	Search terms aren't trimmed before searching.



About IssueCentre

IssueCentre is a web-based Ticket Tracking and management system for companies and user groups of all sizes. It provides fast data entry, extensive configurability and easy management.

IssueCentre is developed and owned by First Option Solutions. Find out more about IssueCentre at www.issuecentre.com .