

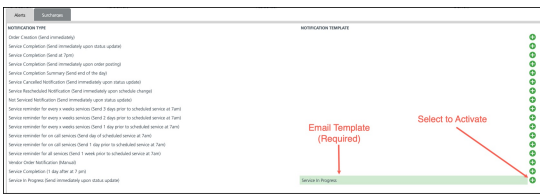
(ALL) Setup Module RNs

Last Modified on 01/23/2023 3:07 pm EST

Operations - New Alert Notification Type (13389) [Enhancement]

A new Notification Type 'Service In Progress' has been added to Alerts in *Setup > Work Type*. Customers will receive the 'Service In Progress' notification once the status of the work order has changed from Scheduled to In Progress. To enable the notification:

- Create an email template and attach it to the Notification Type 'Service In Progress'
- Select the green '+' icon for the notification



Pathway: *Setup > Operations > Work Type*

Articles: N/A

Service Code - Screen is Experiencing a Longer Load Time (13842)

A performance issue was causing the Service Code screen to take longer to load. This has been fixed.

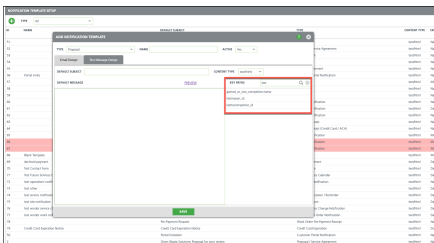
CODE	NAME	UNIT OF MEASURE	EQUIPMENT TYPE	MAXIMUM TIME	UNIT	IS STANDARD
810101	10 Hour Open Top Service	Hour	OT	10	Hour	Yes
810102	10 Hour Open Top Service	Hour	OT	10	Hour	Yes
810103	10 Hour Open Top Service	Hour	OT	10	Hour	Yes
810104	10 Hour Open Top Service	Hour	OT	10	Hour	Yes
810105	10 Hour Open Top Service	Hour	OT	10	Hour	Yes
810106	10 Hour Open Top Service	Hour	OT	10	Hour	Yes
810107	10 Hour Open Top Service	Hour	OT	10	Hour	Yes
810108	10 Hour Open Top Service	Hour	OT	10	Hour	Yes
810109	10 Hour Open Top Service	Hour	OT	10	Hour	Yes
810110	10 Hour Open Top Service	Hour	OT	10	Hour	Yes
810111	10 Hour Open Top Service	Hour	OT	10	Hour	Yes
810112	10 Hour Open Top Service	Hour	OT	10	Hour	Yes
810113	10 Hour Open Top Service	Hour	OT	10	Hour	Yes
810114	10 Hour Open Top Service	Hour	OT	10	Hour	Yes
810115	10 Hour Open Top Service	Hour	OT	10	Hour	Yes
810116	10 Hour Open Top Service	Hour	OT	10	Hour	Yes
810117	10 Hour Open Top Service	Hour	OT	10	Hour	Yes
810118	10 Hour Open Top Service	Hour	OT	10	Hour	Yes
810119	10 Hour Open Top Service	Hour	OT	10	Hour	Yes
810120	10 Hour Open Top Service	Hour	OT	10	Hour	Yes

Pathway: *Setup > Services > Service Code*

Articles: N/A

Notification Template -New Key Paths added to Proposal Template (13307) [Enhancement]

A new Key Path has been added to the Proposal notification template. When Proposal is selected for the template Type, 'gained_or_lost_competitor' becomes an available option in the Key Path list.

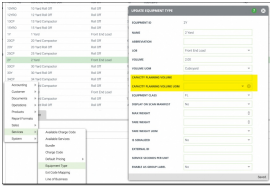


Pathway: *Setup > System > Notification Template*

Articles: N/A

Equipment Type (Services Setup)- Capacity Planning Volume UOM not saving (13889)

Previously, when a user tried to update the 'Capacity Planning Volume UOM' field in the Equipment Type setup editor, an error triggered and the field did not save. This has been fixed.

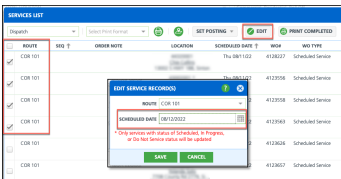


Pathway: Setup > Service > Equipment Type

Articles: N/A

Dispatch - Reschedule Notifications Not Sending For Bulk Reschedules (11483)

When rescheduling multiple service records at the same time from the Services List in Dispatch, reschedule notifications were not generating. This has been fixed.



Pathway: Operations > Dispatch (Services List)