



# Service Sight

## Release Notes

SP3

### ServiceSight Field Service Management System - Service Pack 3

Feb 16, 2018



#### Notice

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# SECTION 1 - BUG FIXES

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## 1.1 6302 Error on Mobile App When Engineer Removed from Visit

Error messages were appearing on the mobile app if an engineer was deallocated from a job that was on the mobile device.

This has been corrected so that if an engineer is removed from a job in the office then the job will be removed from the list of jobs for that engineer on his device and the mobile app will continue to operate correctly and show an error. This will happen even if the engineer has accepted or is travelling to the job.

## 1.2 6287 Uncompleting Job Visits

Users had issues uncompleting some job visits to make amendments to dates.

The error was caused by the system attempting to save the job prior to allowing the 'uncomplete' function to run. This requirement has been removed now so that the uncomplete will occur without causing any errors to appear.

## 1.3 6313 Security Role List on Employee Screen not in Alphabetical Order

On the Login Tab of the Employee screen the list of Security Roles was not appearing in alphabetical order. This has now been resolved.

## 1.4 6314 Cannot Delete Visits from Plannerboard

Users found that they were unable to delete previously allocated visits or activities on the Plannerboard. The delete button was available but nothing happened when clicked.

This has now been resolved.

## 1.5 6316 Can't Select Admin Users as a Job Controller

Users experienced a problem when there was only one user created in the database. If that user was an engineer and the admin user they could not select this users as the job controller as well.

This was due to the record not being saved between the record being changed and trying to select the job controller.

This has been resolved so that the job controller list is refreshed before selection.

# SECTION 2 - MINOR ENHANCEMENTS

## 2.1 'Permanent' Xero Link Capability

Protean have now been granted Xero Partner status and given access to the 'partner app'. This means we can now auto-refresh the access tokens used to connect to client's Xero systems.

Previously we could only stay connected to Xero for 30 minutes at a time, after which users would have to re-enter their Xero credentials to reinstate the link. Now, this can be done automatically meaning that to the user the link will now appear permanent.

## 2.2 Additional Filters on Reminders List

Users can now search the list of Reminders by Customer & Contact Names.

No	Type	Description	Contact	Customer	Due	For	Status	Priority
10	Service Reminder	Planned Annual Service on Fire Detection System	Neil Platt	Building Supplies L	21/03/2018	ADM	Active	High
9	Phone Call		Neil Platt	Building Supplies L	07/06/2017	ADM	Active	Low
7	Meeting	To discuss quote	Neil Platt	Building Supplies L	22/05/2017	ADM	Active	Medium
5	Phone Call	Intro self	Neil Platt	Building Supplies L	22/05/2017	ADM	Active	Medium



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