

What's New?

- **Manage color and file size settings across application**

Define your own color for priority, impact, urgency, risk and change type. Also, manage the allowed file size that users can upload. All in Admin > Organization > Settings.

- **Manage color of request status**

Define your own color for a request status from Admin > Request Custom Status.

- **Add icons while adding a new asset type.**

Max 5 Mb file allowed. File types allowed are: JPG, JPEG. The image is visible when you add a new asset.

- **Custom Asset fields data import from CSV**

When you import an asset CSV, the system will also import data of custom asset fields also.

- **Feedback Link validity**

Now you can define the validity of the feedback form sent in emails. Users won't be able to send feedback after the link is expired. You can configure the link validity in feedback settings.

- **User custom fields in workflow**

In a request workflow, you can use 'user custom fields' while defining the conditions (IF parameters).

- **Default 30 days free license**

Now you'll get the free license of 30 days.

- **Self-registration email verification**

When you requester registers yourself on portal, you'll get an email verification link on your email. After verifying the link, you can use ITSM.

- **Approval link on email**

Now you'll receive an approval link in the email of approval request. You can click on the link and directly access the request.

- **Import Location and Departments**

Now you can import the departments and location using CSV. For departments, 3 level hierarchy is allowed during import.

- **Editing users imported from LDAP**

Now you can edit users that are imported from LDAP (except email field).

- **Rich text box in Request, Problem and Change requests**

A rich text box is provided in Request, Problem and Change requests. Tickets from outside ITSM will also show in HTML format.

- **Allow/Disallow emails and domains for ticket creation**

Now you can manage which emails and domain servers should/should not create tickets from email. Go to Admin > Email server configuration and configure emails and domains for ticket generation.

- **New portal preferences for requester**

Some new preferences are provided for requests. You can manage these preferences from Admin > User > Preferences.

- **Work Tab Improvement**

Now when you work for resolution of a ticket, the system shows comments and notes in more understandable format.

- **Enhancements in reports**

New columns in Request Summary Report - Solution

New columns in Problem Summary Report - Solution

New columns in Problem Tabular Report - Symptoms, Root Cause, Impact

New columns in Change Tabular Report - Impact, Rollout Plan, Backout Plan