

House on the Hill

2021 - Release Notes 220505

Ref	Summary	Fix Release
IN019751	Update to improve the saving of mht email file attachments for mail read	15z
RFC04493	Login Summary can now include Login:Last Seen	15i
IN019289	Service Portfolio Summary now shows Contract field	15f
IN019317	The Kbase:Product field when entered is now retained	14d
IN019249	Present the Summary field in preference to the Subject in the Search & Link tab on a Ticket	13y
IN019143	Show Daily/Hourly Rate when selecting an Assignee (Scheduled For) on an Activity	13s
IN019219	New Call:Teams component to show assigned tickets	13q
IN019166	Jobsheet now includes the full solution text	13k
IN019162	Enable WebGuests to Choose Fields and View in Inventory Summary	13h
IN019140	Where WebGuests are allowed to be assignees, the Multiple Assignee option now also shows WebGuests	13e
RFC04443	Initiate Teams screen sharing session from within HotH UI	13a
IN019110	The report width on field Call:First Note is now respected in Views and Reports	13a
IN019062	Correction for Append feature in Case Information Requests	13a
IN019093	Call:Topic on QuickCalls is now carried through onto the call	12c
RFC04445	New field 'Call:Work Time' available	11
RFC04442	Initiate Teams chat from within HotH UI	10f
RFC04438	New Nav:Summary_Archived option available	10d
IN018967	You can now have HTML Solutions in the Knowledgebase (if enabled)	10c
RFC04431	Provide Access to Activity records from archived tickets	08a
IN018863	Correction for uploading Customer image using Choose File	08a
RFC04424	Extension to the API for call create to allow support for extra fields	07b
IN018821	Show Open Calls for Customer - clicking OK or Cancel in a call returns you to the Customer's Open Call summary	07b
IN018813	Enable switching to Calendar mode on Activities/Tasks	06a
RFC04419	An Email Subscribers Button is added on Service Catalogue entries	05g
IN018723	If you create or amend a customer with a reference that is already in use, you get an error message	05d
RFC04405	Addition of time entry to Escalation options	05
RFC04403	Add Mail Automation rule that will ignore unmatched replies	05
IN018702	Update of ticket status via email read with and without use of #API	05
RFC04404	Team/Group Calls Component for Nav:Summary	04i
IN018644	Show Nav:Summary_Customer / Nav:Summary_Org as appropriate on Customer and Org Summaries	04i
IN018632	Enable the Hot! check box to be set via email read using email read forms	04i
IN018638	Creating a Contact from a Customer record now returns you to the Customer summary	04g
IN018628	Allow view of notes against archived calls	04g
IN018602	Enable Filter on Channel	04f
IN018579	Allow drag and drop attachments on Sales Opportunities	04e
IN018464	Prevent loading of duplicate logins in Cloud Sync	04e
RFC04398	Ability to create WebGuest Logins from Contacts	04d
IN018523	Correction for KPI Ave total line time calculation	04

IN018502	Allow saving of 'First Note' details on a new call form even if HTML Details or Description not enabled	03z
IN018503	When a WebGuest starts logging a Call bring forward the email, phone and location fields from the Login fields if these fields are empty on locked in record	03y
IN018402	Asset Reports - Look-up Fields now resolve	03w
IN018459	Top value is now saved in QuickReport from KPI monitor	03u
IN018429	Where logins have numbers as their tags, the literal on the email button will show Login Name	03s
IN018398	Prevent error when auto-deleting attachments with an apostrophe in the archive calls process	03p
IN018354	Allow saving a private view when the login's tag contains @ character	03n
IN018284	When raising a new ticket from a customer record you are required to complete mandatory fields	03i
RFC04328	Enable setting of HotH default browser icon	02b
IN018127	Activity:Quantity now respects default value in DD	00j