

WORKPOOL RELEASE NOTES

WorkPool Version : 4.6
Release/Batch Number : 93148

Internal Build Date : 2014-05-05
Notes Prepared By : Pierre Norden

Summary of Modules / Components Affected:

Module Changed/Affected	Significance / Effort
Calendar	Major
Communications (Email & SMS/Text Message)	Major
Dashboard / Intranet Home	N/A
Directory	Minor
Files	N/A
Items	Medium
Process Management	Medium
Tasks & Activities	Medium
WorkPool System Administration	Minor

CHANGE LOG DETAILS

CALENDAR

1. Send and Receive Outlook and Gmail-based Calendar Invitations from WorkPool (95886)


This version of WorkPool implements functionality that will allow users to send and receive “Microsoft-style” Calendar events to and from WorkPool in a way that integrates with the WorkPool Calendar as seamlessly as possible while retaining the original functionality to invite and manage attendance of Internal Resources.

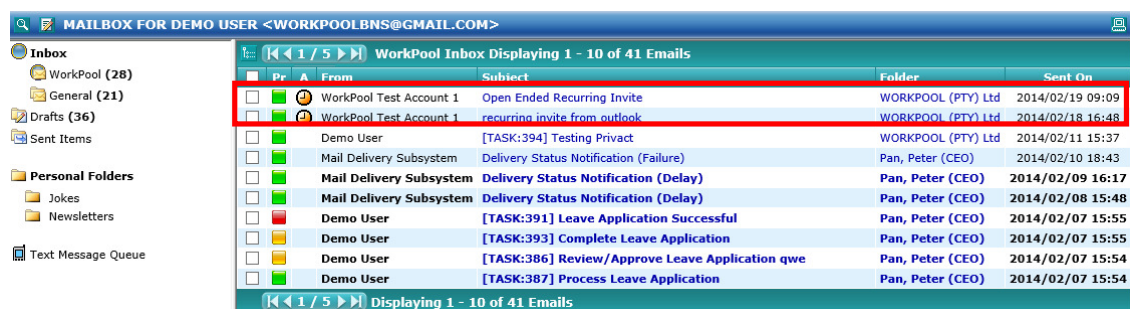
It is important to note that while an industry standard does exist (referred to as iCal or iCalendar standard) the specifics and details of how such integration can be achieved between software packages differ from vendor to vendor. Furthermore, software vendors will often deviate from this standard by adding additional features to their software to add proprietary functions to their software or to compensate for gaps in the standard specification. Microsoft for example has been known to do this on a regular basis to complement their own products. That said, vendors must consider that the majority of email invitations today, especially in a corporate environment, originate from a Microsoft environment. For this reason extra effort was undertaken by WorkPool to add as much Microsoft specific support as possible. In cases where

Microsoft deviates from the standard and where such deviations could be identified we implemented code to support these changes. The iCalendar specification also provides support for the sharing of Outlook Tasks (To Do Items) and Journal entries; however since these concepts already exist in WorkPool and go well beyond the functionality provided in Outlook, this was excluded from this development effort.

Breakdown of features and changes:

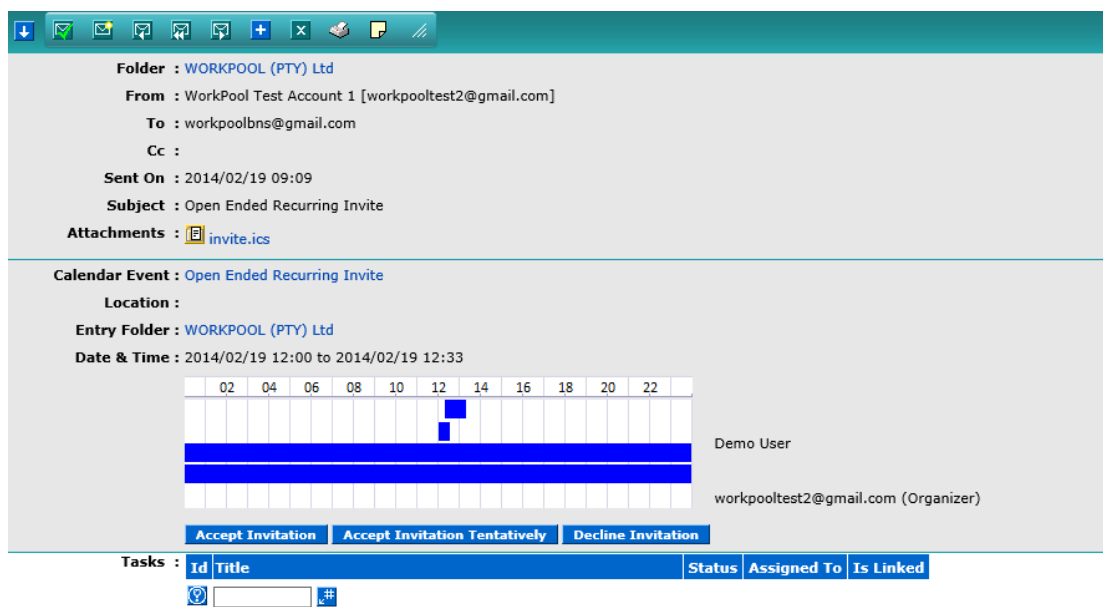
a) Receiving an Email Invitation from an External Party

In line with other applications, receiving a calendar event invitation in WorkPool will not automatically add the event to your WorkPool calendar, even though some services like Google Calendar will do this. Instead, the invitation will appear in the user's WorkPool mailbox as an email and upon reviewing the content the user can then choose to accept, decline, or accept the invitation tentatively. A new icon  has been created to allow the user to differentiate Calendar invitation messages from normal Email messages. This icon is visible in the attachment column.



b) Importing a Calendar Event

Upon opening a Calendar invitation email a new screen will appear showing the original email message as well as Calendar Event details (i.e. date, time, location, etc.). From this screen the user can then act on the invitation to accept, accept tentatively or decline the invitation.



Please Note: As per the screenshot above, in many cases the Calendar Invitation email message will have an attachment that ends with the extension **.ics** or **.ifb**. These files can be ignored if WorkPool recognises the email as a Calendar Invitation as we will automatically interpret the content of this file (which is in fact the actual Calendar invitation) and present the information to you in an understandable format. WorkPool can only import files that conform to the industry standard. In cases where the information in the file does not match industry standards the user can always click on the file itself to import this into an alternative calendar application like Outlook.

WorkPool downloads only one copy of the invitation email. If an invitation was sent to multiple parties in WorkPool, the first person who takes action to link and import an event will do the work for the other users. If you open your email message and the event exists already (i.e. can already be found in WorkPool) then accepting/declining/accepting tentatively will update your attendance status only. Assuming there are multiple parties invited to the event and they are all Internal Resources on WorkPool with mailboxes enabled, the first person to accept/import the calendar event will cause the event to be added to WorkPool. Every other person accepting or responding on the email invitation after this will be added to, and update the information on the same Calendar Event in WorkPool. You will therefore only have 1 instance of the event in WorkPool and not one per user.

It is also important to note that **every WorkPool user invited to the event is now a manager (or co-author) of the event**. This means that any person invited to the event may now make changes and send update requests on the event. This is different to the previous versions of WorkPool where only one author (called the manager) could make changes to an event. Furthermore, WorkPool keeps an audit trail of all changes to the calendar event as well as the

associated emails messages sent to all parties which is invaluable in understanding the events around a Calendar Event.

c) Responding on Invitations (Accept, Decline or Accept Tentatively)

When you click on the “Add Event to my Calendar” button in the email message a new dialog box will appear:

The screenshot shows an email interface with a calendar event invitation. The email header includes 'Sent On : 2014/04/17 15:47', 'Subject : WorkPool New Event from', and 'Attachments : invite.ics'. The event details are: 'Calendar Event : WorkPool New Event from', 'Location : My Desk', 'Objective :', and 'Date & Time : 2014/04/17 13:00 to 2014/04/17 14:00'. A calendar view shows a blue bar for the event on April 17th. A red dashed line connects the 'Add Event to my Calendar' button at the bottom to the 'Confirm Event Details' dialog box. The dialog box has a title bar with a close button, a subtitle 'Confirm Event Details', and a prompt 'Please specify an Entry Folder and Event Type.'. It contains an 'Entry Folder' text input field with icons for clearing, undo, redo, and adding, and an 'Event Type' dropdown menu currently set to 'Prototyping'. 'Continue' and 'Cancel' buttons are at the bottom of the dialog. Below the calendar, a 'Tasks' table is partially visible with columns 'Id', 'Title', 'Status', 'Assigned To', and 'Is Linked'.

Id	Title	Status	Assigned To	Is Linked

To conform to WorkPool’s rules around auditability and record keeping, all Email Invitations must be linked to an Entry Folder. You can link this first, before you take action, or you can link this while taking action. Either way, WorkPool will not allow you to import the event unless you link it to an Entry Folder. In addition to the Entry, the system will also prompt you for an Activity type (another required field) as WorkPool treats Calendar events as it does standard Activities.

Pressing this button will open the file open/save dialog in the browser, prompting you to either open the Calendar Event in another (supported) calendaring program like Outlook or save the calendar invitation in the ICS format on your P.C. This feature allows the user to easily import any WorkPool Calendar Event into their calendar.

Based on your action above the system will prompt you to confirm whether an automated response should be sent to the various parties invited to the event to indicate your attendance. If you choose to send a response WorkPool will ask you to confirm the email address/es as per the steps of sending a normal email message on the “Confirm Recipients” screen. A user can also choose to suppress notifications messages from being sent to other users, just like they can in Outlook, however some notifications that update important information or affect shared Calendar Events cannot be suppressed. These include changes to the date and/or time for an event as described below.

d) Making changes to an Event & Sending notifications

Once you have accepted an event, it is a simple matter to make changes to the event, this is done by clicking on the “Edit Event” button. From here you can add more attendees, link a Task or change the Activity Type associated to this event. WorkPool-specific fields like Task number, Entry Folder and Activity Type will not interfere with other calendaring applications.

EVENT DETAILS

Event Title :

Location :

Objective / Description :

Start Time :

2014/02/28

15:00

☐ All Day Event

End Time :

2014/02/28

15:00

Repeat :

Not Repeated

Entry Folder :

Task No : ☐ Set task next action date to event date

Type :

Prototyping

Priority :

Normal

Sensitivity :

Normal

Billable : ☐

Attach File :

Attendees :

02

04

06

08

10

12

14

16

18

20

22

Required

 Demo User (Organizer)

Add Internal Attendee :

Add External Attendee by Email :

Save

Back

To suggest a new date and time for an Event:

Simply edit the Calendar invitation and adjust the date and time of the event to the desired date and time and then click on save. This will trigger an email to be sent out to all the attendees. Whenever you change important information such as the Date & Time, Title, or add/remove attendees a new email message will be sent out automatically, to all attendees, to inform them of the changes that have been made to the event.

As per the image above the edit screen is still very similar to the normal (old) Calendar Event screen used to create new events in WorkPool. One of the changes to this screen (as seen on the screenshot above) is the addition of 2 new types of attendees, this being the **External Attendee and Add Items**. External Attendees are people who are not on WorkPool and who have a valid email address. You can add External Attendees by entering their email address or using the email address lookup feature if this is someone who already exists in the WorkPool Directory. Upon saving the Calendar event the invitations are sent out automatically based on the user's confirmation.

Event Notifications for Internal Resources and other Attendees:

If you invite only WorkPool users to an event an email will not be sent, i.e. all users will receive their invitations immediately on the intranet/dashboard as per normal. If one of the WorkPool users you invite does not have a mailbox configured in WorkPool (i.e. they do not receive emails in WorkPool) an email will be sent to the email address configured in their profile. They are in effect treated as an external attendee when it comes to notifications. If the resource does not have an email address or mailbox configured in WorkPool the author of the event can still include them in the event by adding their email address (i.e. one linked to an entry) instead of selecting them from the Resource List in WorkPool – this same method is used to invite attendees that are not in WorkPool.

e) Receiving Changes, Updates or Cancellation Requests

If you are a party on a calendar event where there are other external attendees you may from time to time receive attendance confirmation messages regarding this event. These event confirmation messages will come into WorkPool as normal emails, however WorkPool will automatically open and process these to update the Calendar invitation status for the attendee in question. The email message containing this event confirmation message will still be displayed in your mailbox, as per normal, to make the user aware of the change. Opening these messages will show the response as well as any related information pertaining to the event it is linked to (read only). These messages can simply be removed from the mailbox as no action will be required.

f) Understanding Audit Notes and Calendar Email Messages

All email communications and changes associated to a Calendar Event are recorded on the "Audit Notes" section of the event. This includes the initial invitation, subsequent attendance

updates and changes to the date, time, location, etc. This information can be accessed from the “Audit Trail” button.



As explained above, WorkPool works on a “shared object principle” for both emails and calendar events, i.e. we have only one record in the database to represent the same email or calendar event, even if there are multiple parties or recipients. This saves space in the database and reduces administration (i.e. the first person linking/attending information does the work for everyone else). This approach does however introduce some additional complexity when it comes to who is allowed to edit events when an invitation comes from an external party and involves two or more WorkPool Resources. [Every WorkPool user invited to the event is now a manager \(or co-author\) of the event](#), which is different to the way the WorkPool Calendar worked in previous versions.

Since the primary goal of the special Calendar-related email messages is to facilitate the creation and co-ordination of events event, they are less significant than the actual Calendar Event itself as their content is incorporated into the Event. For this reason these Calendar related emails (request and updates) are treated in the same way as automated Task Notification emails and only displayed on the Task History or inside a folder or list when the automated communication option is ticked. There are two exceptions to this, namely:

1. Incoming emails with invitations information that have not been attended to (i.e. not responded to and still in your inbox).
2. Rejected invitations, to indicate that an action was taken even though there is no event in the calendar.

These Invitation email messages are still searchable as part of the normal email search interface.

2. Recurring Calendar Events (95886)

To comply with the iCalendar standard, we have also built in support for Recurring Events. This means that users can now set up events that will occur, for example, once a week, month or year based on a recurrence pattern that they specify. These options are as follows:

EVENT DETAILS

Event Title :

Location :

Objective / Description :

Start Time : 2014/04/23 10:00 ☐ All Day Event

End Time : 2014/04/23 10:00

Repeat : **Not Repeated**
Daily
Every Weekday
Weekly
Monthly
Yearly

Entry Folder :

Task No : Set task next action date to event date

Type :

Priority : Normal

Sensitivity : Normal

Billable : ☐

Attach File :

Reminder : None

Attendees :

02	04	06	08	10	12	14	16	18	20	22

 Demo User (Organizer)

Add Internal Attendee :

Add External Attendee by Email : Enter to Add

Add Items to event :

Depending on which one of the Repeat options the user selects, additional content will be added to the screen, between the “Repeat” Option drop down and the “Entry Folder” Control. The additional content (changes to the screen) are as follows for each of the selected options:

Repeat - Not Repeated (default option):

This option is the default and makes no changes to the screen (as seen above).

Repeat - Daily:

Repeat : Daily

Repeat Every : 1 days

End Repeating : ☒ After 10 occurrences
☐ On 2014-04-23

Repeat Every: Allows the user to set the amount of days between which the recurring calendar events i.e. 1, 2, 3... all the way up to the last day of the month.

End Repeating: Allows the user to set the maximum amount of occurrences of the recurring calendar event. For instance the option shown above will create 1 calendar

event every day, for 10 days in a row. Alternatively the user can choose to set a maximum date for the last calendar event.


Show Dates Button: This button will show you all the dates on which the recurring calendar events will be created.

Repeat – Every Week Day:

This option is similar to the above mentioned “Repeat: Daily” option but will create a recurring calendar event on week days (Monday to Friday) only; this options will not create events on a weekend, even if the number of events to be created or end date spans multiple weeks.

Repeat : **Every Weekday** ▼

End Repeating : ☒ After 10 occurrences

☐ On 2014-04-23 

Show Dates

End Repeating: Allows the user to set the maximum amount of occurrences of the recurring calendar event. For instance the option shown above will create 1 calendar event every week day, for 10 week days in a row. Alternatively the user can choose to set a maximum date for the last calendar event.

Show Dates Button: This button will show you all the dates on which the recurring calendar events will be created.

Repeat – Weekly:


This option will allow you to pick the days of the week you wish to have the recurring calendar event on and then specify over how many weeks you would like these events to be created.

Repeat : **Weekly** ▼

Repeat Every : 1 ▼ weeks

Repeat By : ☐ S ☒ M ☐ T ☐ W ☒ Th ☒ F ☐ S

End Repeating : ☒ After 10 occurrences

☐ On 2014-04-23 

Show Dates

Repeat Every: Allows the user to set the amount of weeks between which the recurring calendar events i.e. 1, 2, 3... all the way up to 30, should be created.

Repeat By: This is where you can select which day of the week the event should be created on, i.e. Monday, Thursday and Friday, by placing a tick in the appropriate tick box.

End Repeating: Allows the user to set the maximum amount of occurrences of the recurring calendar event. For instance the option shown above will create 1 calendar event every day, for 10 days in a row. Alternatively the user can choose to set a maximum date for the last calendar event.

Show Dates Button: This button will show you all the dates on which the recurring calendar events will be created.

Repeat – Monthly:

This option allows the user to create recurring calendar events on a monthly basis as per the screen shot provided below.

Repeat : Monthly

Repeat Every : 1 months

Repeat By : ☒ Day 1 ☐ The first day

End Repeating : ☒ After 10 occurrences ☐ On 2014-04-23

Show Dates

Repeat Every: Allows the user to set the amount of months between which the recurring calendar events i.e. 1, 2, 3... all the way up to 30, should be created.

Repeat By:

Day - This is where you can select which day of the month the event should be created on, i.e. 1 through to the last day of the month, by placing the number of the day in the box provided.

The - By selecting the appropriate option from the drop down boxes, the user can specify a relative day in the month, as follows.

first	day
second	week day
third	weekend day
fourth	Sunday
last	Monday
	Tuesday
	Wednesday
	Thursday
	Friday
	Saturday

As per the screen shot above one could for instance select the third Tuesday of the month, as the day for the monthly recurring event.

End Repeating: Allows the user to set the maximum amount of occurrences of the recurring calendar event. For instance the option shown above will create 1 calendar event every month, for 10 months in a row. Alternatively the user can choose to set a maximum date for the last calendar event.

Show Dates Button: This button will show you all the dates on which the recurring calendar events will be created.

Repeat – Yearly:

This option will allow the user to create Yearly recurring calendar events i.e. where you have a standing dental appointment in January of every year.

The screenshot shows a form for configuring a recurring event. The 'Repeat' dropdown is set to 'Yearly'. The 'Repeat Every' is set to '1' years. Under 'Repeat By', the 'On' radio button is selected, with 'January' in the month dropdown and '1' in the day input field. The 'On the' radio button is unselected. Under 'End Repeating', the 'After' radio button is selected with '10' occurrences, and the 'On' radio button is unselected with the date '2014-04-23' and a calendar icon. A blue 'Show Dates' button is at the bottom.

Repeat Every: Allows the user to set the amount of years between which the recurring calendar events i.e. 2 will create the event every second year, (all the way up to 30).

Repeat By:

On - This is where you can select which day of a specific month the event should be created on, i.e. Select the desired month then, 1 through to the last day of the month, by placing the number of the day in the box provided.

On the - By selecting the appropriate option from the drop down boxes, the user can specify a relative day in the month, as follows.

first	day	of	January
second	week day		February
third	weekend day		March
fourth	Sunday		April
last	Monday		May
	Tuesday		June
	Wednesday		July
	Thursday		August
	Friday		September
	Saturday		October
			November
			December

As per the screen shot above one could for instance select the third Saturday of April, as the day for the yearly recurring event.

End Repeating: Allows the user to set the maximum amount of occurrences of the recurring calendar event. For instance the option shown above will create 1 calendar event every month, for 10 months in a row. Alternatively the user can choose to set a maximum date for the last calendar event.

Show Dates Button: This button will show you all the dates on which the recurring calendar events will be created.

At available combinations allows the user to schedule any type of recurring calendar event they may need to, by simply selecting the appropriate options, available to them.

Business Rules: The most challenging component of adding support for this feature is that an event can in theory be set up to recur indefinitely, or recur on a regular basis for an extended period of time (years or decades). While this is relatively easy to introduce and implement in isolation it poses a challenge when these events have to slot into a model like WorkPool's where we keep track of time and link Calendar events to other objects like Tasks and Directory Entries. Furthermore, our implementation had to consider that these events can be shared between multiple resources (who may or may not attend all recurring meetings) and have their own combination of non-working days (which may change from time to time). To address these requirements and the various practical considerations WorkPool implemented the following business rules on recurring events:

- Should an open ended (no end date specified) recurring invitation be received, WorkPool will by default suggest an end date for the recurrence where the maximum period allowed is for 1 year from the first event. This means that an invitation for a weekly event, with no end date, will result in WorkPool creating 52 instances of the event in the attendees' calendars.
- All recurring events will be linked together using the same underlying unique event ID. Accepting the invitation to one recurring event will automatically set your status for all the related events to "Accepted". Linking of events in this way will allow for exceptions

where users may want to cancel one occurrence or change the date and time of one occurrence without affecting the other events in the series.

- c. Restrictions to the type of editing that is allowed on recurring events will apply. Altering a linked event could have consequences on subsequent future events. WorkPool will treat each past event (i.e. one that has already occurred) as a standalone event and no longer consider it as part of the series. This means any changes will only be applied to future events forming part of this chain. This same logic will be apply to deleting/removing events that are part of a series, a user can delete the remaining sequence of future dated events, or they could delete one instance of the event (past or future) without affecting the other events in the same series. The same rule applies to declining invitations which is considered to be the same as deleting a single instance of an event that forms part of a chain.

Based on feedback from our WorkPool users these business rules will be refined and expanded upon over time in subsequent versions of WorkPool.

3. Support for “All Day Events” and Events Spanning Multiple Days (95886)

The WorkPool calendar now allows for the blocking out of entire days e.g. for birthdays, vacation days or special events. Please note that this is not the same as a public holiday (known as “Calendar Day” under the Calendar Administration section) but rather something that can be used to indicate a single user’s availability without time being logged against their account. This means you can now log events like annual leave, school holidays or anniversaries to flag these days in your diary. The title of this all day event will appear in your calendar as per the screenshot below and will be visible to yourself only (other users will see the time booked out as “Private”), unless this was an invitation sent to multiple parties.

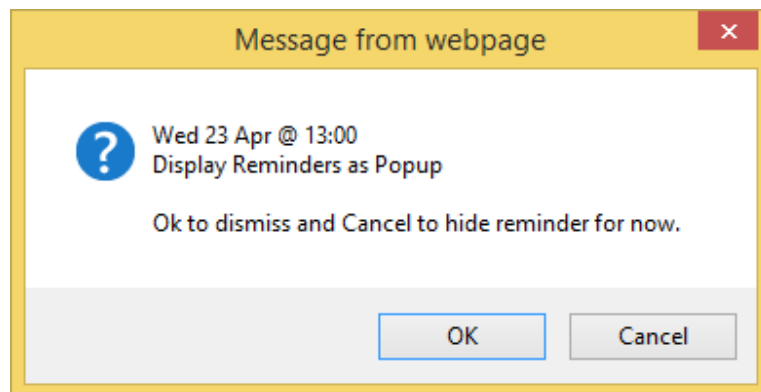
Users can now also add events that **span multiple days** from the standard Week or Month views by clicking and dragging their mouse over multiple days in the calendar. This will create a single event that will block out all the time, from start to end. As a result users will no longer have to create multiple calendar events (i.e. one for each day) when they go away for an extended period of time such as going on leave or on a business trip.

The Calendar search feature as well as reports and Task metrics have been adjusted to cater for all day and multi-day events.

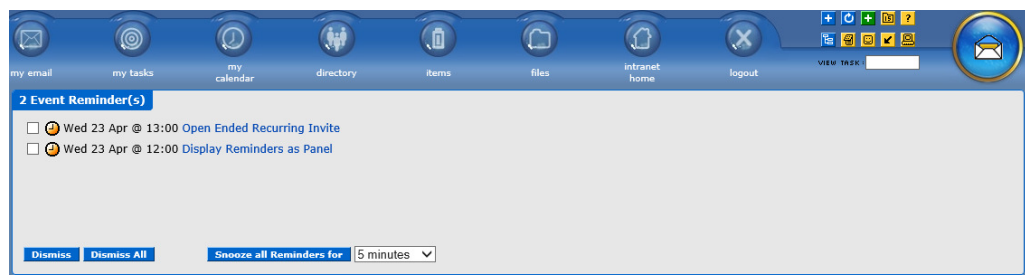
4. Meeting Alerts / Popup Reminders (95886)

The WorkPool calendar now supports alerts, to be set on and sent with a Calendar event invitation. Reminders (or alerts) are useful for people who are busy working on other screens to be reminded by WorkPool, e.g. 15 minutes before the event. Users can choose from two different types of alerts, namely:

- a. “Reminders as popup” – where this popup message will block the WorkPool Interface (browser) until such time as the user has acknowledged the alert, at which time they can continue working. Many people prefer this option, however it can have the following side effects for people who do not pay attention to their screen the entire time:
- The popup will block input from a user who may be busy typing a task or email message when the popup appears. If they do not notice this they may continue typing without realising that the browser is no longer accepting their input, or they could accidentally acknowledge the alert and miss the notification (e.g. by pressing “Enter” or "space" depending on the browser).
 - Since the popup message will take the focus away from the box you are typing in it may happen that you lose information if you press a button that has a certain meaning to the browser. An example of this is the backspace key which, when pressed, could navigate away from the screen without saving information.



- b. “Reminders as Panel” - where this panel will appear on the main WorkPool interface with an option to dismiss, snooze, or view an event. This panel will remain visible underneath the main menu until it has been acknowledged. Since the Notification Panel appears underneath the main WorkPool menu it is possible that a user, working on several WorkPool tabs/windows at the same time, may miss this alert until the user returns to the main interface (menu). To increase visibility in cases like these the browser’s title bar will start blinking with a “Reminder” text message.



Please Note:

- Default reminder intervals will apply (15 minutes) before an event, however each user may set or change their reminder values based on their preference. Default values can be set under the user profile section under “Calendar Settings”.
- An alert message will not appear if you create or modify an event that is in the past. Doing this will automatically reset your own reminder as confirmed, but all other internal parties will get a reminder again.
- If the main blue WorkPool menu is not available on any open tab / window the alert will not fire at all because to code monitoring reminders run inside this area. If this bar is hidden it could cause reminders to trigger late.
- Reminders do not work on minimized browser windows, because when a window is minimized you will only see the reminder when you maximize the window. Browsers alert boxes do not make the browser window open or maximize.
- The alert reminder period on an event will always default to your own profile settings (default being 15 minutes) even if the author of the event specified another reminder value.
- Alert reminders will always appear, even if you log in late/after the event took place and will remain until you dismiss it from the panel. Snooze does not dismiss an alert.

5. Synchronising with Mobile Phones/Other Services (95886)

One of the benefits of implementing the iCalendar standard is that any other software or device that supports the iCalendar Standard will be able to interpret WorkPool’s calendar requests in the same way as an Outlook request for example. Since most popular smart mobile devices already support the standard the same invitations can be used to add events to a mobile device's local calendar. Users can therefore invite their device as an attendee on events to automatically send the invitation to the phone/tablet as well. Events will be delivered as emails, just like any other invitation and can be clicked on to be imported. Once imported the normal rules of the device’s calendaring software will apply as far as alerts and reminders.

6. Inviting Items to Calendar Events as Shared Resources (95886)

As explained under the Items section below, the WorkPool Calendar now also supports invitations of Items to allow for booking and allocation of resources to events.

7. Minor Changes and Bug Fixes

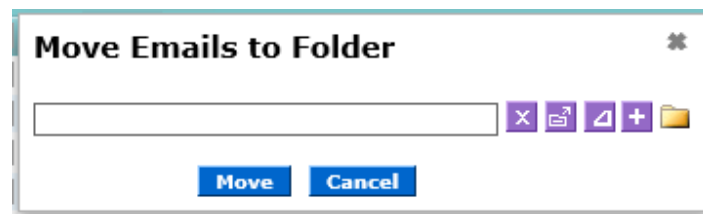
- a. **(97778)** Fixed Bug: Calendar Feed did not support date ranges in formulas using months that spanned over a year, i.e. where the start date was in one year and the end date in another.

- b. **(98136)** Fixed Bug: Could not move an Email Address listed under Entry Communications from one Entry to Another entry (error message).
- c. **(96237)** Change: Removed ambiguity from wording for feed option "My or another Resources Events". Changed to "Another Resources Events".

COMMUNICATIONS (EMAIL & SMS/TEXT MESSAGE)

1. New Inbox features to support additional Bulk Operations on Email Messages (95876)

- a. The "Move Selected" function has been renamed to "Move to Folder ..." and the look and feel of the popup box updated. The current standard rules for moving an email/s to a Folder will still apply and so, for example, you cannot move an email to a personal folder if another recipient has already linked the email to a Directory Entry folder.



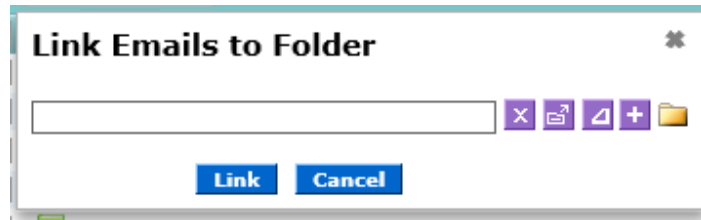
In cases where the user attempts to move an email that has not been read yet (still bold):

- As per our rules, WorkPool does not allow any unread message/s to be removed from the inbox as removing an email from the inbox has a certain significance in WorkPool - it indicates that the email has been processed and dealt with. Because of this WorkPool will warn the user that by using this function the unread email/s will be removed from their inbox and warns them of the implication of their actions.
- By proceeding the system will atomically mark all these emails as read and add an audit note recording the same.


Emails that have been read (opened) can be filed away using this feature, as per normal:

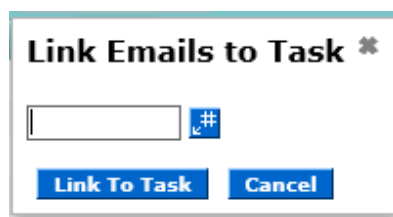
- No additional actions or warnings will be displayed when filing away read emails.
- In cases where an email has already been linked to another folder, other than the folder that the user has now selected, an audit note will be added to the email message to indicate that the user changed the Folder from folder X folder to Y.
- Messages that have already been read will not have additional audit note content added to their audit notes.

- b. New Menu Item: "Link to Folder ..."



This function is similar to the abovementioned function except that it does **NOT** remove the email message from the inbox. This function only links the message/s to the specified folder, provided all the rules surrounding emails in WorkPool are adhered to.

- c. New Menu Item: "Link to Task ..." 



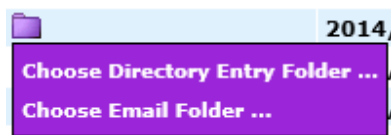
Choosing this option will allow the user to access the standard Task Entry box and lookup control to link one or more messages to the same Task. WorkPool's standard task and email rules will still apply i.e. if you do not have access to a specific Task, you will not be able to see the task in the Task List or be able to link information to it.

2. Setting/Confirming an Email Message' Folder directly from the Inbox Lists (95876)

To save time, users can now set and confirm the entry or folder for an email directly from the WorkPool or General Inbox screens. Email messages that have not been linked to an Entry Folder will now display the suggested Entry Folder link (in red), or if no folder could be guessed a purple folder will appear.

<input type="checkbox"/>		WorkPool Support (Pierre)	Testing sensitivity - confidential		WORKPOOL (PTY) Ltd	2013/01/29 17:04
<input type="checkbox"/>		WorkPool Support (Pierre)	testing priority and sensitivity		WORKPOOL (PTY) Ltd	2013/01/29 16:45
<input type="checkbox"/>		WorkPool Test	testing footer images		WORKPOOL (PTY) Ltd	2012/07/23 14:23
<input type="checkbox"/>		Demo User	IE9 Test RE: Take-on detail			2012/07/12 14:42
<input type="checkbox"/>		Demo User	Testing FW: RE: Take-on detail			2012/07/12 14:22
<input type="checkbox"/>		WorkPool Support (Pierre)	FW: Take-on detail		WorkPool (South Africa)	2012/07/12 09:25

Clicking on Either the Red Folder Name or the Purple Folder Icon will reveal the following dialog.



Selecting the "Choose Directory Entry Folder..." option will change the folder to the Electronic Folder Control



Selecting the “Choose Email Folder” option will change the folder into the Personal Email Control



From here you can type the name of the Electronic Folder or personal Folder you wish to link this email to.

3. Changes to the Email Drafting screen to improve usage and mobile/tablet support (95890)

With the rise in popularity of mobile devices such as tablets and other devices to access WorkPool we have made changes to the email composition screen to allow for a bigger content display area. Email related fields have been moved to the top of the page so that the entire bottom of the screen can be used for content which is similar to many other email clients including web based clients like Gmail and Outlook. Some fields are now hidden by default and accessible via a button on the bar at the top of the page, e.g. priority, read receipt, etc.

A screenshot of the WorkPool email drafting interface. At the top, there are buttons for 'Send', 'Save As Draft', and 'More >>'. Below these are input fields for 'Folder:', 'To:', '+Bcc Cc:', and 'Subject:'. The 'Folder:' field has a small icon bar with a close button, a folder icon, and a plus icon. Below the subject field is a 'Time Taken' section with a dropdown menu set to 'minutes' and a '(Time Started : 16:18)' label. Below that is an 'Attach File' section with a plus icon and a document icon. At the bottom, there is a menu bar with 'File', 'Edit', 'View', 'Format', 'Table', and 'Tools'. Below the menu bar is a rich text editor toolbar with various icons for text formatting, alignment, and insertion.

Kind regards
Demo User

WorkPool
(021) 592 4488 - Telephone
(086) 615 3308 - Fax
29 Milton Road, GOODWOOD 7460 - S33 54 19.5 E18 32 34.5 - GPS Address- PO Box 123, GOODWOOD, 7460

4. Updates to the component used for drafting Email Message content (95878)

The component used for writing/editing message content has been updated to add support for more browsers on more devices. By updating this component and by changing the default behaviour of the browser to automatically open this screen in new window/tab when working on a mobile device, it has improved the functionality of composing email messages on tablets.

5. Feature to View and Configure Email Signatures for all Users [102959]

This new experimental feature can be found under the My Email section by going to:

Email Administration -> Email System Administration -> User Email Signatures

With the volume of email messages ever increasing it is important that we consider the impact of badly formatted messages or invisible content that add to the size of a message but not any value. We have found several clients who configured HTML signatures for themselves by copying and pasting content from e.g. MS Outlook and resulting in email messages with thousands upon thousands of extra, unused characters in the body of their emails. As they reply or send new messages this can increase the size of their database significantly in a short space of time which also increases the cost of backups. To help users and email administrators manage signature content a new feature was added to check the size and change signatures of all active users. This feature allows an administrator to make use of existing templates to set up signatures for all users. This feature will be improved upon to be less technical in a next version of WorkPool.

6. Minor Changes and Bug Fixes

- a. **(95894)** Fixed Bug: The purpose of the “Confirm Recipients” page is to prompt the user to confirm the Entry an email address must be linked to (if this is the first time an email is sent to this address) or if the email address is linked to more than one Entry. In cases where a new email address was listed more than once on the same Entry (e.g. two different attributes on views) the system would prompt the user to confirm the Entry, despite both options being the same. Duplicate Entries are now removed.
- b. **(98528)** Fixed Bug: In some cases the option to Link Emails to personal Folders did not appear.
- c. **(95884)** Fixed Bug: In cases where users worked on or removed an email from their inbox the system returned them to the first page rather than the one they were working on (e.g. page 2 or 3).
- d. **(95931 & 98072)** Change: Implemented additional support for proprietary Microsoft content (TNEF encoded messages) as well as some non-standard, but regularly occurring message compositions.
- e. **(98366)** Fixed Bug: Users were allowed to enter an invalid or incomplete email address under the personal email account settings.
- f. **(100711)** Fixed Bug: Email Attribute Instance showing <unknown> when value exists next to it.
- g. **(103274)** Fixed Bug: When an email message is forwarded as an attachment and the user saves this message as a draft and try to send it later an error occurs preventing the email from being sent.
- h. **(103740)** Fixed Bug: The Email Removal feature, used to scan and remove emails from an inbox on the email server, could not process email messages with no From address specified.

DIRECTORY

1. Additional validation options for Date, DateTime and URL Attribute Types (95887)

Please Note: This change applies to both View Definitions and Process Definitions.

Date / DateTime Attributes:

Based on the context of a Date attribute there are often additional restrictions that the system or process designer want to impose on users. For example, if the Date attribute on a View or a Process asks for a Birthday it makes sense that the system should only allow past dates and not allow today or a future date value. To allow for more fine grained control of information captured by users we have introduced the following rule options for **Date** and **DateTime** attribute types:

1. Any valid Date / Date Time – this is the default minimum requirement and will be the default value for any old processes or view definitions configured before this version.
2. Today (now) and Future Dates Only – dates entered can range from now into the future.
3. Future Dates Only - where dates and times entered must be in the future.
4. Today (now) and Past Dates Only – historic date values only including up to today.
5. Past Dates Only – historic date values only.

Based on these rules the View and Process Instances screens have been updated to provide the users with an appropriate error message in cases where the rule has not been met.

URL Attributes:

The system or process designer can now restrict the value of a URL Attribute so that only valid documents, i.e. documents that have been uploaded to or exists in WorkPool already, can be saved. This means that users can no longer type in messages or “dummy” links into these fields for a process to continue of a view to be saved.

2. Minor Changes and Bug Fixes

- a. **(96331)** Fixed Bug: The system allowed users to enter "space" characters as valid values for in required String Attribute fields on Views.
- b. **(101911)** Change/Fixed Bug: Processes containing expressions in starting transitions would fail when started from the Directory Report (Bulk Task) screen if these expressions could not be resolved. WorkPool will now start a normal task if a process cannot be started for action by the user.
- c. **(102059)** Fixed Bug: Under certain conditions data exported using the Directory Report feature would not align with the correct columns.

- d. **(102537)** Fixed Bug: In cases where an email address was BCC'ed on an email sent from WorkPool, the email was not listed in the list of emails in the Entry Folder it was linked to.
- e. **(103737)** Fixed Bug: An error occurred if a user used the "Add New" feature to add a new Entry and View at the same time where one of the attributes on the View was of type Date/DateTime and contained an invalid value.

FILES

1. Minor Changes and Bug Fixes

- a. **(101247)** Fixed Bug: If a search returns a folder as part of the result and a user clicks on the folder icon, the system would show a "Folder Deleted" message rather than going to the folder itself. Clicking on the name does work.

ITEMS

2. Inviting Items to Calendar Events as Shared Resources (95886)

WorkPool now allow users to invite Items to Calendar Events, which means shared resources like cars, projectors, meeting rooms, etc. can be booked without the need to add a separate user account for these items. When an Item is invited to a Calendar Event the system will by default accept the invitation.

Users can view an Item's Calendar or availability from the "Calendar" tab on the Item record which will reflect all the bookings for the Item in the form of a register. Business rules have been updated to consider calendar events when dealing with Items, including assimilations of Entries, etc. Item availability information is displayed on the Calendar screen in the same way as normal resources when creating/editing an event.

VIEW ITEM WITH SERIAL (12313123123)						
Item Details Tasks Recurring Tasks History Calendar						
Today Month Week Day April 2014						
Sun	Mon	Tue	Wed	Thu	Fri	Sat
30	31	1	2	3	4	5
6	7	8	9	10	11	12
13	14	15	16 11a Coffee Meeting	17	18	19
20	21	22	23	24	25	26
27	28	29	30	1	2	3
4	5	6	7	8	9	10

Since the person responsible to coordinate or manage a resource like a meeting room could be an external party, or someone who is not on WorkPool, the system will generate and send an email invitation to the Item's registered email address – if one exist. This means that the Item manager can then accept requests from WorkPool and import this into his/her standard calendar for this resource.

3. Minor Changes and Bug Fixes

- b. (97330) Fixed Bug: The option to "include children" on Item's Task History did not include tasks linked against child items.

PROCESS MANAGEMENT

1. Addition of Link Indicators to Attributes on the Process Summary screen (95875)

This work forms part of the changes to the standard "View Task" screen as described under the Tasks and Activity Section.

Since processes have the ability to read from or write to a View in the Directory users often wonder what the impact the changes on the process will have. For this reason we now add a visual indicator when an attribute is linked to a value on a View.

Documents

Process Attributes

Person Applying for Leave : [Demo User](#)

Type of Leave : [Normal Leave](#)

Reason/Details : 12

First Day of Leave : [2012/07/10](#)

Last Day of Leave : [2012/07/10](#)

Total Number of Days Leave Required : 12

Approval : [Approved](#)

Notes : <Unknown>

Days Available (current incl this month) : <Unknown>

Days Available After (end of this month) : <Unknown>

2. Process Engine: New feature to populate attribute values from a parent process (98323)

It often happens that "big" processes are split into smaller pieces by using child processes where these child processes are flows within the process that started them. Very often, these child processes rely on information in the parent process. Historically, processes have always run independently from each other and the only way to share information between them, was to make use of Views to store and then share these values. The use of Views in this approach has certain benefits but it also has its limits and is not ideal in the case where information is only needed for the duration of the process, i.e. the View would not serve any purpose beyond the life span of the Process. For designers to use the Views in this manner was not intended so designers must bare in mind that an unintended side effect could be that another process executing in the same entry folder could over-write or read from your information at the same time. This risk has been mitigated in previous versions by WorkPool indicating cases where information do not match with a triangle icon next to the attribute that may be affected.

To allow process designers to bridge the gap in cases where information in a parent process is required/desired in a child process (started from the same process) a new feature was implemented to populate process attribute values in the child process from attribute values in the parent with the same name and type. The designer can enable this feature by using the **"Copy value from Parent Process"** checkbox on the attribute screen as per screenshot below. This property replaces the "Evaluate on Start-up" property on attributes that was not being used. By checking this box it does not mean that this process must be started from a parent process or that the process will encounter an error when it cannot populate this from somewhere. It is merely an action that the process engine will attempt to complete, but continue as usual if it cannot. Designers must therefore not code processes assuming that this value will be populated, but rather cater for all combinations.

How does it work?

When starting a new child process from another process:

The new process instance will be created and the values initialised as usual, i.e. any default values that may have been set on attributes will be applied. Directly after this WorkPool will test to see if the new process being started is also a FLOW (i.e. a child of another process) and then proceed to check all its own attributes against the attributes of the parent process. If it finds that:

- an attribute with the exact same name as the Parent Process exists and
- the Attribute has the same attribute type and
- the property "Copy Value from Parent Process" is set to true

then WorkPool will copy the value from the Attribute in the parent process into the attribute in the child process. Please consider that the Parent Process's Attribute Instance could still be null, or change again at a later stage so it does not necessarily mean a value is final or that one will always be copied over when a match is found.

An added benefit from this new feature is that designers can now add attributes to processes and take automated actions on these in transitions without the need to link this to a flow or wait for user input. For example, starting transitions could execute based on information copied from the parent process, which allows you to also detect if a process was started from a parent process or not.

As mentioned above, the system will be lenient in copying these values and not report errors or problems when it cannot populate an attribute. WorkPool will however record in a Task Note on the process instance task any values that the system set automatically, as well as any cases where the engine attempted to set a value based on the rules above but failed.

3. Additional validation options for Date, DateTime and URL Attribute Types (95887)

As per the item described under the Directory section with the same title.

4. Process Designer: Adding support for starting external tasks/processes (95896)

In our previous release we added a new feature to start tasks or processes as "external" to the process that started them. We have now included support for this feature on the visual process designer.

The screenshot shows the 'Edit Flow' dialog box with the following fields and values:

- Flow Name: G
- Task Title: Starting as External
- Description: (empty text area)
- Owner Expression: \${processManager}
- Resource Expression: \${processInitiator}
- Priority: Normal
- Duration: 5 minutes
- Flow Type: Process
- Start As External: Yes, every time (Loop)** (highlighted with a red box)
- Flow Process: HR: Leave Application3
- Sensitivity: Normal
- Is In Transfer: ☐
- Is Billable: ☐
- Estimated Time: (empty) minutes
- Ref Doc: (empty) with a document icon
- Entry Expression: (empty)
- Note 100: (empty)
- Note 200: (empty)
- Buttons: Less, Save, Cancel

5. Minor Changes and Bug Fixes

- (97897)** Fixed Bug: In cases where a Flow made use of the new “Due Date Expression” feature to calculate the due date of the Task based on the value of the Process Instance Task the date of the Process Instance Task itself was also updated.
- (96331)** Fixed Bug: The system allowed users to enter "space" characters as valid values for in required String Attribute fields on processes.
- (104838)** Fixed Bug: The “Update” button on the Edit Attribute screen was disabled before the information was saved (Internet Explorer 9 only).

TASKS AND ACTIVITIES

1. Changes to the “Show Task” screen and addition of Process Attribute Information (95875)

Several small changes have been made to the “Show Task” screen used to display all the task information.

- a. The Task Number is now a hyperlink (can be clicked on) that can be used to reload the page or open the same task in another page – often used by people who work in more than one window/tab at the same time.
- b. The Task Action panel now floats in the same way as the Email action panel does on emails. This means the user can take action from anywhere on the task without the need to scroll to the top or bottom.
- c. The Participant, Dates, Metrics and Documents floating panels have been updated to the same look and feel as the Process Instance screen (rounded panel edges).
- d. The "Directory Entry" and "Electronic Folder" links have been merged to a single line, as seen in the image below.



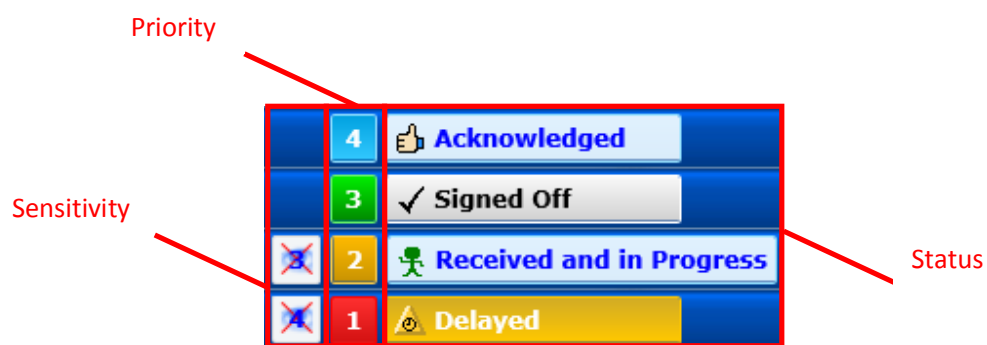
- e. The link to Items (if one is linked to a Task) has been updated as per the Directory Entry example.
- f. The status of the task will now cause certain fields to appear or be removed. The "Time from Due Date" label is now only visible when the task is active. "Date Completed" and "Archived" will only be visible if the task is no longer active



- g. The standard "Task Status" field has moved from the list on the left to the top right corner of the screen with a colour indicating the status along with the status icon. The benefit of this approach is that statuses such as escalations and delays feature more prominently and can be seen instantly.



- h. The Task Priority and Sensitivity setting will now be displayed as icons in the top right-hand corner of the Task Screen, next to the Task Status (as per point g above).




Priority:

The Priority of a Task is indicated in the standard colours (as per the My Tasks List and Quadrant View). These are blue (low importance), green (normal), yellow/orange (important) and red (critical). For black-and-white printing purposes the number associated to this priority is also listed (seen inside the box):



1. Critical Importance.
2. Important Importance.
3. Normal Importance.
4. Low Importance.

Sensitivity:

If the Sensitivity of a Task is set to "Private" or "Confidential" a sensitivity icon  will appear to indicate that access to this information is restricted. Tasks with the sensitivity set to "Normal" or "Personal" will not have this icon displayed.






- i. The "Additional Resource" and "Contact" fields have been renamed and will now be called "Note 1" and "Note 2" by default. These can now be renamed by the system administrator to allow for two custom fields on tasks. These fields will only appear if they contain values, i.e. they will be suppressed if they contain no information. The "Add Task" and "Edit Task" screens have been updated accordingly, as well as Flows



(Process Definition), Process import/export, table columns on all Task Lists and Bulk Task add features.

Select the Process to Start :  


Title :


Description :



Electronic Folder :     


Assign To :  


Transfer Ownership : ☐


Type : 


Reference Doc/URL : 


Classification :  


Priority : 

Sensitivity : 

Due Date : 

Next Action Date : 

Estimated Effort : 



Task Predecessor/Parent : 

Note 1 :

Note 2 :

Billable : ☒

Complete Task : ☐

Time Taken to Log Task :   Time Started : 13:53

Expanded Task View

TASK PROPERTIES

Default Task/Activity Type : Prototyping

Task Classification Required : ☐

Make "Time Taken" a Required Field on Activities and Messages : ☒

Limit the amount of History Items displayed on a Task to :

An Activity must be present before a Task can be completed/signed off : Enabled - All Tasks

Task Note 1 Label : Note 1

Task Note 2 Label : Note 2

Save
Back

Task Properties under Task Administration Screen

- j. The "Task Classification" field has been moved to just below the "Task Description" (now called "Task Details"). Tasks that do not have a classification, will not display this field.
- k. The "Pause Duration" field has been renamed to "Time Deferred" to match the Activity field.
- l. Changes Tasks that are linked to Processes (i.e. Flows):
 - a. The "Change Attributes" section has been rename to "Process Attributes". This section (if applicable) will now be displayed between the link to the Parent process and children (if any).
 - b. A panel containing the attributes and their respective values, as linked to this task (flow) is now displayed on the normal task screen. It is no longer necessary to click on the blue bubble to see these, although it is still required to click on the blue bubble to update these. In addition this panel is now visible to **all** users, not just the resource assigned to the task and it remains visible even after the task has been completed.

Task No : 140
Assigned

Task Title : Process Leave Application

Task Details : REMINDER: Also update payroll database (XLS) with these values.

Reference Doc/URL :

Type : Administration

Parent Task : 119 HR: Leave Application

Process Attributes

Person Applying for Leave : [Demo User](#)

Type of Leave : Normal Leave

Reason/Details : 12

First Day of Leave : 2012/07/10

Last Day of Leave : 2012/07/10

Total Number of Days Leave Required : 12

Approval : Approved

Notes : <Unknown>

Days Available (current incl this month) : <Unknown>

Days Available After (end of this month) : <Unknown>

Participants

Assigned to : Bruce Wayne

Requested By : Demo User

Directory Entry : [Pan, Peter \(CEO\)](#)

Dates

Created On : 2012/07/13 11:35

Next Action : 2014/04/11 10:19

Due On : 2013/07/25 16:29

Time From Due Date : -271 days 21.54 hrs

Metrics

Documents

- c. Users often wonder what the next step is in a process or what the impact will be of them completing a task based on the current attribute values. For this reason

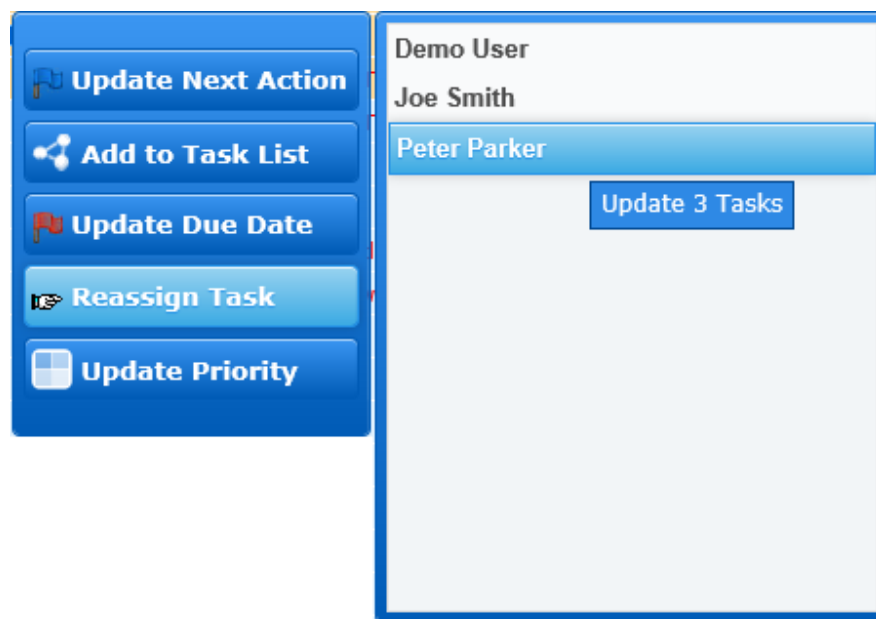
we now indicate information on the transitions leaving this flow and what the result will be of completing this task.

Mark Task as Completed : ☐

Next Steps on Process : Leave Application Successful (Assigned to: Demo User)
 Final Review of Leave Application (Assigned to: Demo User)

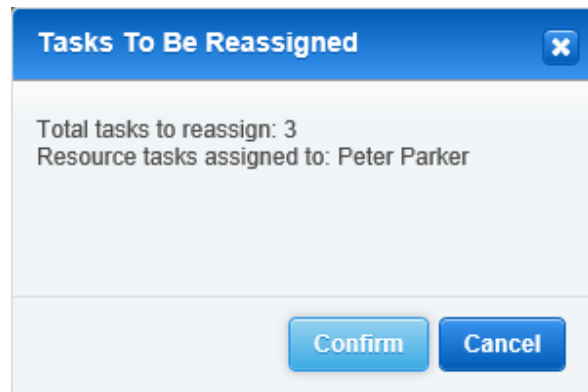
2. Reassigning / Transferring Tasks in Bulk from the Task List Context Menu (95892)

The Task List Context Menu now contains an additional option to Reassign Tasks to another Resource/s.



Since reassigning tasks trigger several back-end actions, including sending of email notifications, the user will be asked to confirm this action before WorkPool proceeds to update these tasks. A popup panel will appear to show the user a summary of the actions that will be performed as a result of this action.

- Added Images above and below



Please Note that the user will only be able to change the “Assigned To” value of Tasks that they are the owner of.

3. New System Property to make adding of an Activity compulsory before closing a task (95888)

It has been reported that in some high volume task and process environments users often go through tasks very quickly and mark them as complete by accident or without checking or paying attention to all the details of the task. This is a risk to a business where process owners make changes to a process or recurring tasks on a regular basis and depend on the users to pay attention and read the instructions on every task every time. In the case of a process it is also not always practical to add attributes to every task to enforce this kind of check as it slows down processing and increases the amount of work in design and testing of processes. To prevent this risk of users completing a task without confirming that they took appropriate action, or at the very least read and considered the instruction, a new Task Administration option has been added that will prompt the user to add an activity in certain cases.

The System Administrator can now set a rule that an Activity must be present before a Task can be completed. The rule options are:

- Disabled, rule not applicable.
- Enabled – All Tasks require an activity to be added.
- Enabled – Process Tasks only.
- Enabled – Non Process Tasks only.

The default setting is set to Disabled. At this point this feature has been implemented system-wide, i.e. it is a global setting that applies to everyone, however we may decide to make this a user preference in the future, so that only some users are affected and not all.

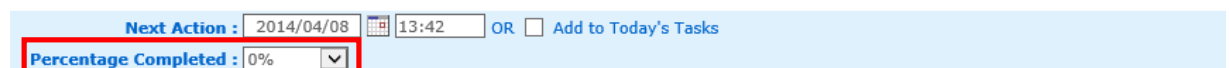
Please note that in cases where an Activity is required it must be an Activity that was logged by the Resource assigned to the task (or member of the resource group the Task was assigned to). An Activity added by another user, including the Task Owner, will not satisfy this rule. This rule also has the following implications:

- The "Task Edit Screen" will now test for and warn/inform the Owner if the condition is not met.
- Creating and Closing a new Task at the same time will be allowed as long as an Activity is also added at the same time by using the "Time Taken to log Task" feature.
- A Resource can add an Activity and close the Task at the same time, as long as they do not select the tick box to "Keep Activity Open".
- An Email or Calendar Event will count as an Activity on a Task, so completing a Task after sending an email or linking a calendar event will meet the rule criteria.

4. Updating "Percentage Completed" value with a Slider Controls (95874)

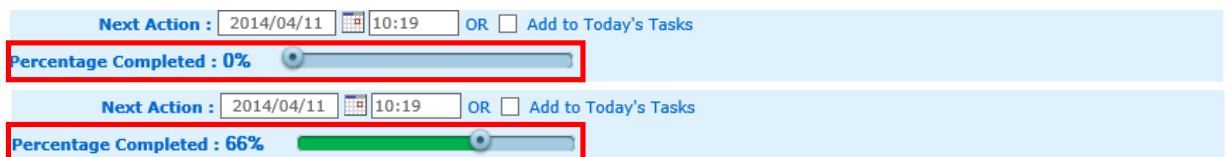
The dropdown list, containing values between 0% and 99% has been replaced by a real time slider control. Where the previous control only updated the task on submitting your information, the slider control will update the details of the task in real time as you change it. As before, this control will only be visible to the resource on the task, however the owner can still update this value from the Task Edit screen as before. Task Audit Notes will be added for changes made via the slider control.

Before:



Next Action : 2014/04/08 13:42 OR ☐ Add to Today's Tasks
 Percentage Completed : 0% ▼

After:



Next Action : 2014/04/11 10:19 OR ☐ Add to Today's Tasks
 Percentage Completed : 0% [Slider]
 Next Action : 2014/04/11 10:19 OR ☐ Add to Today's Tasks
 Percentage Completed : 66% [Slider]

The Task Metrics panel has also been updated with a progress bar to indicate the percentage complete. For printing purposes, the decimal value is still displayed, however the visual overlay will make it easy to spot.




Metrics
 Time Spent vs Estimate : 0 min / 0 min
 Time Deferred : 0 min
 Total Time for Children : 0 min
 Percentage Completed : 66 %
 Billable : No

The Tasks list screens have also been updated to allow resources to set the "Percentage Completed" value from the column. This means resources can now update this value from the

list without having to open the Task. The slider will only appear when you hover your mouse over the slider and you have permission to change the value.



5. Minor Changes and Bug Fixes

- a. **(95871)** Change: To assist with distinguishing between normal and process bound tasks during searching a new process indicator icon was added to process tasks returned as part of a search result. 
- b. **(95879)** Change: A new column "Duration (Repeat Every)" was added to the Recurring Task lists.
- c. **(95895)** Fixed Bug: When the owner of a task, assigned to an External Resource, attempts to make use of the task escalation feature, emails sent to the External Resource is never sent out. In addition, even if the correct email address is selected the email is sent to the Manager of the External Resource instead.
- d. **(98926)** Fixed Bug: Task History filters will add content that have been filtered out if you use the "expand all" option.
- e. **(98265)** Fixed Bug: Based on the user preference setting to receive email notifications when the owner of a task makes changes to the task, the system would attempt to send emails to the resource even if the resource did not have an email account (or invalid account).
- f. **(96952)** Fixed Bug: The "Percentage Complete" value was not set to 100% (remained 0%) when a user created and completed a task at the same time.
- g. **(99522)** Fixed Bug: The "Archive All Signed Off Tasks" button appeared when looking at someone else's manage resources and has now been removed.
- h. **(101141)** Fixed Bug: In cases where a user completed a task on the 1 day view and then attempted to change the next action date of a remaining (other) task an error occurred.
- i. **(101460)** Fixed Bug: Pasting content larger than 65,000 characters into the Activity Description field caused an error. Data is now truncated automatically at the max number of characters allowed.
- j. **(102552)** Change: Task Number Column was added to the "Activity Report" under Task Reports.
- k. **(103089)** Change/Fixed Bug: Process Child Tasks (Flows) could be de-linked from their Parent Process. This is no longer allowed.
- l. **(103607)** Fixed Bug: When deleting the Estimated Time value (i.e. leaving it blank after it had a value in) and saving the task, the duration was not reset to 0 but retained the original value.

- m. **(104314)** Change: The 7-Day Task List and Time View allowed users to drag calendar events around. Since the time (not just day) value is critical to Calendar Events and also affect other parties attending the event, moving these events is longer allowed from these screens.

WORKPOOL SYSTEM ADMINISTRATION

1. Minor Changes and Bug Fixes

- a. **(95885)** Change: Additional indexes added to database to speed up queries related to Attachments.
- b. **(98099)** Fixed Bug: Certain alert pop-ups caused the Safari browser on I pads to freeze. This included email templates and directory reports. Changes were made to accommodate Safari events.
- c. **(96651)** Change: With the recent release of Internet Explorer 11, testing included support for this Browser.
- d. **(95881)** Fixed Bug: It was possible to migrate an Internal Resource to an External Resource while the resource was still the owner of active tasks. The system now warns and prompts the administrator to reassign these to ensure these tasks can be signed off when they are completed.
- e. **(95891)** Change: When migrating an Internal Resources to an External Resource any emails that were only accessible to that Internal Resource (e.g. private/confidential emails) would no longer be accessible to anyone in the system unless they reactivate and log in as the original user. A new rule was implemented to change all private/confidential emails to normal when the resource that is being migrated is the only resource with access to an email communication. The system will now warn the administrator accordingly.
- f. **(95882)** Fixed Bug: The system's security policies with regards to usernames and passwords were not applied when migrating an External Resource to an Internal Resource allowing the administrator to enter shorter credentials.
- g. **(95883)** Fixed Bug: The list of Resources available to a person is based on the various permissions and report to structure, however was being filtered by Business Unit membership as well, which was not correct. Only the permissions determine access to (visibility of) Resources.
- h. **(101058)** Fixed Bug: Deactivating an Internal Resource does not clear the "Access to/from" Resource links.
- i. **(104405)** Addition: To allow developers, integrating with WorkPool, to add Files to WorkPool a new File Upload Service was created. This service will expect a Token (key) value as part of the file upload. This service can be configured in the System Administration Interface, under File Upload Properties.
- j. **(104494)** Fixed Bug: Tasks Modified total was incorrect on the "Tasks Awaiting Action" statistics on the intranet home section.