



Pulse Release Notes – 16.01

Watershed Items

Watershed items are the most important changes in the release. They are indicated in the release notes by a gold star 

Service

-  Pulse scheduler now has a working week view
-  Improved Service Request and Response searches
-  Desktop notifications

Reporting

-  An entirely new self-reporting engine

Client Portal

-  The Service Request description is now mandatory on the Client Portal

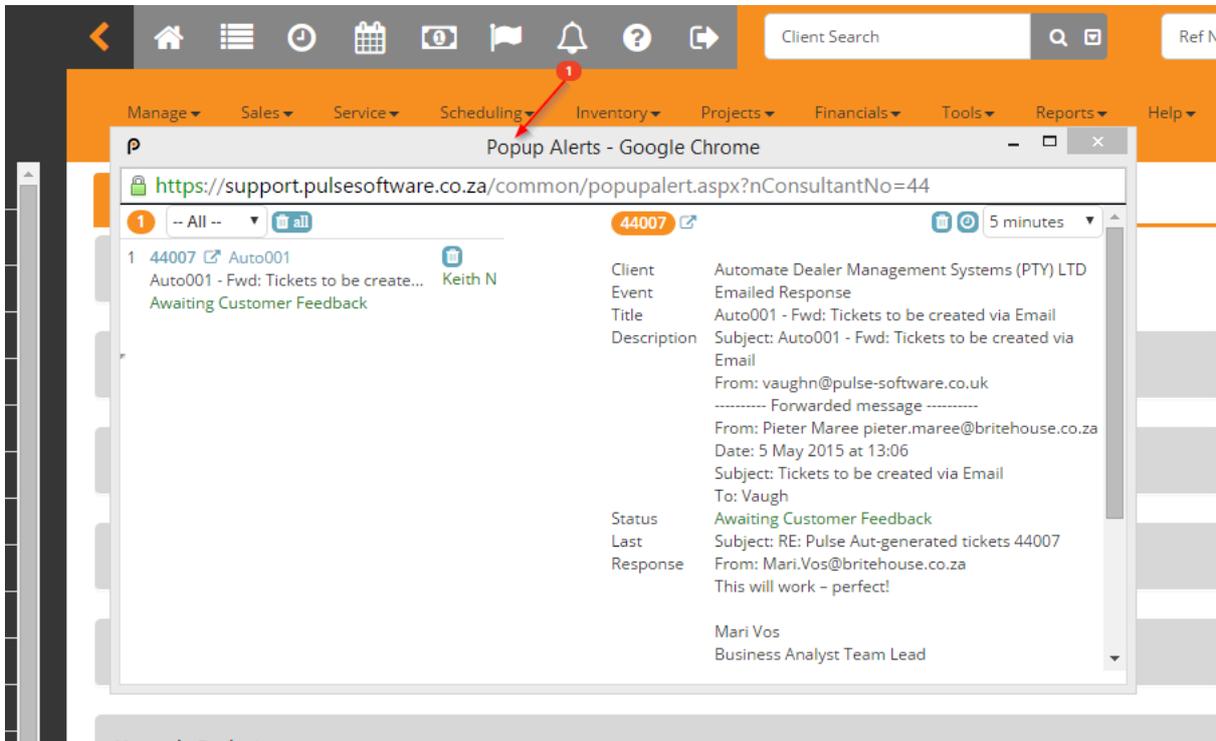
Core

-  Automatic logout after a period of inactivity

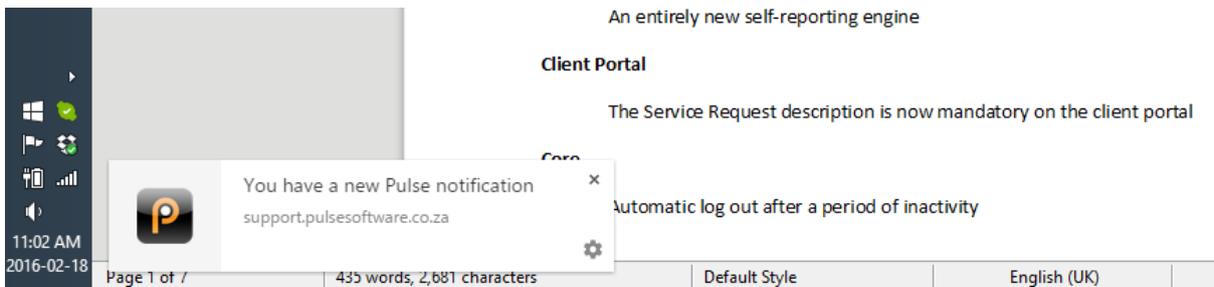


Desktop Notifications

Are you using Pulse pop-up notifications? If you are interested in Pulse notifying you in a manner other than email or SMS, then ask us how to set up this powerful notification method.



As of version 16.01 desktop notifications are included – never miss a notification, even if you are on a different tab or your browser is minimised.



Pulse can enforce actual hours on non-project Service Requests

If you use time-based billing, it may be useful to ensure that that time is captured on a Service Request before it is closed.

The screenshot displays the Pulse software interface for an incident titled "Test the KVM Ref No: 000387 (Test) SLA (Age: 86d0h22m)". The interface includes a header with the incident ID, team, and consultant, along with navigation buttons like "Move", "Save & Close", and "Save". A red warning message states: "Please capture actual hours before closing the Job".

The main section is divided into "Details" and "Systems" tabs. The "Details" tab shows various fields for incident management, including:

- Reporting Date: 24 Nov 2015 08:45:55
- Deadline: 00:00
- Reporting User: Sam Fillis
- Experiencing User: Sam Fillis
- Category: Support
- Call Type: Change Request
- Service Type: -Not Set-
- Severity: Priority 2
- Failure Reason: -Not Set-
- Customer Reference: [Empty]
- Network Speed (Mbps): 0

Below these fields is a "Financial Summary Details" table:

Billable Hrs Amt	Actual Hrs Amt	Hours	£ 0.00
00h00	00h00	00h00	£ 0.00
£ 0.00	£ 0.00	£ 0.00	£ 0.00
£ 0.00	£ 0.00	£ 0.00	£ 0.00
£ 0.00	£ 0.00	£ 0.00	£ 0.00
0			

A red arrow points from the "Actual Hrs Amt" column of this table to a table below. A blue note next to the arrow reads: "Actual hours on Responses are added to make this total".

The table below is a list of responses with the following columns: Date, Who, Description, Act Hrs, Travel To, Travel From, Doc No, Km, and Res. The "Act Hrs" column is highlighted with a red box. The data rows are:

Date	Who	Description	Act Hrs	Travel To	Travel From	Doc No	Km	Res
18 Feb 2016 09:08:14	Admin Admin		00h00	00h00	00h00	n/a	0	Up
16 Feb 2016 14:42:26	Admin Admin	The serial is #468723	00h00		00h00	n/a	0	Up
24 Nov 2015 10:22:46	Admin Admin	----- Status set to Acknowledged	00h00		00h00	n/a	0	Up

Reporting



An entirely new self-reporting engine

Some of our users want Pulse technicians to build reports to their specifications, while others just wish they could slice and dice the data themselves. We have now taken the first steps in this direction, empowering you to extract data from your installation and build tabular reports with the grouping, summarising and totals that are useful to you.

Show Setup

Report name: Responses

Add columns: -Add Column-

Hide detail rows:

Send to Frontpage

IncidentRefNo	IncidentTitle	ResponseDateTime	ResponseDescription
Group IncidentRefNo = 000002			
Sample		08/05/2014 15:04:58	done; Outside Escalation resolved or handed back ----- Reportir Oct 2010 09:21:00 to 08 Nov 2010 17:01:00; Status set to In Prog
Sample		08/05/2014 15:05:26	xf ----- Status set to New
Sample		08/05/2014 15:05:40	fda ----- Status set to Completed
Sample		18/02/2016 09:32:35	

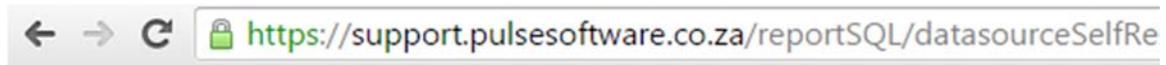
Group IncidentRefNo = 000009

Responses

IncidentRefNo	IncidentTitle	ResponseDateTime	ResponseDescription
000002			
Sample		08/05/2014 15:04:58	done; Outside Escalation resolved or handed back ----- Reporting Date Changed from 12 Oct 2010 Progress - Returned from OE
Sample		08/05/2014 15:05:26	xf ----- Status set to New
Sample		08/05/2014 15:05:40	fda ----- Status set to Completed
Sample		18/02/2016 09:32:35	

000009

These reports can be used in Excel to build pivot tables, for example, or can be pinned to your Pulse home screen for daily live consumption.



Count of open SR's per client

CompanyName
0
Pulse Business Software Limited UK (Supplier) (Group)
Morkel & Du Plessis Consulting
Campaign (Mailer Tester Internal)
Letacla (Pty) Ltd
Mail Bucket Client

Financials

Billing frequency settable on the quote

Line items on quotes can have different billing frequencies that then carry through to the invoices generated on the specified cycle. The billing frequency is set on the catalogue item, and in this release we have introduced the flexibility to change it on a quote if required.

Line	Catalogue Item	Item Name	Description	VAT Type	Qty	Cost Price	Price	Disc %	Frequency	Amount	VAT Amount	Total	
1	ADSL SuperFast X29	ADSL SuperFast X29	ADSL SuperFast Premiur	20	1	200.00	500.00	0	Setup	500.00	100.00	600.00	
1.1	Cisco ASA 5550	Cisco ASA 5550	Cisco ASA Router For AD	20	1	0.00	200.00	0	Setup	200.00	40.00	240.00	
1.2	Surge Protector for Rout	Surge Protector for Rout	Surge and Lightning Pro	20	1	0.00	20.00	0	Setup	20.00	4.00	24.00	
1.3	Cisco Installation Job	Cisco Installation Job		20	1	0.00	500.00	0	Setup	500.00	100.00	600.00	
1.4	SuperFast ADSL Rental	SuperFast ADSL Rental	SuperFast ADSL Monthly	20	1	20.00	50.00	0	Monthly	50.00	10.00	60.00	
2				20	1	0.00	0.00	0	Once Off	0.00	0.00	0.00	
										£ Monthly	50.00	10.00	60.00
										Once Off	0.00	0.00	0.00
										Setup	1220.00	244.00	1464.00

Client Portal



The Service Request description is now mandatory on the Client Portal

The Service Request description in the main Pulse application has always been mandatory, so we have improved consistency by making it mandatory on the Client Portal too.

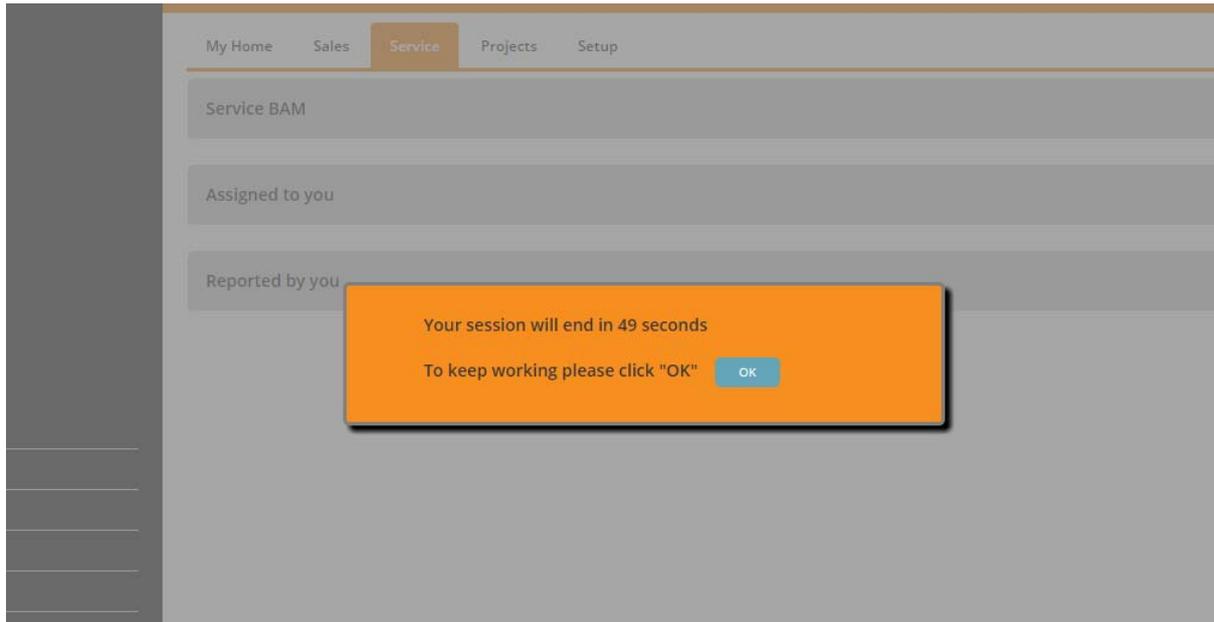
Core



Automatic logout after a period of inactivity

In the modern world data security is a justifiably high priority. We take this very seriously and have a number of measures in the background to secure your hosted data, but this is of limited worth if users leave themselves logged into unsecured computers.

If the above concerns you, then you might be interested in automatic logout after a period of inactivity. The logout process will be familiar to most users of internet banking.



Automatic logout is disabled by default, so let us know if you would like us to enable this feature.

Miscellaneous Improvements

As always we have made numerous usability improvements.

We have also worked hard on background processes to improve speed, stability and built new tools that make it easier for us to support you, our users.