

AvePoint Citizen Services

Release Notes

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AvePoint Citizen Services 1.3.3

Release Date: February 2018

New Features and Improvements

- Administrators can now control whether or not to allow Citizen Portal users to add comments to service requests.
- Service request types can now be deleted when editing the layout of the services.
- Clickable links can now be added to banners. If a banner links to a page, clicking the banner will open the linked page in a new tab.
- You can now save up to four map layers in the location information when using ESRI ArcGIS map.

AvePoint Citizen Services 1.3.2

Release Date: January 2018

New Features and Improvements

- The navigation pane of the Internal Portal has been redesigned and now provides quick links on the Home page for key user roles and configurations.
- Added global fields for configuring custom workflow.
- Added the new Reporter role in the Internal Portal to create service requests on behalf of the constituents.
- Service Owners can now assign a service request to multiple engineers for collaboration.
- Constituents can choose whether or not to allow the public to view a service request when it has been submitted through the Citizen Portal.
- Service Owner Group members are now allowed to edit and update the service request information.
- You can now decide whether or not to allow anonymous users to submit or view the service requests in the Citizen Portal.
- Portuguese language is now supported.
- Service Owners and Field Engineers can now manage and process service requests in the Internal Portal.
- A new service request type can now be created by cloning an existing one and making edits as needed.
- You now have the option to choose whether or not to allow the Citizen Portal to be searched by the Search Engine.

- You can now apply a custom workflow to a specific service request type. With a custom workflow, Citizen Services can skip certain steps in the workflow and assign the requests to the appropriate group or engineer automatically.

AvePoint Citizen Services 1.3.1

Release Date: November 7, 2017

New Features and Improvements

- Added conditional logic and cascading dropdown menus to the service request form field management, enabling users to populate a set of forms according to the user's previous selection.
- Added the **Auto Reject** feature to the SLA rules so that the workflow will automatically return the service requests back to the service owner group if the engineer does not start to process the request within the specified number of days.
- Added the **Export Requests** feature in the Internal Portal to export the service requests data according to the request type, status, and time range filters. The request data will be exported to CSV files for downloading and users can use their favorite tools to explore and analyze the data.
- With Field Service Settings added in the Internal Portal, you can now automatically deploy the AvePoint Field Service solution to the built-in Dynamics 365 instance installed with AvePoint Citizen Services or deploy the solution to a stand-alone Dynamics 365 instance. Additionally, you can choose to connect an external system for Field Service and validate it.

AvePoint Citizen Services 1.3.0

Release Date: September 12, 2017

New Features and Improvements

- AvePoint Citizen Services provides customers with two options for storing service requests, Azure SQL Database or Dynamics 365.
- You can now configure and apply a working days schedule to a service request type in the Internal Portal. The non-working days will not be counted into the Total Process Duration for the service request type that has a working days schedule applied.
- You can now configure and apply a service request ID definition in the Internal Portal. When a new service request is created, it is automatically assigned a unique request ID according to the applied ID definition.
- In the Internal Portal, you can now enable and configure two methods for users to receive notifications, **SMS Text** and **E-mail**.

AvePoint Citizen Services Mobile iOS App 1.1.0

Release Date: August 1, 2017

New Features and Improvements

- Themes can now be displayed according to the configuration of the service that the app is connected to.
- You can now enter a passcode or scan a QR code to connect to the service.
- If you use a Microsoft account to sign into the app, the **Let this app access your info** page will appear to ask for authorization every time you sign in.

AvePoint Citizen Services 1.2.3

Release Date: July 13, 2017

New Features and Improvements

- In the Citizen Portal > **KNOWLEDGE BASE** page, the categories of knowledge base articles are now displayed to help Citizen Portal users find desired articles.
- The Chatbot is now available to assist users to search for knowledge base articles.

AvePoint Citizen Services 1.2.2

Release Date June 6, 2017

New Features and Improvements

- General improvements for enhanced functionality.

AvePoint Citizen Services 1.2.1

Release Date: May 2, 2017

New Features and Improvements

- General improvements for enhanced functionality.

AvePoint Citizen Services 1.2.0

Release Date: April 10, 2017

New Features and Improvements

- General improvements for enhanced functionality.

AvePoint Citizen Services 1.1.2

Release Date: March 9, 2017

New Features and Improvements

- The Dynamics Field Service app is now integrated with AvePoint Citizen Services. You can use the Dynamics Field Service app to process the Citizen Services requests.
- Added support for creating custom service request types in the Citizen Services Internal Portal.
- Citizen Services now allows customers to configure and send service request notifications via a Twilio SMS Text account. Users can select whether or not to receive notifications via Twilio SMS Text in the Citizen Portal.
- Added support for displaying portals in English (United Kingdom), Spanish, and French. You can enter elements of service request types, FAQs, logo description, and help messages in these newly added languages.
- Using custom Ersi ArcGIS systems, customers can now configure Citizen Services to validate address locations associated with service requests.

AvePoint Citizen Services 1.1.1

Release Date: January 25, 2017

New Features and Improvements

- Added the ability for Global Admins and Admins to generate API keys via the Internal Portal > **Site Settings** > **Custom Development** > **API Keys** page. The API keys can be used to access the API services to develop your own features.
- Added the ability for Global Admins and Admins to configure a Web hook for event notification via the In the Internal Portal > **Site Settings** > **Custom Development** > **Web Hooks** page.
- Added the ability for experienced CSS developers to customize the themes for Citizen Portal, Field Portal, and Internal Portal based on the theme template via the Internal Portal > **SITE SETTINGS** page.

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