

# vtenext Business 19.10

## Release Note

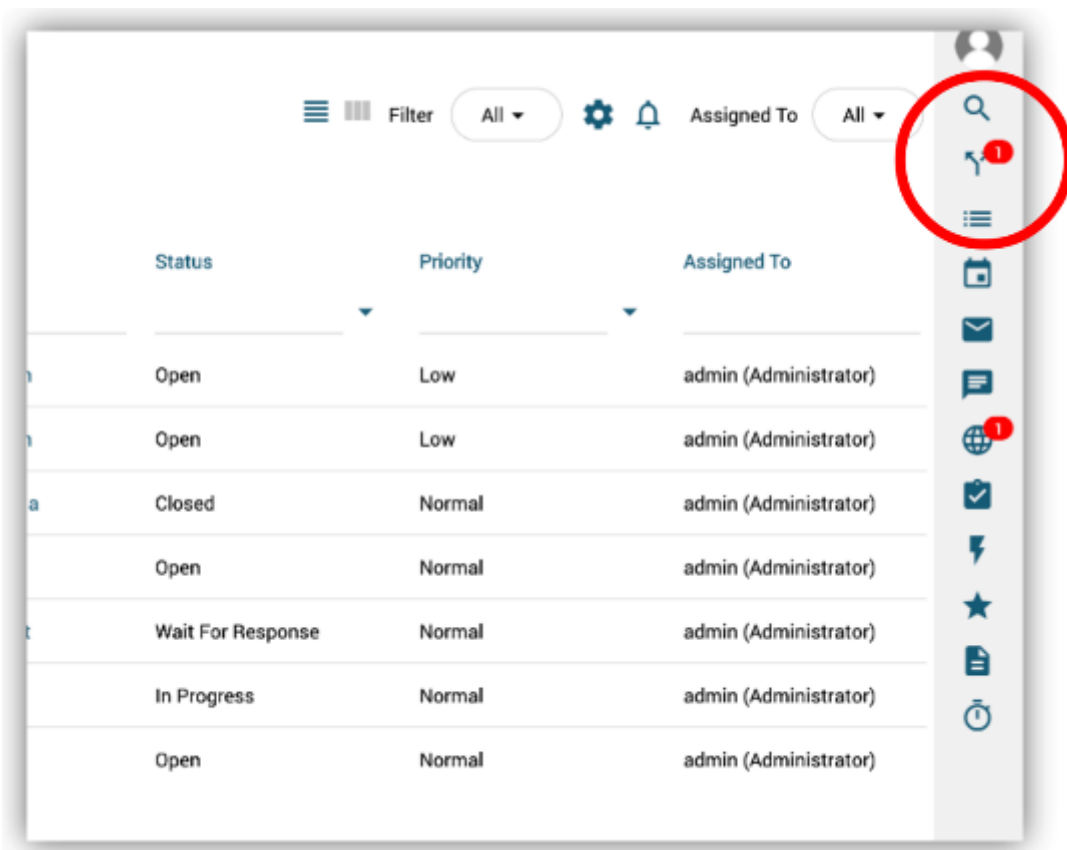
### **Automatic Updates via Interface**

This feature simplifies keeping the system up-to-date, ensuring that new functionalities are released more frequently, with milestones for technical constraints (e.g., PHP version requirements).

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### **BPMN Engine Enhancements**

1. **Deadline Management:** Dynamic time periods can be set for timers, e.g., 3 months before a contract expiration date.
2. **Notification Sending:** The centralized notification system can be triggered by processes, for single notifications or looping over a table field.
3. **Transfer Relations:** Allows transferring (1:N) or copying (N:N) related entities from one record to another.
4. **Loop Through Related Entity Tables:** Enables looping through a table field in a record related to the current process record.
5. **Date Functions:**
  - International date formatting
  - Current date (formatted)
  - Date difference calculations
6. **PDFMaker:** Enables selecting entities and records for PDF generation and supports multilingual templates within processes.
7. **Attachments via Dynamic Forms:** Upload files directly from dynamic forms/popups and link them to the parent record of the process.
8. **Extended Attribute Reading for Web Service Client:** Handles multiple JSON results from web service calls and accesses all first-level attributes of the returned object.
9. **Improved Process GUI Editor:** Enhancements for usability and compatibility.
10. **Filterable and Sortable Process List:** Easier navigation through process listings.
11. **Interactive Right-Side Indicator:** Displays pending user tasks (web/mobile). Clicking the icon opens a complete list of pending processes.



## Human-Readable Process Activity History

Provides a narrative list of process execution steps, as an alternative to the classic BPMN view.

The image shows a screenshot of a human-readable process activity history for a ticket. The ticket title is "Ticket How to automatically add a lead from a w... Aggiornato Oggi (23 Ott 2019)". The interface includes a sidebar on the left with various navigation icons and a top bar with a "MODIFICA" button and several status icons. The main content area displays a sequence of process steps:

- Step 1:** Duration: 0 secondi. "Immediatamente dopo (Mercoledì 2019-10-23 16:10:11) Administrator ha passato il processo da verifica priorità a BPMN-ExclusiveGateway." Details: "Se Priorita' uguale Basso vai a BPMN-UserTask: crea compito. Se Priorita' diverso Basso vai a BPMN-SubProcess: sottoprocesso".
- Step 2:** Duration: 1 secondo. "Dopo 1 secondo (Mercoledì 2019-10-23 16:10:12) Administrator ha passato il processo da BPMN-ExclusiveGateway a crea compito." Details: "compito ad amin compito test (Compito) X". Action: "admin (Administrator) deve eseguire la seguente azione: compila form scelta riguardo How to automatically add a lead from a web form to VTE (Ticket)".
- Step 3:** Duration: 1 secondo. "Dopo 1 secondo (Mercoledì 2019-10-23 16:10:13) Administrator ha passato il processo da crea compito a scelta form." Details: "Condizione su Form dinamica. Il controllo viene eseguito alla modifica. quando: ."
- Step 4:** Duration: 4 minuti. "Dopo 4 minuti (Mercoledì 2019-10-23 16:14:05) Administrator ha terminato il processo."
- Step 5:** Duration: 60 minuti.

## Customer Portal SDK Extensions

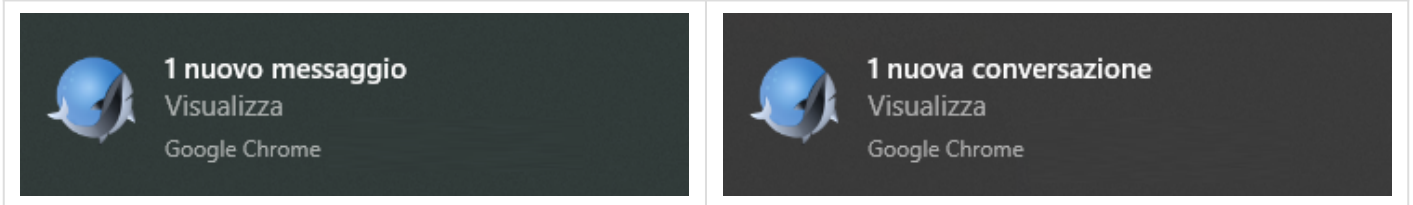
1. Wizard for EditView Creation
2. Support for Custom Modules

### 3. Automated Calendar Slot Booking

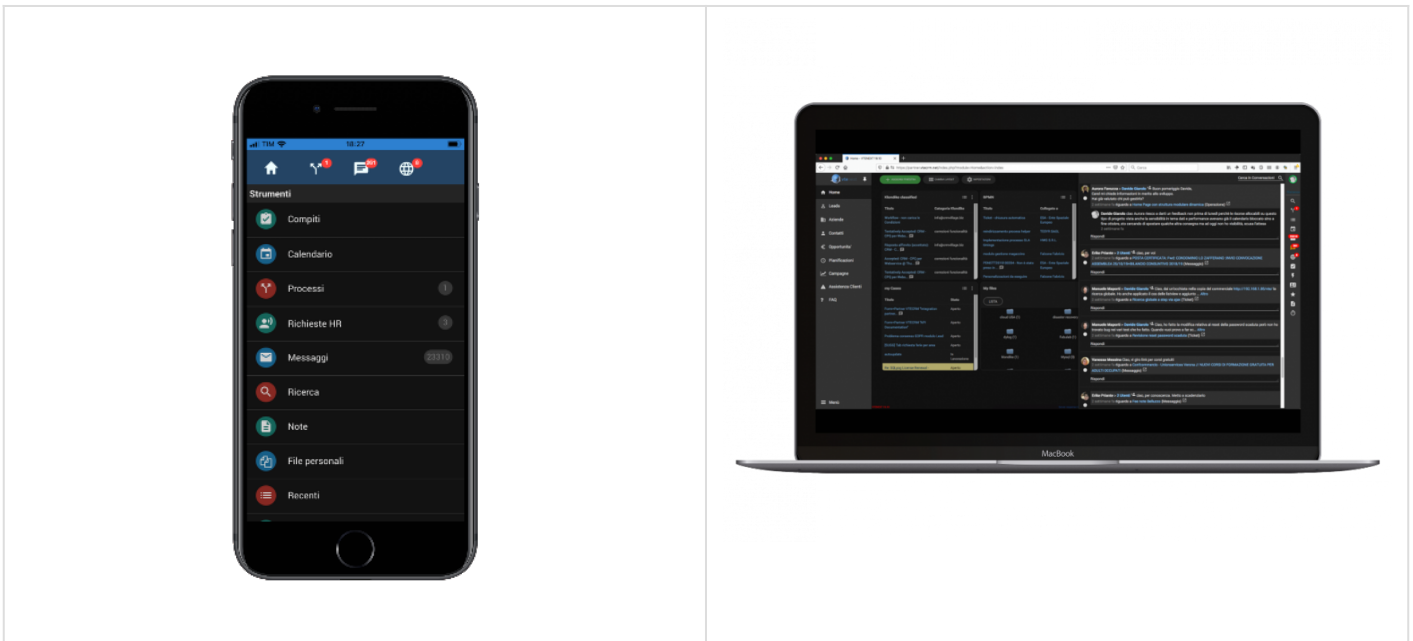
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#### Desktop Notifications

When new messages or conversations arrive, a system notification appears. Clicking it opens a detail tab for quick viewing.



#### Dark Mode



Introduces dark mode for both web and mobile versions, aligning with modern OS aesthetics while removing legacy and unoptimized code.

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#### Mobile App Updates

1. **Dark Mode Support**
  2. Highlight pending processes in the top menu.
  3. Zoom functionality for messages ("a-A") and improved accessibility view.
  4. Minor improvements and bug fixes.
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#### VTEsync for Information Platform

Native synchronization with Salesforce® via OAuth2, supporting bidirectional communication for:

- Companies
  - Installations
  - Campaigns
  - Leads
  - Opportunities
  - Products
  - Trouble Tickets
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## Performance Optimizations

1. Native support for MySQL master-slave architecture for reports, list counts, global searches, relationship counts, and data exports.
  2. Reduced cache footprint from single to global APC/memcache.
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## System Requirements

1. HTTP2 support.
  2. PHP FastCGI support.
  3. Minimum PHP version: 7.0.
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## Artificial Intelligence (AI)

Native integration with Klondike:

- Cloud as a Service with pre-trained models.
  - On-Premise for specific contractual/project needs.
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## Miscellaneous

Over 100 new features and improvements were implemented as part of 10 months of continuous bug fixing. The detailed changelog is available for review.

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Revision #1

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Updated 2024-12-10 09:54:16 UTC by Admin