

# 1.7 vtenext Business 19.10

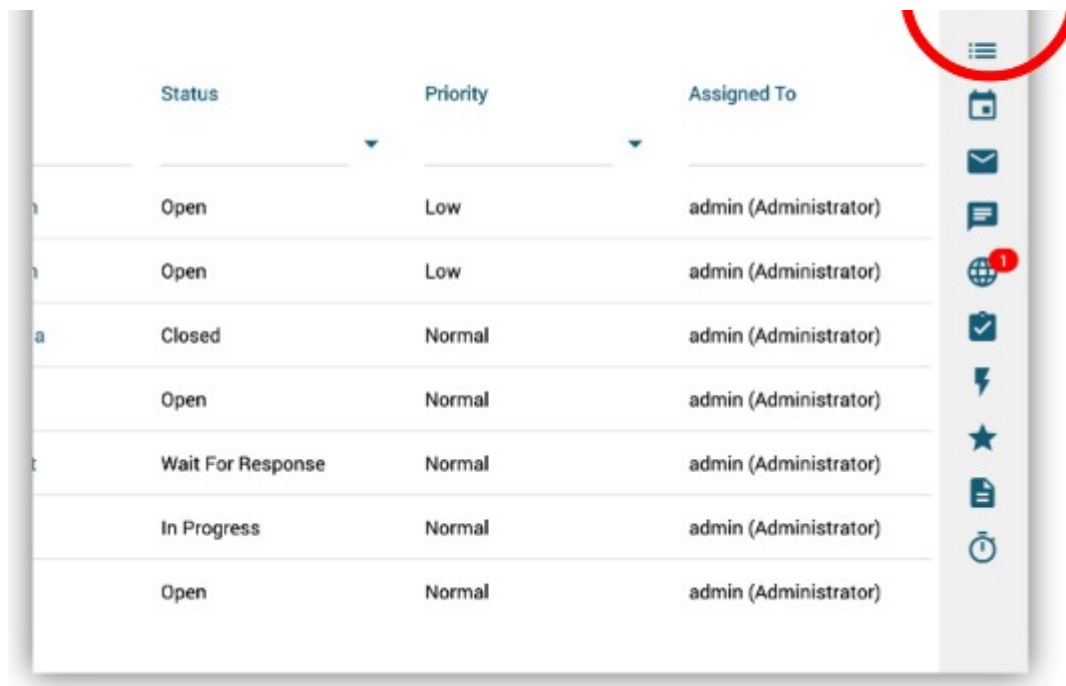
## Release Note

### **Automatic updates from the interface**

This makes it easier to keep the system constantly updated so new functions can be released more frequently, with milestones for any technical constraints (e.g.: PHP Version)

### **Addition of BPMN engine**

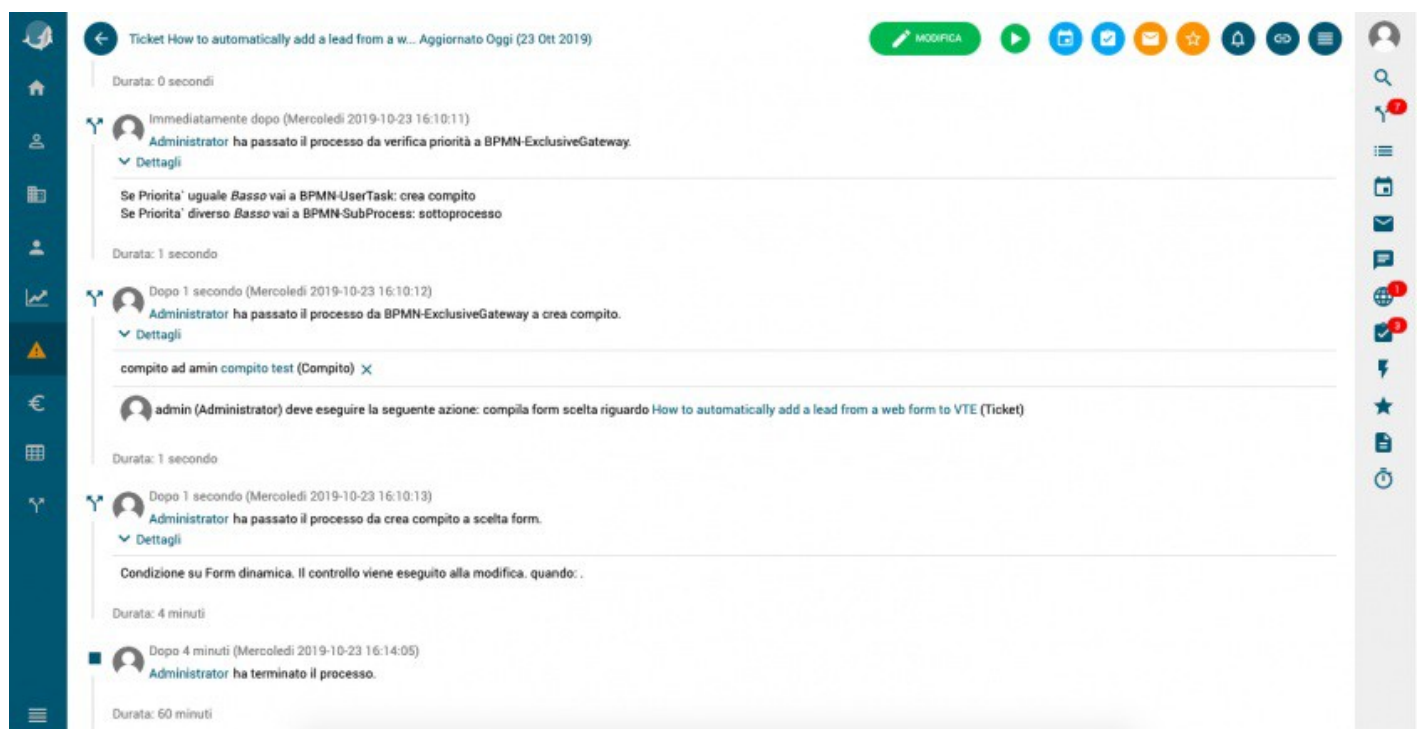
- 1.** Deadlines Management: dynamic periods can be set up in the process timers, such as: 3 months prior to contract expiry date, etc.
- 2.** Send Notifications: the centralised notification system can be enabled from the process for single notifications or by cycling through a table field
- 3.** Transfer Relations: related entities can be transferred (1:N) or copied (N:N) from one record to another
- 4.** Cycle Related Entity Tables: makes it possible to cycle a table field present in records connected to the record currently being processed
- 5.** Date functions:
  - International date formats
  - Current date (formatted)
  - Difference between dates
- 6.** PDFMaker: possibility of selecting entities and records to which to link the PDF and especially the template in the language to be used for creation of the process PDF
- 7.** Dynamic form attachments: you can upload a file from a popup menu/dynamic form; the file is related to the process parent record
- 8.** Reading of extended web service client attributes: in the case of multiple JSON results from WSCLI, all first level attributes of the returned object can be used
- 9.** Improvements in usability and compatibility of the GUI process editor
- 10.** Filterable and sortable processes list
- 11.** Right side interactive indicator: as shown in the image on the right (Fig. 1), pending processes that require action from the user will be notified (web, mobile); clicking on the icon will make it possible to view the complete list of pending processes.



	Status	Priority	Assigned To
	Open	Low	admin (Administrator)
	Open	Low	admin (Administrator)
a	Closed	Normal	admin (Administrator)
	Open	Normal	admin (Administrator)
t	Wait For Response	Normal	admin (Administrator)
	In Progress	Normal	admin (Administrator)
	Open	Normal	admin (Administrator)

Figure 1

Human readable process activities log: shows the process execution steps in explanatory list format, as an alternative to the classic BPMN view mode, see Fig.2.



Ticket How to automatically add a lead from a w... Aggiornato Oggi (23 Ott 2019)

Durata: 0 secondi

Immediatamente dopo (Mercoledì 2019-10-23 16:10:11)  
 Administrator ha passato il processo da verifica priorità a BPMN-ExclusiveGateway.  
 Dettagli  
 Se Priorita' uguale Basso vai a BPMN-UserTask: crea compito  
 Se Priorita' diverso Basso vai a BPMN-SubProcess: sottoprocesso

Durata: 1 secondo

Dopo 1 secondo (Mercoledì 2019-10-23 16:10:12)  
 Administrator ha passato il processo da BPMN-ExclusiveGateway a crea compito.  
 Dettagli  
 compito ad amin compito test (Compito) ✕

admin (Administrator) deve eseguire la seguente azione: compila form scelta riguardo How to automatically add a lead from a web form to VTE (Ticket)

Durata: 1 secondo

Dopo 1 secondo (Mercoledì 2019-10-23 16:10:13)  
 Administrator ha passato il processo da crea compito a scelta form.  
 Dettagli  
 Condizione su Form dinamica. Il controllo viene eseguito alla modifica. quando: .

Durata: 4 minuti

Dopo 4 minuti (Mercoledì 2019-10-23 16:14:05)  
 Administrator ha terminato il processo.

Durata: 60 minuti

Figure 2

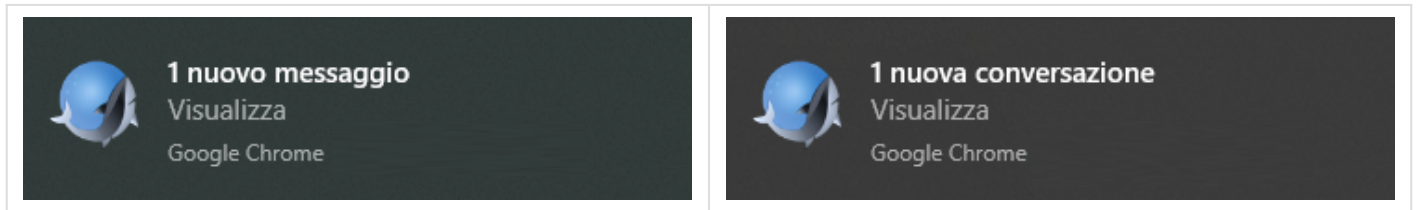
## Customer Portal Extension SDK

1. Wizard for creation and editview
2. Addition of custom modules

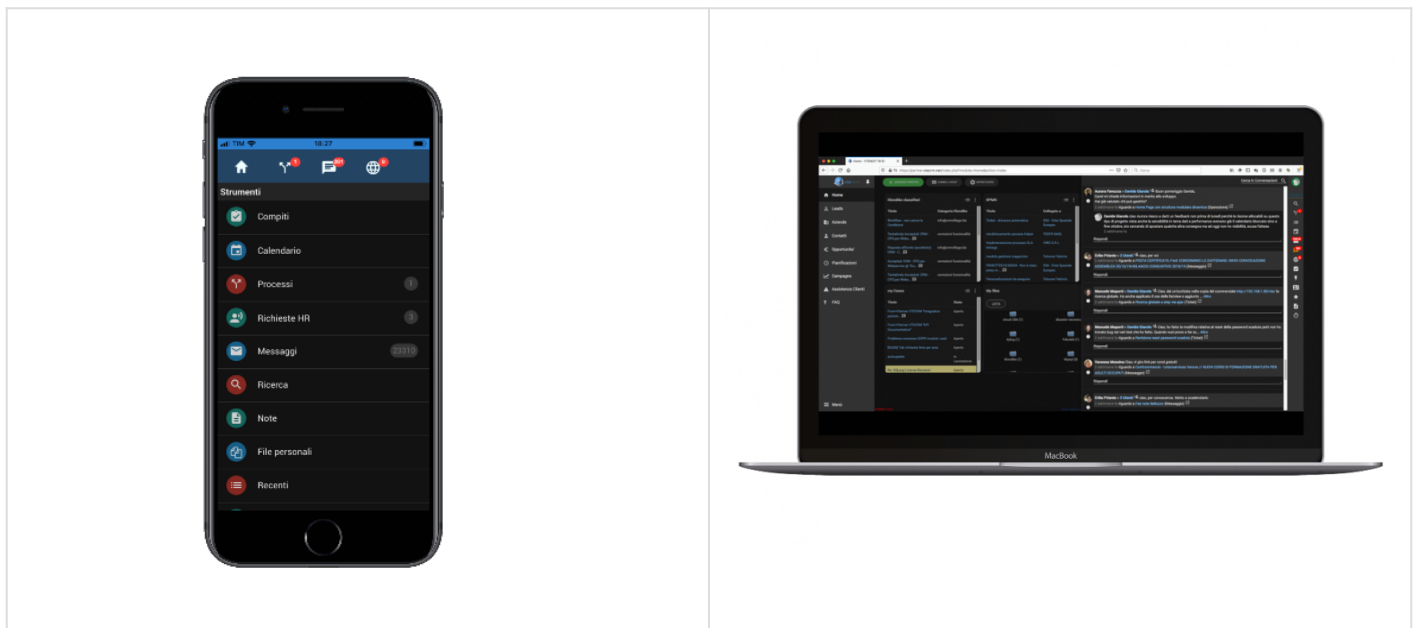
### 3. Automatic calendar slot reservation

#### Desktop Notifications

On arrival of a new messages and conversations notification a **system notification** is displayed and can be clicked to open a detail tab for **quick viewing**.



#### New display mode: Dark Mode



Introduction of **dark mode** for the web version and mobile version not only gives the vtenext theme a modern look that is graphically consistent with the latest operating systems, this new function makes it possible to remove non-optimised legacy code between presentation layout/application.

#### Mobile App

##### 1. Dark mode

2. Highlights **pending processes** with an on-top keypad

3. 'a-A' messages zoom with introduction of easy access view mode

4. Minor improvements and bug fixing

#### VTESync for Information Platform

One of the most significant functions introduced with version 19.10 is the native synchronisation with Salesforce®.

This characteristic allows bi-directional communication of the following modules via OAuth2:

1. Accounts

2. Installations

- 3. Campaigns
- 4. Leads
- 5. Potentials
- 6. Products
- 7. Trouble Tickets

### **Performance Optimisations**

- 1. Native MySQL master-slave support (reports, list counts, global searches, miscellaneous relations count, data export)
- 2. Reduced footprint single cache-> global APC/Memcache

### **System requirements**

- 1. HTTP2 support
- 2. PHP-FastCGI support
- 3. Minimum PHP version  $\geq 7.0$

### **Artificial Intelligence (AI)**

Native integration with **Klondike**: On-Cloud as a service with pre-trained models, On-Premise for design/contractual requirements.

### **Miscellaneous**

Approximately one hundred new functions and improvements have been introduced. In fact, these are the result of 10 months of continuous bug fixing. A changelog is provided so the changes can be viewed in detail.

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Revision #1

Created 25 May 2022 17:25:32 by Alberto

Updated 14 November 2022 10:30:45 by Alberto