

1.8 vtenext Business 20.04

Release Note

BPMN engine improvements

- 1.** Process History in detailview. In addition to the tab "Process graph" the user can find the additional tab "Process History" where can read in detail the execution of the process and it is possible to view which user performed a certain action and when.
- 2.** Function relate email in ProcessMaker. It is possible to decide the entity to which relate the email sent by the process in more ways:
 - Default -> The email will be related to the main entity of the process
 - Other -> The user chooses the entity
- 3.** Added related fields in dynamic forms (uitype10). It is now possible to use all the data of the fields related in dynamic form. Therefore, if we add a related field in a dynamic form it is now possible to go back to all the information related to that specific entity, delating all the escalation limitation at N levels.
- 4.** Log debug conditions. We added the possibility to activate the log debug with the aim to facilitate the debug of eventual issues noticed when running the process.
- 5.** Email send (Notifications, Processes, Email from Tickets) via new tail. The Email sending process follows now the standard procedure by following the sending tail. By doing so the execution time of the process is reduced because it doesn't have to wait the sending.
- 6.** ProcessMaker: added related entities in actions Delete, Relate, RelateStatic.
- 7.** Added relations in the Document module

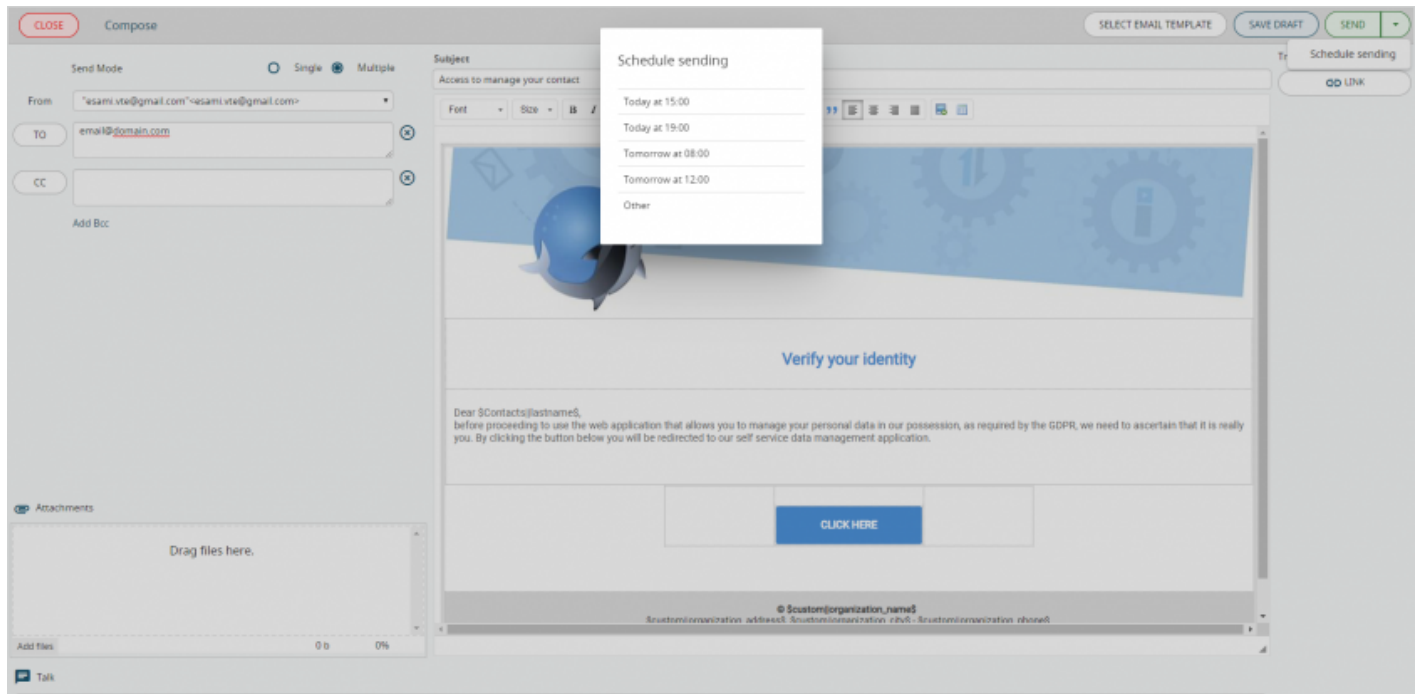
Process' Product block actions

- 1.** Copy line: it is possible to copy the product block from an inventory module to another, avoiding to use the SDK to report the product block from one entity to another.
- 2.** Cycle product block rows and for each one row: create entities/enter rows/delete rows/send emails/sending notifications. It is furthermore possible to cycle the information of a product block in a table field and vice versa.

3. Add line from static/dynamic data directly in the products block. The function is similar to the one performed in a table field.

Message module

1. Scheduled email sending: it is possible to postpone the sending of an email deciding the new time and date.












2. Creation of contacts in the CRM for unknown email addresses: when responding to an email that contains an unknown address vtenext automatically creates a new contact

3. Messages Out of office reply

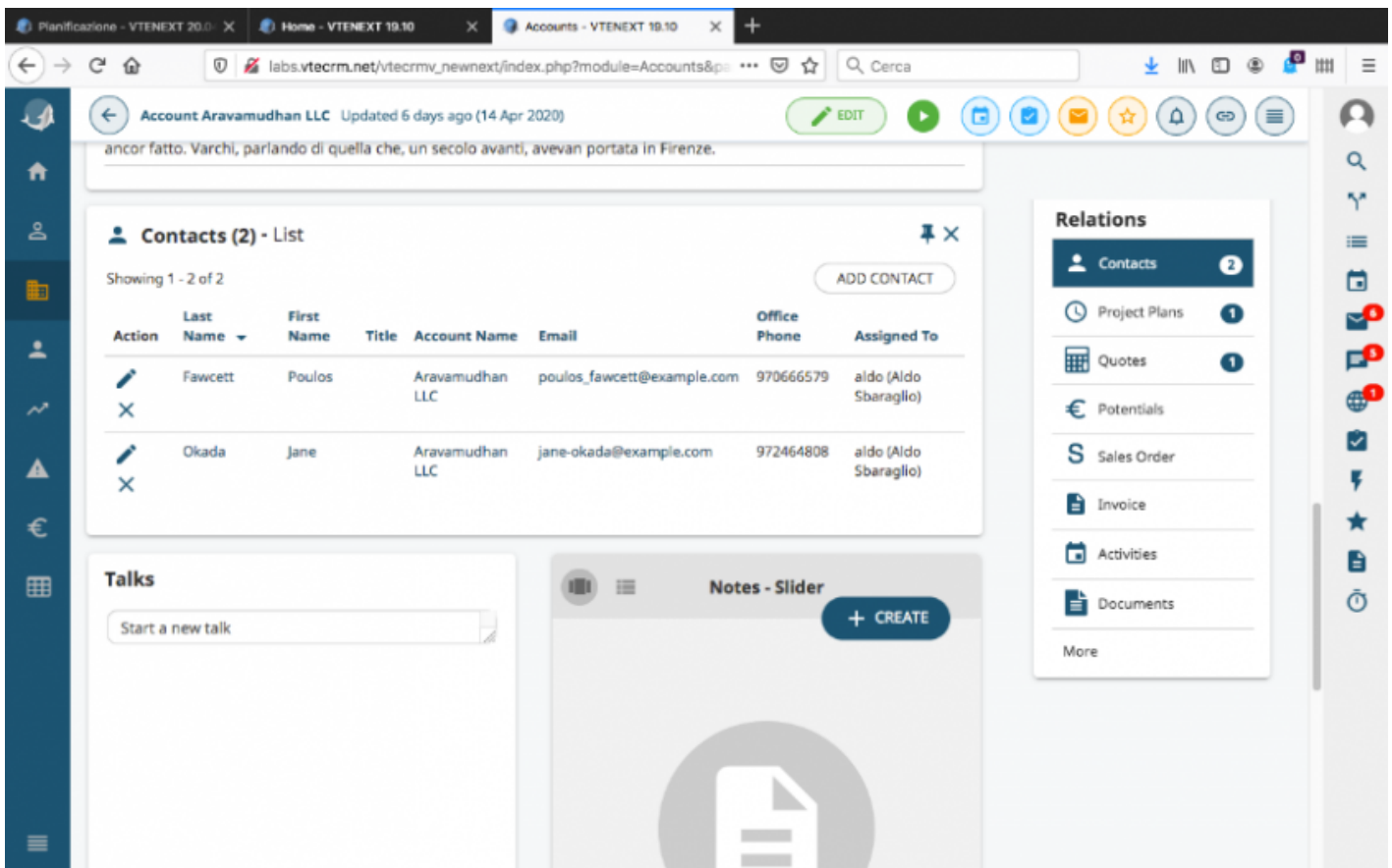
4. imap parameters and PEC option in mail converter: from mail converter it is possible to define a PEC email address and in the way the ticket will be created with the original mail, that is to say the one contained in the .eml attached file

5. Unified folds for different email addresses

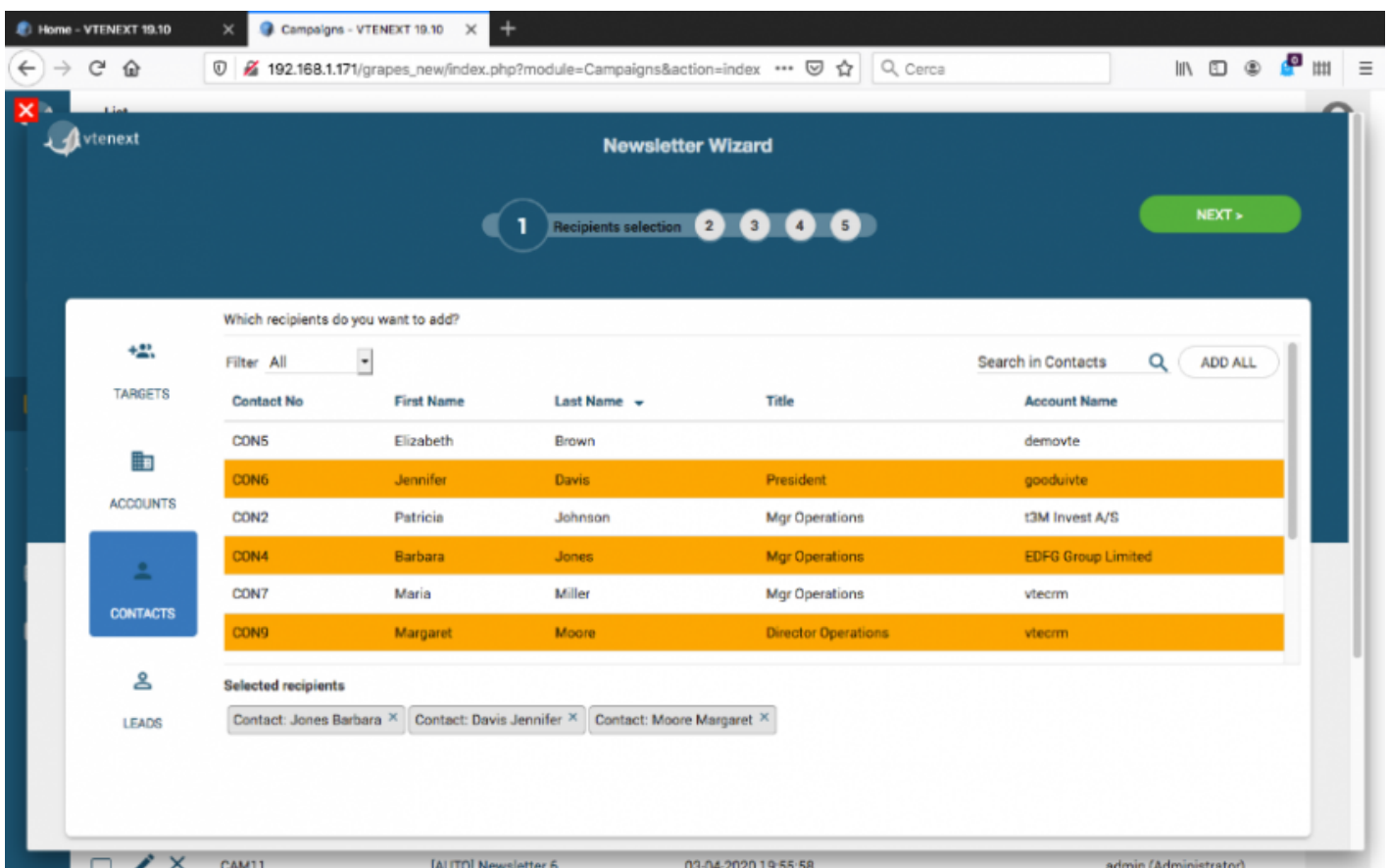
 Inbox	6
 [Gmail]	
 Drafts	
 Trash	
 Importanti	6
 Sent	
 Spam	7
 Speciali	
 Tutti i messaggi	6

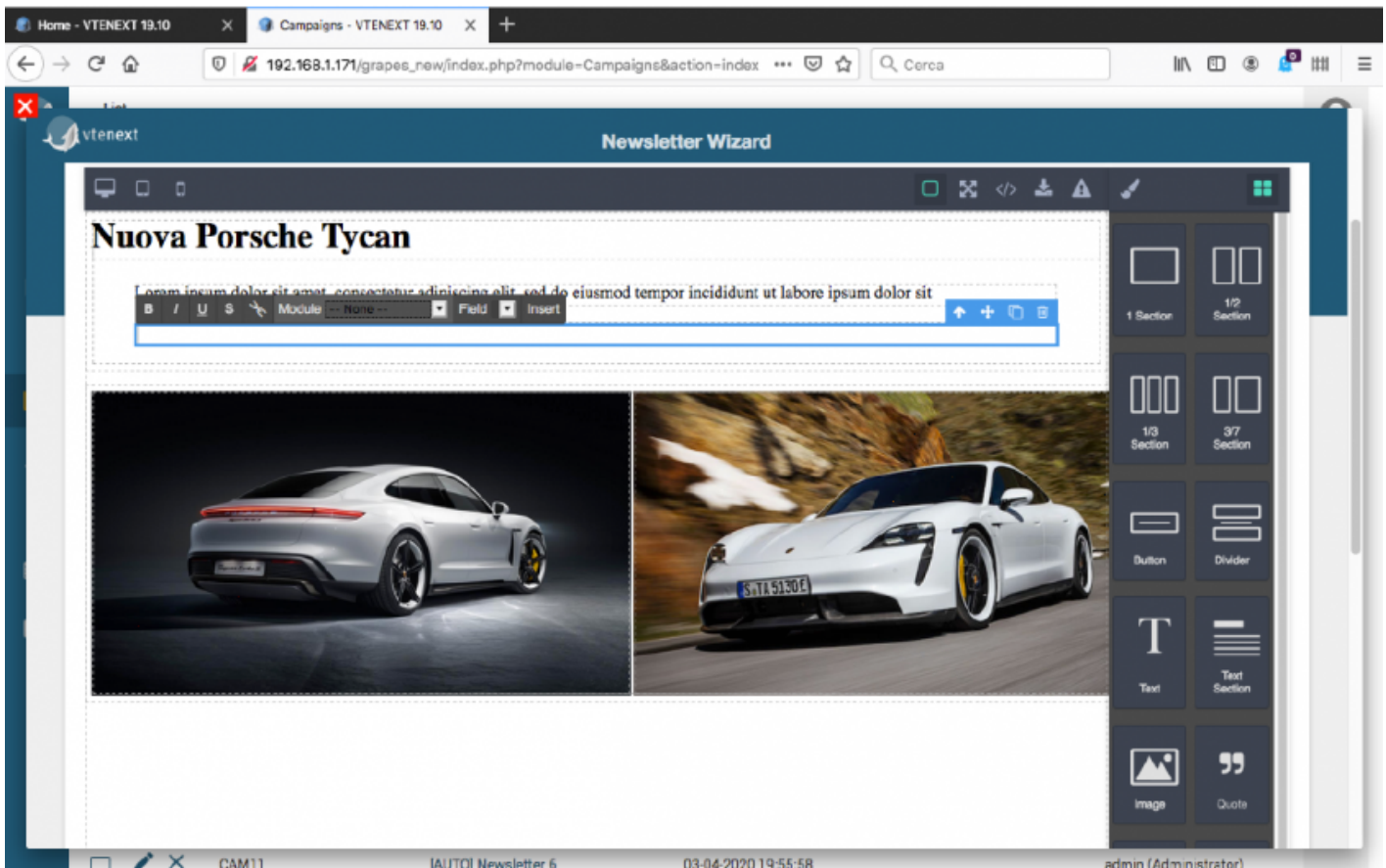
General / CORE / Performance

- 1.** RabbitMQ support. To manage tails and obtaining immediate response when saving the record
- 2.** Global cache for `vte_field` and workflow. We added caches for some frequently used tables like `vte_field` and the workflows on, to avoid repeated readings of the same data
- 3.** OWASP top 10 compliant. We added the anti-CSRF according to the OWASP standard
- 4.** Variants of SKU products. Using the new module configurable Products it is possible to define a new generic product with variables attributes
es. T-shirt with Size attribute (XS/S/M/L/XL) or Colour (Red, Green, Yellow)
Every variant of the product is univocally defined by a SKU code (stock keeping unit)
- 5.** Next theme softening



6. Editor drag and drop newsletter/email templates





7. Activation of non-contextual licenses

8. Ubuntu 20.04 LTS support (php 7.4/mysql8)

Sync connector

Standard connectors available for the following systems:

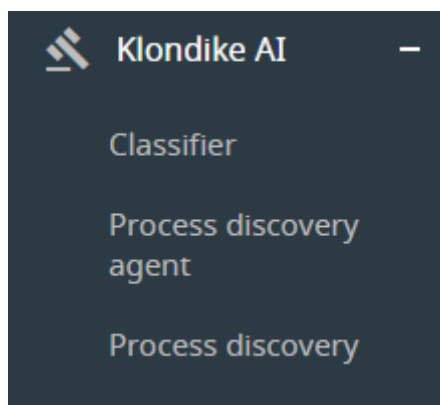
- Hubspot®:
Modules: 'Users', 'Accounts', 'Contacts', 'Potentials', 'HelpDesk', 'Targets', 'Targets_Contacts' (to have contacts related to the target).
Direction: all bidirectional, except for her users that is monodirectional from hubspot to vtenext
- Jira®:
Modules: 'Users', 'ProjectPlan', 'ProjectTask', 'HelpDesk', 'TicketComments'
Direction: all bidirectional, except for her users that is monodirectional from Jira to vtenext
- SuiteCRM®:
Modules: 'Users', 'Leads', 'Accounts', 'Contacts', 'Potentials', 'Campaigns', 'HelpDesk', 'Products'
Direction: all bidirectional, except for her users that is monodirectional from SuiteCRM to vtenext

All synchronization are in Beta version, therefore some fields and values may not be supported.

Klondike connector

Plugin available in settings to connect vtenext with the Machine Learning engine Klondike:

- Process discovery agents: analyses and identifies which are the commonly used processes in vtenext. Once discovered can be imported in the Process Manager to be further developed
- Classification manager: uses AI to guess the value of a field. Example: when creating a ticket the Category is guesses by analysing title and description.



Klondike from Settings

A screenshot of the 'Settings > Classifier' configuration page in vtenext. The page has a dark sidebar on the left with icons for navigation. The main content area is titled 'Settings > Classifier' with a subtitle 'Allow to configure the classifier'. It features a table with 7 entries, each representing a different module. The table has columns for 'Actions', 'Module', 'Filter', 'Training fields', and 'Training target'. Each entry includes a search input for the respective column. The 'Training target' column has a 'NEW' button next to it. At the bottom of the table, it says 'Showing 1 to 7 of 7 entries' and has 'Previous', '1', and 'Next' navigation buttons. The footer of the page shows '© 2018-2020 vtenext.com | License'.

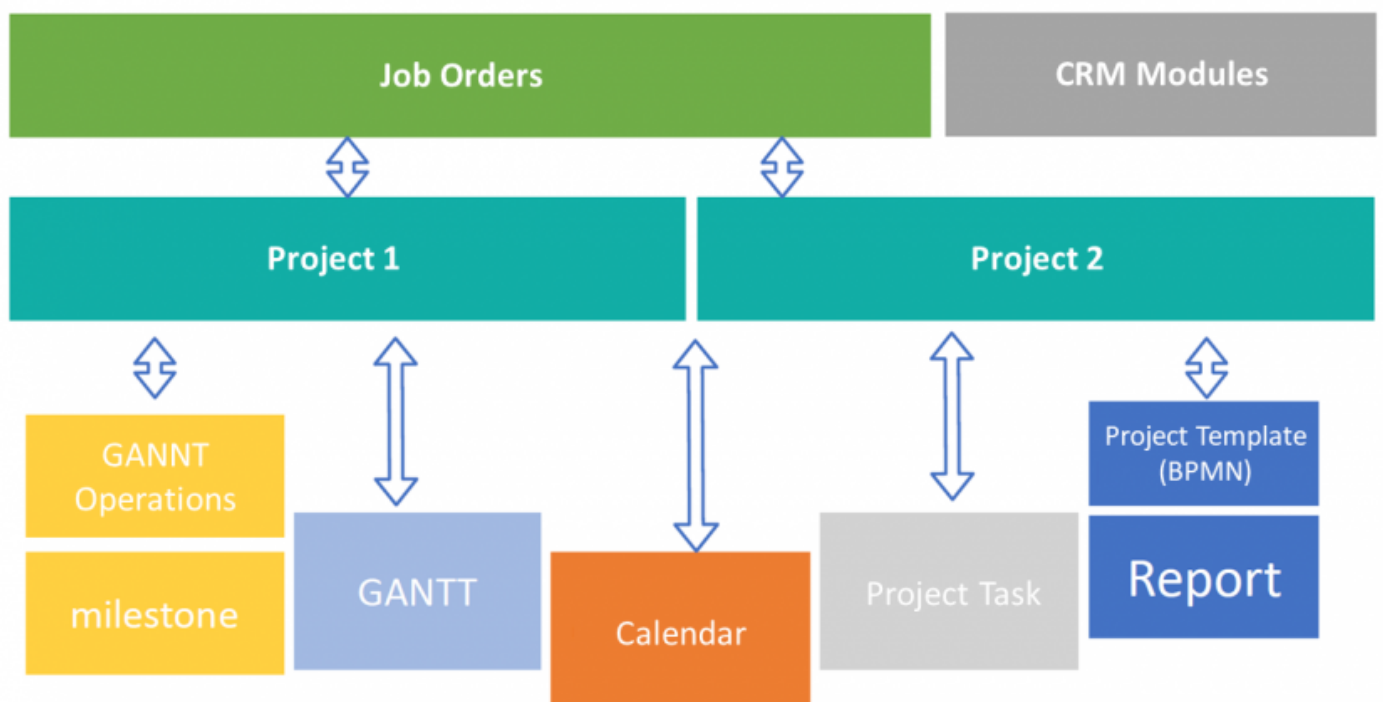
Classifier

Settings > Process discovery						
Allow to view discovered processes						
Show 50 entries		Search:				
Actions	Id	Attributes set	Events	Metrics	CRM Module	
	Search for	Search for Attril	Search for Events	Search for Metrics	Search for CR	
	1	converted: 0	Lead Converted? CONVERTED	time_discovery: 0.102s, fitness: 1.0, precision: 1.0, fscore: 1.0, time_metrics: 641ms, n_task=>0	1lead	
	2	converted: 0	Ticket0(Status:Open, Ticket Creator:Lead, Ticket Owner:User 1) AS T1-0 START	time_discovery: 0.137s, fitness: 1.0, precision: 0.5, fscore: 0.6666666666666666, time_metrics: 707ms, n_task=>0	1lead	
	3	converted: 0	Business Unit CHANGED FROM VTENEXT TO CrmVillage.biz S.r.l.	time_discovery: 0.164s, fitness: 1.0, precision: 0.3783783783783784, fscore: 0.5490196078431372, time_metrics: 700ms, n_task=>0	1lead	
	4	converted: 0	Status CHANGED TO Contattato	time_discovery: 0.116s, fitness: 0.6666666666666667, precision: 1.0, fscore: 0.8, time_metrics: 622ms, n_task=>0	1lead	
	5	leadsource: Mail Converter	Ticket0(Status:Open, Ticket Creator:Lead, Ticket Owner:User 1) AS T1-0 START	time_discovery: 0.132s, fitness: 1.0, precision: 0.5, fscore: 0.6666666666666666, time_metrics: 749ms, n_task=>0	1lead	
	6	leadsource: Mail Converter	Lead Converted? CONVERTED	time_discovery: 0.106s, fitness: 1.0, precision: 1.0, fscore: 1.0, time_metrics: 637ms, n_task=>0	1lead	
	7	leadsource: Mail Converter	Status CHANGED TO inviata Mail da Processo	time_discovery: 0.138s, fitness: 0.5454545454545454, precision: 0.6, fscore: 0.5714285714285713, time_metrics: 652ms, n_task=>0	1lead	
	8	leadsource: Mail Converter	Ticket0(Status:Open, Ticket Creator:Lead, Ticket Owner:User 24944) AS T2-0 START	time_discovery: - first gateway not found, fitness: 1.0, precision: 1.0, fscore: 1.0, time_metrics: 700ms, n_task=>0	1lead	
	9	leadsource: Mail Converter	Category FOR T2-0 CHANGED FROM TO info@crmVillage.biz	time_discovery: - first gateway not found, fitness: 1.0, precision: 1.0, fscore: 1.0, time_metrics: 711ms, n_task=>0	1lead	
	10	leadsource: Mail	Ticket Owner CHANGED END TO 0 TO Ticket	time_discovery: - first gateway not found, fitness: 1.0, precision: 1.0, fscore: 1.0, time_metrics: 711ms, n_task=>0	1lead	

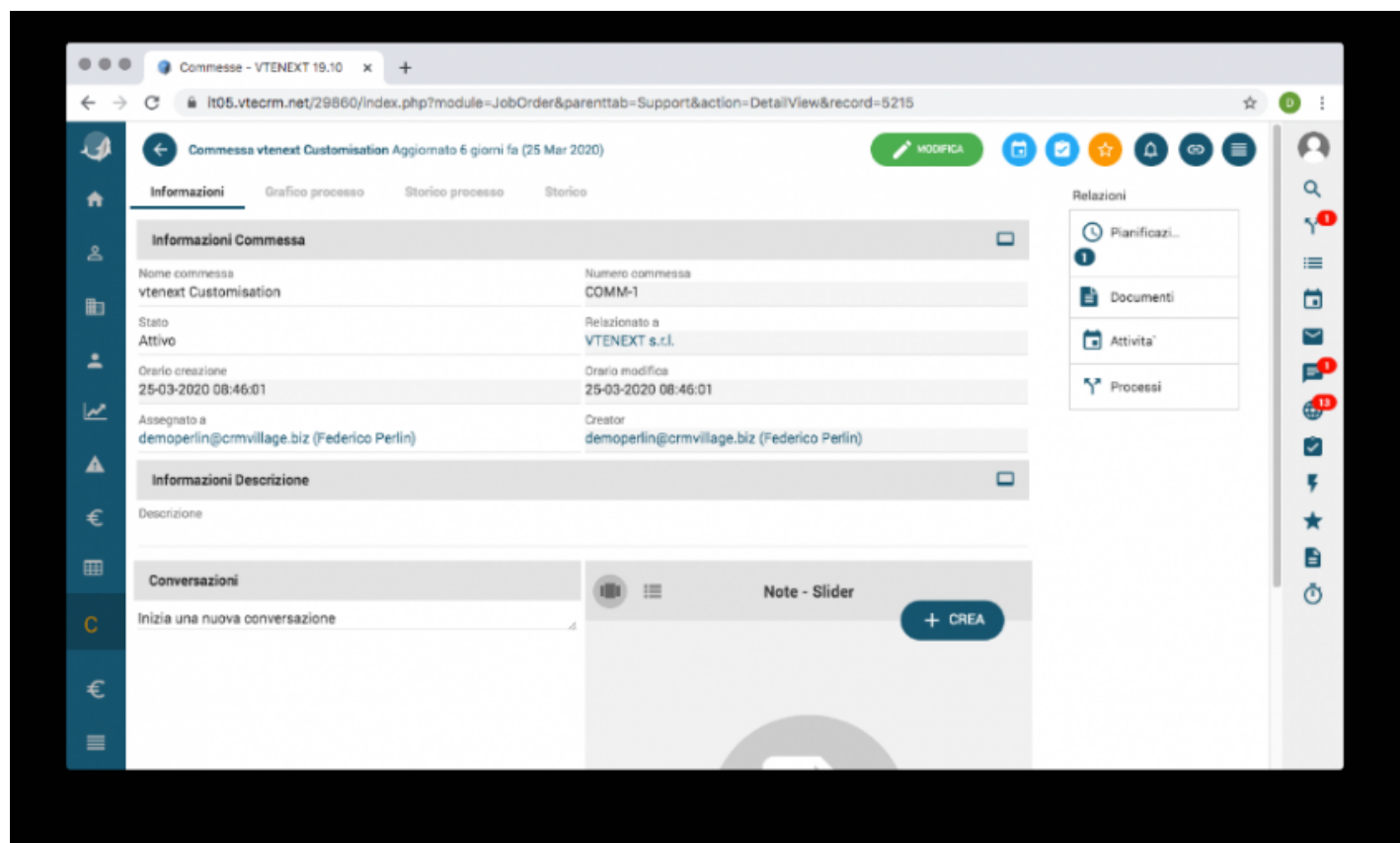
Process list

Projects Module

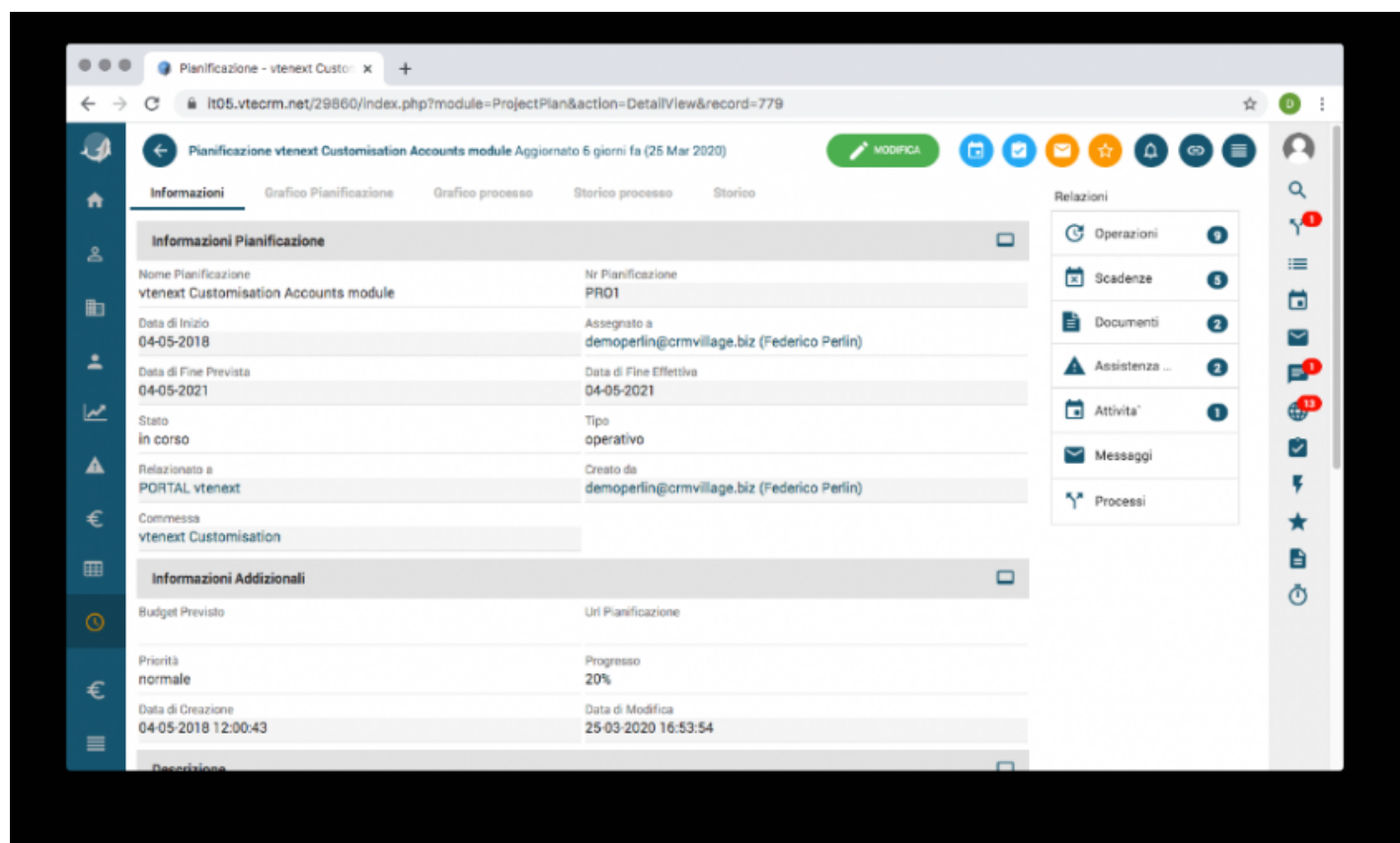
A new module, Job Orders, has been created to contain all Project Tasks.



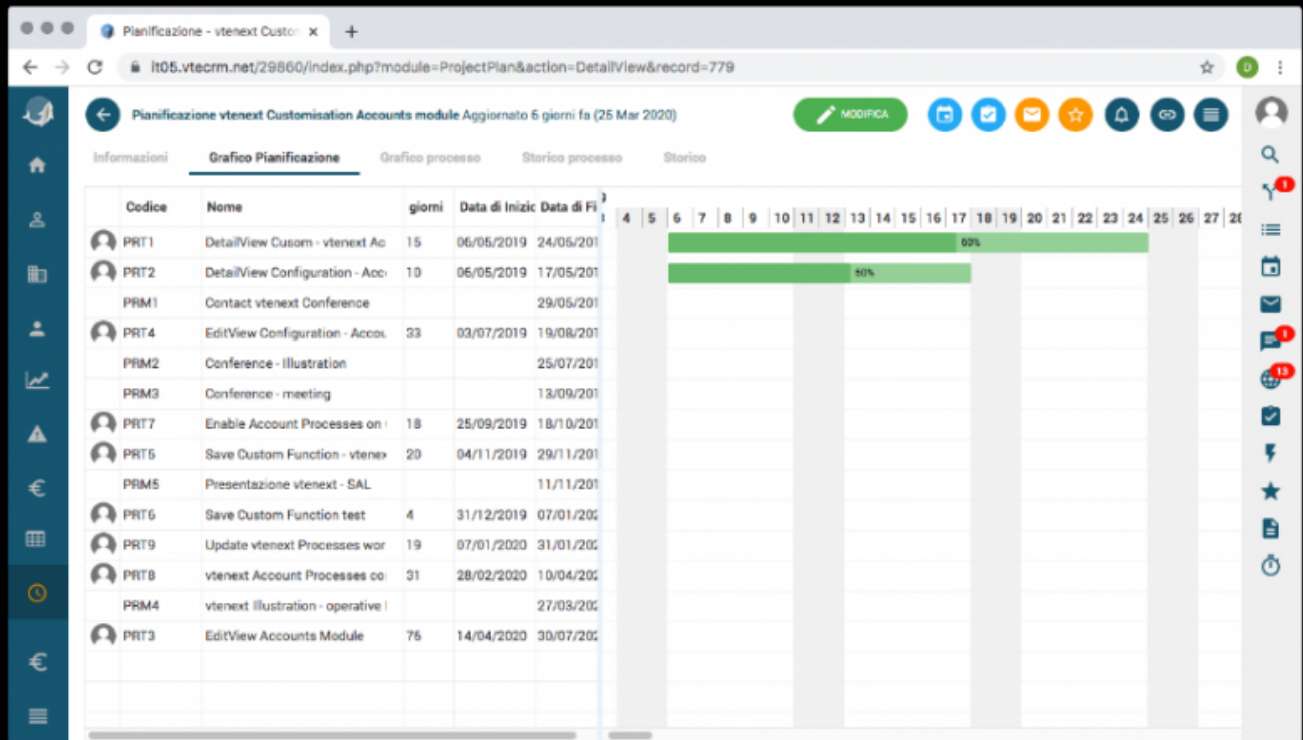
Job Orders mask



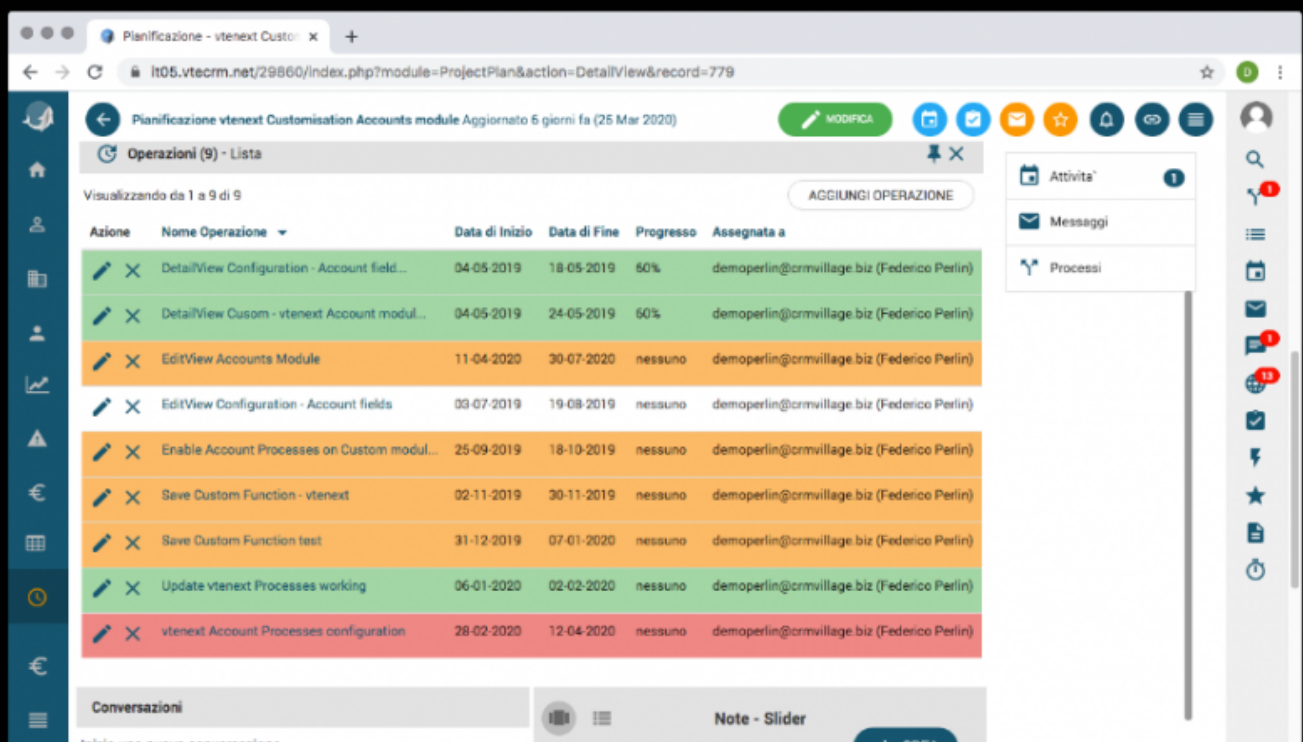
Project mask



Project Gantt



Operations in detail



Calendar for the resources involved

A resource view has been added to the calendar to help manage the team's weekly activities

CREA

SELEZIONA RISORSE

RISORSE

OGGI

17 FEB 2020 - 23 FEB 2020

Settimana 8 - 2020	Lunedì 17-02-2020	Martedì 18-02-2020	Mercoledì 19-02-2020	Giovedì 20-02-2020	Venerdì 21-02-2020
.dinardo Iberto Di nardo	12:00 PREPARARE 21:00 RIUNIONE CO ORD.	08:00 ore 9.30 Ca 10:00 il con Copp olario 10:30 CRM VILL 11:30 AGE? 11:30 STAMPAR	08:00 START COOR 15:30 DINATORI ? 15:30 pranzo ristor ante vicino fir enze Cioaudi e Bessi	10:30 930 cna inco 20:00 ntro cun unit e x progetto	08:00 telefonare 09:30 Montanari x visita 14:00 PIANIFICA 16:30 RE INCON TRO CON PAUL APP
biagini.flavio.CI Flavio Biagini		12:30 TEST 2 GG 13:00	12:30 TEST 2 GG 13:00	12:30 TEST 2 GG 13:00	
biserni.luciano.F0 Luciano Biserni		09:35 GUARDOLIFI 11:35 CIO			
boldrini.andrea.C6 Andrea Boldrini	00:00 app 23:59	00:00 tel isei massi 23:59 mo	15:00 app per info 16:00	00:00 app 23:59 10:00 app 11:00 15:00 demo dal c 16:00 liente az.	00:00 app termi con 23:59 peolo castelli ani 09:00 CON BOLDRI 13:00 NI PER VISIT A CLIENTI
	15:00 ONE TO ONE				

Final events tracking

Planificazione - vtenext Custom

it05.vtecrm.net/29860/index.php?action=DetailView&module=ProjectTask&record=784&parenttab=ProjectPlan

Operazione DetailView Configuration - Account field...

Aggiornato 6 giorni fa (25 Mar 2020)

MODIFICA

Informazioni

Grafico processo

Storico processo

Storico

Informazioni Operazione

Nome Operazione

DetailView Configuration - Account fields

Numero Operazione

PRT2

Priorità

bassa

Tipo

operativa

Codice Operazione

0

Ordine di Vendita

Creato da

demoperlin@cmvillage.biz (Federico Perlin)

Informazioni Aggiuntive

Progresso

60%

Ore Lavorate

7

Data di Inizio

04-05-2019

Data di Fine

18-05-2019

Data di Creazione

04-05-2018 12:02:54

Data di Modifica

25-03-2020 16:54:37

Calcolo automatico durata prevista

si

Durata prevista

10

Relazioni

Assistenz...

Documenti

Attività

Messaggi

Processi

Tracciamento

Descrizione

revisione codice css

TRACCIA

TRACCIA E TICKET

ANNULLA

In project task is now available the new fields block “Budget Information” to deliver Project, Pack or Consumptive services, the worked hours will be scaled using the activity tracking system.

Order report example

Report - Commesse Attive clienti

Intervallo di tempo
Seleziona Colonna
Seleziona Orario
Data Inizio
Fine Data

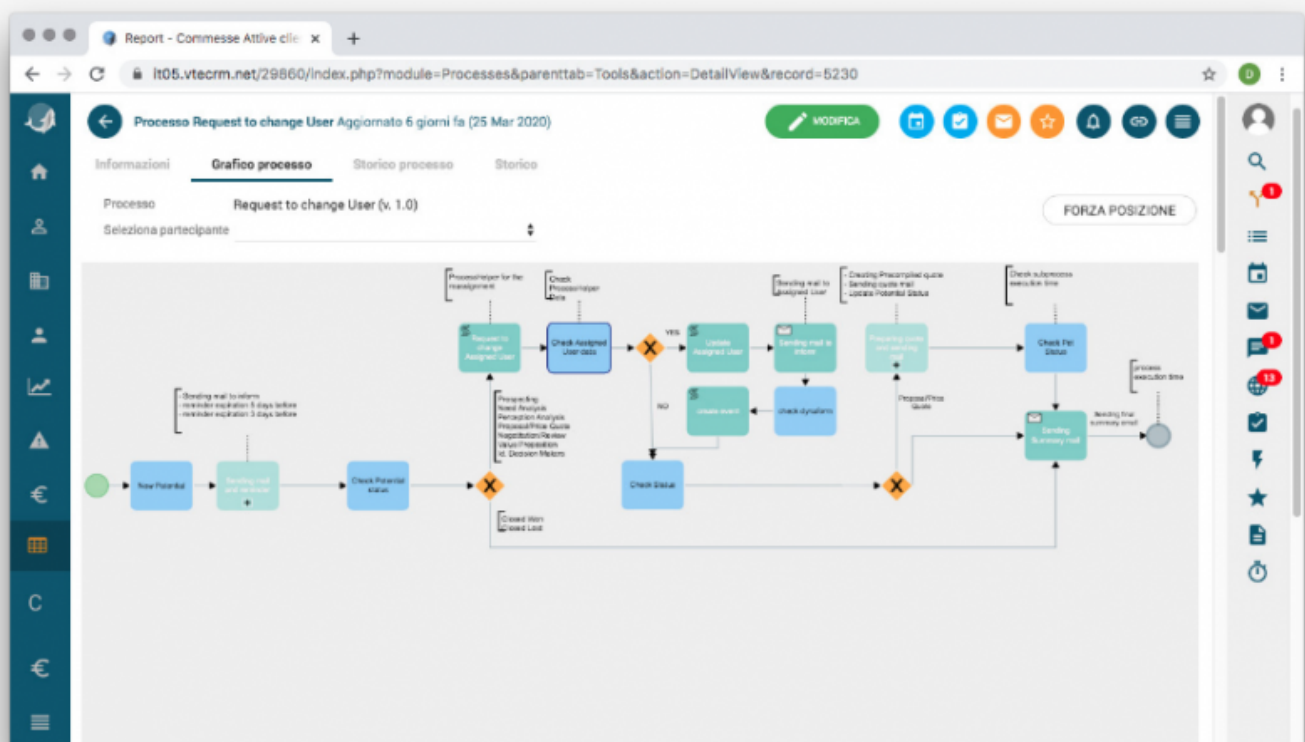
Commesse - Orario modifica Personalizzato

AGGIORNA

Visualizza 50 elementi

Commesse Relazionato a	Commesse Tipo Entità	Commesse Numero commessa	Planificazioni Nome Pianificazione	Planificazioni Stato	Operazioni Nome Operazione	Operazioni Progresso	Operazioni Erogazione servizio	Azione
Cerca Comm	Cerca Comm	Cerca Comm	Cerca Pianificaz	Cerca Pianifi	Cerca OperazioniNom	Cerca Opers	Cerca Opers	
-	-	COMM-2	-	-	-	-	-	Visualizza dettagli
VTENEXT s.r.l.	Accounts	COMM-1	vtnext Customisation Accounts module	in corso	DetailView Configuration - Account fields	60%	Pacchetto	Visualizza dettagli
				in corso	Enable Account Processes on Custom module	nessuno	-	Visualizza dettagli
				in corso	Save Custom Function - vtnext	nessuno	-	Visualizza dettagli
				in corso	EditView Accounts Module	nessuno	-	Visualizza dettagli

Example of project execution process



Revision #1

Created 25 May 2022 17:25:33 by Alberto

Updated 14 November 2022 10:30:45 by Alberto