

vtenext 20.04 release notes

BPMN engine improvements

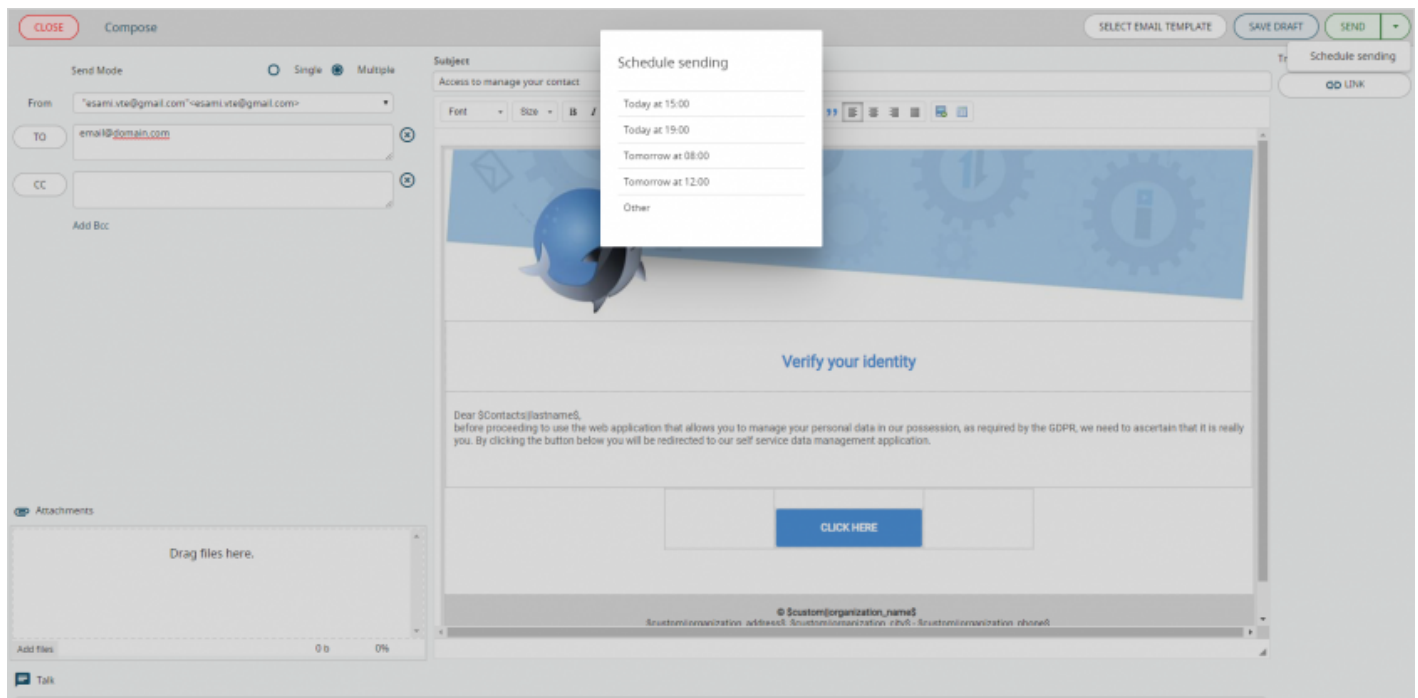
- 1.** Process History in detailview. In addition to the tab “Process graph” the user can find the additional tab “Process History” where we can read in detail the execution of the process and it is possible to view which user performed a certain action and when.
 - 2.** Function relate email in ProcessMaker. 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

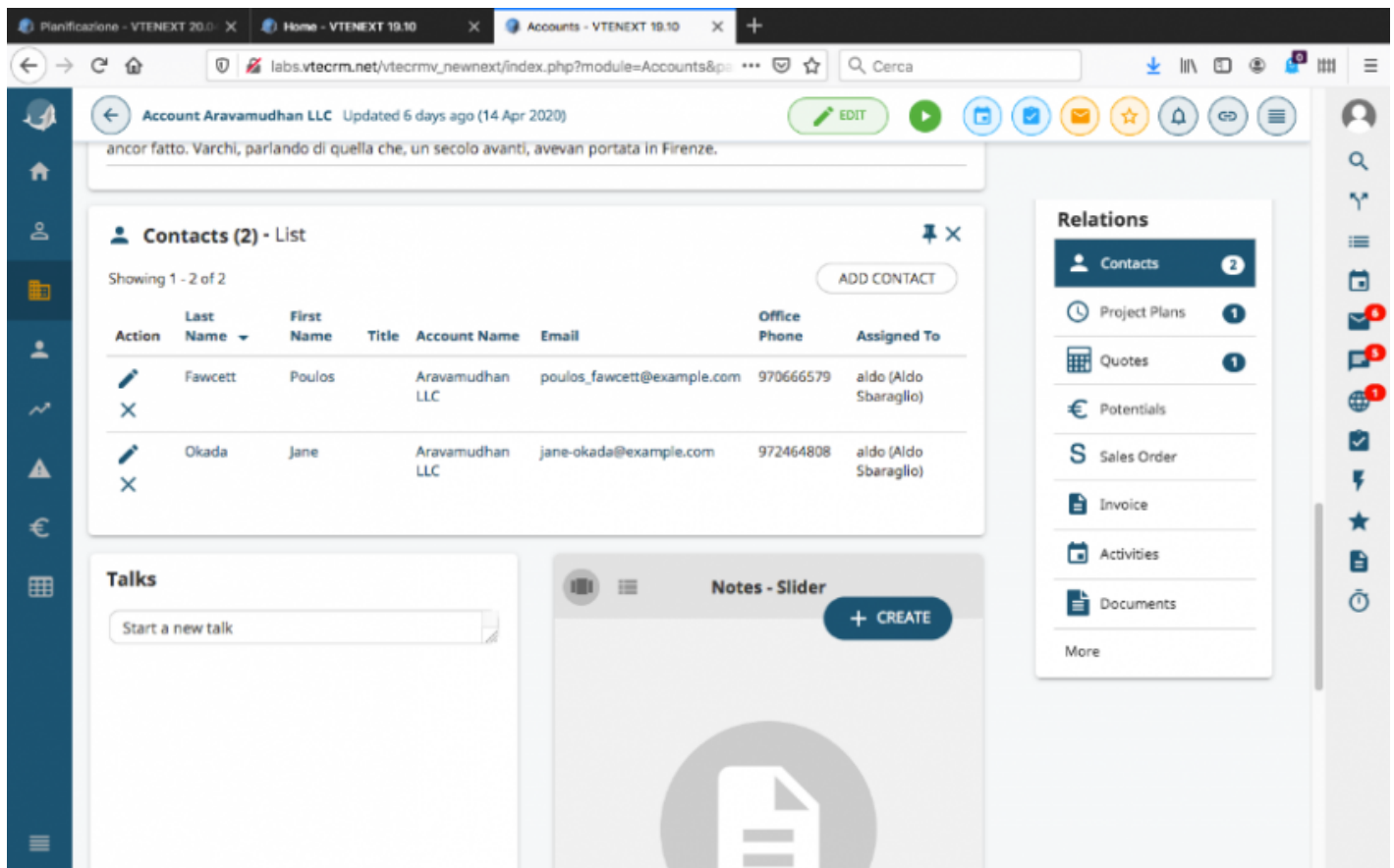
4. imap parameters and PEC option in mail converter: from mail converter it is possible to define a PEC email address and in the way the ticket will be created with the original mail, that is to say the one contained in the .eml attached file

5. Unified folds for different email addresses

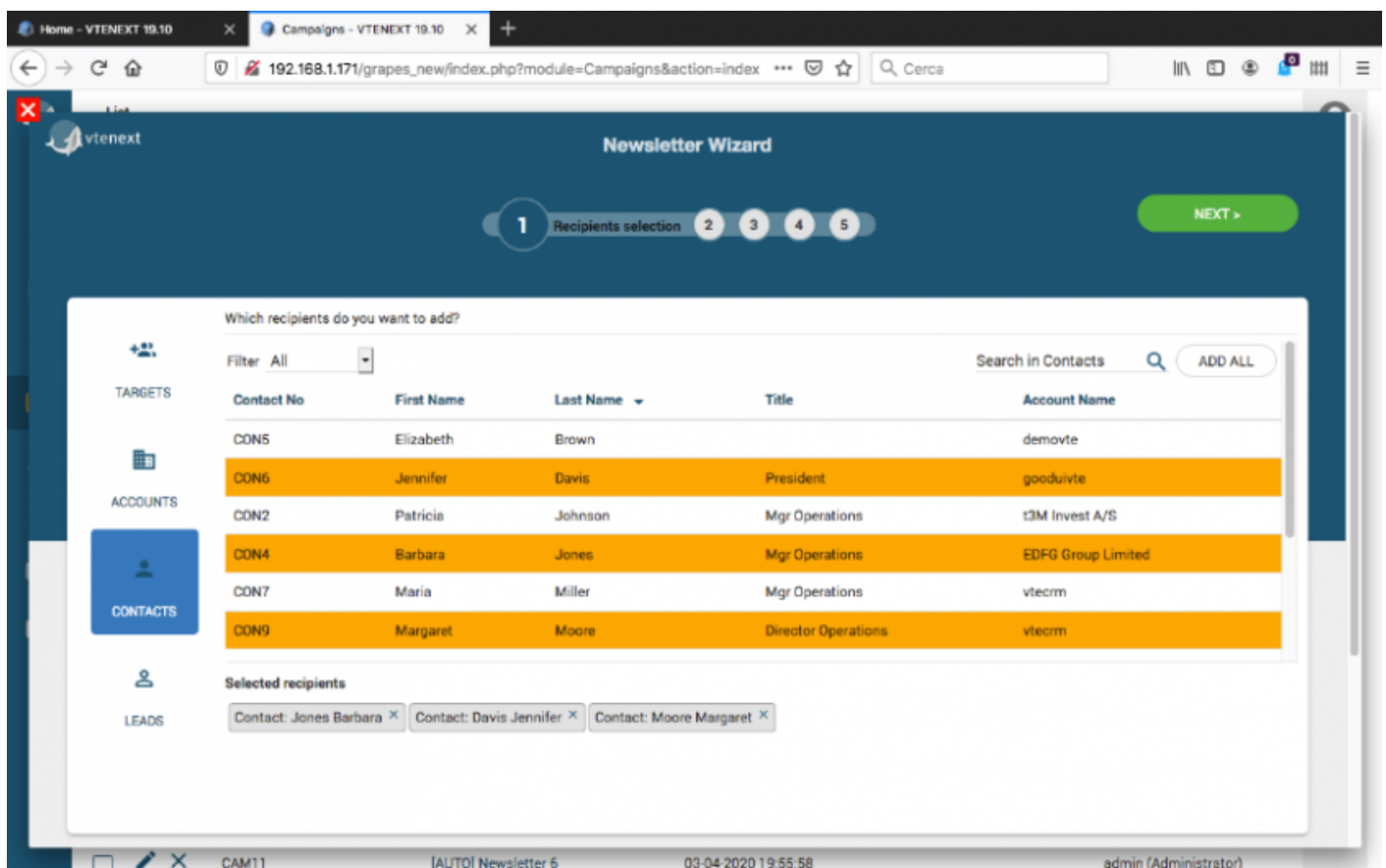
| | |
|---|---|
|  Inbox | 6 |
|  [Gmail] | |
|  Drafts | |
|  Trash | |
|  Importanti | 6 |
|  Sent | |
|  Spam | 7 |
|  Speciali | |
|  Tutti i messaggi | 6 |

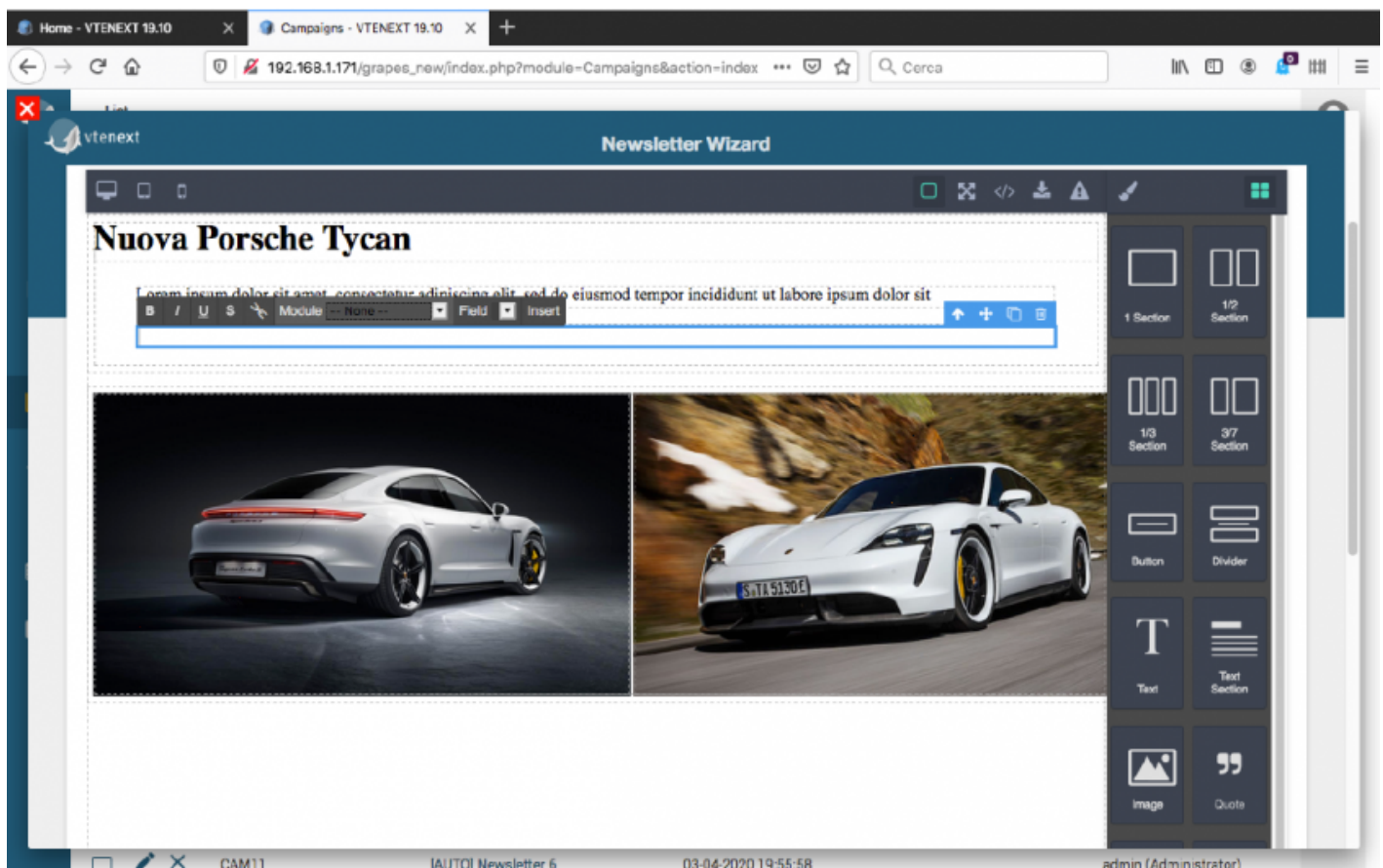
General / CORE / Performance

- 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

Settings > Classifier
Allow to configure the classifier

NEW

Search:


| Actions | Module | Filter | Training fields | Training target |
|---------|-------------------|----------------------|--|--------------------------|
| | Search for Module | Search for Filter | Search for Training field | Search for Training targ |
| | Accounts | All | Account Name, Website, Assigned To, Time created, Time modified | Phone |
| | Contacts | All | Account Name, First Name, Last Name | Department |
| | Leads | All | Gender, Education, Company, Title, Email, Lead Source, Lead Status | Education |
| | Leads | All | Gender, Education, Company, Email, Industry, Last Name, Lead Source, Lead Status | Industry |
| | Projects | All | Priority, Url, Target budget | Progress |
| | Sales Order | Pending Sales Orders | Discount Amount | Purchase Order |
| | Trouble Tickets | All | Title, Description | Category |

Showing 1 to 7 of 7 entries

Previous 1 Next

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Classifier













Settings > Process discovery agent

Allow to configure process detection

Show 50 entries

Search

NEW


| Actions | Module | Filter |
|---|--|--|
| | <input type="text" value="Search for Module"/> | <input type="text" value="Search for Filter"/> |
|   | Accounts | All |
|   | Calendar | Events |
|   | Campaigns | All |
|   | Contacts | All |
|   | Leads | All |


Showing 1 to 5 of 5 entries


Previous


1


Next











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Settings > Process discovery

Allow to view discovered processes

Show 50 ▾ entries

Search:

Actions

Id

Attributes set

Events

Metrics

CRM Module

Search for Id

Search for Attributes set

Search for Events

Search for Metrics

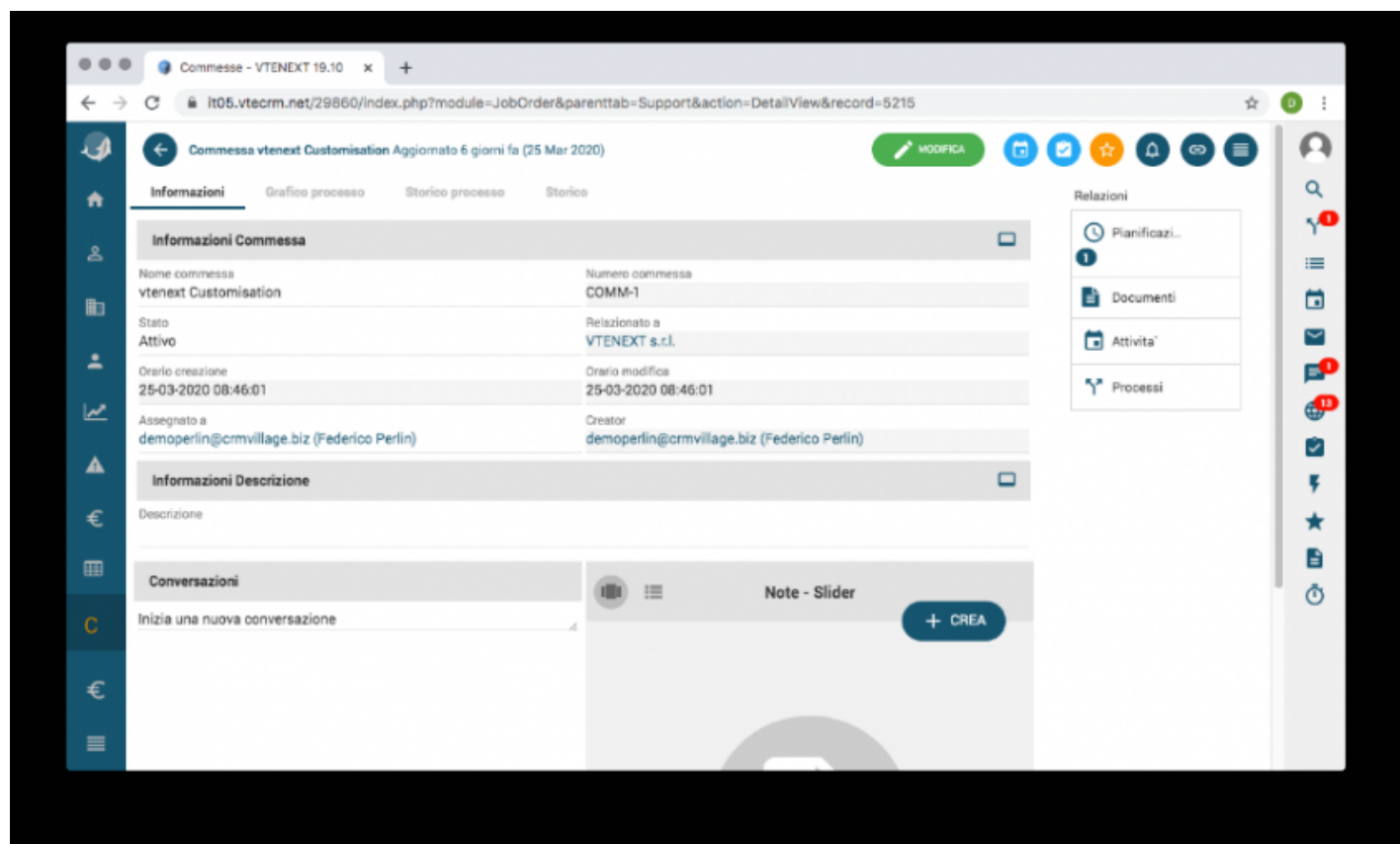
Search for CRM Module

No data available in table

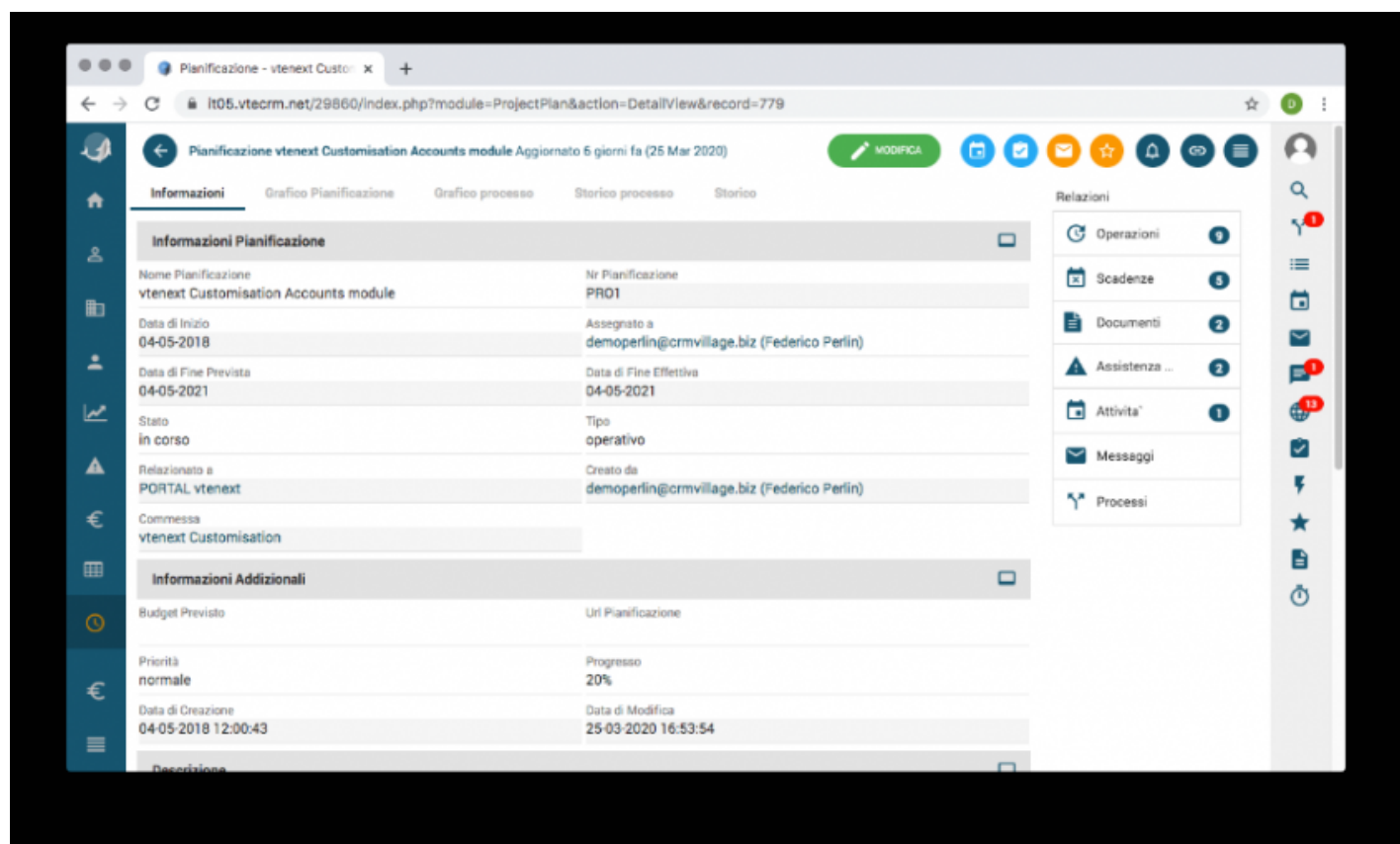
Showing 0 to 0 of 0 entries

Previous Next

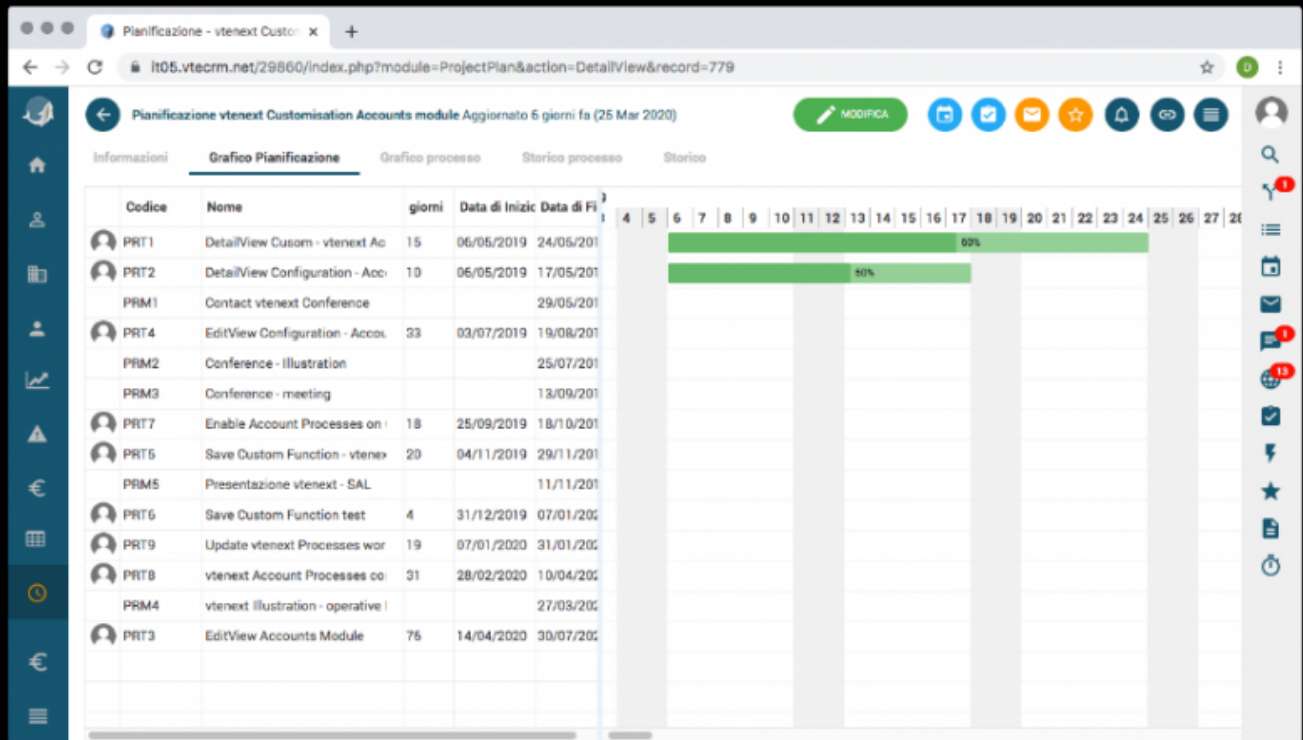
Job Orders mask



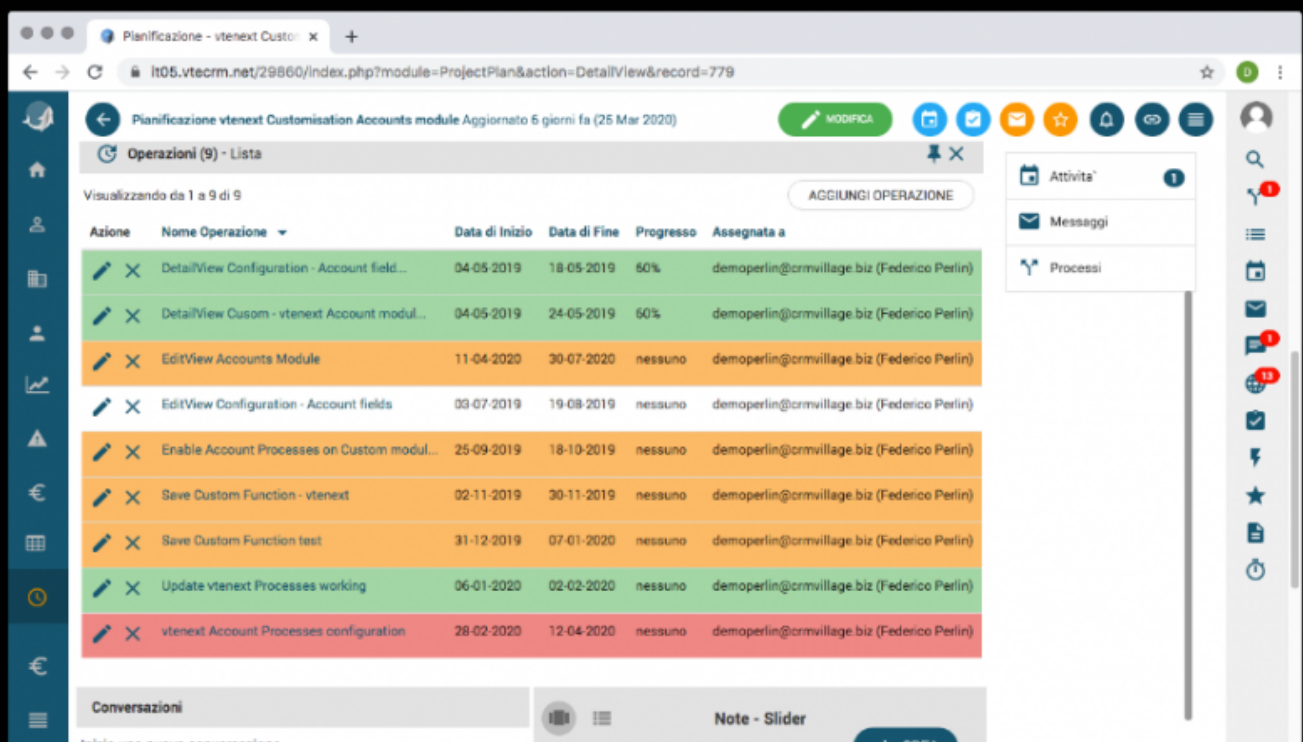
Project mask



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

Report - Commesse Attive clienti

Intervallo di tempo
Seleziona Colonna
Seleziona Orario
Data Inizio
Fine Data

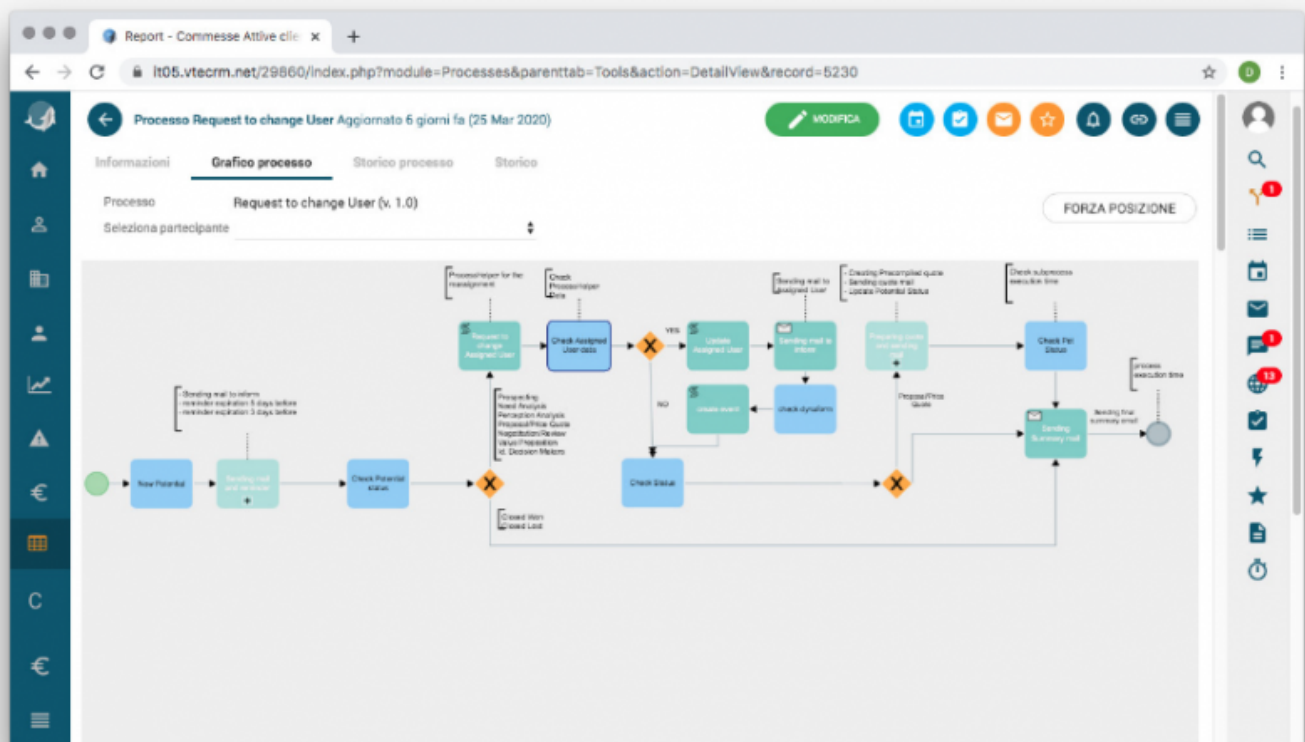
Commesse - Orario modifica Personalizzato

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 Comn | Cerca Comn | Cerca Comn | Cerca Pianificazior | 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

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