

# vtenext 20.04 release notes

## **BPMN engine improvements**

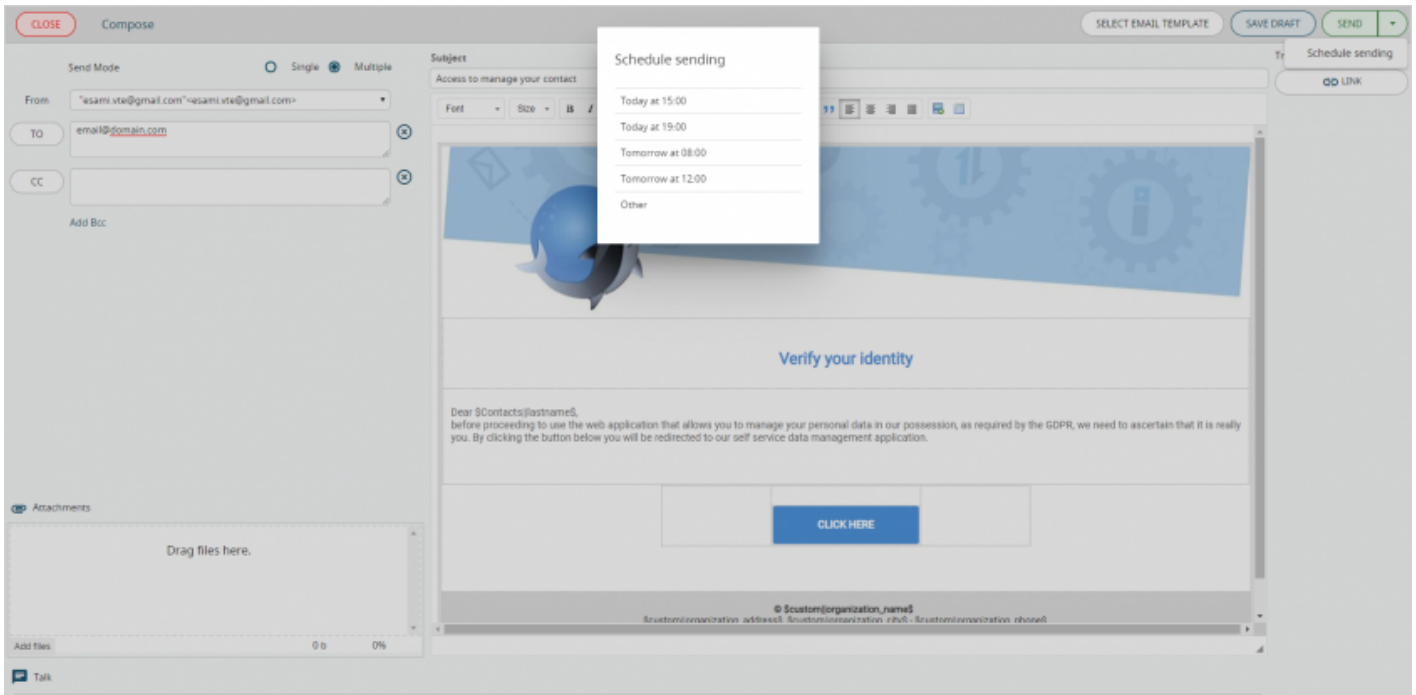
- 1.** Process History in detailview. In addition to the tab “Process graph” the user can find the additional tab “Process History” where we can read in detail the execution of the process and it is possible to view which user performed a certain action and when.
  - 2.** Function relate email in ProcessMaker.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

 <b>Inbox</b>	<b>6</b>
 [Gmail]	
 <b>Drafts</b>	
 <b>Trash</b>	
 <b>Importanti</b>	<b>6</b>
 <b>Sent</b>	
 <b>Spam</b>	<b>7</b>
 <b>Speciali</b>	
 <b>Tutti i messaggi</b>	<b>6</b>

---

## 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

Planificazione - VTENEXT 20.0 | Home - VTENEXT 19.10 | Accounts - VTENEXT 19.10

labs.vtecrm.net/vtecrm\_newnext/index.php?module=Accounts&...

Cerca

List

+ CREATE OTHER

Filter All Assigned To All

Showing 1 - 20 of 60 Page 1 of 3

<input type="checkbox"/>	Action	Account No	Account Name	Billing City	Website	Phone	Assigned To
<input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/>	ACC36	Andruzzi Snc	Lakewood	www.andruzzi.snc.co.uk	186979140	admin (Administrator)
<input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/>	ACC59	Aravamudhan LLC	Boulogne-sur-Mer	www.info.aravamudhan_llc.com	795691904	demarco (Jacquetta Demarco)
<input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/>	ACC32	Ascott Snc	South Bend	www.ascott-snc.co.uk	870201476	haaksman (Jin Haaksman)
<input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/>	ACC27	Ault Ltd	Rochester	www.ault_ltd.co.uk	41531720	haaksman (Jin Haaksman)
<input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/>	ACC55	Bandel NGO	Pamplona	www.data.bandelngo.net	112816791	aldo (Aldo Sbaraglio)
<input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/>	ACC13	Beswick Srl	Pau	www.beswick.srl.it	70454615	haaksman (Jin Haaksman)
<input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/>	ACC39	Blackwelder Srl	Bremerhaven	www.blackwelder.srl.org	143451128	lovekin (Charly Lovekin)
<input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/>	ACC50	Bleazard	Zweibrücken	www.data.bleazard.com	415842514	admin (Administrator)
<input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/>	ACC23	Bussewitz Srl	Thurso	www.bussewitz_srl.com	964214118	sfroudis (Dhiraj Sfroudis)
<input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/>	ACC33	Carlos	Badalona	www.carlos.it	922177935	deanda (Elsa Deanda)
<input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/>	ACC56	Chesser Ltd	Logroño	www.chesser.ltd.net	398146199	kiernan (Belissa Kiernan)

Planificazione - VTENEXT 20.0 | Home - VTENEXT 19.10 | Accounts - VTENEXT 19.10

labs.vtecrm.net/vtecrm\_newnext/index.php?module=Accounts&...

Cerca

Account Aravamudhan LLC Updated 6 days ago (14 Apr 2020)

EDIT

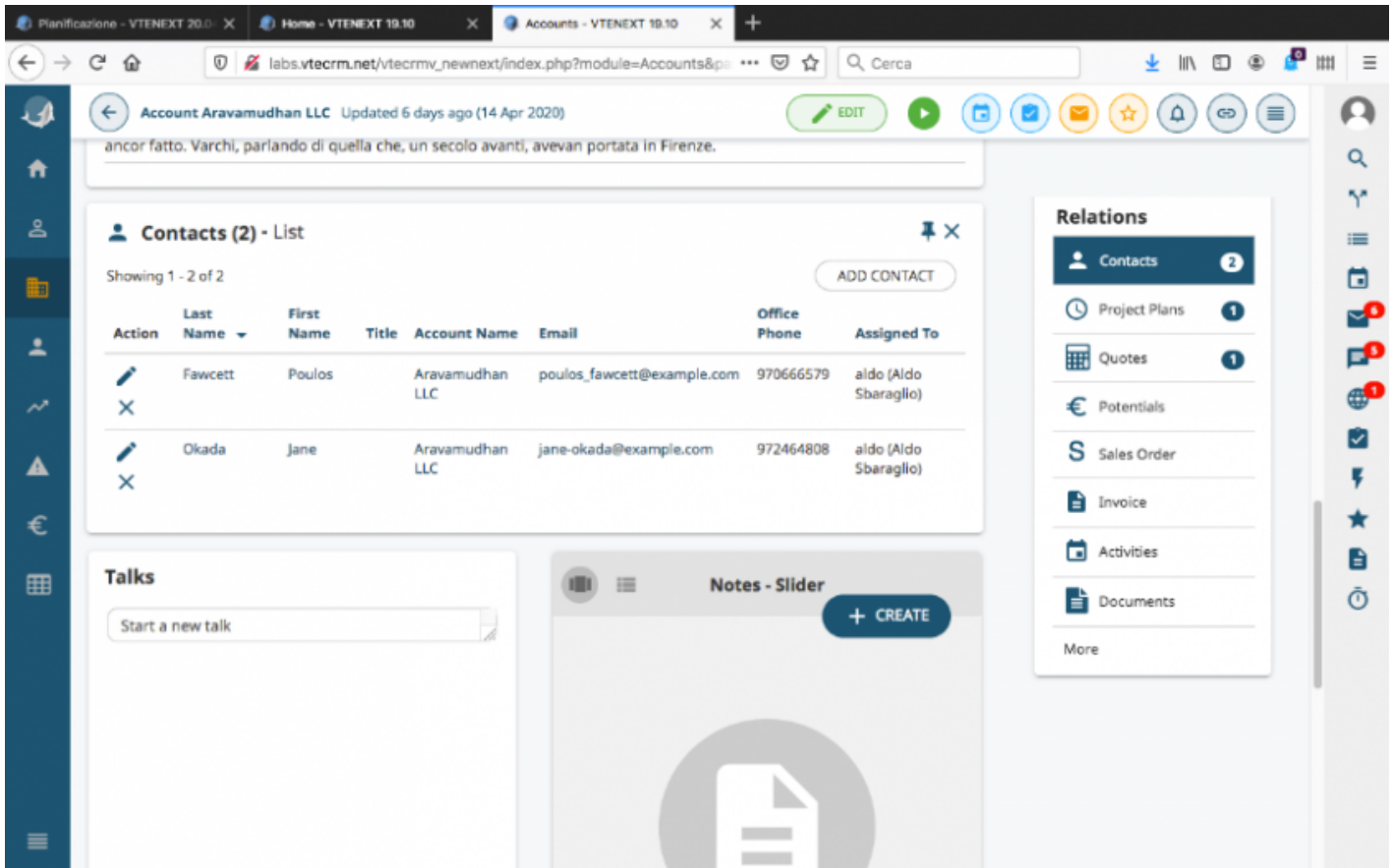
Informations Process Graph Process History History

### Account Information

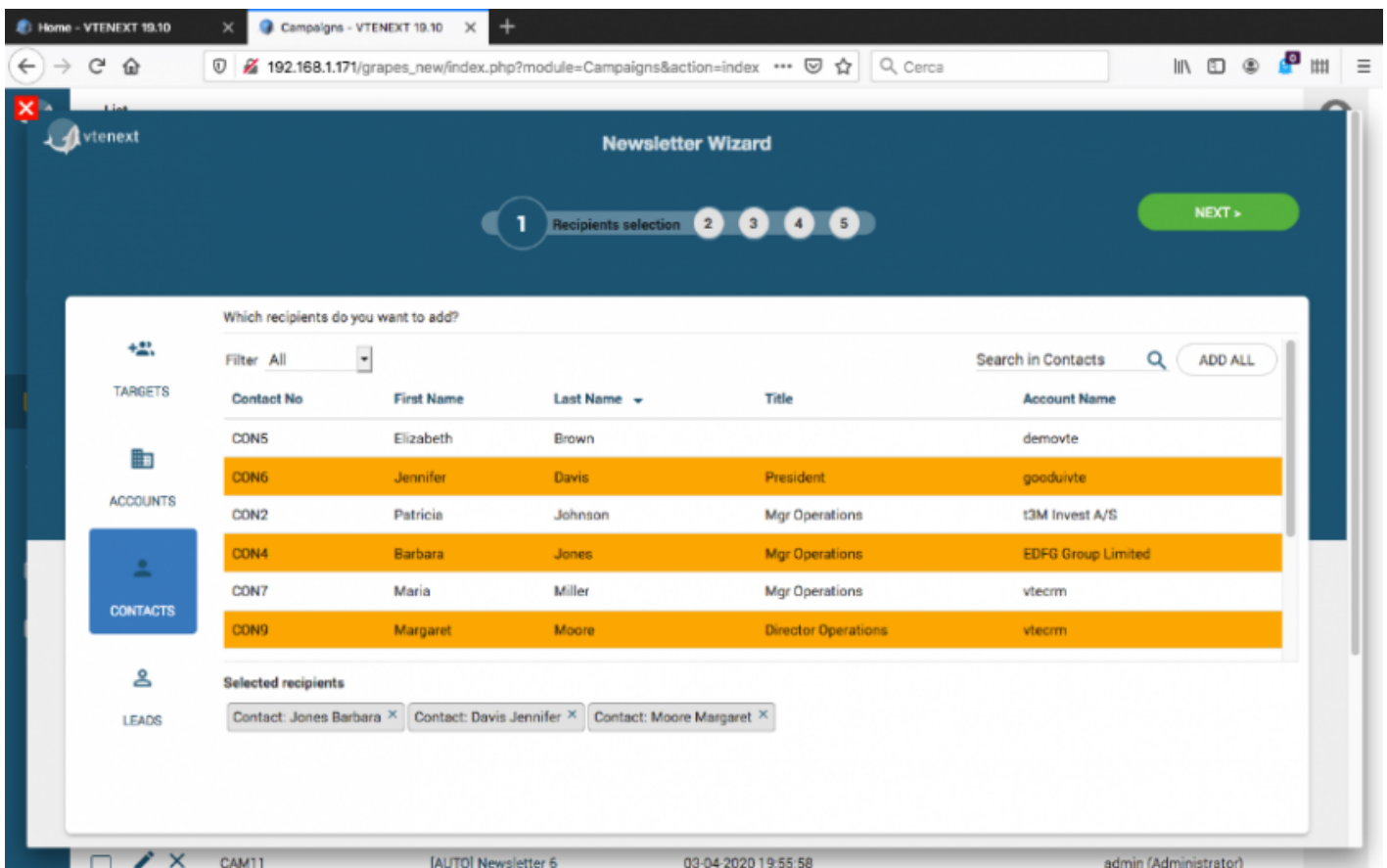
Account Name	Aravamudhan LLC	Account No	ACC59
Website	www.info.aravamudhan_llc.com	Phone	795691904
Fax	902012019	Member Of	t3M Invest A/S
Phone (other)	106390220	Employees	170
Email	aravamudhan_llc@example.com	email (other)	aravamudhan_llc@example.com
Ownership		Industry	Engineering
Rating	Acquired	Type	Partner
Lock Automatic Emails	yes	Annual Revenue (€)	337200.00
Bank Details		VAT Registration Number	
Social Security number		Daily cost (€)	249400.00

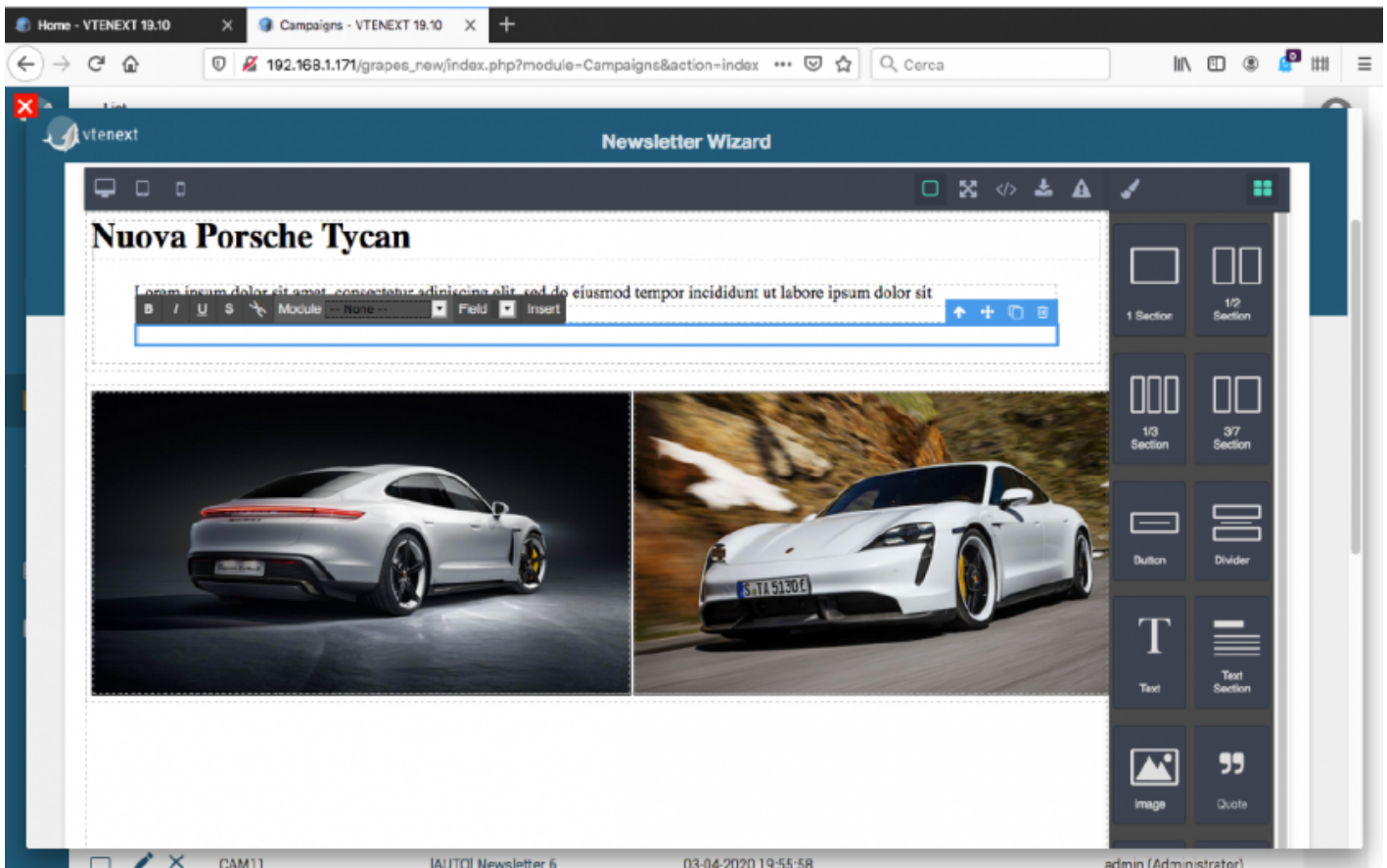
### Relations

- Contacts 2
- Project Plans 1
- Quotes 1
- Potentials
- Sales Order
- Invoice
- Activities
- Documents
- More



## 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:

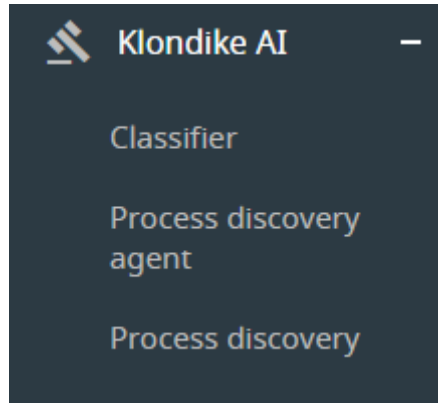
- Hubspot®:  
Modules: 'Users', 'Accounts', 'Contacts', 'Potentials', 'HelpDesk', 'Targets', 'Targets\_Contacts' (to have contacts related to the target).  
Direction: all bidirectional, except for her users that is monodirectional from hubspot to vtenext
- Jira®:  
Modules: 'Users', 'ProjectPlan', 'ProjectTask',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

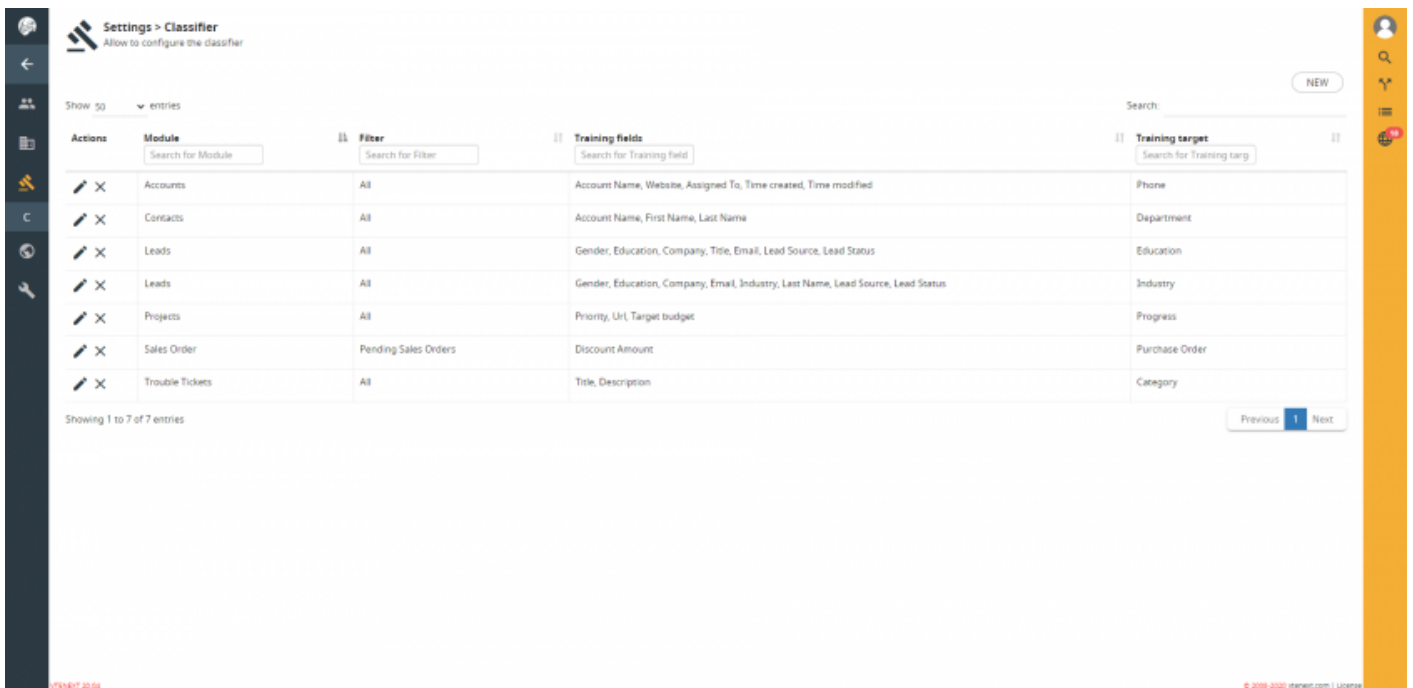
## Klondike connector

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. The page title is "Settings > Classifier" with a subtitle "Allow to configure the classifier". It features a table with columns for "Actions", "Module", "Filter", "Training fields", and "Training target". Each column has a search input field. The table lists seven entries for different modules. At the bottom, it says "Showing 1 to 7 of 7 entries" and has "Previous" and "Next" navigation buttons. The footer includes "© 2018-2020 mtenet.com | License".

Actions	Module	Filter	Training fields	Training target
<input type="checkbox"/>	Accounts	All	Account Name, Website, Assigned To, Time created, Time modified	Phone
<input type="checkbox"/>	Contacts	All	Account Name, First Name, Last Name	Department
<input type="checkbox"/>	Leads	All	Gender, Education, Company, Title, Email, Lead Source, Lead Status	Education
<input type="checkbox"/>	Leads	All	Gender, Education, Company, Email, Industry, Last Name, Lead Source, Lead Status	Industry
<input type="checkbox"/>	Projects	All	Priority, Url, Target budget	Progress
<input type="checkbox"/>	Sales Order	Pending Sales Orders	Discount Amount	Purchase Order
<input type="checkbox"/>	Trouble Tickets	All	Title, Description	Category

*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

© 2018-2020 market.com | License

*Process discovery Agent*

**Settings > Process discovery**  
Allow to view discovered processes

Show 50 entries Search:

Actions	Id	Attributes set	Events	Metrics	CRM Module
	<input type="text" value="Search for Id"/>	<input type="text" value="Search for Attributes set"/>	<input type="text" value="Search for Events"/>	<input type="text" value="Search for Metrics"/>	<input type="text" value="Search for CRM Module"/>
No data available in table					

Showing 0 to 0 of 0 entries Previous Next

© 2018-2020 market.com | License

*Process discovery*

Settings > Process discovery  
Allow to view discovered processes

Show 50 entries

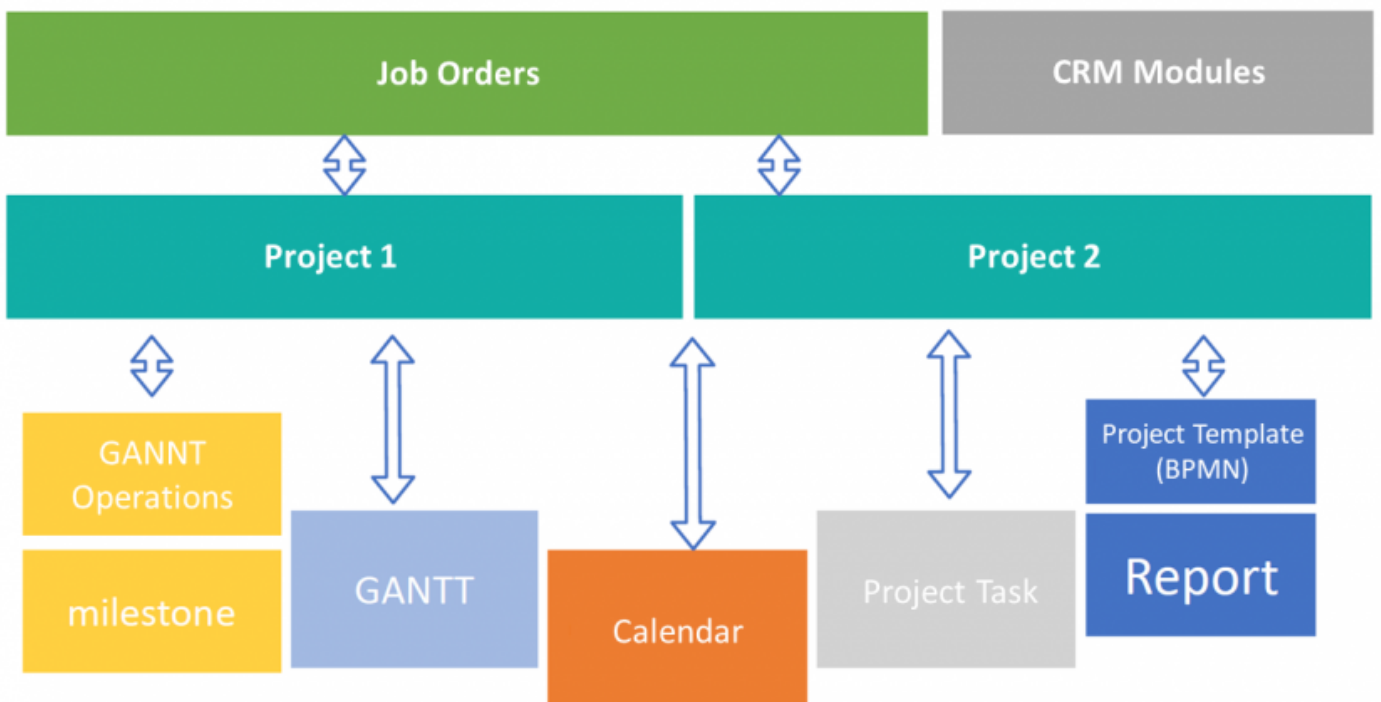
Search:

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: 0.3783783783784, 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 FROM TO 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

The screenshot shows the 'Job Orders' mask in the vtencrm system. The browser address bar indicates the URL: `it05.vtencrm.net/29860/index.php?module=JobOrder&parenttab=Support&action=DetailView&record=5215`. The page title is 'Commissa vtencrm Customisation Aggiornato 6 giorni fa (25 Mar 2020)'. The main content area is divided into several sections:

- Informazioni:** A table with the following data:

Nome commessa	vtencrm Customisation	Numero commessa	COMM-1
Stato	Attivo	Relazionato a	VTENEXT s.r.l.
Orario creazione	25-03-2020 08:46:01	Orario modifica	25-03-2020 08:46:01
Assegnato a	demoperlin@crmillage.biz (Federico Perlin)	Creator	demoperlin@crmillage.biz (Federico Perlin)
- Informazioni Descrizione:** A section for the description of the job order.
- Conversazioni:** A section for conversations, with a button to 'Inizia una nuova conversazione'.
- Note - Slider:** A section for notes, with a '+ CREA' button.
- Relazioni:** A sidebar on the right showing related items: Pianificazi... (1), Documenti, Attivita' (1), and Processi.

## Project mask

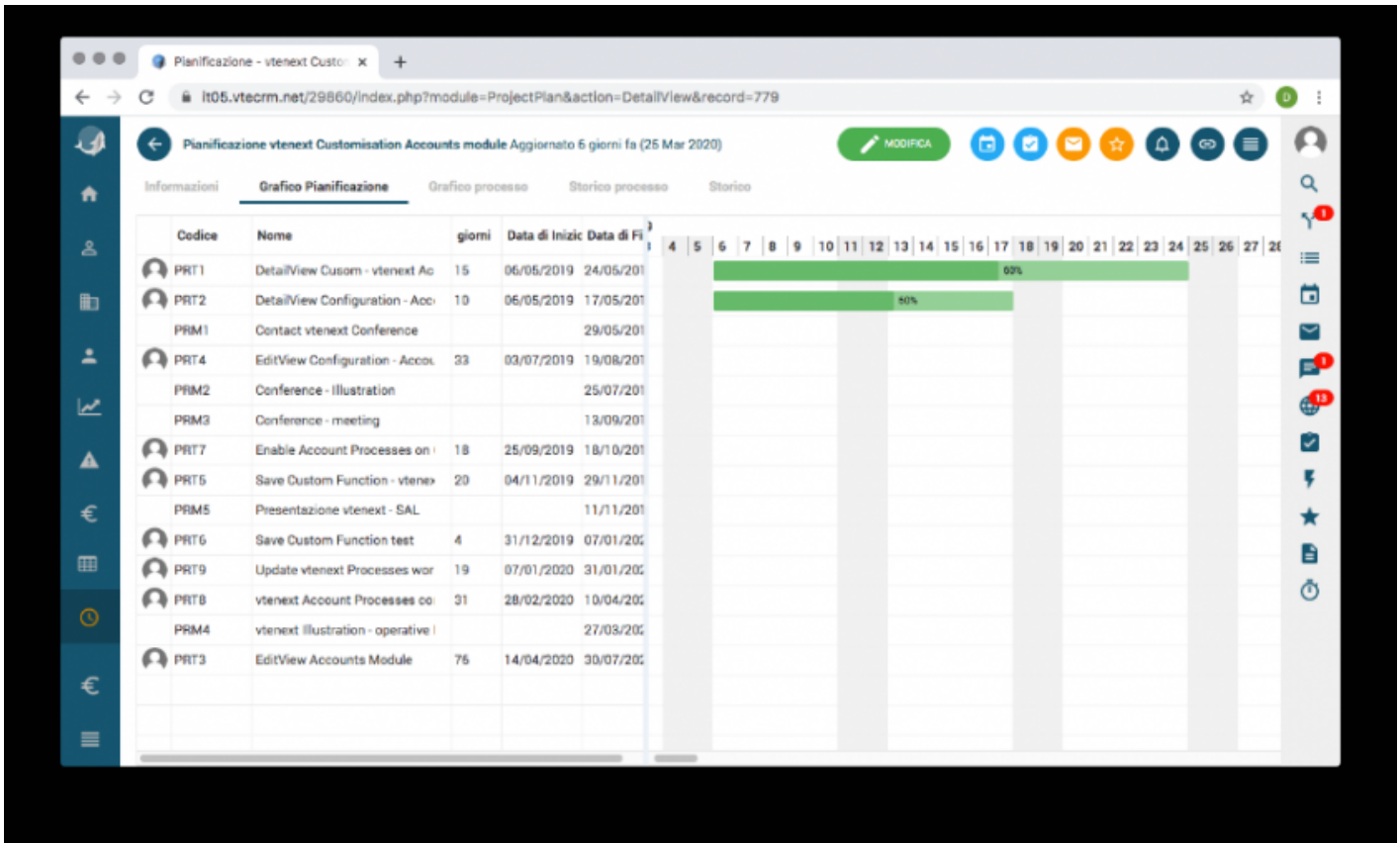
The screenshot shows the 'Project' mask in the vtencrm system. The browser address bar indicates the URL: `it05.vtencrm.net/29860/index.php?module=ProjectPlan&action=DetailView&record=779`. The page title is 'Pianificazione vtencrm Customisation Accounts module Aggiornato 6 giorni fa (25 Mar 2020)'. The main content area is divided into several sections:

- Informazioni:** A table with the following data:

Nome Pianificazione	vtencrm Customisation Accounts module	Nr Pianificazione	PRO1
Data di Inizio	04-05-2018	Assegnato a	demoperlin@crmillage.biz (Federico Perlin)
Data di Fine Prevista	04-05-2021	Data di Fine Effettiva	04-05-2021
Stato	In corso	Tipo	operativo
Relazionato a	PORTAL vtencrm	Creato da	demoperlin@crmillage.biz (Federico Perlin)
Commissa	vtencrm Customisation		
- Informazioni Aggiuntive:** A section for additional information, including:

Budget Previsto	Uri Pianificazione		
Priorità	normale	Progresso	20%
Data di Creazione	04-05-2018 12:00:43	Data di Modifica	25-03-2020 16:53:54
- Relazioni:** A sidebar on the right showing related items: Operazioni (9), Scadenze (5), Documenti (2), Assistenza ... (2), Attivita' (1), Messaggi, and Processi.

## 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
<b>.dinardo</b> Iberto Di nardo	12:00 PREPARARE RIUNIONE CO ORD. 21:00	08:00 ore 9,30 Ca il con Copp olaro 10:00 10:30 CRM VILL AGE? 11:30 11:30 STAMPAR	08:00 START COOR DINATORI ? 15:30 15:30 pranzo ristor ante vicino fir enze Claudia e Bessi	10:30 930 cna inco ntro cun unit e x progetto 20:00	08:00 telefonare Montanari x visita 09:30 14:00 PIANIFICA RE INCON TRO CON 16:30
<b>biagini.flavio.CI</b> Flavio Biagini		12:30 TEST 2 GG 13:00	12:30 TEST 2 GG 13:00	12:30 TEST 2 GG 13:00	
<b>biserni.luciano.F0</b> Luciano Biserni		09:35 GUARDOLIFI 11:35 CIO			
<b>boldrini.andrea.C6</b> Andrea Boldrini	00:00 app 23:59	00:00 tel isei massi mo 23:59	15:00 app per info 16:00	00:00 app 23:59 10:00 app 11:00 15:00 demo dal c liente az. 16:00	00:00 app temi con peolo castel ani 23:59 09:00 CON BOLDRI NI PER VISIT A CLIENTI 13:00

15:00 ONE TO ONE

## Final events tracking

Operazione DetailView Configuration - Account field... Aggiornato 6 giorni fa (25 Mar 2020)

**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

