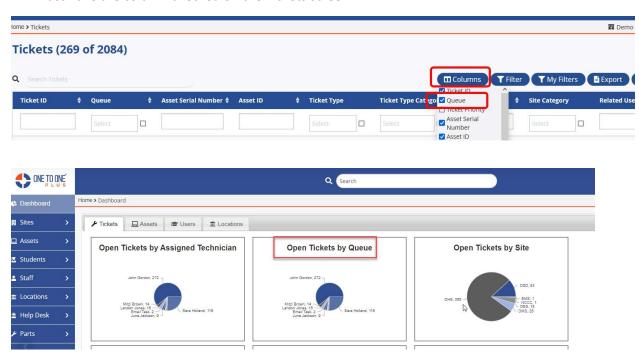
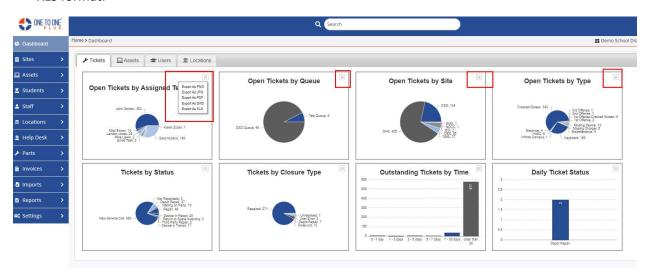
Dashboard

- The following changes have been made to all the tabs on the Dashboard
 - A new chart was added for Open Tickets by Queue. In order for the drill down to work, you
 must have the column checked on the Tickets screen

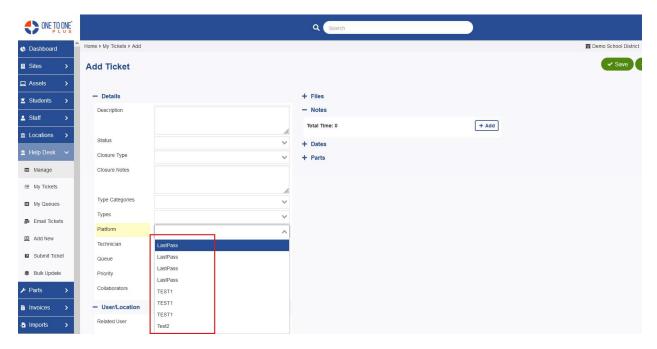


 Each chart on the Dashboard now has the ability to be exported to PDF, JPG, PNG, SVG or XLS format.



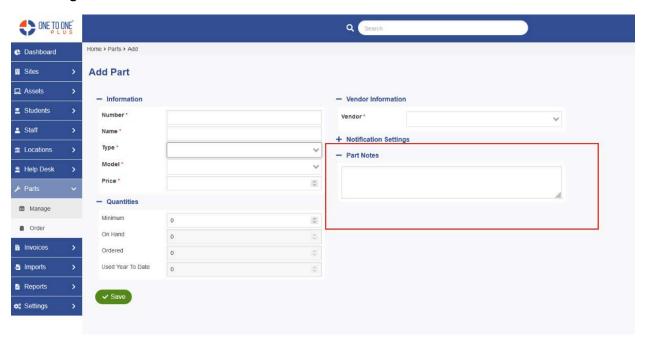
Help Desk

• Add Ticket – When the Platform option is selected and saved, the list box was creating a duplicate record. This has now been fixed.

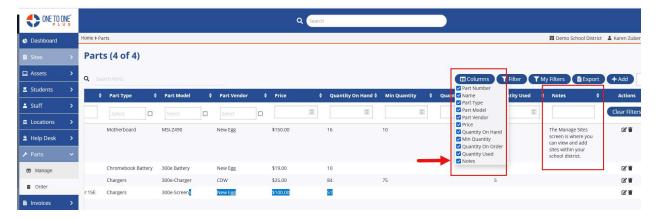


Parts

• Manage – A notes section has been added to the Edit and Add Part screen.



The note can also be viewed on the Manage Parts screen by checking the box for notes in the Columns selections.



Manage Screens

 Related Files – All screens that contain an option to upload related files will now allow up to 10mb file sizes.

