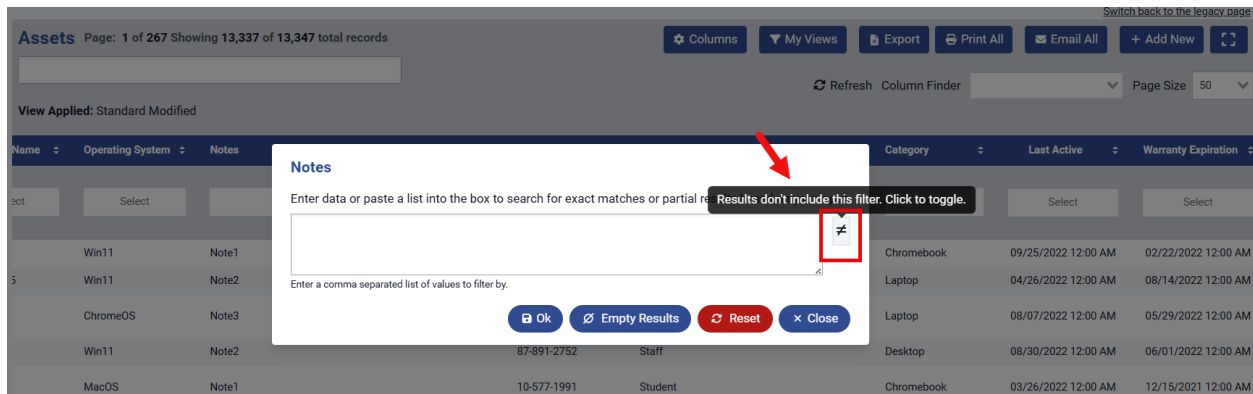## General

- **Manage Pages (filters) -** A new option has been added to exclude specific results from the filtered results.

Assets

- **Inventory Audit -** Selecting the "District Wide" audit level will now automatically disable the "Reconcile During Audit" option, as it is not applicable for this type of audit.

- **Add/Edit Staff -** When adding a new Staff record if a required field is missed on initial save, upon editing and resaving all information that had been previously entered will now save correctly, including custom fields.

Student

- **Add/Edit Student -**When adding a new Student record if a required field is missed on initial save, upon editing and resaving all information that had been previously entered will now save correctly, including custom fields.

Help Desk

- **Add/Edit/Submit Tickets -** Emails sent through correspondence will now include the ticket number as a clickable link. If the user is logged into the system, clicking the link will open the associated ticket.

ONE TO ONE PLUS

Ticket Status: New Ticket

Priority - Moderate

Ticket ID	TSK-5010005
Ticket Description	
Ticket Type	Chromebook Cracked Screen
Related User	Zoee (Student) Durham-Zuber
Technician	Ben Zuber
Site	QAHS
Created	7/16/25, 3:03 PM
Last Modified	7/16/25, 3:03 PM

Imports

- **Jamf Pro Schools Device -** An error that occurred when mapping an integer to a string field has now been resolved.

- **Jamf Pro Mobile IOS** - Date information was previously being read into custom fields without proper formatting. This issue has now been resolved.

- **Google Staff** - Custom field of "Employee Number" can now be mapped and imported. The custom Category field in Google needs to be named "Employee Information".

Google Staff Import Settings
Created by 1to1 QA 10/30/2024, 4:20 PM   Modified by 1to1 QA 7/16/2025, 10:56 AM

Reports

- **Quick Reports**: The Asset Quick report 'Assets including Assigned to/Held' by has been removed from the Quick Report options. This report is no longer available.

Settings

- **System**> **Custom Fields**- previously gave a generic save message, now upon saving validates field name being saved.

Surveys

A new feature has been introduced in the Help Desk section to track surveys sent when a ticket is marked as "closed" for users with a staff or support-related role. The ticket must be closed by a technician for the survey to be triggered.

Use the instructions below to configure this new feature.

Setup

- **Survey Forms** - To use this feature, a survey form must be set up. You can create or manage survey forms by navigating to **Settings > Tickets > Survey Forms**..

Title can be a generic name of the type of survey form. **Description** will print on the survey that is sent to the related user. This can be a detailed explanation of the type of responses you are looking for.

The section on the right hand side can be customized with your question that will be displayed beside the star rating. The comments question will display a box beside the question for users to provide additional comments.

- **Custom Emails** - A custom email will need to be created for the survey form and link the form to the email.
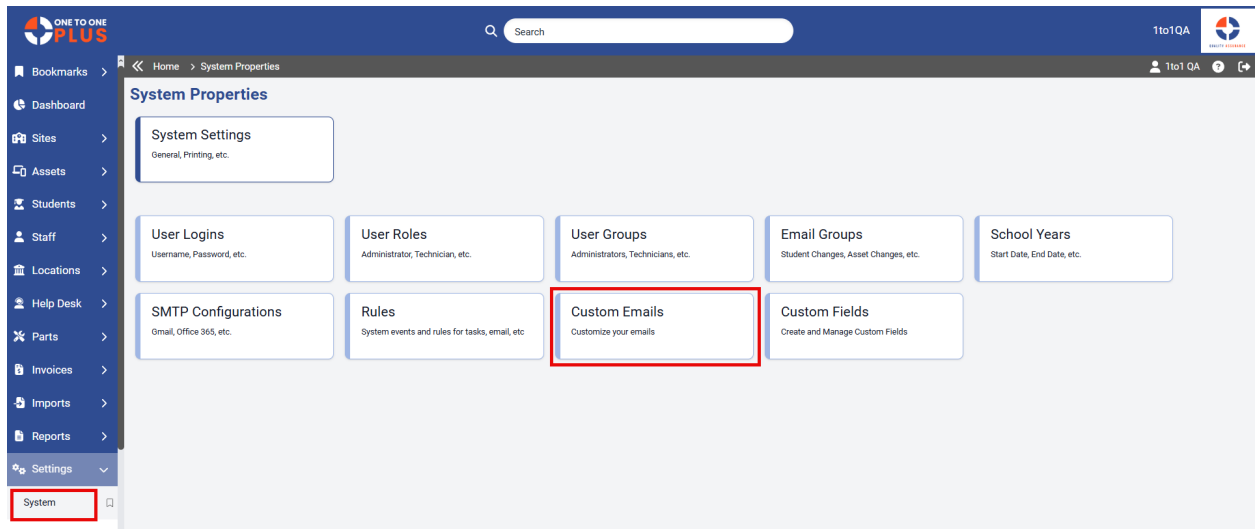
The **subject** line will automatically be populated when a survey form is selected with text that will identify a survey email. The **body** will display in the body of the email.
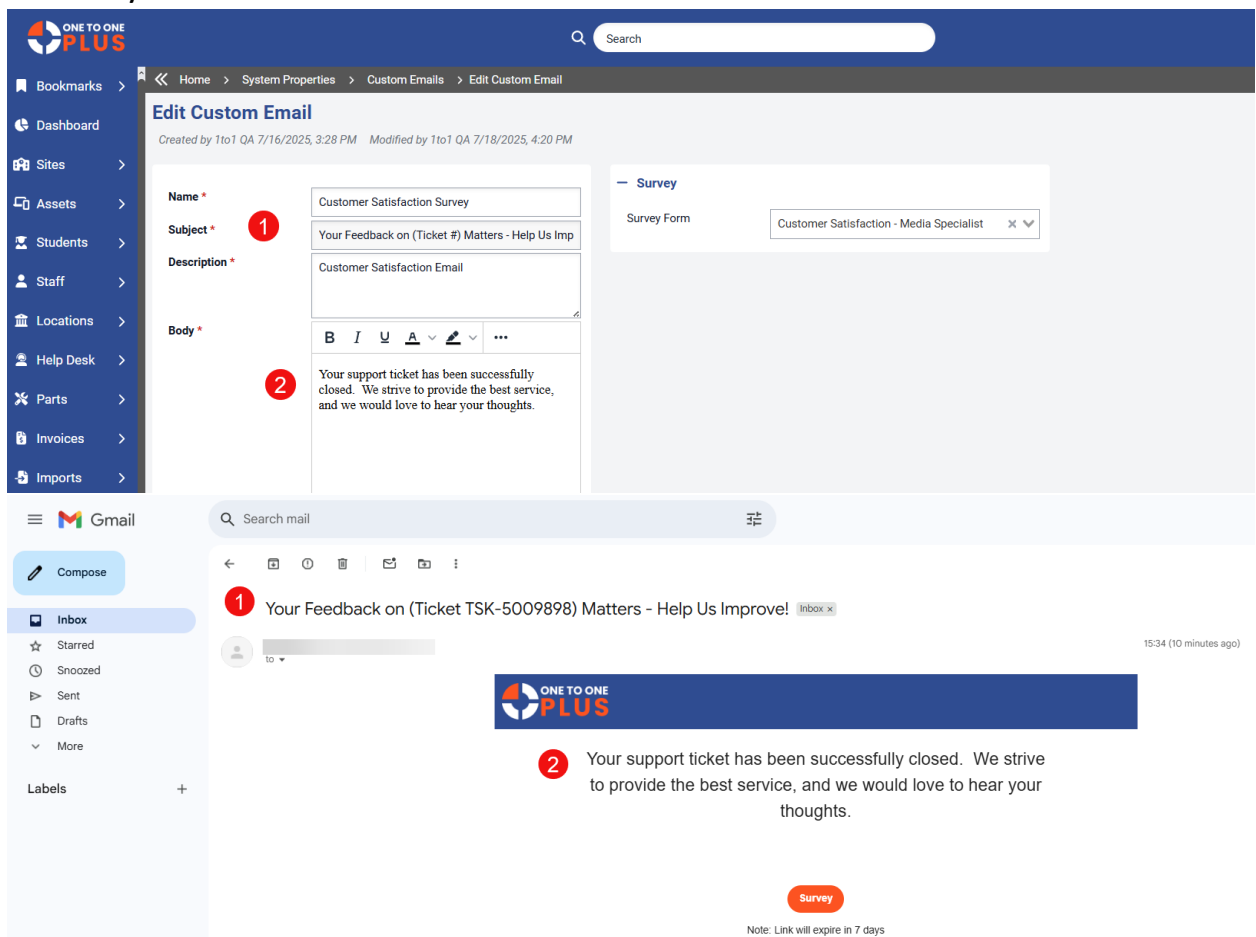
● **Rules -** A rule will need to be set up to trigger the custom email to be sent at the time a ticket is closed.

There are four key things that must be set in the rule.
1. **Event** must be set to "ticket is updated"
2. **Condition** must contain "status is one of closed"
3. **Notification** must contain action of "send survey email to related user" and survey email template must be survey form name.

Process
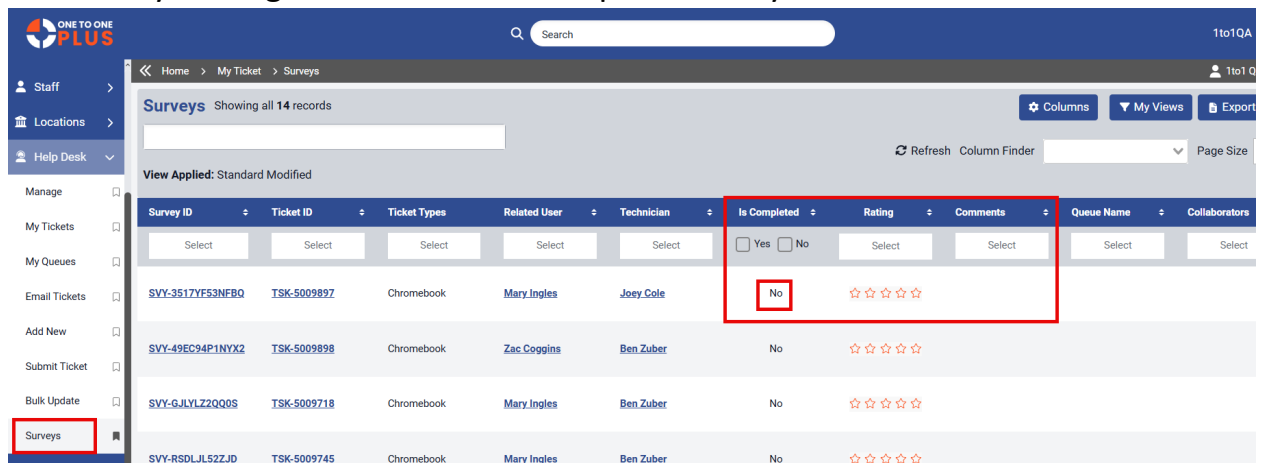
- **Edit/Add Staff** - A Survey will be sent to staff with Type set to "Employee" or "Support" only.

- **Edit Ticket** - When a ticket that meets the rule criteria and is closed by a technician, it will then automatically send a survey email to the related user when the ticket is saved.

- **Survey Email** - Once the survey email is sent, it will immediately update the Survey Manage screen as an incomplete survey.

The survey email will contain a "Survey" button that the related user can click on to take them to the survey questions. This link is a token based link that will expire in 7 days.
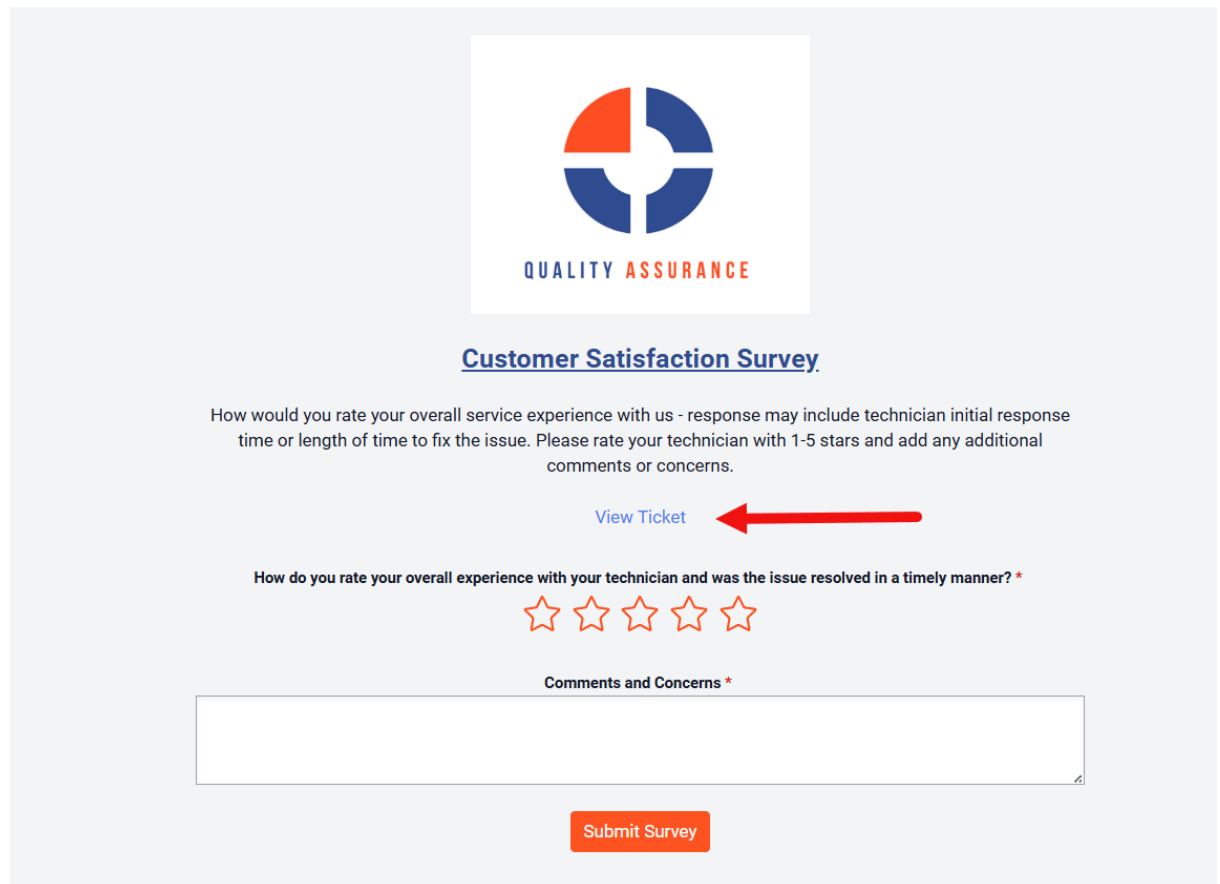
Survey links can also be opened on a phone or ipad.

When the related user clicks the survey link, a new tab will appear with the survey instructions, view ticket option, survey question, 5 star rating, and comment section. The view ticket option will display a view only version of the ticket that was closed.

Once the submit survey is selected, a success message will be displayed.

Your survey has been successfully submitted. We appreciate your feedback!

- **Surveys Manage** - The Surveys manage page is located under Help Desk in a new section called "Surveys". This option is visible only to Admin users.

  The "completed" surveys will be displayed by default.