General

- **Labels -** Label clarity has been enhanced for all labels generated within the system.

Assets

- **Edit Assets-**
  - We now support Dymo Label size 1"x 2 ⅛". A drop down option will now appear when to select Label Size. This option is not available for the Legacy Print Label.

  - Labels that include assignee information will now be disabled if an asset does not have an assigned user.

Student

- **Edit Student -** We now support Dymo Label size 1"x 2 ⅛". A drop down option will now appear when to select Label Size.

Staff

- **Edit Staff-** We now support Dymo Label size 1"x 2 ⅛". A drop down option will now appear when to select Label Size.

Locations

- **Edit Locations -** We now support Dymo Label size 1"x 2 ⅛". A drop down option will now appear when to select Label Size.

Invoices

- **Add Invoice-** When entering a new invoice if a required field is skipped, it will alert you to the missed field and won't save until the required field has been input.

- **Edit Invoice-** Only Admin users will have the ability to delete an Invoice. The option to delete has been removed from other user roles.

Settings

- **System** > **Rules** -
  - You can now easily clone previously configured rules. A **"Save and Clone"** button has been added to both the top right and bottom left of the existing rule screen. Select **Save and Clone** on an existing rule. All information from the original rule will be duplicated, except for the **Rule Name**. Enter a new Rule Name, make any necessary changes, and click **Save**.

  - A clone option has also been added to the Rules manage page.
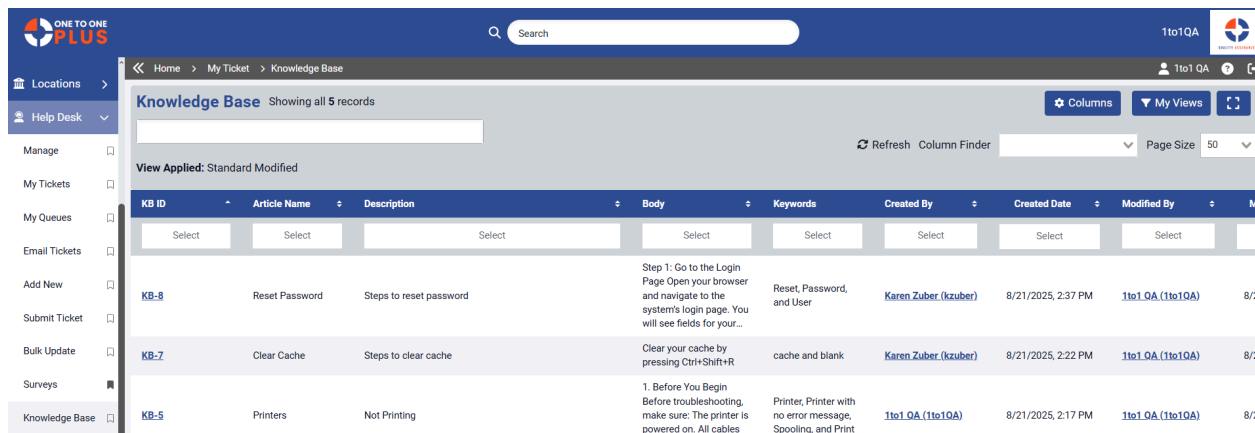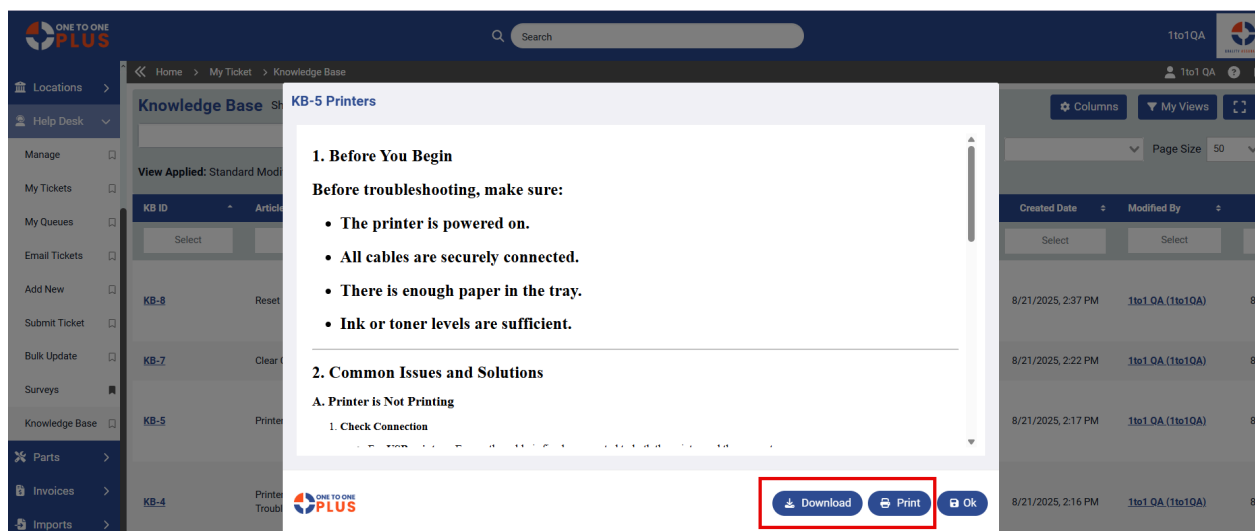
Knowledge Base

The Knowledge Base (KB) feature enhances the Help Desk module by allowing organizations to create, manage, and display helpful resources directly within the ticketing workflow. These articles can be internal documents or links to external resources and are designed to improve support efficiency and end-user self-service.

Knowledge Base articles can be viewed from the option located under Help Desk. You can Download and/or Print from each of the articles

Articles are also searchable by typing in the keywords in the global search at the top of the screen

Use the instructions below to configure this new feature.

Setup

- **Knowledge Base** - To use this feature, a KB form must be set up. You can create or manage forms by navigating to **Settings > Tickets > Knowledge Base**.   You must be an Admin to create and manage KB and specific groups can have access to articles.
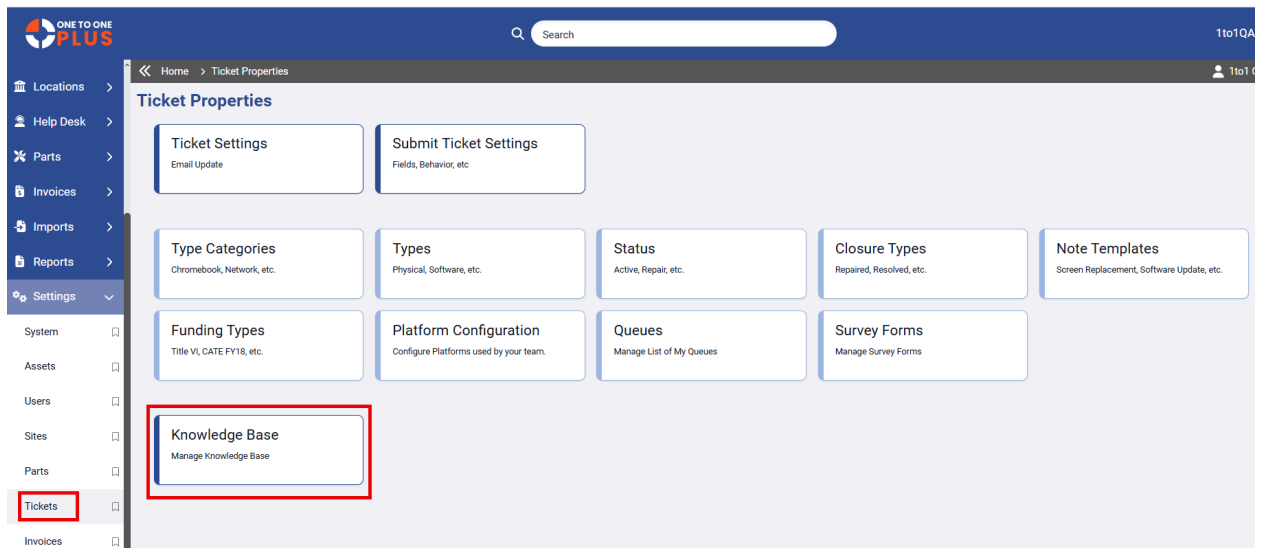
Article Name can be a generic name of the type of KB form. **Description** allows for detailed explanation of the article. It will not appear on the ticket screens.

Keywords are the searchable words that can be used to display the article. There is no limit of how many you can create. Each keyword has a 256 character limit.

User Groups can be used to control who can have access to the article. The **Body** is used to store the details of the article or to provide external links to resources that the user can access. The body can contain images as well as details.

- **Ticket Types** - After KB articles are created, they will need to be linked to ticket types. Multiple articles can be linked to one ticket type.

Process

- **Submit Ticket, Add Ticket, Edit Ticket** - When a ticket type is selected that is linked to a KB article, it will display on the right side of the ticket form.

The user can then click on the "view more" option to see the details and they can be downloaded or printed.