SEMPER RELEASE NOTES

Version 274

This is a brief overview of all changes and bug fixes made to the SHD system since the previous SHD Release.

BUG FIXES:

1. SHD: Tickets_Color Codes - Swop the colors of the “Installation” and “Closed” color codes.
2. SHD: Tickets_Color Codes - Change the color green of the color code “Closed” to the green on the attached example (#96D642).
3. SHD: Tickets_Color Codes - Swop the colors of the “Open” and “Re-assigned” color codes.
4. SHD: Tickets_Color Codes - Change the color red of the color code “Open” to the red on the attached example (#E9161D).
5. SHD: Tickets_Color Codes - Make the text of the color code “Open” to white.
6. SHD: Tickets_Ticket Email - Change the subject of the ticket email sent out to “SEMPER Help Desk | Ticket# 123”.
7. SHD: Tickets_Ticket Email - The chat icon must be clickable which must then redirect the user to WhatsApp Web.
8. SHD: Tickets_Ticket Email - The smiley face icons must be clickable.
9. SHD: Tickets_Search_Dates - Add 3 radio buttons above the Start and End date filters called "Created", "Closed" and "Amended".
10. SHD: Tickets_Color Codes - Make the text of the color code “Enhancement” white.
11. SHD: Tickets_Color Codes - Make the text of the color code “Integrations” white.
12. SHD: Tickets_Ticket Email_Logo - When clicking the Semper Logo at the top of the ticket it must direct you to the Semper Website.
13. SHD: Tickets_Ticket Email - When the customer submits their response and the response is not successful, display a message informing them it is not successful with an OK button. When they click on the OK button take them back to the comments page so that they can try again.
14. SHD: Tickets_Ticket Email - Changed the design of the ticket email body to the attached design if the status of the ticket is closed.
15. SHD: Tickets_Ticket Email - Changed the design of the ticket email body to the attached design if the status of the ticket is not closed.
16. SHD: Tickets_Ticket Email - When the customer submits their response and the response is successful, display a successful message.
17. SHD: Tickets_Ticket Email_Ticket Priority - Only show the priority Low, Normal, High or Critical. Don't show the additional text.