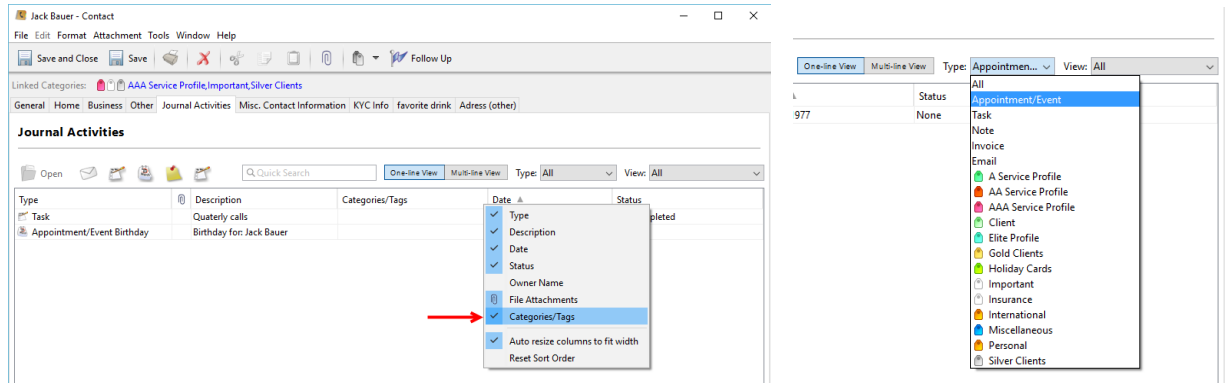


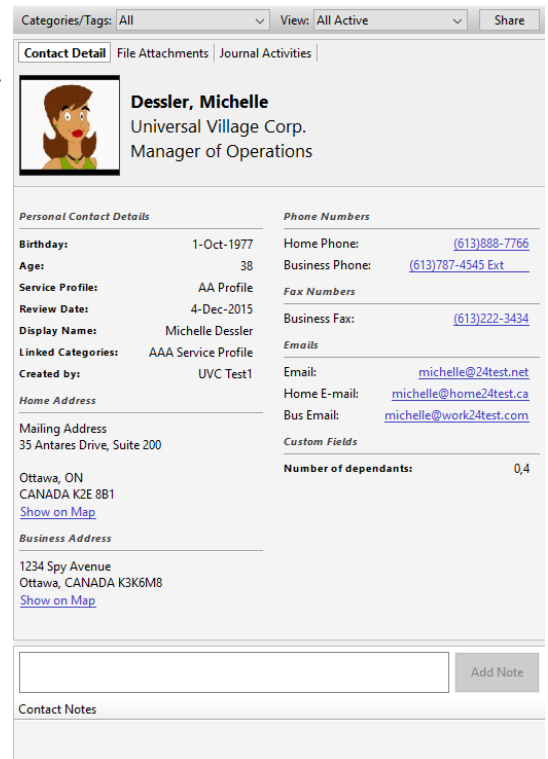
## What's New – UVC Version 8.00

### Enhancements version 8.00

1. Added New Categories/Tags header to Journal Activities and ability to filter by Tags.

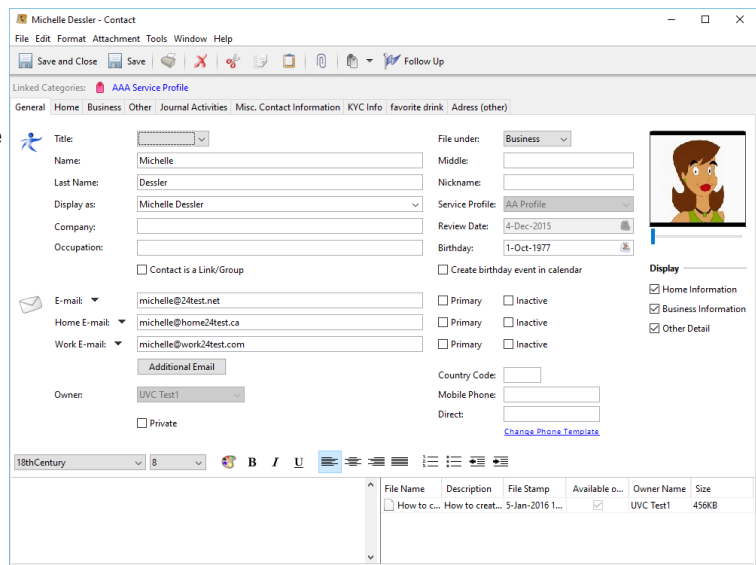


2. Complete redesign of Contact Detail panel on the right of the contact list to make it easier to see all relevant information about the client.

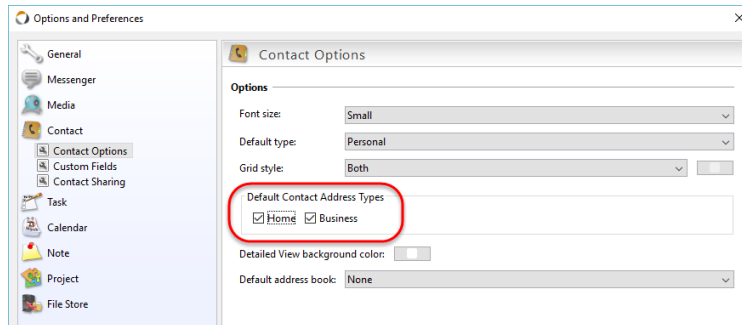
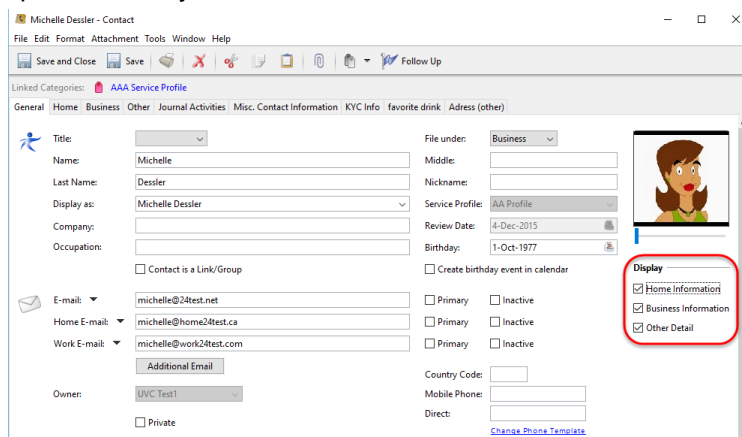


3. Number of new messages on shared folders are now tracked in real-time.
4. System automatically opens parent ticket task on email replies when clicking on New Task for Email menu or icon on the left.

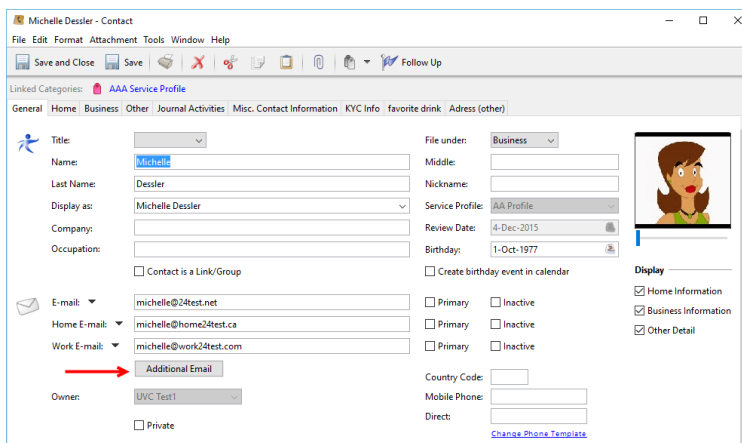
- Redesign of Contact Edit window by moving many of the fields to the main tab. Also removed Personal/Mobile tab and merged the information to the General tab.



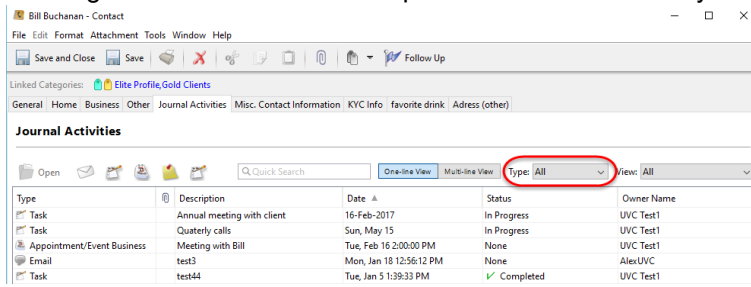
- Added the ability to hide the Business or Home tabs for a contact as well as the ability to default the option for newly created contacts.



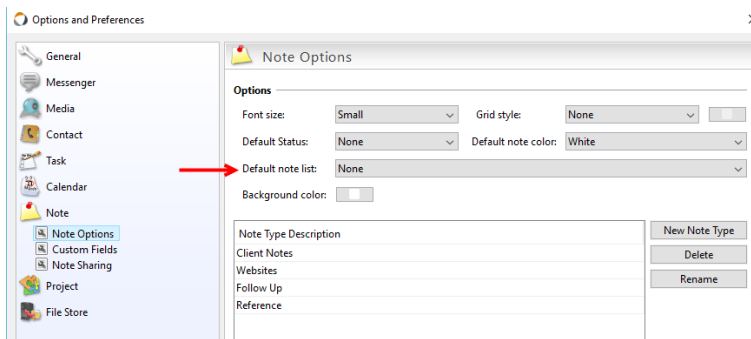
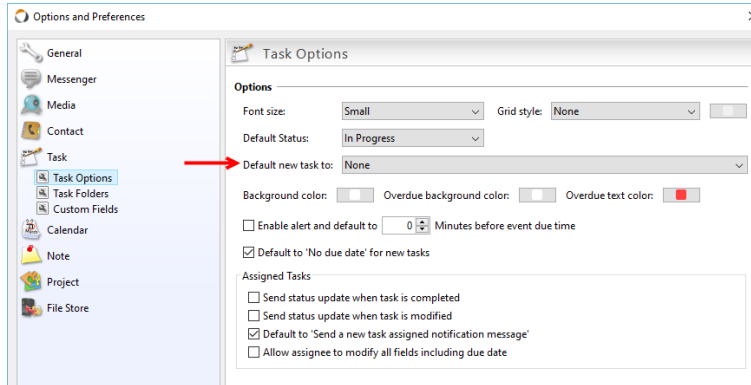
- You can now add up to 6 emails to a contact and track email history on them.



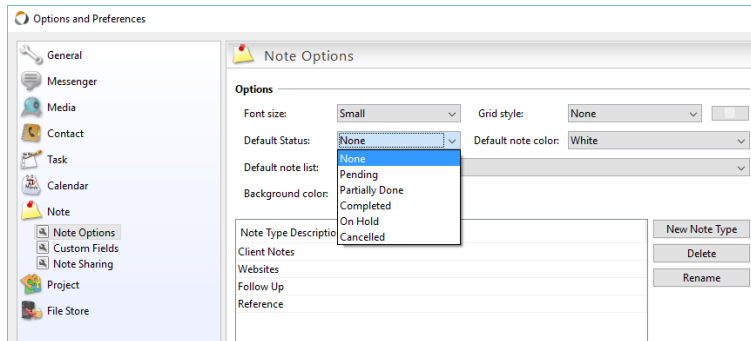
- Redesigned the Journal Activities panel to include the ability to search and to filter by type.



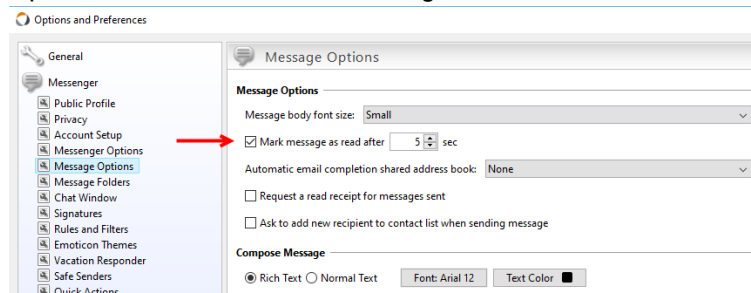
- Ability to specify a Default Task List and Default Note List to use when creating new tasks from the journal activities.



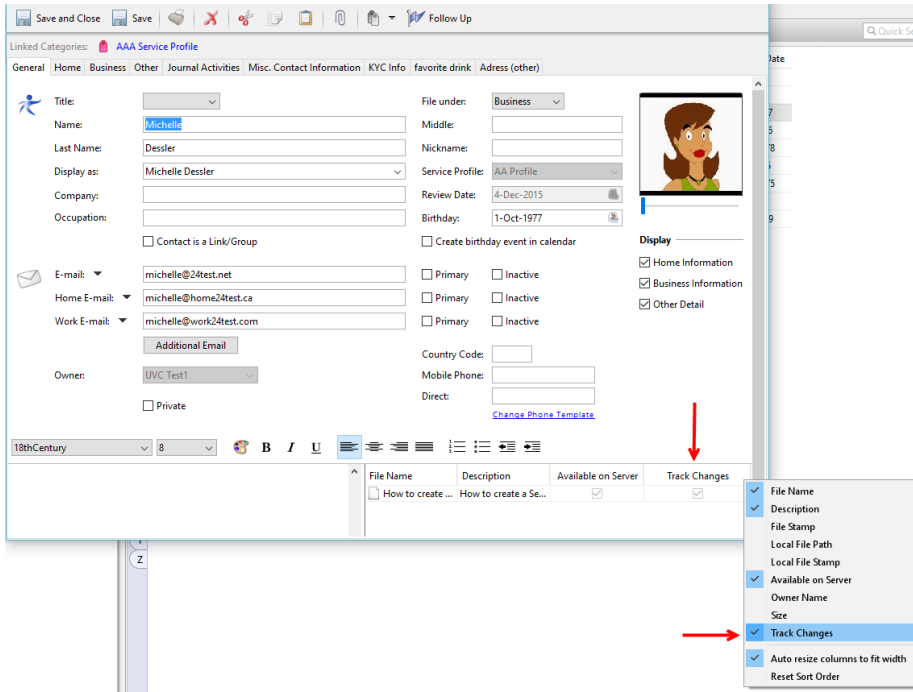
- Ability to default new notes to a specific Status.



- Option to disable automatic “reading” of emails, there is currently only an option to increase time.

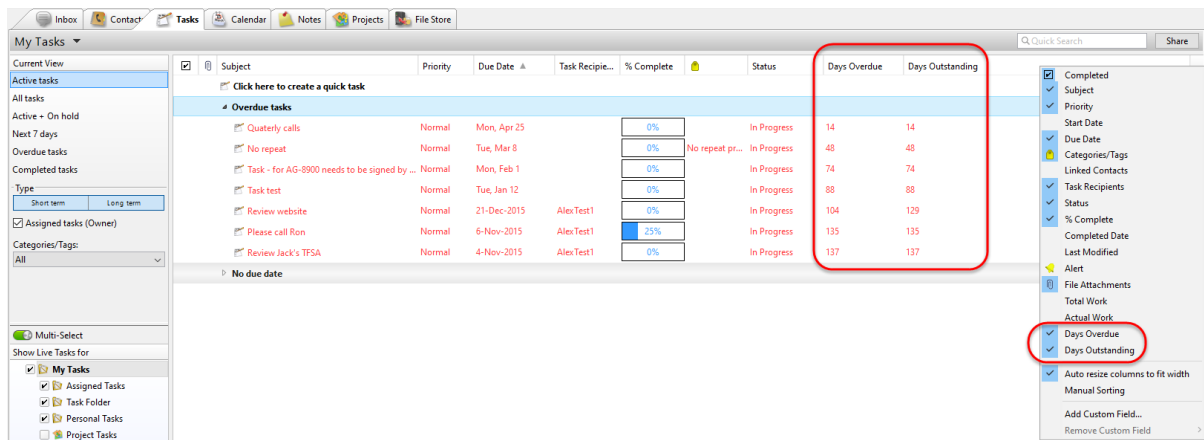


13. Added option to enable/disable Change tracking on file attachments on the Contact, Task and Note modules.

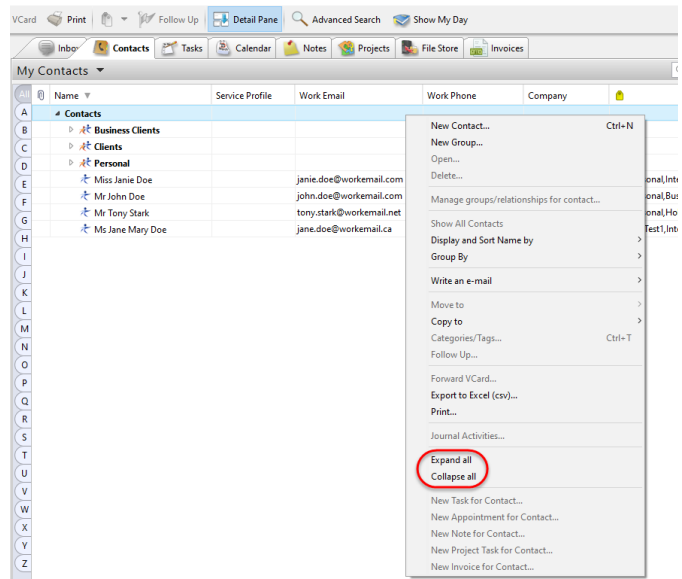


14. Service profile module now uses subject of profile on recurrence events.

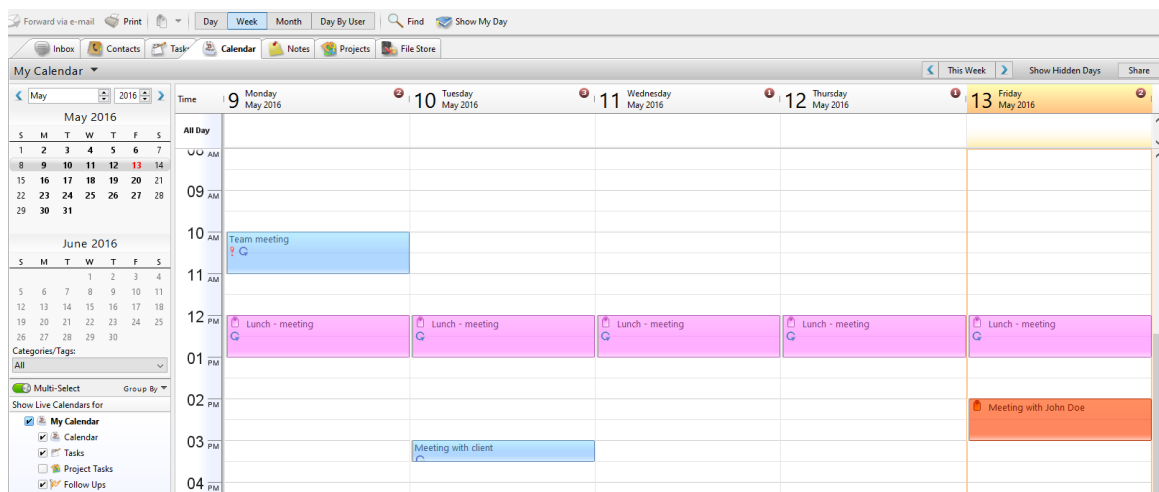
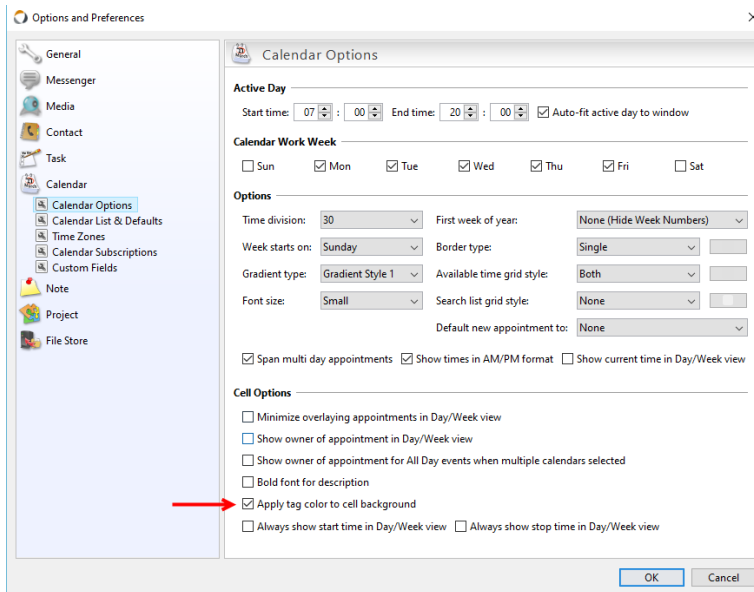
15. Added "Days Outstanding" and "Days Overdue" to task module list.



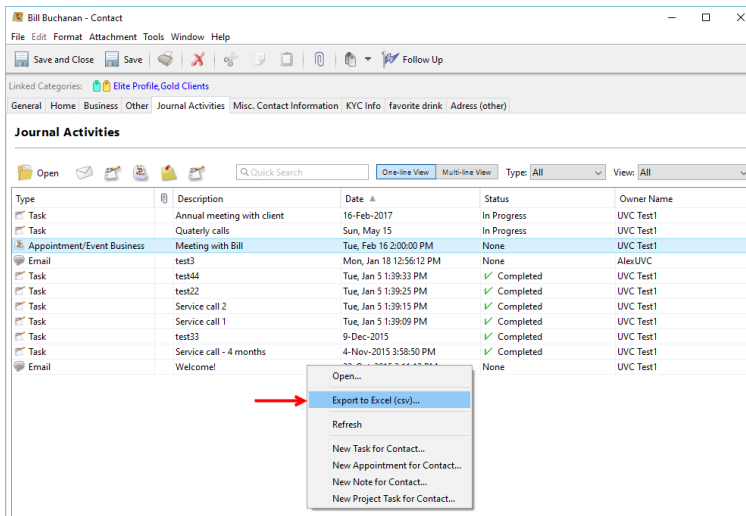
16. Option to "collapse" all or "expand" all in the Contacts Module area when groups are present.



17. Appointment tag applies background color to cell in calendar.



18. Added export to excel option for journal activities list.

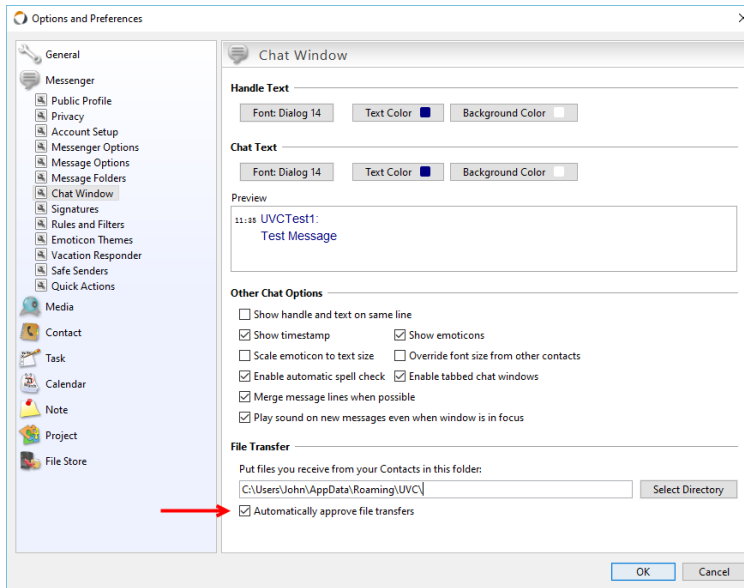


19. Message Folders now apply color applied by owner for shared mailbox folders.

20. Improved speed when selecting an e-mail message with multiple attachments.

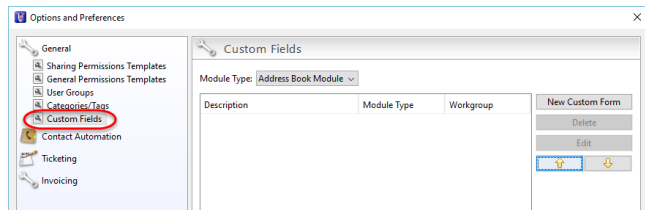
21. Major performance improvement on the Journal Activities tabs, especially when there is access to multiple large shared mailboxes.

## 22. Option to automatically approve file transfers in chat.



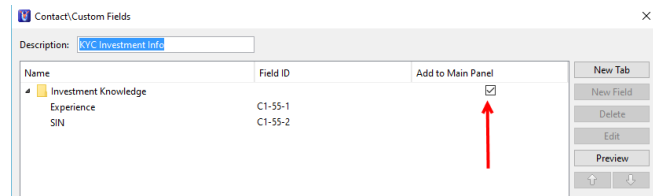
## 23. Improved custom fields/forms functionality:

- a. Custom forms can now be designed through the User Management application.

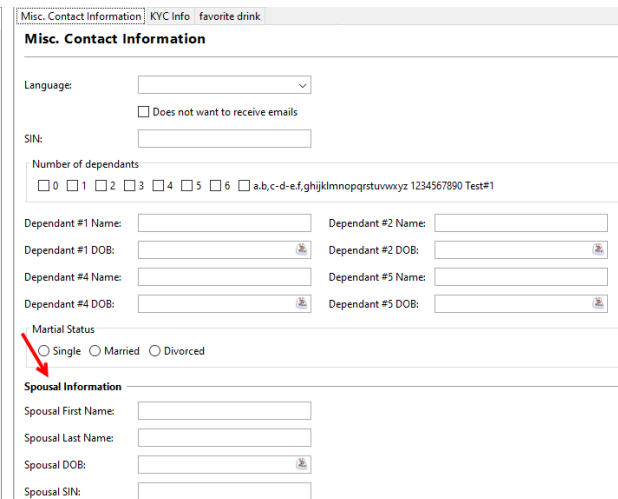
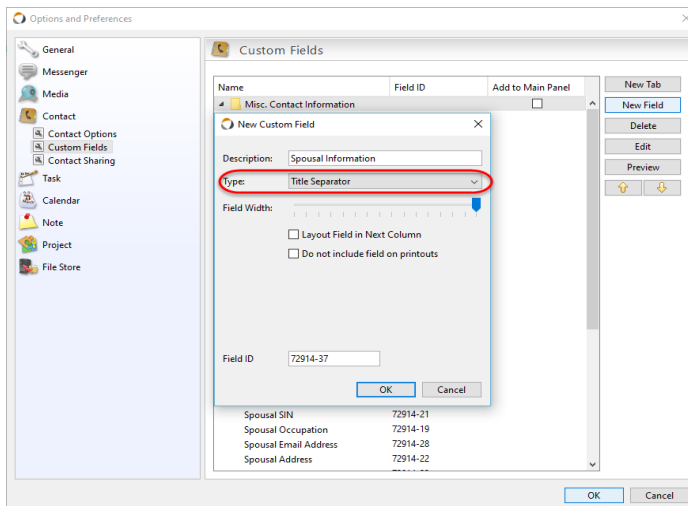


- b. Create Custom Fields/Forms that apply to the whole company or to specific workgroups. This is in addition to the existing functionality of creating custom forms for shared contacts, tasks, notes and appointments.

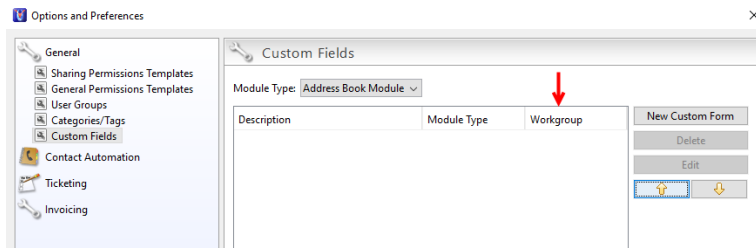
- c. Ability to specify custom form fields to be added on main tab of the General contact detail screen or as separate tabs.



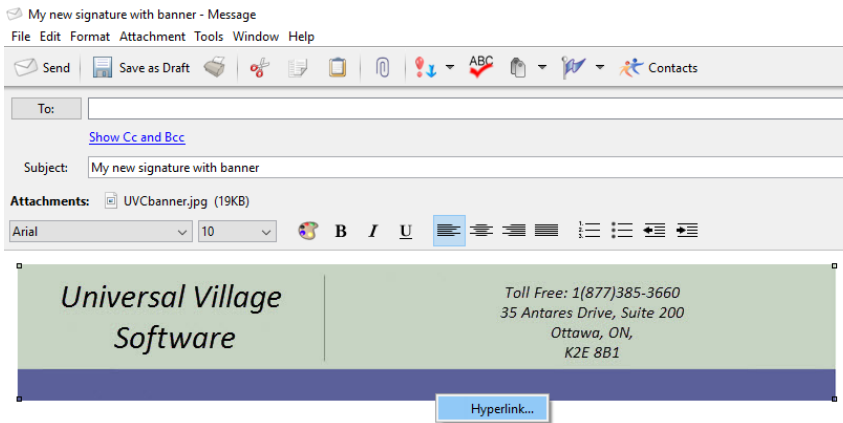
- d. Added new title header custom field type.



- e. Create multiple templates that can be grouped and applied to workgroups.



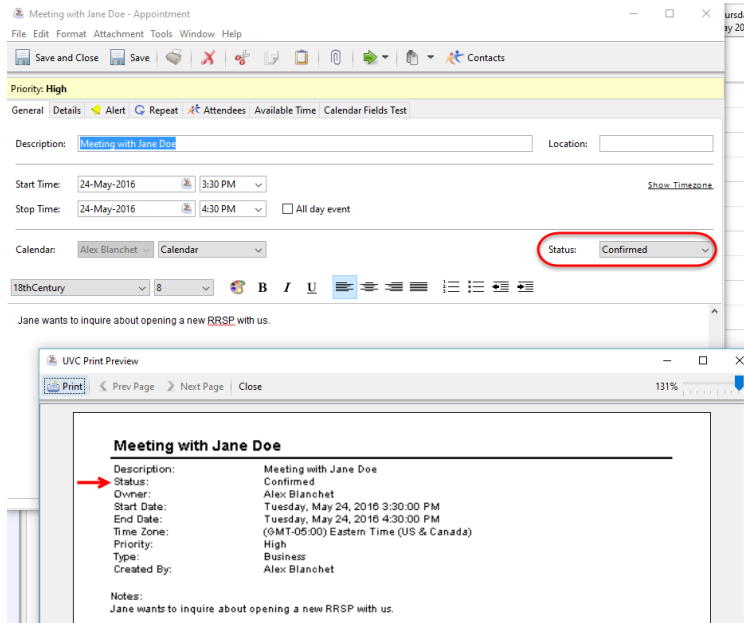
24. Option to add a URL to image.



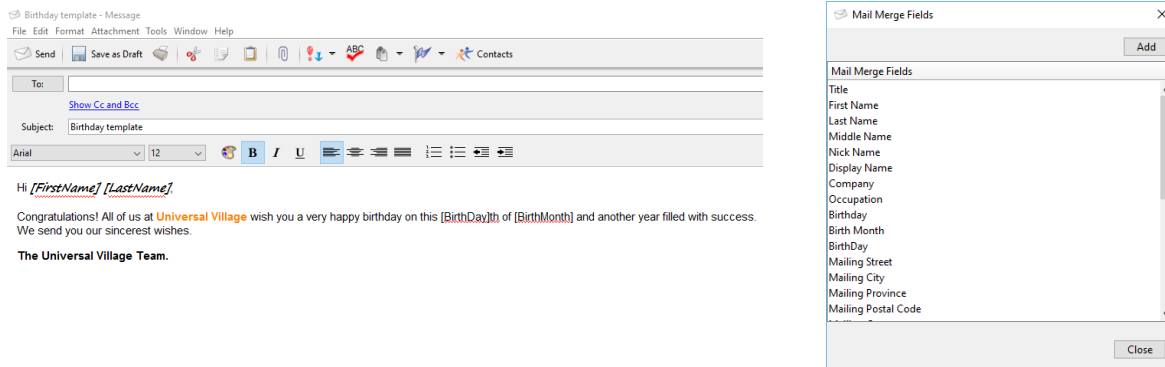
My name  
 name of Company  
*Email address*  
 Phone Number  
 Fax Number  
**Address of Company**

25. Removed blue border from images that are linked with URL's.

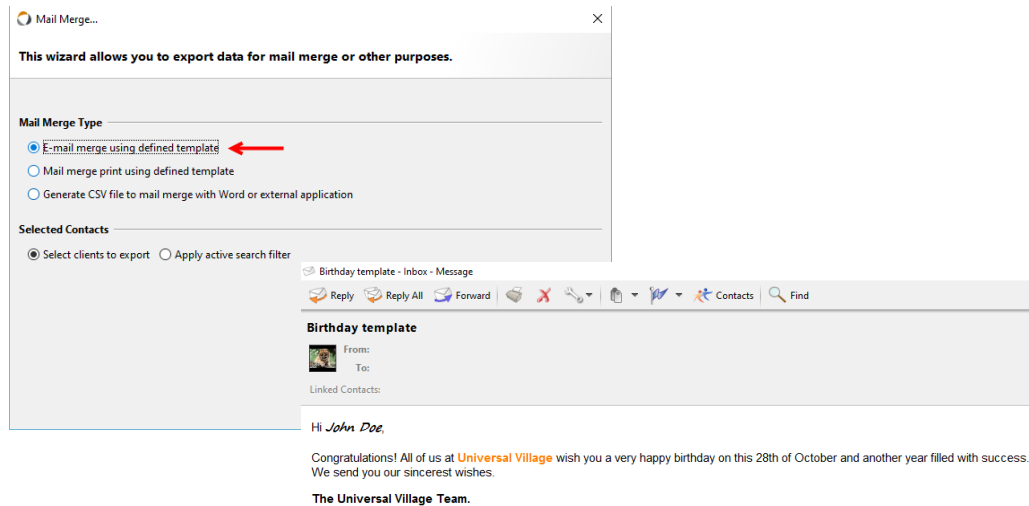
26. Added Appointment Status to Detail Printout as well as to invitation message.



- Added the functionality to create mail merge template forms within UVC. Simply create your desired mail merge template with the available 31 fields and save it.



When a message is tailored to the reader, it has more resonance because it means something. The option to send the template message by e-mail (single or bulk) or to print it is available. Change the font and add some color if you wish.



### Defect Corrections

- Marking a note private from journal activities makes it only visible to you unless you have given Private access to user(s) in note shares.
- Fixed issue where default font gets overridden when replying to some emails.
- Plain text emails are not applying zooming in email message on high dpi screens.
- In some cases, users can't modify contact notes even though they should have access.
- Improved performance on shared email boxes.
- Can't send Read receipts on shared mailboxes.
- Task recipient can modify all fields for service profile task instead of just Status and notes.
- Remove alert on task once task is completed.
- Automatically save email in draft when shutting down computer.
- Resolve issue with tasks created from email won't save due to attachment.
- If task notes are plain when adding quick note, it removes the carriage return from all the notes.
- Fixed Next action and notes are reversed in Ticket tab.