Pulse Release Notes – 14.03

Watershed Items

Watershed items are the most important changes in the release.   They are indicated in the release notes by a gold star

Service Module

- Multi-language Customer Satisfaction Surveys
- Service Request Attachments Sent With Notifications

Service

Customer Satisfaction Surveys

In 14.03 we have worked hard to bring client-facing surveys to Pulse. The most obvious use for these is as customer satisfaction surveys, but they could just as easily be used to gather the information required in order to get work done, for example.

Your customers will receive an email with a link to the survey / checklist, which they can complete at their leisure in their browser. Each survey will be linked to the Service Request that generated it, and will know which customer, and which user at the customer, completed it.

Multi-Language Client-Facing Surveys

The client-facing surveys are able to support any language that you can think of. Pulse comes with English, French, German, Italian, Spanish and Russian pre-configured, but any other language can easily be configured.

Client-facing surveys also support any alphabet you can enter into your browser, meaning the questions can be in any language too.

In order to facilitate this multi-language functionality each survey can have its own image to reflect region- or language-specific branding.

Удовлетворенность клиентов обследования

Customer Satisfaction Survey- Russian

Удовлетворенность клиентов обследования

1. Является ли ваша установка Nissan или Toyota полной?

- ○ 1. да
- ○ 2. нет

2. Как бы вы оценили ваш общий опыт заказа?

- ○ отлично
- ○ хорошо
- ○ удовлетворительный
- ○ плохой

⭐ **Service Request Attachments Sent With Notifications**

It is now possible to send attachments with notifications. Each attachment must be marked as available to be sent with notifications.

Furthermore, the notifications should be set to send the attachments(s), if you would like that notification to send the attachment(s).

Feel free to contact us if you would like help setting this up.

One Time Pin Sign-off on Service Request

One time pins can now be generated from the main Service Request. In the past this was only possible from the mobile interface. One time pins can be sent via email (with accompanying branding if required) or via SMS.

Core

General Consistency Improvement

As always there are numerous consistency improvements in this release.