Release 2.6

Release Date: September 13, 2024.

One of the major enhancements in 2.6 is providing AI Capability.

AI Capabilities

AI Chat with Systems - We have options for users to chat with systems such as Cases, Standards, Entities, etc. This is a RAG based chat with Azure's OpenAI. Currently this chat is manually set up with our help, but customers will be required to have and support their own Azure Open AI (Azure AI Search and Azure Open AI) in order to make this work. The current version does not have security filtering, this means that if there is secured content it will omit the secured content, and users will not be able to chat with this content. The security features will be added later this year.

AI Button - Starting with individual Case Items; we will allow users to click on AI action buttons that will allow the user to perform a Prompt action based on the Prompt Store Entity Type that will be configured by the administrator. The AI Button action can do many things such as augment notes, provide next steps, take additional actions such as calling API Endpoints and more. This feature will be available at launch to version 2.6. This will require customer provisioning with any OpenAI based API. Customers will be responsible for provisioning their own OpenAI resource. We will be more than happy to assist and guide as needed.

Others include many improvements in all applications as below:

Application

1. Improve performance of the Application Overview page.
2. When there is security applied to individual items within a list, the export did not include all data. This issue is now resolved.

Cases

1. Removed time stamp from Due Date from export to excel when cases are created from Import tool.
2. Fixed the issue with removing commas in the lookup control in cases.
3. Fixed issue with override security, allowing users to create case even user does not have create permission.
4. Fixed the issue of the Case Type calculated field not working with the VBScript function using an If condition.
5. Fixed issue when user has Read and Update (RU) right on case then user is unable to update the case.
6. Update General Use Dashboard for All Case Types
7. Created new Security API Endpoints to grant/revoke security permissions for Cases.

Cast

1. Cast - Fixes & Improvements

      a. Fixed issue for CAST Service when resetting Next_Run_Date but cases were not being generated.

      b. Optimize performance of spi_CAST_FailPreviousJobListDetail to fetch date from past 7-10 days for performance improvement.

      c. Improve performance of creating new Case when calculation fields are mapped with other EDS fields.

2. Fixed issue of External Data sources cascading in Cast.
3. Fixed issue for saving parent case metadata when cast job is created.
4. Removed time stamp from Due Date from export to excel when cases are created from CAST application.

Departments

1. Added new logic to populate Short Username as [First Name].[Last Name] for AD environment.

Entities

1. Added status field to Navigation Entity Types (i.e. Navigation Button, Navigation Category and Navigation Item) and filter from Navigations for inactive entities.
2. Fixed the issue of not allowing changes to values in the list for read-only fields.
3. Improved user experience in the Case Type list in Entities by loading the case type grid alphabetically.
4. Created Quest Question Catalog Entity Type and sync from Quest Question configurations via External Entities.
5. Update Cast job catalog with additional fields related to cases assignment to along with which radio button are selected from cast job Assign To option.

External Entities

1. Created Department Hierarchy – Flatten Version and synced from Department Application via External entities.
2. Fixed issue of handling duplicate usernames in External Entities.

Quest

1. Implemented changes for allowing updates of the existing Quest forms through the Import Tool.
2. Export to Excel includes timestamp in the Due Date field when the cases were created from Quest. This issue is now fixed.

Standards

1. Improve Standards-to-PDF Capability
      a. Changes related to clickable header
      b. Remove blank spaces from pdf
      c. Font issue
      d. Page number at the bottom of the page

      e.   Added Book title
2. Standards Broken Link: correct issues where valid links were included as invalid.

UpDoc

1. Improve the performance of loading UpDoc grid with large volume of data.

Facts

1. Implemented casting for numeric and date time field column in Facts tables.

Home

1. Fixed the issue where users were unable to see their case list on the Homepage when the case has override security applied.