Release 2.6.1

Release Date: December 6, 2024.

One of the major enhancements in 2.6.1 is providing AI Capability via Workflow Trigger.

AI Workflow Trigger – In 2.6, we released the AI Button feature allowing users to click on AI action buttons from Cases to perform an AI Prompt action. To enhance it further, in release 2.6.1, the same AI action can be performed in the form of a workflow trigger without having the user to manually initiate or configure it. The AI action(s) can be initiated on a case event such as create, assign, view, forward, close, etc.

An example is executing an AI Prompt providing a summary of the case and adding it to the case notes when the case is closed.

Others include a few enhancements/fixes in all applications as below:

Cases

- Automatic Due Dates - This feature allows the system to automatically set a case due date based on priority. For example: if the due date is not filled in, the due date can be set up to add # of days to the created date of the case.

Cast

- Cleanup - Removed inactive values from Cast job configuration.

Departments

- Resolved - For Non-AD instances, when an employee record is modified an unexpected issue would cause the employee to become inactive.

Quest

- Fixed issue with date field when browser language is set to Spanish.
- Fixed issue with export to excel where system codes are associated with info fields.
- Fixed issue with duplicate Transaction IDs created in view vw_FACTS_DYN_QUEST_GLOBAL_QUESTION when there are multiple thresholds set for one question.

Home

- Fixed the issue with wrong images being loaded in the Internal Posts.

Email to Cases

- Fixed the issue where new custom email commands are not working when user sends in email with that included hash tags.