



# **ServiceWare Resources for Android**

**Release notes 8.1.0**

# Serviceware Resources for Android 8.1.0

## Introduction

This document describes the changes for the Serviceware Resources for Android app version 8.1.0.

This version brings two new additions to our dynamic forms. It is possible now to execute basic calculations within a form, so the input from 2 fields can for example be added up or multiplied automatically and the result can be shown in a 3<sup>rd</sup> field and used in further calculations.

We also made it possible to use the dynamic information on order(activity) level in the form, with which our dynamic forms will be even more flexible.

Next to that, also a few issues were solved. Please find them in chapter 2.

We hope you will enjoy using this new version of Serviceware Resources for Android and we would like to hear your feedback. You can send this by email ([service@serviceware-benelux.com](mailto:service@serviceware-benelux.com)) or use our support phone number: 0031 (0)71-5680310.

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Leiden, April 4<sup>th</sup>, 2022

**Serviceware Benelux**

Part of Serviceware SE

# ServiceWare Resources for Android 8.1.0

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# 1 New functionality

## 1.1 Basic calculations in dynamic forms

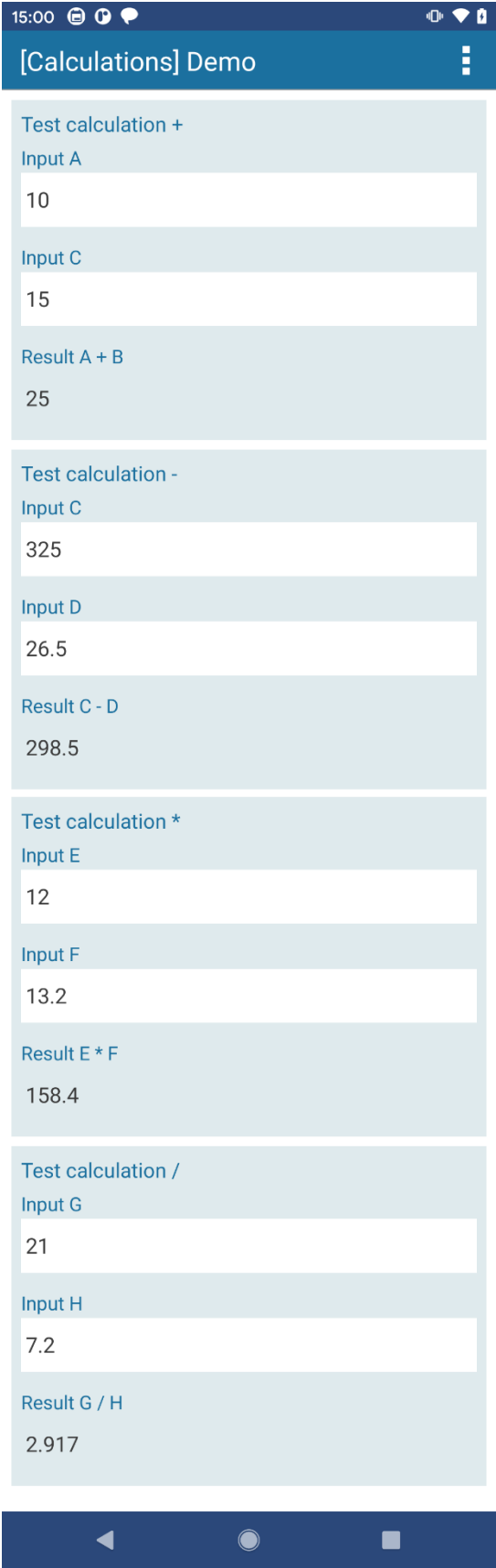
It is now possible to do simple calculations between two fields/values from within the form: add, subtract, multiply and divide.

The values that can be used as input for these calculations can be either a value that is entered in the form, a value that is known for this specific appointment (or for the order the appointment was based on), or a hardcoded value.

The results of these calculations can not only be exported but can also be used in validation and effects, and in further calculations.

A few simple examples can be found in the picture. More complex calculations can be done with hidden, intermediate steps. For example when it is needed to calculate the average value  $(A + B) / 2$ .

This calculation will be done in two steps, first have a hidden field C that calculates  $A + B$  and then add another field D that takes the value of C and divides it by 2.



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## 1.2 Dynamic order(activity) information now also usable in forms

Available with ServiceWare Resources 7.14.1 and up

To further enrich our dynamic forms, e.g. with historical data that can be imported as order activity information, the following information can now also be used for prefilling fields:

- **Order services**  
The service(s) linked to the order(s) (=service schedule(s)) on which the appointment is based.
- **Order activities**  
The activities linked to the order(s) (=service schedule(s)) on which the appointment is based. Note that it was already possible to use appointment activities in a form.
- **Order information**  
The dynamic fields for the order(s) (=service schedule(s)) on which the appointment is based.
- **Order activity information**  
The dynamic fields for the activities for the order(s) (=service schedule(s)) on which the appointment is based.

We also added an option to view a set of activities as a list where each activity is displayed on a separate line, next to the comma separated view that was already there.

15:01

Form New Fields

Service Schedule information fields

Labnummer

5544339

Historische waarde

100

Activity information fields

Activity 4 Barcode

56789414

Activity 4 Bepalingen

FF PPX

Activity 5 Barcode

12345678

Activity 5 Bepalingen

ABD DE PPX

Activity 6 Barcode

15:00

Form New Fields

New fields

Service Schedules Activities (CSV)

853 | Gele buis, BLAUW | Blauwe buis, GROEN | Groene buis, ORANJE | Oranje buis, PAARS | Paarse buis, ROOD | Rode buis

Service Schedules Activities (Lines)

853 | Gele buis  
BLAUW | Blauwe buis  
GROEN | Groene buis  
ORANJE | Oranje buis  
PAARS | Paarse buis  
ROOD | Rode buis

Service Schedules Activities (CSV)(Editable)

853 | Gele buis, BLAUW | Blauwe buis, GROEN | Groene buis, ORANJE | Oranje buis, PAARS | Paarse buis, ROOD | Rode buis

Service Schedules Activities (Lines)(Editable)

853 | Gele buis  
BLAUW | Blauwe buis  
GROEN | Groene buis  
ORANJE | Oranje buis  
PAARS | Paarse buis

# ServiceWare Resources for Android 8.1.0

## 2 Solved issues

### 2.1 Phone number list is hidden if no SSN is known

There was an issue with phone numbers not being shown when the SSN of the client they belonged to was not filled in. This has been solved.

### 2.2 Dynamic forms crash without date of birth

If the date of birth of the client was not known in ServiceWare Resources the dynamic forms feature would crash when opening a form. This has been solved.

### 2.3 Slowness around the retrieval of unread messages

*Available with SW Resources 8.0 and up + Mobile Service 8.1.0 and up*

Some customers experienced slowness around the retrieval of unread messages on the mobile app. We've now optimized the retrieval of this information so that it happens in small, faster steps instead of one very big step that could cause blockages sometimes.

### 2.4 Street name and house number back to normal order

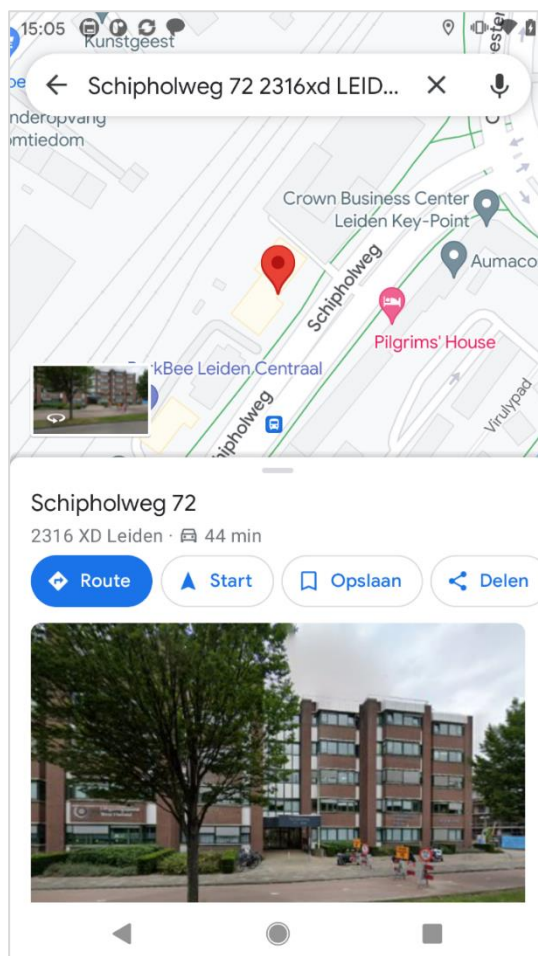
*Available with SW Resources 8.0 and up + Mobile Service 8.1.0 and up*

When the user is navigating to his next appointment, the address is sent to Google Maps and their app is automatically opened.

Because we used a custom order in the combination street name + house number for years in SW Resources (e.g. 72 Schipholweg), this could cause a mismatch in some cases between what Google thought we meant by that address and what it actually meant.

The need to have this custom order in the address however, is no longer there since screen sizes have increased and there is now enough space to display the entire address. Nowadays, we no longer have the risk that the house number may be cut off when the street name is quite long.

Therefore we changed the order back to the default again (e.g. Schipholweg 72) to avoid any mismatches in interpretation between Resources and Google.



## ServiceWare Resources for Android 8.1.0

### 3 Installation requirements

The following items are required for the installation of ServiceWare Resources for Android 8.1.0:

- › ServiceWare Resources for Android 8.1.0 is compatible with all ServiceWare Resources (web) version in the 7 and 8 series. However, using imported order(activity) information in a dynamic form is only possible in combination with ServiceWare Resources 7.14.1 and up
- › Windows Server 2008 SP2 or higher. In case of the server having Windows Server 2008 installed, it needs to have at least Service Pack 2 or higher. Windows Server 2008 SP1 is not supported because of an issue with Microsoft .Net.
- › The webserver needs to have Microsoft .Net 4.7 Full installed and patched at least up to version 4.7.1.
- › The Android devices require to have at least Android version 6.0, but we recommend a minimum of Android 8.
- › Total list of supported Android versions:
  - › Android 6 (Api 23)
  - › Android 7 (Api 24) / 7.1 (Api 25)
  - › Android 8 (Api 26) / 8.1 (Api 27)
  - › Android 9 (Api 28)
  - › Android 10 (Api 29)
  - › Android 11 (Api 30)

For a complete list of hardware and software requirements, see: “[ServiceWare Resources - Hard- and Software specifications \\_EN\\_v80](#)”.