



ServiceWare Resources for Android

Release notes 8.2.0

Serviceware Resources for Android 8.2.0

Introduction

This document describes the changes for the Serviceware Resources for Android app version 8.2.0.

This version adds the first support of seeing and registering session appointments on mobile.

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) or use our support phone number: 0031 (0)71-5680310.

Leiden, June 5th, 2023

Serviceware Benelux

Part of Serviceware SE

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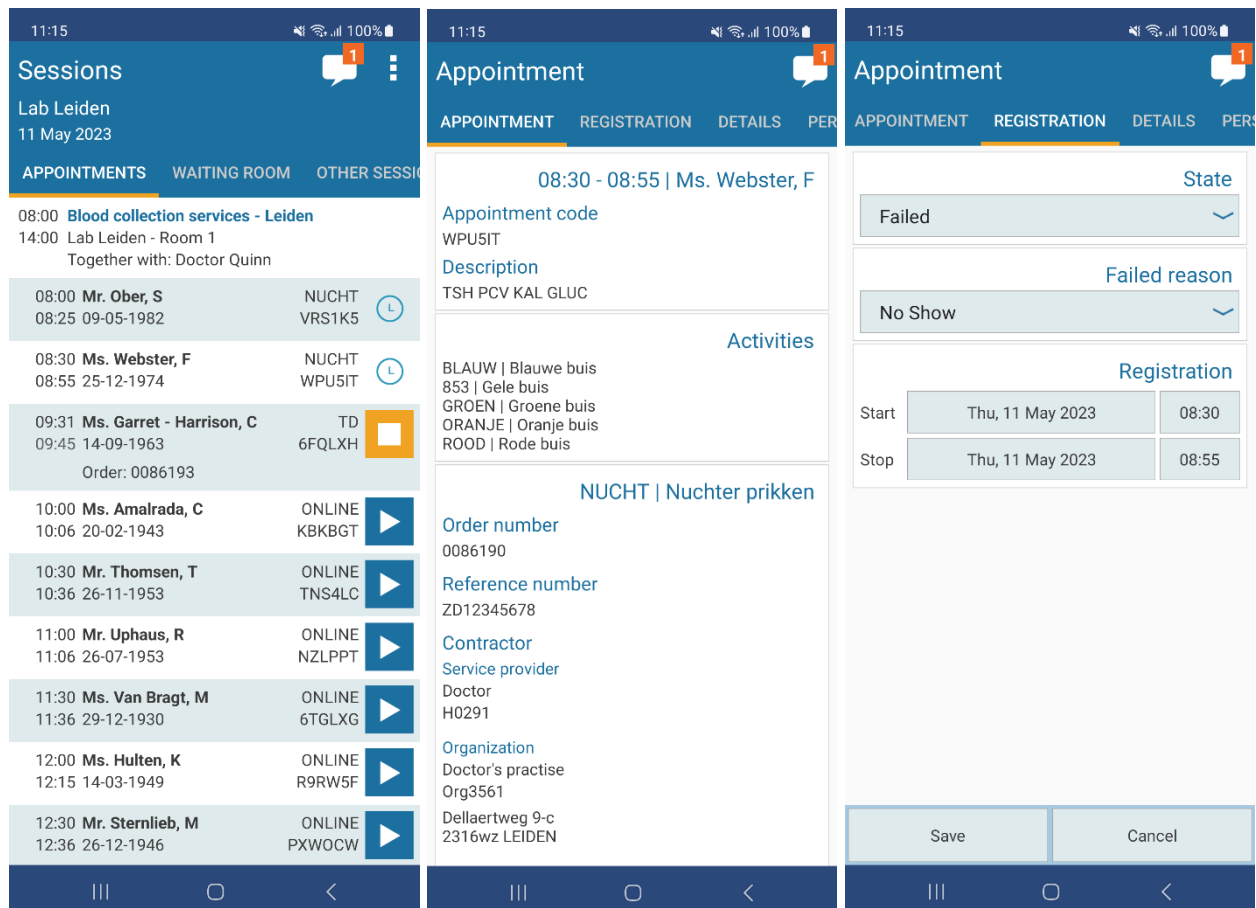
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1 New functionality

1.1 Basic support of Session appointments on Mobile

Available with SW Resources 8.3 and up + Mobile Service 8.3.0 and up

In this version of Serviceware Resources for Android we bring the first basic support of appointments on the session planning boards to the mobile app. Users can now see all the session appointments from the session planning board on their devices. They can view the client and order details and do basic registrations actions.



1.1.1 What is possible and what is not (yet) possible

In the current version of the app these features are available

- See all appointments planned on a session when the user is planned at that session on the session planning board
- See all client and order information for the appointments
- Be able to do basic registrations (start/stop/edit)

In future versions of the app these features will be extended to include the following:

- Being able to see more details of the session itself
- Being able to use dynamic forms
- Being able to view and add attachments
- Being able to scan barcodes

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- Support all the inflow actions (open external application, barcodes, forms etc.)
- Being able to add a walk-in client to the current session using their actual order
- Being able to replace an appointment widget order with an actual order of the client
- Being able to see clients currently in the waiting room and add them to your session
- Being able to see other sessions at the same location
- And more

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2 Installation requirements

The following items are required for the installation of ServiceWare Resources for Android 8.2.0:

- › ServiceWare Resources for Android 8.2.0 is compatible with all ServiceWare Resources (web) version in the 7 and 8 series. However, to be able to use the new functionality concerning session appointments, ServiceWare Resources 8.3.0 is required.
- › 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)
 - › Android 12 (Api 31) / 12.1 (Api 32)
 - › Android 13 (Api 33)

For a complete list of hardware and software requirements, see: “[ServiceWare Resources - Hard- and Software specifications _EN_v82](#)”.