



# **ServiceWare Resources for iPhone**

**Release notes 8.3.0**

# Serviceware Resources for iPhone 8.3.0

## Introduction

This document describes the changes for the Serviceware Resources app for iPhone app version 8.3.0.

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 iPhone 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: +31 (0)71-5680310.

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Leiden, Augustus 23<sup>rd</sup> 2023

**Serviceware Benelux**

Part of Serviceware SE

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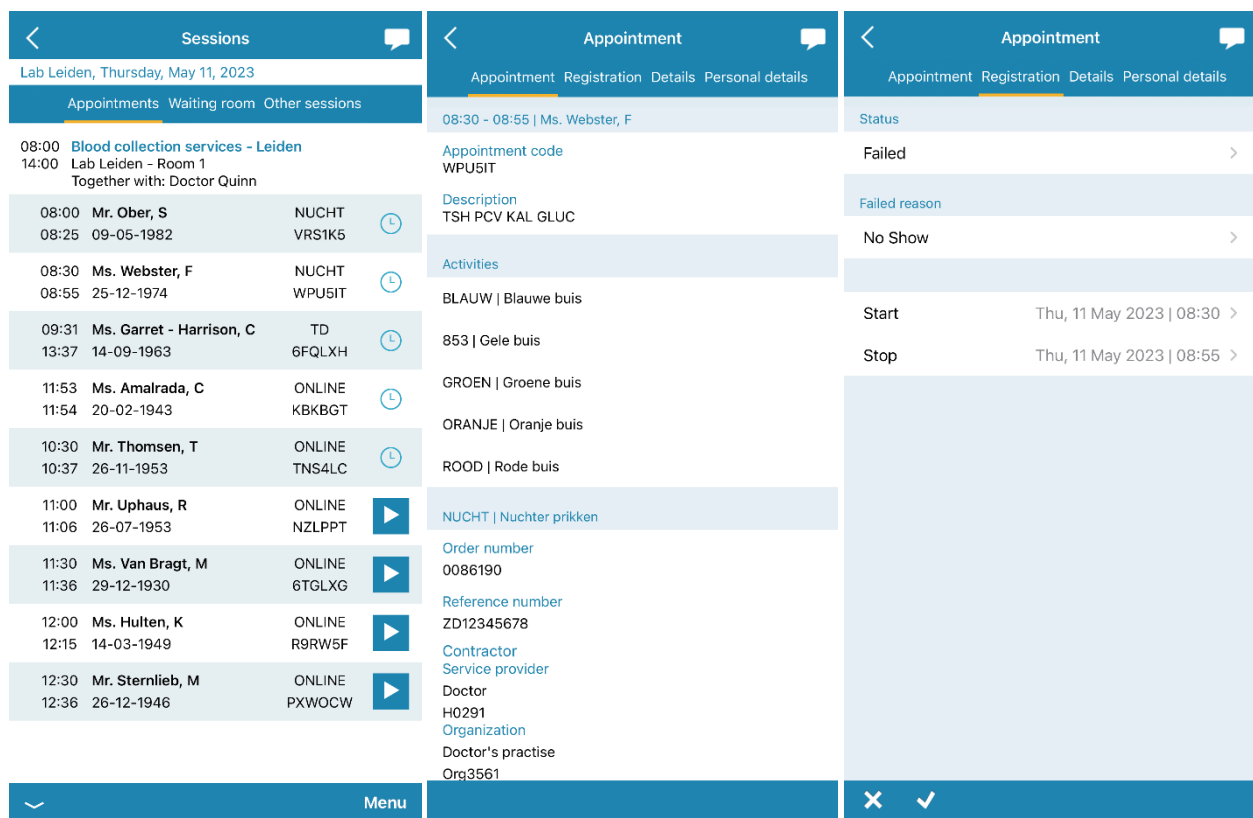
# Serviceware Resources for iPhone 8.3.0

## 1 New features

### 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 iOS 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
- Support all the inflow actions (open external application, barcodes, forms etc.)

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- 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 Solved issues**

#### **2.1 Double commuter traffic registrations**

When registering automatic kilometre registrations from the iPhone app and the agenda was not refreshed after the final registration before starting the expense calculation, it was possible for the expenses calculations to double the commuter traffic registrations from and to the final registration.

Now the app will handle the final registration correctly even if the agenda was not refreshed before starting the expenses calculation.

#### **2.2 Not being able to Plan and Start a client registration with running location registration**

When the user tried to use the 'Plan and Start' feature to directly add a running registration from the client module with a running location registration, the app would show a warning that another registration was running. Location registrations are allowed to be running when you start a client registration so that warning should not have been shown, this is now corrected and the client registration is started automatically again instead of just being planned.

#### **2.3 Opening a day from the corrections screens opens the agenda multiple times**

When the corrections screen from the time overview module was used to open a specific date in the agenda to see the item to be corrected, it sometimes happened that the agenda was opened multiple times. This is now fixed so the agenda is only opened once.

#### **2.4 Adding signatures on larger screens**

When a device with a larger screen was used, it was only possible to use a small part of the screen to set the signature. In this version the entire screen is again available to set the signature like it is for the other screen sizes.

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### **3 Technical notes**

#### **3.1 Updated Apple Xcode SDK**

In order to comply with the upcoming Apple requirements for the Apple Store, the Apple Xcode SDK version was updated from 14.1 to 14.3.1

## Serviceware Resources for iPhone 8.3.0

### 4 Installation requirements

The following is required when you want to install and use the Serviceware Resources for iPhone 8.3.0 version:

- › Serviceware Resources for iPhone 8.3 is compatible with all Serviceware Resources (web) versions in the 7 and 8 series.
- › 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 webserver requires to have a valid SSL certificate installed
- › The download and update location must also have a valid SSL certificate installed
- › **The iOS devices require to have at least iOS version 12.0**, where 16.0.3 is recommended. iOS versions 6.0 till 11.1 are no longer supported. If devices are not updated to iOS 12.0 yet, we advise to update the device to the most recent supported version prior to updating the Serviceware Resources for iPhone app to version 8.3.
- › Total list of supported iOS versions
  - › 12.0 – 12.5.7
  - › 13.0 – 13.7
  - › 14.0 – 14.8.1
  - › 15.0 – 15.7.8
  - › 16.0 – 16.6

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