



ServiceWare Resources for Android

Release notes 8.4.0

Serviceware Resources for Android 8.4.0

Introduction

This document describes the changes for the Serviceware Resources for Android app, version 8.4.0.

This version introduces support for the new scheduling changes that are available from Serviceware Resources 8.4. Next to that it also adds the ability to enrich orders from within the app for walk-in scenarios. It also adds some improvements for barcode scanning in dynamic forms.

Several other minor improvements have also been implemented, and a few bugs have been resolved.

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.

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Serviceware Benelux

Part of Serviceware SE

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1 New functionality

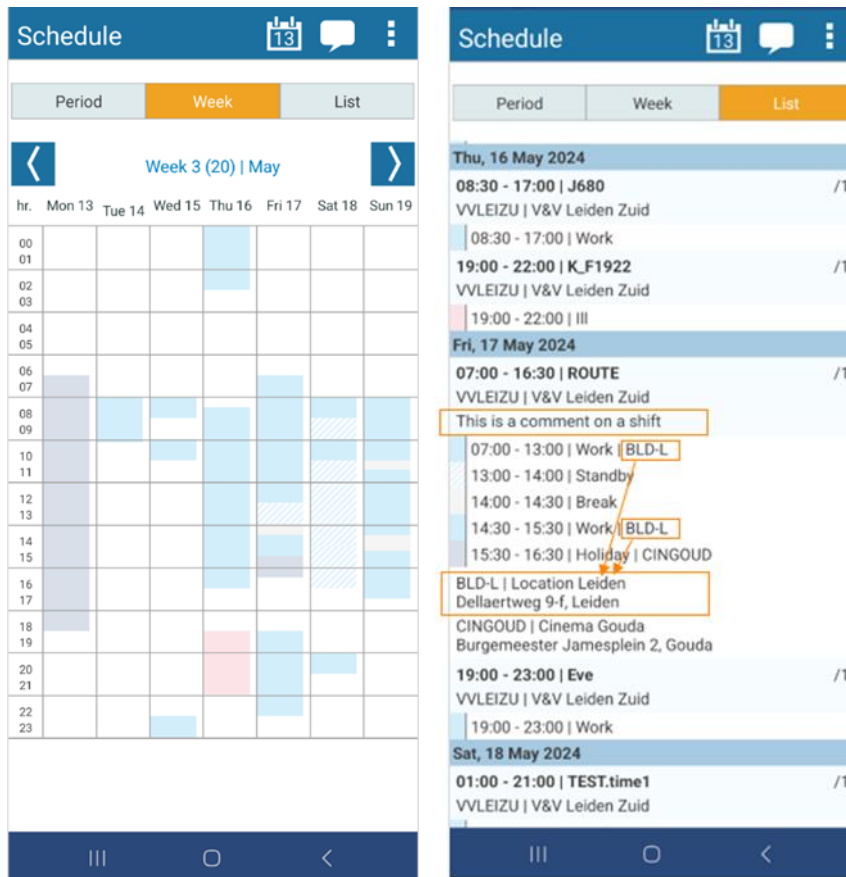
1.1 Improvements in the scheduling module

Available with SW Resources 8.4 and up + Mobile Service 8.4 and up

Following the new options in the new scheduling module in ServiceWare Resources 8.4, the scheduling module in the mobile app has also been updated.

Firstly, schedules will only be shown in the mobile app if the date has been **published**. In addition, the **team** for which it is scheduled is now also shown per shift, and when there is one, the shift **comment** is also displayed. If a **location** is linked to (part of) the shift, this is displayed per time block. The name and address of the location(s) are listed at the bottom of the shift.

Finally, an option has been added for employees with **multiple contracts**, which allows them to combine the schedules for all their contracts in one overview (on the list tab). If this option is enabled, the contract number (e.g. /1) on which the shift is scheduled is shown.



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1.2 Option to enrich orders before planning

Available with SW Resources 8.4 and up + Mobile Service 8.4 and up

It is now possible to store per order if the order needs to be enriched or not. In the enrichment process, that is usually executed *after* an order is planned but *before* it is executed, the order and appointment are enriched with extra information. In a laboratory scenario this could be information about which blood tubes need to be used during the blood collection process. The user can then see which tubes are required in the App.

Sometimes, however, the order is not yet planned but the client needs to be helped either way. In these walk-in scenarios for sessions the order might not have been enriched yet.

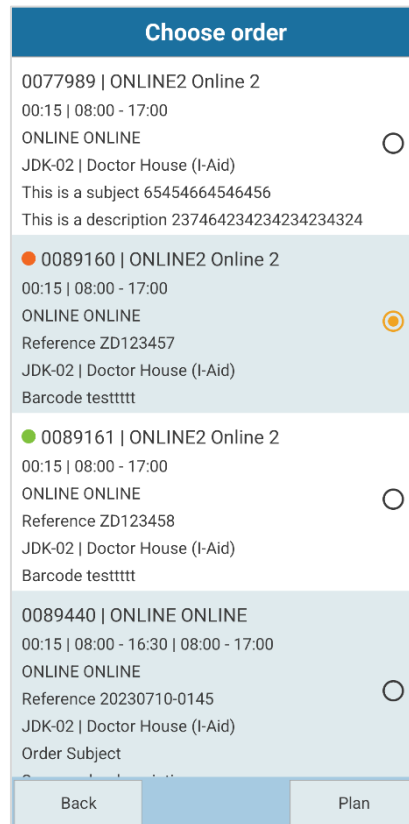
Because we can now store the requirement for enrichment and the status of enrichment per order, we can request this enrichment process directly from the app when the user picks an order that is not yet enriched but requires enrichment. This way the user also has the correct information for walk-in scenarios.

As illustrated on the right:

- Order requires enrichment and is not yet enriched
- Order requires enrichment and is already enriched

If there is no indicator in front of the order, then it is not known if that order requires enrichment, or no enrichment is configured at all.

If the user selects an order to plan that still requires enrichment, the App will try to initiate the enrichment process and once this process has completed, it will plan the appointment **with the enriched information**.



1.3 Scanning barcodes with external peripherals

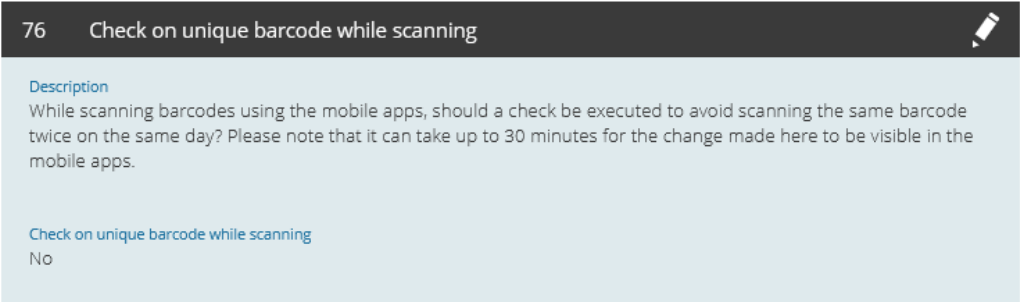
It is now possible to scan barcodes with external peripherals such as a portable barcode scanner. When the barcode scanning process is opened in the app, keyboard events that external barcode scanners are sending will be listened to and will result in registered barcodes. This way it is possible to scan without relying on the camera to get a clear picture of the barcode. With this functionality, the user can also directly scan multiple barcodes in a row when using the Barcode Array field in a dynamic form. This also includes direct audio feedback from the app when a barcode is accepted or rejected.

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1.4 Duplicate barcode check configuration

Available with SW Resources 8.4 and up + Mobile Service 8.4 and up

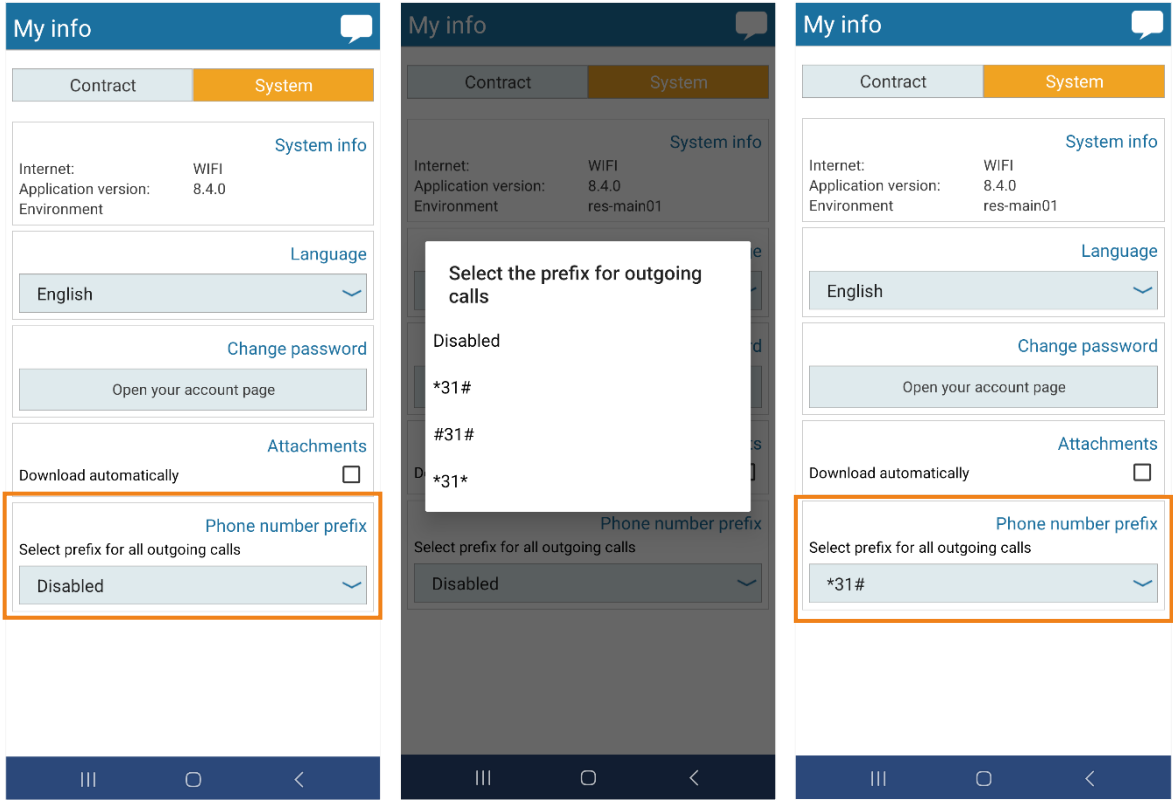
It is now possible to configure the duplicate barcode check (which was introduced in the previous app update) directly from the admin part of the ServiceWare Resources web application. The users do not need to configure this manually in the 'My Info' module anymore.



For customers not yet running ServiceWare Resources 8.4 or up, the user setting remains available in the 'My info' module in the app.

1.5 Option to select prefix for outgoing calls

It is now possible for the user to select which prefix should be applied when a phone call is initiated from the app. This prefix can be set from the 'My info' module. With this method it is possible for example to add the #31# prefix to hide the phone number of the user when a customer or contact is called from the app.



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1.6 Option to add a remark to automatic kilometer registrations

When the user starts an automatic kilometer registration request, the user can fill in a comment that will be applied to all the registrations. With this field the user can, for example, fill in what fuel or car type was used for the trip, and this remark is then added to each of the registrations.

This remark can then be used in the expenses export, for example for ESG purposes (WPM in Dutch).

The remark that is filled in by the user, is remembered and prefilled for the next calculation.

KMs calculation-day	
Total	72.09
Rem. *	Choose a remark
*Optional	

KMs calculation-day	
Total	72.09
Rem. *	benzine
*Optional	

1.7 Extra barcodes for barcode array can now also be validated

It was already possible to add extra barcodes next to those that were required in a barcode array field in a dynamic form. But any extra barcode was accepted, regardless of any validation.

It is now possible to explicitly specify validation that each of the extra barcodes must adhere to, or simply state that it needs to match with at least one of the configured match options in the forms. The existing dynamic forms in your organization need to be updated to make use of this feature.

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2 Fixed issues

2.1 Adding manual barcodes

It was not possible to add manual barcodes when scanning barcodes. When the user filled in the field for the extra barcode it would not be seen as a valid barcode.

2.2 Date of births in Dynamic Forms

In certain time zones, date of birth values would be shown incorrectly inside dynamic forms showing them on a different day. Countries on the western side of the UTC line now also show the correct value for the date of birth fields inside dynamic forms.

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3 Installation requirements

The following items are required for the installation of Serviceware Resources for Android 8.4.0:

- › Serviceware Resources for Android 8.4.0 is compatible with all Serviceware Resources (web) versions in the 7 and 8 series.
- › Windows Server 2008 SP2 or higher. In the 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 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)
 - › Android 14 (Api 34)

For a complete list of hardware and software requirements, see: “[Serviceware Resources - Hard- and Software specifications _EN_v83](#)”.