



# **ServiceWare Resources 8.6**

**Release notes**



## Release notes – Serviceware Resources 8.6

### Introduction

Following a major release back in April this year (8.5), 8.6 is a relatively small version. We have mainly focused on the 'Call next client' functionality: an integration between our new 'My registrations' widget and the LogisP waiting room terminals. Everything to make it as easy as possible for the employee and as fast as possible for the client.

In addition to connecting to a waiting room management system, a number of other improvements have been made to the 'My registrations' widget as well. These include the ability to 'on the fly' enrich orders with tube information when clients come to the blood collection location without an appointment. More details about all the enhancements can be found in chapter 1.

Apart from the new widget, two improvements have been made to the web application. The search function in the client picker on the session planning board has been modified to prevent unintended, slow searches. Furthermore, navigating to an order from the new search functionality on the top bar now takes the user directly to the 'Order information' page and no longer to the 'Orders overview' page of the client. Both changes are based on customer feedback.

In the mobile applications, an order added via 'Add and start' during a session can now also be deleted. This is useful if the wrong order was added by mistake. Finally, a number of important bugs have been fixed.

We hope you will appreciate this version. We would like to receive your feedback at any time. You can of course send this by e-mail ([service@serviceware-benelux.com](mailto:service@serviceware-benelux.com)), or make a call to our Service Desk: +31 (0)715680310.

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Leiden, July 3<sup>rd</sup>, 2025

**Serviceware Benelux**

Part of Serviceware SE

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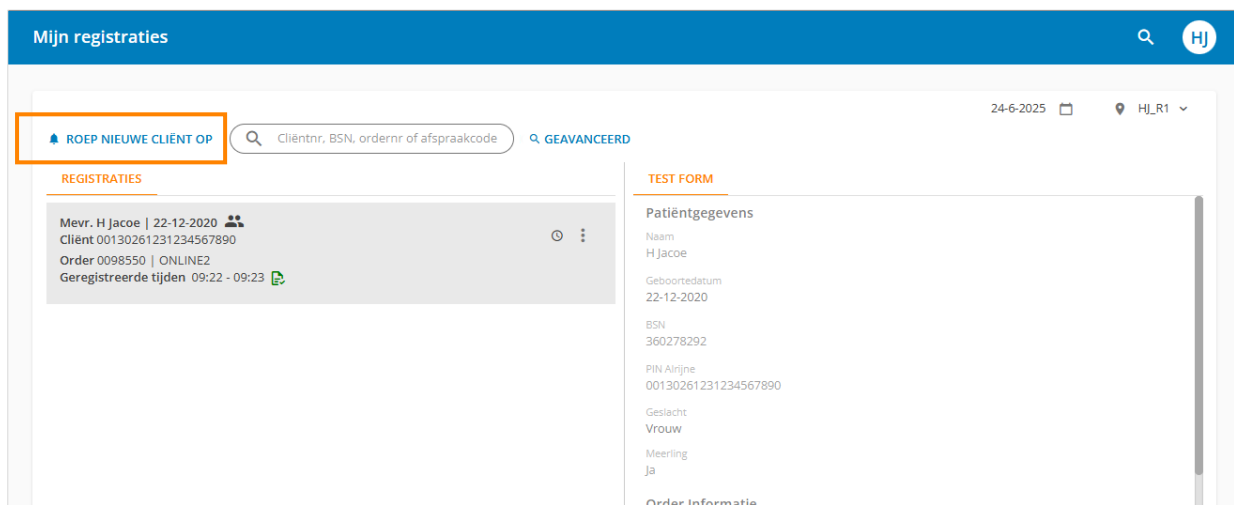
# 1 Additions & improvements to the ‘my registrations’ widget

## 1.1 Integration with waiting room management system

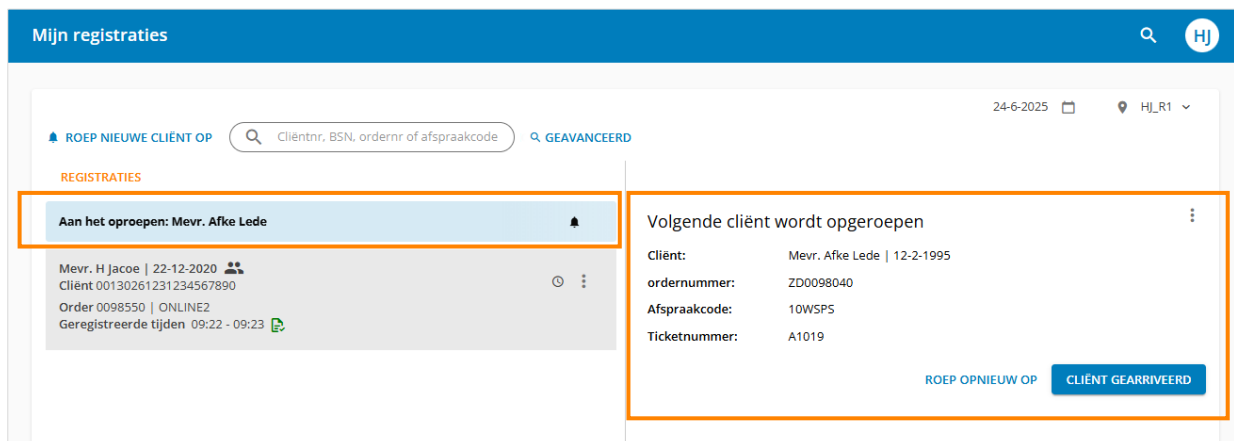
From the ‘my registrations’ widget, it is now possible to call the next client from the waiting room with a single click. This functionality is the result of a collaboration between SW Resources and LogisP.

When the client arrives at the location (/blood collection department), they register via the registration terminal. They then take a seat in the waiting room. If the client had an appointment, the appointment is given the status ‘arrived’ on the session planning board.

When an employee working at this location presses the ‘next’ button in SW Resources, the client that LogisP has called from the waiting room is displayed.

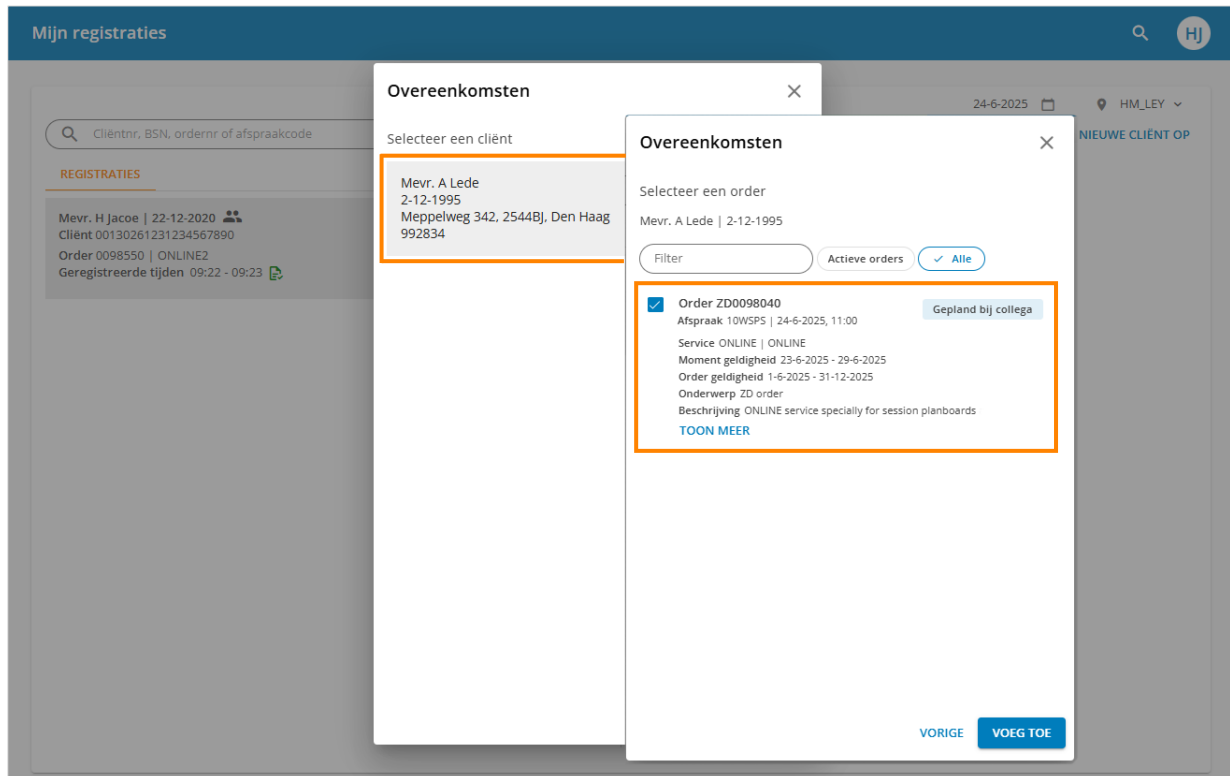


The available client data is displayed in SW Resources while you wait. This may include the client's name, date of birth, client number, and/or social security number. The data may also include the order number and appointment code, if the client has an appointment.

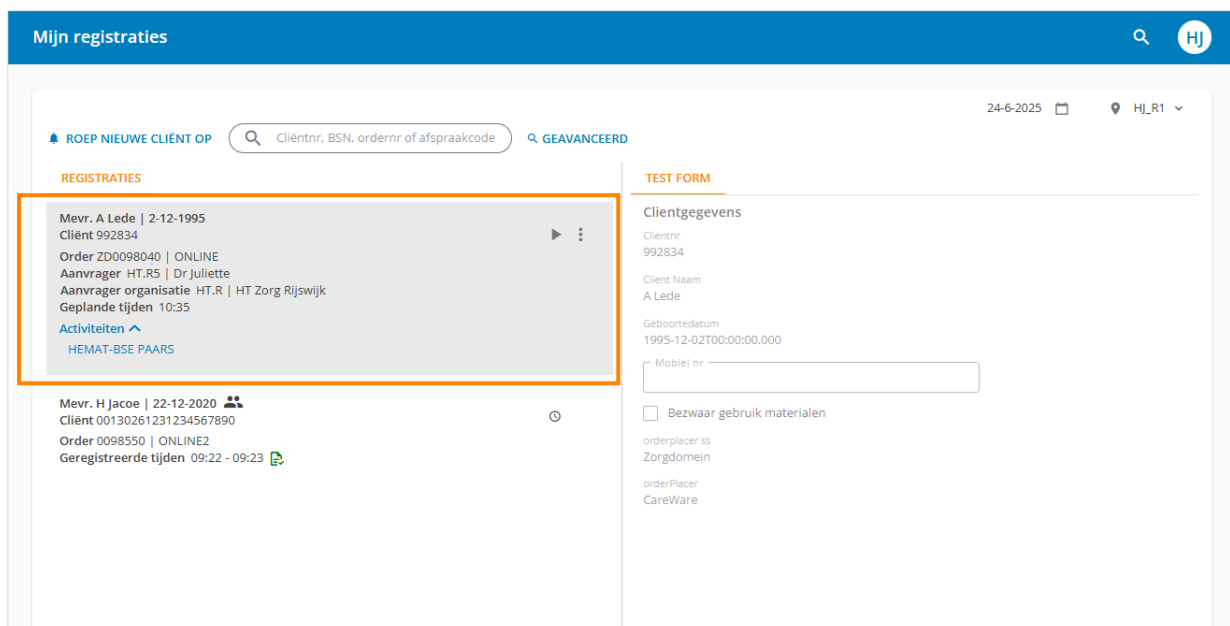


As soon as the client enters the room, the employee clicks on ‘client arrived’. SW Resources then automatically searches for the matching client and the correct order.

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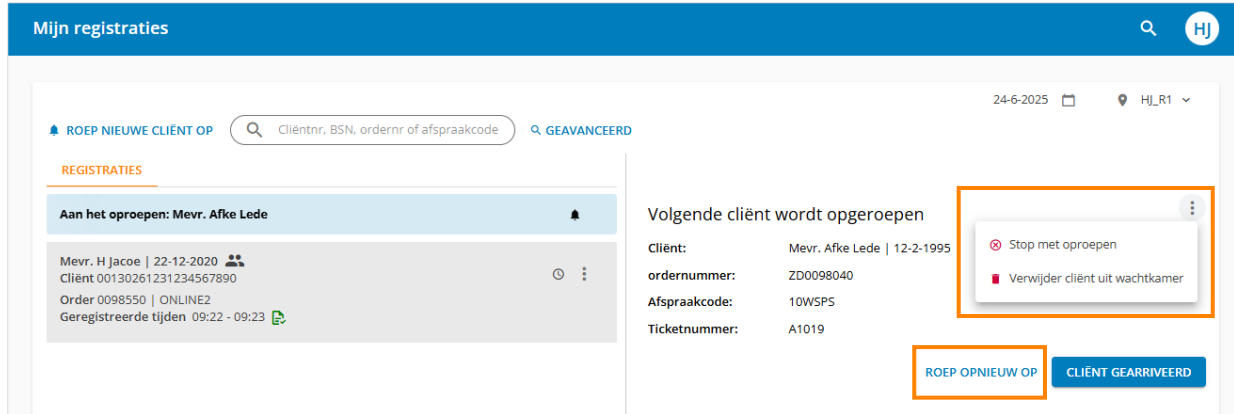
After checking, the employee clicks on 'Add', and the order is added to the list of registrations. The tube information ('Activities') is automatically expanded so that it is immediately clear which tubes need to be used. After clicking on 'Start', the form can be filled in on the right side.



If the client that has been called is a so-called 'widget client', with a temporary order, this will automatically be replaced by the actual client+order in the matching process, so that it can be registered immediately. If the client has registered at the terminal without an appointment and without an order number, the order cannot be preselected. We then display all known orders for this client so that the employee can make a selection himself.

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When calling for the next client, in addition to the ‘happy flow’, there are also options to **call the client again**, to **stop calling** this client (for this employee), and to stop calling this client altogether by **removing him from the waiting room**. In the latter case, the client will not be called at a later time for a colleague in another room as well.



Mijn registraties

24-6-2025 HJ\_R1

ROEP NIEUWE CLIËNT OP

REGISTRATIES

Aan het oproepen: Mevr. Afke Lede

Mevr. H Jacoe | 22-12-2020  
Client 00130261231234567890  
Order 0098550 | ONLINE2  
Geregistreerde tijden 09:22 - 09:23

Volgende cliënt wordt opgeroepen

Client: Mevr. Afke Lede | 12-2-1995  
ordernummer: ZD0098040  
Afspraakcode: 10WSPS  
Ticketnummer: A1019

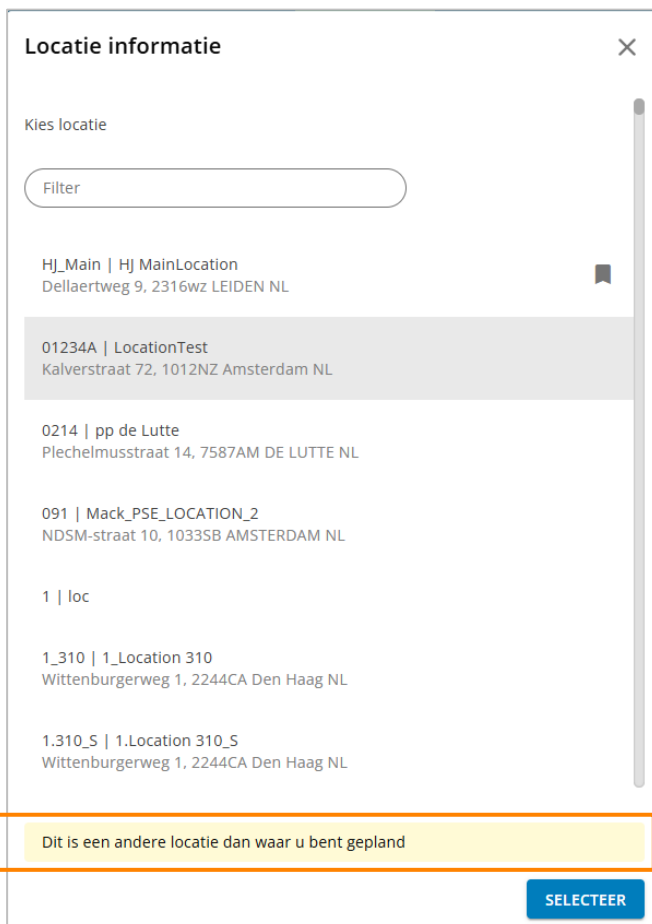
Stop met oproepen  
Verwijder cliënt uit wachtkamer

ROEP OP NIEUW OP

CLIËNT GEARRIVEERD

In SW Resources, setting 82 must be used to define how to connect to the waiting room management system and to determine for which locations the ‘call next’ button should be available.

### 1.2 Warning when selecting a location other than the one planned



Locatie informatie

Kies locatie

Filter

HJ\_Main | HJ MainLocation  
Dellaertweg 9, 2316wz LEIDEN NL

01234A | LocationTest  
Kalverstraat 72, 1012NZ Amsterdam NL

0214 | pp de Lutte  
Plechelmusstraat 14, 7587AM DE LUTTE NL

091 | Mack\_PSE\_LOCATION\_2  
NDSM-straat 10, 1033SB AMSTERDAM NL

1 | loc

1\_310 | 1\_Location 310  
Wittenburgerweg 1, 2244CA Den Haag NL

1.310\_S | 1.Location 310\_S  
Wittenburgerweg 1, 2244CA Den Haag NL

Dit is een andere locatie dan waar u bent gepland

SELECTEER

If the employee is planned for a session and opens the ‘My registrations’ widget 30 minutes (or less) before the start of the session, the correct location is automatically selected for them.

However, the employee can still select a different location at any time.

If he is planned and still selects a different main location, an additional notification will now make him aware of this. Note that the notification does not *prevent* the selection of a different main location.

If the employee only selects a different room within the same main location, no notification will be given. We expect this to happen frequently and the widget is designed to accommodate this.

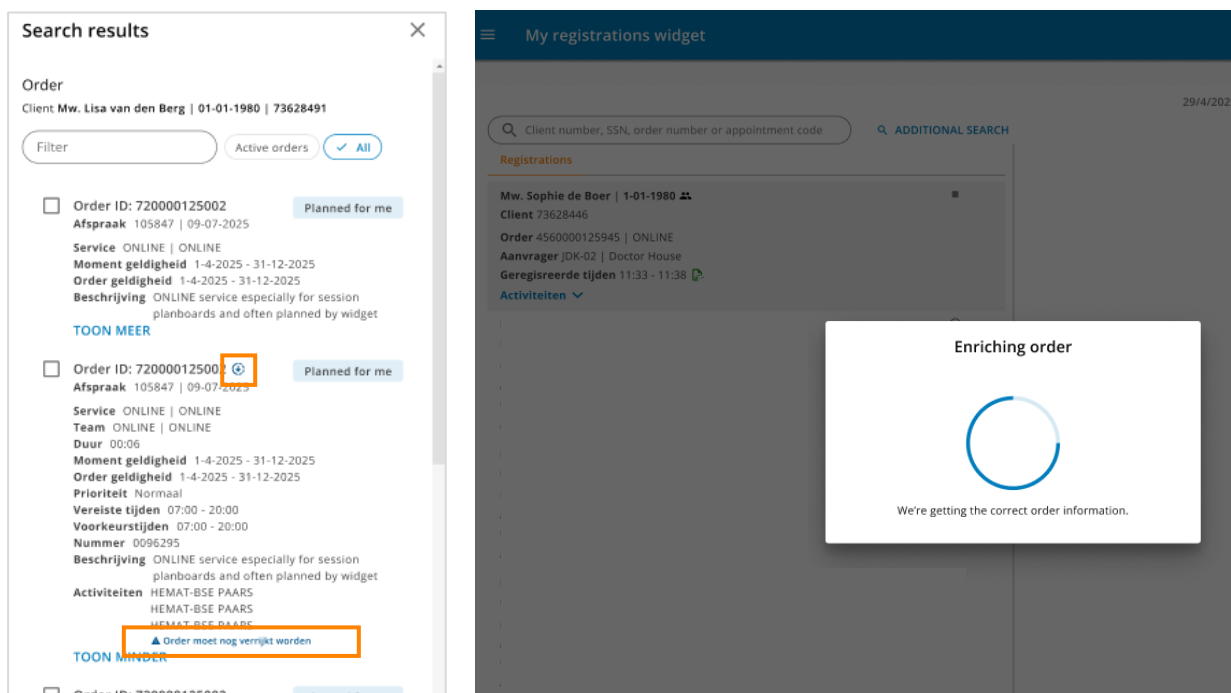
This also has no consequences for the location data included in the registration, as only the main location is taken into account for this.

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### 1.3 On the fly ‘enrichment’, adding tube information

Not all orders are activated by default in all back-office systems. That is why SW Resources often runs a so-called enrichment process. All planned appointments based on an order are then activated the evening before and provided with specific tube information in SW Resources. This makes it clear to the employee which tubes need to be collected at the time of registration.

If a client arrives on site without an appointment, no enrichment has yet taken place and no tube information is available. Because this is inconvenient for the employee, an enrichment step has now been added to the ‘my registrations’ widget. For unplanned orders, the tubes are retrieved from the back-office system on the fly, within seconds. This allows the employee to take the sample and complete the registration without any problems.

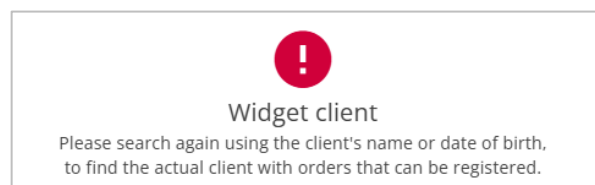


### 1.4 Better message after searching with a widget appointment code

To prevent registrations from being created on so-called widget clients and their temporary orders, you can set widget clients to not be found in the ‘My registrations’ module.

If a search was then performed in the ‘My registrations’ widget for an appointment code of an appointment created with the appointment widget (the non-order variant), the message ‘No results’ was previously displayed.

Because this was confusing, we now display a more meaningful message. The employee is now asked to search for the client's name or date of birth instead of the appointment code.



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### 1.5 Remove an accidentally added order from the list of registrations

In 8.5, an order that had been added to the list of registrations could not be removed before it had actually been registered. It is now also possible to remove the order from the list without starting the registration. This makes it easy to remove an order that has been added by mistake.

### 1.6 Scanning QR codes took (too) long

When a QR code was scanned with a handheld scanner, the preview of the scanned barcode was recalculated and redrawn after each character was entered. This has been resolved, and scanning a QR code now works faster.


## 2 Other improvements

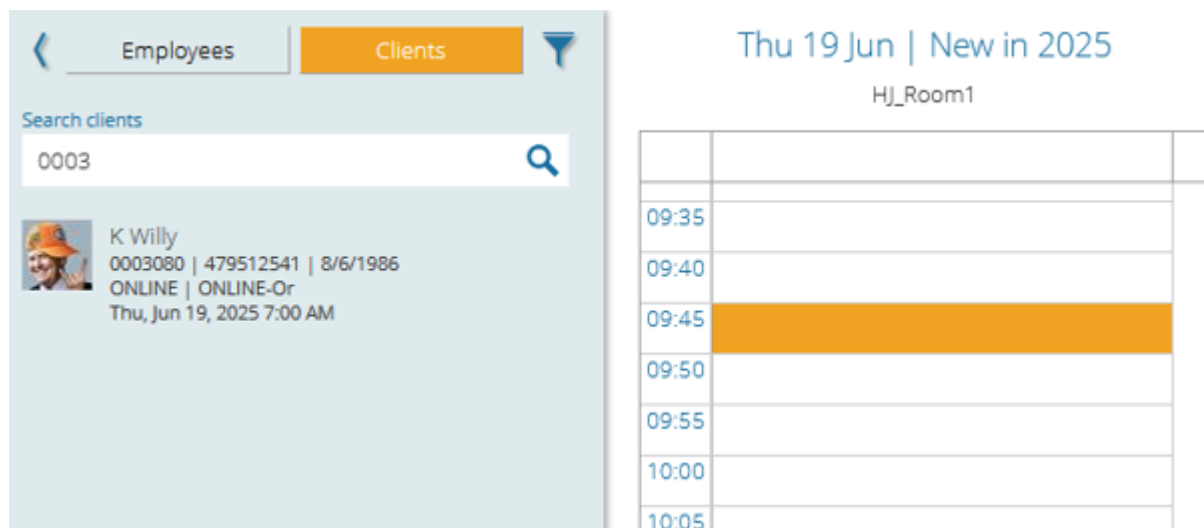
### 2.1 Webapplication

#### 2.1.1 Searching for client orders in the session planning board picker

Previously, in the client picker on the session planning board, the search would automatically start after entering two characters. In practice, this meant that if, for example, the user typed 'ZD' and then paused briefly before typing the rest of the number, a search would already be running on that 'ZD' entry. With large quantities of orders whose numbers all start with 'ZD', this caused a lot of slowness.

The automatic start of the search action on the client picker has therefore been disabled and replaced by a manual trigger. This means that after entering the order number (preferably the entire order number), the employee must press ENTER.

Please note: to clear the search criteria, you must also press ENTER after clicking .



The screenshot displays two parts of the web application interface. On the left, a 'Clients' search panel is shown with a search bar containing '0003' and a magnifying glass icon. Below the search bar, a client profile for 'K Willy' is visible, including a profile picture, name, ID (0003080), phone number (479512541), date of birth (8/6/1986), and status (ONLINE | ONLINE-Or Thu, Jun 19, 2025 7:00 AM). On the right, a session planning board for 'Thu 19 Jun | New in 2025' and 'HJ\_Room1' is shown. The board is a table with time slots on the left and empty cells for scheduling. The time slots are 09:35, 09:40, 09:45, 09:50, 09:55, 10:00, and 10:05. The 09:45 slot is highlighted in orange.

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### 2.1.2 Open order page when navigating using the search in the top bar

When an order was found using the new search function in the top bar and then clicked on, the user was taken to the 'Order overview' of the client.

Based on customer feedback, we have changed the destination of this navigation action. Clicking on the order now opens the 'Order information' page for the relevant order in view mode.

From there, depending on rights and settings, a button is available to edit the order. If desired, the order overview can also still be displayed from here with a single click.

The screenshot displays the 'Order info' page for order 0097390. The page is divided into several sections: 'Wat' (What) containing order details like number, service, and activities; 'Wanneer' (When) showing frequency and possible days; 'Tijden' (Times) with required and preparation times; and 'Geldigheid' (Validity) with the order period. A search overlay is visible in the top right, showing the search results for '0097390' and a button to view the order. The bottom navigation bar includes 'Wijzig', 'Beëindig', and 'Kopieer' options.

## 2.2 Mobile apps

*In combination with SW Resources for iPhone 8.5.2 or Android 8.4.3*

For users of the 'Add and start' functionality in the mobile applications, specifically when **registering for sessions**, it is now possible to delete an order that has been added by mistake.

This was already possible after an 'Add and start' action when registering classic appointments, but it was still missing for sessions. The functionality is now the same everywhere.

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### 2.3 Bug fixes

#### 2.3.1 Bulk actions on session planning board now executed one by one

When multiple appointments were selected on the session planning board and a registration action was started, this led to performance issues in other parts of the application where appointment information is needed, such as in the appointment widget.

This occurred, for example, when multiple appointments were set to 'Arrived' at the same time, or when all selected appointments were registered at the same time with the same 'failed reason' from the menu, such as 'No show'.

Bulk actions, which involve multiple appointments, will now be handled one by one to prevent performance issues. Users may notice this due to the short waiting animation (spinning circle) that is displayed when performing registration actions for multiple appointments at the same time.

#### 2.3.2 More conscious selection of multiple objects on the session planning board

In addition to the solution described under §2.4.1, we have also ensured that multiple appointments are less likely to be selected accidentally on the session planning board.

Previously, each user could specify a preference for working with a mouse or by using touch. Touch operation has fallen into disuse within our webapplication, but the setting still exists and was also set to touch by default. One of the few places where this setting had an effect was the session planning board.

Most users on the session planning board selected appointments and sessions using the touch method, where you select an object with a single tap, but tapping on another object selects it IN ADDITION to the current selection instead of replacing it. This meant that many actions were unintentionally performed as bulk actions, which in turn led to performance issues.

We have now ensured that the 'mouse versus touch' setting is no longer used on the session planning board. This means that everyone selects appointments (at the bottom) and sessions (at the top) using the mouse method, whereby each click on a second object replaces the previous selection. To select multiple appointments or sessions – this time deliberately – the Control key must be pressed while selecting a second object.

#### 2.3.3 Fix to reduce memory usage

For a number of actions that are not directly triggered by a user but are started internally to handle certain events, the data used was not properly cleaned up afterwards. This caused memory usage to increase during the day.

We have rewritten certain parts so that the data is cleaned up again after the action has been performed. This will keep memory usage constant.

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### 3 Installation requirements

Below, the requirements for the installation of **Serviceware Resources 8.6** are listed. In order to make use of all the latest features, Serviceware Resources for iOS **8.5.2** and Serviceware Resources for Android **8.4.3** are advised.

- › For an update to version 8.6.0, the already installed version of Serviceware Resources should be minimal 8.5.0. For older versions of Serviceware Resources, extra steps need to be taken to be able to update to 8.6.0. Please contact one of our consultants for more information.
- › Client machines need to have the latest version of Chrome, Firefox or Edge installed.
- › A complete overview of all hardware and software specifications can be found in the document [“Serviceware Resources - Hard- and Software specifications \\_EN\\_v84”](#).

#### 3.1 Advised versions

<b>Serviceware Resources</b>	Authentication method	Connect	Mobile Service	iOS app	Android app	Appointment widget
<b>8.2</b>	Serviceware Authenticator	8.0.1	8.2.0	8.2.0	8.1.0	4.1
<b>8.3</b>	Serviceware Authenticator	8.3.0	8.3.0	8.2.1	8.2.0	4.2
<b>8.4</b>	Serviceware Authenticator	8.3.1	8.4.0	8.5.0	8.4.0	4.2
<b>8.5</b>	Serviceware Authenticator	8.5.0	8.5.0	8.5.1	8.4.2	4.4.1
<b>8.6</b>	Serviceware Authenticator	8.5.0	8.5.0	<b>8.5.2</b>	<b>8.4.3</b>	4.4.1