



ServiceWare Resources 8.7

Release notes



Release notes – Serviceware Resources 8.7

Introduction

Five years after the launch of the appointment widget, it's time for an update! Both the technology and the user interface have been completely renewed, and of course we have incorporated the most important points from the customer feedback we have collected.

The time slots found are no longer assessed and filtered by our Plan Suggestion Engine (PSE), but the user is shown all options in a so-called matrix view. When planning without an order, the personal details section has been moved to the back, and now only needs to be filled in after a date, time, and location have been selected. In chapter 1, you can read all about this new 'Matrix' version of the appointment widget.

In addition to the new widget, only a few minor improvements and bug fixes have been made to the web application. More about this in the second chapter.

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), or make a call to our Service Desk: +31 (0)715680310.

Leiden, November 7th, 2025

Serviceware Benelux

Part of Serviceware SE

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1 New appointment and order widget – Matrix version

The appointment widget has been completely renewed! This “matrix version” no longer determines which of the found appointment options are best for the patient, but simply presents all possible time slots. This applies to both planning *with-* and *without-orders*, and will soon also apply to replanning. Another frequently requested change is that when planning without an order, personal details are now only requested after a date, time, and location for the appointment have been selected.

We have incorporated a lot of other feedback from recent years into this new version. We have also paid special attention to the usability of the widget on mobile phones.

The widget can now be accessed by different types of audiences with a single installation, for example, a separate widget for patients, a second for employees, and a third for contractors, each with their own configuration. Finally, the configuration options have also been further expanded.

1.1 Landing page integrated in the widget itself

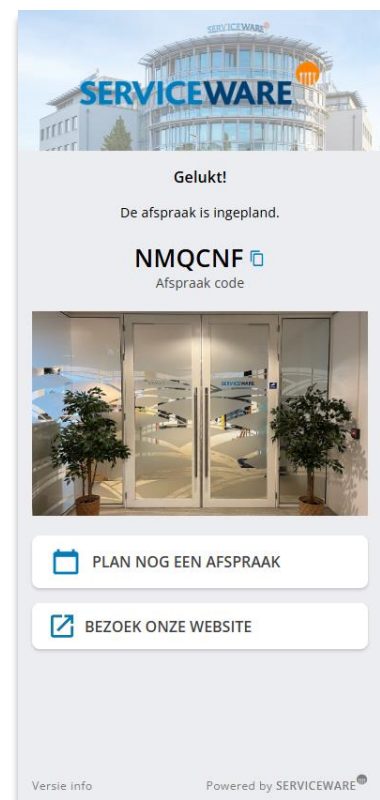
The ‘landing page’ is now an integral part of the widget and no longer a separate page. The landing page – consisting of two steps if you offer planning *with-* and *without orders* – can be customized to match the organization's corporate identity, along with the final, concluding page. Of course, the texts can also be configured. A footer (as shown in the middle picture) can be added optionally, with or without a logo, and will appear on all three pages.



Landing page I (start page)



Landing page II



Succes page (last page)

If only one of the two appointment creation flows is offered, for example only planning *with-order*, then there is only one landing page. The “make appointment” button then takes the user directly to the *with-order* flow.

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Language selection

Another new feature is that users can select their own language in the widget, regardless of the browser language. Language selection is possible on the landing page, but also remains possible throughout the rest of the flow. Currently supported are Dutch, English and German.

Closing ‘success’ page

If desired, the code for the appointment that has just been planned can be displayed on the last page. This is a particularly useful option if the user is an employee. After all, patients already receive this code in their appointment confirmation. The copy button next to the code makes it easy to transfer it to, for example, the Serviceware Resources web application. By pasting the code into the search field in the top bar, you can then navigate directly to the appointment on the planning board.

In addition to the appointment code, an image and a number of buttons with follow-up actions can be displayed if desired. Each of these buttons leads to a configurable URL. This can also be a link to the start of the widget, so that another appointment can be planned.

The image and buttons can be configured per flow. This means that, for example, different buttons can be displayed at the end of the *with-order* flow than at the end of the *without-order* flow. And soon, this page will also be able to be configured separately for the *replan* and *cancel* flows.

1.2 Different split of the flows into pages

The core of the appointment widget has not changed. After a welcome text, the user still goes through the What, When, Where, and How late questions when planning an appointment.

Whereas in the previous widget, parts of those four core questions were sometimes combined on a single page, we have separated the content more strictly in this new widget. In some places, we have divided the content around one core question into two steps, such as when searching for a location (based on user input) and then choosing from the locations that were found. The order has also been adjusted at certain points, so that personal and/or contact information is now only asked for after the core questions have been answered.

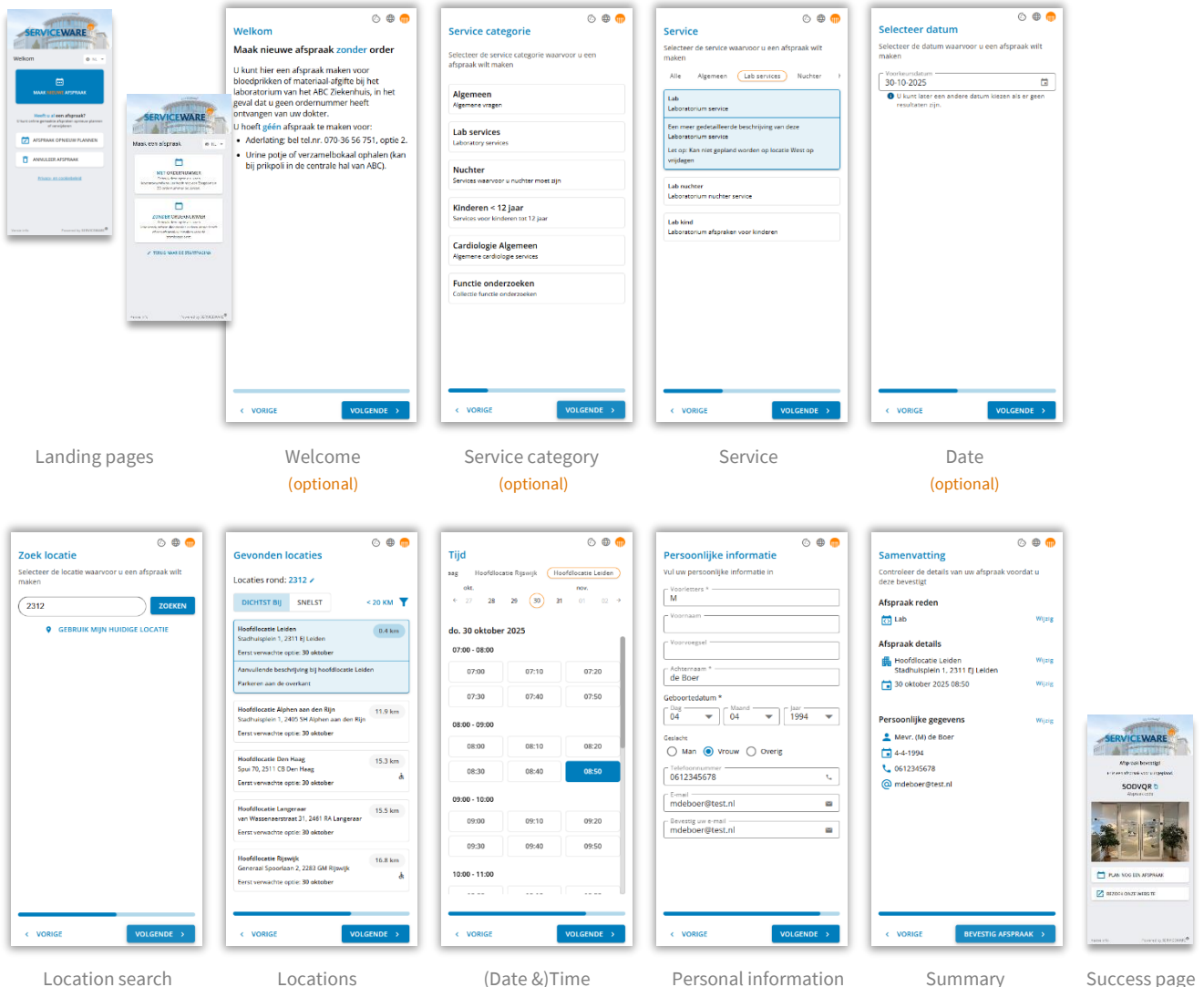
All choices made and data entered are ultimately displayed clearly in the summary. What is new is that it is still possible to change things from the summary. The appointment is only really created after the user clicks on ‘CONFIRM’ on the summary page.

Certain pages are not mandatory and can be excluded from the steps to be completed via the configuration. This concerns the ‘Welcome’ page, the ‘Date’ page, and the ‘Service category’ page in the *without-order* flow. As a result, the number of steps is no longer always the same. That is why we now use a progress bar at the bottom, instead of the numbered steps that were shown at the top in the previous widget.

The following two paragraphs show the pages per flow.

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1.2.1 Plan appointment without order



The “Service category” and “Service” pages are specific to the *without-order* flow. The services for which an appointment can be planned using the widget can be divided into categories in the new version. The defined categories can then be displayed on a separate page. First, the user selects a category, after which the ‘Service’ page opens with the selected category already preselected.

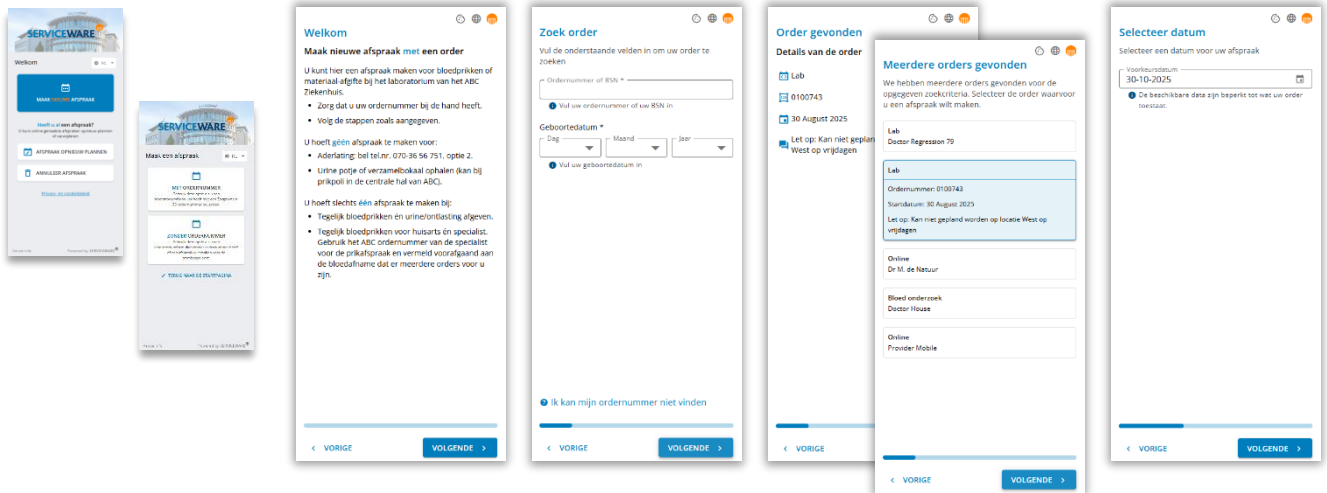
This separate ‘Service category’ page is optional. You can also choose to have the categories appear only at the top of the ‘Service’ page, or not to use categories at all (as in the previous widget).

The ‘Personal information’ page also only appears in the *without-order* flow. It has been moved to after the service, location, and date+time have been selected. The data entered is remembered when the user navigates back and forth to change things after filling in the form, even if this concerns the service.

Only when the user clicks all the way back to the landing page is this data deleted. The data is also deleted after the inactivity period has been exceeded. This can be adjusted: if a user has not clicked or moved the mouse for X minutes, they will be returned to the landing page after an ‘Are you still there?’ reminder. The inactivity period can be set differently (shorter) if the widget is running in a public space. This prevents data from a previous user who left halfway through from being visible.

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1.2.2 Plan appointment with order



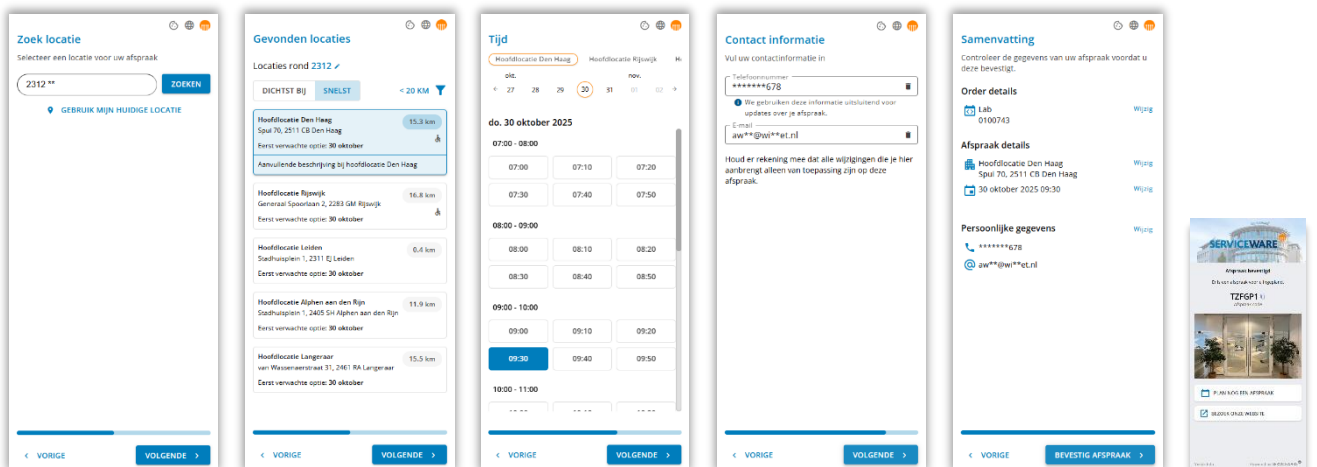
Landing pages

Welcome (optional)

Order search

One/multiple orders found

Date (optional)



Location search

Locations

(Date &) Time

Contact information

Summary

Success page

In the *with-order* flow, after entering an order number + date of birth, the information of the found order is now displayed on a separate page. If the social security number is used to search instead of the order number, *all* orders for the patient are displayed on the 'Multiple orders found' page.

A new feature is that when searching with an order number belonging to an order that is already planned, canceled, or not yet valid, the user will also be taken to the 'Multiple orders found' page if there are other orders for this patient that can be planned.

If the patient enters via the DPR route of Zorgdomein, they will be directed to the 'Found order' page.

The email address and telephone number are also displayed on a separate page in this flow: the 'Contact information' page. The user must check the details there and adjust them if necessary.

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1.3 Appointment options via the ‘Matrix’ methode

Not only has the appearance of the widget been updated, but the entire logic behind generating appointment options has also been renewed. Whereas the previous version of the widget used the Plan Suggestion Engine to calculate and weigh possible time slots, this version uses a completely new method. With this “Matrix method”, the new widget is now completely independent of the PSE.

The main difference between the PSE and the Matrix method is that the time slots found are no longer assessed by the system. Instead, users can now decide for themselves which option is best for them. The Matrix method supports them in this by simply showing all available time slots in a matrix-like display.

Of course, we cannot reserve all available time slots for the user, because that would mean that there would be nothing left for another user who queries the system at the same time. Whereas the PSE usually showed and reserved five options, the matrix method only reserves the *selected* time slot. This reservation is necessary because an appointment is not made immediately, and the user must be given time to fill in their personal details on the next page.

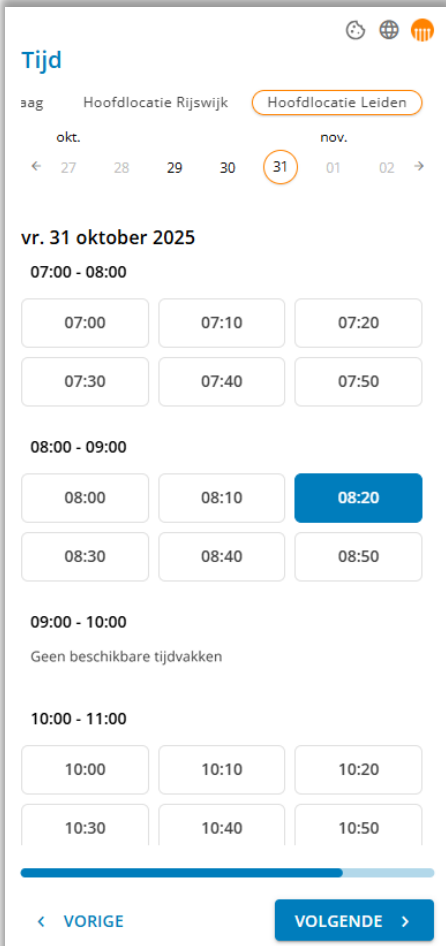
The service (or order) selected by the user determines which time slots are offered. The duration of each slot also depends on this. If there are multiple rooms at a location with available time slots that have exactly the same start time, these are “stacked” so that the user only sees this time once.

The plan direction of each of the underlying sessions is still taken into account. If a session has no plan direction, all slots will be offered. If the session is set to ‘plan from start’, only one option will be offered for that session.

For employees and/or contractors, it can be set up so that time slots within reserved times (emergency slots) are also displayed. For patients, this can of course be disabled.

The time slots displayed can be grouped into “blocks” of, for example, an hour or day part. The name and time range of each of these blocks can be configured.

Even though the user has already selected a date and location in previous steps, it is still possible to switch to a different location or date at the top of the ‘Matrix’ page. If the date is displayed in grey, there are no time slots available on that day for the selected location. And if a location is displayed in grey, it no longer has any time slots available on the selected date. This allows the user to see where they can and cannot expect options, without having to go through all the dates and locations.



The screenshot shows a mobile application interface for selecting appointment times. At the top, there are icons for refresh, location, and a menu. Below that, the title 'Tijd' is displayed. The location is set to 'Hoofdlocatie Leiden' and the date is 'vr. 31 oktober 2025'. The time slots are displayed in a grid format, grouped by time ranges. The 08:20 slot is highlighted in blue, indicating it is the selected option. The interface includes navigation buttons for 'VORIGE' (Previous) and 'VOLGENDE' (Next).

Finally, another major advantage: the new Matrix method is used for both the ‘Matrix’ page and for calculating the ‘expected first option’ for each location on the ‘Location’ page. This means there are no longer any differences between the expected and the actual available options, although of course there is always the scenario that someone else chooses the last time slot just as you switch between the ‘Location’ and ‘Matrix’ pages.

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1.4 Services

In addition to the fact that services can now be divided into categories, a number of other new display options and configuration possibilities have been added.

Display options *per service category*:

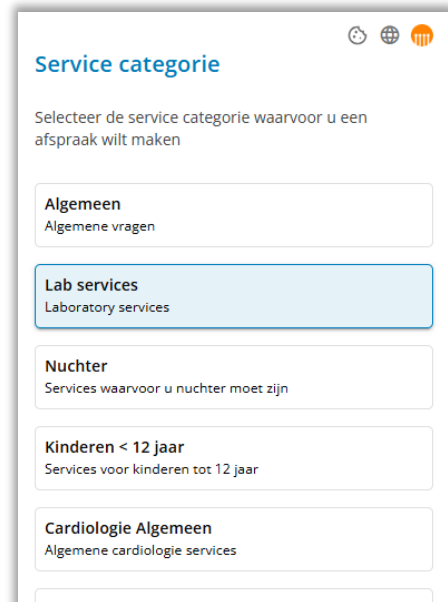
- **Name** (translatable)
- **Short description** (translatable)
- **Order** in the list of service categories
This allows, for example, the most frequently used category to be placed at the top of the list.
- **By default selected** in the list of service categories
This allows one specific category to be selected by default. For example, for call-center employees who select the same category (and service) hundreds of times a day. They can then quickly move to the next page by pressing Enter.

Display options *per service*:

- **Name** (translatable)
- **Short description** (translatable)
- **Detailed description** (translatable)
This is displayed as soon as the service is selected.
- **Additional comment** (translatable)
This option already existed in the latest version of the previous widget. It is also displayed as soon as the service is selected.
- **Order** in the list of services
This allows, for example, the most frequently used service to be placed at the top.
- **By default selected** in the list of services
This allows one specific service to be selected as the default. This only makes sense if the default service falls within the category set as the default, or if none of the categories are set as the default.

New settings *per service*:

- Don't plan on **Saturdays** and/or **Sundays**
This ensures that the calendar on the date page shows Saturdays and/or Sundays as unselectable. It also blocks any manually entered Saturdays or Sundays in the date field.
- **Default day** in the future
This pre-fills the date field on the 'Date' page, or, if that page is disabled, this date is used as the default date from which the 'expected first option' is calculated in the location list. This setting already existed, but can now be defined *per service* instead of widget-wide.
- **Minimal amount of days** in between 'now' and the date of the to-be-created-appointment
This makes it possible to enforce that an appointment for a certain service, for example, can never be scheduled for the next day, but that there must be at least one day in between.



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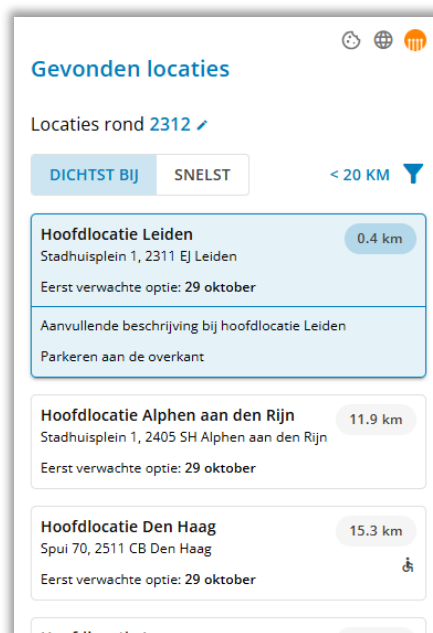
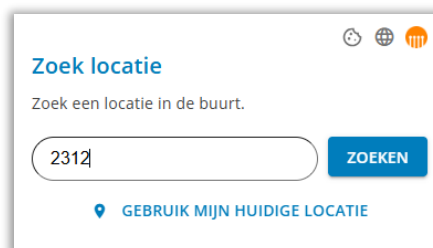
- **Minimal amount of minutes** in between ‘now’ and the time of the to-be-created-appointment
This setting already existed and applies when planning appointments on the same day. What is new is that this setting can now be defined per service, and that the values for employees can differ from those for patients.
- Available and default **KM-range** around the user’s location
This allows you to define the kilometer ranges available on the location page for each service, as well as which one is selected by default.
- Which **sorting method** should be selected by default on the location page?
This allows you to set for each service whether the locations on the ‘Location’ page are sorted by ‘closest’ or ‘fastest’ (taking into account any options within reserved times). For common services such as blood tests, which are actually available every day at all locations, it makes sense to set the sorting to ‘closest’. Whereas for more complex services that are not always available everywhere, it is probably more useful to sort by ‘fastest’.
- Whether appointments for this service may also be made during **reserved time slots**
It can be configured per service whether urgent locations can also be scheduled via the widget. Intended for employee and requester use cases.

1.5 Locations

A number of new display options and configuration possibilities have also been added for locations.

Display options *per location*:

- **Name** (translatable)
- **Description** (translatable)
This is displayed as soon as the locations is selected.
- Additional **comment** (translatable)
This one is also displayed as soon as the service is selected.
- **Wheelchair accessible**
This allows an indicator to be displayed at locations that are accessible to wheelchairs and strollers. Users can also filter on this.



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New filter and sorting options on the location page:

- **Default mileage range** set as filter

If the user has entered their current location, postal code, or city on the “Find location” page, the distances to all locations are calculated based on this information and displayed on the “Locations” page. What is new here is that a kilometer range filter is applied to the location list at the same time.

For example, if service S is set to have this filter at 10 km by default, only locations within < 10 km of the user will initially be displayed. If the user now sets the sorting to ‘fastest’, the KM range filter remains active. This prevents locations that are much further away from suddenly appearing at the top of the list if an appointment is available there sooner.

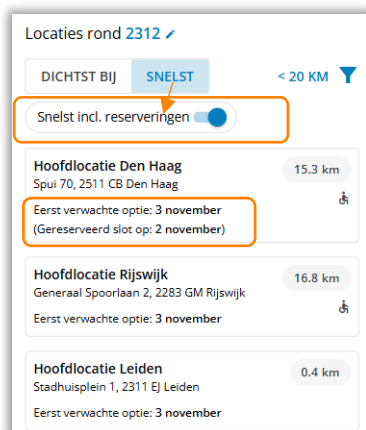
If no locations are found within the default KM range, it is automatically increased by one option. Of course, the user can also adjust the KM range filter themselves. The available options, and the default option, can be set for each service. Als de gebruiker zijn huidige locatie, zijn postcode of de stad waarin hij zich bevindt heeft opgegeven in de ‘Locatie zoeken’ pagina, dan worden op basis hiervan de afstanden tot alle locaties berekend en weergegeven op de ‘Locaties’ pagina. Nieuw hier is dat er tegelijkertijd een kilometer-range filter wordt toegepast op de locatie lijst.

- **Advanced filter** by accessibility, city, street, or location name

This new filter is particularly useful for call center employees who are unlikely to fill in anything on the ‘Search location’ page and will immediately press Enter to go to the location list because they already know which location they want to choose. This allows them to quickly find a specific location(s) within the list of all locations. You can search for (part of) the location name, (part of) the street name from the location address, or the city in the location address.

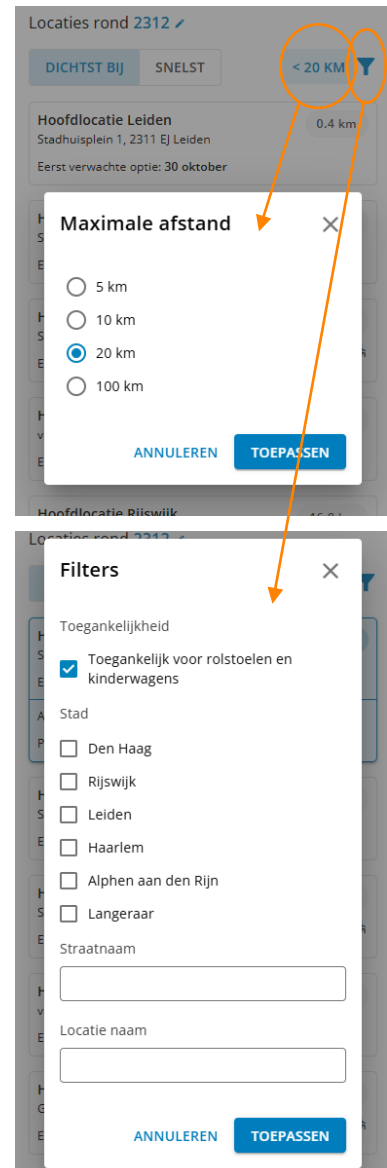
In addition, this filter can also be used to hide all locations without a wheelchair indicator. This will also be particularly useful if nothing has been entered on the ‘Search location’ page and a large number of locations are displayed.

- **Default sort** of the location list



If a postal code, city, or “current location” is entered on the “Search location” page, the location list can be sorted in two ways: by “Closest to” or by “Fastest.” The default sorting method can now be set for each service; see also §1.4.

For employee and/or applicant use cases, when sorting by ‘Fastest’, it is also possible to specify whether reserved time slots should be included in the sorting or not for designated services. This allows the location with the first possible regular option to be placed at the top of the list, or the location with the first possible option, even if it is an urgent location.



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Changes regarding distance calculation:

- **Coordinates no longer used for main location-room match**

The coordinates of the main locations entered in the widget configuration are no longer used to determine which sub-locations (rooms) fall under this main location. This means that there will no longer be any problems in the new widget when location coordinates are adjusted in the SW Resources web application. The coordinates are still used to calculate the (as the crow flies) distance between the location and the postal code, city, or “current location” specified by the user.

- **Pre-filling the location search field:** with (part of) the postal code, city, or no pre-filling

In the with-order flow, the search field could already be pre-filled with the patient's postal code. Now, you can also choose to mask a number of characters of the postal code (e.g., 2312 **) or to show the city instead of the postal code. The exact coordinates are still used in the background for distance calculations, so this setting only affects the display. Finally, it is also possible not to pre-fill the field at all.

1.6 Other new features and improvements

1.6.1 Use on mobile devices

With a ‘mobile first’ approach, extra attention has been paid to how the widget works on mobile devices. For example, when entering the date of birth, a different control is displayed on mobile devices than when the widget is used on a laptop or PC. Special keyboards are also displayed as soon as an email or phone number field is activated. All pages are displayed in a so-called ‘1-column layout’ for optimal use on a phone.

In future versions, we will further optimize the use of the widget on wider screens. Although we have already worked on a logical tab order and the use of keyboard shortcuts, this can still be improved and further expanded.

1.6.2 Welcome page

The content of the ‘Welcome’ page is fully configurable. The font is fixed, but the styling of the text can be influenced (bullet lists, bold, colored sections, etc.). Images can also be displayed.

There is a separate ‘Welcome’ page available for each flow, i.e. one for the with-order flow and another for the without-order flow. If there is no need for this page, it can also be disabled for each flow.

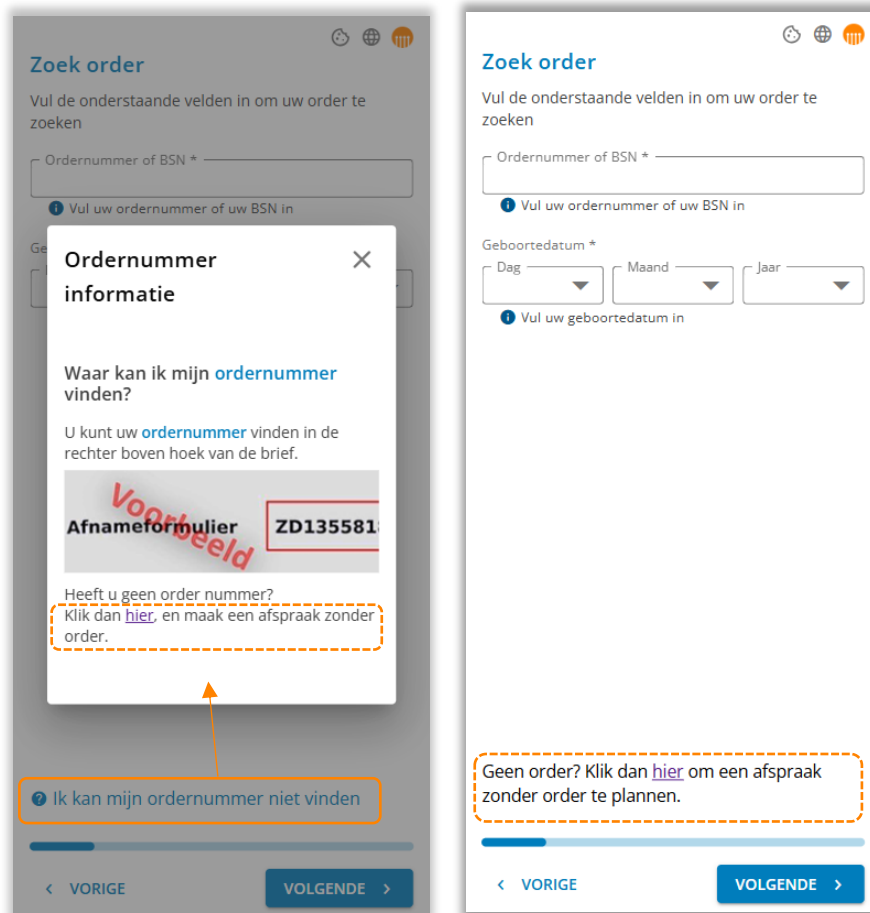
1.6.3 “Where can I find my order number?” / go to the no-order flow \

Because in the previous widget the welcome text was often combined with instructions on where to find the order number, and because the welcome text in the new widget is no longer displayed next to the ‘order number’ field but on a separate page before it, there is another solution available for the order number instructions.

At the bottom of the ‘Search order’ page, there is a (configurable) text that can be used to open a pop-up. In the same way as the welcome text, text and/or images can be displayed here. If necessary, a link can be included at the bottom of that text that allows the user to ‘jump’ to the no-order flow.

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If no order number instructions are needed, the link to the no-order flow can also be displayed directly on the page, instead of the 'I can't find my order number' text.



1.6.4 Improvements to the default date displayed

On the "Date" page, the user can specify a preferred date. The date selected here is then carried over to the following pages and is used on the 'Location' page as the starting date for calculating the "expected first option." If a location is selected from the location list with an 'expected first option' on a date D that is further than the preferred date, date D (and not the preferred date) is carried over to the 'Matrix' page.

The date field on the 'Date' page is always pre-filled. The date displayed depends on a number of settings. For example, what is the default number of days in the future for the selected service? If you want patients to no longer schedule appointments on the same day, this default number of days in the future can be set to 1 (= tomorrow). What is new here is that this can now vary per service. Another new feature is that it takes into account whether the resulting date falls on a weekend day and whether these are blocked for the selected service. So if tomorrow is a Saturday, and Saturday and Sunday are not allowed, the date field will be filled with the following Monday.

The 'Date' page can also be skipped if desired, based on the idea that users can easily change the date on the 'Matrix' page. In the background, the date that would normally be pre-filled in the date field is still determined, and this date still serves as input for the 'expected first option' calculation on the 'Location' page.

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1.6.5 Possible improvements to dates in calendar

The user can, of course, change the pre-filled date on the 'Date' page. In the calendar, the possible dates (black) are distinguished from dates that cannot be selected (gray).

Which dates are possible also depends on a number of settings and, in the with-order flow, of course also on the order validity. What is new here is that 'gaps' in this order validity (e.g., valid until November 29, but not on Tuesdays and Thursdays) are now also shown as impossible dates.

Saturdays and/or Sundays will also be shown in gray when these days are blocked for the selected service.

1.6.6 E-mail OR phone number required

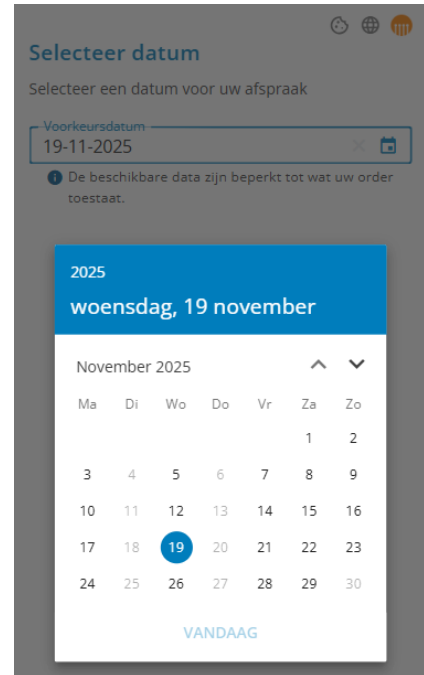
For both *with-order* and *without-order* flows, it was already possible to set whether the email address was optional or mandatory and whether the phone number was optional or mandatory. In the new widget, a new option has been added: it is now also possible to specify that one of the two must be filled in. This means that a user must either fill in their email address OR their phone number.

Also, when confirming the email address, it is no longer possible to copy and paste a value. The user must therefore re-enter the email address.

1.7 What is not yet possible?

The *replan appointment* and *cancel appointment* flows are not yet operational. These will be completed immediately after 8.7 and will be available soon.

In addition, there are still some additions planned, such as the ability to display a notification about 'fastening' and displaying an age indicator on the service.



2 Other changes in 8.7

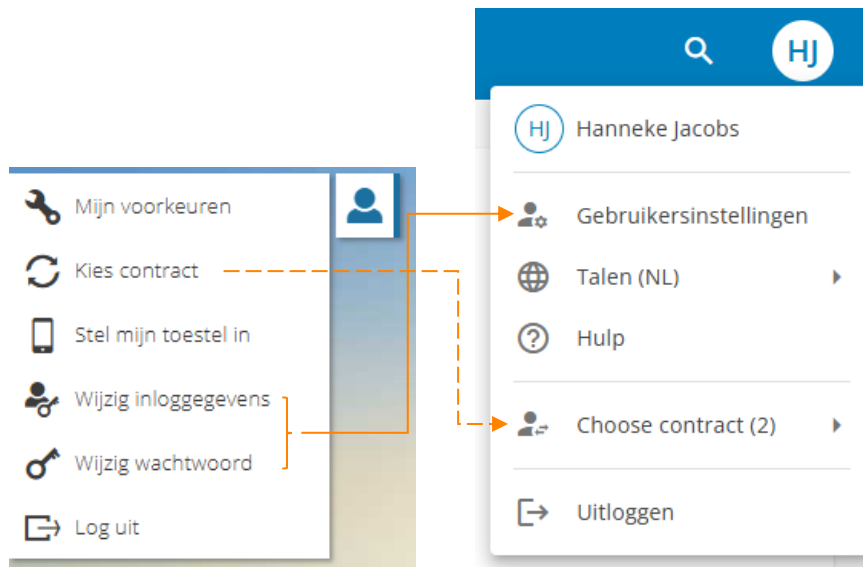
2.1 Webapplication

2.1.1 Minor start page features moved

Some time ago, we started moving functionalities from Classic or NextGen to the newer part of the web application. In 8.5, for example, we moved the overview of all client orders from NextGen and added the system-wide order search from Classic to the new part. This makes it a little easier to phase out parts of Classic and NextGen in the future.

At the same time, the new part will soon become the starting point for the application. In 8.6, the navigation menu on the left-hand side has already been prepared for this. The next goal is to actually phase out the current start page in NextGen, which mainly consists of navigation. To achieve this, only a few minor functionalities still need to be incorporated into the new part.

In 8.7, we have moved some of the user settings, relating to accounts and passwords, to the new section. The 'Select contract' function is now also accessible from the new user menu.



As long as the start page in NextGen has not been disabled, these functionalities are still available there as well.

2.2 Import

2.2.1 Importing client emails and phone numbers

In earlier versions, previously imported phone numbers and email addresses (so, *with* an external source) could never be deleted via the import. If no information was provided, it only removed the email addresses/phone numbers without an external source.

This has been changed. If no values are provided, you can now specify whether the collection of email addresses/phone numbers from a particular external source should be *deleted* or whether *nothing should be changed*.

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2.3 Bug fixes

2.3.1 Bugs related to orders

2.3.1.1 Invalid order became valid after a change action in which nothing was changed

When the 'Edit order' page was opened for an invalid order, and nothing was changed, the order was no longer invalid after saving. This problem has been resolved.

2.3.1.2 'Delete applied protocol' button was missing on the client's 'Orders' page

In addition to individual orders, the client's 'Orders' overview also shows the protocols applied for that client. In the latest version, it was suddenly no longer possible to delete an applied protocol. The application incorrectly determined that parts of the protocol had already been planned and therefore did not display the 'delete' option. It was still possible to open a protocol, provided it had not been planned, and delete it from there. In 8.7, the 'Delete' button can once again be found on the button bar of the 'Orders' overview.

2.3.1.3 Appointment did not turn red on the planning board after cancellation of an order

Only for ONCE orders.

When an update was received via the import for an order that had already been planned, with the end date set to before the original start date (a cancellation), this resulted in an appointment that no longer had an order attached to it and which did not turn red on the planning board.

During the update, all underlying groups with order moments outside the new validity of the order were first removed. It then attempted to update these groups. But they now no longer existed. As a result, the appointment could no longer find the planned group and therefore the order on which it was based. And therefore the appointment was unaware that the order was invalid.

When there are no more groups with order moments left to update, a new group is now created in the new validity period. This way, the appointment no longer loses its link to the order, and will turn red on the planning board when the order is invalid.

2.3.1.4 Incorrect plan status after ending a recurring order

Only for RECURRING orders.

When an order is given a new end date, all groups with order moments throughout the entire validity period are recalculated at that moment. Something went wrong when recalculating the *plan status* of each group. As a result, these groups were in some cases shown as 'unplanned' in the planning board pickers, even though they were planned. This has been resolved.

2.3.1.5 Removing a single group from an order removed the moments but not the group

Only for RECURRING orders.

When a single group with order moments was removed from a recurring order, all moments IN that group were correctly removed, but not the group itself. As a result, that group still appeared to be 'plannable' in the overview of 'All client orders', in the PSE, and also in the order widget. When an attempt was made to actually plan the group, an error occurred.

This issue has now been resolved. Now, not only the moments but also the group itself is deleted.

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2.3.2 Bugs related to sessions

2.3.2.1 When changing multiple sessions at the same time, devices were 'lost'

When changing, for example, the description for multiple sessions at the same time, where a device was linked to one of the sessions, this device disappeared from the session after the change. This problem has been resolved.

2.3.2.2 Client- instead of order nr shown in service dropdown on 'Add appointment' page

From the session planning board, an appointment can be planned via the 'Add appointment' page. On that page, when selecting the correct service, the order number was not displayed for each item in the dropdown list, but the client number was repeated. This has now been changed.

2.3.3 Issues related to notifications

2.3.3.1 After a failed send action, no more emails were sent at all

When sending emails, if an email could not be sent due to a technical issue, our *communication scheduler* remained stuck in "error mode." As a result, no new emails were sent until the service was restarted. This issue has already been hotfixed and is now also part of version 8.7.

2.3.3.2 Appointment notification after auto-plan sent to incorrect client email/phone nr

Some specific imports directly call the PSE to plan the newly imported order immediately without the intervention of a planner. If no notification information was provided to the PSE, the standard notification facts at order or client level was not used as expected, but simply the 'first' email address or phone number that the application could find for that client.

This has been changed. If no notification data is provided, the standard notification data at order or client level is now used correctly.

2.3.3.3 Appointment couldn't be deleted because notification info was in use elsewhere

When attempting to delete a session appointment, this was sometimes unsuccessful. This was because an email address and/or telephone number was linked to the appointment that was not linked to the client itself. When deleting the appointment, the system also attempts to delete this 'orphaned' data. However, it overlooked the fact that although this email address and/or phone number was not linked to the client, it could still be linked to other appointments for this client. As a result, this data could not be deleted, which also blocked the deletion of the appointment itself.

The check when deleting an appointment has now been made smarter. If the email and phone details cannot be deleted, the deletion of the appointment is no longer blocked.

2.3.3.4 Order notifications were not created for orders with today as the start date

When checking whether an order notification should be created, no UTC date was used, which meant that the current date was not seen as 'falling within the set period in which orders should be searched for'. So if the order

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had a start date that was the same as today, no order notification was sent for that order. This issue has been resolved.

2.3.3.5 Whitelist ending with ; meant that everything was always seen as ‘whitelisted’

When the whitelist was configured with a ; at the end in the *communication scheduler*, it meant that the email address or phone number was always on the whitelist. This has now been changed.

2.3.3.6 No more emails sent after new Brevo certificate was put into use

The new certificate could not be verified due to an incorrect configuration on Brevo's side. As a result, the connection was always refused and no emails were sent. This problem was immediately hotfixed and is now part of 8.7.

2.3.4 Issues with notification data in the PSE

2.3.4.1 New appointment with PSE: notification data from client- instead of order level

When planning a new appointment with the PSE in the web application, the notification data was in some cases pre-filled with the standard notification data at client level, instead of with the notification data specifically set for the order. This has been resolved. The data at order level now always overrides the data at client level.

2.3.4.2 Replan used default notification data instead of that of the original appointment

When a previously planned appointment was replanned with the PSE, the default notification data at order or client level was sometimes displayed on the first page of the PSE, rather than that of the original appointment. This has been corrected.

2.3.4.3 Duplicate notification data shown on the last page of the PSE

After an appointment was created with the PSE, the notification data was displayed twice on the overview page. It showed BOTH the data defined at the order level AND the data entered for the appointment on the first page of the PSE. This issue has also been resolved.

2.3.5 Other bugs

2.3.5.1 Automatic linking of new users via mobile no longer worked

Due to the transition to .Net 8 in version 8.5 of Serviceware Resources, an error occurred in the code that controls the automatic linking of new users via our iOS or Android app. As a result, this linking no longer worked.

The issue has been fixed in a new version of the mobile service: version 8.6. A hotfix is also available for version 8.5 of the mobile service.

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2.3.5.2 Date and time formats did not match the set language

The very first time a user visited the new part of the application, it is displayed in the language of the browser. After that, the user can select their own language in the user menu. When changing the language, the date and time formats are also adjusted.

Unfortunately, the date and time format was not set correctly initially, i.e. on the very first visit. As a result, it was possible for someone to see all texts in Dutch, for example, but at the same time see all dates and times in English format. This could be solved by setting the language to English and then back to Dutch. However, it has now been structurally resolved. Users visiting the new part of the application for the very first time now see date and time formats that match the set language.

2.3.5.3 Schedule times for new employees were not shown on the planning board

Normally, the application uses a special “bit” to determine whether schedules are being used or not. If schedules are imported or created in SW Resources, the schedule times are shown on the daily planning board as soon as an employee is scheduled. If schedules are not used, employees are considered 24/7 available on the planning board and appear with a completely white route on the planning board.

When importing schedules, this ‘bit’ was no longer converted correctly. This affected new employees, who were therefore seen as always available. This problem has now been resolved.

2.3.5.4 Contact details were not saved for locations

Email addresses and phone numbers that were defined when creating or changing a location were not saved. This has been fixed.

2.3.5.5 Multiple tubes with the same prefix not scanned from the registration widget

An issue was found in the registration widget with a form in which multiple tubes had to be scanned that all started with the same prefix. Instead of adding multiple tubes, the scanned tubes replaced each other. This has been resolved.

2.3.5.6 Liechtenstein was missing as a country

At the request of our German customers, the missing country ‘Liechtenstein’ has been added to the country list. This means that addresses in that country can now also be entered.

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3 Installation requirements

Below, the requirements for the installation of **Serviceware Resources 8.7** are listed. To use the latest features, it is necessary to also install the **Matrix version** of the appointment widget (API: v1.0.0/UI: v1.6.0). In addition, we recommend updating the **mobile service** to version 8.6.

- › 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

Serviceware Resources	Authentication method	Connect	Mobile Service	iOS app	Android app	Appointment widget
8.3	Serviceware Authenticator	8.3.0	8.3.0	8.2.1	8.2.0	4.2
8.4	Serviceware Authenticator	8.3.1	8.4.0	8.5.0	8.4.0	4.2
8.5	Serviceware Authenticator	8.5.0	8.5.0	8.5.1	8.4.2	4.4.1
8.6	Serviceware Authenticator	8.5.0	8.5.0	8.5.2	8.4.3	4.4.1
8.7	Serviceware Authenticator	8.5.0	8.6.0	8.5.2	8.4.3	Matrix (API: v1.0.0/UI: v1.6.0)