

Release Notes

ServiceWare Resources

Version 8.8

ServiceWare Benelux

June 1st, 2026



Introduction

These release notes describe the most important changes and improvements in Serviceware Resources version 8.8. The most prominent change is the completely renewed start page of the web application, with a menu from which all functionality is now easier to access.

Functionally, this version focuses on the further development of our protocol functionality, including the new “Clients in protocol” overview for both contractors and employees. In addition, an important change has been made to the way recurring protocols - after being applied - result in orders for the client, with the aim of offering more flexibility when managing client contact moments and standard protocols.

In the matrix appointment widget, it is now possible to add the appointment that has been made to your personal calendar with one click on the final page. In addition, we have processed a great deal of the feedback received and implemented small improvements.

We would like to draw your special attention to the first version of our AI assistant that has been added to the widget and with which an appointment can be made, Repland or cancelled via chat. This is still a beta version, but we hope you will try out the functionality and share your findings with us!

Finally, this release contains various improvements and fixes, including for the “my registrations” widget and notifications.

As always, we would be pleased to receive your feedback. You can provide it by e-mail (service@serviceware-benelux.com) or via the Service Desk telephone number: 071-5680310.

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1. Renewed start page

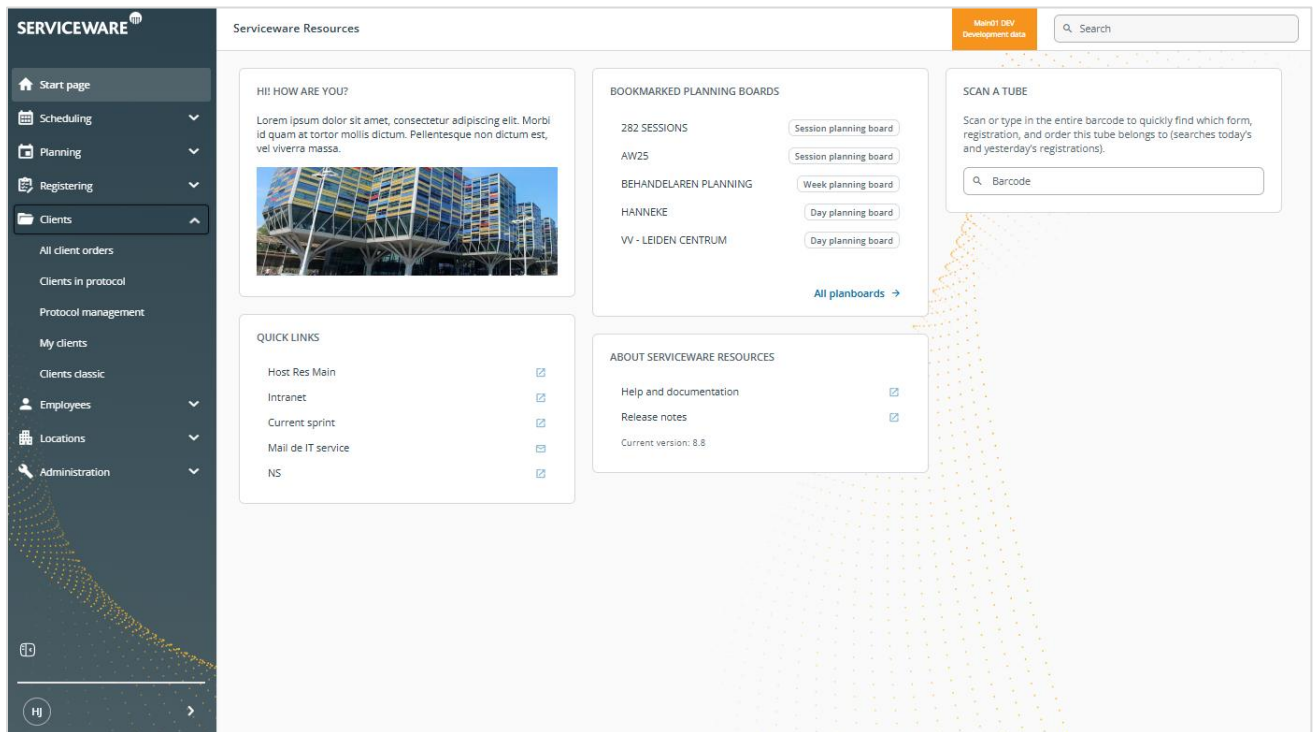
1.1. New entry point in the application



With version 8.8, users will now enter the application on an entirely new home page. This means the start page in NextGen will no longer be used. All functionality that existed on the old start page has been given a new place in the Code blue part of the application.

Menu

All navigation - whether it concerns links to classic, NextGen or Code blue - has been brought together in the menu, divided into the three main processes (rostering, planning, registration) and the three types of resources (clients, employees, locations). Finally, there is also a "Management" section. Each link clicked in the menu opens in the same browser tab by default, but by clicking  the link can also be opened in a new tab if desired.

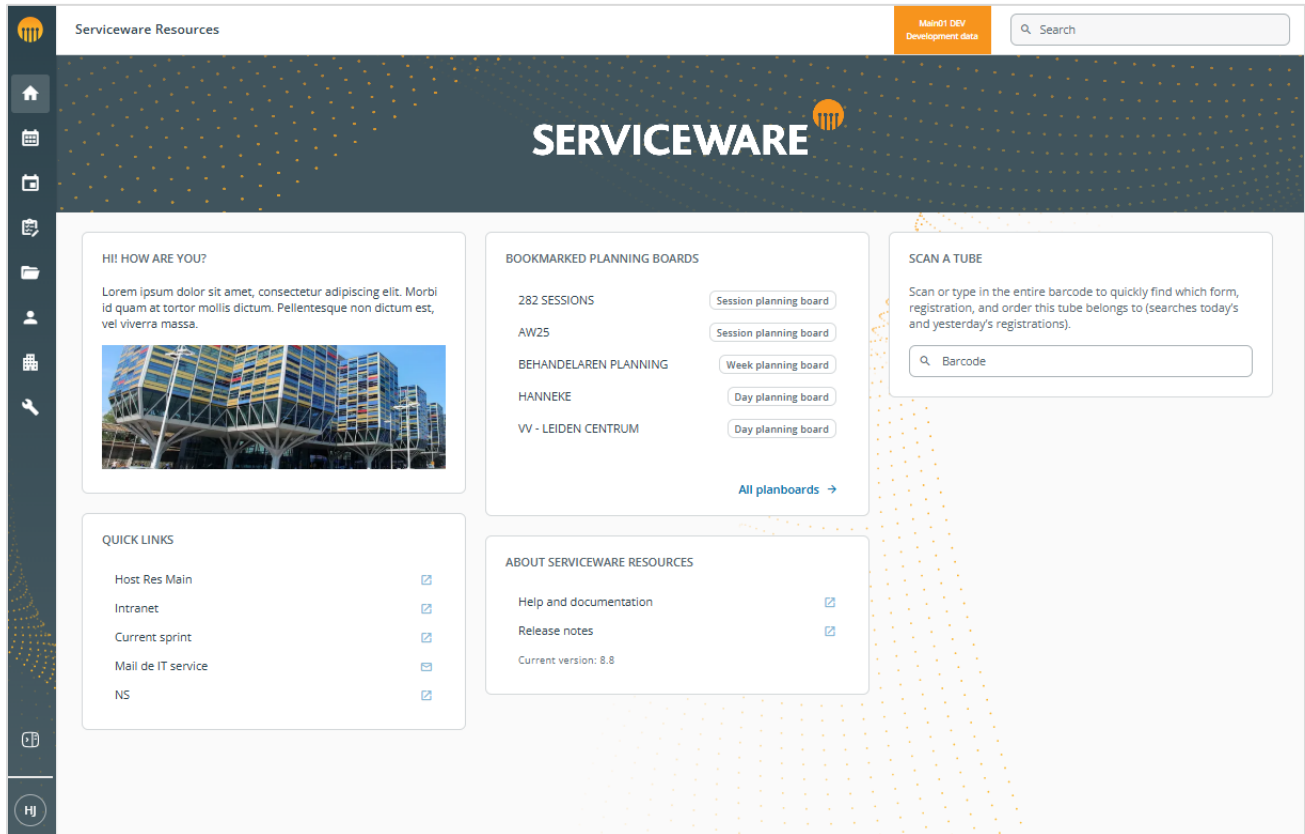
The user settings can be found at the bottom of the menu. Here, for example, the language can be set, and the contract can also be selected if a user has multiple contracts. Under the "user settings" button, you will find the employee account and the option to link a new mobile device. The user preferences for importing and exporting the SW Resources calendar have been moved to the "My calendar" page.



The menu can be minimized using the  button at the bottom. On smaller screens, the menu can be reopened using the  button at the top right.

Hero image

The home page itself can be provided with a large, landscape image at the top of the page, configured using setting 89. This can help users recognize the new starting point. An image can also be used to incorporate your own branding. The image can also be omitted if desired.



Tiles

A number of tiles can be shown on the home page itself. With setting 86, a functional administrator can define a text (and optionally an image) that is then shown on the “WELCOME” tile. This tile is visible to all users.

As soon as a user has planning board rights, they will see the “PLANNING BOARD BOOKMARKS” tile on the start page. Here, the user can display their most frequently used planning boards by bookmarking them on the “Planning boards” page, which can be found in the menu under the “Planning” section. The desired planning board can then be opened from this tile with one click.

If setting 88 allows it, all users with right 6 will also see the “SCAN A TUBE” tile. This allows the barcode of a tube to be entered, after which the associated form and order can be found quickly, provided that the registration took place today or yesterday and the order falls within the user’s scope. For this to work properly, the exact names of the barcode fields as used in the form must be specified in setting 83.

On the “QUICK LINKS” tile, a number of useful links can be shown using setting 87. Examples include a shortcut to the appointment widget or a mailto: link to functional administration. This tile is also visible to all users as soon as at least one link has been configured.

The final new tile is the “ABOUT SERVICEWARE RESOURCES” tile. In addition to the version number, it contains two links to the manuals and the release notes. This tile is always visible and cannot be freely configured.

1.2. Improvements to the search functionality in the top bar

The search function at the top right, which can be used to search for orders or appointments, was already added in 8.5 and is therefore not new. However, several issues have been resolved.

1.2.1. When typing > 10 characters while searching for an appointment, the spinner keeps running

When the search function at the top right was used to search for an appointment and more than 10 characters were entered or pasted, the system did not show that there were no results; instead, the waiting animation kept running indefinitely. This has been changed. Textual feedback is now displayed properly.

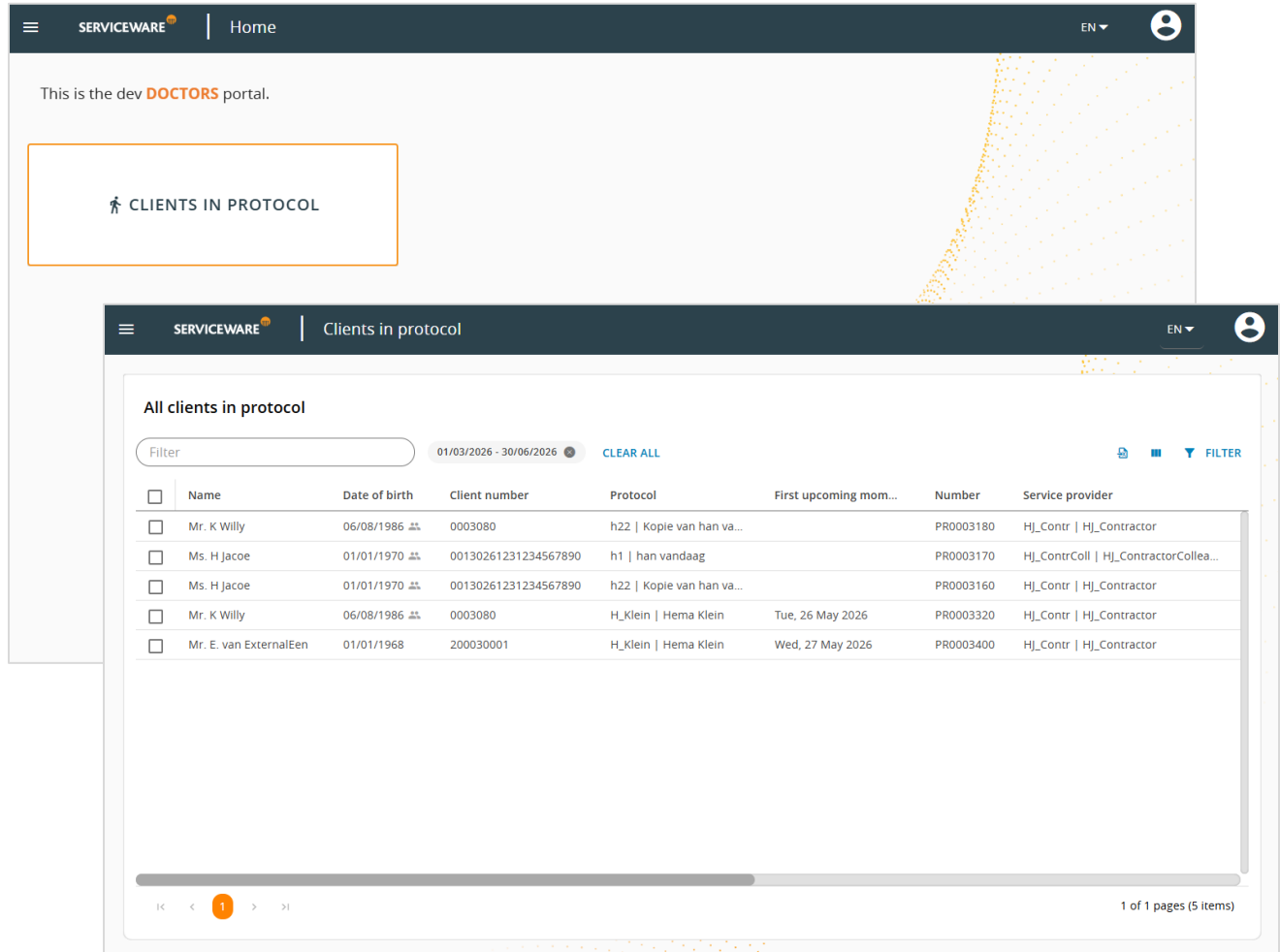
1.2.2. Missing translation when no gender is known

When a client made an appointment without an order in the widget and selected “Other” for gender on the “personal information” page, or did not select any of the options, the search function in the web application displayed the strange addition `top_bar.search.results.gender.9` before the client name. This has been resolved and is no longer shown.

2. “Clients in protocol” overview for contractors

We have started a new protocol module, specifically intended for contractors. The first part of this is a “clients in protocol” overview, which allows authorized contractors to view all “their” clients who are currently in a protocol or have previously been in one.

The “clients in protocol” overview is available as a portal widget. This means contractors do not need access to the Serviceware Resources web application.



The available data can be limited per contractor. For example, it can be limited to the client protocols that the contractor actually requested themselves, or to the client protocols requested by someone within the organization to which the contractor also belongs.

Each client protocol is a separate row in the overview. If a client is included in multiple protocols, the client therefore appears multiple times in the table. For each client protocol, it is clear which standard protocol has been applied, for which client, and from which date the protocol started. Of course, it is also clear who

requested the protocol. In addition, the duration of the protocol and the end date are visible. Finally, the progress within the protocol can also be found.

Using the filters, it is easy to search for all clients in a specific protocol, or for the different protocols running for a specific client. It is also possible to filter in such a way that a list is produced of all clients for whom, for example, a new contact moment starts again in the coming month. This period can be configured.

If desired, this overview can also be opened directly for a specific client or a specific client protocol, for example from an external system. To do this, the URL can be extended with a query parameter containing the ExternalID+Source of the client or the ExternalID of the client protocol.

- A specific client: `.../clients-in-protocol?clientExternalId=1234567&clientExternalSource=SourceABC`
- A specific client protocol: `.../clients-in-protocol?appliedProtocolExternalId=PR000111`

As mentioned, this table is only the first part of a more extensive module around client protocols. We are meanwhile working on a detailed dashboard that will open when one specific client protocol is selected in the table. There, users will be able to find all contact moments for that protocol and view their status.

We are working towards a situation in which a contractor will also be able to start certain actions from this dashboard, such as skipping a particular contact moment, adding a test or terminating a protocol entirely.

Also for employees

The “clients in protocol” overview is not only available on the contractor portal. It can also be used from the employee portal and in the “Code blue” part of the web application. This means the overview is also available to internal employees.

The screenshot displays the 'Clients in protocol' overview in the Serviceware application. The main area contains a table with the following columns: Name, Date of birth, Protocol, Number, Start, Run time, Progress, and First upcoming moment. The table lists various clients and their associated protocols, such as 'Ms. D Lind' with protocol 'SP_SM | Sports Small' and 'Ms. A Bartels' with 'SP_EX | Sports Big for 1 year'. A filter sidebar on the right provides options to search by name, date of birth, and other criteria. The top navigation bar includes options like Start page, Scheduling, Planning, Registering, Clients, and Administration.

The new overview requires a new right (23A), which means that, to view client protocols, it is no longer necessary for an employee also to have access to manage the standard protocols. In addition, using a scope on this new right, the client protocols that someone may view can be restricted. The search actions and the results obtained in the new overview are also audited: it is stored who searched for what, when, and which client protocols were returned as the result.

In time, the overview will replace the "Find" function that can still be found in the current "Protocol management" in NextGen. With that function, all client protocols could be found for one specific protocol at a time, and bulk actions could be started.

The biggest difference between the current overview in NextGen and this new table is that it is now possible to search across protocols. For example, it is now easy to obtain a list of all ongoing client protocols that will expire between dates X and Y.

The actions from the NextGen module, such as terminating or replacing multiple protocols at the same time, are not yet available from the new overview.

3. Changes related to orders and protocols

In Serviceware Resources, orders and protocols can be set up as recurring. This is faster than defining each contact moment separately and keeps the care to be delivered for each client much clearer.

Unfortunately, there are several reasons why setting up orders and protocols as recurring is avoided in practice. We have therefore initiated a number of changes intended to remove these practical objections. The first parts of these changes are now included in version 8.8.

3.1. Unique number per order moment

When a recurring order is defined in SW Resources, either as part of a protocol or independently, this results in multiple contact moments (“orderMomentGroups”) under the same order. Until now, these contact moments did not have their own number that could be used in communication with third parties. From an integration perspective, this often made it necessary to work only with one-time (or “once”) orders within SW Resources, which always result in just a single contact moment.

We have now given each contact moment within an order its own number. As a result, each moment can now be uniquely identified.

3.2. One-time orders after applying a recurring protocol

Another reason for working with only one contact moment per order is that certain changes are not possible at the level of an individual contact moment, but only at the level of the parent order.

This is the case, for example, when an additional test must be performed once, and this additional test also leads to other changes. An example is that the blood for this test must be kept “on ice”, meaning the collection may only be performed at specific locations. To manage this properly, the service is often adjusted in such cases, which is only possible at order level.

When working with protocols, those protocols also had to be set up as non-recurring until now in order to result in non-recurring, one-time orders. This was not ideal. It requires a lot of work, the protocols are not clear, and the applied protocols are by definition “finite” and cannot be extended.

For this reason, version 8.8 now makes it possible for a standard protocol that has been set up as recurring to be broken down into one-time orders when it is applied to a client. This preserves the flexibility that one-time orders offer for the client in the event of changes, while at the same time making it easier to work with standard protocols again.

Recurring standard protocol

			Maand 1				Maand 2			
<input type="checkbox"/>	Onderwerp	Service	Week 1	Week 2	Week 3	Week 4	Week 5	Week 6	Week 7	Week 8
<input type="checkbox"/>	Week 1 controle	LAB Bloedafname	Elke 4 weken							
<input type="checkbox"/>	Week 2 controle	LAB Bloedafname		Elke 4 weken						
<input type="checkbox"/>	Week 3 controle	LAB Bloedafname			Elke 4 weken					
<input type="checkbox"/>	Week 4 controle	LAB Bloedafname				Elke 4 weken				



Protocol applied - current situation: recurring orders

			Januari 2026														Februari 2026																															
<input type="checkbox"/>	Nummer	Onderwerp	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27	28	29	30	31	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19
<input type="checkbox"/>	Protocol_H3		[Recurring order bar]																																													
<input type="checkbox"/>	0000658	Week 1 controle	[Order bar]											[Order bar]														[Order bar]																				
<input type="checkbox"/>	0000659	Week 2 controle	[Order bar]											[Order bar]														[Order bar]																				
<input type="checkbox"/>	0000661	Week 3 controle	[Order bar]											[Order bar]														[Order bar]																				
<input type="checkbox"/>	0000660	Week 4 controle	[Order bar]											[Order bar]														[Order bar]																				

Protocol applied - new situation: one-time orders

			Januari 2026														Februari 2026																															
<input type="checkbox"/>	Nummer	Onderwerp	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27	28	29	30	31	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19
<input type="checkbox"/>	Protocol_H3		[Recurring order bar]																																													
<input type="checkbox"/>	0000658	Week 1 controle #1	[Order bar]											[Order bar]														[Order bar]																				
<input type="checkbox"/>	0000659	Week 2 controle #1	[Order bar]											[Order bar]														[Order bar]																				
<input type="checkbox"/>	0000661	Week 3 controle #1	[Order bar]											[Order bar]														[Order bar]																				
<input type="checkbox"/>	0000660	Week 4 controle #1	[Order bar]											[Order bar]														[Order bar]																				
<input type="checkbox"/>	0000662	Week 1 controle #2	[Order bar]											[Order bar]														[Order bar]																				
<input type="checkbox"/>	0000663	Week 2 controle #2	[Order bar]											[Order bar]														[Order bar]																				
<input type="checkbox"/>	0000664	Week 3 controle #2	[Order bar]											[Order bar]														[Order bar]																				
<input type="checkbox"/>	0000665	Week 4 controle #2	[Order bar]											[Order bar]														[Order bar]																				

Setting 85 (see also §5.1.1) can be used to indicate whether this new option should indeed be used, or whether everything should remain as it was before. In the latter case, recurring protocols will simply result in recurring orders, and non-recurring protocols in one-time orders.

Additional improvements will be developed in the next version(s). For example, we want to group all those separate one-time orders again in a smart way, so that changing multiple orders at the same time is better supported.

3.3. Other changes

3.3.1. Configurable interpretation of “ongoing” for standard protocols

With recurring standard protocols, we can again make use of ongoing recurrence. Please note that ongoing into infinity does not exist. However, whereas this was previously fixed at 31-12-2030, it can now at least be configured what “ongoing” should mean. Setting 29 has been extended for this purpose. By default, this setting is set to 10 years.

In the new “clients in protocol” overview (see §2), client protocols defined as ongoing whose end date is approaching can easily be found.

3.3.2. Unique number for an applied protocol

Every protocol applied to a client will now also receive its own number. Using setting 85, this number can optionally be given a two-letter prefix, for example to make it easy to recognize that these are protocols applied in SW Resources.

When the client protocol is imported and therefore has an external ID, no new number is generated; instead, this external ID is copied to the internal number field.

Apply protocols 85

When applying a standard protocol to a client, certain defaults will be applied. Please define these defaults here.

When applying a recurrent protocol, in what kind of orders should this result?

'Once' orders Recurrent orders

Prefix used while generating an internal number for an applied protocol (max. 2 characters)

External source used when applying a protocol locally, from within the SW Resources UI

Is entering a contractor mandatory when applying a protocol?

Yes No

3.3.3. Defining the source when applying a protocol from SW Resources

For protocols applied in SW Resources, setting 85 can now also be used to define the source specifically (for example “SW Resources”), with which the “external source” property is populated. If a source has been specified, the generated internal number is copied and also stored as the “external ID”.

All orders resulting from applying the protocol receive the same “external source”. For all these orders, the internal number is also stored as the “external ID”.

3.3.4. Making the contractor mandatory when applying a protocol

At the very bottom of setting 85, it can be indicated whether a contractor must be specified when applying a protocol.

Note: this applies when a protocol is applied from the SW Resources application, but also when an applied protocol is received via import.

3.3.5. Restriction of change options for orders under an applied protocol

Because of all the changes around protocols, a restriction has been implemented for changing the resulting orders in a client protocol. As a result, it is no longer possible to change the recurrence of an order (for example from one-time to weekly), or to change the AND/OR choice (from must be performed on all selected days to may be performed on the selected days, or vice versa).

A separate order can, however, always be added alongside the client protocol.

3.3.6. Apply protocol: runtime check removed

Previously, a check was performed to determine whether the general standard protocol being applied was valid for the entire duration of the applied protocol (PROTAPPL0006). This check has now been relaxed. It is only checked whether the general standard protocol is valid at the moment of application.

It is still checked whether the selected "start day in protocol" at the time of application makes sense in combination with the selected standard protocol. For example, it cannot be specified that a protocol with a duration of 7 days should start on day 8. We perform this check to prevent "empty" client protocols.

3.3.7. Replacing a protocol only possible if the original protocol has already started

Additional checks have been added when replacing an applied protocol A, with another protocol B. It is now checked whether protocol A has already started and whether there is progress of at least 1 day. If not, protocol A cannot be replaced and must simply be removed. Protocol B can then be applied as new as usual.

4. Appointment widget, matrix version

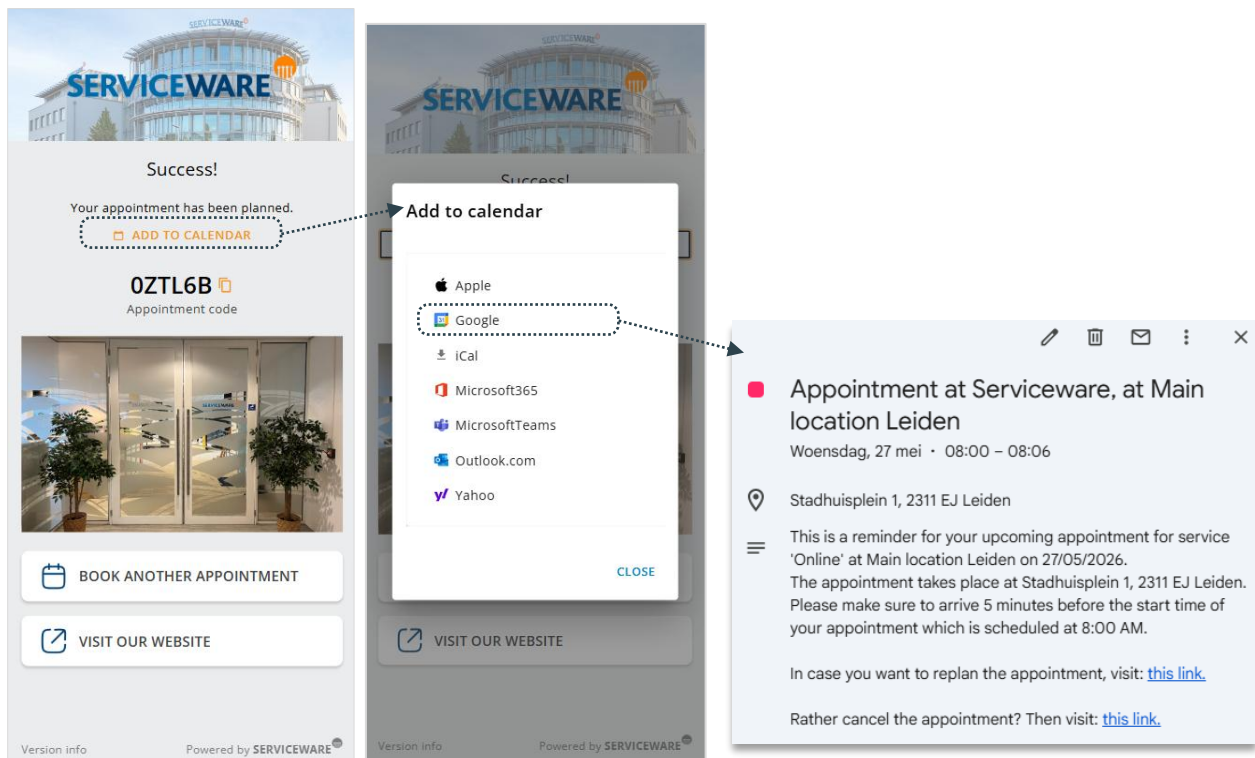
4.1. New: add an appointment to your calendar

On the final page of the with-order, without-order and replan flows, an “ADD TO CALENDAR” button can now be shown (in the primary or secondary color). This allows the client to add the appointment just made to their private calendar.

It can be configured whether this option should be available, which platforms can be selected, and what should be shown in the title and description fields of the appointment.

The date, start and end time, and the address of the selected location are copied by default into the appropriate fields. In the title and description, the service and the name of the location can also be included if desired. The appointment code is also available, for example to compose links to the replan and cancel widgets.

The appointment is already completely filled with the information from the appointment that was made. The client only needs to click “Save” to actually add it to their calendar.



Not all platforms support line breaks and nicer, more compact URLs in the description, such as:

In case you want to replan the appointment, visit: [this link](#).

Apple only supports line breaks. Yahoo and Teams support neither. The description contains the same text and clickable links, but it simply looks less polished. Unfortunately, this is outside our control.

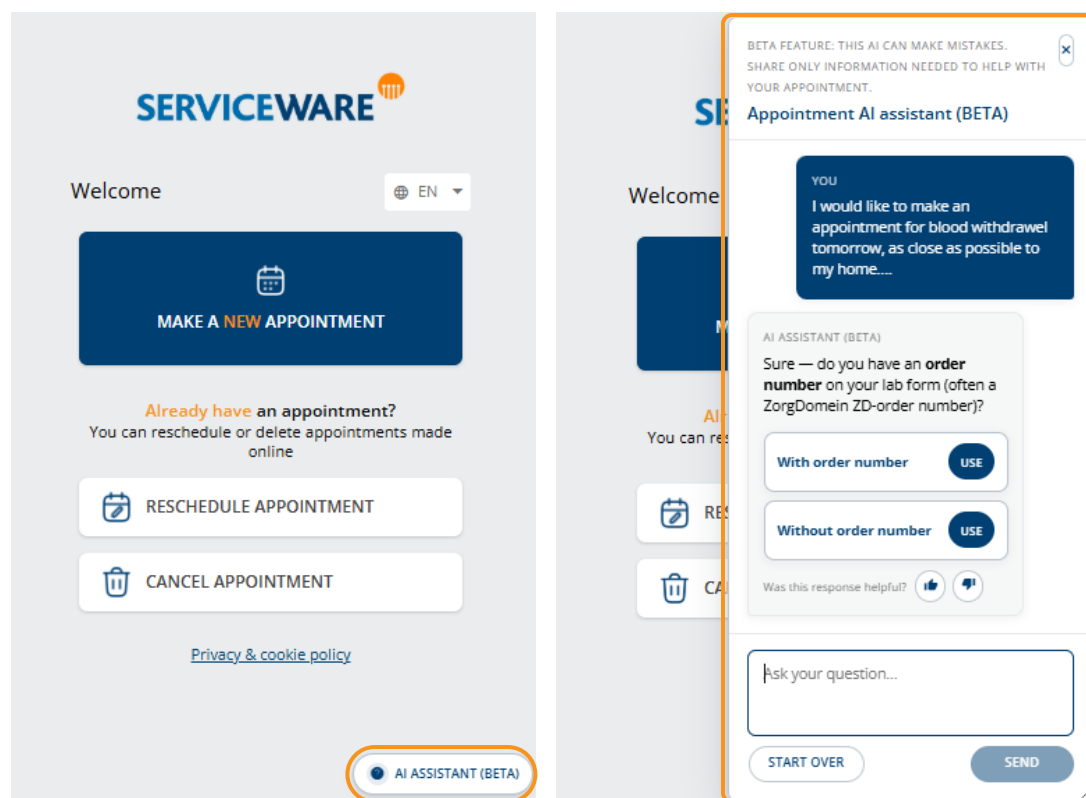
In addition to adding the appointment directly to the calendar, the “iCal” file can also be downloaded if desired. This file can then be opened manually with a calendar application of choice.

4.2. Beta: make an appointment via an AI chat

Our first AI feature is here! An AI assistant can now be enabled on the appointment widget, allowing the patient to make, replan or cancel an appointment through chat, in any language.

The AI assistant works on the basis of a set of rules. For example, it must limit itself to the functionality for which it is intended and not answer if someone asks about the weather forecast. In addition, certain characteristics can be assigned to the assistant, for example that it should be customer-friendly and patient, and that it should keep its answers short and concise and avoid using overly difficult language.

For now, this is still a beta feature, but we encourage you to enable this functionality in the test environment and start “playing” with it. In this way, we hope to gather feedback to further improve the functionality and refine the set of rules. It also helps if you use the thumbs up and thumbs down to rate the answers received.



We intend to eventually deliver the AI assistant as “standalone” functionality as well. This would allow it to be made available somewhere other than on the appointment widget page.

4.3. Other improvements and bug fixes

4.3.1. Order number field does not accept input > 20 characters

To start the with-order flow, the order number must be entered. This can be the internal SW Resources order number, but usually the external order number is used, such as a ZD number.

However, an external order number can be up to 200 characters long, while the input field considered the maximum number of characters of the internal order number, which is only 20 characters. This has now been changed. The field now accepts input of up to 200 characters.

4.3.2. Spaces copied along, aren't automatically removed from the appointment code field

For the replan and cancel flows, the appointment code must be entered as the first step. Often this code is already part of the clicked URL and the field is filled automatically, but if this is not the case, the code must be entered manually.

When the appointment code was copied and then pasted into the field, any spaces that had accidentally been copied along were not automatically removed. As a result, the appointment might not be found even though the code appeared to be correct. This problem has been resolved. Any spaces are now removed as soon as a value is pasted into the appointment code field.

4.3.3. Improvements around phone number fields

In the with-order, without-order and replan flows, a phone number can or must be entered. The input field behaved differently across these three flows. In some places, letters were accepted as input, while in other places they were blocked. Validation was also sometimes triggered after the first character was entered, while elsewhere it only occurred once the user had finished entering the value. These differences have been eliminated.

In addition, the requirements that the widget imposes on the phone number have been checked once more, and we were able to make several improvements. A "+" in the input is allowed, but only once and only at the beginning. A "-" is automatically blocked when entered, or actively removed if the phone number is added by means of a copy-and-paste action.

The maximum number of characters was already 20 (to also accommodate non-Dutch numbers), but a minimum number of characters has now also been set. If the number starts with a +, a length of at least 12 characters is required (+31612345678); without a +, the minimum is 10 (0612345678).

4.3.4. Improvements around e-mail fields

As with phone number fields, some e-mail fields already checked while typing whether a valid e-mail address had been entered, while in other places this check only took place after the user had finished entering the value and left the field. This behavior has now been made consistent everywhere. The check is now only performed everywhere when the field is left.

4.3.5. Improvements around date-of-birth fields

The behavior when entering the date of birth also differed slightly between different places. Sometimes the date was validated immediately when leaving the field, while elsewhere the check only took place after clicking “next”. For a date of birth before 1-1-1900, the same message was not shown everywhere. And when a correct date of birth had been entered in the field but the user left the field using the TAB key, the field was incorrectly shown in red. All these inconsistencies have now been resolved.

4.3.6. Verification fact other than date of birth does not work when replanning & cancelling

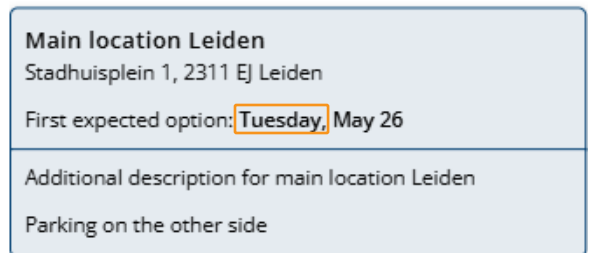
For the replan and cancel flows, it can be configured which verification fact must be entered in addition to the appointment code. Usually the date of birth is selected for this, and this worked as expected. However, if another option was selected, the user could not get past the first page. This has been resolved. The flows now also work correctly if, for example, the order number, BSN, client number or postal code is set as the verification fact.

4.3.7. Month always shown in English on the “Your order” page

Even when the language was set to Dutch or German, the name of the month was still displayed in English in the with-order flow, on the page with the details of the order found. This has been resolved.

4.3.8. Weekday added to “first expected option”

In the list of locations found, the day of the week has been added to the date of the “first expected option”.



4.3.9. (Re)scheduling an appointment not possible on the last day of order validity [hotfix]

When an attempt was made to schedule or replan an appointment on the last day of the order’s validity, an error occurred and the appointment could not be made or replanned. This has been resolved. The solution was also already available as a hotfix for 8.7.

4.3.10. Rescheduling an appointment to a non-consecutive day causes problems [hotfix]

Sometimes an order may only be performed on, for example, Mondays and Thursdays, i.e. on non-consecutive days. If the appointment was originally scheduled on a Monday and was then changed to a Thursday, a problem occurred in the replan flow. This issue has been resolved. The solution was also already available as a hotfix for 8.7.

4.3.11. Replan flow: date of original appointment missing when date step is not shown separately

When the replan flow was configured so that the “date” page was not shown as a separate step in the flow, the date of the original appointment was lost in the background. As a result, the “first expected options” in the location list were then calculated from the current date and not from the original appointment date. If the appointment had been scheduled far in advance, for an order that for example only becomes valid in 60 days, this could result in a location list in which every location indicated that there were no options in the next 30 days.

This issue has now been resolved. The date of the original appointment is now always passed correctly to the location step, even if the separate “date” page is not included in the flow.

4.3.12. No suggestions if there is >1 time-range for the service in the session

If more than one specific time range was defined for a particular service in the session, no appointment suggestions were given in the matrix widget for the 2nd, 3rd, etc. range. This has now been resolved.

4.3.13. Field content unintentionally cleared when using TAB on the contact information page

When the TAB key was used to move through the fields on the “Contact info” page, the phone number or e-mail field that already contained a prefilled value was unintentionally cleared.

It was intended functionality for a field containing a masked value (for example t****@r***.nl) to be cleared as soon as the user clicked the field to change it. After the value is changed, no * may remain in the field. This worked well for clicking with a mouse or tapping with a finger, but when using the TAB key - which in effect clicks all fields and therefore also clears them automatically - this was a less suitable solution. By clicking the “revert changes” button, the cleared values could indeed be restored, but this was not a pleasant workflow.

The “Contact info” page has therefore been adjusted. A deliberate action must now be performed to put a field that already contains a value into “edit mode”. This prevents a field from being accidentally cleared when moving through the page with the TAB key.

4.3.14. Confirm e-mail field added to contact information page in without-order and replan flows

A “confirm e-mail” field is now also shown in the without-order and replan flows when the user enters a new e-mail address or changes the prefilled e-mail address.

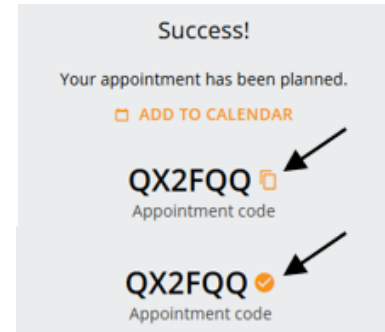
4.3.15. Contact information page in the “replan” flow uses the texts from the “with-order” flow

For the replan flow, the texts configured for the “Contact info” page in the with-order flow were incorrectly used for the “Contact info” page. This has been corrected.

4.3.16. Color of the “copy appointment code” button now configurable + feedback after clicking

On the final page, the appointment code (if shown) can be copied by clicking the copy button. Previously, this copy button could only be displayed in the primary color, which meant it did not always stand out enough. It is therefore now also possible to display the button in the secondary color, just like the “add to calendar” button; see §4.1.

In addition, after clicking, the user received no feedback that the code had indeed been copied. This has also been improved. After clicking, the button temporarily changes to a “success” icon 🟢.



4.3.17. “Tertiary” color not used as background color on the landing and success pages

Although a tertiary color could be configured in addition to a primary and secondary color, it was not applied as intended as the background color on the landing pages when entering the widget, nor on the success page at the end of each flow. This has now been resolved.

4.3.18. “Are you still there?” message also shown after the appointment had already been made

If an appointment had been made successfully and the final page had not been closed, the message “Are you still there?” still appeared after some time. This is unnecessary and even confusing, since the user has already completed the process. We have now changed this. This message is no longer shown once the appointment has already been made.

4.3.19. Prepared for upcoming security update to the Zorgdomein DPR integration

Finally, this latest version of the appointment widget has been prepared under the hood for an upcoming security update to the integration with Zorgdomein’s Digital Patient Journey.

5. Other changes and bug fixes

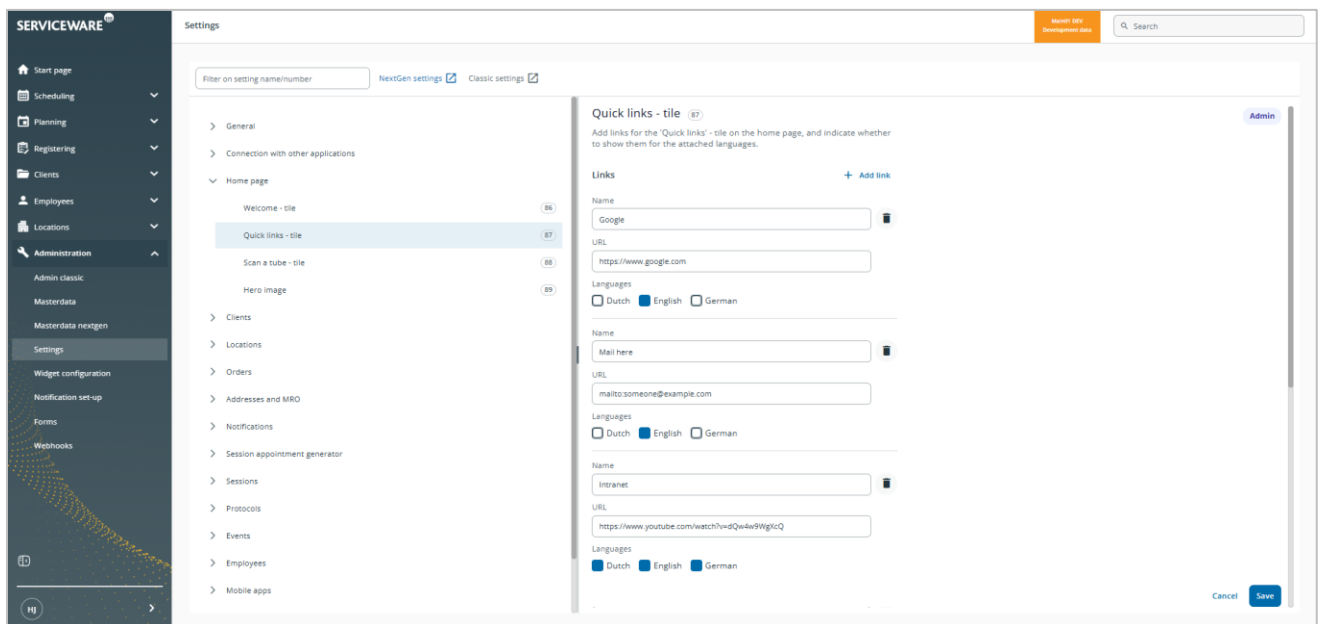
5.1. Settings

5.1.1. Settings module has been moved to Code blue

The settings module from NextGen has been transferred to the Code blue part of the application. From now on, the settings can be found in the menu under the “Management” heading.

In this new module, in addition to the existing settings, the settings required for the new start page can also be found (see §1.1). It has also been made easier to search for a specific setting based on its name or number.

The classic settings have not yet been moved. However, they can be accessed quickly via the button at the top of the module.



5.1.2. Unable to remove an unsuccessful reason from setting 43

When an unsuccessful reason had been added to setting 43, it could no longer be removed. This has been resolved in the new settings module in Code blue.

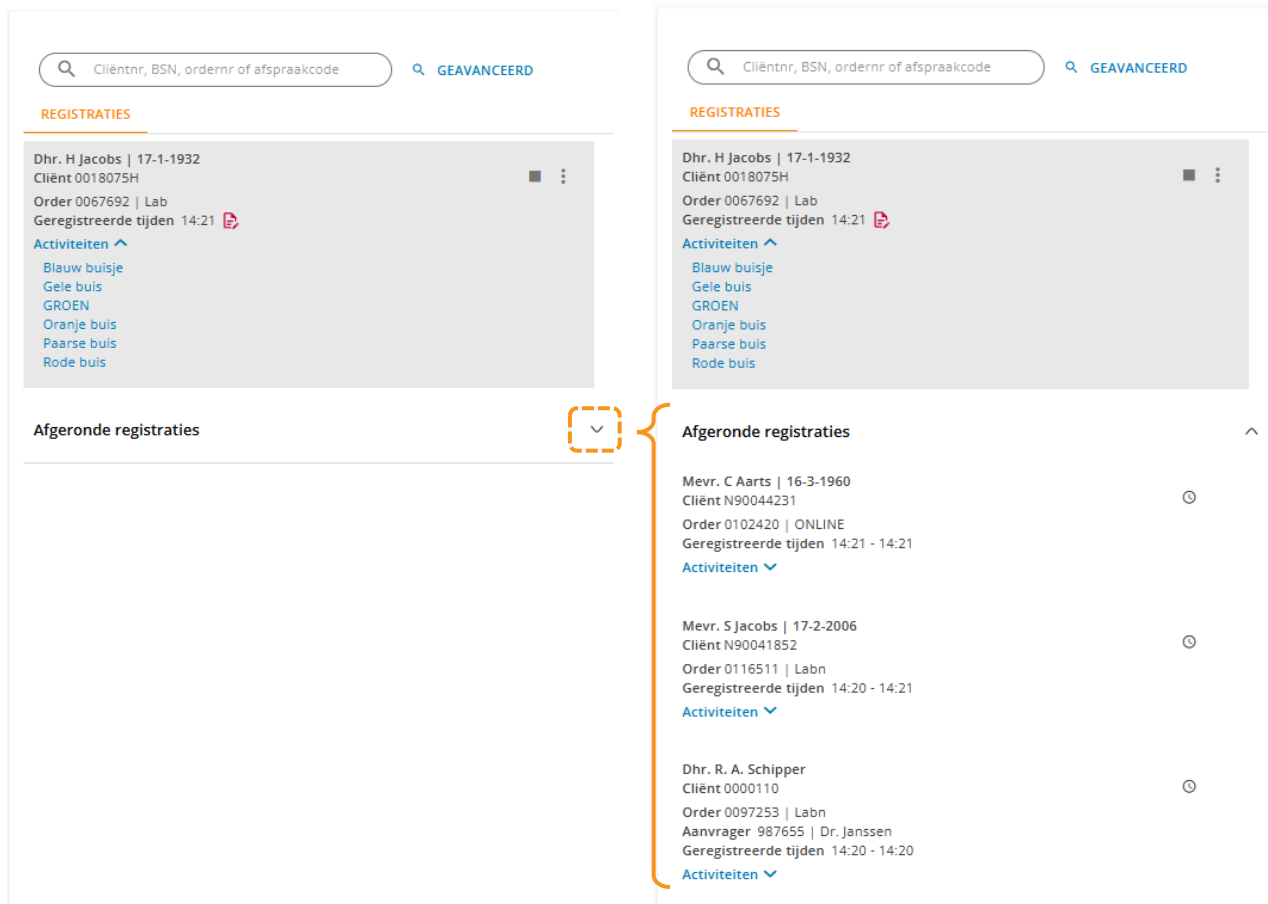
5.2. My registrations widget

5.2.1. “Hiding” client details belonging to a completed registration [hotfix]

For privacy reasons, it was undesirable for the client details from previous registrations to remain visible in the “My registrations” widget. A separate section has therefore been added (see next page), to which a registration is automatically moved as soon as it is completed.

This section is collapsed by default so that the details do not remain on screen while the next client is being helped. To check or adjust a previous registration, the “completed registrations” section can be opened manually.

This functionality was previously delivered as a hotfix on version 8.7.



5.2.2. Registration not possible after taking over an appointment with status “arrived” [hotfix]

When a session appointment had been set to “arrived” and another employee (other than the person planned at the top of the session) then took over this appointment via the “my registrations” widget, this resulted in an appointment that could not be registered.

This incorrect behavior for the “arrived” status has now been resolved. Arrived appointments can now simply be taken over by a colleague and then registered successfully.

5.2.3. Mismatch pop-ups not shown when taking over a planned appointment [hotfix]

If an order is based on a service that does not occur in the definition of the session where the appointment is performed - a so-called “service mismatch” - this can either be disallowed, always allowed, or allowed with a notification.

This notification appeared correctly when an unplanned order was added in the “my registrations” widget. However, it did not appear when an already planned order was taken over from a colleague.

The same issue existed for a “competency mismatch”. Both issues have been resolved.

5.2.4. Scanned barcodes not visible in read-only mode and on the “view form” page

As soon as an order registration is completed in the “My registrations” widget, the form is shown in read-only mode. However, something was still going wrong with this read-only display, because the scanned barcodes were not shown. This was confusing, because it looked as if something had gone wrong with scanning, while that was not the case.

Also when the completed form was opened from the classic registration module or from the search function in the top bar, the scanned barcodes were not shown if the registration had been made via the “My registrations” widget.

This problem has been resolved in both places.

5.2.5. Scanned client number in FHIR form results in a different type of object than from mobile

When the client number was scanned from the FHIR form in the “My registrations” widget, this produced a different type of object under the hood than when the same action was performed via one of the mobile applications. This caused problems with the export.

This issue has been resolved. The scan action now produces exactly the same result, regardless of where the form was completed.

5.2.6. Optional field effectively still mandatory because “no value” is not handled correctly

In the “My registrations” widget, for a combination of a start and end date field where the end date was allowed to be left empty according to the definition, the user was nevertheless confronted with the message: “The end date must be later than or equal to the start date” when they indeed left the field empty.

This has been resolved. Validation is now skipped if the field does not contain a value.

5.2.7. Form could be saved while a mandatory barcode was left empty

From the “My registrations” widget, a mandatory barcode field on a form was not validated correctly. This made it possible to save the form without any problem without the mandatory barcode.

This has now been resolved. Empty mandatory barcode fields are now correctly blocked when saving, in the same way as from mobile.

5.3. Session planning board

5.3.1. Many more locations visible than configured on the session planning board [hotfix]

When a session planning board was opened “normally” from the “My planning” page, there was no problem. However, as soon as the planning board was opened via a “go to” action, all locations suddenly appeared at the top instead of the subset of locations defined in the planning board management module.

This happened, for example, when a user arrived at a session planning board via “Locate appointment” from the client calendar in NextGen, or by clicking an appointment found with the search function in the top bar in the Code Blue part of the application.

A hotfix for this problem had already been released for 8.7, but it has now also been structurally resolved as part of version 8.8.

5.3.2. Multiple select possible again in the top part of the session planning board

As part of a performance improvement, the way selection works on the session planning board was changed in version 8.6. Since then, a selection has always been replaced with a new selection instead of being added to it, in order to avoid unintended bulk actions. To still select multiple items intentionally, the Ctrl key can be used.

Unfortunately, this blocked the selection of multiple items on a tablet, where the Ctrl key is not available. For that reason, we have now added a “long press” action to the upper part of the session planning board. With a short click, the current selection is still replaced by the new selection, but with a long click, the new selection is added to the current selection.

The screenshot displays the 'Mijn planning' interface for 'AW25'. It features a calendar grid for 'Week 16 2026' with columns for days from 'Di 14 Apr' to 'Do 23'. The rows represent different locations: 'AW25 Den Haag - Room1', 'AW25 Den Haag - Room2', and 'AW25 Den Haag - Room3'. Each cell in the grid shows a time slot (07:00 - 16:00) and a session type (Bloed DH1, Bloed DH2, or Bloed DH3). A mouse cursor is positioned over the '07:00 - 16:00 Bloed DH2' cell for 'Do 16 Apr' in Room 2. Below the calendar, a detailed view for 'do 16 apr.' is shown, with three columns corresponding to the rooms. Each column has a vertical list of time slots from 07:00 to 07:55. Arrows indicate the mapping from the calendar grid to the detailed view.

5.4. Notifications

5.4.1. No messages generated if only 1 creation moment is defined

When not 2 but only 1 creation moment was defined in setting 42, no notification messages were created. This has been resolved.

5.4.2. Order and appointment confirmation letters were always processed in the same way

There was an undesired dependency between settings 21 and 42. If the sending moment for letters in setting 42 was set to “immediately after creation”, while the sending moment for letters in setting 21 was set to “Create, but never send automatically”, then not only were the appointment confirmation letters not placed in the print folder and not marked as “sent”, but the order letters were affected as well.

This dependency has now been removed and a new option has been added to setting 42, which can now be used to configure specifically for order letters whether or not they should be processed automatically, independently of appointment confirmation letters.

Send moment for order notification messages 42

Specify when order notification messages and order notification reminder messages are generated. Specify for each message type the earliest send moment.

Create moment
Daily

First time: 08:00 AM
Second time: 04:00 PM

Email send moment
Immediately after creation

Letter send moment
On working days, 04:00 PM

Should PDF files be generated automatically when processing notifications with the Communication Scheduler? If not, they must be printed manually.

SMS send moment
Immediately after creation

5.4.3. Old location in message after moving appointment to another location [hotfix]

When an appointment was made using the new appointment widget and was then moved to another session via the session planning board, using the PSE, or still using the old appointment widget, the location was not updated correctly. As a result, the original visit address from before the change was still shown in the notification messages.

This issue has now been structurally resolved. It was also already delivered as a hotfix for 8.7.

5.4.4. The code of the service on which the order is based always remains empty in notifications

When "Model.ServiceSchedule.ServiceCode" was used in a notification template, it always remained empty. As a result, the service code could not be found for an order. A workaround was already available. This has now also been structurally resolved.

5.4.5. Times shown with AM/PM when opening notification messages from the web application

When a notification message was opened, for example from the overview of "Open and sent messages", all times were shown in an American format, for example 11:05 a.m. This has been corrected.

5.5. Other

5.5.1. When re-importing an address, any key information was overwritten

When an imported address in Serviceware Resources had been supplemented with key information, that information was lost after the same address was imported again. A workaround for this issue was already available. This has now also been structurally resolved.

5.5.2. Times on the vertical time axis in "My calendar" always in AM/PM notation

In the day and (work)week views in "My calendar", the times were always shown with am/pm, even when the language was set to Dutch. This has now been changed. The notation now properly follows the selected language.

5.5.3. Half hours not possible for min. hours in employee contract, but possible for max. hours

When the hours of an employee contract extension were entered in a min/max format in the web application, it was not possible to enter half hours for the minimum hours, while this was possible for the maximum hours. This has now been resolved.

5.5.4. An & character in client notes is not shown correctly on the day planning board info panel

When a client note contained an &, this was displayed in the info panel of the classic day planning board as & This has been resolved.

5.5.5. The previous order opens after searching multiple times in the client's order overview

When the client's order overview was searched for a specific order number A, the corresponding order A was found correctly and shown in the table. The order was opened or edited, and then another search was performed, this time for a different order B. That order was also found and shown in the table, but when opened, order A was shown instead of order B.

This problem has been resolved. The previous order is no longer opened.

5.5.6. "My info" module in classic could not be opened without right 9

The classic "my info" module is available to every user, who can view their own details there. Nevertheless, in a previous version, right 9 was incorrectly checked; this right is normally used to control access to the information of other employees. This has been resolved.

5.5.7. Changing activity master data via the "pencil" did not always work correctly

When changing an activity was started by clicking the pencil icon in the table row, the change was not always saved correctly. This has now been resolved.

6. Installation requirements

The requirements for installing Serviceware Resources **8.8** are listed below.

- The installed version of Serviceware Resources must be at least version 8.7.0 in order to upgrade to version 8.8.0. For older versions of Serviceware Resources, a number of intermediate steps will be required when updating to 8.8.0. For details, please contact one of our consultants.
- The latest version of Chrome, Firefox or Edge must be installed on the client PCs.
- A complete overview of all hardware and software specifications can be found in the document “Serviceware Resources Hardware and Software Specifications_NL_v84”.

6.1. Recommended 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: v1.1.0/UI: v1.7.0
8.8	Serviceware Authenticator	8.5.2	8.6.0	8.5.3	8.4.4	Matrix API: v1.2.0/UI: v1.8.0