



QFM Release Notes



**What's New in
QFM app (Cross Platform)
1.11.01.04**





Version Log

Version #	Summary of Revision	Date	Author
1.0	First issue	23/05/2017	MR

Statement of Confidentiality

The information contained within this document is strictly confidential and contains proprietary and privileged information which is the intellectual property of Service Works Group. It is intended for use by the recipient for evaluation purposes only and may not be reproduced or disclosed under any circumstances without the express written permission of an authorised authority of Service Works Group.



Contents

Release Notices	4
QFM Web Compatibility	4
Compatibility	4
Installation	4
New Features	5
Push Notifications	5
Summary	7
Known Issues	8



Release Notices

QFM Web Compatibility

Multi-Contract Support

The QFM Web 1.33 release (onwards) is designed to support multiple client contracts. This support is not yet fully extended to the QFM app v1.10 as it does not respect contract specific business rules around data selection. This specifically affects any Express Events logged on the Mobile application. Currently, these must be logged with valid contract specific values otherwise the event will not be processed when it is returned to the central QFM application. There is no support to assist QFM Mobile users to select consistent values or to warn if an event has been raised with inappropriate values. In this scenario the Express Events will fail to update QFM.

Service / Asset Work Type Filtering Support

The QFM Mobile app does not currently support the Work Type by Service/Model restrictions which are inherent in QFM, i.e. Work Types are not filtered according to the Service/Model selected.

Compatibility

This release is compatible with the following:

- **QFM Mobile Server v2.02.00.07**
This is a new version, released to support the 1.11.01.04 app. The new Notifications features will require this Mobile Server version, and clients should be upgraded if they want to use these features. However, the new App will work against the previous Mobile Server version (2.01.00.01) if required.
- **QFM Web v1.36.05.01**
- **QFM Workflow Scheduler v1.36.04.06**
- **QFM Desktop v164.08.09.05**

In order for the QFM app v1.11.01.04 to function correctly, Service Works strongly recommends that client organisations upgrade to these software versions or later.

Installation

Existing installed versions of the QFM app can now be upgraded, which allows users to retain their current visits and other app data. Upgrades are available for users moving from version 1.10.07 or later. Users running an earlier version of the app (1.10.02 or earlier) will need to uninstall the previous version before installing the new app v1.11.01.04.



New Features

Service Works Group is pleased to release QFM app version 1.11.01.04. This document describes the new features included in this version of the software.

Note: The screen shots used in this section are from a device running the Android operating system.

Push Notifications

The QFM app is upgraded to receive notifications for new visits and cancelled visits, in the device status bar (top of the screen) and notification panel. Notifications display a QFM logo in the status bar and generate an audible signal (dependent on notification settings). A message is then displayed in the notification panel.

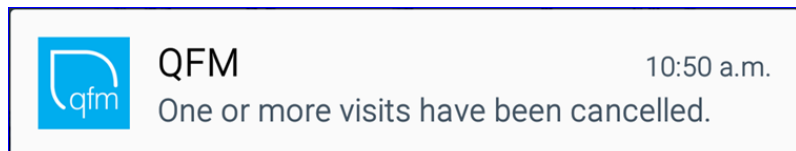
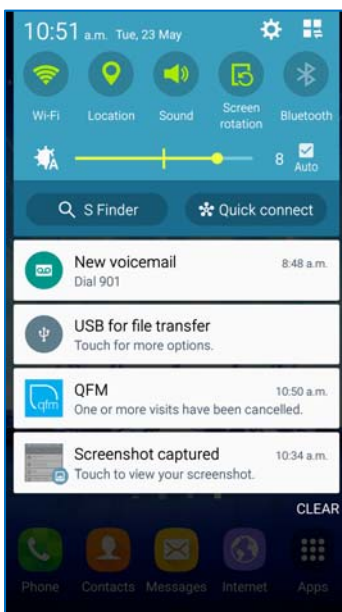
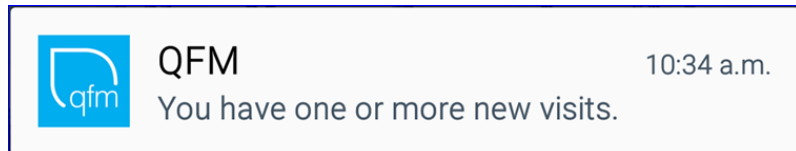
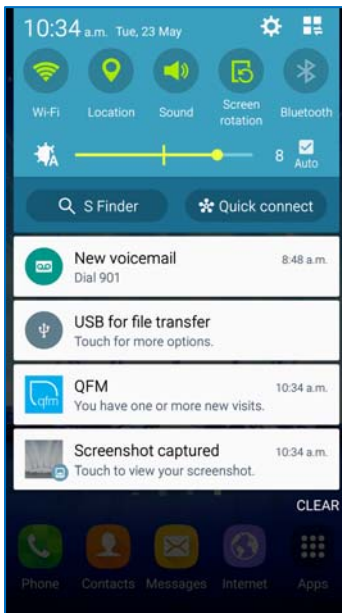
Notifications are received when the user is logged in to QFM but the app is minimised (i.e. not in the foreground). In addition, when the app is not running but the user has previously logged in (and not logged out); powering on the mobile device without starting the app will also cause notifications to be received.

If the app is in the foreground and in use then notifications are not received, as the normal download notification banner is displayed. Notifications are not received if the user is not logged in to QFM.

An example of a QFM notification showing in the status bar is shown below.



The notification panel can be opened by swiping down from the status bar. Examples of both notification messages are shown below.



Selecting the notification takes the user into the QFM app.

Only one Notification of each type is shown on the device at any one time, i.e. if multiple instances are pushed through then the new notification overwrites the existing notification. Each notification, however, is signaled individually (audio).

Notifications are removed from the panel by the following actions:

- Selecting the QFM notification (opens the QFM app)
- Clearing the notifications in the panel
- Ignoring the QFM notification and opening the QFM app independently*

Push notifications will only be received if the notification settings for the QFM app are enabled on the device.



Summary

- Notifications received in the status bar and notification panel.
- Two notification types for new visits and cancelled visits.
- Notifications display a QFM logo in the status bar and generate an audible signal. A message is then displayed in the notification panel.
- To receive notifications, users should be logged in to QFM and the app should not be in the foreground (can be in background/lock/sleep mode).
- Notifications are not received when the app is in the foreground and in use. (The normal download notification banner is displayed).
- Notifications are not received if the user is not logged in to QFM.
- Select the QFM notification to go directly to the app.
- Only one Notification of each type is shown on the device at any one time, i.e. if multiple instances are pushed through then the new notification overwrites the existing notification.
- Notifications are signaled individually (audio).
- Notifications are removed from the panel by the following actions:
 - Selecting the QFM notification (opens the QFM app)
 - Clearing notifications in the panel
 - Ignoring the QFM notification and opening the QFM app independently*.
- Notification settings for the QFM app must be enabled on the device.

* Refer to Known Issue QFMXMOB-836.



Known Issues

Service Works Group is currently aware of the following software issues in the QFM app release 1.11.01.04. These will be rectified at the earliest opportunity.

QFMXMOB-140

When logging a new Service Event via the QFM app, Work Type options are not restricted according to the Service / Service Group selected.

QFMXMOB-263

After moving to a different QFM database and downloading the new data, some data from the previous database may remain on the device. Using the 'Refresh Application Resources' utility will remove the spurious data.

QFMXMOB-270

When logging a new Asset Event via the QFM app, Work Type options are not restricted according to those available for the selected Asset.

QFMXMOB-273

The files attached to an asset are not available on the QFM app when the asset is downloaded to the device.

QFMXMOB-316

When a multi-contract database is in use, users have access to restricted data e.g. assets and sites, which is not within the contract to which they are authorised.

QFMXMOB-317

When a multi-contract database is in use, data downloaded to the mobile device is not filtered according to the contract. Therefore, a user can log an Event with Geography/Service/Work Type/Priority which is out of their scope, i.e. not within the contract to which they are authorised. There is no support to assist QFM app users to select consistent values or to warn if an Event has been raised with inappropriate values. In this situation, the event will not be processed when it is returned to the central QFM application.

QFMXMOB-319

When installing the QFM app onto a device, users may need to adjust the device settings to accept installations from an 'unknown source'.

QFMXMOB-505

After adding a file attachment to a Visit at 'New' status then Rejecting the Visit, the attachment is not being synchronised with QFM Web.

QFMXMOB-546

Whilst the QFM app allows for any operative to be supplied for a return visit, this does not automatically re-assign the active contractor on the event to that of the nominated operative (i.e. the operative could belong to a different contractor). Users should be aware of this limitation as they may wonder why they see a previous contractor when looking at Reports, Event Director and Lists. When searching and filtering in these reporting tools it is the active contractor which is always used. Whilst this is considered a possible issue for clients, on balance, the feature of being able to re-assign a visit to a different contractor team (with its limitations) is deemed more beneficial than not having the functionality.

QFMXMOB-702

After downloading Assets to a mobile device then filtering using 'All Sites'; the functionality to scroll through the list of Assets may appear to show the end of the list, however scrolling up then down again will display more records in the list.



QFMXMOB-717

iOS - If a Visit Start date/time are equal to the End date/time, the validation message reads "Visit end is before visit start." which is not technically correct.

QFMXMOB-732

As attachments and signatures are collected they are placed in a 'QFM_Attachments' working folder, which is not currently cleared-down. The folder will fill up and may cause device issues if left unchecked. The folder can only be manually cleared down after ALL Visits are cleared from the device.

QFMXMOB-746

When a user starts a new Visit while having another Visit On-hold at 'Client Feedback Required' or 'Return Required' status, they can subsequently Abandon the On-hold Visit despite it being Completed.

QFMXMOB-767

iOS - When selecting a Visit from the Visits screen list, then returning to the Visits screen from the Summary screen, the Visit selected may be shaded grey. Switching between tabs should clear the shading.

QFMXMOB-819

Visits on the Visits screen Active tab with a status of 'New', which are subsequently removed in the QFM Web application (status 'Abandoned' via 'Manual Cancel') are still displayed in the QFM app Visits screen Active tab (and not automatically Abandoned).

QFMXMOB-834

When applying Sort Order criteria to Visit lists, the filters applied in the Primary and Secondary Sort Fields may not be correctly applied to the Visits in the list.

QFMXMOB-836

With the QFM app placed in the background; when a new Visit push notification is received on the notification panel, if the user ignores the notification, opens the app and downloads the Visit, the Visit notification remains on the notification panel until cleared.
When the Visits are refreshed in the app, all QFM notifications should be cleared from the notification panel.

QFMXMOB-862

iOS - With the QFM app placed in the background; multiple Visit push notifications (of the same type - new visit or cancelled visit) are not being collapsed into a single notification. Instead, a separate notification is added to the notification panel for each instance.
(Once a notification is selected in the panel, it is removed).

QFMXMOB-866 & QFMXMOB-893

Android - Turning OFF notification settings for the QFM app will cause all banner messages to be hidden. This includes visit downloads, asset downloads, messages relating to attachments, clearing application data etc.

QFMXMOB-872

Android - when logged in to QFM in 'offline' mode it is not possible to log out. The user must connect to the internet to be able to log out successfully.

QFMXMOB-901

In Preferences, when the Automatic Sync setting is enabled and an interval is applied, Visits are being downloaded instantly as the interval is not being respected.

QFMXMOB-909

Android - Excel and Word documents attached to Visits fail to open.