



Release Notes

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**Verizon Field Force Manager (FFM)
Version: 18.13**

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Notes

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1 Introduction

1.1 Purpose

This document provides a definitive description of the Verizon Field Force Manager software version 18.13, including new features and bug fixes

1.2 Audience

This document is intended for all users of Verizon Field Force Manager workforce management software.

1.3 About this Release

This release includes the following new feature enhancements and new capabilities:

- Enhanced Security for Healthcare and Other Applications
 - Blocking a mobile device on 5 successive invalid PIN and/or password attempts
 - Setup/Update password from mobile device
 - Mobile device session timeout after 8 hours of inactivity
 - Password complexity
 - Password will expire after 90 days from the date of creation
 - Password expiry alert before 10 days of password expiry date
- Edit trip details on mobile device
- Limit on sharing Job details, Form details, Trip details and Timesheet details by email.
- Limited date range in Custom Date filter for Job List page and Job Map page.
- Selection of default email address for outgoing emails.

1.4 Mobile Apps

The Mobile App updates are available for the following platforms:

- Android
- iOS

We recommend that customers update to the latest version (v18.13) of the mobile app. Visit the Devices page <http://smart.clicksoftware.com/static/ffm/devicelist.html> to learn about how to update your mobile app to the latest version.

1.5 Additional Documentation and Support

Find more information at: smart.clicksoftware.com/ffm-support

2 Major Enhancements

This section describes in detail the new features and enhancements, which were highlighted in section 1.3.

2.1. Enhanced Security for Healthcare and Other Applications

Enhanced Security provides additional data privacy and security provisions for safeguarding sensitive customer information. It is only available for mobile application 18.13 or above (Android & iOS only).

List of functional changes after enhanced security is enabled for the customer:

1. Field Force Manager web password needs to be changed and the new password must satisfy the following 5 criteria:
 - Password length should be minimum 8 characters
 - Uppercase letters (A to Z)
 - Lowercase letters (a to z)
 - Numbers (0 to 9)
 - Special characters like @, #, \$ etc.
2. Field Force Manager mobile password needs to be setup and the new password must satisfy the following 4 criteria:
 - Password length should be minimum 8 characters
 - Uppercase letter (A to Z)
 - Lower case letters (a to z)
 - Numbers (0 to 9)
3. Web password and mobile device password will expire after 90 days from the date of creation.
4. Users will get a password expiry alert before 10 days of password expiry date.
5. User can setup and update their password on the mobile application.
6. A mobile device will be blocked after 5 successive invalid PIN and/or Password attempts.
7. Users need to enter PIN and Password each time they are logging into the Field Force Manager application.
8. Session timeout after 8 hours of inactivity in the Field Force Manager mobile application.

2.2. Edit Trip Details on Mobile Device

A Field Force Manager web user can enable/disable this permission for a role which allows a mobile worker to edit the trip details on his mobile device, in case if the submitted trip values are incorrect.

2.3. Limit on Sharing Job/Form/Trip/Timesheet Details

A Field Force Manager web user cannot share Form details, Job details, Trip details and Timesheet details more than 5 times per hour for each form, job, trip and timesheet.

2.4. Limited Date Range in Date filter for Job List page and Job Map page

In Date Filter, the difference between Start date and End date should not exceed 90 days for Job List and Job Map pages.

2.5. Select Default Email Address for Outgoing Emails

Field Force Manager web user can configure the 'from address' for any outgoing email from the Field Force Manager application. The options for the 'from' field are:

- System Default Email
- Company's Email
- User's Email

2.6. Gallery Option is Removed for Odometer's Image

Gallery option is removed for selecting image of 'Start Odometer' and 'End Odometer' in the Current Trip page of Field Force Manager mobile application.

3 New Supported Devices

The following devices has been certified and added as new supported devices:

- LG G7
- Motorola E5
- Kyocera Dura XV LTE
- Samsung Galaxy S9
- Samsung Galaxy S9+
- Panasonic Toughpad FZ-N1

4 Bug Fixes

- Street View Panoramic view is now working fine with mouse control in Geofence maps, Trip Details and Shift Summary page.
- 'createWorker', 'updateWorker', 'createOrUpdateWorker' and 'createCompany' APIs are now adhering to password length and complexity rules.
- Context menu error on the worker's shift summary page is resolved.
- 'Worker Activity Log' button is added in the Device Status Log page's toolbar. Similarly, 'Device Status Log' button is added in the Worker Activity Log page's toolbar to enhance the customer experience.
- 'Default Value' field error in which its value was displayed outside the box is resolved.
- Minor issue with certain private or internal forms not displaying the selected group name is resolved.
- Error while creating a job by some specific customers is resolved.

- Following buttons error while uploading a file is resolved:
 - Upload
 - Upload Again
 - Upload Another File
- Security preference name is changed from “Indicates if alphanumeric characters are required in passwords” to “Web Password Strength”.
- Calculative operation error for adhoc forms is resolved.
- ‘Scheduled Start’ column error, when a user downloads the list of jobs in excel format is resolved.
- ‘End trip time’ error and ‘location past due’ error due to Daylight Saving Time (DST) is resolved.
- Incorrect distance calculation due to incorrect GPS details for multiple trips by multiple workers on multiple dates for a single job is resolved.
- Barcode scanner error on vertical surfaces is resolved.